

Celebrating Simple Joys



Celebrating Simple Joys

**Muskaan - Parents Association for the Empowerment
of Person with Intellectual Disability**

Guiding vision, mission & values of Muskaan

Vision

A society which recognizes human diversity and respects the rights of all people irrespective of levels of abilities

Mission

MUSKaaN creates and provides opportunities for capacity development of Persons with Intellectual Disability and their families, advocates for their rights and legal capacity, collaborating, facilitating and promoting the creation of an enabling environment and an inclusive society.

Guiding values:

- Alleviation of as much suffering and discrimination as possible
- Dignity of all kind of work, regardless of job titles
- Thoughtful usage of all the resources including special care for cost effectiveness
- Working with the spirit of mutual help & cooperation, sensitivity to others needs & feelings and team spirit
- Creating and nurturing an environment which encourages each other's growth through communication of positives and negatives in an honest, detached and sensitive manner
- Integrity, transparency and humanistic values
- Giving best to our work motivated by internal rewards
- Service to humanity without personal publicity
- Healthy self-criticism , openness to new ways of thinking
- Conflict resolution through caring and direct discussions with understanding
- Promotion of democratic, decentralized and participative decision making

Acknowledgment

"I gratefully acknowledge the editorial support provided by Ms. Shalini Sinha (Vice President, Muskaan) and Ms Neera Chawla (Director, Muskaan). I appreciate the efforts of Ms. Smriti Shankar who did the composition including lay out and putting photographs and visual charts"

Dr. Shanti Auluck

Chairperson & Founder member

Muskaan- Parents Association for the empowerment of Person with Intellectual Disability (PAEPID)

Muskaan is a story of collective will, determination and unwavering optimism. It was started in 1982 by parents and professionals filling up a void in required services and facilities for children and adults with intellectual disability and their families. Initially, it was a loosely knit group of parents & professionals unsure about the future path to be taken to carry forward their mission. As it is true of all human endeavors, journey of Muskaan itself slowly carved out the path. Relentless hard work, honest intentions and clarity of focus steered the growth of Muskaan. The team had only one mission and that is creating growth opportunities and required services to enrich the lives of persons with intellectual disability (ID). We knew that in order to live a fuller and dignified life, intellectually challenged children and adults needed education, vocational skills, employment and other growth opportunities. However how to do the same had been an immense challenge. Every step that we took in this direction taught us about its pragmatics and small achievements on the way kept strengthening our optimism and courage.

Muskaan is well known for its pioneering work in the field of providing vocational training and work opportunities to adults with intellectual disability. It has emerged as an effective rehabilitation model both nationally and internationally. Parents and professionals from national and international organizations including Europe, USA, Canada, Australia, Mauritius, China, Japan and Afghanistan have visited Muskaan over past few years and appreciated various programs including adult training and employment programs at Muskaan. Our experience of working with boys and girls has been very encouraging and has proved that given opportunities, they can learn many skills and become much more self-reliant and productive. It is largely due to lack of proper training and not their disability, which forces them to live an impoverished life.

In 1989, Muskaan started an adult training & employment program, widely acclaimed today for its uniqueness and quality, with three students and one teacher located in a garage in Kalkaji, Delhi. Today's Muskaan is the result of long and adventurous journey of determination and passion, inspired by spirited lovely people who always remained

the focus of our work, New ideas, research and experimentation guided the development of all projects and programs of Muskaan.

According to world statistics, approximately 2% of the population all over the world has the condition of intellectual disability. Thus, Delhi alone would have more than two lakh of its population with this condition. There is a dearth of adequate services in this field. It is shocking to know that even in the capital city of Delhi, not more than 3-4% people have access to needed services. It adds to the woes of the parents and their challenged children. It is important to recognize that whatever services are available in the society, have been created by parents only. Vigorous advocacy by parents/families and professionals is needed to put pressure on the Government so that more such services come up in future.

Nurturing growth with a life-span approach

Human mind is designed for learning. If we know how do we learn and understand the world around us, we can assist those who have difficulties in learning and comprehension.

Intellectual disability means inadequate development of intellectual or cognitive functions e.g. attention, learning, memory, sensory-perceptual processing, conceptual learning, thinking and reasoning etc. Appropriate training can strengthen these functions and can make one a better learner. Persons with intellectual disability have immense learning potential along with capacity for understanding, feeling, achieving and aspiring. They are concrete thinkers and have problems with abstract thinking, which is needed for academic learning. Just like everyone else, they need education, training and work opportunities for self-growth. We, as parents and teachers, need to understand how to facilitate the process of development which is not different from others. It requires hopeful attitude, positive and creative thinking on our part.

The key issue with intellectually challenged persons is the difficulty in learning which

has a cumulative effect on other areas of functioning as well. Appropriate training programs at every stage of development are the answer to multiple challenges faced by them and their parents. Past three decades of working with intellectually challenged boys and girls in Muskaan Vocational Training & Employment Center has reinforced our belief that once adequately motivated and trained they learn and achieve much more than what is generally expected of them. Their keenness, enthusiasm and perseverance for learning and working and zest for life have been a source of inspiration to all of us.

Muskaan is working with the following objectives:

- Provide comprehensive education and training including vocational training and employment opportunities to persons with intellectual disability.
- Empower the parents through emotional support and appropriate information by organizing training workshops, lectures and counseling services etc.
- Provide safe and dignified life to intellectually challenged adults through assisted living facility of group home, especially when parents become old or pass away.
- Raise awareness in the society about the capacities of persons with intellectual disability and to foster recognition and respect for their rights & dignity.
- Advocacy with the Government and other stake holders to create adequate, appropriate and quality services and facilities for people with intellectual and developmental disabilities.

Major Projects of Muskaan

Muskaan is running several projects to address the above objectives,

- Adult Training & Employment programs
- Employment programs
- Residential facility (Muskaan Dera Project)
- Family support services
- Awareness & Advocacy

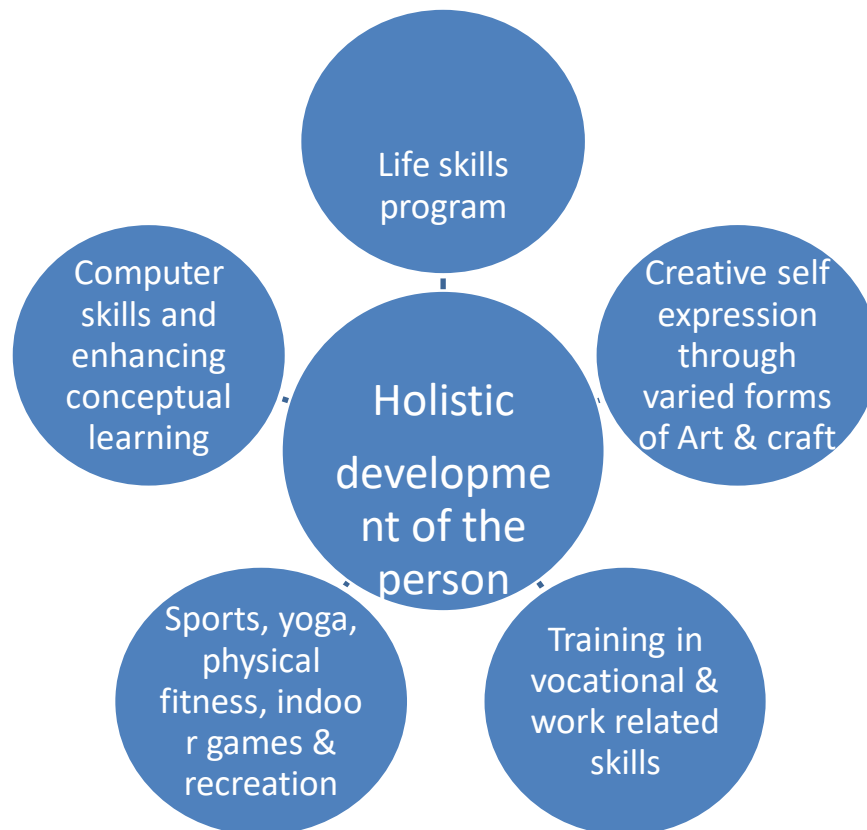
Adult Training programs at Muskaan

Our training programs are aimed at capacity building of young men & women with intellectual disability, spanning severe, moderate to mild levels of disability. Muskaan has developed its training programs with a lot of experimentation and care. Our programs grew on the basis of our understanding of the needs and challenges of our students. They remained at the centre of this evolutionary journey and guided all our endeavors.

We have immense sense of fulfillment today as our students taught us that it is not disability but our non-understanding, lack of creative education & training programs and gross underestimation of their growth potential that prevent them from realizing their fullest growth potential. Clarity of goals and constant review are the hallmark of our programs.

Overview of Adult Training Program

(Each of the programs mentioned in the following figure contributes to the varied aspect of student development)



Life skill program facilitates adaptive functioning; **Computer technology** makes conceptual learning interesting; **Art & craft** promotes creative self expression & emotional well being; **Sports and physical training** for health & physical fitness and **Vocational skills** enhance their productivity and employability.

We recognize the importance of holistic development but people generally are not clear of its meaning in the context of intellectually challenged persons. This results in lack of appropriate focus in school, adult training programs and activities. It plays a crucial role in cognitive, social, emotional and skill development. It also makes a person more adaptable and emotionally stable.

Employment programs

Training in work related vocational skills have to culminate in work/employment opportunities which are extremely meager for intellectually challenged adults. Muskaan recognized the critical role that work opportunities can play in enhancing the quality of life, and with constant efforts, we have been able to find work opportunities for adults with varied levels of disability ranging from severe to mild.

Our experience has shown the possibility of their employment through threefold avenues:

- 1. SUPPORTED EMPLOYMENT IN MAINSTREAM COMPANIES AND INSTITUTIONS**
- 2. SUPPORTED EMPLOYMENT WITHIN MUSKAAN/ NGOs**
- 3. PLACEMENT IN ACTIVITY CUM ART CENTER OF MUSKAAN/ NGOs**

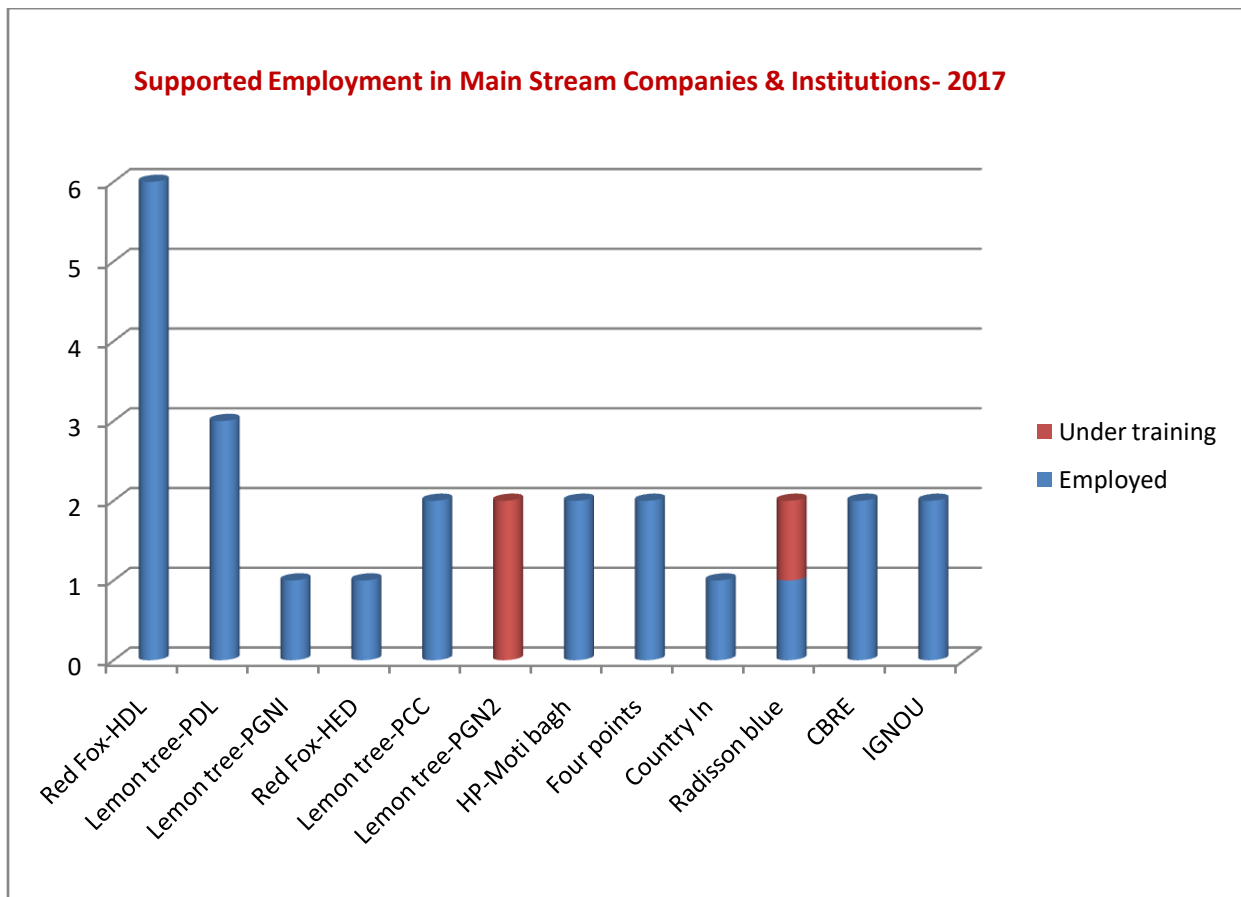
SUPPORTED EMPLOYMENT IN MAINSTEAM COMPANIES AND INSTITUTIONS

Experience has shown that 20-25% of adults with intellectual disability can be employed by mainstream sectors with requisite support. However, rest of the population can become productive in supported employment as they need higher level of support.

We share with great pride and satisfaction that since 2014 we have been able to place **26** of our students in mainstream set-up.

With increased advocacy & awareness drive in the sector, society has gradually begun to recognize the capability of persons with intellectual disability. Muskaan is a training & employment partner for hotels namely Lemon tree, Radisson, Four point Sheraton, Country Inn & suites who have employed our trainees as Guest Service Assistants in Food & Beverage and Housekeeping Departments. Corporate like Hindustan Petroleum and C B Richard Elis are also employing them in various jobs. Trainees of Muskaan have made a place for themselves through their diligence, sense of responsibility, good behavior and efficiency in their work.

The graph below gives an idea of present employment status:



Supported Employment in Mainstream Companies & Institutions



Employed at Red Fox



Employed at Country Inn



Employed at four points



Employed at Lemon Tree



Employed at Hindustan Petroleum



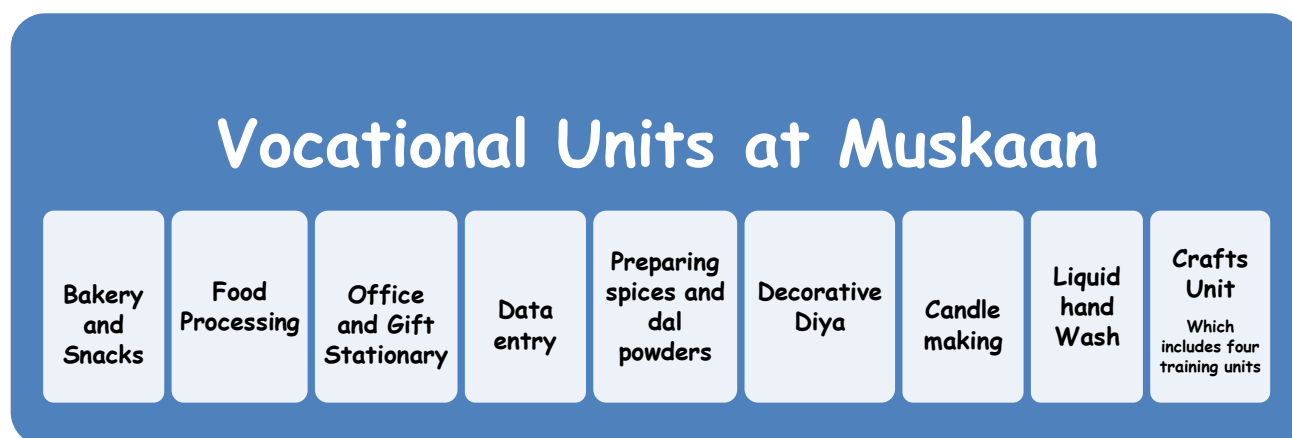
Employed at Radisson Blue



Employed at CBRE

SUPPORTED EMPLOYMENT WITHIN MUSKAAN

Constant research and experimentation at Muskaan has led to the development of nine separate vocational units (as given in the following table), where the young students receive training in prevocational & vocational skills. Vocational training follows the model of on-the-job training. Maximum capacity of each of these vocational units is twenty students totaling to hundred and eighty students overall.



Well defined criteria have been developed for placement of students in supported employment centre, after the completion of training in vocational skills. Once they are placed in supported employment center we continue to work on enhancement of their skills. They are also suitably provided with monthly stipend.

In all the above vocational units, 200 different products are made which are sold by our sale and marketing team through personalized marketing system. Muskaan team of staff, parents and volunteers contact schools, colleges and offices to put up sale counters for one or two days. Neighborhood community is very fond of our products and buys them from regular sale counter located in Muskaan premises. Diwali is a big time occasion for selling our products especially decorative Diyas & Candles.

Lemon tree hotels, Fabcafe, Metrological Department of India, Indian Social Studies Trust, Chefs United Foods Pvt. Ltd., Courtyard Marriott, Tripti Foods, Granny & Me, Genesis, Competent Software Pvt. Ltd, Veg Gulati Restaurant, Times Internet, Country

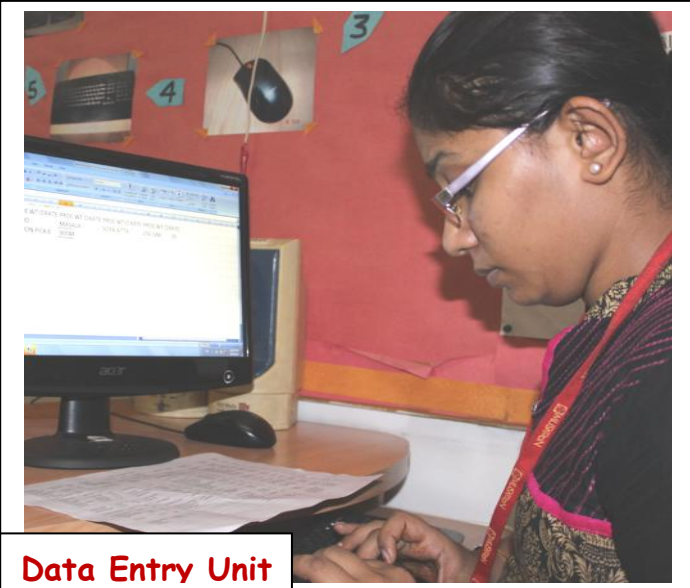
Inn & Suites, Bloo Nimboo Voyages, Sardar Patel Vidyalaya are some of the major buyers of Muskaan products namely cookies, brown bags, candles & T-lights, gift stationary, folders and note-pad etc. Apart from the above many individuals, event management groups are placing their order for invitation cards, Birth day cards & Gift packing from Muskaan.

SUPPORTED EMPLOYMENT WITHIN MUSKAAN





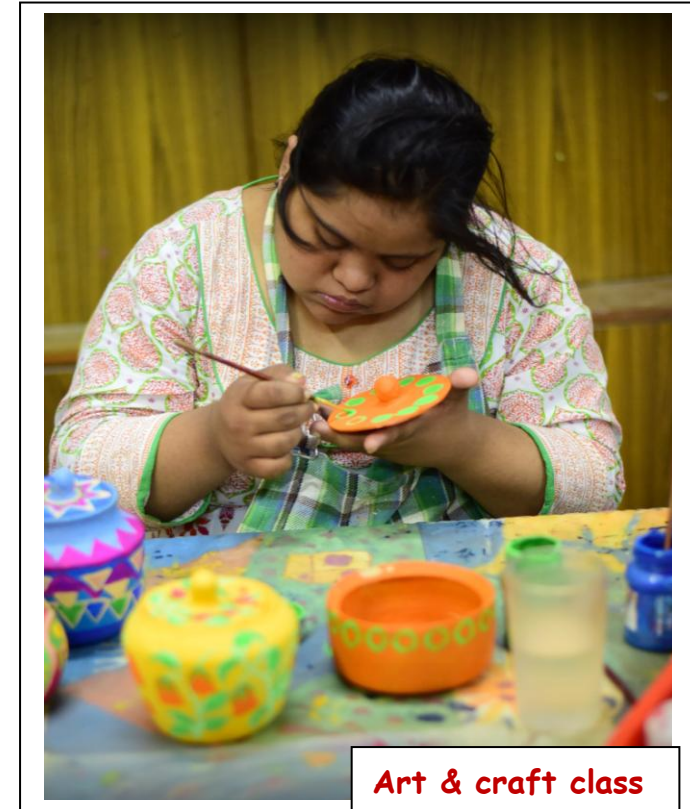
Stationary Unit



Data Entry Unit



Food processing unit



Art & craft class



Sale Counter

PLACEMENT IN ART & ACTIVITY CENTER OF MUSKAAN

Candidates with high support needs in Muskaan are placed in Art & Activity program. Here the focus is to enable them to achieve self-reliance through life skills training and simple vocational skills along with art and craft. However, those who learn and adapt well may also be placed in supported employment program of Muskaan. Presently, Maximum capacity of this center is thirty students.

The candidates who are not ready to join the regular program of Muskaan we provide them home base training designed to meet the needs of individual candidates. Monthly follow up is done to assess the progress in learning. This is a preparatory program that may culminate in regular admission within Muskaan



Admission process at Muskaan- Training and Employment Centre

Admission process of Muskaan is a rigorous procedure that mainly focuses on understanding the learning needs of the candidate as well as the family attitudes and environment. We receive applications all through the year.

Age criterion- 16-30 yrs.

The admission process consists of the following steps:

All requests of admission are forwarded to our counselor who identifies the needs of the candidate as well as family. A basic information form is filled and family is counseled regarding the specific needs their wards. The candidate's name is entered in our waiting list.

An orientation program is conducted for all the parents/ families who are desirous of admission of their ward. They are informed about the programs being offered at Muskaan, admission criteria and process. Detail information is obtained about the candidate and his/her family. Afterwards the candidate is called for a functional assessment which may take 1-3 months. Once the assessment is completed, seat is offered to the candidate in the appropriate program.

The key to success of training & employment programs of Muskaan is the joint participation of teachers and parents. Parents' involvement is extremely important in nurturing growth of the trainees. We can see it evidently in case of those students where parents have taken keen interest. Sharing of knowledge and understanding of intellectual disability is essential to build an effective partnership between parents and teachers and therefore it is a must for every parent to join a short training program periodically held at Muskaan.

The biggest strength of Muskaan has been selfless and dedicated team-work of parents, teachers and volunteers from mainstream community in all its endeavors. Our lives as parents can improve only when our children can have a quality life. Love, acceptance, respect for differences and nurturing environment are essential for that.

Residential Facility (Muskaan Dera Project)

Residential facility is established under the Gharaunda scheme of National Trust, a statutory body of Ministry of Social Justice & Empowerment, Govt. of India. It was started in July 2012 in an existing Multi-Purpose Community Centre on a 3 acre plot in Dera village near Chattarpur. The Dera MPCC had been allocated by Delhi Government to National Trust for purpose of creation of residential facility for adults with intellectual & developmental disabilities.

It is a huge responsibility that could be taken up only by a highly committed team ready to take challenges which may arise in such an undertaking. Muskaan team of parents and professionals are making best possible efforts for running it on the pattern of group home (“a home away from home”) providing loving & caring environment of a family with opportunities for living a fuller life. It follows an empowering approach of participative and assisted living model where residents are engaged in making decisions on issues related to their life and day to day living.

Maximum capacity of a group home could be 20-25 residents above the age of 20. Parents have to provide the funds for running expenses. One has to go through a rigorous process of admission aimed at developing a thorough understanding of the candidate and family





Craft work



Peeling Peas



Activity with blocks



Making wind chimes



Individual Room to rest



Gym

Family Support Services (FSS)

Muskaan provides Counseling & guidance to parents/families, short term training program for parents/families, assistance in availing benefits of Govt. schemes, providing relevant literature and organizing lectures & workshops etc.

Parents from Delhi & NCR as well as other parts of India visit this facility regularly to seek guidance and counseling. Seeing young adults with intellectual disability receiving training and working in employment centre opens up the mind of visiting parents and visitors with regard to their capacities.

More than 100 families from all parts of India visit Muskaan in a year to seek guidance and counseling for themselves and their children. Visitors from various parts of India and the world come to see the work of Muskaan and their number crosses 500 every year. Students from schools, colleges, universities and management institutes come regularly to visit Muskaan.



One to one counseling session by professional



Parent counseling session

Awareness & Advocacy

In the past two decades, Muskaan has done great deal of work to raise awareness about the capacities of persons with intellectual disability. It is not an exaggeration to say that much of impoverishment of people with intellectual disability arises from lack of

awareness in the society about their capacities and growth potential. We at Muskaan firmly believe in their rights for education, employment, participation in social and recreational facilities, building friendships and self-dignity. We work towards dismantling attitudinal barriers of the larger society including families by showing them the success and accomplishments of intellectually challenged persons.

We respect and recognize their humanness, as they are pure and simple people with immense capacity for love and happiness. They are misunderstood and marginalized and that is disturbing to us, though it motivates us to work for their rights as citizens of our country.

Parents, teachers and the society play crucial role in our development. It becomes even more important for children and adults with intellectual disability. Our work remains incomplete if parents and the society fail to participate in this process. Thus, creating awareness and advocating for their rights becomes an important area of our work.

Several media are used to create awareness about the rights of people with intellectual disability. Muskaan team makes presentation in different schools, colleges, offices etc. along with sale of its products. Marketing of Muskaan products, made by our trainees in our Supported employment centre, has made immense contribution in raising awareness about the capabilities of persons with intellectual disability in the society.

Various educational institutions and corporate sector visit Muskaan and see the work that our trainees are doing. Students from prestigious universities and management institutes join Muskaan to do their internship.

Several events e.g. marathon, seminars and cultural events are regularly done.

Muskaan has played very important role in doing advocacy with the Govt., namely Department of Empowerment of Persons with Disabilities, Ministry of Social Justice & Empowerment and National Trust to secure the rights of persons with intellectual

disability through education, early intervention, training & employment and safe and quality life after parents' demise.

Muskaan, represented by Dr. Shanti Auluck is a member of Sector Skill Council for persons with disability and also in the selection committee of Ministry of Social Justice & Empowerment Govt. of India. We have participated actively with Disability Rights Group, a cross disability network, for the development of RPD Act 2016 and Right to Education Act 2009. Besides, Muskaan has played important role in several expert committees formed by the Govt. to guide its policy and decisions e.g. Asha Kiran, planning commission, NCERT, RCI, National Trust etc.



Exposure Visit



Standing for rights of PWD



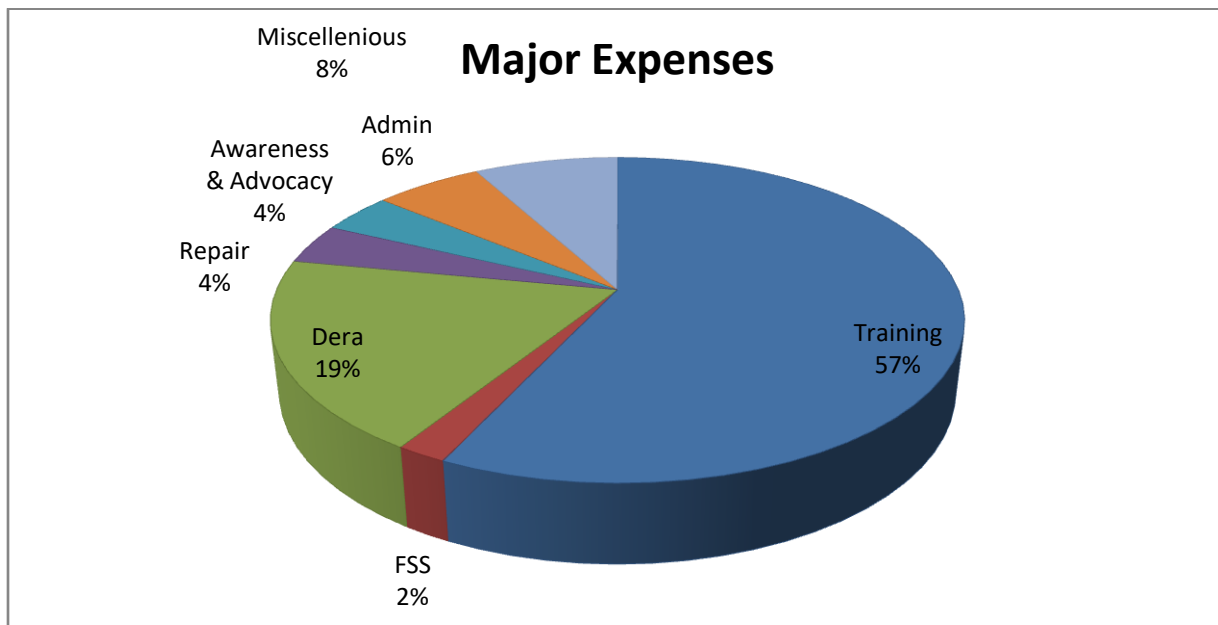
Walk for wish in partnership with CBRE

Raising Resources for multiple projects

Gathering resources for running various projects of Muskaan has always involved strenuous efforts. However, sincere and focused work by Muskaan team of parents, teachers and professionals made Muskaan reach its present status.

Parents joining Muskaan are expected to contribute their time, skills and efforts wherever needed, including raising financial resources for running various projects. It is important to note that Muskaan provides its services at a highly subsidized cost and therefore it needs constant inflow of funds. It is not possible to run such a big organization only on donations as the inflow would always be unpredictable. Therefore, financial sustainability is a major issue for Muskaan.

The figure below shows various major expenses Muskaan has in last financial quarter



We need to put Muskaan on a firm financial footing and that needs building up a corpus of at least 10 crores. It is the duty of all of us including parents to secure Muskaan's future so that coming generations keep getting growth opportunities which have been painstakingly put in place by the present team.

An intensive exercise was taken up in 2011-12 to develop strategy plan for the next five years, including an action plan to achieve the stated goals. It aimed at strengthening all its programmes and also a succession plan, so that a new team of leaders was ready to carry on the mission of Muskaan.

Muskaan is fortunate in having a highly committed team of staff, parents, professionals, volunteers and its students. All this could not have happened without support from families, friends and the community. Above all, our challenged students continue to be a source of inspiration, teaching us new lessons every day in raising our consciousness



Graduation Ceremony of adult trainees of Muskaan, employed in mainstream companies

List of Members of the Executive Committee for Muskaan

Name	Designation	Name	Designation
Dr I C Verma	President Emeritus	Mr Rakesh Diwan	Member
Dr Shanti Auluck	Chairperson, President & Founder Member	Mr Brij Chandiramani	Member
		Mr Rakesh Dhall	Member
Ms Shalini Sinha	Vice President	Dr S. K. Singla	Member
Ms Madhavi Gautam Gupta	Secretary	Dr Pragati Ganjoo	Member
Mr P. P. Kapahi	Treasurer	Ms Ann Jose Varavukala	Member
Nominated Members			
Ms Neera Chawla	Executive Member	Ms Seema Chadha	Member
Ms Abha Karn	Member	Ms Neeta Kapoor	Member
Team Muskaan			
Ms Neera Chawla	Director	Ms Seema Chadha	Deputy Director
Ms Abha Karn	Assistant Director	Ms Mridula Sakle	Assistant Director
Ms Smriti Shankar	Program Manager	Mr Tapan Kumar Adak	Program Manager
Mr Surender Singh	Program Manager	Ms Honey Pasricha	Program Manager
Ms Reena Singh	Program Manager	Mr Akhilesh Tiwari	Program Coordinator
Ms Sushma Trehan	Admin Officer	Mr Dhiraj Pant	Tech cum account assistant
Ms Anita	Sr. Special Educator	Ms Rashmi Gerg	Physiotherapist & Sr Sp Ed
Ms Nutan	Sr. Special Educator	Ms Shigufta Bano	Sr. Special Educator
Mr Sukhdev Kohli	Special Educator	Ms Savita Sharma	Special Educator
Ms Usha Khalko	Special Educator	Ms Pooja Bhati	Special Educator
Mr Arvind Kumar	Vocational Trainer	Mr Vijaypal	Vocational Assistant
Ms Shalini	Vocational Assistant	Mr Vikram Kanojia	Vocational Assistant
Ms Hema Arya	Vocational Assistant	Mr Kamlesh	Vocational Assistant
Ms Angoori Devi	Vocational Assistant	Mr Subhash	Vocational Assistant
Ms Sushma	Vocational Assistant	Mr Dilip	Vocational Assistant

Mr Dinesh Chand	Office Assistant	Mr Bhawani Shankar	Vocational Assistant
Ms G Jaya Rao	Office Assistant	Ms Kavita	Vocational Assistant
Mr Sanjay Morandi	Office Assistant	Mr Prakash	Vocational Assistant
Mr Ramdulare	Gardener	Mr Sandeep	Vocational Assistant
Mr Kamesh	Sweeper	Mr Pradip	Driver
Mr Ompal	Sweeper	Mr Dharpal	Driver
Support Staff at Residential Project Dera			
Ms Soni	Support staff	Mr Ram Achal	Support staff
Ms Sarvesh	Support staff	Mr Dev Prakash	Support staff
Mr Probir Adhikari	Support staff	Mr Sanjay Tomer	Support staff (temporary)
Mr Mamchand	Support staff	Mr Gautam	Support staff (temporary)
Mr Kashi	Support staff	Ms Rupa Devi	Support staff (temporary)



Team Muskaan

Glimpses of Visitor's expression/remark/comment :

we need diverse voices and diverse insights

"I truly have no words to express how touched I feel on visiting here. This is indeed God's work, instills faith in the Divine at so many levels" -Neelabh Sharma (SBI)

"An inspirational experience where warmth, respect, and selfless dedication has been instrumental in creating a valuable difference in the community"- Mrs Devika Hari Kumar (President AFWWA)

"This Place needs to be taken up as a model to be replicated by the government or cooperates in other cities and also at district level"- Neelam Kapoor

"We are grateful to get the opportunity to visit Muskaan. The NGO has a very Positive Aura. It is very motivating to see the kind of work done towards the overall development and upliftment of persons with disabilities. Muskaan has filled me with a lot of positive energy and will to be better professional." -Rinku Paik (Student of NIEPID)

'Muskaan' spread Muskaan on the face of every individual who are somehow attached /involve/linked or even come across with them. -Maitreyi (Student, Amity University)

It was very heart touching experience for all of us. We also knew how more advanced they are even more than us, it's Wonderful.....!!! - Lavanya Arora (Student of class 7 Amity)

Today I visited Muskaan (spreading smiles among the differently abled) I saw many things in the school. I was surprised to see that the students are doing high level skills which so called a normal people finds difficulty in doing. A very nice and knowledgeable experience - Chanda (B Ed student from Okhla Centre)

It's truly heart touching, well organised & amazing place. I really appreciate the job done here, taking a lot with me,. I can only say that

"People are not different they are doing things differently" Govind Rathi (Student of B Ed)

Self- reliance in any measure is the only road for a dignified life. Therefore, empowerment through training rather than charity is our guiding philosophy.

Awards and recognition to Muskaan

- ✚ National Award by the Ministry of Social Justice & Empowerment in 2006 for its outstanding performance in the field of Welfare of Persons with Disabilities.
- ✚ National & State Award by Godfrey Phillips in 2006 in recognition of an Exceptional Act of Social Courage.
- ✚ Best Annual Report award given by CSO partners' annual award for outstanding annual report in 2008.
- ✚ Best Parents Association working in the field of developmental disabilities given by the National Trust, a statutory national body of the Ministry of Social Justice & Empowerment, Govt. of India in 2011.
- ✚ Best Local Level Committee award given by the National Trust in 2011.
- ✚ The Helen Keller award for creating employment opportunities for intellectually challenged people, given by NCPEDP & SHELL in 2011.



Book cover launch, titled "Introduction to Twilights Children- Chronicle of uncommon lives" on World Disability Day 3rd Dec 2017



Celebrating Simple Joys



MUSKaan
NGO empowering the differently abled



Plot no: 3, Sector- B, Pocket-2, Vasant Kunj, New Delhi

Contact no: 41761874/ 41761873

Web site: www.themuskaango.com Email: muskaan32@gmail.com Facebook: [muskaanthenngo](https://www.facebook.com/muskaanthenngo)