





# **ANNUAL REPORT** FINANCIAL YEAR 2023-2024

# EVERY CHILD HAS HOPE AT UMMEED

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We believe that all children with, or at risk of, developmental disabilities can be included in society and reach their maximum potential.

# MESSAGE FROM UMMEED'S LEADERSHIP TEAM

Dear Friends,

2023-24 marks the year when our Founder Dr. Vibha Krishnamurthy, after 22 years of executive and strategic leadership at Ummeed, transitioned to a role focused on clinical practice, mentorship and friend-raising at Ummeed. In her stead, the strong leaders she had built in the senior team – Dr. Koyeli Sengupta, Dr. Roopa Srinivasan and Shamin Mehrotra – took over leadership roles for their respective practices. Dr. Anita Limaye continues to steer the ship as CEO, in partnership with Juthika Nagpal, who joined us as COO in December 2023, with support from Pervez Daver in a consultative role.

Through the programs delivered by Ummeed over the last year, the leadership team has held close to its heart (and visible in its work) Ummeed's belief that disability is not just about a person but also about their environment, and in the importance of partnering with families in supporting their child's development because they know best the strengths of their child and also what their child enjoys. These efforts are detailed out in the Annual Report.

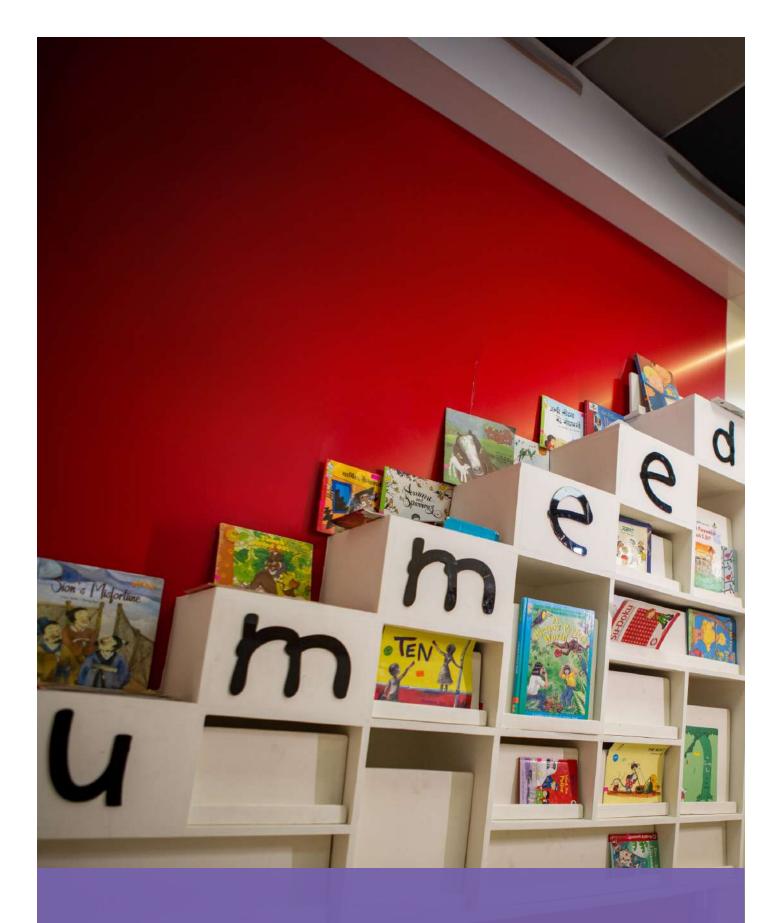
Internally, to ensure that Ummeed grows from strength to strength, the leadership team has been investing in a "Mission 2030" strategy exercise and also building the next generation of leaders at Ummeed.

We remain forever grateful for the steadfast support of friends, funders and well-wishers. And likewise, our gratitude to the children and families who we serve and from whom we are always learning how to stay true to our vision and mission.

#### Thank you for being YOU.



# REPORT ON UMMEED'S ACTIVITIES



# **OVERVIEW**

This Annual Report of Ummeed Child Development Center encapsulates the organization's strategic priorities, programs, reach and impact in Financial Year 2023-2024 (FY 23-24).

During the year, Ummeed continued to consolidate its position as an influencer and ecosystem-builder in the space of child development and childhood disabilities, strengthening its clinical services, training-capacity building, research and awareness-advocacy work and building internal capacities and synergies for impact at-scale.



# **UMMEED'S REACH NOW STANDS AS FOLLOWS:**



**CHILDREN** (with or at risk of development disability)

#### **REACH FY 23-24**

1550+ children directly through 14,290+ clinical sessions

21 children through EIC

#### **REACH TILL DATE:**

14,500+ children 1,36,000+ clinical sessions



# PROFESSIONALS & ORGANIZATIONS

(doctors, therapists, teachers, community workers, CBOs)

#### **REACH FY 23-24**

#### 5600+ professionals

(medical professionals, teachers, community workers) supported through various trainings

**300 students** reached through **university collaborations** 

150 interns and observers

**Ecosystem building in five regions** 

#### **REACH TILL DATE:**

8600+ professionals trained indirectly reaching over 0.43 million children and families



FAMILIES (immediate ecosytem of the children)

#### **REACH FY 23-24**

#### 2100+ caregivers trained

**290 caregivers accessed leisure** opportunities

270 caregivers participated in Support Groups

#### **REACH TILL DATE:**

3400+ caregivers trained



**SOCIETY** (within which the children and families have to thrive and not just survive)

#### **REACH FY 23-24**

### **Over 7500 subscribers**

across platforms with 16.5 million (views) people reached through Developmental Disabilities India Youtube channel, social media, print media, visual media and awareness events and campaigns

# A few key highlights of our work during the year include:

- New initiatives in the clinic such as the conceptualization of a model for Services-and-Teams-around-Children (STACs).
- Increased representation of selfadvocates (young adults and caregivers) in our various training programs for families and professionals as well as in awareness initiatives.





- Hosting a first-of-a-kind inclusive "Family Day" with an outdoor theme in Mumbai in celebration of the International Day of Persons with Disabilities.
- Expanding our work with universities through a proposal to the Maharashtra University of Health Sciences (MUHS) for a certificate course on developmental and behavioural pediatrics.
- Consolidating our learnings from the ecosystem work in various geographies towards building our strategy for the future.
- Hosting of and participation in local and national conferences such as the SELebrating Inclusion Summit (SIS – 3rd edition) and the International Developmental Pediatrics Association Congress (IDPAC – 5th edition).

Expansion of subscribers and viewership of Ummeed's **Developmental Disabilities India** channel as well as on other social media channels from across India.



- Engagements with various government systems, including the Anganwadi/ICDS system, municipal school systems and Samagra Shikska Abhiyan officials.
- Strengthening our internal commitment to diversity, equity and inclusion (DEI), including expanding the representation of people with disabilities and caregivers in our workforce.
- Featuring in articles in newspapers as well as platforms such as IDR and ISDM.



The subsequent sections of the Director's Report delve into details of how Ummeed has served its various stakeholders in FY 23-24 – i.e., Children, Families, Professionals and Society.





# CHILDREN



At the core of Ummeed's work are children with or at risk of developmental disabilities. Our direct work with them includes diagnostic assessments, individual therapy sessions, group sessions and follow-up consults. We also reach them through the professionals we train and the organizations we partner with – this reach is indirect, and the goals are to enable early identification, timely intervention, participation, agency and inclusion.



### CHILDREN AT THE CENTER OF UMMEED'S WORK

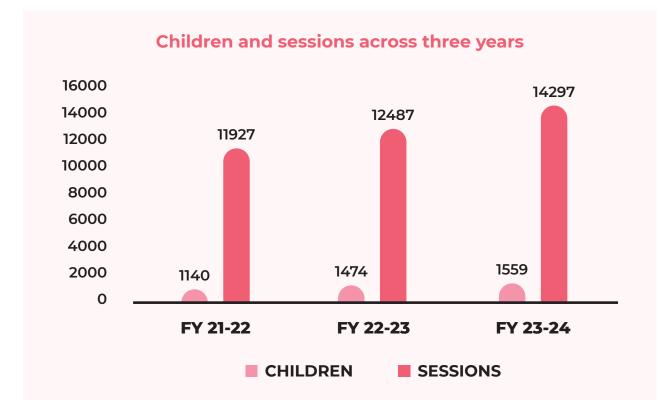


Direct impact through clinic including diagnostic assessment, therapy, group sessions

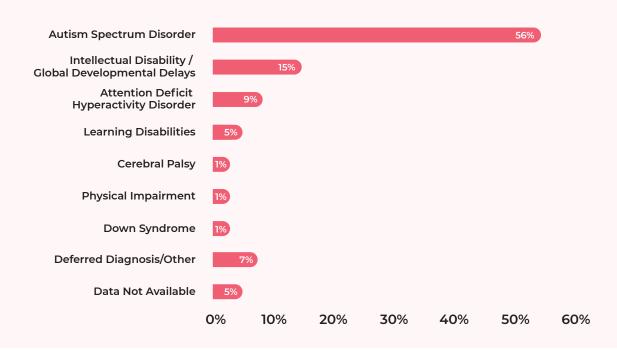


Indirect impact through training and capacity building of professionals and caregivers

In FY 23-24, Ummeed's clinic served 1559 children through 14,290+ therapy and support sessions. Over 90 percent of the children belonged to low and middle income backgrounds and received fee concessions.



Percentage of children accessing clinical services by diagnosis



During the year, 48 children were supported with assistive devices and 21 children were part of the Early Intervention Center (EIC) to help them become school ready (90% are now a part of mainstream or special school systems).

To complement skill-based support with leisure and fun opportunities, Ummeed also hosted 'Fun Club' events during the year which were attended by around 100 children.

Some special initiatives during the year have included the Occupational Therapy team's Walk-in Clinic to reduce wait times, the Developmental Pediatrics team's Early Child Development Clinic to support early identification and intervention, and piloting the STACs model (Services-and-Teams-around-Children) to ensure that the child and family stay at the center of all our work and that they are able to access all the services that Ummeed can offer them.

Through Ummeed's trainees, Ummeed's indirect reach in FY 23-24 would be about 200,000 children and families across the country.

Ummeed has also been actively trying to create platforms for the voices of children and young adults, for them to share their lived experiences and influence the space. Thus, they have been present as faculty for trainings such as ECHO ADHD, ECHO Autism, ECHO Therapy for Children with Autism as well as been a part of many of our awareness campaigns.

We are very excited to report that some of Ummeed's children are now coming back to volunteer/intern at Ummeed including Sanket Gala, a young adult who has joined our Mental Health team as a Junior Therapist.



### **SOPHIA'S STORY**

A young girl with Global Developmental Delays whose mother wanted eating to be less of a struggle and more fun



#### **Early Identification & Intervention**

- First visited Ummeed at 11 months
- Developmental Pediatrician diagnosed her with Global Development Delays (GDD). She had delays in gross motor skills and difficulty in sitting, standing and walking
- Referred for physiotherapy



# Importance of participative goal setting

- Had difficulty eating and mother faced problems during mealtimes
- Enrolled in Mealtime Made Easy group
- Sessions were tailored to build caregivers and child's strengths



#### **Family-centered care**

- Mother was dealing with cervical spondylitis
- Received guidance on reducing pain and minimizing breaks during feeding by right positions
- Mother reported reduction in pain



### **Multidisciplinary services**

- Positive impact of these interventions

   mealtimes no longer a source of strain, while making Sophia eat
- Continued physiotherapy sessions every week
- Undergoing speech therapy as well

### **SRI'S STORY**

# Through support from Dr. Sana Smriti (who trained at Ummeed) and Oyster Child Development Center, Hyderabad

A young girl diagnosed with Cohen's Syndrome, Autism Spectrum Disorder (ASD) and Global Developmental Delays (GDD) who is learning to communicate her needs, participate and explore



#### **Assessment and Diagnosis**

- Visited Dr. Sana in May 2023 at the age of three years and nine months with Cohen's Syndrome
- Following Dr. Sana's assessment, she was diagnosed with Autistic Spectrum Disorder (ASD) and Global Developmental Delays (GDD)



#### **Multidisciplinary Intervention**

- Received pediatric physiotherapy and speech therapy including AAC (Augmentative and Assistive Communication) training
- Mother participated in the WHO-CST caregiver skills training on how to support Sri's communication
- Later Sri joined the Early Intervention Center (EIC) at Oyster CDC and has also received foot prosthesis



# Family-centered care & biopsychosocial model

- Sri's mother is an active participant of the Early Intervention Center (EIC) and all other sessions and trainings
- Sri's extended family visits Dr. Sana at Oyster CDC to discuss future options
- The mother has also sought mental health support for herself



#### Participation as an outcome

- Sri is now actively participating in all EIC activities
- She is able to move and explore more
- She has also started to communicate her needs in small ways

# SANKET'S STORY

A young adult with Congenital Muscular Dystrophy who began his journey at Ummeed at age six and has now become a Junior Therapist with Ummeed's Mental Health team!

## 2006

Was diagnosed with Congenital Muscular Dystrophy

Started coming to Ummeed for support at the age of six



### 2010 - 2018

Received counselling support to navigate challenges

Sanket, his family, Ummeed's team, his teachers and his friends worked together to make his life experiences inclusive



## 2021

Completed Bachelor's degree in Psychology

Sanket and his mother with the help of Ummeed's Social Work team advocated for his rights at school and college





2006 - 2016

Received occupational therapy and physiotherapy to maintain muscle function

Ummeed's family-centered care helped the family understand their child's concern and how to support him



## 2016 onwards

Regularly shares his experiences in Ummeed's training programs for professionals

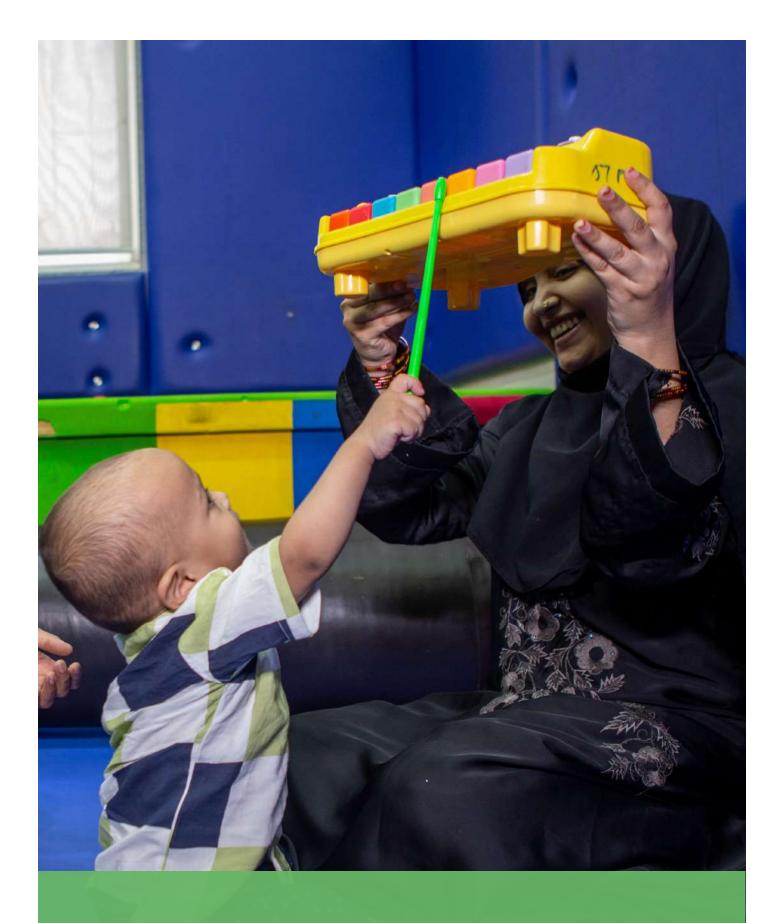
Ummeed provided a platform to voice his experience and share his lived experience



## 2023 - 2024

Completed his Master's degree in Psychology and is currently working at Ummeed with the Mental Health team as a Junior Therapist

Ummeed provides an inclusive work environment to support his requirements

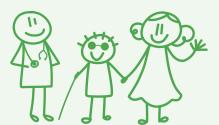


# **FAMILIES & CAREGIVERS**



Ummeed's goal is to help families have knowledge, skills and agency to support their child's development, advocate for them in various spaces, and balance their own health and needs in parallel.

When this happens successfully, families and caregivers can move from denial to acceptance to empowerment and advocacy over the years – and it has been fascinating for us at Ummeed to witness this journey in many of our parents and caregivers.



EMPOWERING FAMILIES THROUGH SUPPORT FROM BOTH PROFESSIONALS AND PEERS



Caregivers seek professional support for expert advice and clinical sessions.



Caregivers seek **peer support** to understand shared experiences, join support groups and have a safe space to interact and feel a sense of belonging While caregivers need professional support and advice from pediatricians and therapists, they also often seek opportunities to engage with peers, i.e., other caregivers who are on a similar journey or have walked this path before them. Such interactions offer them a space to share lived experiences and discuss practical challenges in the home/school/community and ways in which to navigate them. These are also spaces where families can experience fun, leisure and respite, without any societal pressures.

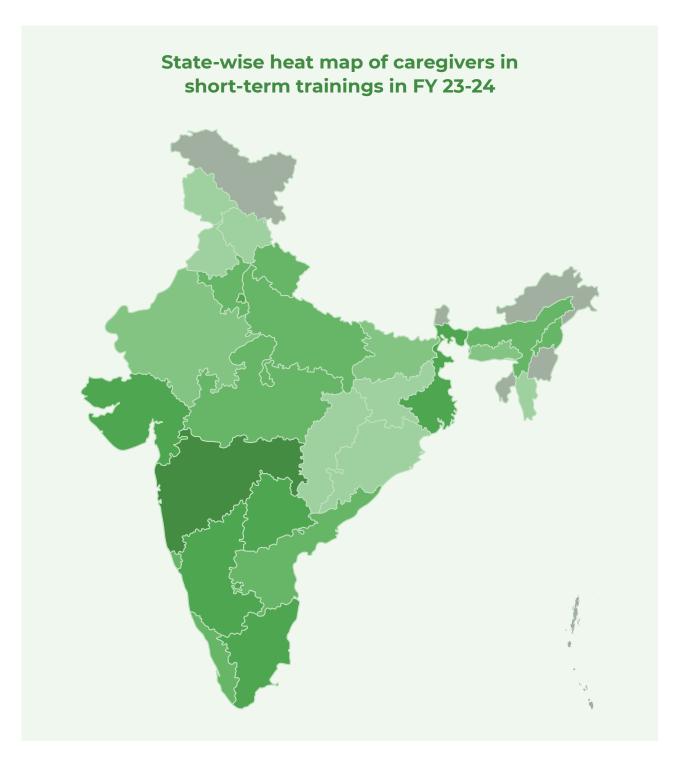
The Family Resource Center at Ummeed, which is run by families for families, has played a pivotal role in creating such opportunities and spaces for caregivers accompanying their children to Ummeed's clinic as well as for the larger community of caregivers beyond Ummeed – reaching over 290 families through fun and leisure activities, over 270 families through support groups and over 230 families through one-on-one sessions in FY 23-24.

Ummeed's professionals also offer services for families at the clinic including one-on-one sessions with our Mental Health team as well as support on knowledge/ rights/resources through our Social Work team. In FY 23-24, approximately 130 families received one-on-one sessions with the Mental Health team and 1132 families connected with our Social Work team for services ranging from information, resources, services and rights.



Further, Ummeed offers multiple trainings for caregivers to learn more about specific domains of their child's development such as play, writing skills, challenging behaviours, toilet training, sensory difficulties, rights, mental health, inclusion in schools, among others. In FY 23-24, these were attended by more than 2100 caregivers from across the country and included three new trainings (Sleep and Autism, Basics of Managing Sensory Difficulties and Understanding the NIOS [National Institute of Open Schooling] System).

Approximately 47 percent of trainings for caregivers along with several trainings for professionals had caregivers as part of their faculty, to ensure that learnings did not remain theoretical but rather also considered the practical experiences of families.





Wonderful lived experiences of Richi and Ruchi that created richer insight. Thanks.

- Kiran Tevtiya, attendee of the Meet The Expert – Visual Impairment training in January 2024, where Ruchi Patil, a parent advocate, and Richi Rungta, a self-advocate, were part of the training

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Story of the parent was very motivating. I just saw light in dark for my son. Hope I will tell the same story one day.

- Sangeeta Yadav, attendee of Know Your Rights for Parents training in November 2023

# GG

Thank you very much for informative sessions, inputs from the Ummeed team and all therapists. Also thank you for involving parents, their experiences and feedback shared during sessions provided great insights. Thank you!

- **Priyanka Pati**l, attendee of Ummeed ECHO Therapy for Children with Autism training, 2023 Batch

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ECHO sessions were very helpful in understanding hands-on experiences shared. Very well planned and executed by Ummeed team. Parents sharing their achievements give hope and assurance that these strategies work.

- Vishalakshi Salian, attendee of Ummeed ECHO Therapy for Children with Autism training, 2023 Batch

December 2023, the Family In Resource Center (FRC) achieved a significant milestone by hosting "Family Day" as a celebration of the International Day of Persons with Disabilities (3 December 2023). This inclusive event, a first in Mumbai, provided a barrier-free community space where children with disabilities and their caregivers could participate in fun activities. Highlights included product stalls showcasing the talents of persons with disabilities, engaging games, lively music and dance performances, and a calming sensory zone. Over 600 people, with disabilities and without, enjoyed a sense of collective fun, community and belonging.



Times Of India, 18th December 2023

As the Family Resource Center marks its third year since inception, Ummeed has collaborated with Sattva Consulting on a participatory research project to evaluate the FRC's impact, and to develop a strategic blueprint for future services for families and caregivers. Consistent with Ummeed's core belief of integrating family voices into all our work, the research focuses on capturing the experiences and insights of all stakeholders, including caregivers, young adults, self-advocates and professionals.

Preliminary findings reveal that parents benefit significantly from connecting with others in similar situations, helping them better understand and cope with their circumstances, reducing feelings of isolation. A detailed report will be ready in the early part of FY 2024-25 and will be disseminated for wider use by the parent and professional community in India.

"All parents recognized the importance of their well being for effective caregiving. However, they admitted that the demands of parenting often lead them to neglect their mental health. Additionally, they reported having limited knowledge and awareness about developmental disabilities prior to their child's diagnosis."

- Sattva study on the FRC, preliminary findings

# **REVATHI'S STORY**

The journey of an Ummeed parent who is now a team member of the Family Resource Center



## 2009

Started coming to Ummeed for child's therapy sessions

Better understanding of the condition; Learnt strategies to support her child



## 2016

"Mom, I want you to give back to Ummeed, what Ummeed has given us."

While she felt the need, her son inspired her to share her experiences and know-hows with families on a similar journey



## 2009

Child diagnosed with Attention Deficit Hyperactivity disorder (ADHD)

Beginning of her journey



# 2010 - 2022

Influenced by the strengths-based approach at Ummeed – extensive advocacy for child in school and college.

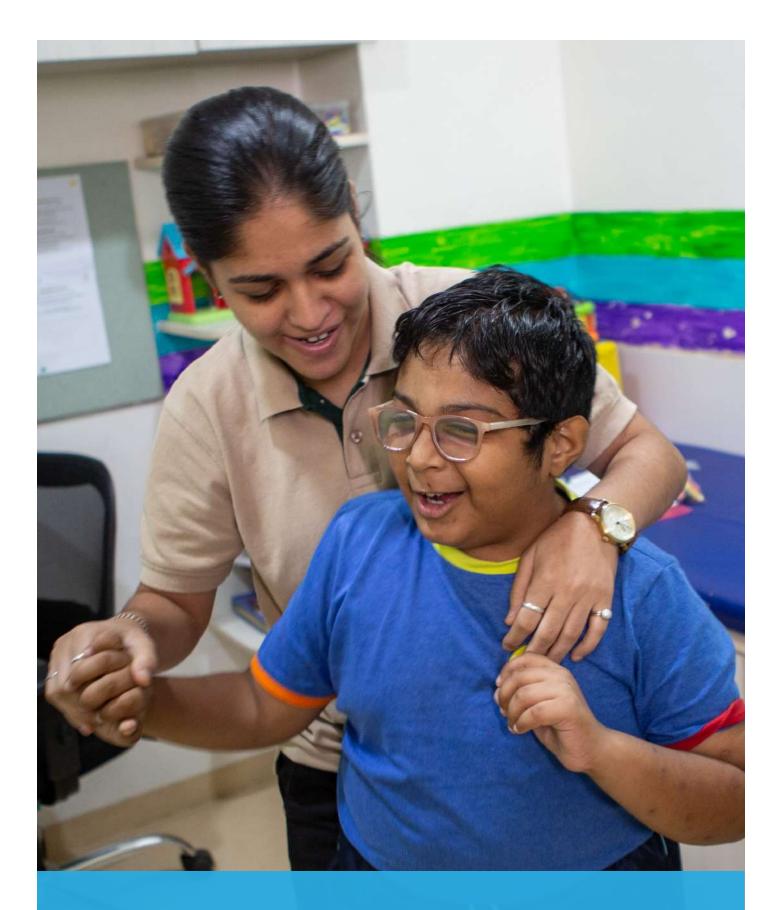
Openly spoke about child's strengths and difficulties and worked with the teachers to develop strategies to support him



## 2021

Joined Ummeed as a member of the Family Resource Center

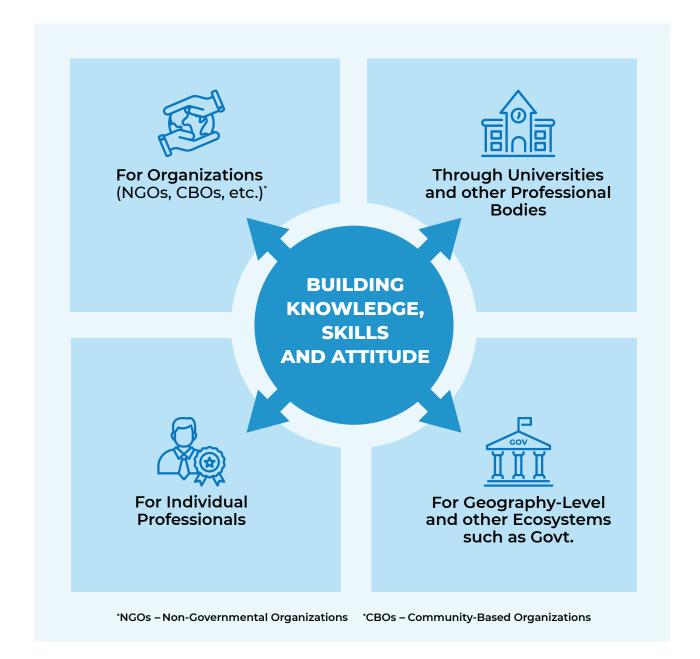
Offers guidance and support to families and is actively involved in advocating for them



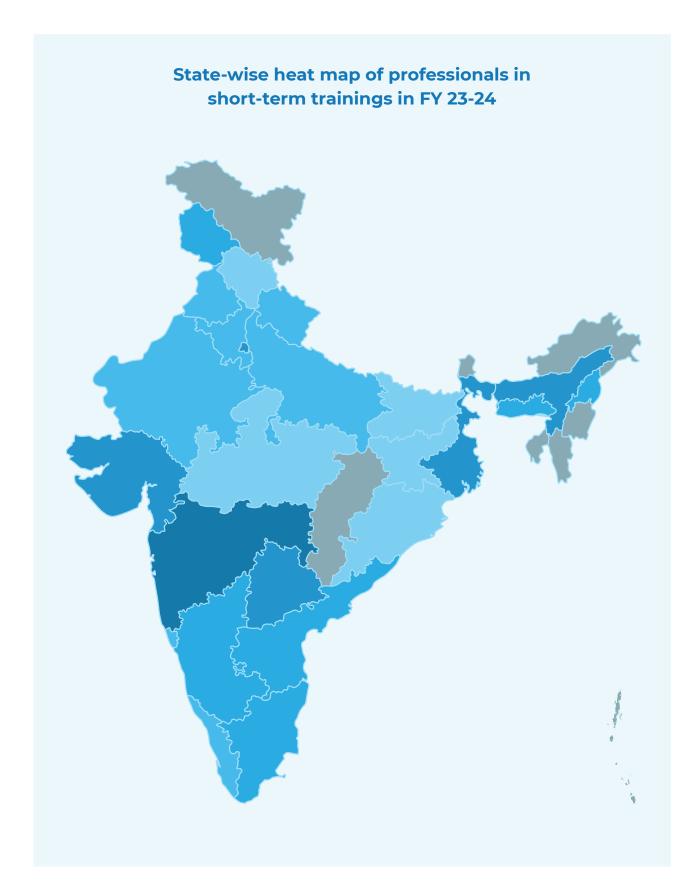
# PROFESSIONALS

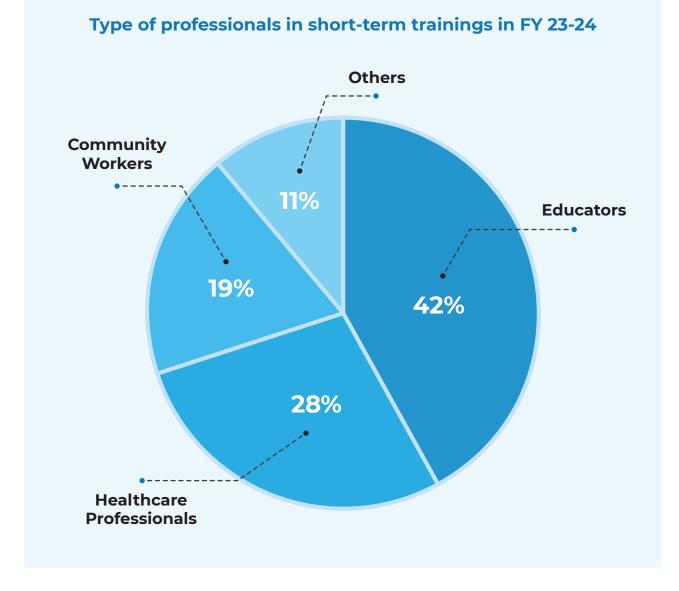
DOCTORS, THERAPISTS, TEACHERS, SPECIAL EDUCATORS, COMMUNITY WORKERS, OTHERS Children and families need services such as healthcare (for diagnosis and therapy) and education (for academic outcomes and social opportunities) to reach their full potential. Unfortunately, often professionals in these spaces don't have the knowledge, skills or attitude to support them in meaningful and respectful ways. Connected to lack of knowledge and skills is the sheer absence or very small numbers of professionals in many parts of India – which compounds the problem significantly. Thus, community health workers/Anganwadi workers/ASHA workers often have to take on the roles of therapists and educators.

Ummeed has been trying to bring about a shift in the current limited access to skilled professionals in India through short-term and long-term trainings, organizational partnerships, university collaborations, working with government systems and research and publications. This has included efforts to promote values such as the biopsychosocial model of disability, family-centered care and evidence-based culturally relevant practices.



In FY 23-24, through short-term trainings (such as sensitizations, skill-building workshops on topics such as Playing Made Easy, Writing Made Easy, Know Your Rights, Introduction to Early Childhood Development [ECD], Training on the Guide for Monitoring Child Development [GMCD] to name a few), Ummeed reached over 5600 professionals across the country.





### Ummeed's long-term trainings include Autism Intervention Training Program (AITP), Mental Health Training Program (MHTP), Community Mental Health Training Program (CMHTP), Child Development Aide (CDA), ECHO Autism, ECHO ADHD, ECHO Therapy for Children with Autism and these were attended by over 800 professionals in FY 23-24.

Ummeed's fellowships include the year-long Indian Academy of Pediatrics (IAP) approved Developmental Pediatrics Fellowship – in FY 23-24, one fellow completed the fellowship while a new fellow came on-board. Over the years, Ummeed has trained 10 developmental pediatricians as fellows who are now a part of a growing community of developmental pediatricians across the country.

Ummeed also offers the Ummeed School Inclusion Fellowship Program (UIFP) which currently hosts 11 fellows placed in six schools across Mumbai as a part of its second cohort of fellows. The fellows have received training on how to build skills and practices in making schools more inclusive and are working closely within their assigned schools to make this hope a reality.

### 11 fellows as part of UIFP Fellowship FY 23-25



Fellows underwent intensive pre-fellowship training



Training Evaluation: Change in average knowledge scores from 66% pre-training to 80% post-training



Conducting various sensitization, awareness and skill building workshops for students, educators and caregivers at the identified six schools

#### Inclusive ideas and practices that were incorporated at schools



#### **Identification and Intervention**

UIFP schools have begun identifying children with developmental delays, referring some of them to Ummeed.

With the support of social workers, Ummeed has placed children in various UIFP schools.



#### **Teacher Agency**

To reduce teacher burnout and enhance their learning, introduced a space where teachers can recongnize their own strengths and, in turn, the strenghts of their students, fostering a positive culture.

Utilized circle time activities as a co-planning tool with teachers.



#### **Participation**

Encouraged inclusive seating arrangements.

To promote inclusive outdoor activities, a sports day was organized where Grade 1 and Grade 2 students, both with and without disabilities, participated together.



Sports Day celebrations in the Dharavi Transit Camp Government School where two UIFP fellows work and where students with and without disabilities actively participated together for the first time in their annual sports day – games were modified to enable all students to participate.

Ummeed's partnership with the Azim Premji University (APU) was further consolidated in FY 23-24 with Ummeed now offering all four certificate programs under the Post Graduate Diploma in Inclusive Education which have been attended by approximately 190 participants over the last three years. In February 2024, Ummeed supported APU in hosting a symposium on Inclusive Education and Practice Krishnamurthy, where Dr. Vibha Ummeed's Founder, delivered the keynote address.



In FY 23-24, Ummeed also applied to the Maharashtra University of Health Sciences (MUHS), Nashik to conduct a certificate program in developmental pediatrics for practicing pediatricians, for which written approval has been received in May 2024. Ummeed will now apply to be approved as a center that can deliver this course, after which it will roll out the certificate program for practicing pediatricians from Maharashtra and other parts of India.

Ummeed's ecosystem work over the last few years began in three geographies initially, Jalgaon, Hyderabad and Guwahati and it has since expanded to two other geographies – Pune and Kashmir.

A brief summary of what has become possible in these geographies because of engagement with partners is provided below:

CITIES	EARLY IDENTIFICATION, TIMELY INTERVENTION, NEW SERVICES	PROMOTING INCLUSION IN SCHOOLS
HYDERABAD	Multidisciplinary services are now offered at Oyster CDC. Avarage age of diagnosis reduced to ~ five years. Early Intervention Center (EIC) set up.	Inclusion trainings delivered for three partner organizations and 22 teachers/principals from five schools.
JALGAON	Weekly developmental pediatric OPD, autism interventions, regular workshops for caregivers, and Family Support Groups started at Shree Chaitanya Hospital through Dr. Avinash Bhosale.	
GUWAHATI	Shishu Sarothi's family-centered care practices and autism intervention services strengthened. Team at Shishu Sarothi trained to offer Playing Made Easy for caregivers.	
KASHMIR		Inclusion trainings delivered for Waqf Board teachers. In discussion with Samagra Shiksha Abhiyan (SSA) officials for training of special educators.
PUNE	Multidisciplinary services for children with developmental disabilities strengthened at Vatsalya Mother & Childcare Hospital.	Inclusion trainings delivered for 31 participants from three schools and from Vatsalya, leading to increased admission of and better support to children with disabilities.

CITIES	AMPLIFICATION OF INFLUENCE	COLLABORATION BETWEEN ORGANIZATIONS
HYDERABAD	Nayi Disha trained on Know Your Rights and UDID process; now disseminating it widely through advocacy and chatbot facility.	Dr. Sana Smriti and Nayi Disha have collaborated on conducting Toilet Training workshops and school inclusion workshops.
JALGAON	Instrumental role played by Dr. Avinash Bhosale in the roll out of High-Risk Infant and Neurological Assessment (HINA) training through the Indian Academy of Pediatrics (IAP).	Dr. Sana Smriti and Dr. Avinash Bhosale partnered to offer the HINA workshop under Telangana IAP in Hyderabad - attended by 89 participants.
GUWAHATI	Shishu Sarothi hosted a symposium on Early Identification and Intervention, with participation from heads of local medical hospitals, NGOs, and govt. representatives.	
KASHMIR		Hosted "Kehwa Conversations" as a collaborative space - participation from IMHANS, Dolphin School, Chotay Taray Foundation, The STEARS, TFIx.
PUNE	Ummeed participated in a roundtable conference organized by Bajaj Finserv & Gokhale Institute of Politics and Economics, and shared its experiences of supporting children and families on their rights.	Connections being developed between Vatsalya Mother & Childcare Hospital, KEM Hospital and Schools



Ummeed recognizes that partnerships have played a key role in its work in these geographies and its approach to partnerships so far has been organic. In FY 23-24, Ummeed therefore invested in determining a partnership model that would work for its future strategy – taking into account that partners can be very different from each other (e.g., implementation partners, peer partners, network partners, donor partners) and to ensure that partnership processes and outcomes are mapped to the nature of the partnership.

Ummeed's engagements with government systems have also expanded over the last year. They have included trainings for Brihanmumbai Municipal School (BMC) educators in Mumbai, and conversations with Samagra Shiksha Abhiyan (SSA) authorities in Jammu and Kashmir to train their special educators. In February 2024, our engagement with BMC schools in Mumbai led to a two-day training program for special educators from Urban Resource Centers, as well as for principals and teachers across various mediums, reaching over 100 participants. In the Early Childhood Development space, through our partnership with the Mahatma Gandhi Institute of Medical Sciences (MGIMS) Wardha, we are in the process of rolling out a training for the Anganwadi supervisors and sevikas in four to five blocks in Yavatmal district on the GMCD tool to support promotion of ECD and enabling early identification and intervention for children with delays and disabilities.

Besides training and capacity building, Ummeedians have published evidence-based work in academic journals and on other portals, as well as made presentations in local and international meets and events increasing Ummeed's reach and influence within the sector. In FY 23-24, Ummeed initiated 11 research studies of which the study, "ECHO ADHD in India - a feasible and acceptable training model for ADHD identification and management among child-care physicians" was published in the *International Journal of Contemporary Pediatrics*.



In addition to publications, the dissemination of our work extends to a diverse array of global and national forums. Notably, this year the team presented at events organized by the International Society for Autism Research (INSAR) in Sweden and The Asian Society for Child and Adolescent Psychiatry and Allied Professions in Japan respectively, and at the 7th National Conference on Disability, Accessibility, Inclusion and Wellbeing at the Tata Institute of Social Sciences (TISS), Mumbai to name a few. Ummeed's senior leaders also provided background support to the 5th International Developmental Pediatrics Association Congress (IDPAC) in South Africa where many Ummeedians also presented about the organization's work (more on this in the next section).

### **PRIYA'S STORY**

A mental health professional's journey of expanding her skills and spreading them more widely.



Mental health professional working with a national-level disability organization

- Priya trained as a psychologist and has expertise in the field of mental health, couselling, behavioural science and research
- She works full time with Sense International India on mental health projects



Participation in Ummeed's Long-term training on mental health

- She enrolled in the 10<sup>th</sup> batch of Ummeed's Mental Health Training Program (MHTP) to learn more about mental health support in the context of disability
- Gained valuable insights through the training-through the real-life experiences shared by self-advocates and parent advocates along with supervision sessions



# Adoption of learning in daily work to create wider impact

- She is now developing a program to enhance special educators' skills in improving deaf-blind children's social-emotional development
- Integrated the MHTP activity "My World" into their training, reaching 500 participants in 30 organizations across 23 states



#### Keen on expanding knowledge and skills in other domains

- She presented her learnings from the program in an organization-wide presentation
- She continues to share her learning with her colleagues during their everyday work
- She has now enrolled for Ummeed's ECHO Therapy for Children with Autism

## **KAMAL'S STORY**

The journey of being supported by his Community Health Worker (CHW) and his family



# Concern due to poor motor and communication skills

- 11-months-old Kamal was unable to lift his hands and had limited communication
- At the local hospital, he was given calcium tablets
- His mother was concerned about his development progress, but the rest of the family believed that massaging would help him



# Early identification by CHW trained on the GMCD tool

- Fortunately, a CHW trained in the use of the GMCD tool did Kamal's monitoring assessment during a home visit
- She identified that Kamal had developmental delays in motor and communication domains



# Early intervention by CHW and DEIC

- The CHW educated the family on how to support Kamal's development and conducted regular follow-ups
- She also referred them to the local District Early Intervention Center (DEIC) for specialized guidance
- The family followed the DEIC therapist and the CHW's instructions to help Kamal develop in his motor and communication skills



#### Outcomes – child development and family empowerment

- Kamal's family became his strength as they prioritized his needs to support his development
- Kamal has shown significant improvement over time, as reported by the CHW during follow-up visits



# **INFLUENCING SOCIETY**



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Ummeed's larger goal is for children with, or at risk of, disabilities and their families to participate in and be part of all aspects of society. But in a world that is full of misinformation and stigma, the battle for children and families remains uphill.

Low participation of persons with disability in society is mirrored in online and mainstream media channels which have little or no representation of disability (when there is representation, it is often lacking in sensitivity and rarely involves voices of self-advocates). Ummeed has been working on changing this paradigm by creating and sharing stories of disabled children, young adults and their families, told from the lens of the self-advocates.

Ummeed's initial focus was on creating awareness among parents and caregivers about developmental disabilities by creating awareness videos pivoted around campaigns like World Autism Awareness Day (WAAD) and International Day of Persons with Disabilities (IDPwD). This work continued in FY 23-24, as can be seen in the next few pages.



#### WORLD AUTISM AWARENESS DAY

(2<sup>nd</sup> April)

- Posted two viral explainer videos about autism by two self-avocates
- Posted two reels from mothers about interacting with a child with autism

#### Views: 8119 Engagement: 486

Repurposing archival content at the right time as a strategy for further outreach



#### MENTAL HEALTH AWARENESS MONTH (October)

Mental Health for All

• Five videos by self-advocates on what rights mean to them

Views: 16,121 Engagement: 499

Self-advoactes between the age group of 10-16 shared their views in a verbal way on our social media



#### INTERNATIONAL DAY OF PERSONS WITH DISABILITY

#### (3<sup>rd</sup> Dec)

My Voice, My Power

• Six videos by self-advocates and parents to share their experience, advocate for their rights and inspire others.

Views: 425,459 Engagement: 12,574

Celebrities and influencers shared and engaged with the content



#### DOWN SYNDROME DAY (21<sup>st</sup> March)

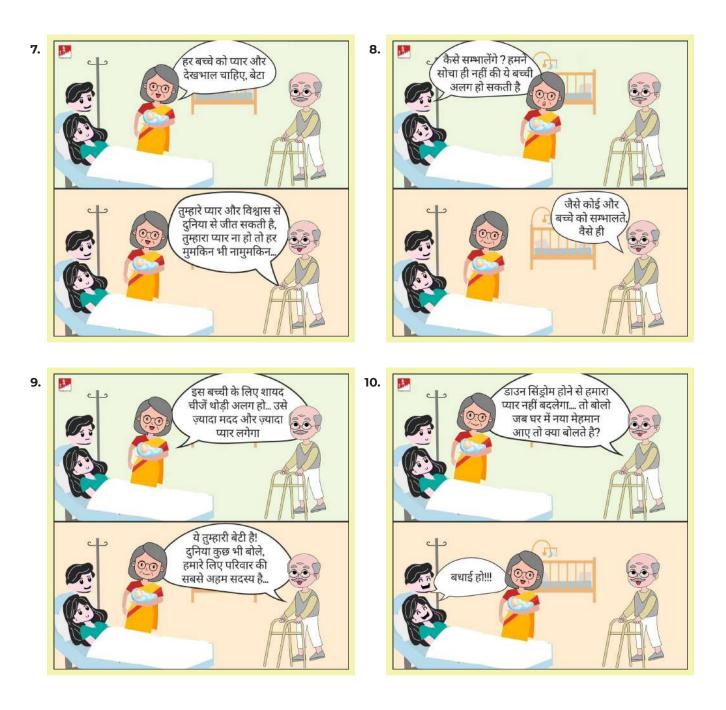
Celebrating Neurodiversity

• A Hindi-first neurodiversity 101 campaign of resources and knowledge dockets on Down Syndrome and Autism spotlighting Down Syndrome Day

Views: 425,459 Engagement: 12,574

Huge uptick in engagement from Hindi-first families on social media. Lots of comments and queries in Hindi







From creating awareness about disabilities, Ummeed also moved the goalpost to creating a comprehensive knowledge repository of developmental disabilities in India, as a result of which the **Developmental Disabilities India (DDI)** channel was launched in October 2022 and has completed one-and-a half years. In FY 23-24, understanding that attention spans in general are getting shorter and with an intention to maximise reach, Ummeed focused on creating short-form content: bite-sized content (15-30 seconds) and Micro Messages with Macro Impact: clear and concise messages with maximum impact. A total of 10 long form videos (over 1 minute) and 22 short videos (20-50 seconds) in higher quality resolution were created and disseminated. This extensive knowledge base feeds into the DDI YouTube Channel, Ummeed's YouTube Channel and other digital platforms such as Instagram, LinkedIn, Facebook, X and Threads.

DDI's reach includes 16.5 million views, 62,900+ likes with six reels crossing the 1M+ view mark. For DDI Phase 2 videos, the average view duration is now at 2:38 minutes, while Instagram followers grew to 16,000, and the videos reached 28 states including the North-East (Nagaland, Mizoram, Manipur, Tripura, Assam, Meghalaya).

In terms of digital followers and engagement, Ummeed is the leading disability organization in the not for profit space in India and possibly in the private sector disability space too. We are now a community of ~45000 followers across platforms.

It is important to note that other organizations in the space have started taking notice and matching Ummeed's production values and content, and along with celebrity influencers have begun engaging with and using Ummeed's content.

Besides using social media and other channels to create awareness, Ummeed has also hosted/co-hosted meets and conferences to increase dialogue and awareness about child development, developmental disabilities and inclusion. In April 2023, Ummeed hosted the third instalment of the SELebrating Inclusion Summit (SIS). This edition, held in a hybrid format, attracted over 480 participants. The Community of Practice (CoP), which originated from the first SIS, remains a significant influence in this sphere. Notably, two members of this CoP have launched a podcast focusing on Inclusive Education.

The 5th IDPAC took place in December 2023 in Johannesburg, South Africa. Ummeed led pre-conference workshops around topics such as the Guide for Monitoring Child Development (GMCD) and parent-mediated interventions based on the WHO-Caregiver Skills Training program. Ummeed team members also participated in workshops, chaired sessions and presented their work on themes like building capacity, developing ecosystems, clinical models and services for developmental disabilities through five oral presentations and three poster presentations.

# **UPDATE ON OPERATIONS**

#### PEOPLE

At the end of FY 23-24, Ummeed's staff strength stood at 128 (employees, consultants, fellows) along with nine volunteers.

For the first time since its inception, Ummeed applied for the Great Places to Work (GPTW) certification and did well on all five parameters (score of 80% on Credibility, 79% on Respect, 79% on Fairness, 87% on Pride, and 79% on Camaraderie).

Ummeed is now in its third year of its Diversity-Equity-Inclusion (DEI) program and more than 25 staff members across all levels in the organization have taken the initiative to bring about a change in the organization so that people-processes-practices are DEI sensitive and aligned.

Ummeed's focus is currently on three DEI lenses – language, gender-sexuality and neurodiversity-disability.

The outcomes of this initiative in FY 23-24 include:

- Office holidays and celebrations now more reflective of our country's diverse ethnic groups
- All-staff communication in two languages English and Hindi
- Self-advocates invited to conduct sensitization and awareness sessions for all staff (e.g., one on blindness/visual impairment)
- Existing infrastructure made more accessible (e.g., gender neutral and wheelchair accessible washrooms, colour schemes that are diversity-friendly, reception desk height lowered to make it wheelchair-user and young-children friendly)
- Job descriptions reviewed to ensure that they are inclusive
- Asking new staff members about their accommodation needs (e.g., screen readers)



- Recruiting staff with neurodiversity and disability (person with visual impairment, person with muscular dystrophy, person with cerebral palsy, sibling of autistic person, amongst others)
- Several comments pertaining to DEI were recorded in the Great Places to Work Survey 2023



A huge fillip to this initiative was received when our DEI efforts were published in IDR in March 2024. Ummeed's people practices were also published as a case study in ISDM.

#### **TECHNOLOGY**

Digitization efforts were undertaken in FY 23-24 to start modernizing and upgrading some of Ummeed's practices and administrative processes.

To minimize disruptions caused by session observations at the clinic, all therapy rooms were installed with audiovisual (A/V) equipment to facilitate online observations and live streaming for interns and non-clinical staff inductions. Likewise, an e-signing process was activated for purchase orders, invoices, grant request letters, agreements, etc., towards going paperless wherever possible.

In October 2023, three people from the IT and Monitoring & Evaluation teams at Ummeed participated in a three-month long initiative called the 'Data Catalyst Program' (DCP), a collaborative effort by four organizations – Tech4Dev, Dasra, Goalkeep, and The Agency Fund. As a follow through in 2024-25, Ummeed plans to undertake a data analytics initiative to better understand the journey of its stakeholders and their depth of engagement with Ummeed. These insights will inform the clinic and training teams on cross-collaborative efforts.



# **55 KM WALK FOR UMMEED IN GOA**

Ummeed hosted its flagship annual fundraising event, 55Km Walk for UMMEED on 13th January 2024 on the beaches of South Goa. Over 135 enthusiastic participants cumulatively walked around 4800 kms in this 14th edition of the Walk and helped raise funds for Ummeed while also creating awareness about Ummeed's work. Nearly Rs. 1.96 crores were raised in FY 23-24 through this event.









# DIRECTORS' REPORT

#### **1. REVIEW OF FINANCIAL RESULTS**

PARTICULARS	FY 2023-2024	FY 2022-2023
	(INR)	(INR)
Income		
FC Grants & Donations	3,34,85,345	2,61,26,237
Domestic Grants & Donations	14,61,55,980	11,69,03,563
Other Income	1,35,65,658	1,20,98435
Total Income	19,32,06,983	15,51,28,235
Expenses		
Expenditure on the charitable objects of the foundation and administration	16,65,66,176	13,15,57,295
Depreciation	18,08,432	14,75,304
Total Expenses	16,83,74,608	13,30,32,599
Excess / (Short) of Income over Expenditure for the year	2,48,32,376	2,20,95,636

#### 2. INCOME FROM GRANTS & DONATIONS

The total of grants and donations during the year aggregated to Rs. 17,96,41,325. Out of the total donations and grants, Rs. 3,34,85,345 (19%) were from Foreign Sources while the balance Rs. 14,61,55,980 (81%) were from Domestic Sources.

# 3. TRANSFER TO RESERVES IN TERMS OF SECTION 134(3)(J) OF THE COMPANIES ACT, 2013

The Company has not transferred any amount to Reserves for the financial year ended 31st March 2024.

#### 4. 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.

#### **5. DETAILS OF MEETINGS OF THE BOARD**

During the year, two Meetings of Board of Directors of the Company were convened and held on 21st August 2023 and 12th February 2024 as per Section 173 of Companies Act, 2013 which is summarized below:

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	Monday, 21st August 2023	Held Virtually through video conferencing at 4.00 p.m.	<ol> <li>Mr. Ashish Karamchandani, Chairperson &amp; Co-Founder</li> <li>Mr. Ujwal Thakar, Director</li> <li>Mr. Arun Jethmalani, Director</li> <li>Mr. Rajnish Dhall, Director</li> <li>Ms. Merry Barua, Director</li> </ol>
2	Monday, 12th February 2024	Held Virtually through video conferencing at 5.00 p.m.	1. Mr. Ashish Karamchandani, Chairperson & Co-Founder 2. Mr. Ujwal Thakar, Director 3. Mr. Rajnish Dhall, Director 4. Mr. Arun Jethmalani, Director

#### 6. 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.

#### 7. 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.

#### 8. COMPLIANCE WITH SECRETARIAL STANDARD

The Company has complied with the applicable Secretarial Standards (as amended from time to time) on meetings of the Board of Directors issued by The Institute of Company Secretaries of India and approved by Central Government under section 118(10) of the Companies Act, 2013.

#### 9. RELATED PARTY TRANSACTIONS

During the financial year under review, the Company has entered into related party transactions as defined under Section 118(1) read with Section 2(76) of the Companies Act, 2013. The said transactions have been separately disclosed in Form AOC-2 which is attached herewith as "Annexure A" to this report.

#### **10. SUBSIDIARY COMPANIES, JOINT VENTURE OR ASSOCIATE COMPANY**

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

# **11. AUDITORS' APPOINTMENT, AUDITORS' REPORT AND COMMENTS ON AUDITORS' REPORT**

The statutory auditors, M/s SLM & Co. LLP, Chartered Accountants, having Firm Registration No.W-100030, are proposed to be re-appointed as statutory auditors at the ensuing 23rd Annual General Meeting to hold office till the conclusion of the 24th Annual General Meeting of the Company.

The Auditors' Report does not contain any qualifications.

#### **12. WEB LINK OF ANNUAL RETURN**

The company is having website www.ummeed.org and the Annual return of the company for the financial year ended March 31, 2024 has been published on such website. Link of the same is: (www.ummeed.org)

#### **13. 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.

#### 14. 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 employees. Your Directors state that during the year under review, there were Nil 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.

# 15. 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.** Income from Foreign Sources: Rs.3,69,84,674 /-Expenditure on income received from Foreign Sources: Rs.3,46,39,610/-

#### **16. 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 these financial statements relate and the date of this report.

#### **17. 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 and therefore annexure i.e. Format for the Annual Report on CSR activities to be included in Board's Report is not attached.

#### **18. INTERNAL FINANCIAL CONTROLS**

The Company has in place adequate and effective internal financial controls with reference to financial statements, commensurate with the size, scale and complexity of its operations. During the year, such controls were tested and no reportable material weaknesses in the design or operation were observed.

#### **19. RISK MANAGEMENT**

Periodic assessments to identify the risk areas are carried out and management is briefed on the risks in advance to enable the company to control risk through a properly defined plan. The risks are classified as financial risks, operational risks, and market risks. The risks are taken into account while preparing the annual business plan for the year. The Board is also periodically informed of the business risks and the actions taken to manage them.

#### **20. 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.

#### **21. 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 of 31st March, 2024 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 a proper system to ensure compliance with the provisions of all applicable laws and that such systems were adequate and operating effectively.

#### **22. COST RECORD**

The provision of Cost audit as per section 148 isn't applicable on the Company.

#### 23. PROCEEDINGS PENDING UNDER THE INSOLVENCY AND BANKRUPTCY CODE,2016

No application has been made or any proceeding is pending under the IBC, 2016. Hence this clause is not applicable.

#### **24. ACKNOWLEDGEMENTS**

The Directors 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 UMMEED CHILD DEVELOPMENT CENTER

Mr. Ashish Karamchandani Director DIN: 01894569 num

Mr. Ujwal Thakar Director DIN: 02333399

Date: 8th September 2024 Place: Mumbai



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UMMEED CHILD Balanca Sheet						
Balance Sheet as at 31st March 2024 Particulars As at As at						
(All amounts in thousands, unless otherwise stated)	j-	March 31,2024	March 31,2023			
	Notes	Rupees	Rupces			
EQUITY AND LIABILITIES						
Shareholders' Funds						
Share capital	3	100.00	100.0			
Reserves and surplus	4	189496,98	165748.0			
Current liabilities						
Other current liabilities	5	33691.25	13032.9			
Short Term Provisions	6	0.00	2270.1			
Trade payables	7	657.00	1285.1			
TOTAL		223945.23	182436.2			
ASSETS						
Non-current assets						
Property Plant and Equipment and Intangible Assets						
Property Plant and Equipment	8	14479.50	15445.9			
Long-term loans and advances	9	2238.08	2016.2			
Other Non Current Assets	10	1147.02	1250.0			
Investments	11	21000.00	21000.0			
Current assets						
Short-term loans and advances	9	338.09	1348.8			
Cash and bank balances	12	171325.96	- 132800.8			
Other Current assets	13	13416.59	8574.3			
TOTAL		223945.23	182436.2			

Auditor's Report Signed in terms of separate report of even date SLM & CO LEP Chartered Accountants

Firm Regn No: W-100030 Sanjay Mekhija Partner \* Membership No: 042150 PN

W-19

Date: 08 September 2024 UDIN: 24042150BKEMVK3069 For And On Behalf Of The Board Of Directors

Ashish Karamchandani Director DIN:01894569 Date: 08 September 2024

Ujwal Thakar Director DIN: 02146708

(WW)

Particulars (All amounts in thousands, unless otherwise stated)		Year Ended March 31,2024	4 Year Ended March 31,2023	
	Notes	Rupees	Rupees	
INCOME				
Contributions and Grants	14	184821.18	147935.2	
Other Income	15	8385.81	7193.0	
TOTAL	-	193206.98	155128.2	
EXPENSES				
Expense on activities	16	147319.46	112014.7	
Administrative expenses	17	19246.71	19542.5	
Depreciation and amortisation expense	8	1808.43	1475.3	
TOTAL		168374.61	133032.6	
Surplus Before Exceptional And Extraordinary Items		24832.38	22095.6	
Exceptional items		0.00	0.0	
Surplus Before Extraordinary Items		24832.38	22095.6	
Extraordinary items		0.00	0.0	
Net Surplus before Taxes		24832.38	22095.6	
Less : Income Tax expenses		0.00	0.0	
Surplus for the year from operations		24832.38	22095.0	
See accompanying notes forming part of the Financial				
Statements	1 to 33			

Signed in terms of separate report of even date. SLM & CO ULP Chartered Accountants Firm Regn No: W-100030

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Ĭ 10 Sanjay Malehija Partner Membership No: 042150 Date: 08 September 2024 UDIN: 24042150BKEMVK3069 For And On Behalf Of The Board Of Directors

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Ashish Karamchandani Director DIN:01894569 Date: 08 September 2024

Ujwal Thakar Director DIN: 02146708

#### UMMEED CHILD DEVELOPMENT CENTER (CIN:U85320MH2001NPL132972)

www.ummeed.org



Ground Floor, Mantri Pride, N. M. Joshi Marg, Lower Parel, Near Arthur Road Naka, Mumbai 400 011 Contact: +91 22 62488100, info@ummeed.org

#### Annexure - A

Form No. AOC-2 (Pursuant to clause (h) of sub-section (3) of section 134 of the Act and Rule 8(2) of the Companies (Accounts) Rules, 2014)

1. Details of contracts or arrangements or transactions not at arm's length basis: NIL

No.	Name(s) of the related party and nature of relationship	contracts/ arrangements /transaction	the contracts / arrangement s /	arrangements or transactions including the value, if any	for entering	approval by the Board	paid as advances, if any	which the
-	-	-	-	-	-	-	14 I.	-

2. Details of material contracts or arrangement or transactions at arm's length basis:

Sr. No.	Name(s) of the related party and nature of relationship	transactions	Duration of the contracts / arrangements / transactions		Date(s) of approval by the Board
1.	Ms. Vibha Krishnamurthy – Relative of Director	Remuneration	Ongoing Basis	Remuneration of Rs. 8,41,970/- given for Financial Year 2023- 24	5 <sup>th</sup> August 2024

For and on behalf of Board of directors of Ummeed Child Development Center

Mr. Ashish Kanayo Karamchandani Director DIN: 01894569

Mr. Ujwal Madhusudan Thakar Director DIN: 02333399

Date: 8<sup>th</sup> September 2024 Place: Mumbai

Ummeed is a non-profit organization registered u/s 25 of the Companies Act, 1956 (now Section 8 of the Companies Act, 2013) Ummeed is registered with MCA for CSR activities - Registration number CSR00000221 Ummeed is registered with The Charity Commissioner, Greater Bombay Region, Maharashtra State All contributions to Ummeed Child Development Center are eligible for deduction u/s 80G of the Income Tax Act, 1961 Provisional approval number:AAATU0678EF20214 Dated 31-05-2021 (valid for AY 2022-23 to AY 2026-27) UMMEED BOARD

### **ASHISH KARAMCHANDANI**

### **CHAIRMAN & CO-FOUNDER**

#### **MERRY BARUA**

**BOARD MEMBER** 

#### **RAJNISH DHALL**

**BOARD MEMBER** 

# **ARUN JETHMALANI**

**BOARD MEMBER** 

### **UJWAL THAKAR**

**BOARD MEMBER** 

# **OUR UMMEED FAMILY**











