

MUSKAAN - PARENTS' ASSOCIATION FOR THE EMPOWERMENT OF
PERSONS WITH INTELLECTUAL DISABILITY

ANNUAL REPORT

2019 - 2020



Celebrating Simple Joys



MUSKAaN
Spreading smiles among the differently abled

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President's Remarks

Pandemic created unprecedented situations for people and organizations. One had to find innovative solutions to deal with its impact on lives and functions. However, It revealed an amazing human capacity for resilience and adaptation to new situations. True to its spirit, Muskaan also started finding alternative ways to respond to the disruption in its functioning. A major challenge was to reach out to our students and families. Soon enough, Muskaan team of teachers developed online contact programs and started reaching out to the students and families. I am happy to share that way back in the summer of 2019 (much before pandemic), Muskaan team had already started working on the digitization process of the training curriculum. The objective was to spread learning opportunities to more and more persons with intellectual disability and their families through digital platforms. Fortunately, APPI (Azim Premji Philanthropy Initiative) liked our idea of digitization of the training curriculum and provided funding support to this initiative. I am thankful to the Muskaan team for its readiness to undertake constant review, feedback and improvement in students' programs and many important areas of its functioning which has become a part of Muskaan's DNA. With the onset of



Dr. Shanti Auluck, President & Chairperson

disruption due to pandemic, we were already somewhat prepared for shifting from on-site to off-site training and other contact programs for our students and families. Muskaan team resumed its work from April'20 itself and started contacting students and families through virtual platforms which gradually grew in quality of programs and number of hours spent with them. We are eagerly waiting for the end of the pandemic situation so that Muskaan can resume its normal functioning. We are missing the energy and joy that our students bring to Muskaan premises through their spirited presence. Muskaan would be going through another important change in the coming years. A new leadership team needs to take over to guide its future alongwith securing what it has already achieved. The succession

planning is being done with utmost care to ensure safety, security, ethos and growth of Muskaan. Our focus would always remain on the empowerment of adults with intellectual disability, securing enriched and respectable life for them and support services to the families. Last 30 years have seen substantial change in attitudes of the society and Govt. in terms of recognition of the capacities of persons with intellectual disability. It now requires vigorous and sustained advocacy to bring change on the ground level in terms of spread of services so that the majority of people can live a decent life. I am personally pained by the fact that required services are reaching only to less than 5% of the population with this condition. How can we rest till the services reach all??? We need to write in public magazines, newspapers and other public forums including social media platforms to make society aware about the needs of our sector. It may seem a daunting task but any progress depends upon taking up a few steps in the right direction. Muskaan experience has evidently shown that. Our lives as parents and professionals are enriched by our children/students. They have shown the best face of being human. We love their purity, simplicity, egolessness, freedom from biased perceptions and capacity for love and happiness. Does anything else really count in life???



"Empower & Evolve" Award by Inner Wheel Club

Visit by Glasgow Kelvin College (Scotland) team under UKIERI Project



Vision

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

Mission

Muskaan is determined to create and provide opportunities for capacity development of Persons with Intellectual Disability and their families; advocate for their rights and legal capacity; collaborate, facilitate and promote the creation of an enabling environment and an inclusive society.

Guiding Values

- Alleviation of as much suffering and discrimination as possible
- Dignity 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



Major Highlights

- Dr. Shanti Auluck, Chairperson Muskaan was facilitated for significant contribution & exemplary support towards “Empower & Evolve” by Inner Wheel Club on 10th June
- Our Chairperson, Dr. Shanti Auluck receiving award from DFS, for amazing work done by Muskaan at 32nd annual convention of Department of Financial Studies , Delhi university on 21st September
- Dance Club presented MIME act on the theme “Save Water” at dance competition organised by Very Special Art where they got the first prize
- Muskaan qualified and gets advance level of “GuideStar India Gold Certification" for the year 2020- 2021



- Muskaan was host to 2nd Joint Steering Committee Meeting of SCPWD in partnership with The Department for International Development (DFID), British Council and UAEIRI held on January 9
- Our friends also participated in the festival of democracy and exercised their voting rights during Delhi state election
- Dr. Shanti Auluck and Mrs. Neera Chawla participated in Meeting with SCPwD Task force held to brainstorm on occupational map for trainees & assessors for PwDs on 16th Jan
- President and Secretary of Charity Aid, British High Commission visited Muskaan on 22nd of January to discuss the funding of the Residential Project
- Muskaan got into collaboration with some of the highly reputed Philanthropic organisations like:
Azim Premji Philanthropic Initiatives
Bank of America
Charities Aid Foundation, America
AIG

Programs

Training & Orientation

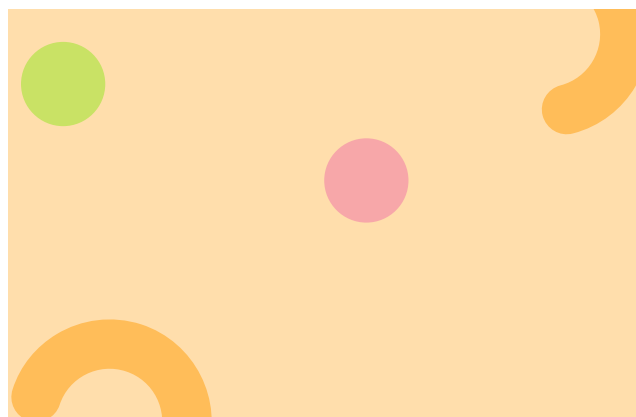
Muskaan Programs have evolved due to regular reviews by the team leading to restructuring, new initiatives and curriculum expansion. This year an extensive exercise was done in June 2019 to restructure our programs based on our experience and needs of our students. Focussed discussions were held for redefining curriculum for various levels of program. A new program was added as an Orientation Program for students as they join Muskaan and before taking up the regular Training program. A 6 weeks module was prepared for this program. The program served two main objectives:

- To orient the students to the environment of Muskaan including all facilities, people, & norms.
- To motivate the students to enjoy coming to Muskaan

After completing the six weeks program, 3 batches of the students (total 27) joined the Training Program focussed at Life Skills training for 6-8 months. This program involved Training in Life Skills, Pre-vocational Skills, Cognitive Skills, Sports, Therapy & physical Fitness, Computer related activities, Recreational activities, Music, Dance & Theatre. Four students joined the vocational training as they were able to finish the training program earlier than other students. One more batch is ready to join the vocational training though due to COVID lock down in

March 2020 they could not join in April 2020. After completion of their training students can join one of the following programs for vocational training:

- Art & Activity Centre
- Supported Work Centre
- Mainstream Employment



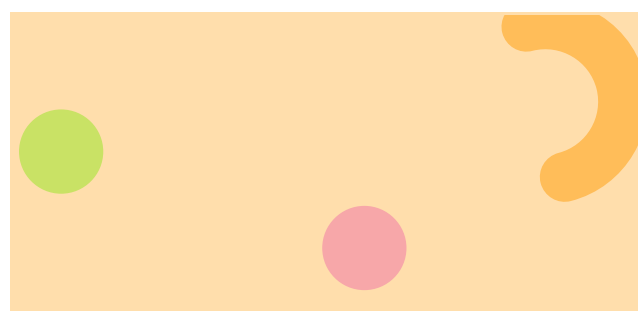
Enhancing cognitive abilities with the use of technology

Programs

Art & Activity Centre

Art & Activity centre is created to provide learning opportunities for the persons with very high support needs. These needs could be physical, cognitive or socio-emotional. Over the years this model has evolved to be a very effective model for providing opportunities to learn and have recreation, based on specific needs of students. The activities chosen are very simple in nature and more individualised input is given to students as they have difficulty in functioning in large groups. On the basis of students functioning we have three types of vocations under the program of the Art & Activity centre, like Flowers/ vegetables drying, Stringing, and Stencil painting. This year majorly we emphasised to increase student's participation for their meaningful and productive life. This has been proved by the work done by the students. Which is as follows... like at the end of this session our students plucked 12 kg methi, 11 kg plucked fresh flower petals and prepared 300 door strings, 1 wind chime, 11 set of necklace, 20 lantern, 10 cardboard coaster, 40 CD coasters, 36 decorative bags, 20 jute pouch, 16 jute table mats, 23 jute Runners including decorative stitching, 9 Diwali decorative jars. This shows that everyone has the ability to work, just by identifying the need, to work according to the capacity. Apart from meaningful engagement, we also

worked on students' life skills training" like Students learnt to manage their own hygiene and cleanliness of the unit, Students made tea/coffee for themselves and their friends, engaged in adaptive recreational activities, recycling of newspaper and waste products, Dance, music, and technology-based cognition games or activities etc. It brought a lot of independence in their life. Along with all these few other things were a very important part of their life in Muskaan like Celebrating every festival, event, birthday and outings. So, this year, they went to visit Nehru Park, Waste to wonder, I.P Park, Shanti stupa, Qutub Minar, DDA Park of Lado Sarai and they enjoyed a lot along with learning there. Total number of students in the Art & Activity centre was 48 in April 2019. But by March 2020, two had dropped out from the program for personal reasons and one was shifted to the Training program at Muskaan. So the Total number of the students in the Activity centre are 45 with 2 Special Educators, 5 Associate teachers and 6 activity teachers with 1 mentor.





Diyas in Progress - Preparations for Diwali 2019



Monthly birthday party with friends!



Refreshing through recreational games



Stencil painting on jute table runners



Strengthening motor skills



Enhancing eye-hand coordination

Programs

Supported Work Centre

The focus of this year was to redesign the curriculum for all vocational activities as per NSDC format. This exercise led to the addition of new components of Knowledge and skills to curriculum. Therefore a series of special workshops and training sessions were conducted to impart new training. This needs to be followed up in next year also. This resulted in enhanced capacities of all vocational units as students were able to take up new responsibilities. Presently 46 students are placed in Supported employment within Muskaan. 3 regular teachers, 5 support staff & 4 activity teachers are engaged with them.

Product Development & Marketing:

This year we moved a step further in getting bulk orders during Diwali but it was with a difference that there were more bulk orders for decorated Diyas. We sold 43,000 Diya during Diwali. Most of Diya was picked for corporate gifts by OYO rooms, Taj palace, Times Internet, Ahuja Impex, Curemed and many more. Methods to colour diya in bulk were thought of so as to train students in this new skill.

Muskaan products are being picked up not only for corporate gifts, Weddings and Conferences but also by individuals for personal gifting. It has helped in having regular work for students all through the year. During

this year the Stationary unit had bulk orders for events all through the year. (Conferences, Symposiums, Weddings, Birthdays). Bulk order packing generated work for students during Diwali. All students were able to contribute and worked in the assembly line.

New Products in Units:

Food Unit - Amla Pickle was introduced and we got very encouraging reviews from the customers.

Stationary - Different sizes and shapes of gift bags, greeting cards.

Regular Customers:

Times Internet, Gulati Foods Pvt.Ltd., Tripti Foods, OYO Rooms, lemon Tree Hotels, CBRE, XL catlin, Smart Analyst Pvt. Ltd, Japanese Volunteer Group, Inner Wheel Club.

Schools & Colleges:

Apeejay School, Ramjas School, St.Mark's School, St. Columba's School, Sardar Patel Vidyalaya, Acharya Narendra dev College, Lady Shri Ram College, School Of Inspired Learning, Shiv Nadar School.

Volunteers from different schools and colleges participated in our awareness programs and marketing our products.

Food testing done by Eurofin Labs of our products from Masala and Bakery



Block-printing on gift bags



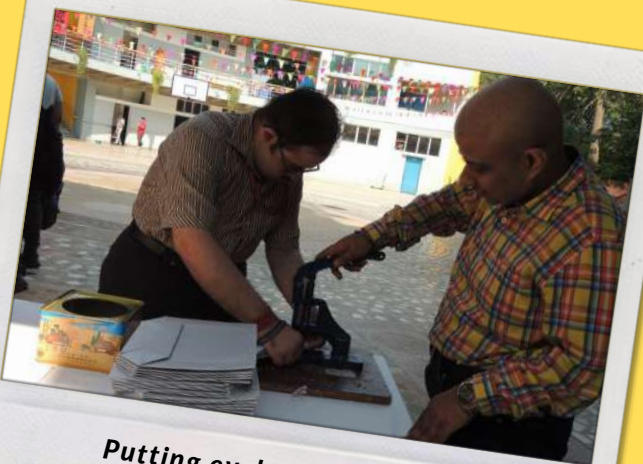
Candle making training in progress



Display of gift stationery items



Diyas for Diwali on display



Putting eyelets on gift bags



Display of skills during Diwali Utsav

Programs

Mainstream Employment

This year the total number of employment sites was 16 as 3 new sites were added. 5 students completed their training and got employment in their respective places of training during the year 2019-20 and 3 are under training and 1 student was dropped due to his personal reason. Thus the total number of students in this program was 33. Regular reviews (43 meetings) were done for all sites (monthly, quarterly & bi-annual) to track progression of trainees and employed adults with ID. As a result of these reviews, refresher training/advanced training was conducted at 9 employment sites for our 15 employed adults. 147 meetings were held throughout the year with employment partners (Managers and employees) at different sites. 5 sensitization and 7 re-sensitization programs were conducted at 9 different sites. Sensitization programs are aimed at developing sensitivities among employees of an organization.



Learning cake decoration in hotel bakery



Job interview



Work in the F&B back area



On-the-job training for Guest Service

Programs

East Delhi Centre

We moved forward with our initiative started in July 2018 of starting services thro' a satellite centre. This centre got recognition and funding by APPI (Azim Premji, Philanthropy Initiatives) w.e.f February 2020. With this support our commitment to continue with our efforts to run it successfully increased multifold. The program is being run on the same model as the parent organisation and would lead to similar employment opportunities. Total number of students in East Delhi centre were 9 in April 2019. In which two students left Muskaan due to poor health in January 2020. There was one more admission in January. So Now in March 2020 Total number of the students in East Delhi centre are 8 with 2 Special Educators, 2 part time staff, 1 regular Parents volunteer and 1 Programme coordinator.



Celebrating birthdays together!



Learning concepts



Making sutli pots



Making paper-machie trays

Programs

Pilot Project with SCPwD

This project was an answer to long-standing demand for formalizing the process of training and employment of adults with intellectual disability. They live a highly impoverished life because there is a gross underestimation of their learning capacities and consequent lack of proper schooling and other growth opportunities. It was a momentous decision on the part of SCPwD and its chairperson Mr. Patu Keswani to conduct a pilot project on training and employment of adults with ID. We at Muskaan would like to express our gratitude to the SCPwD team for choosing Muskaan and arranging to provide necessary funds for the same. Muskaan was already thickly involved in this process, therefore, for us, it was a matter of formalizing the process in terms of curriculum, training and employment models.

Objective of the project:

To create a replicable model of skilling aiming at employment of approximately 75% of the people with Intellectual Disability (ID) in conjunction with National Skill Qualification Framework (NSQF).

Scope:

The purpose of this assignment was to conduct end to end training thereby ensuring meaningful livelihood engagement of skilled persons with Intellectual Disability.

The pilot was to be done on new/existing job roles, which were to be chosen by Muskaan-PAEPID.

Outcomes of the Project:

Training curriculum and methodologies were developed for two Job roles based on guidelines of NSDC (National Skill Development Corporation). This included Developing Content for Qualification Pack & Model Curriculum for two Job roles identified for this project, developing content for Facilitators Guide & Participant Handbook and Mobilizing Candidates. A batch of 16 students were trained in each Job role (Total 32 Students). They have to undergo an assessment by an external agency and will be certified afterwards by NSDC & SCPWD. The final outcome of this project would be employment of all successful candidates in either Mainstream or Muskaan's Supported work centre.



Demonstrating pickle making skills

Programs

Extracurricular Activities

Date	Details of Event
2 APRIL, 2019	Students participated in an Art carnival cum painting competition organized by Action for Autism on World Autism Day. All students enthusiastically took part in the competition and made wonderful paintings through various mediums. One of our students Shristi Tomar won 2nd prize in the competition.
11 APRIL, 2019	Participated in Hawan & Puja organised by Inner Wheel Club in Muskaan premises.
13 MAY, 2019	All the trainees of Muskaan went to see movie "Avengers" at PVR Saket before Summer vacation.
12 AUGUST, 2019	Dance Club presented MIME act on the theme "Save Water" at dance competition organised by Very Special Art where they got the first prize.
14 AUGUST, 2019	Muskaan celebrated Independence Day & Raksha Bandhan is celebrated in each unit.
23 AUGUST, 2019	Janmashtami was celebrated by Training & Orientation Unit.
5 SEPTEMBER, 2019	Muskaan team celebrated Teacher's Day like every year.
11 OCTOBER, 2019	Muskaan celebrated 30 years of vocational training with Inaugural of Diwali Bazar.
13 OCTOBER, 2019	AGM was held for the year 2018-2019. Apart from the regular activities like presentation of last AGM Minutes, Annual report, Audit report, felicitation of staff members was the highlight of the event. They were: Ms. Neera Chawla, Director & Ms. Usha Khalko, Sr Special Educator for completing 25 years of their service; Ms. Anita, Ms. Shigufta, Mr. Ompal, Mr. Kamesh, Ms. Rashmi, Mr. Bhawani Shankar, Ms. Nutan, Ms. Shalini for completing 10 years of their service
24 OCTOBER, 2019	Diwali Party for students
25 OCTOBER, 2019	Diwali celebration with Muskaan staff

Programs

Extracurricular Activities (Contd.)

Date	Details of Event
3 DECEMBER, 2019	Walk for a wish with CBRE Walk for freedom organised by NCPEDP
23 DECEMBER, 2019	To start construction of Residential Block held at Vasant Kunj Center bhumi puja & Havan was held in which all the friends, executive committee members along with Disability commissioner, CEO The Hans Foundation, PO National Trust participated in the event.
24 DECEMBER, 2019	Delhi Drummers joined Christmas Celebration and made it memorable
13 JANUARY, 2020	Lohri Celebration
25 JANUARY, 2020	Republic Day Celebration
Due to construction of Residential Block & COVID-19, we could not celebrate most of the festivals like Holi, World Down Syndrome Day therefore we marked these days virtually on Social Media. To spread awareness, we posted video series for ten days on "Achievers with Down Syndrome"	
Sports Events: this year our students participated in two events held by YMCA & Sneha Kunj	



A musical presentation by Japanese Women's Volunteer Group



Fun activities with a corporate team



Dance drama presentation during Diwali Utsav



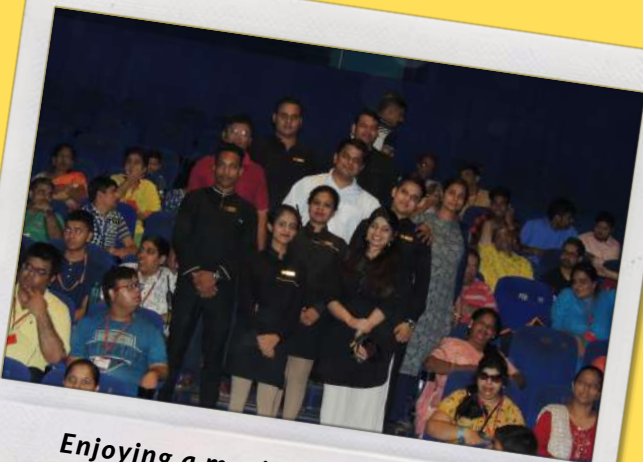
Celebrating International Day of PwDs at India Gate



Fun sports event



Flag hoisting ceremony on 15th August



Enjoying a movie with PVR team



Choir presentation

Programs

Assisted Living Facility

Every day brings a ray of hope and we plan for the best to come.

"The same is true this year. Our struggle to obtain MPCC through the State Commissioner for Persons with Disabilities, Delhi and get lease extension in Dera Village has attracted all our attention and efforts."

After all representations to the court and the Chief Secretary, Delhi in November 2019 we succeeded in getting the expansion of lease till April 2021. Muskaan stood by its decision and commitment to secure life of the 17 residents and decided to construct additional block at our Vasant Kunj vocational cum employment center. Bhumi Pujan & hawan was held to start construction of Residential Block held at Vasant Kunj Center on 23rd December 2019. All the friends, executive committee members along with the State Disability commissioner, CEO The Hans Foundation, PO National Trust participated in the event.

For the construction of a residential block, work was started in January 2020. As the cost of construction was estimated to be Rs.3 crores, we had to approach funders for their support. Proposals were submitted to big organizations like RECL and The Hans Foundation under their CSR. Both

proposals were almost at the last stage of approval when these COVID 19 Pandemic crises gripped everyone. As the country and big company's resources were completely diverted to Relief work our proposals were dropped. This brought too much stress on financial needs so we switched over to cloud funding through our near-dear relatives, friends and parents/families associated with Muskaan. We were sure that we will get community support to meet this extra burden of finance and provide special care to residents during COVID 19 Pandemic. In an assisted living facility residents are required to be trained in the areas of their interest so that they can take on various employment opportunities and share responsibility of running the services with quality. Thus, skill building of residents becomes the prime objective. After 3 months of training in laundry work last year two of our residents continued to work in the housekeeping department.

Another two residents started to learn operating computer and data entry in Microsoft Excel in order to help the staff in maintaining attendance and store records. Two residents learnt knitting mufflers and related activities. They knitted about 250 mufflers under teacher's guidance and these were sold during Diwali Bazar. Other residents continued working in different activities of

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beading and making wind chimes and Door hangings. All work, no fun makes life dull. Almost every month we have Birthdays of residents or festivals which we celebrate with full enthusiasm. Under Quarterly outings in the month of May'19, residents went for a Movie show 'URI' and had lunch at 'Burger King '. In the month of December '19 three of our residents ; Ruchi Topa, Sumita Bhatnagar and Radha Singla celebrated their Birthday at fun city, Ambience mall. It was a fun time and we ate together. Beginning of the year 2020 brought never thought challenge /life risk due to COVID 19 for each one of us. By March'20 the risk touched the heights as the country's health system was not enough to save the lives of people getting affected by it. Central government had to declare a total lock down in the country. Gripped with fear, guardians of a few of our residents too demanded their wards home. But there were a few who had no place to go. With the help of staff living on campus, we managed to keep everyone safe and healthy. Developed an SOP for residents and staff started practicing it too. We would like to thank our biggest supporter of our project Main Tendue, a charity under French Embassy, British High Commission Charity and Inner wheel club. They have been associated with this project for more than 6 years. They have also contributed towards the construction of a residential block.



Programs

Staff Development

This year also we organised several capacity building workshops for teachers & teacher associates through the year from April 2019- March 2020 on varied topics e.g. Understanding one's role & responsibilities, capacity building through various activities, Developing effective Communication with families, Team building, Interpersonal relationships, Understanding supported work center model. Few of the team members also attended workshops organised by other institutes. Leaders of the Muskaan made presentations in various forums about Intellectual Disability and Successful Models of services created by Muskaan.

Participants	Date	Place	Details
Teacher Associate & Caretaker with PwID	10 April 2019	Muskaan	Capacity building - Caregiver training program for Support Staff of Muskaan and caregivers from families who were interested to join. Resource person: Mr. Surender & Ms. Reena
Teachers	17 April 2019	Muskaan	Workshops for teachers through webinar by Team Microsoft for Capacity building. Topic: Microsoft office
Management Team	4 & 5 July 2019	Muskaan	Management training cum workshop. Resource Person: Mr. Brij Chandiramani & Mr. Vinod Gupta
Teachers & Parents	11 & 12 July 2019	Muskaan	Two-day workshop on basic counselling skills used for training and intervention of persons with Intellectual Disabilities. Resource person: Ms. Parul Srivastava with her team from NIPCCD
Teacher Associates	26 & 27 July, 6, 9, 13, 16, 20 & 23 August 2019	Muskaan	Eight days training prog organised for Teacher Associates on different aspects & job roles by Senior Management team
All Staff Members	1 October 2019	Muskaan	Fire drill under Disaster management training held for all staff.
Management Team	23 November 2019	Muskaan	Training program on situational Leadership. Resource Person: Mr Brij Chandiramani

Programs

Staff Development (Contd.)

Participants	Date	Place	Details
Teachers	12 April 2019	Muskaan	Workshop held on curriculum designing of all type of vocations
Ms. Smriti & Mr. Akhilesh with five Trainees	15 April 2019	HCPA, Dwarka	Workshop on electoral process for PwID
Ms. Reena & Ms. Rashmi	15 & 16 November 2019	SCPwD	Orientation & sensitization program for the trainers on Disability integrated top up module
Ms. Abha Karn & Mr. Surender Singh	28 November 2019	IIT, Delhi	Technical session on Assistive Device
Ms. Nutan Sharma & Ms. Alka Rajliwal	From 14 February, 2020 for 10 weekends	AADI	Training Program on Augmentative Communication
Mr. Sukhdev Kohli	22 February 2020	Crafts & Social Development Organisation	Training program on Candle Making
Ms. Savita Sharma	10 days training completed on March 25 2020	NSDC	Online training program during lockdown in continuation of the earlier training organised & certified by NSDC

Ms. Seema Chadha & Ms. Abha Karn enhanced her leadership capacity by attending four months (June to September 2019) Leadership training program on Cultural Intelligence organised by Common Purpose. Entire training was divided in four sessions: two online webinars, five days face to face training at Bangalore/ Mumbai respectively and three days Face to face training at Jakarta (Indonesia)



Training workshop on management skills



Focus Group Discussion Meet



Workshop on situational leadership



Periodical staff trainings



Workshop on guidance and counselling skills



Sharing and learning session

Programs

Family Support Services

This year we attended 101 families for counseling & guidance. 147 Families Participated in various training programs held in Muskaan and outside Muskaan. The focus of these training Programs was to create better understanding about their wards and their own situations and how to effectively deal with these.

S. No.	Date	Details	No. of Families Attended
1	17 Apr 2019	Orientation program for parents (new admission)	9
2	30 April - 1 May 2019	Training program for parents & staff of DAV School, Gurugram	14
3	11 April 2019	Orientation program for Parents of potential candidates for F&B and Pickle making of Muskaan-SCPwD joint pilot project	32
4	10 Aug 2019	Parent training program held for Training & Orientation Unit	11
5	29 Aug 2019	Review meeting with Parents of Mainstream employment students	12
6	30 Aug 2019	Review meeting with Parents of Pickle Making unit	16
7	13 Dec 2019	An orientation meeting with Gurgaon parents' group by Ms. Shalini Sinha (VC) & Ms. Abha Karn (AD)	11
8	13 Feb 2020	Parent training program held on Transition into Adulthood along with Training strategies. With special focus on Understanding ID & Preparation for work life aligning with approach of Muskaan	9
9	14 Mar 2020	Parent training held to enhance the understanding about stages of development & cognition and Communication, making a difference in young adults' life. About Independent and about the skill used in daily living /life skills training	9



Guiding parents for mainstream employment



Families attending a panel discussion by experts



A parent training session in progress



Showcasing outcomes of Pilot Project to families



Training program for parents of East Delhi Centre

Programs

Awareness & Advocacy

In the last few years activities undertaken in this program have increased considerably. Many more schools, institutes, corporations and organizations from different parts of the world visit us to know about working in Muskaan. Muskaan participated and supported several initiatives of different organizations.

World Disability Day: 3rd December

Muskaan participated in several programs held by different organization including Ministry of Social Justice. Apart from that team Muskaan also shared the stage on two different sites (Gurugram & India Gate) in partnership with CBRE's "Walk for wish" & NCPEDP's "Walk to freedom".

World Down Syndrome Day: 21st March

Due to the spread of pandemic; COVID-19 and lock down we could not celebrate World Down Syndrome Day therefore we marked this event virtually on Social Media. To spread awareness, we posted video series for ten days on "Achievers with Down Syndrome"

Date	Name of Institute	Purpose of Visit
11 April 2019	Sri Ram School, Gurugram	Sensitization & Awareness
12 April 2019	Bank of America	Employee engagement program at their office
18 April 2019	Bank of America	Employee engagement program at Muskaan
22 April 2019	Sales Force	Employee engagement program at Muskaan
23 April 2019	Usha International	Employee engagement program at Muskaan
16 May 2019	Hotel Ibis, Aerocity	Awareness & sensitization visit to Ibis
29 May 2019	Bank of America	Volunteering
15 July 2019	Azim Premji Philanthropic Initiative	To know about Muskaan
7 September 2019	St. Columbus	Sensitization visit
23 September 2019	Bank of America	Employee engagement program at Muskaan
11 November 2019	Mr. Vineet from Give me trees Trust	To know about Muskaan & also shared his ideas for our ongoing plant project

Programs

Awareness & Advocacy (Contd.)

Date	Name of Institute	Purpose of Visit
19 November 2019	United Biscuits	Employee Engagement program to celebrate of their "Make Happy Be Happy Day' at Muskaan
18 December 2019	Ambience Public School	Sensitization & Awareness
14 January 2020	Japanese Volunteers	Japanese Volunteers on their Annual visit & played ocarina for students on occasion of hinamatsuri (Japanese girls day/ doll day)
14 January 2020	ART, Housing Finance India Ltd.	Employee engagement program at Muskaan
14 January 2020	Bank of America	Employee engagement program at Muskaan
20 February 2020	AIG	Employee engagement program at Muskaan



DFID team witnessing the capacities



Showcase of abilities for visitors



Sensitization of school children

Programs

Capacity Building of other NGOs and Professionals

Muskaan has been quite a popular destination with students for their internship. Students from schools, colleges and professional institutes keep approaching Muskaan for doing their internship. Interns come with educational backgrounds like Psychology, Human Development, Special Education, Social Work, and various Management fields. It provides them an opportunity to work with an important social cause and Muskaan too gets their support in areas where we need volunteers to take up few projects. We are impressed by their sensitivity, sincerity and commitment. At Muskaan, we plan a special program for each one of the interns based on the objectives of their internship as defined by their parent organisation and sensitization & awareness of Muskaan's work in the field of Intellectual Disability. In each case an individual supervisor is appointed from the Muskaan team who guides the interns to make it a gainful learning experience for them and in the process ensure their commitment to work during this period. This year we trained 14 interns from Institutes like **SOIL, Action For Autism, Narsee Monjee Institute of Management Studies, Mumbai and School of Social Work at Jamia Millia University, Ashtavakra Institute Delhi, Christ College, Bangalore.**

Apart from these we have a regular inflow of Volunteers from various schools & colleges. They are also given an orientation and then placed in different units so that they can interact with our students and understand their strengths and challenges. **Volunteers - 35 from LSR, Tagore International, BOA & individuals.**



Programs

Capacity Building of other NGOs and Professionals (Contd.)

Date	Name of Institute	Purpose of Visit
17 July 2019	Spl. Ed Students from Amar Jyoti	Upcoming special educators to enhance their understanding of ID
25 July 2019	NIEPID-RC, Noida	Upcoming special educators to enhance their understanding of ID
19 August 2019	DFID & KPMG	To see functions of Muskaan
21 August 2019	A team from Scotland	To see adult training program
10 September 2019	Trainees from counselling & guidance department of NCERT	Upcoming professionals to enhance their understanding of ID
21, 28 August 4, 11 September 2019	Vision Institute	Upcoming special educators to enhance their understanding of ID
24 September 2019	Tamanna	Upcoming special educators to enhance their understanding of ID
25 September 2019	Asian College of Teachers	Upcoming special educators to enhance their understanding of ID
5 February 2020	Ms. Shomita Shrikant from Umeed	To visit & know about more about functionality of adult training programs
29 January 2020	Teachers from The Shri Ram School Mousari	To visit & know about more about functionality of adult training programs
6 February 2020	Mehr Jasia from Mahindra Retail for research on need of ID	To know about PWIDs
6 February 2020	Observation Visit by 10 teachers from different branches of The Shri Ram School	To visit & know about more about functionality of adult training programs
19 December 2019	Three Employees from Kiran Society, Varanasi attended a training program at our stationary unit	Learn about specific vocational activities
26, 27 December 2019	Ms Abha Karn, Assistant Director & Mr Surender Singh, Program Manager went to Jalandhar to facilitate the teachers and parents (22)	To develop an understanding of the intellectual disability and vocational training. Also provided the hands-on training to the staff to improve the overall services for holistic growth of PwD

Governance

Executive Members

Name

Dr. I C Verma

Dr. Shanti Auluck

Ms. Shalini Sinha

Ms. Madhavi Gautam Gupta

Mr. P.P. Kapahi

Ms. Sushi Kaul

Ms Neera Chawla

Mr. Rakesh Dewan

Mr. Brij Chandiramani

Mr. S.K.Singla

Ms. Ann Jose Varavukala

Dr. Pragati Ganjoo

Mr Rakesh Dhall

Ms. Nita Kapoor

Ms. Abha Karn

Ms. Mridula Sakle

Ms. Seema Chadha

Designation

President Emeritus

President

Vice President

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Executive Member

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Executive Member

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Nominated Member

Nominated Member

Governance

Team

Leadership Team

Shanti Auluck
Neera Chawla
Seema Chadha
Mridula Sakle
Abha Karn

Managers

Tapan Adak
Reena Tiwari
Honey Pasricha
Surender Singh
Smriti Shankar

Sr. Spl. Educators

Akhilesh Kumar
Rashmi Garg
Anita
Sukhdev Kohli
Savita Sharma
Shigufta bano
Nutan Sharma

Spl. Educators

Usha Khalko
Arvind Kumar
Pooja Bhati
Alka
Meenakshi
Shalini

Administrative Team

Sushma Trehan
Dhiraj Pant
Dinesh Chand
Dharam Pal
Pradeep Singh
Sanjay Morandi
Vipin

Vocational Assistants

Angoori Devi
Hema Arya
Vijay Pal
G Jaya Rao
Sushma Baz
Bhawani Shankar
Dilip
Prakash Chand
Subhash
Kavita

Caretakers

Probir Adhikari
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