Muskaan is on a strong footing with its well informed & committed team. It is an eye opener for all of us when visitors from within India and other countries are amazed at the work that Muskaan is doing. Recently an international delegation from Norway wrote as a comment:

“We are humbled by your incredible work and you positive involvement in making a better world. You and your team are unique change makers and your contribution matters.”

Another delegation from USA, Austria & Europe visited Muskaan recently and commented

“We have not seen this kind of structure in training and work being used by any of institutes in our countries”.

We are amazed at the thought that why the learning capacity of persons with intellectual disability are not recognized even in advanced countries. Our confidence in our young friends emerges from faith in two assumptions. Firstly every human being, irrespective of level of disability, has the same human/psychological needs and secondly they are concrete thinkers and learning situations have to be designed accordingly. Our assumptions have fully been authenticated by our working with our young friends at Muskaan. In fact it has been a matter of concern that why we treat them differently. Their grooming too requires same opportunities, guidance, support, respect and affection.

The year 2015-16 has been a significant year in Muskaan’s Journey as we could start reaping the benefits of our continuous awareness campaign in terms of securing good work opportunities for our young adults within and outside Muskaan. Quite a few employers are approaching Muskaan for hiring adults with Intellectual Disabilities and we are getting bulk orders for our products too. This year major changes have also been seen at larger level also i.e. the disability sector is progressing ahead in securing rights of its members. Also with the launch of National Action Plan for skill training and employment by Ministry of Social Justice & Empowerment of persons with Disabilities, we have seen a positive change in employers’ mindset.

**Students Development initiatives**

The highlight of the year was increased demand in open jobs for our young adults in various companies. We started an Employment Cell which invited applications from Muskaan students as well as other NGOs. We received 87 applications. A new module of Employability training was added for preparing more students for open jobs. 11 students were placed in 3 locations of Lemon tree hotels. Three new companies visited Muskaan to source employees for their companies and we are working closely with them.

This year we also took another initiative of starting a Data Entry training program in collaboration with another organisation, Amba for Life, Bangalore. We enrolled 20 students in first batch mentored by one teacher. The module of training is based on Peer learning and learning Data work through visual matching. This is a one year module and we hope to source job work or jobs for our graduates after completion of training.
Our work centre also started receiving more bulk orders due to new collaborations with corporate world. This has resulted in providing regular work to our young adults and enhanced their capacities too. As higher functioning students are getting enrolled in Employment training/Data Entry training, the students with moderate functioning levels are putting in their best efforts to complete these orders as well as regular demands of our retail customers. Presently, 65 workers are receiving stipend.

We have also brought structural changes in our Art centre program as no. of students requiring this program is also increasing. This program offers opportunities to students with very high support needs in physical, emotional and work related areas. 42 students are receiving training in this program on regular basis. 139 students attend different activities or hobby clubs once/twice a week. 11 students receive need based part time program as they are yet not ready for full day program.

Along with the above mentioned training programs, all students receive regular inputs in Physical fitness, Sports & recreational activities; computer based activities, life Skills, and need based therapy.

We started the year with 139 students. 10 students were placed in open jobs and 5 students dropped out for reasons like change of residence/ sad demise/ health issues. 38 new students joined Muskaan in various programs. In March 2016 we had a total of 171 students on rolls.

Report from Dera Residential Facility

In its 4th year of operations, at Dera Residential facility, we have developed number of systems, procedure and policies keeping the residents interests in focus like Protection policy, monitoring formats for care and smooth functioning of the project. Along with this we have been able to build a family environment for which each resident, staff and parent has contributed to its best.

We have expanded the infrastructure from 15 rooms to 22 furnished rooms and three more toilets have been constructed as the number of residents increased from 14 to 17. One of our resident ‘Mohit Aggarwal’ has left us for heavenly abode while he was with his family at home.

Residents have been attending our Vocational cum work center in Vasant Kunj. With this change residents’ life has became more vibrant and enriched. At Vocational cum work center they are learning new skills and are able to explore their capabilities. Six of our residents are being groomed as Self Advocates; they got an opportunity to conduct sensitization sessions in 3 Govt. Schools and one private school. They have been assigned responsibility to take decisions in day to day program at the residential facility like monitor duties of Cleaning staff, Deciding Meal time residents duties, recreational activities etc., which benefits all of the residents.
To ensure regular medical check-up and treatment of the residents we have built contact with Hans foundation, Sunshine welfare and Health foundation. They have arranged monthly medical check-up of the residents by sending a Medical team led by a General Physician. Beside this, we are proud to share that one of the multi speciality Hospital ‘Indian Spinal Injuries Centre’ at Vasant Kunj has honored our request to provide hospital facility to our residents.

Muskaan prides itself in participation and support of families/parents/Guardians of the residents as they are helping us in making Dera a happy place to live. Parents/Guardian too have duty to visit the facility in turns on Sunday’s and work with the residents for few hours. Which also give them opportunity to be connected to their ward as well as with the programs of the canter?

Community is also supporting our project. A French group ‘Main Tendue ‘has supported us whole year for Kitchen and Cleaning supplies. Besides this, they have also Donated various electronic items like stabilizers, UPS etc. We have another individual donor that provided few kitchen items regularly. Inner wheel club has supported construction of floor at outside block. Canara Bank Nehru place and Gurjean branch too helped in donating Water Purifier, Cooler and Split AC.

This project has grown in partnership with parents/Guardians and community support, and we are hopeful that it will continue to grow in the same manner.

Staff Development

We have always given a lot of value to capacity building programs for all staff members. There are regular training & review sessions conducted throughout the year. Different staff members are also sent for various training sessions, workshops, seminars and conferences. During summer break, one week in-house intensive training program is organised every year for refreshing as well as building new skills & knowledge.

Programs and Services Update

The program of our Family Support Services Cell is going strong. Family counselling services and Parent training program are two important components of our support services. Thursday has been designated as Family Day at Muskaan when families can meet the counsellors on prior appointment to share their concerns for their child/ adult with special needs. Parents from Delhi & NCR and other states visit with their children to seek guidance on the programs being offered at Muskaan. Generally, parents are looking for services for young adults and it is an irony that there are no such services outside Muskaan which cater to life span needs of our young adults. Along with that, there is a regular demand for counselling within Muskaan parents. This year 80 families used services of our counselling centre.

State Nodal Agency Center (SNAC): awareness & advocacy programs
Muskaan became State Nodal Agency Center for National trust on 8\textsuperscript{th} Aug 2013. SNAC is an arrangement to implement the schemes under National Trust Act. The basic activities of SNAC are

- Awareness program in rural area, parents, siblings, professionals etc
- Training program for different departments
- Coordination between Registered organizations & NT
- Constitute, activate Local Level Committees of Delhi & NCR and look after their smooth functioning
- Information dissemination, network with NGOs and liaising with state Government

Following programs have been conducted under SNAC:

1. A visit was made to various NGOs working in the field of intellectual & developmental disabilities to establish relationship with them and involving them in National Trust programs.
2. Manage parent support service cell in Muskaan
3. Conducted awareness programs in seven schools of Delhi
4. Supported National Trust in their Scheme Development & Implementation
5. Worked as a partner in ACCESSIBLE INDIA CAMPAIGN of Ministry of Social Justice & Empowerment, Govt. of India
6. Participated in various awareness programs on International Disability Day i.e. 3\textsuperscript{rd} December.
7. Organized Marathon for down syndrome day on 21\textsuperscript{st} March
8. Several meetings done with DC of southwest district for giving legal guardian certificate to parents/families
9. 49 Niramaya (renewal & new) applications were processed to provide health insurance benefits to persons with special needs
10. Muskaan represented health camp & awareness camp as SNAC
11. Total 216 Disability certificate has been issued this year where Muskaan volunteers help All India Institute of Medical Sciences in processing of applications and guiding families
12. Participated in several Raahgiri programs for community awareness and different cultural events at state level
13. 38 visits by different organization which includes schools, colleges, professional institutions, organization within Delhi and outside Delhi & outside India were entertained in the year

Updates on volunteers & interns

Students from schools, colleges and professional institutes keep approaching Muskaan for doing their internship. This demand is increasing day by day. Interns come with educational backgrounds like Psychology, Human Development, Special Education, Social Work, and various Management fields. At Muskaan, we plan a special program for each one based on objectives of their internship as defined by their parent organisation and sensitisation & awareness of Muskaan’s work in the field of Intellectual Disability. In each case an individual
supervisor is appointed from 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 15 interns from Institutes like Lady Irwin College, NMIMS Mumbai, SOIL, IGNOU, AFA, and Jamia millia University.

**Report on Product Development & Marketing:**

Looking at the upward trend of sale and increasing capacities of students, we introduced some new products. Candle unit is now making two types of soaps – Hand wash and soap cakes. Candle unit is also making smokeless T-lights which are being used in Hotels and also for diffusers at homes. Food unit is making fresh idli everyday. This is to provide wholesome and healthy snack to customers. To create awareness regarding capabilities of intellectually challenged and good quality products being made in the our Food Preservation unit – procedures of making Mathi, lemon Squash and Lemon pickle are in the process of registering under FSSAI.

Three types of cookies (Atta, Marble, Namkeen cookies) made at Muskaan are supplied to Red Fox Hotel, Lemon Tree Premier, Gurgaon and lemon Tree Hotel, Manesar. Stationary unit made file folders and slip pad for conferences at Indian Institute of Social Sciences, India Habitat Centre. There was a regular order for cakes from Rajkumari Amrit Kaur Nursery school. Stationary unit made wedding cards and envelopes for a wedding in February, 2016. Stationary unit also made Gift boxes for Rehwa Society. Diya unit made sets of Diya and Stationary unit made boxes for packing of Diya for a wedding. Holi baskets were made during Holi with lemon Squash, mathi and Holi colour.

Students from different colleges helped in creating awareness about the products. To promote the products online e-broacher was made by interns from NMIMS. Volunteers from Acharya Narendra Dev College helped in managing the store and also during sale at different venues during Diwali. Products were sold at 45 different venues during Diwali.

There was a regular sale of products during the year at Apeejay School, Tagore International, Sardar Patel Vidyalaya. Home delivery of products in Vasant Kunj was further strengthened.

**Concluding remark**

There is never a dearth of challenges for Muskaan in its ongoing journey. Our work in four major areas namely adult training & employment, assisted living in an adult residential facility, family support services and awareness & advocacy is firmly established. Continuous reviews keeps giving ideas to further improve our work and services. However, one major area is still left and that is education and training of professionals for this field. We have been so overwhelmed by the needs of all the four major projects that we could not start such professional training programs but still keen to take it up for future.

Overwhelming support of the community is gratefully recognized by Muskaan team. This support is greatly valued by Muskaan team as it helps in sustaining various projects.