

# Annual Report 2019-20







Keystone Human Services International  
Liaison Office, India

# Annual Report 2019-20



Our work is made possible through our partnership with the Rural India Supporting Trust, an organization committed to improving the well-being of communities across India.



## Letter from the President & CEO



### Dear Colleagues, Supporters, and Friends

The story of Keystone has been one of growth and service to people with disability. From our deep experience, we know that inclusion benefits everyone. We have a vision of an inclusive world where all people belong, and each person can shape their own life according to their personal goals. Choice matters. Dignity of risk makes a difference. We do our job best when we listen to people's voices and add our voice to the growing movement for inclusion for all people.

Keystone India was established in 2016 with the objective to be a part of improving the lives of people with disability across India and to energize a growing national movement toward a more inclusive Indian society where all people are valued and belong. The organization serves as a catalyst for developing a service system in India that better safeguards vulnerable people, respects the voices and perspectives of people with disability and their families, and facilitates India's movement toward a society where all people can explore their possibilities and reach their potential. To date, we have provided foundational education to disability services leaders in nearly every state throughout India. We

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**We have a vision of an inclusive world where all people belong, and each person can shape **their own life according to their personal goals.****

have continued supporting Community Lives, our multi-partner pilot collaborative in Uttarakhand. These women are thriving; demonstrating what is truly possible for people when we listen, consider, and respect the dignity of each other. This demonstration program will serve as a model for other states seeking a new pathway to supporting people with intellectual disability. And we are thrilled to announce the unveiling of Jhalak | झलक, which premiered online in December 2019 as a way to offer a "glimpse" into some of the inspired actions taking place across India toward an inclusive Indian society.

I am pleased to share the progress, challenges, and opportunities that our organization has addressed over the last year. With so much turmoil in the world that impacts people with

disability and human services, we have worked to be a constant and enduring source of stability in the lives of those we support. This has been especially crucial this year, for as I draft this letter, the whole world is reeling from the effects of the COVID-19 novel coronavirus. This global pandemic will have long lasting impacts on all of us as a society, and in particular, on people with disability. What is absolutely clear is what we and many others have been working to combat for decades - people with disability are still systematically excluded from our communities in countless ways and in so many places. In the face of crisis, this systemic discrimination deeply compounds the risks for so many people already made vulnerable.

Keystone and organizations like us are called to be there for the long term for the people and families we serve. Maintaining an enduring presence means we must continually evolve as people's needs change and as the world changes. We recognize that this is only possible with the dedication of the Boards of Directors, talented staff, forward thinking leaders, loyal volunteers, and most importantly, incredibly devoted direct support professionals. You are all at the heart of what it truly means to serve.

I am grateful to all our partners for their support, encouragement, and partnership. Please join us in celebrating our accomplishments this year. Whether you are a supporter of Keystone, a donor, an employee, a family member, a person we support, or someone who is interested in our work, we welcome you to add your voice as we move toward a future where all people are included and all belong.

**Charles J. Hooker, III**  
President and CEO



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# 1. Who We Are

The Keystone Human Services International, Liaison Office (KHSI LO), India was established to help improve the lives of people with disability across India and to contribute toward a national movement for a more inclusive, just, Indian society where all people are valued and belong. KHSI LO seeks partners and collaborators to work alongside us and with people with developmental and psychosocial disabilities. Together we join a movement of change, and provide opportunities for people to experience home, friends, family, work, and full participation in the community.

KHSI LO provides extensive consultation and education around developing responsive, effective, and inclusive supports to help move toward belonging, acceptance, and a rich

community life, especially for people with developmental and psychosocial disability and their families. We develop and prepare emerging leaders to work toward integrated community development instead of segregation. We offer intensive workshops and presentations on promising practices and ideas, consultation, and guidance in implementation strategies. We connect organizations and people throughout India and the world who are doing promising work to assist people with disability to take their place in society. Together, we are working to develop an inclusive society, where all people belong and are invited to participate in all the community has to offer. We believe that diverse and welcoming communities experience the gifts of all their members, and that such communities have much to teach us about how to live in harmony together.

Our community of practice stretches across India, and is comprised of activists, people with disabilities, advocates, family members, and those who are allies alongside vulnerable people. We are committed to learning about and using important and high-level idea sets, such as the principles of Social Role Valorization, as well as person-centered inclusive practice in education, community life, vocation, home, and relationships. We are also committed to putting those ideas into practice.





change that brings the good things of life to us all. The work sketched in this report brings to life incremental change actions which we think move the world a fraction closer toward the world we want to create.

## World-Class Capacity to Lead Change

We work each in collaboration with each: all are both teachers and learners, and we share what seems to work toward our vision freely. All of us are leaders in our commitment to better lives, whether through formal teaching, implementation, powerful role modeling, or sharing through media and writing. Our commitment to create a better world is one thing we share, along with a belief that our thinking frameworks, such as our core framework of SRV, are good guidance on the path toward such worthy work.

We invite you to share in the vision, the partnership, and the hard work of creating

Our programs within India are an extension of Keystone Human Services International, an International NGO and 501(c)3 nonprofit organization based in Harrisburg, Pennsylvania, USA, established to provide services, programs, technical assistance, and support to improve the lives of people with disability across the globe. KHSI brings with it the management strength of its parent company Keystone Human Services (KHS/Keystone), and a long history and broad array of disability services expertise held within its six Keystone subsidiaries operating throughout four states in the US, the Republic of Moldova, and India, with strong established local presence and knowledge in each region where the organization works.





Keystone has provided consultation and technical assistance to programs in Romania, Azerbaijan, Russia, Kazakhstan, and Belarus, similarly focused on deinstitutionalization, children in difficult situations, and the development of community-based services. These consultancies have provided support to local and national government on the reform of their social care services for people with disability, and to local NGOs implementing related projects. KHSI holds Special Consultative Status with the United Nation's Economic and Social Council and engages particularly with the Conference of States Parties to the Convention on the Rights of Persons with Disabilities, and the High Level Political Forum.

Keystone provides services to 6,800 people in community settings, with a staff contingent of 3,300 employees globally, and has decades of experience in the design and provision of high-quality community-based services for children and adults with disability and their families.

Keystone began in 1972 with a strong commitment to find community alternatives to the inhumane conditions in segregated institutions for people with psychosocial and intellectual disability. Over the years, the organization has developed a comprehensive array of community-based

services for children and adults who are at risk or who have lifelong support needs, including individuals with intellectual disability, autism, mental health challenges, physical disability, and economic vulnerabilities. KHSI furthers this important work by promoting strong community-based human service systems through its own Keystone subsidiary organizations as well as partnerships with aligned NGOs/DPOs and individual international and national consultants focused on the regions where Keystone works.





## 2. Our Legal Status

Keystone Human Services International Liaison Office is registered with Registrar of Companies, Ministry of Corporate Affairs, Govt of India. Our Foreign Company Registration Number is F06219. We are also registered with Reserve Bank of India with UIN: NDLO17008112. The Permanent Account Number (PAN) of the Company is AAGCK7030B and the Tax Deduction Account Number (TAN) of the Company is DELK17326B.

### Funding

The work of KHSI LO's flagship program, Keystone Institute India, is made possible by a grant from

the Rural India Supporting Trust (RIST), under the leadership of Managing Director, Shweta Rawat, and Executive Director, Paul Glick. RIST has been a long-standing ally and supporter of Keystone's work in India, and remains deeply engaged in the direction and reach of this work. Keystone and RIST hold a common core set of values when it comes to assisting people with disability to lead dignified lives marked by belonging, freely given relationships, personal growth and richness, and the inclusive society that we are all working toward, together. We are grateful for their support and partnership.





## 3. Our Mission and Vision

### Mission

The Mission of KHSI LO is to create opportunities for growth and meaningful life choices so that all people can be valued, contributing members of their community.

### Our Vision

Our vision is that of creating an environment where all people, regardless of background and 'ability', can grow, make choices and be valued and contributing members of our community. In this vision, we see the welfare of all people being vested in the welfare of each individual. We believe that all human life is sacred, having equal and unconditional value. We believe that it is important to recognize and value individual differences and diversity as a means of validating our own uniqueness and affirming the great diversity of the human community. Our services will value, be responsive to and reflect the great diversity of the communities, individuals and families we serve. We will strive to assure that all levels of our organization reflect this diversity. Within our intent is a deep commitment to decrease the dependence of individuals and families on formal services. All that we do should contribute to the strength, independence, community presence and capacity of each individual. When an individual or family does need formal services, those services must be effective and, where appropriate, time limited. Our vision is that of supporting people within their communities, in natural settings such as home, work, neighborhood and school. We believe that we have a deep obligation to serve as a change agent, sharing our experience with others both individually and within the public policy and service delivery processes. We believe that it is important to live in an environment where all of us have the opportunity to consider the moral and spiritual aspects of our work. We desire that the many people associated with Keystone will experience their work as a calling and wish to encourage and nurture deep commitments, friendships, nonpaid relationships, and life sharing. In this time of rapid social change, much of what we do encompasses the creation of social forms and structures that have value for all people. We believe that our striving to accept, value, and understand great diversity in human qualities is linked to our role in creating a safer world.



## 4. Keystone Institute India: Powerful Change through Education and Consultation

Keystone Institute India (KII) was formed as a flagship program of KHSI in 2015 and established our Liaison Office in Delhi. KII is a national training institute focused on creating opportunities for Indian citizens experiencing disability to lead full, rich lives, and be included and valued in the community. The KII program centers its activities on five pillars:

- Establish the Institute as a powerful source of ideas and action toward the full participation and engagement of Indian people with disabilities in everyday life.
- Work closely with partner organizations toward equality, inclusion, and citizenship for all.
- Strengthen and support families and people with disabilities to be in leadership roles in the movement toward an inclusive society.
- Work across numerous disability sectors to become a trusted resource for the exchange of ideas and promising inclusive practices in the areas of home, personal growth, work, relationships, recreation, community and spiritual lives.
- Identify talented change agents and build a national leadership base capable of

moving Indian citizens toward a future of promise; the “Good Things of Life” for all Indians, including those with disabilities.





## 5. Our Involvement, Engagements, and Activities 2019/2020

### Growing the Landscape for Full and Rich Lives: The National Training Institute

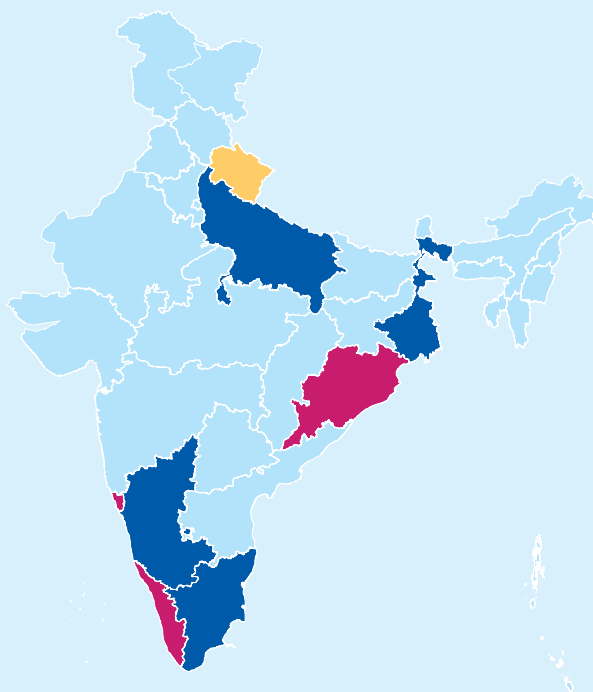
Keystone Human Services International holds a compelling core set of values when it comes to assisting people with disability to lead dignified lives marked by belonging, freely-given relationships, personal growth and richness. This shared commitment led to the launch of Keystone Institute India in 2015, a values-based national training institute established to facilitate broad-based approaches to elevating the possibilities for people with developmental and psychosocial disability to lead full and rich lives. These first four years have led to real change in not only mindsets and attitudes, but also changes in practices and actions that have changed individual lives and transformed organizations.

Since our inception, the national training institute, Keystone Institute India, has conducted 145 learning events and workshops, touching the minds, hearts, and lives of close to 6000 participants across nearly all states and sharing nearly 40,000 participant training hours. We teach with an emphasis on understanding the deep societal devaluation experienced by many vulnerable people and the impact of such

### The Numbers

<b>Training Events:</b>	<b>31</b>
<b>People Attending:</b>	<b>1312</b>
<b>Participant Hours:</b>	<b>9243</b>

During this year, KII hosted events in eight states and neighboring Bangladesh



experience, with the importance of assisting people with disability to hold valued roles in every aspect of life as a way to combat such devaluation. From this framework, we focus on inclusive practice, participatory planning tools, consciousness raising, change agency, program design, and service evaluation. We have a special interest in developing responsive residential services that are firmly embedded in community, and our faculty have great expertise and experience in such programs.

This year, we provided a robust mix of events consisting of formal workshops, individualized consultation, and addresses at major conferences.

Our work focused a great deal on building depth this year, working with the emerging leaders across India to strengthen implementation efforts, support via individualized consultation, and leadership development. After three years of systematic work, we were able to select 60 leaders from across India to participate in Social Role Valorization 3.0, an intensive four-day course for which participants were recruited and suggested by past course graduates. As a result, we now have 142 graduates of this course located across India, all working to implement the ideas, teach others, and transform the lives of others and the fields in which they work.

## Impact of Events

We aim to fuel organizations and individuals with the support to actually use the ideas they learn about in classroom training. This year, we provided individualized, on-site consultation to partners such as Autism Society West Bengal, Vidya Sagar, Biswa Gouri Foundation, Pragati for Employment and many others.

Feedback from events indicates that not only do participants appreciate the world class training events they attend but also note that such events shift their perspectives toward disability in a positive way. We consider this just one way to measure the change happening in the mindsets and attitudes of the people whose lives we

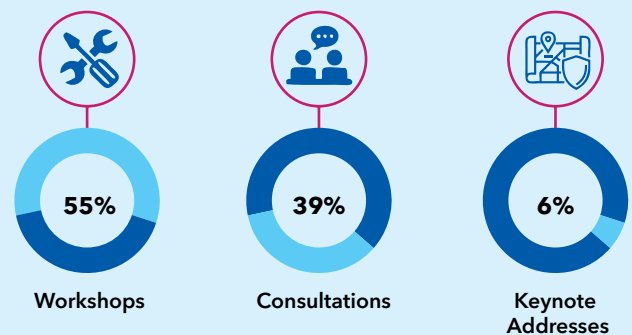
Since our start in 2015, we have impacted participants from 19 states and regions of India and Bangladesh.



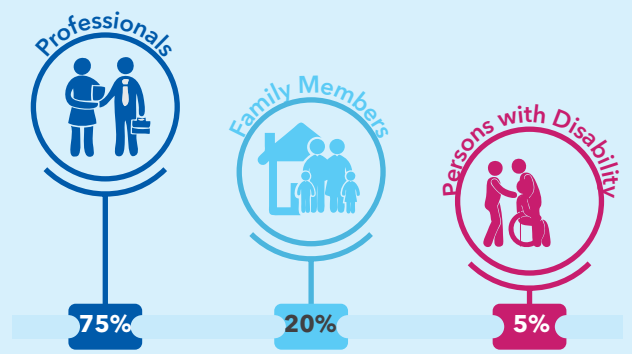
Since our beginning in November of 2015, we have provided **145** events across India, providing direct impact to **5560** family members, professionals and community members.

## Events and Workshops

### Our National Events in FY 2019-20



### Participant Characteristics and Roles







*"The workshop impacted me deeply both at a personal as well as professional level, not just in terms of individuals with disabilities, but marginalized people in general"*

*"This workshop has validated many of the expectations that I hold as a parent. More importantly, Social Role Valorization has widened my view and provided a method of working for a good life for people with disabilities and their families."*

*"Wow - energetic, direction towards goal, keeping us focused, organized and of course creative, and creating a positive learning environment. Thank you, Keystone Institute India. It was definitely a revelation for me. The workshop greatly expanded my understanding on the importance of a 'capacity view' approach in the assessment process."*

*"I loved the professional approach. I wasn't aware of such trainings were even available."*

*"I can't thank you enough for the enormous experience and sharing at the SRV Action Summit 2019 - I have miles to go before I sleep."*

*"Two days of intense learning, discussion, planning, presentations and more. Thank you Keystone and Betsy for forcing to us think."*

*"Last few days with you all were so enriching and fun filled. Thanks so much for making us be a part of the history of SRV in India."*

*"I feel so happy and excited at the scope available for all of us to do work in our country. One lifetime is definitely not enough..."*

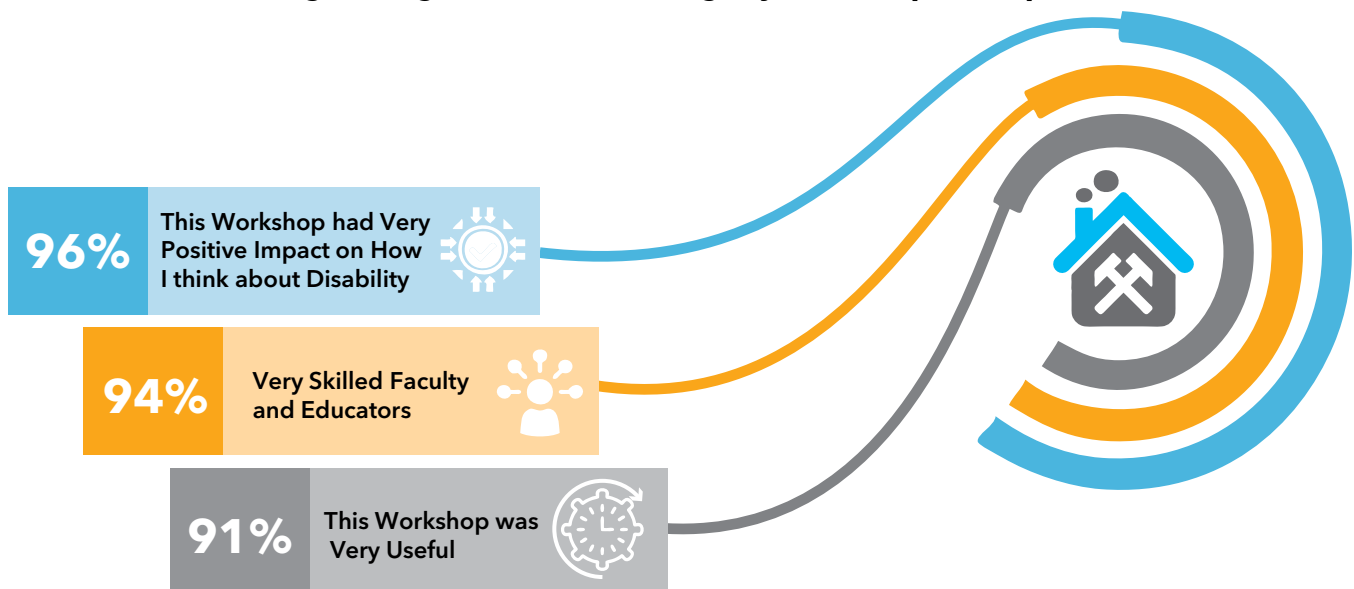
*"Thank you all for the wonderful learning, sharing, connecting, and rich memories! Thank you Team Keystone for enabling this experience!"*

*"SRV could be game changer for inclusive practices here in India"*

*"Two days of learning, introspection, planning and incredible energy....Great way to finish the year and look forward to 2020"*



### Percentage of Highest Possible Ratings by Workshop Participants



touch through our training courses, and the powerful learning around Social Role Valorization principles, person centered approaches, and tools for inclusion.

## Jhalak झलक - From Theory to Action

Jhalak | झलक premiered online in December, 2019, as a way to offer a glimpse into some of the inspired actions, large and small, taking place across India toward an inclusive Indian society where there is a valued place for everyone. Over the past four years, thousands of us across India have been exposed to ideas and ways of thinking that are exciting, challenging, and a bit daunting. These idea-sets include the introduction of tools to advance highly individualized inclusive practices, with the higher-order framework of Social Role Valorization laying the foundation.

We have left workshops and facilitated discussions deeply strengthened by the networks and bonds of a shared vision, but sometimes also feeling distanced and alone as we seek to communicate our vision of living and working and sharing life alongside people with disability. We recognize that this transformation toward making the good

things of life available to all, including people with disability, is a part of what India has to offer a world which appears more divided every day.

Our purpose within Jhalak is to offer a glimpse of some of the ways that people and organizations across India have put the elegantly simple but also paradoxically complex roots of Social Role Valorization to work in transformative ways, even if they are seemingly small steps. We bring them to life through words and images, and invite you to reflect on how small change agency steps are exceedingly brave and poignant in a world that prefers distance and segregation. Some are practices related to the direct life changes experienced by people with disability and their families, and others are organizational change efforts that are part of a broader transformative effort. Consider it a bit of a curated “clearinghouse” of vision converted to action, of small steps forming the fabric of our movement towards equity, justice, and full, rich, meaningful lives. We encourage all to share and celebrate the work of building this inclusive house.

Jhalak seeks to depict, in words and powerful images, to highlight, inspire, and challenge our



community across India. Whether it was the story of Sudha Nair, an Educational Specialist who changed the way she developed Individual Educational Plans, or how Autism Society of West Bengal and Ashish Centre in Delhi implemented SRV in varied ways in their organizations, the impact of KII's teaching across India was felt among the thousands of people who have been influenced by theory, converted into action.

Jhalak is not just about highlighting the work of those who are learning from our workshops and consultations, but also of showing that the ideas we teach bring authentic transformative change in the lives of people as well as in communities, making the good things of life accessible to all, and facilitating full, rich and meaningful lives. Thus far, 12 glimpses have been published, and there are many more in development. Jhalak is serving as a brilliant resource for those who are looking for ways of implementing inclusive practice while using inclusive strategies in a systematic, methodical manner, and can easily be found at [www.jhalak.org](http://www.jhalak.org).

## Supported Employment Works: A Certification Course in Applied Customized Employment

One of the several valued roles that most adults have is of being a member of the workforce. This role provides many rewards - self-worth, economic independence, a voice, structure and stability in everyday life, social connectedness, and among many more, dignity, a sense of purpose, and community membership. Yet, few adults with developmental disabilities get opportunities to assume this role which, for most 'typical' adults, is a sign of the natural progression toward adulthood. In order to be productive, contributing members of society, adults with developmental disabilities also have a right to opportunities that help showcase their talents, abilities, and skills in the world of employment. In this context, Supported Employment is especially significant as we look at alternatives to sheltered workshops and day centers and pathways to

richer, fuller lives through work and careers for individuals with intellectual and developmental disabilities. Customized Employment, an individualized model of employment that meets the needs of both employee and employer, is a universal strategy that can expand employment opportunities for individuals with significant impact of disability.

In 2018, we took the first steps toward exploring the potential application of supported employment and individualized job development within the framework of Social Role Valorization through our "Real Work, Real Lives, and Real Contribution" workshops in three cities - Delhi, Kolkata, and Bengaluru. The response from our partner organizations was highly positive. Their passion and commitment to delve further and deepen their knowledge and apply these tested approaches of supported employment has fueled us to take the next step.

The Certificate Course in Applied Customized Employment marks an extension of those first

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**Certificate Course in Applied Customized Employment**

Work gives people a sense of purpose and self-worth. For many, it defines our identity and is a source of pride. Employment not only provides income and economic independence but also opportunities for rich social interactions and a sense of belonging. All individuals, regardless of disability, deserve the opportunity to be full members of the community where they can live, learn, work, and grow. Yet people with disabilities, especially developmental disabilities, are frequently not considered potential members of the workforce. While myths abound, evidence shows that people with disabilities are more than capable if only we understand their interests, conditions, and contributions.

YOU are specially invited to join us in an intensive 8 month course to gain the skills to be among the pioneer group of fully trained customized employment specialists in India. A rich combination of face-to-face workshops, supplemented by practical application and supervised mentoring will enable you to gain proficiency in such essential skill sets as discovery, writing vocational profiles, working with employers on job design, and systematic instruction from one of the foremost leaders in customized employment for people with developmental disabilities.

**SUPPORTED EMPLOYMENT WORKS:**  
**A deep-dive exploration of customized employment for individuals with intellectual & developmental disabilities**

Let us get together to explore, learn, and understand Customized Employment, a universal employment strategy that can expand employment opportunities for people with significant impact of disability. Join us for an event that explores how individuals with disabilities can contribute their gifts and talents to interact with employer needs.

Using a foundation of Social Role Valorization, Milton Byrne, leading international expert on supported/vocational employment strategies and an associate with Mani Gold & Associates, leads an intensive, practical, and mentored learning experience laying the foundations for creating core Indian leaders in new ideas and frameworks of training in employment.

steps and aims to create the first cadre of fully trained core leaders in customized employment in India. Milton Tyree, leading international expert in supported/customized employment strategies, and an associate with Marc Gold & Associates (MG&A), will lead the intensive, mentored training which will be offered to 25 highly recommended professional and family members from the cities of Delhi, Kolkata, and Bengaluru. Those who complete this eight-month course, planned for 2020/21, will form the leading edge of practice in moving toward real employment for adults with developmental disability across India.

The schedule has been set for a potent mix of classroom training, small group mentoring, and practical experience designed to build skills both in theory and practice. The Certificate Course in Applied Customized Employment besides offering a rich, hands-on learning experience, will also offer participants the opportunity to earn MG&A certification in Discovery.

## A National Curriculum for High-Quality Direct Support

Emerging trends in services supporting people with disabilities in India portend a need for a niche, valued profession that people who want a meaningful career can aspire to. We envision Direct Support Practitioners as people who work alongside individuals with developmental disabilities in a wide array of community settings including but not limited to residences, day centers, workplaces, and schools. We believe that the specialized skills required by these people can be taught and learnt through a values-based, robust, high quality, accredited curriculum which can create a highly valued and sought-after workforce that has the caliber to help people with developmental disabilities lead full, rich, and valued lives.

The National Curriculum project seeks to provide accredited, high-quality training to individuals



who aspire to engage with people with disabilities in direct support services. The project was launched with an enriching 'Meeting of the Minds' which brought together six veterans in the field of disability, including families and professionals, to brainstorm ideas on the core components of a value based, authentic, high quality training program. The outcome of this meeting was a broad list of fourteen modules and related themes and topics that will inform the curriculum. The project is now in its first phase as we work with respected stakeholders explore existing direct support staff curricula, assess training needs, and explore quality resource content for the identified topics and themes. Communication with reputed National Institutes has been initiated to explore possibilities of collaboration and/or credentialing and accreditation.

## Community Lives

Keystone's commitment to create an inclusive community in which all are included and all belong means that the practice of institutionalization of marginalized groups into large congregated facilities must be addressed. We have focused our efforts on creating and supporting community-based alternatives to long-stay shelter homes, government institutions, and mental hospitals. Part of the commitment is providing consultation and training to the many family groups and



organizations across India to develop and design high quality residential services, especially for those people who are currently living with aging family members. This is the need of the hour in India, often discussed, and rightfully so.

At the same time, we are compelled to develop alternatives for the untold and uncounted numbers of people with developmental disability already abandoned and relegated to a life of nearly complete segregation in custodial institutions across India. Our passion for deinstitutionalization was expressed in our participation and support of a Task Force that was formed to study this issue amongst the 42 state mental hospitals across India. In this landmark study launched by The Hans Foundation with great collaboration from all sectors, it was discovered there is a high percentage of long-stay patients with no prospects for a return to community and to citizenship.

In 2019, along with our partners at the Hans Foundation, Lehmann Hospital, and the Government of Uttarakhand, we set our sights on developing small community residences for up to eight women to start fresh, new lives after institutionalization at a large, locked shelter home.

Our goal was to establish a selection process which helped to match people who would like to live together, to establish a service model based on the best ways we know, to measure the outcomes and changes in the women's lives, and to braid funding, including government funding, to make the effort sustainable and feasible.



skills, each according to their personal interests, be it tailoring, weaving or baking, which may well also be a source of livelihood later on. Excitement about having personal possessions was high, an opportunity the women never had while in the institution. Susheela's love for new clothes, Prabha's joy at the open space to do gardening, the litchi tree in the backyard, the neighbouring plot to grow greens and flowers for Parvati ji and Swati, all contribute to their sense of well-being. Simran discovered that she liked going to the Gurudwara and having the langar (community meal) there. She also picked up some Punjabi phrases. Swati loves weaving and is teaching Simran how to weave, while Nita helps with the chores and has her own communication book, to communicate with others.

Visits to the temple or church are weekly events, as is going to the neighbouring provision store to buy a snack from their own money. Having a photo album communicates a sense of family and pride to show to others images of their lives and their

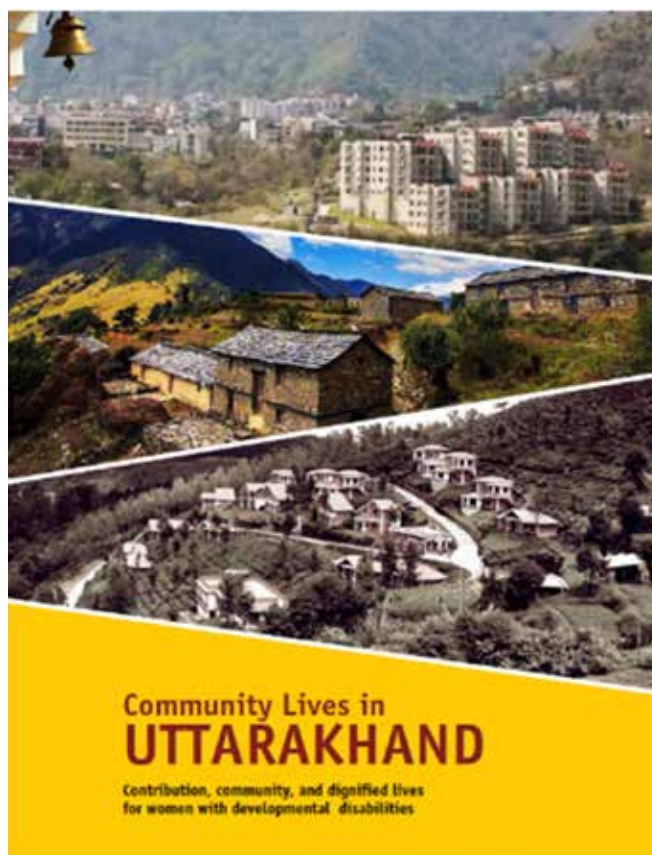
Beginning in July of 2019, the planning and hard work led to the establishment of two simple community residences, and the transition of a small number of women into dignified lives in a small town in Uttarakhand. The results have been better than we could have imagined, as we have witnessed the women grow and thrive in untold ways. Rejection and isolation have been replaced with acceptance and belonging shown by welcoming neighbors, new relationships, and a supportive group of staff who assist them on a day-to-day basis.

It was important that the women feel and know that this is their home. The décor, selection of clothing, the planning of the menu, and countless other day-to-day choices are all done in consultation with the women. There have been so many firsts for the women. Shopping for their own clothes, going to a picnic with a swimming pool, visiting a fair, to an overnight visit at a retreat centre. The women have learned so many new



interests. Having valued roles in the community, feeling such pride in the place where they live, working and earning, all worked together to let them know this was their *home*. Of course, life is complicated and change is hard, and there have been difficult times as well as we forge the way towards new options for people currently incarcerated in institutions across the country.

Data taken by a single independent reviewer assessing and comparing seven essential aspects of quality of life while the women were still in the institution and then later after they moved, illustrated dramatic change. The women have stepped into the community and are part of it. Each person is an individual and with unique gifts to contribute to the community. It was expected. The change has begun; the world is full of opportunities for each one of the women. We are excited to see what the future holds for each one of them.



This single small effort will be built upon as we share the learning, explore and pilot other types of living arrangements, and establish ways to divert funds from institutions to community living as a real, sustainable way to change the current realities.

## Collaboration with the Hans Foundation

We have worked side-by-side in a number of ways with The Hans Foundation (THF) since our inception, and support their groundbreaking work across India in many domains, to make life better for all. In particular, we share their passion and commitment for focusing on people with disability to lead lives of full citizenship, full inclusion, and full dignity. We work closely with many THF staff in training and consultation, providing workshops and events attended by THF staff, and supported by THF leadership.

Our hand in hand work is no more evident than in Community Lives, where the support team includes dedicated staff from THF and Keystone who work together seamlessly. Our support is made especially available to THF grantees and partners to assure they are availed the best we have to offer. Many of these partnerships have extended over the years and are highly valued.

## Alliances with Government to Leverage Change

This year, Keystone Human Services International signed a three-year Memorandum of Understanding with National Trust. The salient features of this MoU between KHSI and National Trust include working together for the welfare of people with autism, cerebral palsy, intellectual disability, and multiple disabilities in India; working together to implement disability-related projects under the guidance of National Trust; and providing assistance in organizing series of trainings, workshops, and technical support activities to NGOs who partner with the National Trust in implementing the schemes covered under the National Trust Act, 1995. Additionally, Keystone will be conducting National/State Level workshops in joint collaboration and consultation with National Trust on issues of concern related to disability.

Besides ongoing collaboration in offering many workshops and presentations, we have agreed to support the newly-launched Sampark disaster recovery scheme in the cyclone-damaged areas of Orissa and West Bengal via strengthening local organizations, alliances, and family groups.

Also during this year, we entered into an agreement with the Government of Uttarakhand to establish and pilot several small-scale, community-based, residential alternatives to a government shelter home, currently housing about 130 women and girls. Keystone serves as the technical partner, along with the Rural India Supporting Trust, The Hans Foundation, and Herbertpur Christian Hospital, and this has indeed been a model of collaboration and working together for positive

change. The results have been extraordinary. We look forward to expanding activities with the Department of Women and Child Empowerment, the Government of Uttarakhand, and are in dialogue along with The Hans Foundation to initiate several other models of community-based services and livelihood.

## Regional influence in Bangladesh

Members of National Trust, Bangladesh attended several events in West Bengal in Kolkata and were very inspired and activated by the knowledge and idea sets they were exposed to. As a result, the National Trust for the Protection of People with Neuro-Developmental Disabilities invited us to provide two days of learning on Best Practices in Designing Residential Services. In October, 2019, the events were provided in Dhaka to large audiences and excellent reception. This was well attended by all National Trust officials along with like-minded organisations of Bangladesh.

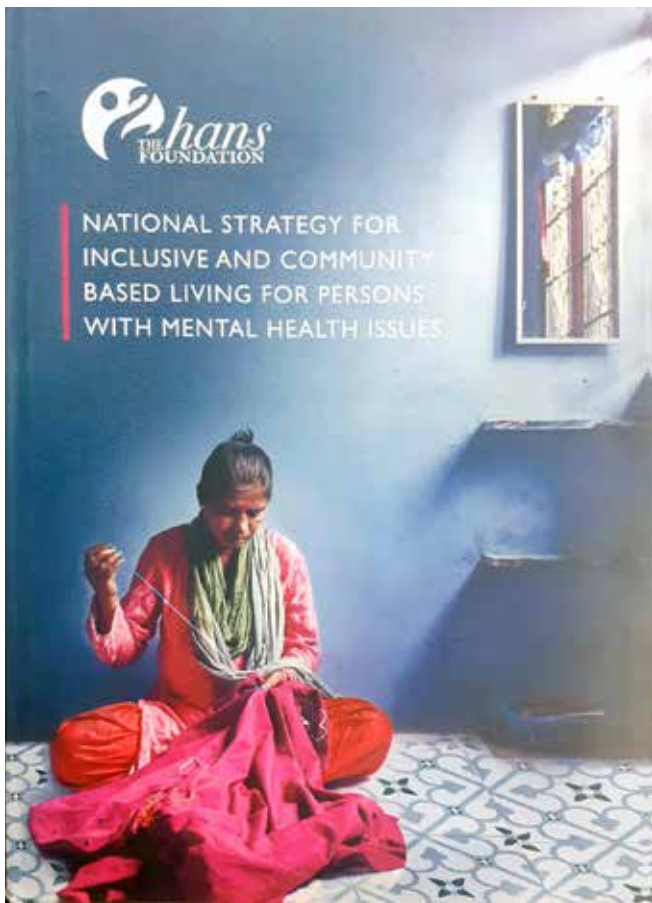
The leadership of the National Trust, Bangladesh found that the idea set of Social Role Valorization is very important and valuable for all organisations in Bangladesh. They have expressed their willingness to take this initiative forward and are willing to work jointly with Keystone in Bangladesh. We understand and appreciate the importance of India as a regional hub within South Asia, and wish to support efforts that cross national borders, to our neighbors with shared values and similar goals.





## Finding Alternatives to Custodial Residential Institutions

Given the long-stay issue in state mental hospitals in India, pervasive rights violations, and the consequent detrimental effects, there is an urgent need to articulate approaches that address the issue of people with severe mental illness with long-term care needs and offer sustainable, dignified, inclusive living options that ensure



their well-being. In India and elsewhere, scattered and congregated housing options in natural and built communities have emerged in response to the need for long-term care across diverse constituencies.

In this context, The Hans Foundation convened a national-level Task Force of central government representatives and Civil Society Organisations (CSOs) to develop strategies to transition people out of state mental health hospitals in India. Keystone Human Services International was pleased to provide support through serving as a member on that Task Force.

The Task Force undertook a national-level study of people residing for over 12 months with no discharge options across 43 state mental hospitals in India. The work included identifying local stakeholders as well as existing innovations that may be replicated. The aim of the study was to evolve a comprehensive national strategy for inclusive and community-based options for people with mental health issues in India.

The report of this nationwide study was released on 4th March, 2020 in Delhi, by the State Minister for Home Affairs, Government of India, in the presence of central and state government officials, task force members, and superintendents of state mental health hospitals, media persons and the leaders of organizations who are working on mental health issues in India. The occasion was graced by Founder of The Hans Foundation, Ms. Indu Rawat, and Managing Director of THF, Ms. Shweta Rawat.

## 6. Our Staff and Associates

### Our Staff



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