

2022-'23

A YEAR IN REVIEW

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*.

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. Thanks to technology, we now have a **Pan - India** presence. 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.

From the Director's Desk

What a year to review! And *YOU* have made it possible.

Very soon, our financial balance sheet will be published on the website, and you will see the numbers for yourself. For the first time in 9 years, you have made it possible for us to breathe and spend time *and money* on capacity building.

As you will see from the numbers below in the various programs, you will see a mind-boggling increase in both volunteer hours as well as beneficiary numbers. We have been able to run two volunteer training programs, added to volunteer strength and increase outreach. As you are probably already aware, we are now offering *Listening Post walk-ins 5 times* a week and *Listening Post on call (every day, 4 hours, all 7 days, 365 days a year)*. We have been able to use technology to better our services and make them more easily accessible to all.

We have also been able to bring in lots of visibility to our **free** services, by training volunteers to do street plays in various locations. We are blessed every time to be able to find volunteers who are joyous and happy to take part in all these activities. We are also blessed to have willing trainers to do it free for us. The inherent costs of managing such activities, however, still exist with SHB!!

We have added yet another reach-out program to our range of services. The **Senior Citizen Wellness Program** introduced in Oct,'22 has a new element of home visits for the very old/ bedridden/ mobility challenged seniors. We have received a good response, but again capacity challenges prevent us from accepting too many seniors at any point in time. We dedicate one volunteer per senior for a period of 3 months. But we hope to grow the program slowly, because it seems to be the *need* of the hour.

And it's all your money! And all the good karma belongs to you! We are just providing a platform for members of the community to contribute and help each other. Remember, *Saathi Haath Badhana? Ek akela thak jayega?* So, let's continue the effort!! Some of us have time, some of us have ideas and some of us have it all!! Let's stay blessed and be privileged enough to be able to contribute in many ways to common efforts. Mental Health issues *do not discriminate. They impact all.* You and I may need SHB services tomorrow. Let's support this group of volunteers who are engaged in self-fulfilling hours of social work.

Our volunteer hours have doubled over last year. We doff our hats to all our volunteers who have unhesitatingly given their time and energy, supported each other and stayed hopeful of making an impact for every individual who approaches us. Our Advisory Board members likewise also help in bringing new insights into both our processes and suggestions for funding. Their timely interventions, sagely advice and words of encouragement for our inspired volunteers make a crack team to work with. We hope to leverage on their experiences to grow and improve.

And yes, for you, we have only one appeal! Keep the good karma going!! Help us with your good wishes and back it up with your money!!!!

Donate [here](#)!

Thank you and best regards,

Janaki

Highlights and Program Updates

- Listening Post has completed **9 years of Compassionate Listening**. The process of **Listening Post** itself has undergone various changes, based on both caller/walk-in and volunteer feedback. We now focus on continuous volunteer training needs, a new mentoring approach for volunteers

and enhanced self-care. This is bringing a more sensitive approach to the entire process. This brings benefits to both the callers/ walk - ins and listeners, bringing us closer to our goals of Compassion and Inclusivity.

- This above process has brought about the evolution of our new **Listening Post Logo**. Still very much the same, but it now includes calling a distressed person to action.

Exchange Programs - Aug 2022, Feb 2023

Every year, as part of a cultural exchange with the **Sweden India Project**, we have students visiting India from Swedish Universities. Built into the pedagogy of the program is learning about how professional social work happens in different cultural settings. These are students doing degrees in Social Work, and both sides find it very engaging to learn about the same needs in different cultural contexts. This year they visited SHB twice, in August 2022 and February 2023. SHB Volunteers spend a lot of time and energy giving them a feel of Indian social conditions and learning about issues in their Country. Surprise, surprise... but no surprise...the issues that we face are the same in the First World too! There's a lot of mutual learning here. Thanks to the Sweden India Project for initiating this.



ManMeet: Volunteers Meet - Sept 2022

Reflecting, debating, and learning - is a way forward, and we had our annual volunteer retreat in September 2022. We have an amazing set of volunteers working with honesty of purpose and so much positive energy. This was also a time to honor, recognize and appreciate the best amongst us. Our facilitator, Rohan Shahane, an accomplished trainer dedicates time and energy to the SHB team, year after year. We can assess our impact, interact amongst others and identify people, tasks, milestones and concretize future action plans.



Our Program Milestones in 2022-2023

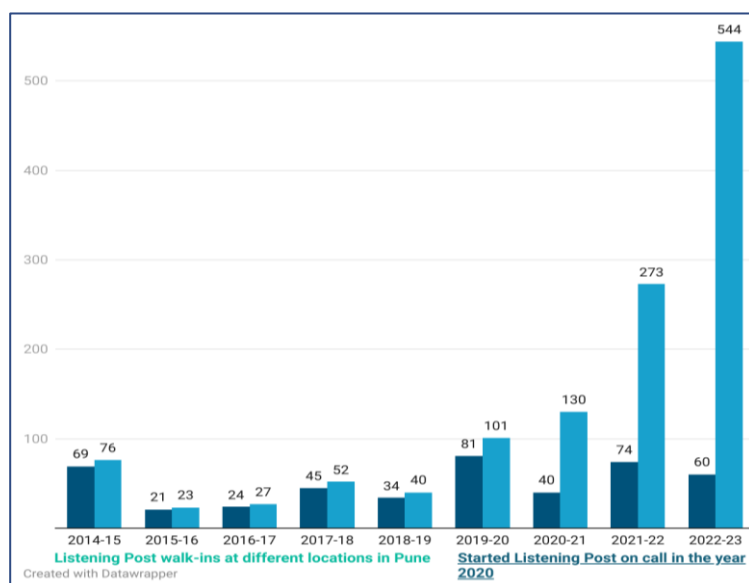
Listening Post

Listening Post our first community initiative offers a safe space to anyone/ everyone to share issues troubling them, to seek clarity and a different perspective and move closer to a resolution.

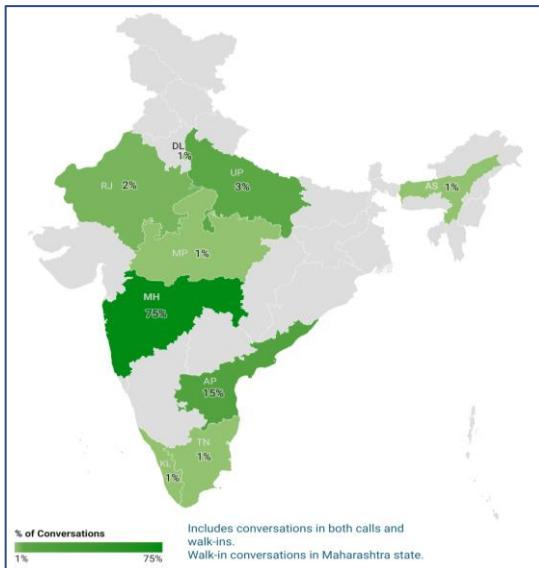
Listening Post **completed 9 years of compassionate listening** in February 2023. And with this celebration came that seminal moment of seeing a small but significant change in our Listening post Logo. This is now a direct call to a distressed person to action.



During the year 2022-2023, you will notice a tremendous upswing in our numbers. Our walk-in/calls totaled **544**. This entailed close to **2090** volunteer hours from each of our 12 volunteers for Listening Post outreach this year. The graph depicts the reach of Listening Post since its inception in 2014.



Listening Post: Geographic Reach

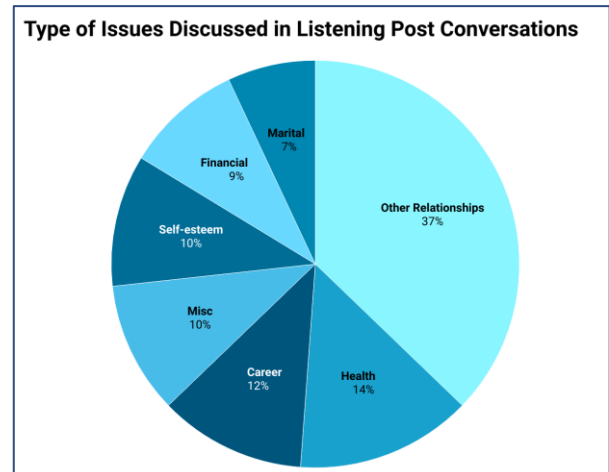
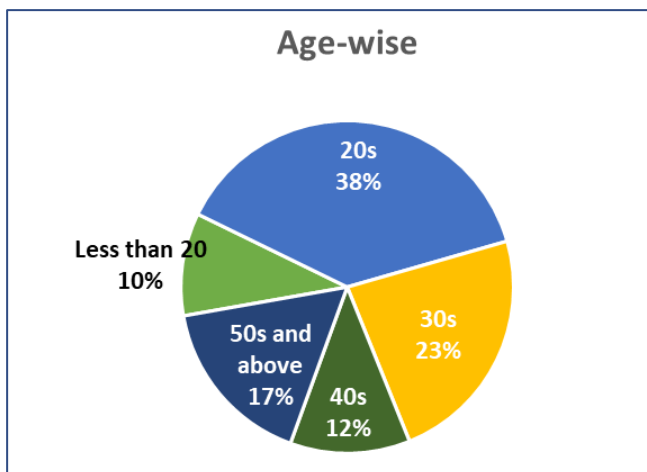


Since March-2020, we have been offering *Listening Post* as a telephonic helpline every day. Depending on the lockdown situation, we offered *Listening Post walk-ins* also whenever possible.

Currently *Listening Post* is available both on call and as walk-in service. The last three years, our Listening Post service has gone all over India.

From the geographic map here, we can determine that the maximum number of calls and walk-ins were from the state of Maharashtra (75%) followed closely from Andhra Pradesh (15%).

The walk-ins and callers are from different age groups, most being in their 20s, followed by those in their 30s, but also a few of the walk-ins/callers in their 50s. The issues discussed vary from relationships to health to career, self-esteem, and finance. 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.



Our experience re-affirms the fact that the biggest epidemic to hit us in recent times is ***Loneliness***. All of us seek connection, wish to be understood, to be acknowledged, to be loved and have friends and family to share our joys, happiness, so also our stresses, sorrows, and griefs. Many do not have this. What you and I make take as granted is not available to many. **Listening Post** is an idea whose time has come. Has probably been needed for a long time.

But it is now available. Every single volunteer of ours experiences a state of being blessed when we can have a breakthrough conversation. The abundance we feel is **REAL**.

Listening Post: Volunteer Training Sessions



This is the first time in SHB that we were able to offer training to LP volunteers from within our own resources. So far, we have been sending our volunteers to other partner organizations to get trained and come back to SHB for volunteering. This year, we have managed to do the training for two batches of trainees and move our Listening Post volunteer strength from 9 to 15!

Our two sets of training sessions (*May/June'22 and Feb/Mar'23*) for LP volunteers were ably supported by trainers, both from within the SHB family and other collaborators, all working in the space of mental wellness. Our trainers are experts from various fields of mental wellness. Doctors, therapists, survivors, others from the field of community development who have worked in field interventions are all part of our trainers' network. They are so giving of their knowledge and time; we feel truly blessed to be associated with all of them and the organizations they run.

SHB Social Foundation has been truly blessed and strengthened with new volunteers who give their time and their compassion to manage the helpline. We now have a total of **27 volunteers!**

Awareness Sessions regarding Mental Health and Listening Post

We realized the need to build awareness among the community and use different approaches to spread awareness about a free service like Listening Post. We gave a call for volunteers and partnered with our Saathi, [Mahrukh Bharucha](#). Mahrukh, very ably assisted by her students, took it upon herself to run this workshop for our volunteers. Over 3 full days, participants met, scripted, acted, and got

ready for a street play on mental health that could be run with/without props, impromptu dialogues! A HUGE thanks to Mahrukh and the Team at Orchid School, who provided the premises for our workshops and rehearsal space. Our first audience was the teachers at Orchid School themselves!



With Police/Civic permissions under our belt, we took to the street during the weekends of Nov/Dec'22 across different hot spots of Pune - malls, parks, busy pathways. We covered areas all over Pune - Aundh, Baner-Balewadi, Cantonment areas, including Southern Command CDS, FC road, and JM road totaling over 95 performances! A big Hurrah for our volunteers!

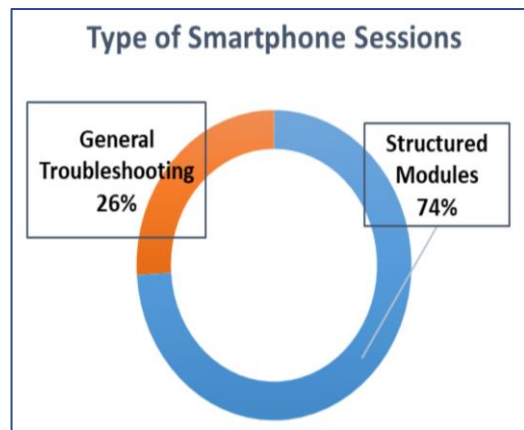
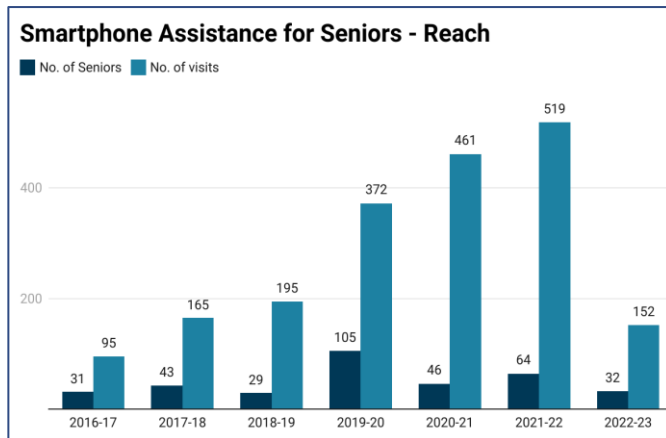
We also took our street play to the Alandi Jatra, thanks to the forward thinking civic officials of the temple city, for the prompt response in giving us the permissions and allowing us to perform during the jatra.

Smartphone Assistance for Seniors

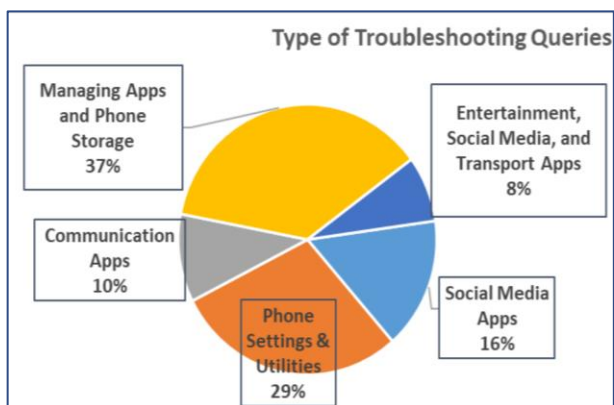
Smartphone Assistance for seniors is a happy learning space for seniors where they can get their smartphone related queries resolved by our young, tech-savvy, energetic volunteers.

Our smart phone sessions in the year 2022-2023 have spread over different locations in Pune. We have also held a few sessions at Athashri, Pashan, Pune.

Several seniors have been assisted in their smartphone queries over 152 sessions. Online smartphone sessions serve as a trouble-shooting space for the senior citizens to get their smartphone related queries addressed. Our sessions cover general troubleshooting queries (26%). Our structured modules covering various apps were also introduced and covered the major sessions (74%). Most of our volunteers in the Smartphone program, also trained in Listening. We often feel that smartphone sessions are Listening Post sessions in disguise. It really helps our seniors to connect with our volunteers.



Our volunteers devoted a total of 155 hours to the smart phone sessions held with the senior citizens. The seniors seek help in resolving different types of queries, right from basic smartphone settings to different communication apps to online payment apps. Since Covid-19, we have noticed a steady rise in queries related to apps like Zoom, and online payment apps.



Volunteer Hours

Our Volunteers are simply who we are!

Volunteer hours					
Year	Listening Post	Smartphone Seniors	Awareness Sessions	Other Programs & Admin	Total
2022-23	2090	155	520	600	3365
2021-22	1494	266	30	NA [#]	1790
2020-21	1151	245	0 [*]	NA [#]	1396
2019-20	812	139	10	491	1452
Total	5547	805	560	1091	8003

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

Other programs & admin hours details not available for 2020-21 & 2021-22.

With two part-time employees and 27 volunteers, we have come a long way in 9 years. Doubling our volunteer hours in the past year has come with its own challenges of volunteer self-care. We need to add a few regular staff to our office, and we need sustained financial support to be able to do that.

Listening Post has been offered on call since last 3 years along-with walk-ins whenever possible. Smartphone assistance programs have also been offered online and physical mode in additional locations, helping seniors stay connected with their families and keep communications going in these lonely times.

Our volunteers have unhesitatingly opened their hearts and strongly believe that we can force the World to show more kindness and generosity to impact the world.

Looking Ahead

Our focus for the 2023-24 will be on increasing the reach of our programs. Our capacity to cope with new unfolding challenges is inadequate. The need for safe sharing spaces has never been greater. As we step into our 10th year of operations, we are increasingly aware that this endeavor needs to be made self-sustainable by the community. **Regular, Consistent Funding by a few individuals is what we need. Every paisa counts.**

A word here about our donors. Quiet, unassuming, simply sending in the cheque or making an online transfer. **Thank you so much for reposing the faith in us.** We simply are custodians of your money, making sure that every paisa is legitimately spent. While we are not averse to CSR funding, the consistent sustained funding that comes from you helps us plan and move up a couple of steps in our efforts. The capacity increase in volunteer hours in this particular year under review is entirely due to the large-hearted generous donations from you and your friends. Do refer us to your friends and family when they are considering a donation. And we promise you *not to let you and them down!*

Increased visibility will 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 endeavor.

Donate now - www.saathihaathbadhana.org/donate

Get in touch !



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It all begins with Listening!

