



SMART India Foundation

SMART VOICE



January - March
2026

Editorial

Leading with Purpose and Principles

As we navigate the opening quarter of 2026, Smart Voice remains steadfast in its commitment to progress that is both innovative and deeply rooted in social conscience. The period from January to March 2026 has been a season of intense activity, marked by a renewed focus on grassroots engagement and sustainable development. This edition captures the pulse of our recent initiatives, reflecting a journey that transcends mere reporting to embody a mission of active transformation. From digital literacy drives in rural hubs to our urban sustainability forums, the energy of this quarter has been fueled by a single, driving question: how can we best serve the collective good in an era of rapid change?

This quarter, we have placed a significant emphasis on the backbone of our mission: our people. Through our Social Worker Empowerment Programs, we have conducted intensive capacity -building sessions to equip our team with the latest therapeutic tools and advocacy strategies. Parallely, our specialized counseling workshops have addressed the growing need for mental health support within the community, offering a sanctuary for healing and personal growth. These efforts culminated in diverse community programs that brought together local leaders and residents, fostering a spirit of mutual aid and collective problem-solving. By investing in the skill sets of our workers and the psychological well-being of our citizens, we are creating a robust ecosystem where empathy meets professional excellence.

Our organizational foundation is built upon the Gandhian Constructive Programs, a framework of eighteen pillars that we embrace with the understanding that even the smallest initiative carries a massive vision. We recognise that social work is not a mere "charity" model but a "constructive" one, aimed at building a new social order from the ground up. By focusing on communal unity, the removal of social barriers, and "Nai Talim" (Basic Education), we are operationalising the Gandhian vision of Antyodaya. We

firmly believe that a single candle can defy the darkness; thus, our modest projects are designed to be seeds of a much larger, systemic transformation, proving that size does not dictate the depth of impact.

Expanding on this blueprint, we integrate economic self-reliance and holistic health into our modern social work framework through focused, localised actions. We advocate for a society where manual labor is dignified through village industries and environmental health is secured through rigorous hygiene. While our current footprint may seem humble, our philosophy is rooted in the belief that small, consistent efforts are the only way to achieve "Poorna Swaraj." By fostering local leadership and self-sufficiency, we are not just solving immediate problems; we are nurturing a scalable model of empowerment that proves a few dedicated individuals can indeed change the world.

As we look toward the rest of 2026, let this edition serve as a reminder that great visions are realised through small, purposeful steps. Our commitment to Gandhian principles is a bold stride into a more ethical future, where the quality of our work outweighs the quantity of our resources. We challenge our readers and partners to join us in this "experiment with truth," recognising that every small gesture of service contributes to a grander design of equity and peace. Together, we will continue to prove that with a clear vision and a dedicated heart, no initiative is too small to spark a revolution of kindness and self-sufficiency.

- Team Smart India

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Fresh space for a new year

On 5th January 2026, the organization successfully shifted its office from Broadway, Ernakulam to Angamaly. This relocation was undertaken to enhance operational efficiency, improve accessibility, and expand outreach activities in new regions. The new office at Angamaly marks an important milestone in the foundation's growth and commitment to community service.



COMMUNITY PROGRAMMES

Mental Health Survey

On 23rd January 2026, a Mental Health Survey was conducted across Aluva, Edappally, Kaloor, and Vytila by the SMART interns from KMM College Thrikkakkara. The entire group divided into 4 groups and conducted the activity. The survey aimed to assess public awareness, common mental health concerns, and the need for support services. The activity also helped the interns to identify the community-level mental health challenges, unawareness and strengthening outreach strategies.



Mental Health Survey

The Social Work trainees conducted a Mental Health Survey in various premises of Angamaly town with the objective of understanding the level of mental health awareness among the people of Kerala. The survey aimed to assess general awareness, attitudes, and perceptions related to mental health issues, stigma, and the availability of support services.

The study was carried out in selected locations across Angamaly Town and Angamaly South areas. For effective data collection and better coordination, the

interns were divided into two groups. Each group was assigned specific areas to ensure wider coverage and systematic interaction with the public. The trainees approached individuals in public spaces, explained the purpose of the survey, and collected responses using a structured questionnaire. Care was taken to maintain confidentiality and obtain consent before recording responses. The interaction also created an opportunity to briefly educate participants about the importance of mental health and the need to seek professional help when required. The survey helped the trainees gain practical field exposure and a clear understanding of the existing level of mental health awareness in the community. The activity also enhanced their communication skills, teamwork, and ability to engage with the public on sensitive topics.



Baseline Survey

The Social Work trainees from Rajagiri College of Social Sciences conducted a baseline survey on 10th and 11th February in Ward 19 of Angamaly Municipality with the objective of studying the socio-economic conditions and community needs of the area. Ward 19 includes the localities



of Josepuram and Kavaraparambu, which were covered as part of the survey.

The purpose of the baseline survey was to collect primary data to understand the demographic profile, living conditions, available resources, and major concerns of the

residents within the ward. The trainees visited households across Josepuram and Kavaraparambu and gathered information through structured questionnaires and direct interaction with family members.

During the survey, details related to education, occupation, income sources, health status, and access to basic amenities were documented. The trainees ensured respectful communication and maintained confidentiality while collecting responses. The survey provided valuable field exposure to the trainees and helped them gain a clearer understanding of the community structure and existing needs of Ward 19. The information collected will serve as a foundation for planning appropriate community-based interventions and future development activities in the area.

COMMUNITY VISITS

A Visit to Snehasadan

On January 30, 2026, SMART India Foundation interns planned a Community Visit to Snehasadan. The programme sought to increase contact, better understand community needs, and develop partnerships with local institutions. It also gave interns real-time experience with community-based support systems and institutional care techniques. During the visit, the interns interacted directly with the offenders to learn about their personal backgrounds, psychosocial issues, and everyday living situations. Meaningful interactions helped to create rapport and acquire insight into the residents' concerns. Interns performed informal interviews and launched case study work as part of the learning process to analyse individual requirements and the institution's available support mechanisms. The visit helped the interns get a practical grasp of social work intervention, observation skills, and sympathetic communication. Overall, the community visit provided an invaluable field experience that linked academic knowledge to actual implementation.



Vincent De Paul Nagar Visit

On 14 March 2026, MSW interns from SSUS Kalady and DIST Angamaly conducted a community visit and need assessment at Vincent De Paul Nagar, a temporary residential area located in Ward 21, Areeckal, Angamaly, for elderly residents. The visit was organized as part of fieldwork learning, aiming to



understand the living conditions, needs, and challenges faced by the elderly through direct interaction and observation. During the visit, interns carried out house visits and interacted with residents, including elderly couples, women, and men living within the community. Through rapport building, observation, and informal conversations, valuable insights were gathered regarding the social, emotional, and health-related concerns of the residents. The visit also helped interns understand the overall functioning and environment of the residential setting.

A need assessment was conducted to identify key issues affecting the residents. One of the major concerns observed was digital illiteracy, as many elderly individuals lacked the skills and confidence to use mobile phones and access digital services. This limitation affected their ability to communicate effectively and utilize essential online resources. Health-related issues



including age-related challenges and ongoing care needs, were prominent. Mental health concerns like loneliness and distress also highlighted the need for targeted support. The visit enhanced interns' understanding of elderly care and identified key intervention areas such as digital literacy, health awareness, and psychosocial support.



National Youth Day – A Grand Success!

On 12th January 2026, National Youth Day Programme was conducted at Union Christian College, Aluva organised by Centre for Peace Studies and Dialogue & Loyola Institute of Peace and International Relations in association

with different clubs of the college. The 2 hour-program started at 10.00 AM and dispersed at 12.00 PM. Dr. Jenee Peter, Director of CPSD welcomed the delegates and participants to the event, Mr Luis Thomas and Fr. Rosan Roy SJ, Assistant Director, Loyola Institute of Peace and International Relations delivered the felicitations. A total of 50 students actively participated in the programme moreover, 25 students were from SMART India Foundation. The session focused on youth empowerment, current global concerns, social responsibility, and international relations.

Mental Health Awareness Campaign

On 14th February 2026 as part of the Mental Health Awareness Campaign, the students organized a community-based initiative to understand public perception and awareness regarding mental health. The activity was conducted in different areas of Angamaly with the objective of engaging directly with the public and encouraging open conversations about mental well-being.

The students approached members of the public in various locations including marketplaces, and other common gathering spaces. They briefly explained the purpose of the campaign and sought informed consent before recording responses. Individuals from different age groups and backgrounds were invited to share their thoughts, experiences, and opinions related to mental health awareness. The interaction focused on understanding their knowledge about mental health issues,

common misconceptions, attitudes towards seeking professional help, and the level of stigma present in society. Through these interactions, it was observed that while many people have a basic understanding of mental health, there is still a need for greater awareness and openness. Some participants spoke about the importance of emotional support within families and communities, while others highlighted the fear of judgment that prevents individuals from seeking help. The students ensured respectful communication and maintained ethical considerations throughout the process.

It enhanced their communication skills, confidence in public engagement, and understanding of community attitudes. Overall, the activity contributed meaningfully to promoting mental health awareness and reducing stigma within the community.

NILAA Women's Day Programme



The Women's Day programme NILAA, centered on "Managing Stress and Emotional Burnout for Women," was held on March 8, 2026, for members of Deepthi and Deepam Kudumbashree, Ward 21, Angamaly Municipality. Organized as part of Women's Day observance, the programme created a space for awareness, reflection, and collective support among women.

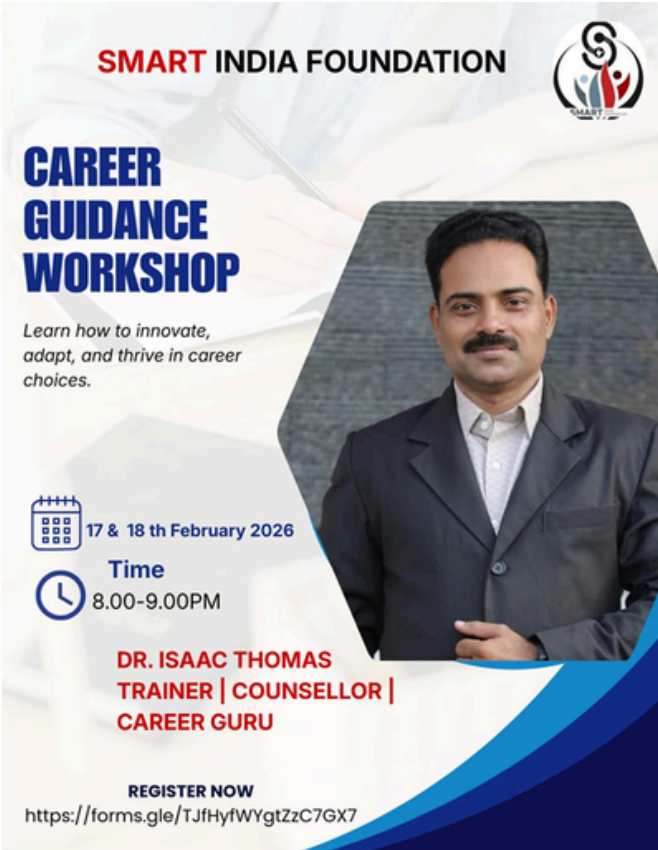
The event began with a prayer song, setting a calm and positive tone, followed by the ceremonial lighting of the lamp by dignitaries and participants—symbolizing hope, empowerment, and the resilience of womanhood. The inaugural session marked a thoughtful beginning, leading into a welcome address that emphasized the significance of Women’s Day and the need to address stress and emotional burnout among women managing multiple roles. The core of the programme was an engaging awareness session on stress and emotional well-being. The resource person discussed the causes and symptoms of stress, along with the emotional challenges women face in everyday life. Practical strategies for identifying and managing burnout were introduced, including breathing techniques, relaxation exercises, and positive coping methods. The session was interactive, with participants sharing personal experiences, fostering a sense of connection and mutual understanding. Adding a lively touch, a Zumba session was conducted as the concluding activity. It brought energy and enthusiasm, highlighting the role of physical activity in reducing stress and promoting emotional wellness. The program concluded with participant feedback and a vote of thanks, marking it as a meaningful and successful initiative.

WORKSHOPS

Career Guidance Workshop

The first day of the Career Guidance Workshop was conducted on 17 February 2026 from 8.00 pm to 9.00 pm. The session was led by Dr. Isaac Thomas, with the participation of 50 attendees. The programme aimed to help participants gain clarity about career planning and informed decision-making in the present competitive environment.

The session began with an introduction to the concept of career planning and the importance of understanding one's interests, strengths, values, and long-term goals. The resource person emphasized that choosing a career should not be based solely on external influence or trends, but on individual aptitude and passion. Participants were encouraged to reflect on their personal abilities and identify areas where they could perform confidently and consistently. Dr. Isaac Thomas discussed different academic streams and professional pathways available after higher secondary and graduation. He explained how to analyse career options by considering factors such as scope, stability, required qualifications, and future growth opportunities. The importance of setting short-term and long-term goals was highlighted, along with practical suggestions on how to work steadily toward achieving them. The session also addressed common doubts and confusion faced by students while selecting courses and professions. Through examples and real-life experiences, the resource person guided participants to approach career decisions in a structured and thoughtful manner. The interaction was open and engaging, with several participants sharing their concerns and aspirations. The session concluded at 9.00 pm with participants expressing that the discussion helped them think more clearly about their future plans.



SMART INDIA FOUNDATION

CAREER GUIDANCE WORKSHOP

Learn how to innovate, adapt, and thrive in career choices.

17 & 18 th February 2026

Time
8.00-9.00PM

DR. ISAAC THOMAS
TRAINER | COUNSELLOR |
CAREER GURU

REGISTER NOW
<https://forms.gle/TJfHyfWYgtZzC7GX7>

The second day of the Career Guidance Workshop was held on 18 February 2026 from 8.00 pm to 9.00 pm, continuing under the guidance of Dr. Isaac Thomas. The session was attended by 35 participants and focused on practical preparation and future readiness.

The session concentrated on higher education opportunities, emerging career fields, and the skills required to succeed in different professions. Dr. Isaac Thomas explained the importance of developing both academic knowledge and practical competencies. He spoke about internships, certification courses, competitive examinations, and continuous skill enhancement as essential steps in building a strong professional profile. He also encouraged participants to stay updated with industry trends and to make use of available learning resources. The discussion further covered the value of adaptability and lifelong learning in a rapidly changing job market. Participants were advised to remain open to new opportunities and to focus on consistent personal growth rather than immediate results. Several practical suggestions were shared to help students plan systematically for higher studies and career advancement.

A key focus of the session was skill development. The resource person emphasized that academic qualification alone is not sufficient in today's competitive environment. Communication skills, problem-solving ability, adaptability, and continuous learning were highlighted as essential qualities for professional success. The importance of internships, practical exposure, and certification programmes was also discussed. The need for skill assessment was specifically addressed during the session. Dr. Isaac Thomas explained how structured skill assessment can help individuals understand their strengths and areas for improvement. Based on the interaction and concerns shared, he recommended that three participants consider undergoing a formal skill assessment to gain better clarity in their career direction. The session was participatory and reflective, with attendees raising relevant questions regarding career options, course selection, and job prospects. The workshop concluded at 9.00 pm with a clear message on the importance of careful planning, dedication, and self-belief in achieving career goals.

Compassion in Action : A practical workshop on counselling essential and ethical practice

SMART India Foundation organized a three-day workshop titled Compassion in Action: A Practical Workshop on Counselling Essentials and Ethical Practice from 2nd March to 5th March 2026 from 8.00 PM to 9.00 PM. The workshop aimed to strengthen participants' knowledge and practical understanding of counselling skills, school counselling strategies, and ethical practice in counselling. Each session was handled by experienced resource persons and provided valuable insights for social work practice.

The first day session was led by Mrs. Seby Johny, Counselling Psychologist, on the topic Basic Counselling Skills for Social Workers. The session focused on foundational counselling skills necessary for social workers, including active listening, empathy, rapport building, communication, and responding skills.

The resource person explained how these skills are essential in building effective helping relationships and managing real-life counselling situations. The session enhanced participants' confidence and understanding of practical counselling processes.



SMART INDIA FOUNDATION
Social Work Movement for Action Research and Training

COMPASSION IN ACTION: A PRACTICAL WORKSHOP ON COUNSELLING ESSENTIALS AND ETHICAL PRACTICE



Mrs. SEBY JOHNY
COUNSELLING PSYCHOLOGIST,
SMART India Foundation



Ms. ANILA ARJUN
LIFE SKILL EDUCATOR & SCHOOL COUNSELLOR



Dr. SEMICHAN JOSEPI
DIRECTOR, MINDBLISS COUNSELLING CENTRE

Join our engaging Online Counselling Workshop designed to introduce the essentials of counselling. Enhance your skills and gain practical insights to build confidence in real-life counselling situations.

March 2, 2026 - March 4, 2026 8.00 PM - 9.00PM

www.smartindiafoundation.org

The second day session was conducted by Ms. Anila Arjun, Life Skill Educator and School Counsellor, on Bridging Minds: Effective Strategies for Handling Teachers and Students in School Counselling. The session provided practical knowledge on counselling within school settings and addressed methods for handling students and teachers effectively. Discussion focused on student needs, communication strategies, conflict management, and counselling interventions in schools. The session helped participants understand the importance of guidance and

support systems in educational settings. The third day session was led by Dr. Semichan Joseph, Director of Mindbliss Counselling Centre, on Ethical Issues, Confidentiality and Boundaries in Counselling. The session emphasized ethical principles in counselling practice, confidentiality, professional boundaries, and responsible decision-making. The discussion highlighted the importance of ethical conduct and professionalism in maintaining trust and effective counselling relationships.

Overall, the three-day workshop was highly informative and practical, providing participants with valuable learning experiences in counselling skills, school counselling approaches, and ethical practice. The workshop contributed to strengthening professional competence and deepening understanding of counselling as an essential component of social work practice.

NGO Networking for Peace and Harmony

A workshop on NGO Networking for Peace and Harmony was held on 5 March 2026 at the Loyola Institute of Peace and International Relations (LIPI), Lumen/Jyothis, Kaloor. The programme, conducted from 10.00 AM to 3.30 PM, brought together 18 representatives from 10 NGOs, creating a vibrant platform for dialogue and collaboration.

The session began with a welcome address by Fr. Binoy Pichalakkattu, who introduced the mission and activities of LIPI and emphasised the importance of collective efforts in fostering peace and social harmony. The keynote presentation was delivered by Dr. Denzil Fernandes SJ, Head of the Department of Peace and Reconciliation at the Indian Social Institute. He outlined a multi-dimensional approach to peacebuilding, including peace clubs in schools and the integration of peace studies in higher education. Key focus areas highlighted included social inclusion and democracy, labour migration, and peace and reconciliation.

A major highlight was the introduction of the project “Promoting Social Harmony Through Capacity Building of Harmony Builders in South India” (2025–2028). Grounded in the principles of SDG 16 and constitutional values, the initiative aims

to institutionalise a culture of peace by training professionals and empowering communities. Participating NGOs were encouraged to integrate peace themes into their work, establish peace clubs, nominate representatives for training, and identify youth ambassadors for peace.

The workshop also outlined objectives such as empowering youth, forming community peace committees, and training leaders to undertake independent peace initiatives. Proposed activities included awareness programmes, interfaith celebrations, and observance of international days dedicated to peace and fraternity. Schools, in particular, were encouraged to nurture peace values through student-led initiatives like peace prayers, songs, and creative expressions.

Post tea break, participants engaged in an interactive introduction session, followed by a discussion led by Fr. Rossan on the root causes of violence and social unrest. The afternoon session featured group discussions where participants explored both individual and collaborative strategies to promote peace within their communities. The workshop concluded on a hopeful note, reinforcing the importance of networking and shared responsibility among NGOs in building a more peaceful and harmonious society.

SOCIAL WORKERS' EMPOWERMENT PROGRAMMES

INAUGURATION OF THE 16TH BATCH OF INTERNSHIP PROGRAMME



On 19th January 2026, the Inauguration of the 16th Batch Internship Programme exclusively opened for IGNOU students was successfully organized by SMART India via Google meet. Dr. Semichan Joseph welcomed all the participants and Dr.Xavier Vinayaraj inaugurated the activities of new batch. A total participation of 15 members was there. The purpose of field work was introduced to interns and explained the objectives, structure, responsibilities, and expected outcomes of the internship. The programme aims to provide practical exposure, field experience, and skill development opportunities to students. The one hour session ended with the vote of thanks delivered by Programme Manager Ms. Mariya Benny and the session end at 9.00 PM



Empowerment through Social Work methods

The 94th SEP session was held on January 22, 2026, and the theme was "An Introduction to Social Work Methods." Ms. Sherin Paul, an assistant professor at DePaul School of Social Work, taught the seminar. The one hour programme began at 8 p.m. Ms. Mariya Benny, Programme Manager, opened the session by welcoming the resource person and attendees. The program presented a thorough grasp of social

work practices, emphasizing both primary and secondary approaches. The core methods presented were case work, group work, and community organization, although supplementary approaches such as social welfare administration, social work research, and social action were also explained. A total of 18 people attended and actively participated in the session. Following the interactive session and clarification of questions, the vote of appreciation was given, and the program ended at 9.00 PM.



Functions of NGO

The 95th SEP session was held on January 29, 2026, on the theme "NGO and Functions of NGO." The workshop was led by Ms. Anupama Rajan, Project Coordinator of Welfare Services Ernakulam. The programme attracted a total of 20 participants. The session discussed the concept, structure, and major functions of non-governmental organizations (NGOs) in the social development sector. The resource person presented the administrative

framework of non-governmental organizations (NGOs), which includes governing bodies, management committees, and field activities. She discussed the key activities of non-governmental organizations (NGOs), including service delivery, advocacy, community mobilization, capacity building, and policy impact.

Also the session discussed several types of registrations in India, such as Trusts, Societies, and Section 8 Companies, CSR, FCRA and the legal criteria for each. Social workers' roles in NGOs were highlighted, with tasks including project implementation, community participation, documentation, monitoring, and evaluation. The session was both instructive and participatory, allowing participants to obtain practical information regarding the operation and management of non-governmental organisations (NGOs).

Government Welfare Schemes for Transgender Persons

The 96th SEP session on Government Welfare Schemes with a special focus on Trans people was held on January 30, 2026, from 8 p.m. to 9.00 p.m., with Ms. Minerva Mary Therez as the resource person. 20 people attended the programme. The event aims to raise knowledge about the many humanitarian and legal protections accessible to transgender people in India. The speaker emphasized the importance of the Transgender Persons (Protection of Rights) Act, 2019, in promoting equality, non-discrimination, and Trans persons' rights. She also mentioned important government efforts like the SMILE Scheme, which focuses on livelihood support, rehabilitation, and general empowerment. Detailed information was supplied on identification certification procedures, educational and healthcare systems, skill development programs, housing aid, and financial inclusion measures.



SMART INDIA FOUNDATION
SOCIAL WORK MOVEMENT FOR ACTION RESEARCH AND TRAINING
(SEP 96)

**GOVERNMENT WELFARE SCHEMES FOR
TRANSGENDER PERSONS**



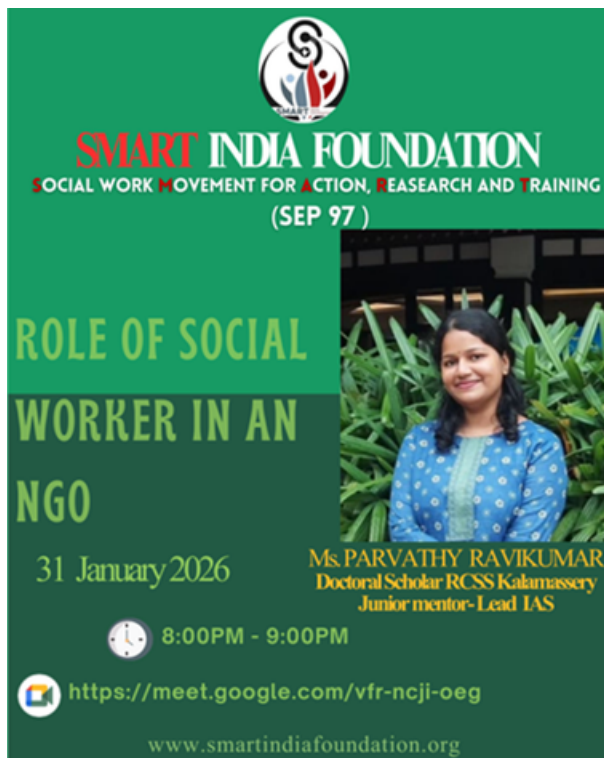
MS. MINERVA MARY THEREZ
ASST. PROFESSOR
ST. PAUL'S COLLEGE CHALAKKUDY

TIME : 8.00 PM -9.00 PM
meet.google.com/ufk-wcwe-dmk
30/01/2026

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The discussion also addressed the practical problems that trans people encounter when trying to get welfare benefits, such as a lack of information, documentation barriers, and societal stigmas. Participants actively participated in the discussions, clarifying questions about eligibility requirements of the scheme and application procedures. The session closed with an emphasis on social workers' roles in advocating, facilitating, and guaranteeing inclusive service delivery for the transgender community.

Role of Social Worker in an NGO



On January 31, 2026, the 97th SEP session on the topic "Role of Social Worker in an NGO" was held from 8 p.m. to 9.00 p.m. Ms. Parvathy Ravikumar led the session, which included 15 members. The session focused on the diverse function of social workers in non-governmental organizations (NGOs). The resource person outlined essential tasks such as community mobilization, project planning and implementation, case management, documentation, monitoring and evaluation, advocacy, and stakeholder coordination. The

emphasis was also on ethical practice, professional accountability, and sustaining rapport with recipients and the community. The event was instructive and improved participants' understanding of professional roles and responsibilities in the development sector or Non-Governmental Agencies.

Difference between Social Casework and Counselling

The 98th SEP session on the topic "Difference between Social Casework and Counselling" was conducted on 02 February 2026 from 8.00 pm to 9.00 pm. The session was handled by Sr. Jibitha MSJ, Psycho/Social Counsellor, St. Joseph Pain

and Palliative Care Trust, Nagaland. A total of 25 participants attended the programme. The resource person explained the concept, objectives, and scope of Social Casework and Counselling. The session highlighted the key differences between the two methods in terms of approach, techniques, professional role, and area of intervention. It was emphasized that Social Casework follows a systematic process including study, diagnosis, treatment, and evaluation with a person-in-environment perspective, while

Counselling mainly focuses on emotional support, guidance, and behavioral change through therapeutic communication. The session was highly engaging and enriching. The participants actively participated in the discussion, raised relevant questions, and shared their insights. The programme formally concluded at 9.00 pm.



De - Addiction Counselling

The 99th SEP session on the topic “De-Addiction Counselling” was conducted on 04 February 2026 from 8.00 pm to 9.00 pm. The session was handled by Mr. Francis Moothedan, Project Director, MMMIRCA, MOSCMCH Kolenchery. A total of 25 participants attended the programme. The resource person explained the concept, need, and process of de-addiction counselling in the present social context. The session focused on understanding understanding substance abuse, its psychological and social impact, and the importance of timely intervention. Various stages of addiction, counselling techniques, relapse prevention strategies, and the role of family support were discussed in detail. The speaker also highlighted the professional role of social worker

and counsellors in rehabilitation centres, emphasizing motivation building, behaviour modification, and continuous follow-up. Practical examples and case illustrations were shared to provide better clarity to the participants. The session was interactive and informative. Participants actively engaged in discussion and clarified their doubts. The programme concluded successfully at 9.00 pm.



100th SEP on Documentation Techniques for Effective Case Management

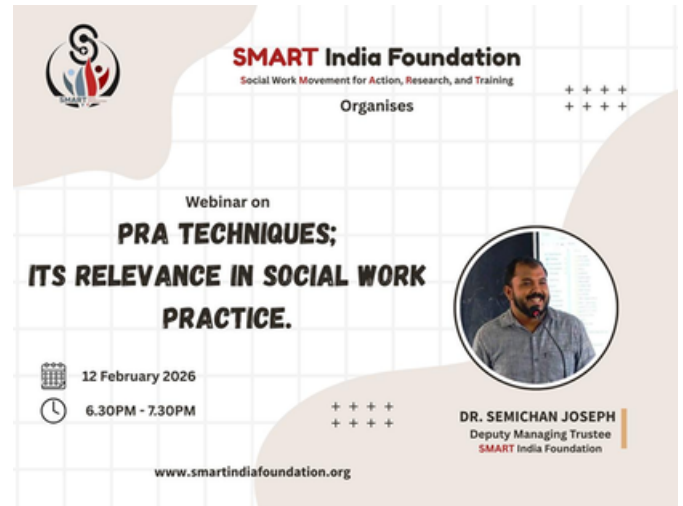
The session on “Documentation Techniques for Effective Case Management” was conducted on 07 February 2026 from 8.00 pm to 9.00 pm. The session was led by Ms. Krishnendu K B, Assistant Professor, St. Joseph’s College Irinjalakuda. A total of 20 participants attended the programme. The session was organized as the 100th SEP (Social workers Empowerment Programme) session,

marking a significant milestone. The resource person explained the importance of systematic documentation in social work practice. The session covered various documentation methods used in case management, including intake records, assessment reports, case history recording, progress notes, treatment plans, and evaluation reports. Emphasis was given to maintaining accuracy, confidentiality, objectivity, and professional ethics while recording client information.

The speaker also highlighted the role of proper documentation in ensuring accountability, continuity of care, legal protection, and effective service delivery. Practical examples were shared to help participants understand how to maintain clear, concise, and organized case records. The session was both insightful and participatory, with enthusiastic involvement from the attendees. The programme formally ended at 9.00 pm, marking the completion of one of the milestones.

Online Session on PRA Techniques

An online session on the topic “PRA Techniques; Its Relevance in Social Work Practice” was conducted on 12 February 2026 from 6.30 pm to 7.30 pm. The session was handled by Dr. Semichan Joseph, Deputy Managing Trustee, SMART India Foundation. A total of 25 participants from both RCMAS and IGNOU 16th batch interns attended the programme.



The resource person explained the concept and significance of Participatory Rural Appraisal (PRA) techniques in community-based social work practice. Various PRA tools such as social mapping, resource mapping, transect walk, seasonal calendar were discussed. The session emphasized community participation, empowerment, and the importance of involving local people in planning and decision-making processes.

Dr. Joseph highlighted how PRA techniques help social workers understand grassroots realities, identify community needs, and design sustainable interventions. Practical examples were shared to enhance understanding of field application. The session was engaging and academically enriching. Participants actively took part in the discussion and clarified their queries. The programme formally concluded at 7.30 pm.

Ethical Decision making

The 101st SEP session on the topic “Ethical Decision Making in Social Work Practice” was conducted on 13 February 2026 from 8.00 pm to 9.00 pm. The session was led by Ms. Hasna Hassan, Community Women Facilitator, Local Self Government Department, Kunnukara. A total of 20 participants attended the programme. The resource person discussed the importance of ethics in professional social work practice. The session focused on core values, professional boundaries, confidentiality, informed consent, and responsible decision-making while handling

client situations. Real-life examples were shared to explain how social workers often face ethical dilemmas and the need to balance professional principles with practical realities. Ms. Hasna Hassan also explained the steps involved in ethical decision-making, including identifying the issue, reviewing professional standards, considering possible consequences, and choosing the most appropriate course of action. The discussion helped participants understand the practical application of ethical principles in fieldwork.

The session was meaningful and well-received, with participants actively engaging in the discussion and sharing their viewpoints. The programme formally concluded at 9.00 pm.

Ethics and Professional Conduct

An online session on “Ethics and Professional Conduct in Social Work Practice” was held on 16 February 2026 from 8.00 pm to 9.00 pm. The session was handled by Mr. Lims Thomas. A total of 15 participants attended the programme.

The resource person spoke about the importance of maintaining professional standards in social work practice. The discussion covered key areas such as professional values, accountability, respect for clients, confidentiality, and responsible behaviour in field settings. Emphasis was given to the role of integrity, transparency, and commitment while working with individuals, families, and communities.

Mr. Lims Thomas also shared practical insights from field experience, explaining how ethical awareness guides professional conduct in challenging situations. The



SMART INDIA FOUNDATION
Social Work Movement for Action Research and Training

SOCIAL WORKER'S EMPOWERMENT PROGRAMME (101)
ETHICAL DECISION MAKING IN SOCIAL WORK PRACTICE

MS. HASNA HASSAN
Community Women Facilitator
Local self government Department,
Kunnukara

8:00-9:00 PM 13 FEBRUARY 2026

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SMART INDIA FOUNDATION
Social Work Movement for Action Research and Training

SOCIAL WORKER'S EMPOWERMENT PROGRAMME (102)
ETHICS AND PROFESSIONAL CONDUCT IN SOCIAL WORK PRACTICE

MR. LIMS THOMAS
Assistant Professor
Dept. of Social Work
Vimala College (Autonomous)
Thrissur

8:00-9:00 PM 16 FEBRUARY 2026

WWW.SMARTINDIAFOUNDATION.ORG

session helped participants reflect on their responsibilities as future social work professionals. The discussion was thoughtful and participatory, with attendees sharing their views and raising relevant questions. The programme came to a formal close at 9.00 pm.

Her Safety, Her Rights



An online session on “Her Safety, Her Rights” was organized on 7 March 2025 from 8:00 PM to 9:00 PM by SMART India Foundation, Angamaly in association with the Department of Social Work, SSUS Kalady, as part of International Women’s Day observance. The programme was conducted in virtual mode with around 20 participants and featured Ms. Hasna K H, Social Activist, as the resource person. The session focused on creating awareness about women’s safety, rights, and legal protections, while also empowering participants through knowledge and discussion.

The resource person delivered an insightful and engaging session covering the historical background of women’s rights movements and the evolution of legal safeguards for women in India. Important legislations and protective mechanisms were discussed in detail, including constitutional provisions for women, the Protection of Children from Sexual Offences (POCSO) Act, the Prevention of Sexual Harassment at Workplace (POSH) Act, and the Protection of Women from Domestic Violence Act, 2005. The session highlighted the significance of these laws in protecting women and children, promoting justice, and ensuring safe spaces in homes, institutions, and workplaces.

Special emphasis was given to understanding various forms of violence and harassment faced by women, the rights available to survivors, and the legal remedies and support systems accessible to them. The resource person explained these topics in a simple and practical manner, enabling participants to connect legal concepts

with real-life situations. The discussion also focused on awareness, prevention, and the role of individuals and society in promoting gender justice and safety.

The session was interactive throughout, with active participation from attendees. Participants engaged in discussions, raised questions, and clarified doubts related to women's rights and legal protections. The doubt-clearing segment further strengthened understanding and made the programme participatory and meaningful. The resource person's clear presentation and interactive approach contributed greatly to the effectiveness of the session.

Overall, the programme was highly informative and impactful, serving as a meaningful observance of International Women's Day. It enhanced participants' awareness of women's rights, safety mechanisms, and legal protections while encouraging a rights-based perspective towards gender issues. The session concluded successfully with gratitude to the resource person and organising team for conducting an empowering and relevant programme.

Basics of Social Work Research

The 103rd SEP session on the topic "Basics of Social Work Research" was conducted on 9th March 2026 from 8:00 pm to 9:00 pm, with the participation of 25 attendees. The session was led by Mr. Garsho Rahul, Ph.D. Research Scholar from the Department of Social Work, Bharathidasan University.

The session began with an introduction to the significance of research in social work. The resource person explained how research serves as a foundation for understanding social issues in a scientific manner and for developing effective, evidence-based interventions. He outlined the basic concepts of research, including its meaning, purpose, and key characteristics such as objectivity, systematic inquiry, and reliability. Mr. Garsho further elaborated on the research process, detailing essential steps such as problem identification, literature review, data collection, data analysis, and drawing conclusions. He also highlighted the distinction between qualitative and quantitative research methods, explaining their respective importance and application in social work practice.

A key focus of the session was on the practical relevance of research in bringing about social change. The speaker emphasized how research contributes to policy-making, programme development, and community interventions. Ethical considerations in research were also discussed, including the importance of confidentiality, informed consent, honesty, and respect for participants. The session was interactive and engaging with participants actively contributing to



discussions, asking questions, and sharing their perspectives. It concluded at 9:00 pm, leaving participants with a clearer understanding of the fundamentals of social work research and its real-world applications.

Basics of Social Work Research



The 104th SEP session on the topic “Role of Community Counsellor in Women Community” was conducted on 10th March 2026 from 8:00 pm to 9:00 pm, with the participation of 25 attendees. The session was led by Ms. Nithila A T, Community Counsellor at Kudumbashree District Mission, Ernakulam.

The session began with an introduction to the importance of community counselling, particularly in addressing the diverse challenges faced by women

in society. The resource person explained the vital role of community counsellors in supporting women through emotional, social, and economic difficulties. She described how counsellors act as facilitators, enabling women to build confidence, make informed decisions, and access essential services and support systems.

Ms. Nithila also shared insights into real-life situations commonly faced by women, including domestic conflicts, financial hardships, and mental health concerns. She explained how counselling interventions can provide guidance, emotional support, and practical solutions in such contexts. Emphasis was placed on key counselling skills such as empathy, active listening, and building trust, which are crucial for effective engagement with individuals and communities.

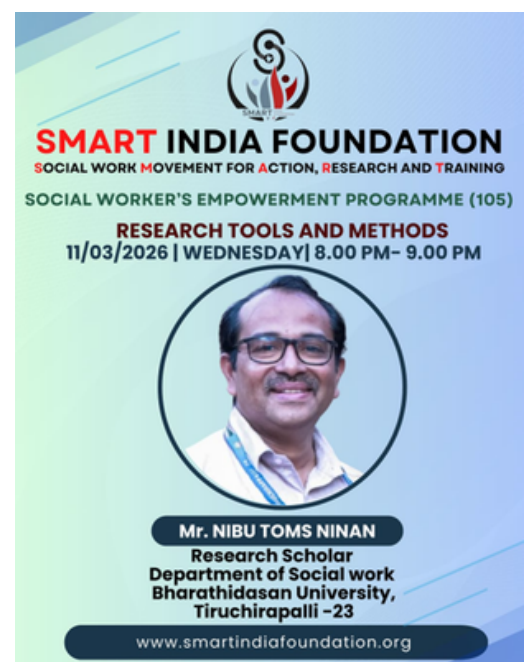
The session further highlighted the importance of empowering women at the grassroots level through awareness, community participation, and the strengthening of local support networks. Ethical considerations in counselling practice, including sensitivity, confidentiality, and respect, were also discussed.

The session was interactive and enriching, with participants actively engaging in discussions, raising thoughtful questions, and sharing their perspectives. The programme concluded by 9:00 pm, leaving participants with a deeper understanding of the role and impact of community counsellors in women's empowerment.

Research Tools and Methods

The 105th SEP session on the topic “RESEARCH TOOLS AND METHODS” was conducted on 11th March 2026 from 8:00 pm to 9:00 pm. The session was conducted by Mr. Nibu Toms Ninan, Research Scholar, Department of Social Work, Bharathidasan University, Tiruchirapalli-23. A total of 25 participants attended the programme.

The session began with an overview of the importance of using appropriate tools and methods in social work research. The speaker explained that selecting the right research tools is essential for collecting accurate and reliable data. He introduced various research tools such as questionnaires, interviews, observation, and case studies, explaining their uses in different research situations. Mr. Ninan also discussed different research methods, including



qualitative and quantitative approaches, and how they help in analyzing social issues effectively. He highlighted the need to choose methods based on the research objective and the nature of the study. The session strongly emphasised the practical application of research tools in real-life fieldwork and the importance of accuracy, reliability, and validity in data collection. He also stressed maintaining ethical standards while conducting research. The session was highly engaging and enriching. The participants actively participated in the discussion, raised relevant questions and shared their insights. The programme finally concluded at 9:00 pm.

Qualitative Data Analysis and Interpretation

The 106th SEP session on the topic “Qualitative Data Analysis and Interpretation” was conducted on 12th March 2026 from 8:00 pm to 9:00 pm, with 25 participants in attendance. The session was led by Ms. Priya S Dev, ICSSR Doctoral Scholar from the Department of Social Work, Bharathidasan University, Tiruchirappalli.

The session began with an introduction to qualitative research and its significance in gaining an in-depth understanding of human behaviour, lived experiences, and complex social issues. The resource person explained that qualitative data analysis focuses on interpreting non-numerical data such as interviews, observations, and case studies, making it particularly valuable in social work research. Ms. Priya elaborated on key methods of qualitative analysis, including coding, categorization, and thematic analysis. She explained how researchers systematically organize data, identify patterns, and derive meaningful insights. Real-life examples were incorporated to help participants better understand how these methods are applied in practical research settings.



SMART INDIA FOUNDATION
 SOCIAL WORK MOVEMENT FOR ACTION, RESEARCH AND TRAINING
SOCIAL WORKER'S EMPOWERMENT PROGRAMME (106)
 QUALITATIVE DATA ANALYSIS AND INTERPRETATION

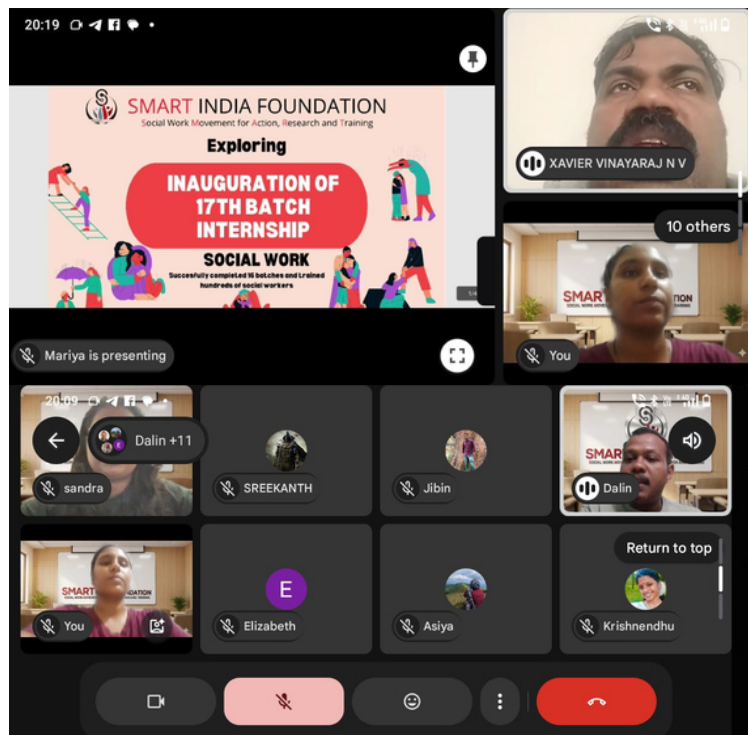
MS. PRIYA S DEV
 ICSSR DOCTORAL SCHOLAR
 DEPARTMENT OF SOCIAL WORK
 BHARATHIDASAN UNIVERSITY
 TIRUCHIRAPALLI

8.00PM - 9.00PM 12/03/2026

www.smartindiafoundation.org

A major focus of the session was on the role of interpretation in qualitative research. The speaker highlighted the importance of accurately representing participants' perspectives and experiences. She also stressed the need to maintain objectivity, minimise bias, and adhere to ethical standards throughout the analysis process. The session was interactive and engaging, with participants actively contributing to discussions, raising thoughtful questions, and sharing their views. It concluded at 9:00 pm, providing participants with a clear understanding of qualitative data analysis and its application in social work research.

INAUGURATION OF THE 17TH BATCH OF INTERNSHIP PROGRAMME



On 23 March 2026, the inauguration of the 17th Batch Internship Programme was successfully conducted by SMART India via Google Meet, marking the official commencement of the programme exclusively for IGNOU students. The session began with a welcome address by Ms. Mariya Benny, followed by the formal inauguration of the new batch's activities by Joint Managing Trustee Dr. Xavier Vinayaraj. A total of 15 participants attended the programme. The session introduced the purpose of fieldwork and outlined the internship's objectives, structure, responsibilities, and expected outcomes, aiming to provide practical experience and build professional skills.

SMART KIDS

Nurturing Tomorrow: Where Young Minds Learn to Dream and Lead

As a meaningful step toward shaping a brighter future for young students, SMART India Foundation launched the SMART Kids Project in Alappuzha - a comprehensive initiative designed to support the holistic development of school children. The program focuses not only on academic excellence but also on mentorship, value-based education, emotional resilience, and life-skill enrichment to prepare students for the challenges of tomorrow.

The project was formally inaugurated by Former Minister Shri G. Sudhakaran, whose presence added significance and encouragement to the initiative. Presiding over the function, Mr. Dalin Dias, Managing Trustee of SMART India Foundation, reaffirmed the Foundation's long-term commitment to empowering children through structured guidance, consistent mentorship, and opportunities for personal growth. He emphasized that education must go beyond textbooks and foster confidence, responsibility, and purpose among young learners.

The inaugural ceremony was graced by distinguished dignitaries who shared valuable insights and inspiration. Rev. Fr. Xavier Kudiyamsheriyl, Director of Radio Neythal, highlighted the transformative role of mentorship in shaping young lives. Mrs. Molly Jacob, Former Chairperson of Alappuzha Municipality, spoke about the importance of community involvement in nurturing responsible citizens.

Dr. N. Rajavel, Assistant Professor at Bharathidasan University, emphasized the need for structured academic guidance combined with emotional intelligence to build socially conscious leaders of tomorrow.

In its initial phase, the SMART Kids Project carefully selected thirty Class 10 students through a sensitive and structured screening process. Social work trainees conducted detailed home visits under the supervision of Program Coordinator and Research Scholar, Mr. Garsho Rahul, ensuring that the selected students were those who would benefit most from sustained academic and developmental support. This approach ensured inclusivity, fairness, and a deep understanding of each child's socio-economic and personal background.

The selected students participated in a thoughtfully designed, day-long developmental workshop focusing on self-awareness, personal growth, confidence building, communication skills, leadership, and goal setting. The interactive sessions, led by Mr. Karthik Shashi, Ms. Anju S. Ram, and Mr. Ajo P., encouraged students to identify their strengths, overcome self-doubt, and develop a positive vision for their future. Activities included group discussions, reflective exercises, team-building tasks, and motivational interactions that helped students unlock their potential.

Beyond workshops, the SMART Kids Project aims to provide:

- Continuous academic mentoring and study support
- Periodic counseling and emotional well-being sessions
- Parent engagement and awareness programs
- Career guidance and exposure opportunities
- Skill-building activities to enhance leadership and communication

Activities of the year 2025:

- The inauguration day was designed as a full-day developmental engagement for the selected students. Along with the formal inaugural ceremony, students participated in motivational session. A special talk inspired them to dream big, stay disciplined, and remain focused on their academic journey. As a gesture of encouragement and academic support, educational kits containing essential study materials were distributed to all selected students, reinforcing the Foundation's commitment to their learning journey.
- Beyond the inauguration, the SMART Kids Project follows a structured activity plan to ensure continuous engagement and holistic development. Monthly mentoring sessions form the backbone of the initiative, providing regular academic guidance, study planning support and counselling. These sessions also serve as a platform to track progress and strengthen mentor–student relationships.
- As part of cultural and value-based engagement, in September, a one-day Onam celebration was organized, integrating both developmental and community

components. The program included a motivational session for students focusing on values, gratitude, and teamwork, along with a parallel awareness session for parents emphasizing their role in supporting adolescents academically and emotionally. The celebration concluded with the distribution of Onam kits to the SMART Kids and their families, fostering a sense of inclusion and festive joy.

- In November, the project conducted a dedicated one-day Communicative English workshop aimed at enhancing students' spoken English skills and self-confidence. Through interactive activities and practical communication exercises, students were encouraged to express themselves more effectively and participate confidently in academic settings.
- Continuing its value-centered approach, the Foundation organized a Christmas celebration in December, combining joy with meaningful support. The celebration included, cultural programmes, cake distribution. In addition, financial assistance was provided to students to support their educational needs, reaffirming the project's commitment to sustained academic empowerment.

The project is envisioned not as a short-term intervention, but as a long-term transformational journey. Through sustained mentorship and consistent engagement, the Foundation seeks to build a generation of youth who are academically competent, emotionally resilient, socially responsible, and ethically grounded.

By investing in the dreams and potential of young minds, SMART India Foundation continues its mission of planting seeds of confidence, purpose, and possibility. These seeds, nurtured with guidance and care, are expected to grow into meaningful contributions to society - shaping a future led by compassionate, capable, and visionary young leaders.

ORGANIZATIONAL VISITS

Municipality Visit



On 11 February 2026, the Social Work trainees held an official meeting with Mr. Jain Varghese Pathadan, Secretary of Angamaly Municipality as part of their fieldwork activities. The purpose of the meeting was to understand the overall vision for the town, ongoing schemes, current development programmes, and the key issues and challenges faced by the municipality. During the discussion, the Secretary explained the developmental priorities of the town, focusing on infrastructure improvement, sanitation, waste management, public health, and social welfare initiatives. Information was shared regarding various government schemes being implemented at the municipal level and the efforts taken to ensure effective service delivery to residents. The Secretary also spoke about the practical challenges including resource limitations, increasing traffic issues of the town, waste management concerns, illegal building constructions, parking issues, unauthorised placing of flux in town areas and the need for greater public participation in civic responsibilities. Emphasis was placed on coordinated efforts between the municipality and the community for sustainable development. The meeting provided valuable insight into local governance, administrative functioning, and grassroots-level development planning. It helped the trainees gain a better understanding of municipal operations and the role of local self-government in addressing community needs.

Old Age Visit: Kripasadan, Karayamparambu

The Social Work trainees of SMART India Foundation visited the old age home on 13th February 2026 as part of their fieldwork practice. In the morning session, from 9.30 am onwards one group of trainees carried out the casework process within the institution. The group focused on building rapport with a selected resident and began

collecting detailed background information related to personal history, family relationships, health condition, and present concerns. The trainees carefully observed the individual's emotional and social needs and initiated the preliminary stages of assessment in a professional manner.

In the afternoon session, from 2.30 pm to 4.30 pm, the trainees of SMART India organized and conducted cultural programmes for the residents. The activities included songs, interactive games, and informal conversations aimed at creating a lively and supportive atmosphere. The residents actively participated and appeared happy and engaged throughout the programme. The combined activities of the day provided meaningful field exposure to the trainees. While the morning session strengthened their practical understanding of the casework method, the afternoon cultural programme enhanced their skills in group engagement and communication. The visit concluded positively with appreciation from both residents and staff members.



Old Age Visit: Ammakuyil Charitable Trust, Mamangalam

On 20th February 2026, the interns of SMART India Foundation visited Ammakuyil Charitable Trust, Edapally as part of their fieldwork activities. The purpose of the visit was to interact with the elderly residents and understand their daily life within the institution. The interns met the staff and were given a brief overview of the home and the facilities provided to the residents. Following this, they spent time with the inmates through friendly



conversations and informal interaction. As part of the visit, the interns conducted a small cultural programme which included songs and light entertainment activities. The residents actively participated and enjoyed the programme. The interns also distributed fruits and handed over handwritten greeting cards prepared especially for the residents. The simple gestures brought visible happiness and emotional warmth among the elderly. The visit was meaningful and heartfelt for both the residents and the interns. It provided the trainees with practical exposure to working with senior citizens and helped them understand the importance of emotional support and companionship in institutional settings. The programme concluded on a positive and memorable note.

Visited Jeevadhara Renal Care

On 21st February 2026, the interns of SMART India Foundation visited Jeevadhara Renal Care Foundation, Angamaly as part of their fieldwork activity. The objective of the visit was to understand the services provided by the organization and to gain exposure to the functioning of a healthcare-based NGO.



During the visit, the interns were introduced to the various programmes and support services offered to patients with kidney-related illnesses. The staff explained the assistance provided for dialysis treatment, financial aid, and the support extended to patients and their families. The interns gained insight into the practical challenges faced by individuals undergoing long-term treatment and the importance of timely medical and emotional support. The administrative structure and overall functioning of the agency were also clearly explained by Mr. Saju Chacko, Chairman, Jeevadhara Renal Care Foundation. He described how the organization is managed, the roles and responsibilities within the administrative system, sources of funding, and the coordination involved in implementing various programmes.

His explanation helped the interns understand how leadership, planning, and teamwork contribute to the smooth functioning of the foundation. The visit was informative and provided valuable learning regarding medical social work practice, NGO management, and service delivery in a healthcare setting. The programme concluded with appreciation for the guidance and information shared by the organization.

Cottolengo Vocational Rehabilitation Centre

On 21st March, SMART interns from DIST and SUSS conducted a field visit to the Cottolengo Vocational Rehabilitation Centre. The visit aimed to provide practical exposure and enhance the interns' understanding of rehabilitation services. During the visit, the interns received an orientation about the functioning of the agency and its various services, with special focus on the SCPwD (Scheme for Children with Disabilities) project. The session helped the interns understand the objectives, target groups, and intervention strategies implemented by the centre.

As part of the fieldwork, the interns actively engaged in social case work with the beneficiaries, allowing them to apply theoretical knowledge in a real-life setting. They also conducted and completed the BASAL-MR assessment under the project, which helped in evaluating the developmental and functional abilities of individuals with intellectual disabilities. The visit provided valuable hands-on experience and improved the interns' skills in assessment observation, and client interaction. Overall, the field visit was informative and contributed to the professional learning and practical competence of the interns in the field of social work.



TESTIMONIES



GOWRI S

2nd Year BSW

Rajagiri College of Management and
Applied Sciences, Kakkanad

“ My internship experience at SMART India Foundation was a great learning opportunity. It helped bridge the gap between theoretical knowledge and actual community exposure. Through orientation, community visits, baseline surveys, and identification of social issues, I was able to enhance my communication and observation skills.

The visit to the municipal office enhanced my knowledge about local governance, whereas the fund mobilization event boosted my confidence and persuasion skills. The PRA exercise familiarized me with participatory methods in community engagement, whereas the visit to the old age home increased my empathy and awareness about geriatric care.

Organizing and implementing the mental health awareness program was the most enlightening experience, as it helped enhance leadership, team, and people interaction skills. The internship experience has been extremely helpful in my overall development and has enabled me to gain a better understanding of the responsibilities of a social worker. ”



SNEHA MV

2nd Year MSW

Indira Gandhi National Open University
(IGNOU) Study Center - CMS Kottayam

“ I did my field work at Smart India Foundation, Angamaly as part of my social work course. It was a good experience for me because I could learn many new things outside the classroom. The organization works for the welfare of people and conducts different programs for the community.

During my field work, I helped in small activities and programs organized by the foundation. I assisted the staff in arranging awareness programs and interacting with people. I also observed how they talk to beneficiaries and understand their problems. This helped me to improve my communication skills and confidence.

I learned how an organization plans its activities and keeps records. I also understood the importance of teamwork and responsibility. The staff members were friendly and guided me properly in every task. They encouraged me to ask questions and learn more.

Through this experience, I understood that social work is about helping people with care and respect. I could see the real problems faced by people in the community. It made me more responsible and serious about my future career as a social worker.

Overall, my field work experience at Smart India Foundation, Angamaly was very helpful and meaningful for my studies and personal growth. ”



JENISSA JULIAN

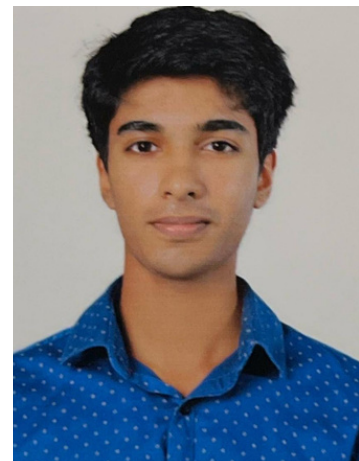
B.Sc.Psychology Ist year

Rajagiri College of Social Sciences, Kalamassery

“ The fieldwork experience at SMART India Foundation was a good learning experience for me. It helped me understand how the knowledge I learn in psychology can be used in real-life situations, especially with communities. During the internship, I got the chance to interact with different people, visit communities, and take part in activities like health camps and case studies.

I learned how to communicate better, exhibit careful and active listening, all while understanding the communities' problems. The palliative care visit and community work helped me become more empathetic and patient. It also enabled me to learn the importance of teamwork, responsibility, and proper documentation.

Overall, this internship with SMART India Foundation gave me practical experience with various demographics and helped improve my confidence. It also helped me understand community work better and made me more interested and motivated to work with people, extensively, in the future. ”



FREDERICK PIO

B.Com First year

St.Joseph's College, Bangalore

“ My fieldwork experience at SMART India Foundation was highly insightful and enriching. Through visits to areas like Kanjoor and Champanoor, I could gain first-hand exposure to real-life issues such as water scarcity and environmental pollution, in areas located at the outskirts of Ernakulam.

As a student from a non-social work background, direct interactions with residents helped me to develop a sense of empathy and a deeper understanding of real-life community challenges and their extent.

I was also able to participate and actively contribute to activities like the medical camp, blood donation drive , and smartphone usage awareness classes for the elderly enhanced both my practical interpersonal skills and social responsibility.

Overall, my experience with Smart India Foundation was meaningful and impactful, and it had definitely helped me gain perspectives about the society I live in, which I otherwise would not have ever experienced.”

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