



It all
begins
with
Listening !

Director's Report 2021-2022



SHB Social Foundation

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Introduction

SHB Social Foundation works in the psycho-social space of mental health and wellness within the community. We work with the aim of building sustainable communities through compassion and self-care. Community well-being is our focal point.

Our Vision is to build self-sustaining communities through *Listening, Compassion and Inclusivity*.

Our objectives include:

1. Promote community and individual well-being through listening, reflecting and finding your own solutions.
2. Create a safe space for conversations that nurtures compassion and self-care and helps develop competencies to manage social change.
3. Nurture and enable confidence among the vulnerable and marginalized to empower them to overcome the challenges.

We offer programmes which value diversity, offer equal opportunities and create an inclusive mindset and strive to build a community that does not discriminate. These programmes are offered through the Community Centre in Aundh, Pune and through phone and online services. We offer related programmes to educational institutions and corporates as well. We aim to bring change through compassion, self-care, emotional and social life-skills. We are a Volunteer's Collective that believes in do-able action for social change through conversations.

Director's Note

The year in retrospect has been a truly challenging year.

We have had to question many things. What are we doing? Is it impacting in the numbers that we should be? Are we satisfied with the individual life stories that we are seeing impacted with our work? What can we do to create a larger impact? How do we use technology to increase scale and impact? How do we grow without compromising on the quality and care that we are able to give currently?

While we are getting close to our 8-year anniversary, an honest appraisal was overdue.

What are we doing? For whom? At what cost? Whose time? What value per volunteer hour? and what value per rupee?

How to continue to run this endeavor with low/ drying up donations?

The Pandemic has hit us out of the blue and our volunteers without hesitation have stepped up their contribution in terms of time invested. The past two years (we set up the Listening Post call service days after the Janata Curfew of March 25th, 2020). The angst, anguish, anxiety with the public has been unbelievable. Our callers have been supported ably by our volunteers. From 4-8 hours a month, our Listening Post volunteers have stepped up to 28-30 hours a month because of the need to keep the service going to fulfill a societal need. Our volunteer strength has more or less remained the same.

Of course, our volunteers feel enriched and fulfilled by the cause that they are volunteering for, but to keep a Volunteer's Collective running (we are aptly named Saathihaathbadhana) also costs money. We have unabashedly asked some of you to fund our technology needs. So many of you have our back!

This year, we have decided that we will unashamedly ASK for funds!!!:-)

We are doing what we in our society need to do!! No government is going to do it for us. *The Middle Class* is no one's baby. No commercially run enterprise is going to do it for us either.

We need you to support us because we need you and you need us. Our services benefit a large section of society, tomorrow you, your children or your parents could be beneficiaries.

Make us your favorite charity! Collect funds for us - Birthdays, Anniversaries, Remembrances - then there are those of you who have set a monthly SI with your bank account. Every trickle adds to the corpus!

We have managed to step up capacity in the back office, moved to a cloud-based telephony network. We need to increase our visibility and ensure that those who need our services know that we exist. Building capacity goes hand in hand. We have just announced a new batch of training for Listening post volunteers. Some of our volunteers have been working without much of a break since the past few years.

Like we said at the beginning of this note, it's about the money, honey! Keep it coming!!

Highlights and Programme Updates

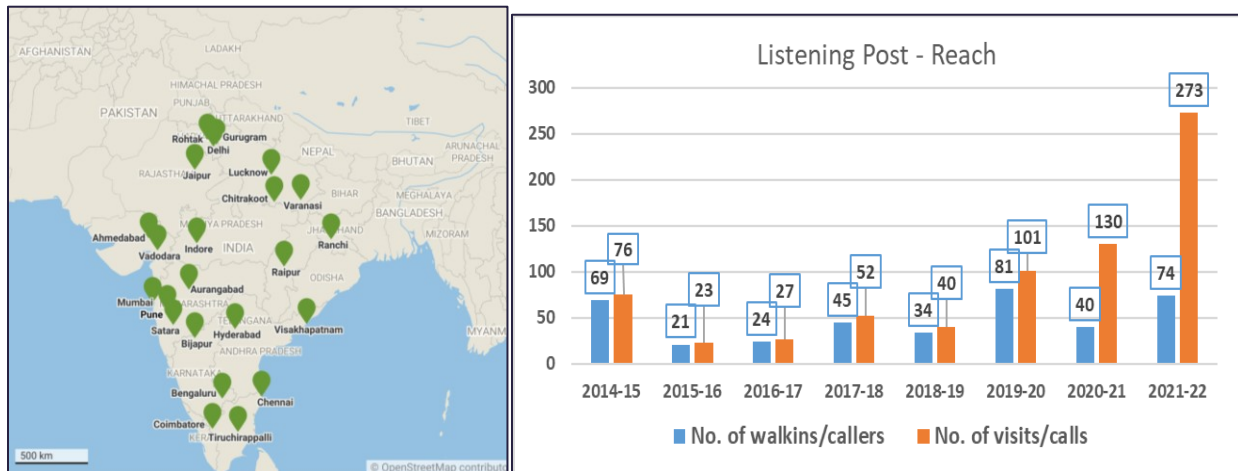
- A CSR collaboration with a leading online music streaming app to increase **Listening Post** reach using Radio ad campaigns. It helped '*Listening Post*' reach more people across different States
- Using our experience of working with seniors for their smartphone related queries, we developed structured learning modules for them which will address their most common queries and help learn new apps. This has been done keeping online safety paramount for our Seniors

Overall Reach

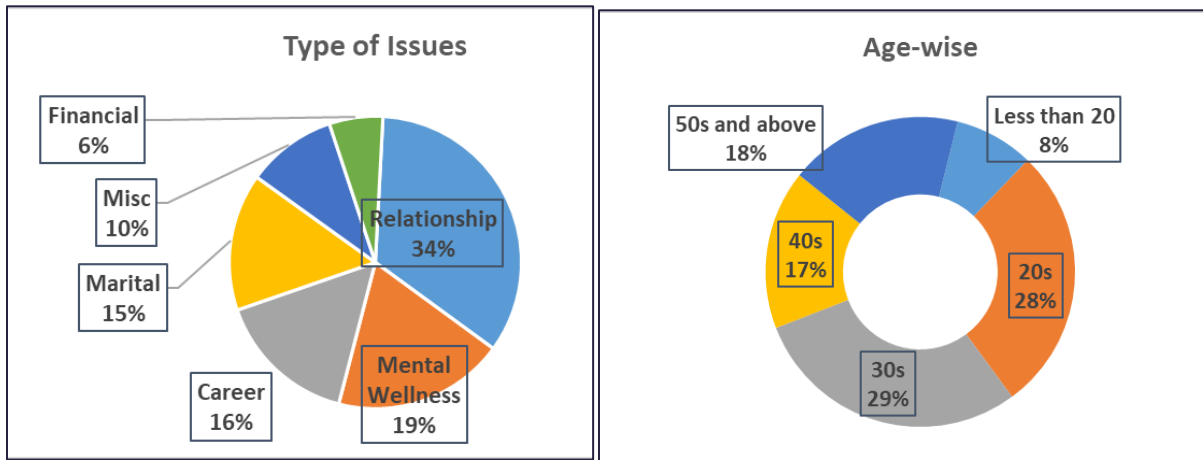
During the year 2021-22, we reached out to **over 300** individuals through our two flagship programmes (*Listening Post* and *Smartphone Assistance*) and multiple online and physical sessions on various relevant topics. This entailed close to **2000** volunteer hours this year.

Listening Post

Listening Post is our first community initiative which started in 2014. It offers a safe space everyone to share issues troubling them, to seek clarity and a different perspective and move closer to a resolution. Since March-2020, we have been offering *Listening Post* as a telephonic helpline every day. Depending on the lockdown situation, we offered *Listening Post walk-ins* also whenever possible. Currently *Listening Post* is available both on call and as walk-in service. The last two years, our *Listening Post* service has gone all over India.



The walk-ins and callers are from different age-groups and issues discussed vary from relationships to health to finances to career. Our volunteers offer a compassionate safe space to the callers so that they can talk about their challenges and feel more confident of figuring out their own solution.



Smartphone Assistance for Seniors

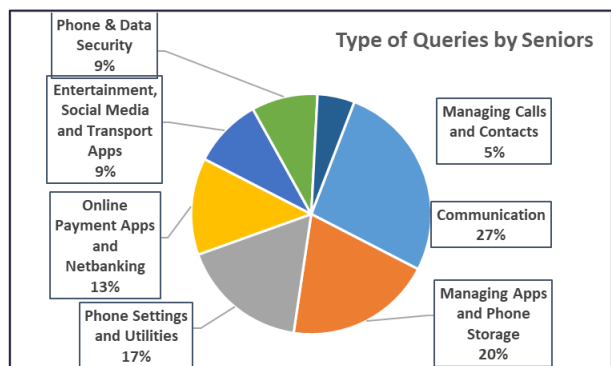
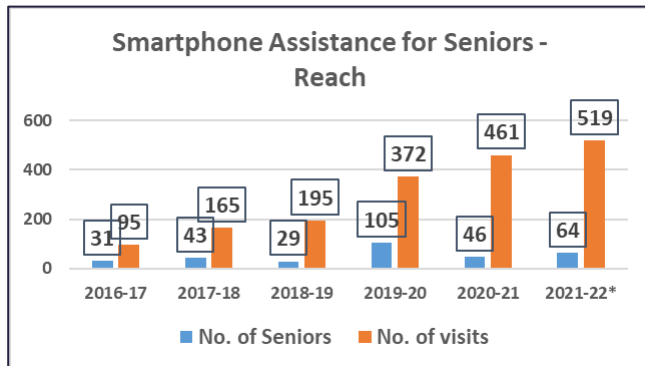
Smartphone Assistance for seniors is a happy learning space for seniors where they can get their smartphone related queries resolved by our young, tech-savvy, energetic volunteers.

In the year 2021-22, we continued our smartphone sessions in online mode as the second wave of Covid-19 restricted movement. As the restrictions eased eventually, we restarted our physical sessions. This year we have added classes in Kothrud, another suburb of Pune.

Initially, the online smartphone sessions focused on providing only a trouble shooting space for their smartphone related queries. Online activities were designed to be fun and helpful to manage routine, especially during stressful times of pandemic. As things settled, and numbers of seniors increased from other towns, we started doing more structured modules online as well, besides Senior Citizen Assisted Living Housing complexes, like Athashri in Pune.

Based on our experiences and interactions with seniors over the years, we have now developed basic and advanced learning modules for them. These modules cover most commonly asked queries and app/functionality details by seniors.

No. of sessions	69
No. of seniors / repeat visits	64/519



Awareness Sessions

One of our core focus areas is emotional and social life-skills. We collaborate with seasoned practitioners and experts in the field to increase awareness about different topics and to help build coping skills and thrive in an uncertain ever-changing urban landscape.

The school closures, uncertainty about the exams, and limited movement added to the stress of the students. We conducted *De-stress Sessions with Students* to help them open up, engage in different fun activities and help them manage their anxiety.

We also conducted various awareness sessions on different topics like **Legal Awareness, Understanding Naturopathy for Healthy Living, and Healthy Ageing for Seniors** (increasing awareness about geriatric ailments). These sessions were very well received by the community highlighting their need for easily accessible and clear information. Overall, 123 individuals participated in these sessions.

Session	Faculty
De-stress sessions for students appearing for Board exams	SHB team
Make money work for you (session focused on increasing financial awareness in students)	Mr. P. V. Subramanyam
Legal awareness for women	Ms. Krishna Thacker
Understanding naturopathy	Dr. Surabi Dhanwala
Healthy ageing	Dr. Charu Raghavan

Volunteer Hours

Year	Volunteer hours Listening Post	Volunteer hours Smartphone Seniors	Volunteer hours Awareness Sessions	Total
2021-22	1494	266	30	1790
2020-21	1151	245	0*	1396
2019-20	812	139	10	961
Total	3457	650	40	4447

* No sessions in 2020-21 due to lockdowns and movement restrictions.

The community needs safe spaces to talk, vent, reflect, survive and grow during times of disaster, like the Covid pandemic was.

Listening Post has been offered on call since last 2 years along-with walk-ins whenever possible. Smartphone assistance programme has also been offered in online and physical mode in additional locations, helping seniors stay connected with their families and keep communications going in these scary and lonely times.

Our volunteers have unhesitatingly opened their hearts and show what kindness and generosity can do and how it can impact the world.

Looking Ahead

Our focus for the 2022-23 will be on increasing the reach of our programmes. Our capacity to cope with new unfolding challenges is inadequate. The need for safe sharing spaces has never been greater.

This year our focus remains on increasing scale and capacity. Increased visibility will definitely help us increase reach and scale. We are hoping to find steady funding partners through our growth trajectory. We can certainly assure tremendous goodwill towards your investments. Put your faith in us, we are building a world class social community endeavour.

Donate now - www.saathihaathbadhana.org/donate

Contact us



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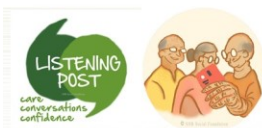
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