

2022-2023



MANAS FOUNDATION

ANNUAL REPORT

Manas Foundation

Founded in 2002, Manas Foundation emerged in response to the growing need for mental healthcare in India. Its primary objective has been to shift away from the conventional illness-focused medical model and develop a wellness-based approach to mental health. While acknowledging the importance of medical treatments in certain cases, Manas emphasizes holistic well-being, promoting mental health as an essential aspect of overall wellness. The foundation aims to demystify and destigmatize mental health, fostering awareness and acceptance to prevent mental health concerns before they arise.

Manas Foundation adopts a **psychosocial approach**, recognizing the significant influence of social and contextual factors on mental well-being. By understanding psychological needs within broader social realities, the organization has developed targeted interventions for various groups, including marginalized women, juveniles in conflict with the law, children in conflict zones, and rural communities. Its holistic approach ensures that mental health care extends beyond the individual to include family, community, and societal influences.

The Plug-In Model: Mental Health

To increase accessibility, Manas developed a **Plug-In Model of Mental Healthcare**, embedding mental health services into existing community structures such as healthcare, education, and shelter homes. This model allows mental health interventions to address interconnected challenges like poverty, illiteracy, gender-based violence, and displacement. By working within established institutions, Manas ensures that mental health support becomes an integral part of various social programs.

Expanding the vision: Gender Justice and Prevention of Gender Based Violence

After a decade of working at the grassroots level, Manas identified a strong link between mental health and gender justice. Marginalized communities, particularly women, often face discrimination, violence, and restrictions that impact their mental well-being. Recognizing this, the foundation expanded its mission to include gender equality, focusing on preventing violence against women by addressing harmful social attitudes and behaviors.

In 2014, Manas launched a groundbreaking gender sensitization program for public transport drivers, who frequently interact with women. Instead of criminalizing or alienating them, the program educates drivers on gender sensitivity and promotes behavioral change. The initiative has transformed thousands of drivers into allies in ensuring safer public spaces, with many vehicles now displaying messages like "The driver of this taxi respects women."

Key principles

Deinstitutionalization & Access

Bringing mental health services into community settings to enhance accessibility.

De-stigmatization

Normalizing mental health discussions and increasing both demand and supply for mental healthcare.

Psychosocial Perspective

Addressing the broader socio-economic influences on mental health

Programs and Initiatives



Paul Hamlyn Foundation (PHF): CAMP Dausa

During the last wave of the pandemic, our programs were adapted to suit the challenges of service delivery during lockdowns. Consequently, when the second lockdown was implemented, we were better equipped and prepared compared to the first. Most of our programs have been successfully running, with several expanding significantly over the past six months.

As part of our collaboration with the Department of Women and Child Development, our mental health units have been replicated and established across all child care and residential institutions under the Delhi Government. Additionally, our gender sensitization training program has grown to encompass the entire Haryana region, alongside our ongoing initiatives in Delhi NCR.

Major Difficulties Encountered:

1. **DMHP Mega Camps:** Excessive fieldwork for DMHP mega camps delayed individual activities, affecting the overall progress of other planned tasks.
2. **Third Wave of COVID-19:** Restrictions on activities due to night curfews (11 PM - 5 AM) in Rajasthan slowed down operations. Relaxations allowed work to pick up later.
3. **Restrictions on Public Gatherings:** Due to the pandemic, public awareness camps and activities were restricted, especially in the third wave, hindering outreach efforts.
4. **Staff Changes:** Dr. Chitra's transfer from DMHP led to a significant drop in patient visits to the Psychiatric department, reducing the OPD intake from 15-20 patients per day to 4-8.
5. **School and Educational Programs:** The pandemic delayed school and institutional programs due to the extended closure of educational institutions.
6. **Management Changes:** Changes in local management at NMHP and CMHO required consistent effort to build rapport and maintain effective working relationships.
7. **Mehandipur Balaji Trust Hospital:** Initially cooperative, the hospital stopped supporting future visits after discussions with senior management, requiring alternative solutions, such as collaborating with the PHC.
8. **Dengue Outbreak:** The dengue outbreak diverted staff from PHCs and CHCs, delaying scheduled activities.

Outputs/Outcomes Emerging from Activities:

1. **CHO Training:** CMHO issued a letter for CHO training, focusing on identifying psychological disorders. CHOs, being in direct contact with the local population, can facilitate access to

these services.

2. **Salavas Jail Visit:** Suggested activities for prisoners included gardening, relaxation techniques, and cognitive games to enhance mental engagement. Introduced daily newspapers and a time-oriented calendar.
3. **World Mental Health Day:** Awareness activities were conducted over two days:
 - First day: Awareness for DMHP staff and patients on identifying and understanding mental disorders.
 - Second day: Training for nursing staff and ANM students on identifying mental health issues in their practice.
4. **Webinar for MOs:** Despite good coordination, low attendance due to OPD timing clashes and limited technological skills among MOs.
5. **Webinar with Dausa Police:** Despite coordination, low participation due to scheduling conflicts, with only 3 officers attending.
6. **Nukkad Natak Invitation:** SP of Dausa invited the team for a performance to raise awareness about de-addiction, but participation was not possible.
7. **IEC Awareness Campaigns:** Awareness programs were conducted for around 600 people at mandir campuses, schools, and colleges, covering mental health symptoms and issues.
8. **Student Referral:** A student referred her sister suffering from OCD, who now receives counseling and medication, showing positive improvement.
9. **Sticker Drive at Mehandipur Balaji PHC:** Stickers displayed at the PHC encouraged people to reach out for mental health support, resulting in increased engagement.



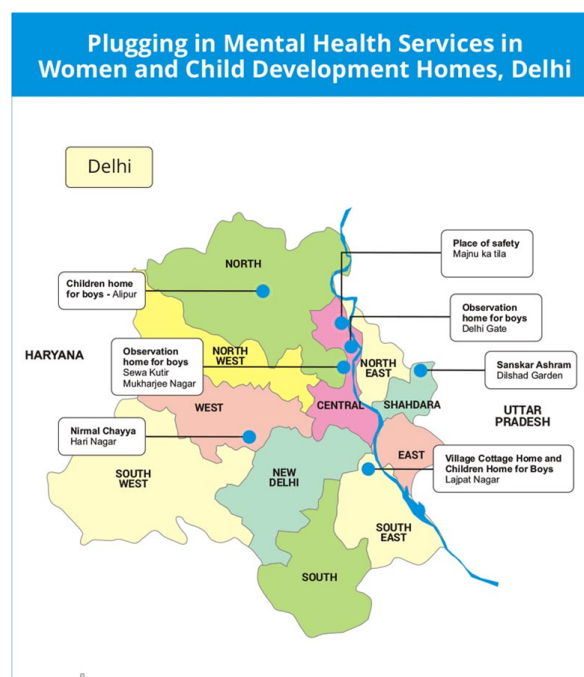
Success Stories

While an awareness camp at at Radha Govind temple, a local private practicing Dr. came to us out of curiosity to know our work there, and read the IEC and invited us to his clinic which was nearby the temple. We introduced our organization and ourselves to him and brief him about our work here. He was very intrigued by our work he gave us his contact number and took ours for referrals

Plug In mental health units in partnership with the government of NCT of Delhi

Manas Foundation in collaboration with the Department of Women and Child Development (DWCD) for child and women care institutions across Delhi-NCR. Since 2011, Manas Foundation has expanded its services to cater to over 12,000 residents, addressing the mental health needs of children and women, especially those from disadvantaged backgrounds. The initiative began at Nirmal Chhaya Complex and now spans 21 care homes, including observation homes for boys, children's homes, and Village Cottage Homes for younger children. The program focuses on addressing key mental health challenges such as trauma, psychological abuse, family discord, and weak social support systems, using a psychosocial approach. The holistic intervention model emphasizes intake assessments, psychological evaluations, counseling, family therapy, and preventive workshops.

Additionally, the model includes initiatives to sensitize caregivers to mental health challenges and provide them with stress management resources. Workshops on various topics such as safe touch, emotional regulation, substance abuse prevention, and leadership skills aim to foster coping mechanisms and awareness among residents. The program also includes psychiatric consultations, group therapy sessions, and post-restoration follow-ups to ensure the reintegration of residents into their families and communities. Manas Foundation's efforts have been instrumental in reducing stigma, promoting mental well-being, and creating a supportive environment within the care institutions.



Highlights in the year 2022-2023

Women's Day – As a part of celebration on Women's day, MHU participated for a quiz conduction and anchoring. The quiz was themed on the occasion and questions were formulated keeping the level of education of residents in mind. Participants from all the homes participated as different teams. The quiz was conducted by the staff of MHU and the winning team was awarded at the end.

Independence Day - The series of activities were conducted during the Independence Day week at Children Home for Girls (CHG) with an aim to teach the participants the significance of celebrating the Independence Day.

1) **Kite making**- All the participants were divided in to several groups and made colorful kites. They were given art and crafts material and given the instructions to make it. They all enjoyed the activity.

2) **Badge making**- In the badge making activity, all the participants were given the art and crafts material and were instructed to make a badge using the colors of our national flag (orange, white, green, and blue). They all were also encouraged to wear the badge on the Independence Day.

3) **Movie screening**- Movie screening of "I am Kalam" was carried out with the aim to help the children understand the importance of hardwork and that we can shape our future the way we want it to turn out.

4) **Poster Making**- All the participants were gathered in the activity area and they were provided with the colors and sheets to draw. All the participants made colorful posters related to Independence Day such as they drew the Red Fort and the Prime Minister hoisting the flag, and some drew the kite, or our national flag.

AXA France VIE – India Reassurance Branch

Overview

As part of AXA France VIE India Reassurance Branch's Corporate Social Responsibility (CSR) initiative, a fully funded 24/7 mental health helpline was launched to provide free counseling services for individuals experiencing mental health distress. This initiative reflects our unwavering commitment to fostering mental well-being and addressing the growing demand for accessible mental health support across India. The helpline operates seamlessly across multiple states, including Delhi, Rajasthan, Karnataka, Tamil Nadu, Haryana, Telangana, West Bengal, Maharashtra, Uttar Pradesh, Madhya Pradesh, and Uttarakhand. Services are offered in Hindi and English to cater to the diverse linguistic and cultural demographics of the nation.

The helpline functions round-the-clock in three shifts: 10:00 AM to 6:00 PM, 6:00 PM to 2:00 AM, and 2:00 AM to 10:00 AM, ensuring uninterrupted support. In its first year, the helpline recorded significant outreach, offering timely assistance to thousands of individuals in need.

Implementation and Key Activities

In collaboration with various stakeholders, including mental health professionals, counselors, and local organizations, the program has been meticulously planned to address the mental health challenges at the grassroots level. Drawing insights from successful models, the initiative emphasizes community-based interventions and capacity-building efforts. The helpline complements these efforts by being an accessible first point of contact for mental health concerns.

A training program named "Manthan" was developed to equip the helpline staff with skills to handle diverse mental health crises effectively. Regular engagement and capacity-building sessions were conducted with superintendents and representatives from residential homes across the districts. These sessions, held across ten districts, included stakeholders such as District Education Officers (DEOs) and Child Protection Officers (CPOs), ensuring a comprehensive and integrated approach.

Additionally, mental health outreach activities were coordinated, focusing on creating awareness about the helpline and destigmatizing mental health issues. This included sensitizing caregivers, facilitating stress management workshops, and establishing referral systems for specialized care.

Impact and Reach

The mental health helpline initiative has made a substantial impact in its inaugural year. More than 12,000 residents from care institutions, including vulnerable populations such as children and women, benefited directly from this program. Furthermore, targeted efforts ensured accessibility to remote areas, leveraging multilingual support and community engagement programs.

The initiative underscores AXA France VIE's dedication to sustainable societal impact and mental well-being. Moving forward, the program aims to enhance its reach by incorporating additional languages and expanding partnerships with local organizations to reinforce mental health care accessibility across India.

Mental health services at NCR Biotech Science Cluster, Regional Centre for Biotechnology

Overview

As part of our ongoing commitment to fostering mental health and well-being, this year marked a significant collaboration with the NCR Biotechnology Institute. Through this partnership, we provided comprehensive mental health support to the institute's staff and students, focusing on addressing their unique challenges and enhancing their overall resilience. The initiative was structured to include monthly workshops, regular individual therapy sessions, and continuous engagement to promote a culture of mental well-being.

Key Activities and Approach

1. Monthly Workshops:

We conducted 12 interactive workshops throughout the year on self-reflective topics that equip participants with essential skills. These workshops covered themes such as *Managing Stress*, *Building Resilience*, and *Mindfulness*. Designed to encourage introspection and skill development, these sessions received positive feedback and became a cornerstone of the initiative.

2. Individual Therapy Sessions:

A dedicated team visited the institute three days each month to offer one-on-one therapy

sessions. Over the year, nearly 170 individual sessions were conducted, providing tailored support for diverse mental health needs.

3. Addressing Stigma:

Initially, we encountered resistance due to the stigma associated with seeking mental health support. Participants were hesitant to engage in therapy or open up during sessions. Recognizing this challenge, we took deliberate steps to assure confidentiality, emphasize a non-judgmental approach, and build trust gradually. Being an independent third-party organization with no ties to the management further facilitated this trust-building process, encouraging individuals to come forward for help.

Impact and Outcomes

By the end of the year, we observed a notable shift in attitudes toward mental health within the institute. The stigma around seeking help diminished significantly, and participation rates in both workshops and therapy sessions increased. The workshops provided participants with practical tools to manage stress, improve focus, and navigate challenges effectively. The individual therapy sessions offered a safe space for participants to address personal concerns, contributing to their emotional well-being and productivity.

Our collaboration with NCR Biotechnology Institute has been a rewarding journey of building trust, promoting awareness, and empowering individuals with the skills needed to thrive. Moving forward, we aim to continue this partnership and expand the scope of activities to include advanced mental health programs and peer support networks.

Police Training

The training aimed to address gender discrimination prevalent in society and improve the professional conduct of police personnel when dealing with female victims/survivors of crimes against women.

Key Focus Areas

1. Gender Sensitization:

- Discussed persistent gender discrimination and societal stereotypes affecting women in India.
- Emphasized equal rights and the importance of breaking traditional norms, such as denying women property rights or limiting their participation in the workforce.

- Highlighted discriminatory practices, such as the societal cycle of frustration and biased perceptions of "ideal" gender roles.

2. Professional Conduct in Handling Female Victims/Survivors:

- Ensuring psychological preparedness of officers to handle cases with empathy, confidentiality, and respect.
- Providing a safe and comforting environment for victims to share concerns.
- Involving female officers, counselors, or relatives during interviews to maintain a supportive atmosphere.
- Techniques to conduct sensitive questioning, balancing open and evidence-based queries.

3. Crisis Intervention:

- Training officers to assess the lethality and acute stress symptoms of victims after incidents.
- Emphasized preparing for worst-case scenarios and ensuring victims feel secure during interventions.
- Closure of cases systematically, ensuring victim satisfaction.

4. Role Play and Practical Scenarios:

- Demonstrated the registration of complaints and subsequent steps in handling domestic violence (DV) cases.
- Highlighted systematic processes, including medical assistance, proper documentation, and planning further actions such as arrests.

Discussions and Activities

- Warm-up activity to build rapport among participants.
- Engaging discussions on gender stereotypes, societal norms, and laws related to crimes against women.
- Real-life examples shared by officers to understand challenges and situational compulsions in their duties.

Outcomes

The **Gender Sensitization Training for Police Personnel** resulted in enhanced awareness of gender issues, improved professional conduct, and the adoption of victim-centered approaches in handling cases of gender-based violence. Officers gained practical skills in crisis intervention, empathetic listening, and sensitive questioning, ensuring a safe and non-intimidating environment for victims. Discussions on legal frameworks, combined with role-play exercises, empowered participants to handle complex scenarios confidently while maintaining ethical

standards. The training fostered collaboration, reflection, and a commitment to challenging societal norms and stereotypes. By promoting empathy, sensitivity, and professionalism, the program contributed to building a gender-sensitive police force, enhancing public trust, and aligning with **Manas Foundation's** mission to create a safer, equitable society.



CAMP Kumaon - Uttarakhand

The Manas Team has long shared a close connection with the people of Uttarakhand, particularly those in its remote regions. Here, we have seen how economic hardships, inadequate healthcare access, and low mental health awareness create a substantial burden on families. Over the years, numerous families have turned to us for guidance and support in dealing with mental health challenges.

To address this need, we initiated a mental health intervention in early 2020, ensuring it was driven by and for the local community. With support from village leaders, we launched CAMP Kumaon in Ganoli village, Almora district. A committed youth from the village was identified and trained for four months to carry out fieldwork in mental health.

Our initiative remains ongoing and continues to expand through:

- In-person and teleconsultation services at the Community Health Centre.
- Extensive community outreach to promote mental health awareness.
- Regular capacity-building programs for doctors and paramedics.
- Focused health camps aimed at supporting women's well-being.

CAMP Kumaon continues to evolve, deepening its impact and ensuring sustained mental health support for the region.

Key Highlights

Pandemic Adaptations:

- Programs were modified to overcome challenges of service delivery during lockdowns.
- Improved preparedness during the second lockdown, leading to successful program expansion over six months.

Collaborations and Expansion:

- Mental health units established across all child care and residential institutions under the Delhi Government in partnership with DWCD.
- Gender sensitization training extended to the entire Haryana region, along with ongoing programs in Delhi NCR.

Program Outcomes:

- Training of CHOs to identify psychological disorders, enhancing grassroots mental health support.
- Jail visit programs at Salawas Jail introduced engaging activities for prisoners.
- Awareness campaigns conducted on World Mental Health Day for DMHP staff, nursing students, and the public.

Key Initiatives:

- **Manas Foundation's Mental Health Support:** Provided services to over 12,000 residents across 21 care homes, focusing on trauma, family therapy, and preventive workshops.
- **24/7 Mental Health Helpline:** A CSR initiative by AXA France VIE, offering multilingual free counseling across India.
- **Partnership with NCR Biotechnology Institute:** Conducted 12 workshops and 300 therapy sessions, successfully reducing mental health stigma.

Engagement Activities:

- Women's Day quiz themed on gender equality and empowerment.
- Independence Day activities at CHG included kite-making, badge-making, poster-making, and a movie screening.

Gender Sensitization Training:

- Emphasized societal gender stereotypes, equal rights, and professional handling of female victims.
- Focused on crisis intervention, victim-centered approaches, and role-playing exercises.
- Improved police conduct and awareness of gender-based violence, aligning with societal safety goals.

Manas Policies

PSEA Policy - <https://drive.google.com/file/d/1ycWnJs2B7l86aktfO9lvrRA-aQwQmVCT/view?usp=sharing>

POSH Policy - <https://drive.google.com/file/d/1Mzq4VCW1h3lP4KMvOo7lyzjz4zoTssnO/view?usp=sharing>

HR Policy - https://drive.google.com/file/d/1G0fn_PNZ3PlagLQKiwVjjjOOOcu91_l/view?usp=sharing

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