



# UMMEED CHILD DEVELOPMENT CENTER



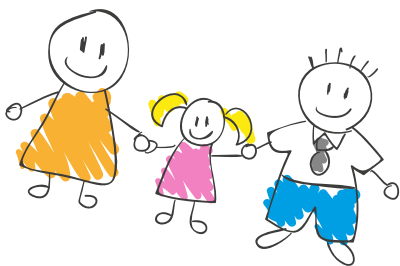
## ANNUAL REPORT

APRIL 2020-MARCH 2021



## Every Child Has Hope At Ummeed.

We believe that all children with developmental disabilities can be included in society and reach their maximum potential.



## MESSAGE FROM THE CEO AND EXECUTIVE DIRECTOR



**ANITA LIMAYE, MD**  
**CHIEF EXECUTIVE OFFICER**



**DR. VIBHA KRISHNAMURTHY, MD**  
**FOUNDER & EXECUTIVE DIRECTOR**

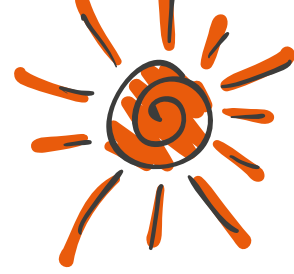
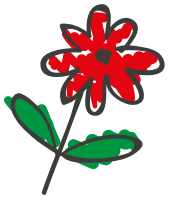
It's been over a year of the Coronavirus pandemic, and the world around us has never felt so uncertain. No one has been left untouched and most of us have been personally affected, in one way or another, in big ways or small. What has helped during this time is having a safe place, whether it is in the form of a physical space or in the form of people around us, who have provided us with a sense of community and continuity.

For many of us, Ummeed has been that safe place. For our children and families, it has been a place to find mental health support and a variety of online services in meaningful ways. For our trainees, it has been a place where they could hone their professional skills while all else was in standby mode. And for us Ummeedians, it has been the shared knowledge that we are all in this together, and that even in these difficult times, we have agency to be there for those who we hope to serve.

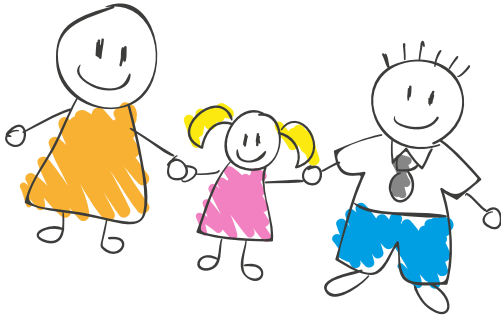
We have been incredibly fortunate to have donors who have stood by us during these times. For them, we are deeply grateful. And grateful too for each other that despite the challenges, we have been able to achieve amazing things together, some of which are showcased in this Annual Report.

There will soon be a time when we will "look back" at the Coronavirus pandemic as a time in the past. But for now, as we look forward, let us keep the Dalai Lama's words in mind, "The planet does not need more successful people. The planet desperately needs more peacemakers, healers, restorers, storytellers, and lovers of all kinds."

We thank you for being a part of this tribe!



# REPORT ON UMMEED'S ACTIVITIES



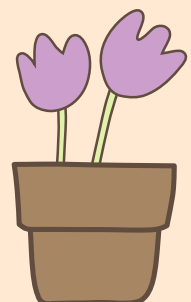


## INTRODUCTION

This Annual Report encapsulates the activities and highlights of the Financial Year (FY) 2020-21.


As in the past, this Report throws light on our activities, which include clinic-based initiatives, training activities, research work and awareness programs. The big difference this year has been living and working in the shadow of the COVID-19 pandemic which is mentioned in a separate section.

The Report is divided into three sections: The first section is a Report on Ummeed's Activities and comprises Ummeed's response to working in the challenging year of the pandemic and the year's highlights, our work with our children, families and professionals, focuses on building awareness and influencing the sector and concludes with an update on operations. The second section is the Directors' Report and the third section is the Summary of Financials.



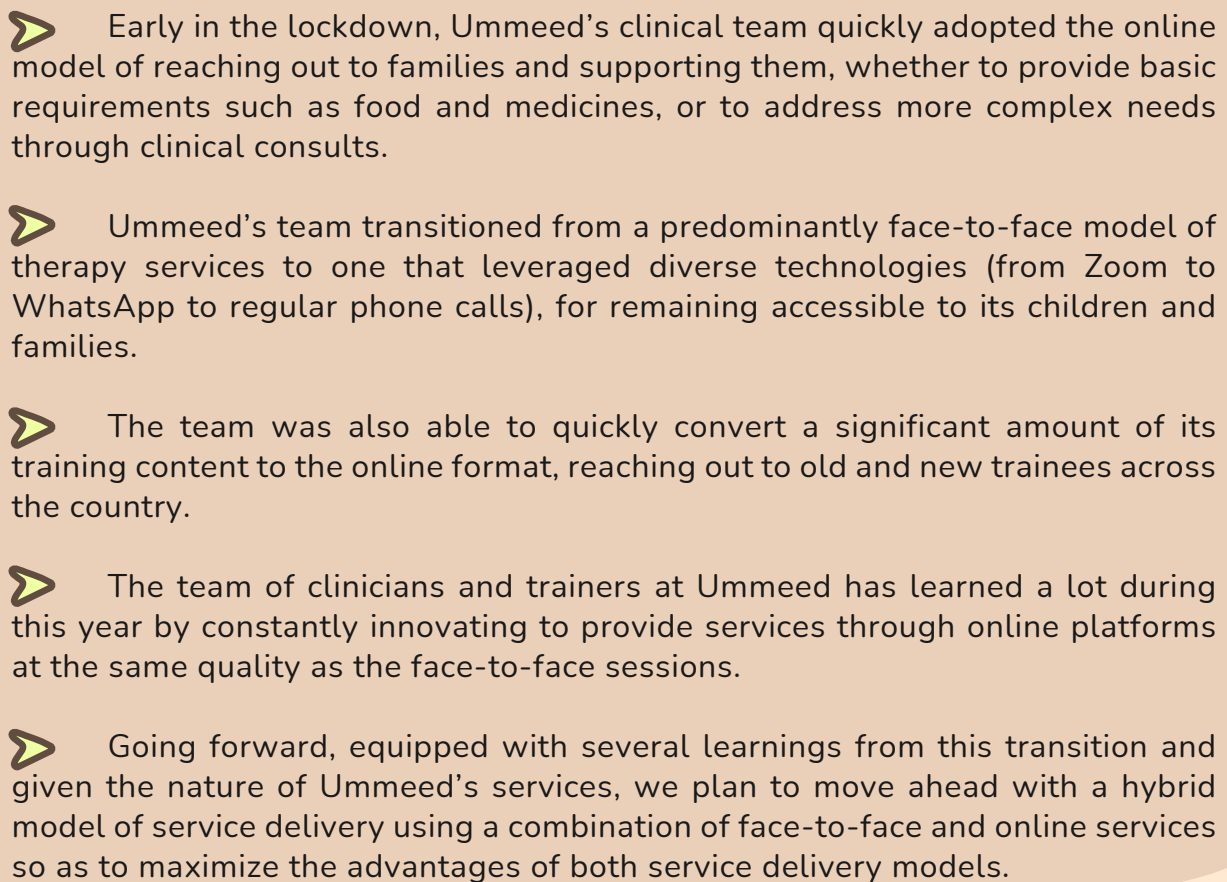


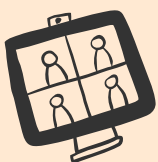
## COVID RESPONSE



We begin with the COVID-19 pandemic, its impact and Ummeed's response. Children with disabilities and their families have been one of the most vulnerable populations during the COVID-19 crisis. Being in lockdown created a unique set of challenges for them. Ummeed recognized this and our professionals worked closely with families as well as with past and new trainees to help them cope with these challenges. This required innovation at Ummeed's end too, such as providing all of this support online and being there for those most in need in diverse ways.



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- Early in the lockdown, Ummeed's clinical team quickly adopted the online model of reaching out to families and supporting them, whether to provide basic requirements such as food and medicines, or to address more complex needs through clinical consults.
  - Ummeed's team transitioned from a predominantly face-to-face model of therapy services to one that leveraged diverse technologies (from Zoom to WhatsApp to regular phone calls), for remaining accessible to its children and families.
  - The team was also able to quickly convert a significant amount of its training content to the online format, reaching out to old and new trainees across the country.
  - The team of clinicians and trainers at Ummeed has learned a lot during this year by constantly innovating to provide services through online platforms at the same quality as the face-to-face sessions.
  - Going forward, equipped with several learnings from this transition and given the nature of Ummeed's services, we plan to move ahead with a hybrid model of service delivery using a combination of face-to-face and online services so as to maximize the advantages of both service delivery models.

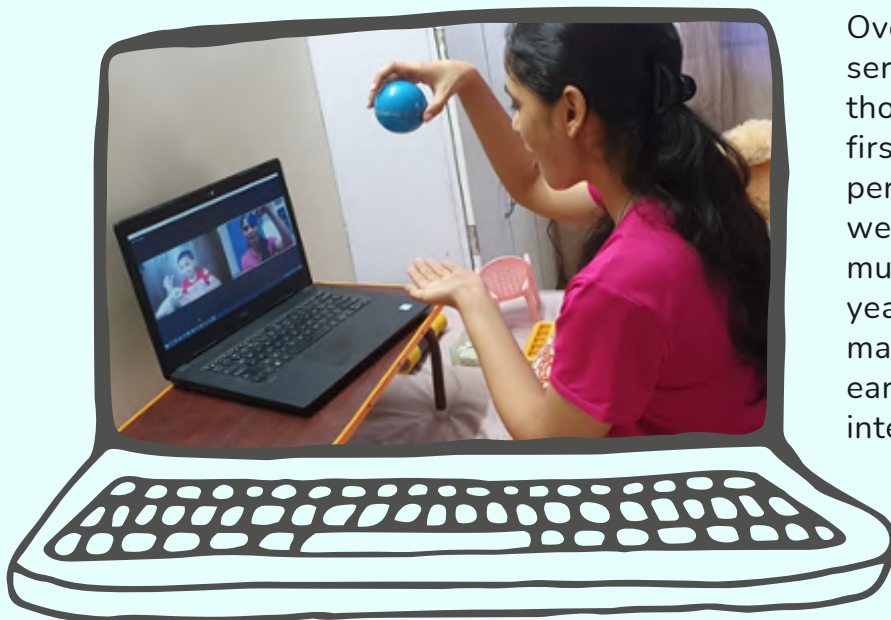







## HIGHLIGHTS OF THE YEAR



During FY 2020-21, Ummeed served about 920 unique children through over 9,000 clinical sessions. While the number of children and families served through the clinic is slightly lower than the previous year (which was expected due to the pandemic), the number of sessions delivered by the team has been consistent, indicating that children are receiving a higher number of sessions on average, compared to last year.




Over 35 percent of the children served this year were new, i.e., those who visited Ummeed for the first time. Moreover, over 30 percent of the new children seen were below 3 years of age. This is much higher than the previous years, indicating that Ummeed is making progress on its goals of early identification and intervention.



Over 80 percent of the 9,000+ clinical sessions conducted were concessional, offered to families from low and mid-socioeconomic backgrounds. Over 40 percent of families served by Ummeed's clinical activities earned less than INR 15,000 per month, indicating that the organization is truly serving those who need the services at a subsidized cost.

Included in the families served through clinical sessions are about 140 families reached through Ummeed's online support groups. These sessions have helped create a safe and inclusive space for caregivers of children with disabilities to connect, share experiences and learn from each other.





In addition to clinic interventions, over 300 caregivers were reached through various training programs (such as Know Your Rights, Toilet Training, Managing Challenging Behaviours, and others) during FY 2020-21.

Over 1,800 unique people were trained through Ummeed's programs of which 1,400 were professionals, including doctors, therapists, teachers and school staff, and community workers. Around 25 percent of these were participants who have attended Ummeed's trainings in the past, and 75 percent were new participants reached for the first time this year.

Over the years, Ummeed's training footprint has expanded significantly throughout the country, as also in this year, and participants were based in 26 states and five union territories. These trainees indirectly reached about 75,000 children and families across the country.

Ummeed has initiated a pilot to support trained and like-minded stakeholders (individuals and organizations) in three geographies of India, towards enabling local, systemic changes that make early identification, early and appropriate intervention, and child and parent voices possible.







Ummeed conducted several campaigns aimed at creating awareness around developmental disabilities, and also shifting the attitudes of the general public towards greater inclusion of children with disabilities. Some key highlights were the Autism awareness campaign for World Autism Awareness Day (WAAD) in 2021 with a reach of over 1,40,000 on social media. Similarly, our Building Back Better campaign in December 2020 aimed at bringing forth stories and messages of young people with disabilities, recorded a reach of over 2,20,000 on social media.

Various Ummeed professionals also conducted awareness sessions on parent-focused platforms such as Parentunes.com, with each session getting views of over 40,000.

Ummeed's work was published in the *International Journal of Contemporary Pediatrics (IJCP)*, *International Journal of Environmental Research and Public Health*, the monthly journal of Mumbai University and the Nurturing Care website of the World Health Organization (WHO). Ummeedians also presented at various international conferences during this year.

Ummeed speakers presented at several external webinars and events such as the Indian Academy of Pediatrics, American Academy of Pediatrics, Save the Children, InspirEd, Boston Children's Hospital Global Health Program, amongst others.



In September 2020, Ummeed was presented with the Social Game Changer of the Year award and its founder Dr. Vibha Krishnamurthy was presented with the Woman Entrepreneur of the Year award by ET NOW 'Leaders of Tomorrow' Season 8 E-Awards (2020).



In February 2021, FHI 360, along with the Lego Foundation and World Health Organization (WHO) published a report "Case Studies of Programs to Promote and Protect Nurturing Care during the COVID-19 Pandemic" documenting the implementation experiences and emerging lessons of COVID-19 response strategies of seven programs that prioritize Early Childhood Development in their work. Seven organizations from different countries across the world were featured and Ummeed's work has been showcased (pages 19-28) to describe the experience in India.

Finally, Ummeed initiated several measures to support its staff in adapting to the personal and professional challenges posed by the COVID-19 pandemic. This included transitioning to the "work from home" environment, and providing vaccination support and mental well-being initiatives.

# CHILDREN

Children with and at risk of developmental disabilities are the primary beneficiaries of Ummeed's work. Ummeed reaches them directly through its clinical services, as well as indirectly through its trainees.

## KEY METRICS FOR FY 2020-21

**920**  
**9000+**

Reached  
Unique children  
through  
Clinic sessions

**40%**

Over  
Children  
received more  
than 1 service

**300**

Over  
New children  
assessed and  
served

**17%** of total children and  
**31%** of new children were  
Under 3 years of age



The same numbers  
for the previous year  
were 7% and 14%

In FY 2020-21, Ummeed professionals supported 920 unique children through 9,070 clinical sessions provided online by Ummeed's team of developmental pediatricians, occupational therapists, physiotherapists, autism intervention specialists, counsellors, speech therapists, special educators, and social workers. Of these, over 300 children were seen for the first time, supported with diagnoses and guidelines for future interventions to support their development.

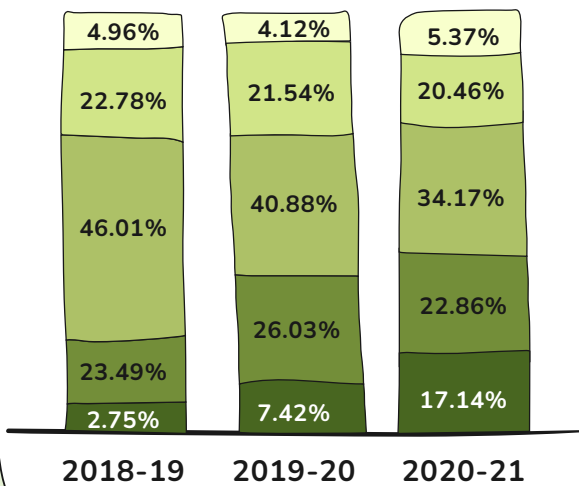
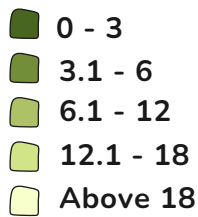
Through all of its work, Ummeed aims to make the following possible for children experiencing developmental disabilities:

- Early identification and intervention
- Meaningful participation in the home, school and community
- Self-advocacy and creating a sense of agency

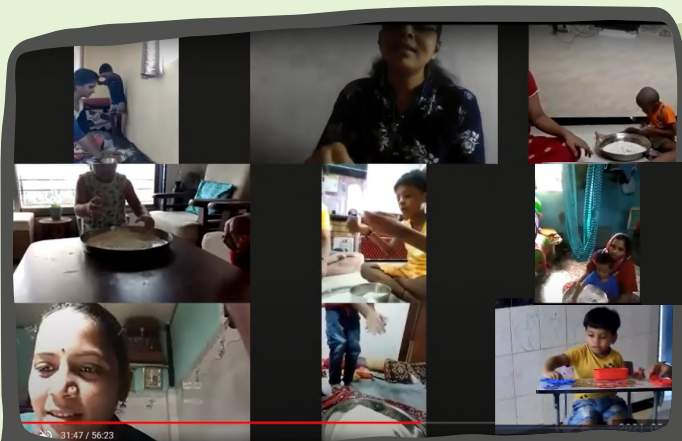
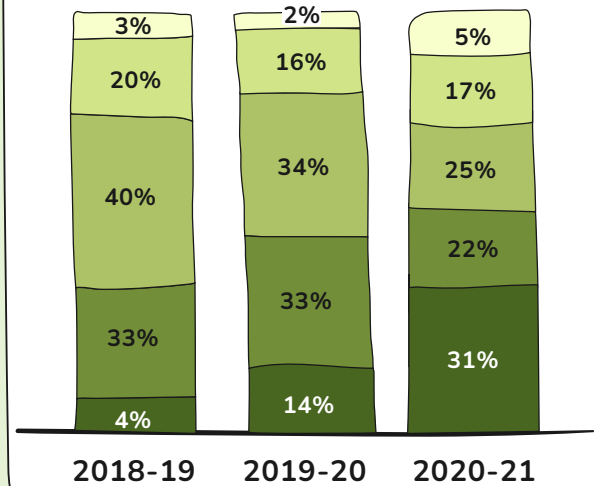
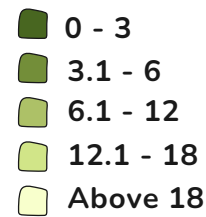
## EARLY IDENTIFICATION AND INTERVENTION

This year, Ummeed's clinic team analyzed the age data of children visiting Ummeed for the first time to evaluate its progress on the objective of achieving early identification and intervention. The results were promising and indicated that over the years, more and more new children being assessed and served by Ummeed are younger than 3 years of age (see graph below).

### UNIQUE CHILDREN SEEN



### NEW CHILDREN SEEN



In addition, 23 children enrolled at the Early Intervention Center (EIC) in September 2020 with the aim of giving them an early start and helping them become school ready. Given that the EIC was delivered entirely online for the first time and the fact that children in the EIC have significant disabilities, this is a remarkable achievement.

## MEANINGFUL PARTICIPATION IN THE HOME, SCHOOL AND COMMUNITY



This is an important area of focus for Ummeed, both through its direct work with children as well as through its trainees. The model of disability in India is very deficit based (“let’s fix what is wrong with the child”) rather than strengths based (what is the child good at and how do we use this to help her/him learn new skills). Interventions in most places focus on making the child ‘become normal’ rather than support what the child needs to be able to participate in life like all children (a reference point for the latter is the “F words” of childhood disability: function, family, fitness, friends and fun; <https://www.canchild.ca/en/research-in-practice/f-words-in-childhood-disability>).



Ummeed is trying to shift the narrative around outcomes for children with disabilities towards participation. The story on the next page is illustrative of what can become possible when children are supported through strengths based, family-centered, and participation-based models of intervention. And later in the report, we also share a training program (see PREP case study in the section on Professionals) that we have rolled out towards this objective.

## Impact story: Zayne and Chinmay receiving online services for Autism Spectrum Disorder

Zayne and Chinmay were diagnosed with Autism Spectrum Disorder (ASD) in 2019. When they first came to Ummeed, they had difficulties in verbally expressing themselves, had few interests, displayed disruptive behaviour and preferred to avoid social interaction. Their parents also expressed concerns around understanding, communicating and interacting with their children.

Over the course of their individual therapy sessions at Ummeed (both in-person and online), Zayne and Chinmay made significant progress. The parents were overjoyed to see their improvement, but it all came into question with the onset of the COVID-19 pandemic.

Chinmay and Zayne were well past three years of age and school would begin shortly. The parents' primary concern became their school readiness and how they would make progress without any peer interaction for over a year. Would the children develop the ability to engage with others, follow routines and participate in the daily activities of a classroom?

Acquiring social skills does not come naturally to young children with ASD and these skills need to be worked on. Their Ummeed therapist suggested doing an online group session to build social and interpersonal skills. Such sessions help the children learn and apply skills in a safe and structured environment (before their transition to a classroom or school). Zayne and Chinmay's online sessions were designed around activities they loved and with these activities, the children learnt to verbally request for things, ask questions, share toys, take turns and follow instructions.

The parents were pleasantly surprised by the level of engagement and enthusiasm shown by the children during sessions. Their happiness increased when they saw Zayne and Chinmay follow a visual schedule and complete academic tasks like counting, finding the alphabets etc., which were not "preferred" or liked activities earlier. Chinmay's parents shared, "We used to feel that our son is not socially inclined...but we are happy to see that he enjoys his online interactions and even refers to Zayne as his friend. He engages wonderfully with Zayne, picking up new words from him and even taking turns with him."

Ummeed's therapy sessions have built confidence in the parents around their children being able to interact with peers, have fun and participate in school activities online.

**Zayne and Chinmay are both attending a mainstream school now.**



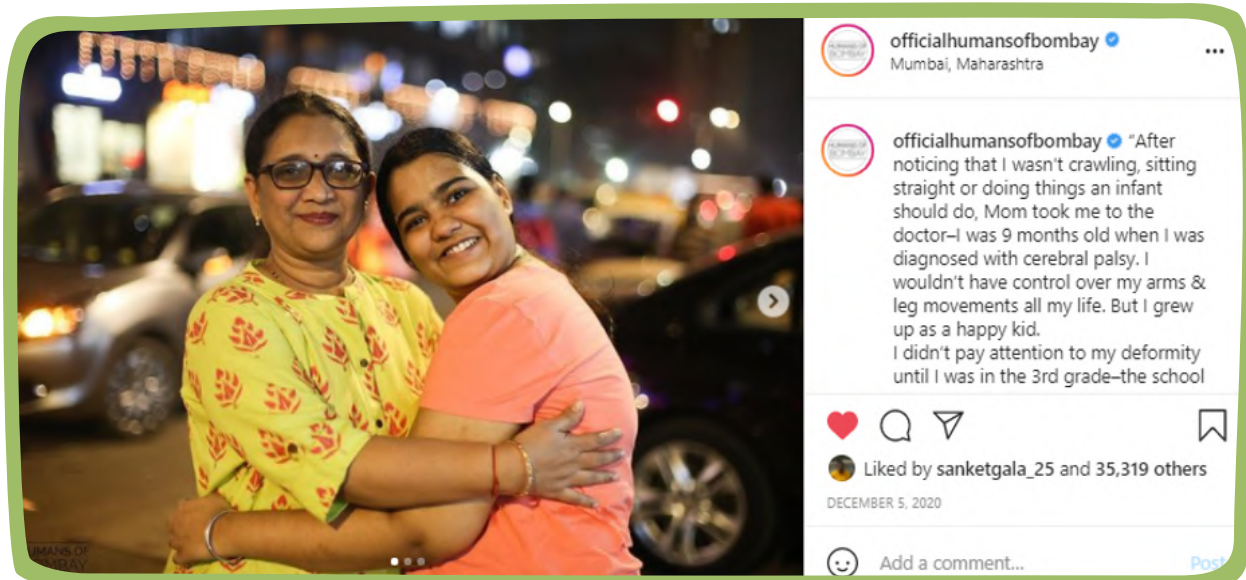
## SELF-ADVOCACY AND CREATING A SENSE OF AGENCY

Ummeed has continued its work towards supporting young adults to feel empowered to re-claim their space and agency. Many of Ummeed's children, who are now young adults, serve as faculty in Ummeed's training programs for professionals.



Sanket Gala, a young adult with muscular dystrophy, who has been receiving services at Ummeed for many years is a part of the 'Young Warriors' movement. The Young Warriors movement was started by YuWaah and UNICEF to place verified and appropriate information in the hands of young people, leading change within their households and communities to help combat COVID-19.

Another Ummeed young adult, Darshana Ramgiri traced her journey of development on the popular social media Instagram account of 'Humans of Bombay' and is a fashion and jewellery blogger and designer.



On the International Day of Persons with Disabilities (3rd December 2020), Ummeed announced the #BuildingBackBetter (#BBB) campaign, a festival of self-advocacy all through the month, led by young people with disabilities and their families towards building a better world post-COVID-19.



Supporting the UN's theme for International Day of Persons with Disabilities 2020: "Building Back Better: toward a disability-inclusive, accessible and sustainable post COVID-19 World", Ummeed invited young people with disabilities and their families to send written messages, poetry, art, music, dance and cooking videos and just about anything to be featured on our Facebook, Twitter and Instagram handles. The response was overwhelming and the campaign reached more than 200,000 people on our social media handles.



The campaign provided a platform for children with disabilities to show the world that they were more than their 'disability'. It also helped change the general perspective of the lay public who engaged with our collaterals and shifted the discussion from what children with disabilities can't do to what they can do.



# FAMILIES

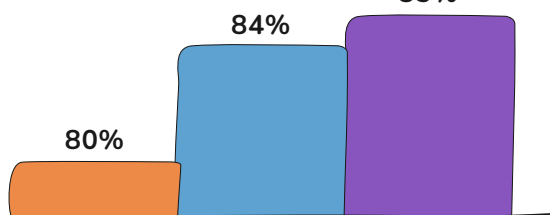
Ummeed's approach of family-centered care has meant that families partner with Ummeed therapists and doctors in taking crucial decisions and in creating effective strategies to work with their children. Further, families are supported in their journey of acceptance to empowerment, eventually advocating for their child's rights in different ecosystems.

## IMPROVED ACCESS TO SERVICES, INFORMATION AND RIGHTS FOR FAMILIES

No family is ever turned back from Ummeed's clinic. Families are offered concessions using a sliding scale based on family income and families that need additional concessions are provided the same freely, through the intervention of Ummeed's social work team. This year, the number of families requiring concessions was even higher because of the impact of the COVID-19 pandemic on jobs and livelihoods, as can be seen from the graphs below.

### CONCESSIONAL SESSIONS

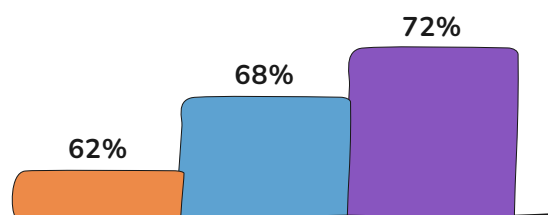
2018-19 2019-20 2020-21



Percentage sessions that were concessional

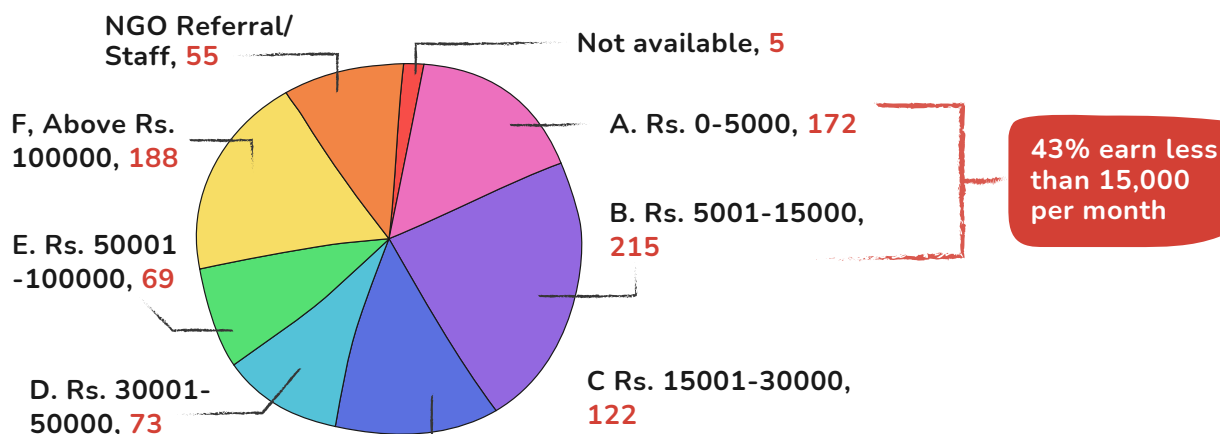
### CONCESSIONAL FAMILIES

2018-19 2019-20 2020-21



Percentage sessions that were concessional

### INCOME AS REPORTED BY THE FAMILY (N=900)



Over 50 families received additional help in the form of equipment such as orthosis and prosthesis to support their child's development and participation.

## Impact story: Improved access to information and rights for Harshwardhan's family

Harshwardhan Bavkar, a seven-year-old with Autism, lives in Thane with his parents. Both parents are very hardworking and support Harshwardhan in his development. They run a small rented shop for tyre repairs. Last year, Ummeed's social worker guided them in filling up the online Unique Disability ID (UDID) application form to avail of the many benefits and concessions for Harshwardhan. With the help of this card they were able to receive a monthly amount of Rs 2,000 from the Thane Municipal Corporation.

When Harshwardhan's father suffered a paralytic attack, Ummeed's team was able help them find an adult therapy center that supported them in navigating this stressful situation.

Currently, Ummeed's social work team is looking for a special school for Harshwardhan in Thane and helping the family obtain the Niramaya health insurance scheme towards reimbursement for their therapy expenses.



## IMPROVED AWARENESS FOR CAREGIVERS AND FAMILIES

A number of videos, posts, interactive sessions and workshops were implemented for the caregiver community, sharing strategies and information on managing and coping with life during the pandemic during FY 2020-21. Ummeed also partnered with other organizations which focus predominantly on parenting such as Parentune.com and held live Q & A sessions on a variety of topics around supporting children with disabilities.



माता-पिता के मानसिक स्वास्थ्य को सहारा देने वाले कुछ तरीके।



An animated video on nurturing the mental health of caregivers was made in four languages (English, Hindi, Marathi and Gujarati) and was also shared on the WHO-Caregivers website: <https://nurturing-care.org/>.



In addition, 38 sensitization workshops were conducted by Ummeed for caregivers reaching around 1,150 participants. This included the Know Your Rights workshop which builds critical awareness among caregivers about availing their rights to support children with disabilities.

## IMPROVEMENT IN KNOWLEDGE AND SKILLS THROUGH PARENT-CENTERED TRAININGS

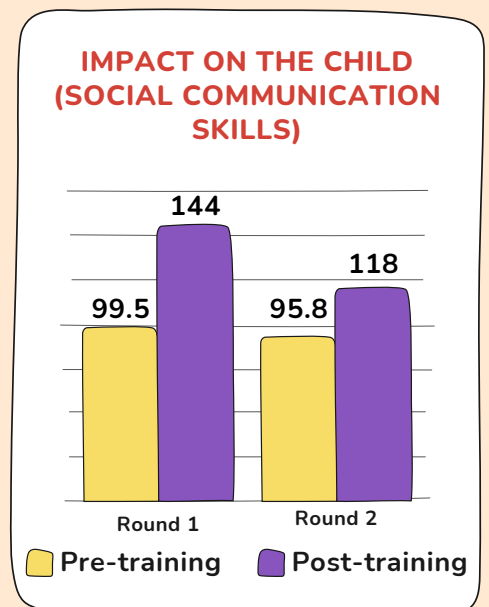
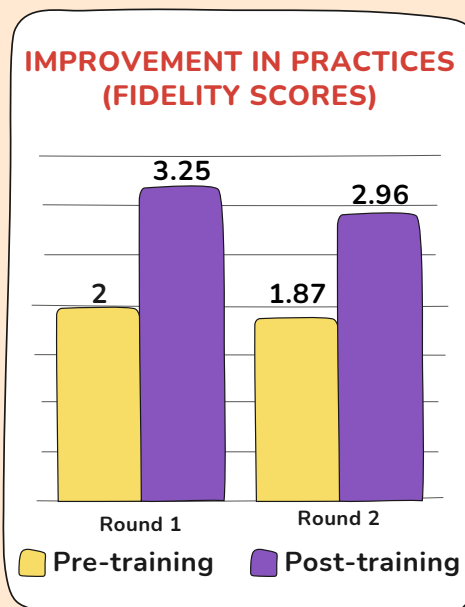
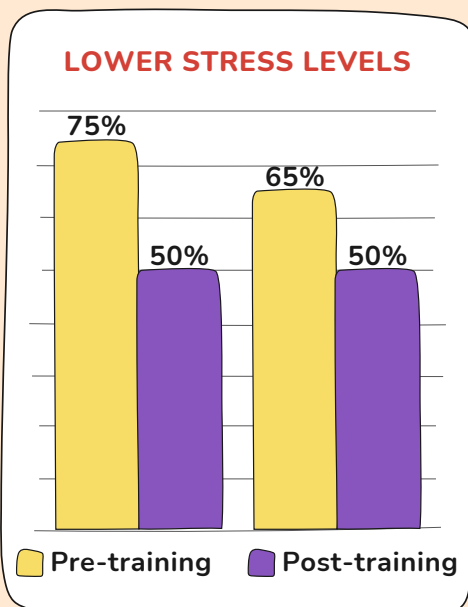


During FY 2020-21, Ummeed held 12 skill-building trainings and seven long-term trainings through which over 300 caregivers were equipped with better knowledge and skills to support children with developmental disabilities. Some of the topics included Toilet Training, Puberty Training, Behaviour Management, etc.





The team conducted three rounds of the Ummeed Parent Program for Autism (UPPA) which equips parents of children with Autism Spectrum Disorder (ASD) to promote their child’s social-communication skills during daily routines and activities. This program has been consistently reported by families as powerful in making a difference to the lives of their children with autism as well as their own mental health. The results of two (out of three) batches are available below which quantitatively confirms the feedback above and demonstrates improvement in skills and stress levels of participating caregivers, as well as a positive impact on children.



In FY 2020-21, Ummeed also rolled out the Caregivers Skills Training (CST) program after a period of pilot testing and adaptations in partnership with the World Health Organization (WHO) and Autism Speaks. In June 2020, four partner organizations across three states were trained.

## CAREGIVERS BECOMING SELF-ADVOCATES AND DEVELOPING A SENSE OF AGENCY



Caregivers are often part of the faculty in workshops run by Ummeed for professionals. In June 2020, a panel was hosted with caregivers as speakers on the topic of Supporting the Mental Health of Caregivers to amplify their voices. In addition, an illustrated PDF called *Our Jugaad* was released in both English and Hindi, sharing simple day to day tips to look after one's mental health.

Ummeed continued its Walk-in Family Support Group on an online platform during the pandemic period, through which over 140 caregivers connected with each other on common topics of interest including leisure and fun. Many caregivers expressed relief and happiness at being able to stay in touch with each other and Ummeed during this difficult time.



In February 2021, Ummeed launched the Family Resource Center (FRC), to enable the model of services for caregivers by caregivers, and partnerships between professionals and caregivers. The FRC is planned to be a safe and accepting space where professionals and families can work together to help all children with disabilities and their families in their journey of acceptance and empowerment. This will streamline services for families such as access to information and resources, support group meetings, and create a space for them to connect with and offer support. The long-term goal is to empower families to advocate for themselves and implement activities to support each other on this journey.

## PROFESSIONALS

As with all our clinical services, trainings were also moved to an online platform in FY 2020-21. This made Ummeed's trainings accessible to professionals from all over the country (and even outside), thereby increasing our geographical reach. It also placed several challenges on the team, given that the nature of several of Ummeed's trainings rely on building skills to work with children and families, which require experiential/hands-on learning and supervision. While several of Ummeed's training programs (especially short-term ones) will continue to be delivered online, Ummeed foresees a hybrid model in the future for most of its long-term programs once the pandemic settles down.

### REACH DURING FY 2020-21

140+ through long-term trainings and 450+ through ECHO trainings

1,600+ through short-term skill building trainings

8,000 through sensitization and awareness workshops

### IMPROVED AWARENESS FOR PROFESSIONALS

During FY 2020-21, Ummeed delivered over 160 sensitization and advocacy events reaching over 8,500 participants – over 2/3rds were directed at professionals. Topics ranged from supporting the mental health of children and caregivers, using play to engage with children, and understanding/managing challenging behaviours in an online classroom, amongst others.

One of the highlights of the year was the “Kal Aaj Kal” (“Yesterday, Today & Tomorrow”) conference held in December 2020. This was a convening of over 200+ community workers from all over the country – from urban slums to rural low resource areas – for the first-ever virtual conference in India for community workers in Early Childhood Development. It was conducted entirely in Hindi and discussions ranged from how the community workers were coping during the pandemic as well as on how to allay parents' fears in the communities where these workers served (especially with the children being home more than ever before).



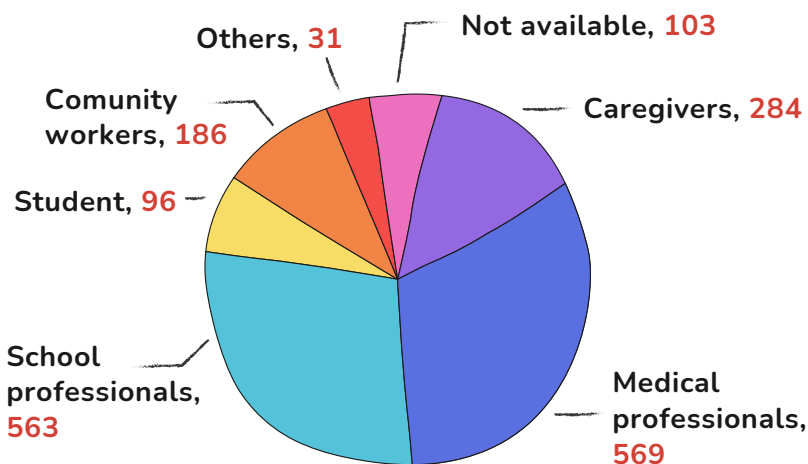
A number of awareness resources were also created for professionals throughout the year. For example, three types of videos and workshops were targeted at community workers ranging from activities to promote early childhood development to building awareness around mental health for themselves and caregivers. In addition, best practice documents for online clinical work and online training were created and published.

## IMPROVEMENT IN KNOWLEDGE AND SKILLS



During FY 2020-21, Ummeed trained over 1,400+ unique professionals across categories such as medical practitioners (doctors and therapists), school and education related-professionals (teachers and other school professionals) and community workers.

### KEY METRICS FOR FY 2020-21

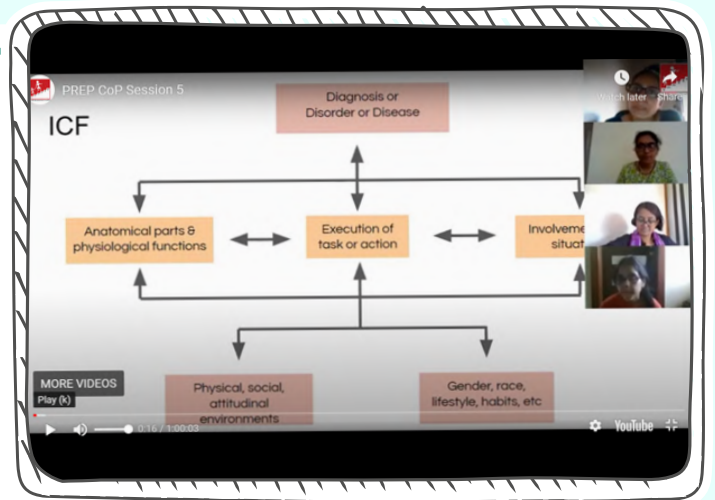


**N=~1800**

**REACHED AROUND**  
1,400 unique professionals (incl. students) through ECHO, skill building and long-term trainings

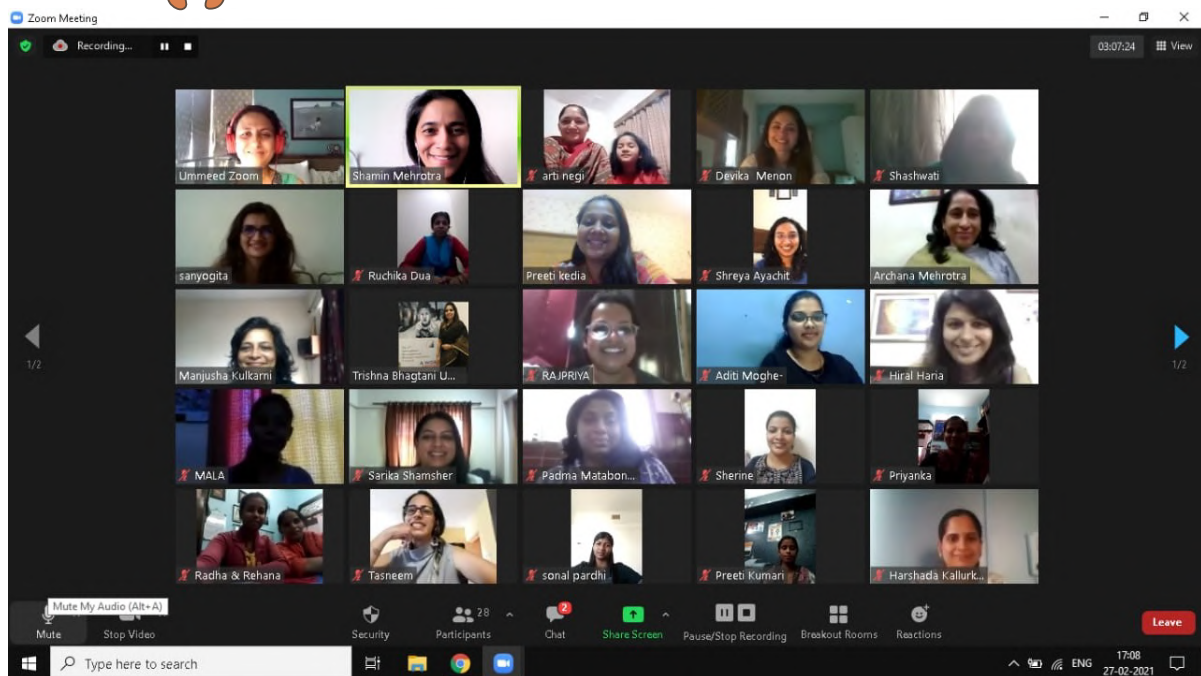
**Two new skill-building trainings for different categories of professionals were introduced this year and their details are shared below:**

Pathways and Resources for Engagement and Participation (PREP) aimed at medical professionals and community workers – This program aims to introduce pediatric professionals across multiple disciplines to PREP, an evidence-based approach focusing on enhancing participation of children with disabilities through modifying their environment. This is in line with Ummeed’s overall commitment to enable participation of children with disabilities in the home, school, and community. The first cohort for PREP was launched in October 2020 with 107 participants representing various parts of India, and co-facilitated by a team from Ummeed and CanChild (Canada). There were participants from 11 states such as Assam, Goa, Gujarat, Himachal Pradesh, Karnataka, Maharashtra, Delhi, Tamil Nadu, Telangana, Uttar Pradesh, and Uttarakhand. Almost half the participants had never even heard of the concept of participation for children with disabilities before this program, and therefore this experience resulted in knowledge of a completely new area for them. Baseline data collection also revealed that 40 percent of participants had not involved families in the goal-setting for the child, and almost 80 percent had not involved the child. The majority of the participants were not gathering information about the home, school and community environments of the child while developing their approaches for intervention. As a result of this program, such practices are expected to shift while conducting interventions for children with disabilities. To strengthen the practical application of these concepts, a community of practice has been established with a smaller cohort which will meet regularly to problem-solve and share experiences around incorporating the PREP concept in their work with children and families.



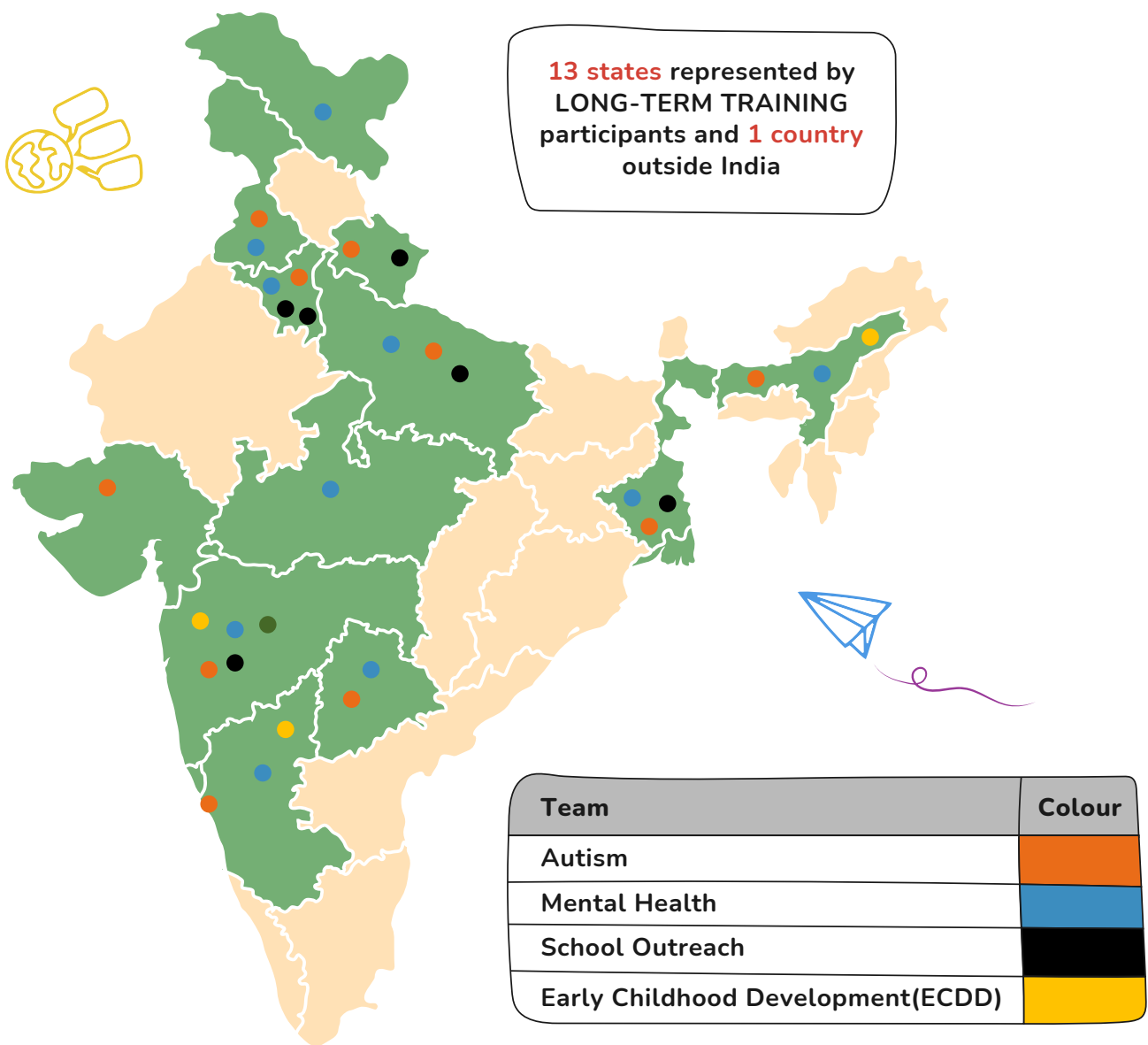


School Inclusion Training Program (SITP) aimed at school professionals - The SITP is a comprehensive training program for stakeholders working in education, aiming to support them in facilitating inclusion in mainstream schools. The program focuses on the early years (primary and pre-primary teachers, counsellors, shadow teachers, special educators, etc.) to support creation of inclusive classrooms enabling children with disabilities to learn and thrive. This program was launched at Ummeed in November 2020. 28 participants completed the 12-week program from diverse states such as Maharashtra, New Delhi and Uttar Pradesh and diverse school settings (high end as well as private affordable). As a result of this program, there was a shift in the knowledge base of participants around the relevant concepts, evidenced by an increase in test scores before and after the training (from 56 percent to 65 percent). Participants also reported an increase of 16 percent in self-efficacy (application of the taught concepts) as a result of this training. During the final presentation, several participants shared examples of their key learnings and how they plan to apply these in their classrooms. In the coming year, Ummeed will take the key elements of this program into a university diploma program on inclusive education, in partnership with the Azim Premji University.



Ummeed also conducted multiple long-term trainings for professional participants across several domains (such as the Autism Intervention Training Program [AITP], Mental Health Training Program [MHTP], Community Mental Health Training Program [CMHTP], Child Development Aide [CDA], Early Childhood Champions program [ECC], and ECHO programs. These programs are critical to build deeply skilled professionals who can support children and families with disabilities in India. This year, around 140 participants representing 13 states across India participated in these long-term training programs, as can be seen from the map below.

## GEOGRAPHIC REACH OF LONG-TERM TRAINING SERVICES ACROSS THE COUNTRY FOR PROFESSIONALS



Data is not available for three participants and the dot represents the state covered and not the actual cities covered.



## Evidence of sustained knowledge: The impact from past trainees of Autism Intervention Training Program (AITP) and Community Child Aide (CDA) Program

In early 2021, Ummeed undertook a short study to assess whether the impact of its long-term programs has sustained on past trainees. Two programs targeted at professionals – Autism Intervention Training Program (for medical professionals) and Child Development Aide training (for community workers) – were chosen for this study.

### But why to do A-B-C?

- Understand Reason (Function) of the behavior.

FUNCTION OF BEHAVIOR IS A RESULT OF A SCIENTIFICALLY DERIVED HYPOTHESIS FROM A-B-C RECORDING

✗

MAY BE

✗

TEACHER FEELS...

✗

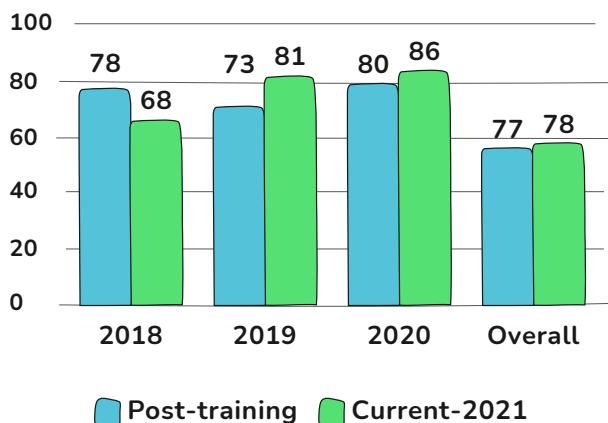
I FEEL...

Ummeed CDC, Mumbai

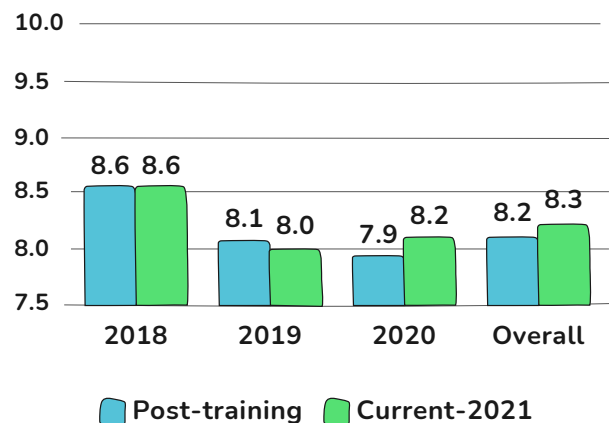
24

In the case of AITP, survey results showed that more than one year after the training, participants still demonstrated high levels of knowledge around the taught concepts. When tested on the same questions as the post-training knowledge test, it was found that scores were broadly at the same level, indicating that the knowledge has been sustained. In addition, many trainees have adopted better practices post the training and are still maintaining them. Some examples include greater involvement of the caregivers in the therapeutic process, changes to the physical set-up of the therapy space and sharing learnings with other professionals in their organization.

**SHIFT IN KNOWLEDGE SCORE BY YEAR OF GRADUATION**

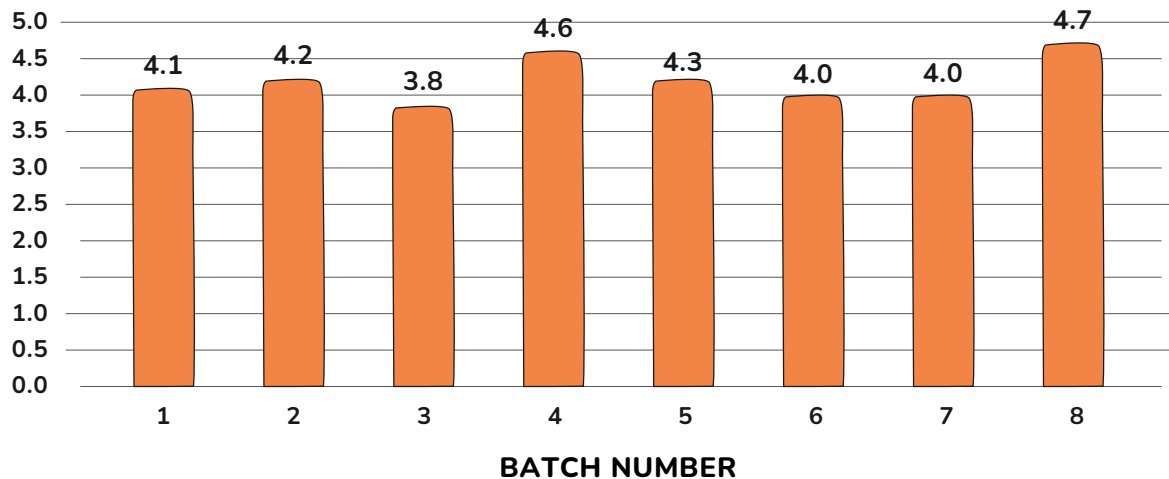


**SHIFT IN AVERAGE SELF-EFFICACY SCORE BY YEAR OF GRADUATION**



For the CDA program, due to the outbreak of the pandemic and travel restrictions, the team conducted the research using a self-reported self-efficacy questionnaire which was filled out by past participants (in the absence of being able to observe and evaluate current practices in-person). As seen below, self-efficacy scores (out of 5) are still quite high despite several years since completion of the training.

**AVERAGE SELF-EFFICACY SCORE BY BATCH NUMBER**



The CDA participants also qualitatively reported witnessing many changes in the community post their training, such as greater instances of early identification of delays and disabilities (for over 70% of participants) or in some cases, a new center dedicated towards early intervention for disabilities being established.



# BUILDING AWARENESS AND INFLUENCING THE SECTOR

## ADVOCACY CAMPAIGNS

As shared earlier in the Report, throughout the year, the Ummeed team shared resources which highlighted strategies and tips on how to cope in these challenging times of the COVID-19 pandemic. A dedicated section of Ummeed's website was created to consolidate the information in one space <https://ummeed.org/covid-response/>.



Additionally, other awareness initiatives on developmental disabilities included campaigns such as #MeetTheFRIENDships in March 2021 which involved creative documentation and celebration of the friendships of young people with disabilities through videos and picture blogs. The initiative provided a platform for young persons with disabilities to share their friendship stories and for the general public to get a first-person narrative of the experience of being friends with children with disabilities, breaking stereotypes through the lovely, seemingly “everyday-type” video stories.



## PUBLICATIONS

Ummeedians continued to make a mark in the academic space by being published in reputed journals. A few examples are:

- An article titled 'Creative Responses to the COVID-19 Pandemic: Shared Stories of Caregivers and Mental Health Practitioners' was published in August 2020 in the monthly journal of Mumbai University on mental health responses during the COVID-19 pandemic.
- The research article, 'Perceptions, attitudes and practices of physicians regarding use of complementary and alternative medicine in autism spectrum disorder' was published in January 2021 in the *International Journal of Contemporary Pediatrics (IJCP)*, authored by two Ummeed developmental pediatricians: Dr Ashwini Marathe and Dr Koyeli Sengupta.
- An article on Cross-Cultural Adaptation and Evaluation of the Participation and Environment Measure for Children and Youth to the Indian Context was published in February 2021 in the *International Journal of Environmental Research and Public Health*.

## EXTERNAL EVENTS AND CONFERENCES

Ummeed speakers presented at several external webinars and events such as those organized by the Indian Academy of Pediatrics, American Academy of Pediatrics, Save the Children, etc. Some select presentations include:

- A Global Perspective on the Impact of COVID-19 on Child Education and Development at the Child Health Task Force's online event
- Changing milestones in the Digital Era on the Indian Academy of Pediatrics' digital platform
- Family Centered Care in India to Boston Children's Hospital Global Health Program Series
- The Three Experts at InspirED (a virtual conference bringing educators and stakeholders together to listen and learn, dream and take action together towards the National Education Policy of 2020)
- Early Language Delays at Save the Children Foundation
- Early identification and intervention for children with disabilities in India during the pandemic on American Academy of Pediatrics

# UPDATE ON OPERATIONS

## UMMEED PEOPLE UPDATES

The transition to “work from home” was combined with many supportive initiatives for Ummeedians, such as flexibility in working hours, reimbursement of internet costs and making sure that all staff members had adequate devices to work from home. Ummeed ended the year with a staff strength of 100, bringing 23 new staff on-board. In addition, ten volunteers supported the organization’s work, 15 interns and one observer came in to observe, practice and learn new skills.



## PHYSICAL SPACES/ASSETS

At the beginning of FY 2020-21, Ummeed was running its operations out of two centers – the Clinic and the Training Facility. Given the prolonged period of the lockdown and the fact that the Training Facility was a rental space, this space was closed in Feb 2021 in order to optimize infrastructure.

When face-to-face work becomes possible, Ummeed anticipates the need for additional space to support its growing clinical and training operations.

## THE WALK AND FUNDRAISING



Every year, Ummeed organizes a 55 km Walk in Goa where walkers from all over India and the world participate to raise awareness and funds for Ummeed's work in the disabilities space. This year, due to the travel restrictions imposed by the pandemic, the event in Goa was an unofficial event that was held on Saturday, 16th January 2021, undertaken by a small band of friends of Ummeed. For Ummeed's dedicated walkers the team decided to hold a 33 km Walk in Mumbai on Saturday, 9th January 2021 and a Virtual Walk on Saturday, 16th January 2021. Over 82 Walkers participated and cumulatively covered a distance of over 2,000 km and raised funding of about INR 1.6 Crores for Ummeed. The Walkers were from various parts of India and Hong Kong. The challenges imposed by the pandemic did not deter our walkers who completed their target while maintaining all social distancing norms and safety precautions.

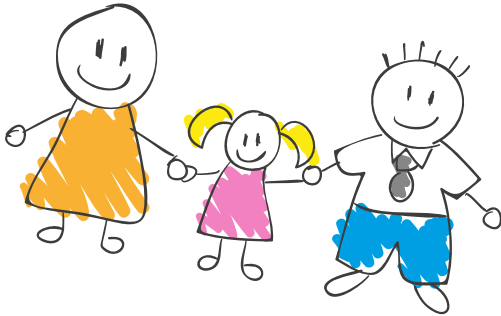
Ummeed is grateful to all its institutional, corporate, foundation-based and individual donors who supported its work during the FY 2020-21. Thanks to this support, Ummeed was able to ensure that critical services remained accessible to children with developmental disabilities and their families, training and capacity building of caregivers and professionals continued uninterrupted, and awareness efforts continued unabated.







# DIRECTORS' REPORT



## 1. REVIEW OF FINANCIAL RESULTS:

The financial results of the Company for the year ended 31st March 2021 were as follows:

Particulars	FY 2020-21 (INR.)	FY 2019-20 (INR.)
<b>Income</b>		
Contributions and Grants	10,21,99,385	11,60,53,047
Other Income	62,68,533	52,63,536
<b>Total Income</b>	<b>10,84,67,918</b>	<b>12,13,16,583</b>
<b>Expenses</b>		
Expenditure on the charitable objects of the foundation and administration	9,33,81,687	10,25,01,790
Depreciation	7,20,105	9,13,053
<b>Total Expenses</b>	<b>9,41,01,792</b>	<b>10,34,14,843</b>
<b>Excess/(Short) of Income over Expenditure for the year</b>	<b>1,43,66,126</b>	<b>1,79,01,740</b>

The total donations during the year aggregated to Rs. 10,21,99,385/-. Out of the total donations, Rs. 2,54,85,662/- (25%) were from "Foreign Sources" while the balance Rs. 7,67,13,723/- (75%) were from "Domestic Sources".

## 2. CHANGES IN BOARD OF DIRECTORS OR KEY MANAGERIAL PERSONNEL:

During the year under review, there were no changes in the composition of the Board.

Also, None of the Directors of the Company are disqualified from being appointed as Directors as specified in Section 164(2) of the Act read with Rule 14 of Companies (Appointment and Qualifications of Directors) Rules, 2014

## 3. DETAILS OF MEETINGS OF THE BOARD:

During the year three Meetings of Board of Directors of the Company were convened and held **on 21st August 2020, 13th January 2021 and 27th January 2021** as per Section 173 of Companies Act, 2013.

The intervening gap between any two successive Meetings was within the period prescribed under the Companies Act, 2013.

Sr. No	Date of Board Meeting	Venue and Time of Board Meeting	Name of Directors attended the meeting
1	Friday, 21st August, 2020	Virtually through Zoom 4.00-6.00 pm.	Mr. Ashish Karamchandani, Chairman & Co-Founder, Mr. Arun Jethmalani – Director, Mr. Ujwal Thakar – Director, Mr. Rajnish Dhall – Director, Ms. Merry Barua - Director
2	Wednesday, 13th January 2021	Virtually through Zoom 5.00-5.30 pm.	Mr. Ashish Karamchandani, Chairman & Co-Founder, Mr. Ujwal Thakar – Director
3	Wednesday, 27th January 2021	Virtually through Zoom 4.00-6.00 pm.	Mr. Ashish Karamchandani, Chairman & Co-Founder, Mr. Arun Jethmalani – Director, Mr. Ujwal Thakar – Director, Mr. Rajnish Dhall – Director, Ms. Merry Barua - Director

#### 4. DEPOSITS:

The Company has not accepted any deposits within the meaning of Section 73 of the Companies Act, 2013 and the Companies (Acceptance of Deposits) Rules, 2014.

#### 5. PARTICULARS OF LOANS, GUARANTEES OR INVESTMENTS:

The Company has not given any loans and guarantee or provided any security in connection to a loan or made any investments as referred to under Section 186 of the Companies Act, 2013 during the financial year under review.

#### 6. RELATED PARTY TRANSACTIONS:

During the financial year under review, the Company has not entered into related party transaction(s) with any of its related parties.

Accordingly, there are no particulars of contracts or arrangements with related parties referred to in Section 188(1) which need to be reported hereunder.

**7. SUBSIDIARY COMPANIES, JOINT VENTURE OR ASSOCIATE COMPANY:**

The Company does not have any subsidiary, associate or joint venture company.

**8. AUDITORS AND AUDITOR'S REPORT:**

The auditors, M/s. SLM & Co. LLP (Firm Registration No.: W-100030) were appointed as Statutory Auditors of the Company for the Financial Year 2020-2021.

The Board of Directors hereby recommends to appoint M/s. SLM & Co. LLP as the Statutory Auditor of the Company, subject to the approval of the members of the Company from the conclusion of Twentieth Annual General Meeting till the conclusion of the Twenty- First Annual General Meeting.

As per notification dated 7th May, 2018 issued by Ministry of Corporate Affairs, Company is no longer required to ratify the appointment of auditors.

The Auditors' Report does not contain any qualifications.

**9. EXTRACT OF ANNUAL RETURN:**

Pursuant to amendment section 92(3) and section 134(3)(a) of the Act read with Rule 12 of the Companies (Management and Administration) Rules, 2014, with effect from 28.08.2020, the extract of the Annual Return as on March 31, 2020 in Form MGT-9 is not required to be enclosed to this report.

**10. THE WEB ADDRESS, IF ANY, WHERE ANNUAL RETURN REFERRED TO IN SUB-SECTION (3) OF SECTION 92 HAS BEEN PLACED:**

Extract of Annual Report in Form MGT-9 for the financial year ended March 31, 2019, is available on the website of the Company i.e [ummeed.org](http://ummeed.org).

**11. DETAILS IN RESPECT OF FRAUDS REPORTED BY AUDITORS UNDER SUB-SECTION (12) OF SECTION 143 OTHER THAN THOSE WHICH ARE REPORTABLE TO THE CENTRAL GOVERNMENT:**

During the year under review, there were no instances of fraud reported by the Auditors.

## **12. DISCLOSURE UNDER THE SEXUAL HARASSMENT OF WOMEN AT WORKPLACE (PREVENTION, PROHIBITION AND REDRESSAL) ACT, 2013:**

The Company is committed to provide a safe and conducive work environment to its staff members. Your Directors state that during the year under review, there were no cases filed pursuant to the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The Company has an “Internal Complaints Committee” to address any potential complaints within the timelines as required by the said Act, and initiate appropriate actions.

## **13. CONSERVATION OF ENERGY, TECHNOLOGY ABSORPTION AND FOREIGN EXCHANGE EARNINGS AND OUTGO:**

**(a)** The disclosure pursuant to Section 134 (3) (m) of the Companies Act, 2013, read with the Rule 8 of The Companies (Accounts) Rules, 2014 in terms of Conservation of Energy and Technology Absorption is not required to be given considering the nature of Company’s business.

**(b)** Foreign Earnings : Rs. 2,83,88,579/-  
Foreign Expenditure : Rs. 2,29,74,707/-

## **14. MATERIAL CHANGES AND COMMITMENT:**

No material changes and commitments affecting the financial position of the Company have occurred between the end of the financial year to which this financial statements relate and the date of this report.

## **15. CORPORATE SOCIAL RESPONSIBILITY (CSR):**

The company does not meet the criteria of Section 135 of Companies Act, 2013 read with the Companies (Corporate Social Responsibility Policy) Rules, 2014 so there is no requirement to constitute Corporate Social Responsibility Committee.

## **16. IMPACT OF COVID-19:**

For the safety and security of the employees, the Company took various initiatives to support its staff and boost morale.

As soon as the lockdown commenced, the Company provided work from home facility to all its staff. In addition, the Company offered flexibility in working hours and reimbursement of internet costs. The Company ensured that all the IT security protocols were in place and that all the systems were monitored remotely.

At present, the Company has not seen any material impact on its financial position due to COVID-19. At the same time, the Company has taken cost optimization steps based on a financial plan to ensure smooth functioning in this uncertain situation. E.g.:

- While no increments were given, no salary cuts or entrenchments were actioned either. Staff members in junior levels received an ex gratia payment to support them in the challenging environment posed by the pandemic. Medclaim insurance was introduced as a new benefit for staff, especially keeping in mind potential increase in health support needs in light of the pandemic.
- At the beginning of FY 2020-21, Ummeed was running its operations out of two centers – the Clinic and the Training Facility. Given the prolonged period of the lockdown and the fact that the Training Facility was a rental space, this space was closed in Jan 2021 in order to optimize infrastructure.

Further, pursuant to MCA notification dated 20th March, 2020 towards COVID-19 declaration in Web Form CAR (Company Affirmation Readiness) was submitted by the Company to Registrar of Companies stating that Company has provided its full co-operation and participation towards social distancing as a mean to contain spread, morbidity and mortality towards the disease.

## **17. SIGNIFICANT AND MATERIAL ADVERSE ORDERS OR RULINGS:**

There were no significant and material adverse orders or rulings passed by the regulators or Courts or Tribunals impacting the going concern status and Foundation's operations in future.

## **18. DIRECTORS' RESPONSIBILITY STATEMENT:**

As required under Section 134(3C) of the Companies Act, 2013, ("the Act") we hereby state:

- (i) That in the preparation of the annual accounts, the applicable accounting standards have been followed along with proper explanation relating to material departures, if any;

(ii) That the Directors have selected such accounting policies and applied them consistently and made judgements and estimates that are reasonable and prudent so as to give a true and fair view of the state of affairs of the Company as at 31st March, 2019 and its surplus for the year ended on that date;

(iii) That the Directors have taken proper and sufficient care for the maintenance of adequate accounting records in accordance with the provisions of the Act for safeguarding the assets of the company and for preventing and detecting fraud and other irregularities;

(iv) That the Directors have prepared the annual accounts on a going concern basis.

(v) That the directors have devised proper system to ensure compliance with the provisions of all applicable laws and that such systems were adequate and operating effectively.

## **19. ACKNOWLEDGEMENTS:**

The Directors wish to place on record their appreciation for the co-operation and support extended by the various authorities, banks and vendors.

The Directors also acknowledge with gratitude the dedicated efforts and valuable contribution made by all the employees of the Company.

For and on behalf of the Board of Directors

**Ummeed Child Development Center**

**Ashish Karamchandani**

Director  
DIN : 01894569

**Ujwal Thakar**

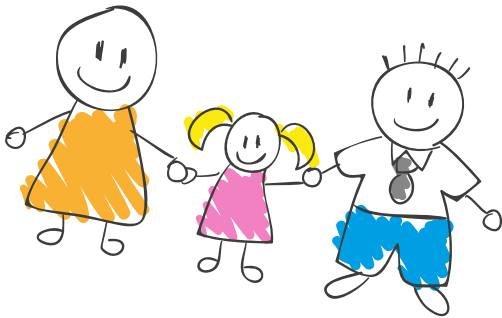
Director  
DIN : 2333399

Date: 31st August 2021

Place: Mumbai



# SUMMARY OF FINANCIALS





**UMMEED CHILD DEVELOPMENT CENTER**  
Balance Sheet as at 31st March 2021

Particulars	Notes	As at March 31, 2021 Rupees	As at March 31, 2020 Rupees
<b><u>EQUITY AND LIABILITIES</u></b>			
<b>Shareholders' Funds</b>			
Share capital	3	1,00,000	1,00,000
Reserves and surplus	4	12,47,58,947	10,61,92,810
<b>Current liabilities</b>			
Other current liabilities	5	6,27,27,794	5,16,23,084
Trade payables	6	56,57,227	40,21,507
<b>TOTAL</b>		<b>19,32,43,968</b>	<b>16,19,37,401</b>
<b><u>ASSETS</u></b>			
<b>Non-current assets</b>			
<b>Fixed assets</b>			
Tangible assets			
Tangible assets	7	1,88,81,724	2,35,68,159
Intangible assets	7	14,292	65,277
Long-term loans and advances	8	16,08,104	35,25,707
<b>Current assets</b>			
Short-term loans and advances	8	49,581	22,22,120
Cash and bank balances	9	17,14,47,309	13,13,14,898
Other Current assets	10	12,42,958	12,41,240
<b>TOTAL</b>		<b>19,32,43,968</b>	<b>16,19,37,401</b>

The accompanying notes are an integral part of the financial statements.

**Auditor's Report**

Signed in terms of separate report of even date

**SLM & CO LLP**

Chartered Accountants

Firm Regn No: W-100030

**Sanjay Makhija**

Partner

Membership No: 042150

Date: 31 August 2021

For And On Behalf Of The Board Of Directors

**Ashish Karamchandani**

Director

DIN:01894569

Date: 31 August 2021

**Ujwal Thakar**

Director

DIN:02333399

Date: 31 August 2021

**UMMEED CHILD DEVELOPMENT CENTER**

**Statement of Income & Expenditure for the year ended 31st March 2021**

Particulars	Notes	Year Ended March 31, 2021 Rupees	Year Ended March 31, 2020 Rupees
<b>INCOME</b>			
Contributions and Grants	11	10,21,99,385	11,60,53,047
Other Income	12	62,68,533	52,63,536
<b>TOTAL</b>		<b>10,84,67,918</b>	<b>12,13,16,583</b>
<b>EXPENDITURE</b>			
Expense on activities	13	8,01,87,640	9,14,11,392
Administrative expenses	14	1,31,94,046	1,10,90,399
Depreciation and amortisation expense	7	7,20,106	9,13,052
<b>TOTAL</b>		<b>9,41,01,793</b>	<b>10,34,14,843</b>
Surplus Before Exceptional And Extraordinary Items		1,43,66,126	1,79,01,741
Exceptional items		-	-
Surplus Before Extraordinary Items		1,43,66,126	1,79,01,741
Extraordinary items		-	-
Surplus for the year from operations		<b>1,43,66,126</b>	<b>1,76,01,741</b>

The accompanying notes are an integral part of the financial statements.

**Auditor's Report**

Signed in terms of separate report of even date.

**SLM & CO LLP**

Chartered Accountants

Firm Regn No: W-100030

*Sanjay Makhija*  
Partner

Membership No: 042150

Date: 31 August 2021

For And On Behalf Of The Board Of Directors

*Ashish Karamchandani*  
Director

DIN:01894569

Date: 31 August 2021

*Ujwal Thakar*  
Director

DIN:02333399

Date: 31 August 2021

For full details of the Statement of Accounts 2020-2021, please visit <https://ummeed.org/financials/>

# UMMEED BOARD

**ASHISH KARAMCHANDANI**

CHAIRMAN & FOUNDER

**MERRY BARUA**

BOARD MEMBER

**RAJNISH DHALL**

BOARD MEMBER

**ARUN JETHMALANI**

BOARD MEMBER

**UJWAL THAKAR**

BOARD MEMBER



# UMMEED FAMILY





Taking care of the little plants in our house.  
And when flowers bloom in them,  
We remember all the fun happy memories of our life !

Back Cover Illustration from ***Our Jugaad***,

**Contributors:** Mothers of disabled children and Ummeed's Mental Health Team,

**Illustrator:** Ananya,

**Curator:** Raviraj Shetty.

## REGD. OFFICE / CLINIC

Ummeed Child Development Center, Ground Floor, Mantri Pride 1-B, 1/62, N.M. Joshi Marg, Subhash Nagar, Lower Parel, Mumbai 400011, Landmark: Near Arthur Road Junction.



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Ummeed Child Development Center