

Annual Report  
2018 - 19

**SUPPORT<sup>®</sup>**  
SOCIETY UNDERTAKING POOR PEOPLE'S ONUS FOR REHABILITATION  
Regn. Number E-10336 (Mumbai)

**Drug Using Street Children & Youth**

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# SUPPORT<sup>®</sup>

SOCIETY UNDERTAKING POOR PEOPLE'S ONUS FOR REHABILITATION  
Regn No E-10336 (Mumbai)

## Drug Rehab Centre for Street Children

**Vision: -**

SUPPORT aims to eradicate substance use among street children and homeless youth to prevent high risk behavior.

**Mission: -**

To encourage street children and homeless youth to give up their drug habit and reduce risk behavior through a process of detoxification, rehabilitation and mainstreaming.

**OUR Trustees**

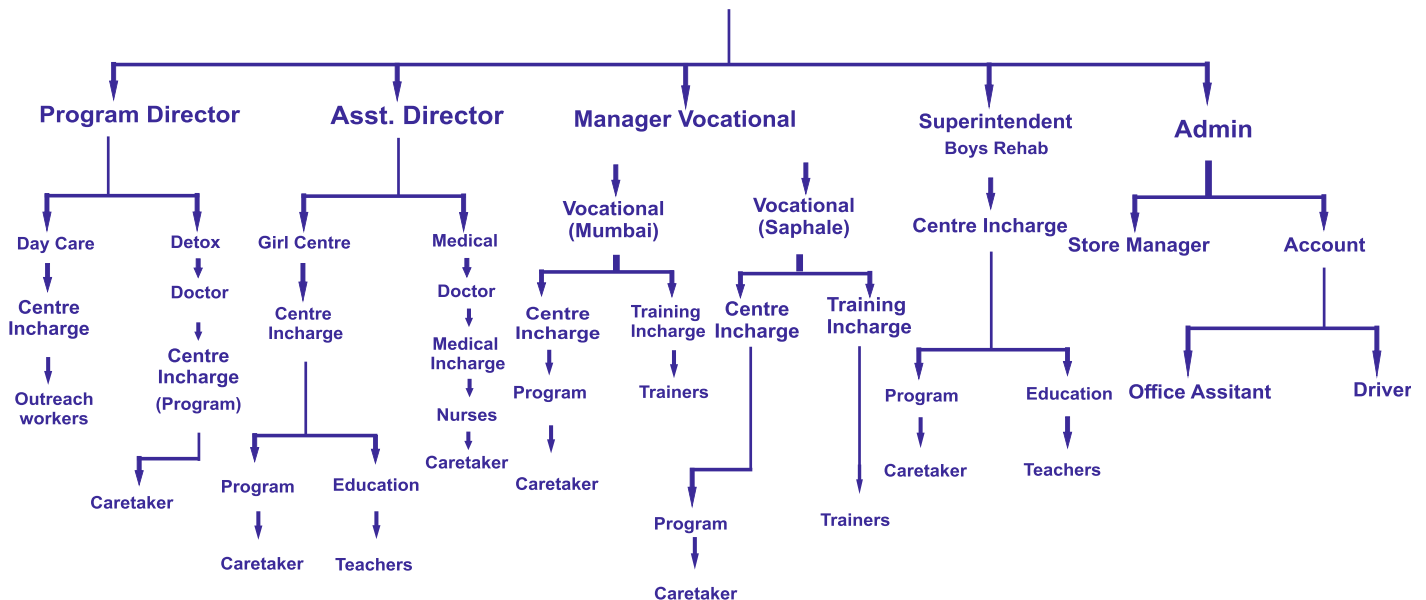
**Mr. Pradeep Agarwal**  
**Ms. Sapna Agarwal**

**Mrs. Kalindi Muzumdar**  
**Dr. Purna Sharma**

**Dr. Ramesh Thakkar**

## Organisation Chart

### Managing Director



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### ***Reflections of the Managing Director:...***

SUPPORT has been in operation since 1982. The founders were college youth who wanted to do good to society. They registered this trust named Society Undertaking Poor People's Onus for Rehabilitation (SUPPORT). In the initial years they worked with HIV patients and especially those on the streets. Then in the year 1992 they took on this mammoth task of dealing with drug using street children and youth. This was an untouched area of work. Ever since, SUPPORT has been motivating, empowering and mainstreaming street children and youth to leave behind their horrible past and look upto a new horizon for them within the mainstream society. We do the handholding through detoxification, rehabilitation and mainstreaming of the children and youth in our care.

Ms.Sujata Ganega has played a major role in rehabilitating these young children through 16 steps programme that she developed through her experience with the addicted children for over 25 years. She has published a book and this is the programme that is unique to SUPPORT. She had the backing of the trustees and the team for this work. The de addiction and rehabilitation programme is conceived as a long term intervention of six months to a year depending on the gravity of the problem and also transforming the children from street culture to a socially accepted behaviour and lifestyle. Sujata's contribution in minimising drug use among children and youth is commendable.

In the past year we have strived to accelerate the programme by starting a new unit for continuous detoxification of boys and youth. We have a team who responds to the needs of those undergoing detoxification through one on one counselling, group sessions, recreation and so on.

We have been successful in collaborating with two NGOs namely Tamarind Tree who has developed digital literacy for children in Dahanu, Maharashtra and Heads Held High (HHH) from Bangalore to impart digital literacy and social skills to our children in rehab centre and youth in Vocational Centre respectively. Both of these projects are sponsored by Asian Paints.

We have built partnerships with NGOs for furthering and reaching out to larger audience about our cause and reaching out to people who may need our help. Anti-drug day was celebrated with lot of enthusiasm by the team at SUPPORT. Every department participated by holding table interactions, street plays, poster exhibitions and so on.

Staff Development and empowerment was taken seriously by enrolling them for training in computer operation and providing laptops and internet access to each and every centre. Now the team can write reports in digital format. Also they have been exposed to different skill sets that are important for fulfilling their responsibilities at SUPPORT.

All these would not have been possible without the support of our funders and donors who have stood by us and believed in our cause. We are grateful to each one of them and look forward to their continued benevolence.

Last but not the least I thank our trustees for their support and guidance in our work.

***Ms.Nigama Mascarenhas***  
***Managing Director***

### ***Day Care Centre for Boys / Youth:...***

Day Care centre for boys /youth is located in close proximity to CST Railway station in Mumbai. Outreach is an essential and an integral activity of the Day Care; wherein the staff establishes contact with the drug using street children/youth on the streets. Over time they are motivated to visit the Day Care centre, so that they can avail of the facilities provided there. The programs in the Day Care are designed and planned in a way to sustain the interest and attention of the addict for longer duration. Addicts who visit the centre usually have chronic diseases, are under-nourished with skin and other infections and poor self-hygiene. A doctor visits the centres regularly to provide medical advice and/or treatment as the case may be.

Emphasis of the program is primarily on creating awareness about ill effects of drug use and motivate them to go for detoxification and a better life for themselves by keeping them engaged the whole day through different programmes, mid-day meals and other facilities. It is the first contact of the addict with SUPPORT before he decides to go in for detoxification and rehabilitation.

Creating drug awareness among the masses is another important area of work at the day care centre.

During the year, SUPPORT staff reached out to **1218** children/youth who had attended the Day Care and participated in the activities and availed of the services [**751**old & **467**new].

#### **Activities undertaken during the reporting period:**

Outreach:

No of street corner meetings held: 57

No of street program/shows held: 3

No of street children reached out to through 1-1 interactions: 1218

No of children mobilized for Detox through outreach: 82



***Drug  
using  
street***





*SUPPORT' outreach staff with the street youth.*



*SUPPORT' outreach staff Street Corner Meeting*

**Education/Recreation:**

- Drug using children/youth are taught that they can learn, live and enjoy life without using drugs.
- Activities like carom, ludo, watching TV, music, dance etc. are organized at the center to keep the children/youth occupied, without using drugs.
- Basic aspects of learning are taught to the children/youth visiting the Day Care center through the Non Formal Education [NFE].

**Number of children/youth who benefitted:**

No of NFE sessions taken: 186

No of indoor games played: 36

No of children participating in the indoor games: 1647 \*

No of children participating in dance therapy sessions held: 401 \*

(\*Duplication in figures occurs due to multifaceted nature of our program, the activities of which need to be reconducted periodically.)



*Haldi Cumcumprogramme with Street women. We create awareness among the women on drug addiction*



*Non Formal education in progress..*

**Children/youth who benefitted:**

No of doctor visits: 194

No of hospital follow-ups: 27

No of children given medication: 80

No of children receiving quality meal: 2631 \*

No of children receiving supplementary nutrition: 1933 \*

Facilities provided in the Day Care Centre -Bath and Sanitation facilities: 1405 \*

(\*Duplication in figures occurs due to multifaceted nature of our program, the activities of which need to be reconducted periodically.)



*The Doctor examines the children and also checks their height and weight.*



*Meal time at the Center*



**Group Sessions:**

- Group Sessions on different topics are held for the children/youth while they are at the center. Sessions overtime reiterates information to ensure children/youth comprehend and assimilate the information imparted.
- Sessions provide children/youth with opportunities to articulate about themselves. It provides a platform for these children/youth to express their woes and resentment about their family situation, life and experiences on the street, their escapades to other places etc. During the year 62 group sessions were conducted on various topics.



*Group sessions in progress at the Day Care Center.*

**Achievements:**

- Collaboration with Ratna Nidhi Trust to provided nutritious meals to the target group.
- Conducted exhibitions and street corner meetings to spread drug awareness.
- Started supplementary nutrition to target group to boost their immunity during detox.
- At the Day Care Centre, four awareness sessions were conducted in two schools in Bandra and Santacruz and 489 children benefited from the same and one exhibition at CST, Mumbai wherein 88 people visited.858 children/ youth took advantage of the services provided and 14 were further supported through our detoxification and rehabilitation programme.

**Challenges and learnings:**

Getting approvals from parents of children with addiction, who are also addicts is a challenge. The child is viewed as a future meal ticket for them and they don't easily consent to her/him being rehabilitated.

**Detoxification Centre Programme:**

Children on the streets are individuals who are isolated and alienated from society leading risky and vulnerable lives. A vast majority of them have run away from their homes. Some of the addicted children are referred to us by NGOs thru CWC while most of the youth are respondent to our outreach programme. They are then placed in our detox centre where access to drugs is strictly denied. Each one is treated by our medical team accordingly. The detox program is normally completed in 21 days after which they are placed in our Vocational or Rehabilitation Centre depending on their age. We have both residential and non-residential programmes.

Their immunity is generally touching rock bottom due to heavy substance abuse combined with malnutrition. Therefore, the aim is to make them medically fit first prior to sending them to the long term residential rehabilitation program. Provision of medical services is on-going to take care of any ailments that may surface. All prescribed medicines and health supplements are provided at the centres.

Detoxification is highly specialized and the planning is carried out with the advice of a qualified Doctor. SUPPORT has an experienced medical team comprising of 3 visiting Doctors, Nurses, and Para Professionals. The management and medical teams at SUPPORT work in consonance so that the detox treatment is successfully executed as per the plans. There is routine investigation of the children/youth – blood/X-Ray to rule out other health problems when they are admitted for detox treatment.

When the initial physical withdrawal period has eased off, it is essential to gradually engage them into other activities at the center like indoor games, listening to music, dance, clay work, drawing/painting, sharing in groups, watching cartoons & feature films/TV, indoor games. It is essential to keep them occupied and happy because their obsession and craving for the drugs does not immediately end after the physical withdrawals have ended with the detoxification.

**Information on substances used by youth [prior to admission for detox]:**

April 18 To March 19	No. of Children /Youth	Solution/ Sniffing Glue	Alcohol	Tobacco/ Gutka/ Cigarettes/ Beedies/ Flavored Beetlenuts	Hashish/ Marijuana	Cocaine/ Heroin/M D/ Brown Sugar
Total	139	51	67	125	63	23

*\* Multiple substances/Drug use is evident from the figures.*

Activity	Yearly Output
DETOXIFICATION	
No of children undergoing detox	<b>139</b>
No of doctor visit s	<b>241</b>
No of investigation referrals	<b>139</b>
No of hospital follow-ups	<b>06</b>
No of children experiencing withdrawal symptoms	<b>139</b>
No of children provided with supplementary nutrition	<b>28</b>
Session as a prelude to drug rehab	<b>177</b>

In August 2019, we started a new center for continuous detox programme to help more children to get this support. We have a team who attend to those who admit themselves for detoxification. We catered to 106 youth during the year.



**Residential rehabilitation program for Boys and Girls:...**

Once the three weeks of detoxification is over children/youth are required to undergo long term residential rehabilitation program. The transition period is a trial for children/youth who find themselves trapped in the closure. When drugs ceases it creates a vacuum that results in disorientation, fragmentation, apprehension, agitation, restlessness and confusion. All this makes it difficult for them to cope considering the new place that is filled with strange children and noise, adds to the inner upheaval and insecurity. This is manifested in various ways among children making it difficult for the children and staff. The staff deals with the situation by relaxing all the rules for a short time till they are used to the new environment and settle down at the center.

Staff plans regular activities to engage children and keep them occupied and also divert their young minds. By participating in the activities they slowly learn to complete assigned tasks at a stipulated time, by sitting in one place and concentrating. Staff over a period of time has developed patience and diligence to motivate and encourage the children to complete the assigned activity.

**A) Summary about Admission :-**

<b>description about Admission</b>	<b>Boys</b>	<b>Girls</b>	<b>Total</b>
No of Children at the beginning of the Month	89	62	151
No of New Admission in the Month	33	00	33
<b>Total Admission</b>	<b>122</b>	<b>62</b>	<b>184</b>
No of Children Discharged/Repatriation	20	14	34
Transfer to SUPPORT – Vocational Training	03	00	03
No of Children - Ngo referral	03	05	08
No of Children Runaway	02	00	02
<b>End of the month Under Programme</b>	<b>94</b>	<b>43</b>	<b>137</b>

**B) Details about School going Boys/ Girls :-**

Name of School	Std	Boys	Girls	Total
B.M.C. School Kalina, Santacruz (E) Mumbai	2 <sup>nd</sup>	03	03	06
B.M.C. School Kalina, Santacruz (E) Mumbai	4 <sup>th</sup>	05	03	08
B.M.C. School Kalina, Santacruz (E) Mumbai	5 <sup>th</sup>	04	04	08
B.M.C. School Kalina, Santacruz (E) Mumbai	6 <sup>th</sup>	12	12	24
B.M.C. School Kalina, Santacruz (E) Mumbai	7 <sup>th</sup>	15	03	18
B.M.C. School Kalina, Santacruz (E) Mumbai	8 <sup>th</sup>	13	06	19
B.M.C. School Kalina, & Samarth Vidhyalay Santacruz (E)	9 <sup>th</sup>	07	05	12
B.M.C. School Kalina, & Samarth Vidhyalay Santacruz (E)	10 <sup>th</sup>	07	03	10
Chetana college	12 <sup>th</sup>	00	02	02
<b>Total</b>		<b>66</b>	<b>41</b>	<b>107</b>

**C) Transformation program and Life Skill Education: -**

Sr. No	Transformation program and Life Skill Education	Boys	Girls	Total
01	No of group therapeutic sessions	72	53	125
02	No of individual 1-1 therapeutic sessions	1476	1379	2855
03	No of LSE sessions taken in house	597	49	646
04	No of LSE sessions taken by visiting resource	26	16	42
05	No of children's meetings taken	34	57	91
06	No of parents' visits/ meeting (Group)	31	08	39

**D) Recreational facilities (picnics, excursions, sports, dance etc.)**

Sr. No	Description	Boys	Girls	Total
01	No of indoor games played	86	121	98
02	No of children participating in the indoor games	1025	62	1087
03	No of picnics held (Small and Big Group)	03	06	09
04	No of outdoor games played	82	45	127
05	No of children participating in the outdoor games	845	62	907
06	No of excursions/field trips conducted/held	02	01	03
07	No of competitions (sports, drawing etc) held in house	149	23	172
08	No of competitions (sports, drawing etc) held outside SUPPORT	24	09	33
09	No of laughter therapy sessions held	29	28	47
10	No of dance therapy sessions held	41	42	83
11	No of cultural/entertainment programs held in house	12	23	35

Sr. No	Description	Boys	Girls	Total
01	No of children availing NFE facility in the Centre (Rehab)	30	09	<b>39</b>
02	No of children undergoing formal schooling	66	48	<b>112</b>
03	No of children availing in house coaching class facility	66	48	<b>112</b>
04	No of children completing grade 10 ( SSC exam) successfully	04	03	<b>07</b>
05	No of children completing grade 12 <sup>th</sup> (HSC exam) successfully	01	04	<b>05</b>

**E) Education facilities for social inclusion**

No	Description	Boys	Girls	Total
01	No of children undergoing open schooling for secondary and senior secondary education	01	00	<b>01</b>
02	No of children taking up higher studies	05	07	<b>12</b>
03	No of children doing short term computer courses to upgrade and increase their market value	04	13	<b>17</b>
04	No of children placed on jobs	01	04	<b>05</b>

F) **Medical Programme :-**

**Matrix at a glance**

<b>MEDICAL DURING REHAB</b>	
No of doctor visits	<b>398</b>
No of Medical session taken	<b>148</b>
No of investigation referrals	<b>887</b>
No of diagnosed and treated in house	<b>2043</b>
No of hospital follow – ups ( Planned )	<b>557</b>
No of hospital follow – ups ( Emergency )	<b>26</b>
No of Hospital admitted – Non surgery	<b>04</b>
No of Hospital admitted – surgery done	<b>02</b>
No of children medicated for chronic ailments	<b>57</b>
No of children provided with supplementary nutrition	<b>1408</b>
Total no of children completely recovered from disease	<b>117</b>

**Programme organized:-**

**Eye Camp**

**Eye Camp in Summer Vacation**

The Eye Camp was organized by the Lion’s Club of Bombay wellington Crescent on 27<sup>st</sup> November 2018. They distributed free spectacles to all the children with weak eye sight. 6 children were referred to the Government run Hospital and their cases are presented. Some of the findings are presented in a Table below:

<b>Ailments Detected</b>	<b>Weak Sight</b>	<b>Eye Hospital Referrals</b>	<b>Normal Eye Sight</b>	<b>Total Children/Youth Checked</b>
Boys’ Rehab Center	25	01	40	56
Girls’ Rehab Center	37	06	42	85
<b>Total</b>	<b>62</b>	<b>07</b>	<b>82</b>	<b>141</b>

**Session on Menstrual Cycle with girls at centre**

**Date :- 28/10/2018 Time :- 11.30 a.m. To 12.45 p.m.**

**Name of facilitators :-Nilima,Jayshree and Geeta ( Gunj)**



- **Special Event's / Program:-Outdoor Activity.**
- **Rugby Sports (Lions Club of Bombay ) : (16/04/2018 - 25/05/2018)**



- **Picnic at Arnala Resort : (16/05/2018 and 17/05/2018)**



Children were taken for picnics on 16/05/2018 and 17/05/2018 at Arnala Resort.

➤ **Parents Meeting: 22/08/2018**



We arranged parents meeting and explained to the parents about SUPPORT and its program. We also discussed the role of parents in this program.



➤ **Teachers Day Celebration: 05/09/2018**

Teacher's day was celebrated on 5<sup>th</sup> September. We honoured all teachers and staff. Lions Club members visited our centre and they also appreciated teachers by giving gifts to them.

➤ **Bal Mahotsav: - 13<sup>th</sup> Dec to 15<sup>th</sup> Dec '18 (3 days)**

BalMahotsav programme was conducted by CWC at Mankhurd. Around 31 children participated in games such as kabaddi, cricket, chess, relay racing, carom, drawing competition, dance, Rangoli, kho-kho and valley ball. CWC gave medals, trophy and certificates to all winner children and respected staff.



➤ **yoga Meditation(16/04/2018 To 20/04/2018)**



*Ms. Pooja and her team conducted yoga and meditation for children in different groups. The teachers were also trained who would carry on the practice with children.*

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**Achievements of Centre**

**All the Boys / Girls from 1<sup>st</sup>std to 11<sup>th</sup>std achieved good marks and all passed.**

**10<sup>th</sup>std children passed with flying colours in SSC Examination.  
Discharged two children and handed over to their family.**

**10<sup>th</sup>std students got admission in reputed college for 11<sup>th</sup> std.**

**Got 3<sup>rd</sup> prize to the child Abdul RehmanShaikh in drawing competition**

**Successfully reunited the 6 children with their families.**

**A child went to outdoor competition through school and he got 3<sup>rd</sup> prize in drawing competition.**

**In the last year we conducted 9 capacity building workshop for our staff which is very helpful in our work to improve our programme quality. Following workshop we conducted with the staff.**



**Vocational Training Centre Programme:...**

Youth while in the rehabilitation program undergo different sessions bringing about transformation appropriate for the mainstream society. Their behavior is monitored so that they don't relapse which would be detrimental for their future. Majority of the youth had run away from their homes when they were young, thus never had the opportunity to go to school. Yet there is another group on the street found to be school drop-outs who had run away from home due to familial/academic issues, which they were unable to deal with while they were at home. Hence, by the time they are in the rehabilitation they are over aged and they are unable pursue education. Instead they opt for learning some skill(s) that would enable them to obtain suitable employment outside the center.

The youth underwent training in the 6 units at the vocational training center. The table below shows the details;

Various Skills Offered	Welding	Carpentry	House Keeping	Electrician	Building and Maintenance	Tailoring	Peer Educator	Total
							----- Social Inclusion	
	34	34	13	43	23	12	52	211

**Life Skills Education (LSE):** The life skills education is the integral part of rehabilitation therapy. All the youth who come for drug de addiction program, come with multiple emotional traumas and the life skill sessions addresses exactly that. After completing detoxification, every recovering addict thinks he is cured of drugs as there is no physical pain. At such a stage LSE helps to shed the mental dependence on the drugs and street life. These Life skills help the youth build coping mechanism. Every resident undergoes the LSE training in the form of group sessions, exercises. The sessions are aimed at building positive personalities out of all the negative emotions the youth have been carrying with them all the while. The LSE sessions are also important for them to survive in the mainstream.

**Job Placement: 42 youth have been placed on jobs.**

Job placement is the biggest challenge that SUPPORT faces because the volatile nature of the youth and their lack of exposure to work in the structured settings. Before placing the youth on jobs, they are oriented to the demands of the mainstream and the adjustments that are to be made to stay in the mainstream. Between April to September, 18 youth have been placed in semi-skilled jobs. The employers are given the background of the youth and constant

monitoring is done with them. The aim is again to keep the youth motivated to retain the job by maintaining the routine.

**Peer Educators (PE): From April -18 to March – 19 (15) youth were inducted under peer educator's programme**

The concept of Peer Educator was introduced to help the youth on their journey to recover and stabilize them in the process. The youth who are found on the path of recovery and show stability, are absorbed into the peer education system. These Peer Educators are given small tasks related to the program with gradual increase in their responsibilities. Their performance is monitored and the feedback is given to them to make improvements. However, the main aim of the PE is to serve as role models to the other recovering addicts. In the months from April to September, **15 new** PE were added.

**Repatriation: From April -18 to March -19 (43) were repatriated and reunited with their families.**

Repatriation is an important part of successful discharge. But repatriation has many challenges. Many times, the family has moved out from the residence that the youth remembers. Some families do not even accept the youth back. With the abject poverty and deprivation in the family, the repatriated youth becomes uncomfortable in his stay with the family and come back. At this stage too, SUPPORT intervenes and helps the youth to stay sober in dire circumstances. At SUPPORT, repatriation is done following a standard protocol. The youth is escorted by a staff member to his residence. Necessary verifications are carried out and the youth is handed over to his family. The period from April 2018 to March 2019 witnessed **43** cases of repatriation.

The output from the start of the program is given in the consolidated form below. Annual Outcome

Outcome		No. of Youth
No. of youth beginning of the year		105
No. of New Youth		106
Total number of beneficiaries in the year		211
Total No of Discharge in the Year		104
Discharge Against Program Advice	06	
Discharge After Programme Completion	10	
Discharge - Job Placement	37	
Discharge - Repatriation	43	
Discharge - Peer	00	
Discharge - Ngo's referral	08	
No. of Youth Runaway		26
Current No. of Youth under Training		81

**Photos of activities (Apr 18 to March 19):**

**Repatriation : 43 Youth Repatriated and reunited with their families.**











- **JJB Boys Parents meeting :-**

On 9<sup>th</sup> April 2018 we organized parents meeting of JJB boys. We gave them awareness about drug addiction and SUPPORT program me and role of parents in getting this children out of drug use and crime.

Parents of 15 boys of JJB Participated in the Meeting.

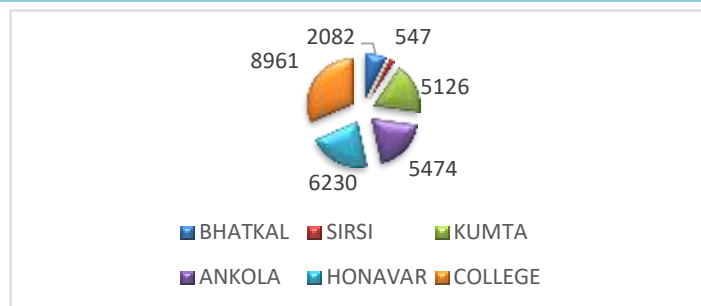




**Awareness Programme in Karnataka:**

Awareness programmes in Karnataka was started in the year 2008 over these years Mr.Satish Naik and Mr.Ullas Prabhu have covered primary, secondary and colleges in six talukas. They have conducted rallies and sessions. The report below speaks for the work they have done in Karnataka.

MASTER DATA PAGE FOR YEAR - 2018-19					
	TALUKS	PRIARY SCHOOL	HIGH SCHOOL	NO OF INSTITUTION	TOTAL
1	BHATKAL	1740	342	18	360
2	SIRSI	256	291	9	300
3	KUMTA	3208	1918	48	1966
4	ANKOLA	3129	2345	54	2399
5	HONNAVARA	2263	3967	51	4018
6	COLLEGE				8961
	<b>TOTAL</b>			<b>180</b>	<b>18004</b>
NAME OF THE TALUKS	BHATKAL	SIRSI	KUMTA	ANKOLA	HONA VAR
STRENGTHCOVERED	2082	547	5126	5474	6230



**Networking :**



**Photo News of Drawing Competition in Karwar Cluster**  
**Modern High School, Halaga, Karwar**





*Networking...*

Asian Paints CSR team and Organise training of Naya Savera for the youth in our care as this would help them for mainstreaming successfully. This training conducted by an organisation called Heads Held High from Bangalore supported by Asian Paints and SUPPORT would provide the infrastructure and target group. One batch of 30 youth completed their training of six months

**I Dream Education**  
**Organisation Delhi – Tab Lab**

Education through tab lab is very useful to create awareness among the children for education and mainstreaming. I dream Education organisation provide us with 80 tabs.

Networking with following organisation for Visibilities / Drug Awareness Programme / Children Referral and to reach out large number of population.

Senhadhar – Pune, Prayas, Don Bosco, Prerana.



**Grateful Thanks to our Donors and Funders**

SUPPORT is grateful for the contribution through financial support as well as the support in kind and services received from various Individuals, Trusts and Corporate. We acknowledge alphabetically, some of our large and regular donors.

*Accenture Employees (routed through CAFI)*

*Azim Premji Philanthropic Initiatives*

*Brihanmumbai Municipal Corporation*

*Charity Aid Foundation Gay – India*

*FDC Limited Mumbai*

*HSBC/Future First Employees*

*IndusInd Bank Employees, India*

*Swissair Staff Foundation for Children in Need, Switzerland*

*United Way Of Mumbai*

