

# #HUMSAFARFIGHTSCOVID19

Covid19 Emergency Relief Work Initiative for LGBTQ Community in India



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## ACKNOWLEDGEMENTS

We are extremely grateful to the Indian LGBTQ community for their unwavering faith and continued trust in us. Without your support and patience, we would have never been able to materialise our aim to offer support to the community members during this trying period. Our heartfelt thanks to all our 57 community partners (Community-Based Organizations) who had embraced this mission of ours with open arms and had helped us in reaching out to the community on the ground in different regions across the country.

We express our sincere gratitude to our donors, friends, allies and other stakeholders who believed in us and generously supported the **#humsafarfightscovid19** initiative with donations. Because of your relentless support only, we were able to reach more than 40,000 of the community members across 19 different states of India.

We thank our Co-Founder and Chairperson Suhail Abbasi and our CEO, Vivek Raj Anand for their leadership, guidance and constant encouragement. We would also like to extend our thanks to the entire project team who were involved in this emergency relief work efforts. Finally, we would like to express our deepest gratitude towards HST's COVID Heroes and volunteers who worked tirelessly on the ground during pandemic and lockdown to ensure the successful implementation of this venture.

Our community is our greatest strength and we pledge to continue our work to provide support services during these difficult times as we sincerely hope to reach more and more community members in the future.

This report was compiled by an editorial team comprising of Vivek Raj Anand, Alpana Dange, Shwetambara, Tinesh Chopade and Biji R Mohan.

## PREFACE

The #humsafarfightscovid19 annual report brings into light efforts made by the Humsafar Trust towards addressing the urgent and emergent needs of the LGBTQ+ community during the Covid-19 pandemic and the resultant lockdown days in India during 2020-2021.

This document not only aims to highlight the unprecedented mishap and misery faced by our communities on account of acute marginalisation faced across centuries, it also aims to become a testimony of our resilience through stories from our frontline staff and the fights put up by our communities across India.

While the pandemic wreaked havoc across globe and in all walks of life, the repercussions were hugely and differentially borne by the most vulnerable sections of the population in lower- and middle-income countries. The LGBTQ+ community in India was one among them, who were pushed to deeper poverty and insecurity amidst this disastrous pandemic wave. While every attempt was made to protect the community from the detrimental effects of Covid-19 and the lockdowns that followed, there are limits to the support and damage control offered by community-based organisations like ours.

This report aims to make an appeal for a broader policy response which can safeguard the interests of some of the most marginalised sections of our communities in emergency situations like global pandemics. This report is also a tribute to all the unsung heroes of The Humsafar Trust who did their bit to ensure the sustenance of LGBTQ+ community.

## MESSAGE FROM THE CHAIRPERSON

I am presenting the Covid19 Emergency Relief Annual Report of The Humsafar Trust with mixed feelings. There's a sense of despair over the loss of loved ones, colleagues, caregivers and several other less fortunate souls, but there's also pride and assurance that our entire team is **"Together: Resisting, Supporting & Healing"**

In the beginning of 2020, we woke up to an unfamiliar world. There was fear, ignorance and hopelessness everywhere. A mysterious virus had brought the whole world to the knees. People were confused, they didn't know how to fight this pandemic and deal with its aftermath. But arguably the world's largest invisible minority, the LGBTQ+ community was not a part of any conversation or relief measures. People were falling sick, losing employment and livelihoods, unable to get daily medicines or simply survive. It was important to reach out to our community and address their issues, support them, empower them and assure them that, 'they were not alone in this fight - we all were in this together'. To achieve the same, a Covid 19 Emergency Relief Fund was setup under the hashtag **#humsafarfightscovid19**

A quick shout out to donor agencies, corporates, supporters, friends and allies, resulted in an unprecedented flood of monetary help. The Corona warriors from Humsafar rallied around with strong support from the community networks and reached out to those members who needed ration packets, essentials, medicines, money etc... They displayed unseen courage by putting their own health and lives at risk while reaching out to far flung areas to provide relief measures.

I would like to take this opportunity to thank all the donor agencies, corporate bodies, supporters, friends and allies for their help. I would like to salute all the Covid warriors in this endeavour, without whom this Covid19 Emergency Relief wouldn't have been possible. How can I forget to thank the LGBTQ+ community at large who have always shown faith and trust in The Humsafar Trust.

Once again, we have proved that no matter what challenges are thrown at us, we will stand up and face it together. We shall fight and we shall overcome this pandemic. We have made considerable strides but our fight continues and we are - **"Together: Resisting, Supporting & Healing"**

**Suhail Abbasi**  
**Co-Founder and Chairperson**  
**The Humsafar Trust**

## FOREWORD

The world has completed a year-long struggle dealing with the challenges posed by Covid-19. The pandemic, which changed our lives for several years to come, is already in its much deadlier second wave and continues to pose a grave threat to lives of millions of individuals in the world. The marginalized communities are most impacted by this pandemic. Female sex workers, people who inject drugs, migrant workers and vulnerable LGBTQ+ communities tend to become invisible in the larger policy and aid narrative. The Humsafar Trust started #humsafarfightscovid19 campaign in April 2020 and with support from over 185 individuals and 15 private, government and semi-government agencies, provided support to over 40,000 individuals. The support included provision of monthly Ration Kits, Medical bills for ailments, Mental Health Support and access to HIV treatment drugs in 19 states of India.

A service delivery mechanism was developed to work with community-based organizations in different parts of the country. These organisations sent across their needs along with quotes from vendors and, while adhering to Covid-19 safety protocols, made deliveries to homes of LGBTQ+ individuals or predefined locations / Transgender neighbourhoods.

The Humsafar Trust initiated an online campaign with support from UNAIDS titled 'Samajh' and developed posters, animation and other short films to reach out to the LGBTQ communities through social media. These messages were developed and promoted by community influencers. The promotions grew organically and some funds were used to boost paid promotions. We successfully reached out to 4 million people in India, Bangladesh, Nepal, Sri Lanka and Pakistan collectively. One of our learnings was to recognize the power of social media outreach and how messages go beyond man-made boundaries. The reports of the campaign were shared online on regular basis and were acknowledged as a good practice towards ensuring transparency and accountability.

In the last one year, the Indian medical fraternity has put its best foot forward and medical health care providers have worked tirelessly to provide support to persons affected and infected with SARS-CoV-2. In a year's time several vaccines have been developed and their roll-out have begun.

We salute all the health workers and our teams at The Humsafar Trust and other community-based organizations in India who worked tirelessly for providing support to the impacted communities. We also salute our scientific community and the health care delivery systems for standing tall through these turbulent times. We thank every individual, corporate or other agencies who extended financial or ration support along with Health kits to our initiative. We also thank NACO-India, Mumbai District AIDS Control Organization (MDACS) and Brihanmumbai Municipal Corporation (BMC) for being our pillars of support and helping us streamline our implementation processes.

As a closing remark if I were to be asked about one major learning from this initiative, I would confidently say that community ownership is the answer to various challenges that the communities face. I would urge that our policy makers involve the communities at the stage of policy formulation itself so that a robust and relevant policy response towards handling such pandemics can be developed.

**Vivek Anand,**  
**CEO, The Humsafar Trust**

## EXECUTIVE SUMMARY

*“Hope will never be silent.”*

**- Harvey Milk**

### **Introduction**

We at The Humsafar Trust had started “#humsafarfightscovid19” campaign in April 2020. It was only a few days since the whole nation had been shut down following the invasion of a superspreading novel virus, SARS- CoV-2, which had already started leaving its catastrophic marks on thousands of innocent lives in India.. Economic and social inequality became more vivid and manifested afresh betwixt every struggling poor and powerful elite. This fuelled the crisis further, thereby increasing the vulnerability of poorer and weaker sections of the populations. Already side-lined from the main stream community, the LGBTQ+ community in India was one of the worst affected.

### **Why we decided to fight**

Being a Community Based Organization working towards rights and health of sexual minorities, we primarily work with those sections of the community which are socio-economically vulnerable. The pandemic hit home quite early when we started getting distress calls from LGBTQ+ individuals closely associated with us. . Among the LGBTQ+ spectrum, majority of Transgender/Hijra persons live in conditions of extreme poverty and are forced to earn their livelihood primarily through begging and sex work, both of which are avenues of work that entail public presence and physical contact. With social distancing having been mandated as a public health measure to contain Covid-19, transgender persons were weaned off from their only source of income. Additionally, community members are further vulnerable, because of lack of food security, housing, steady income, access to healthcare, sanitation facilities etc. The need was dire and real and we were ready to address.

### **How we prepared ourselves**

The prime need was monetary support. We decided to set up an Emergency COVID-19 Relief Fund. We had sent hundreds of emails to our friends, supporters and allies with requests to donate to our emergency fund. We were deeply indebted to have been showered with ample contributions from all of them. With such unprecedented support, we were on our way to ‘walk with our community’. An action plan was formulated by identifying key necessities as money, groceries, medicines, hygiene, mental health and crisis support. A helpline number was also launched and google forms were circulated to the needy community members so that they could reach out and register their requests for monetary, ration support with their bank details. Within 7 hours of launch of the helpline, we were flooded with around 700+ WhatsApp messages and 90+ calls and now it was time for us to act.

### **Our Course of Action**

“Money isn’t everything, but everything needs money”. Realizing the importance of the same, our first set of intervention was directed towards providing financial assistance to the disadvantaged community members. Even though this was an onerous task, we could provide financial assistance to more than 800 LGBTQ+ members all over the country. The next critical requirement of the community was their daily bread. Deprived of their sole source of income, many in the community were already in dire straits. To ease their sufferings, we decided to provide monthly groceries to our poverty-stricken community with the help of other CBO’s and selected vendors. We could support a total of **17,342** community members



with monthly groceries. The damage created by Covid-19 pandemic had already begun to uncover the profound crevices in our health care system. Health care was becoming a hard to access entity even for the mainstream population. Needless to say, the 'at risk' communities were the worst hit. With hardly any money and support system left with, many of the LGBTQ+ community members were finding it hard to procure/manage even their daily medications including the indispensable HIV medications. We tried to lessen their hardships by offering them full reimbursement for the medicines procured against production of necessary documents. We could provide such medical aids to **231** community members from different regions of the country. Along with the same, nearly **21000** hygiene kits were distributed across 11 different states in the country.

While we were trying to offer monetary and material support to our community members, a sad truth struck us that a huge majority of the community were battling with mental health issues, further exacerbated by the pandemic. Some were anxious about their future and some others had to deal with their unsupportive families. In response to the urgency of the situation, we offered mental health support through online and phone counselling. This was implemented with the support of 3 counsellors who worked 24\*7 to offer free support and guidance to over 900 community members. Apart from this, HST was also keen to extend support during any crisis situations faced by the community and we addressed over 150 crisis situations during the past one year.

### **Capacity building and Communication**

As the pandemic kept spreading its pernicious effects on the human population and in particular on the oppressed minorities like LGBTQ+, we decided to train our outreach workers, project staffs and clinic staffs to equip them with the necessary knowledge and skill in accessing emergency healthcare services for the community. We could successfully conduct two such training sessions with the help extended by '**The Consulate General of Canada, Mumbai**'. HST also implemented two communication campaigns for the community under '**Project Samajh**', which was a unique joint initiative of The Humsafar Trust and UNAIDS to address the specific knowledge needs of the community during the COVID-19 pandemic. This was a social media campaign which had a reach of **4.3 million** users all across the country within a short span of 3 months.

### **Way Forward**

Covid-19 had overpowered even the strongest health infrastructures in the world. The effects were ubiquitous. Needless to say, our health systems and our super efficacious health care workers have left no stones unturned towards ameliorating the effects of this pandemic. Even then, the pandemic had unveiled certain inherent inequalities in India's social structure along with some heartrending scenes of sufferings of the poorer and marginalised sections of populations. LGBTQ+ community was undoubtedly one among them. Upholding our mission to strive for human rights and social wellbeing of sexual minorities and provide them with comprehensive health services, we believe that we could be of a small help in easing the hardships of our community. As the second wave of Covid-19 is already engulfing the nation with all its power coupled with the emergence of new strains of the virus, the only hard-hitting question that remains unanswered is that "Had we learned enough from the first experience?". With this comes another question mark on the very existence of these most vulnerable sections. On this note, we do realise that our humble effort #humsafarfightscovid19 needs to be carried on further to uphold the spirit and vigour of the LGBTQ+ community.



## ABOUT US

Founded in April 1994, The Humsafar Trust (HST) is India's first community-based organization (CBO) of self-identified homosexual men, MSM, Hijras and LBT persons. The HIV interventions of HST are supported by National AIDS Control Organization (NACO) and Mumbai District AIDS Control Society (MDACS) to provide health services to Men who have sex with men (MSM) and Transgender communities every year through Public Health Care delivery systems and its In-house clinics. HST organizes advocacy workshops for health care providers, law enforcement agencies, judiciary, legislators, politicians and political parties, Government bodies, media, student community to sensitize them on Gay, MSM and TG issues. HST also provides legal support, crisis management, mental health and nutrition counselling to its communities. HST build capacities of other CBOs in 27 Indian states on HIV prevention, treatment, care & support and advocacy for LGBTQ rights.

**Our Vision:** The Humsafar Trust is committed to a holistic approach to the rights and health of sexual minorities and promoting rational attitudes to sexuality.

**Our Mission:** Our mission is to strive for human rights, social wellbeing of sexual minorities and provide them comprehensive health services.

**Theory of Change:** If we work for the human rights and health of sexual minorities who are LGBT and provide them services, then this work will lead to acceptance and equality of sexual minorities and a healthier community.



# OUR COMMUNITY PARTNERS

## **ANDHRA PRADESH**

Liberty Rebellion Organization

## **BIHAR**

Dostana Safar

## **CHHATTISGARH**

Chetana Child And Women  
Welfare Society  
Mitwa Sankalp Samity

## **DELHI**

The Humsafar Trust - Delhi  
All India Network of Sex  
Workers  
SOSVA NGO

## **GOA**

The Humsaath Trust

## **GUJRAT**

Forum Foundation  
Laskshya Trust  
Sakhya Foundation  
Vikalp Women's Group

## **JHARKHAND**

JSR Utthan

## **KARNATAKA**

Parivartan Trust  
Raksha Samudaya Sanga

## **KASHMIR**

Peoples Social and Cultural  
Society

## **MADHYA PRADESH**

Anmol Samaj Seva Sanstha  
Badlav Samiti  
Maa Foundation  
Mitra Sringar Samiti  
Ujjain Community  
Yaarana Project  
Triveni Samaj Vikas kendra

## **MAHARASHTRA**

Aadhar CBO  
Aarambh Foundation  
Aarju Foundation  
Aashiyana Foundation  
Badlapur Goup  
Bharari Trust  
HST Virar Community Group  
Kinnar Ashmita  
Manisha/ Dhiraj  
Manthan Foundation  
Samarpan Trust  
Sanjeevani Trust  
Sarathi Trust  
Dostana Project  
Aarambh TI  
Udaan Trust  
Manthan Foundation

## **ORRISA**

Mito Trust

## **PUNJAB**

Fatehgarh Sahib  
Jaspreet Singh  
Mansa Foundation  
Shann Foundation  
Welcome Foundation

## **TAMIL NADU**

Ms. Akshara (Individual)  
Lotus Integrated AIDS  
Awareness Sangam  
Periferry  
Safe, Trichy  
SCHOD-Cuddalore  
Transgender Resource Centre

## **UTTAR PRADESH**

Farhaan Foundation  
Khwaab Foundation  
Naz Foundation International  
Pahal Foundation  
Rehbar Trust

## **WEST BENGAL**

Amitie Trust  
Burdwan Swapnil  
Northen Black Rose  
Nutan Alo

## SUPPORT AGENCIES



Nomura Service Pvt Ltd. || HSBC SOFTWARE DEVELOPMENT INDIA || Jefferies India Private Ltd || Morris Family  
UBS || SMT KV Mariwala Charity Trust || Travers Smith Foundation ||

## OUR CORE TEAM FOR #HUMSAFARFIGHTSCOVID19

 <p>Suhail Abbasi Co-Founder &amp; Chairperson</p>	 <p>Vivek Raj Anand CEO</p>	 <p>Shibu Thomas Board Member</p>	 <p>Dr. Subhojit Sen Board Member</p>	 <p>Pradipta Ray Board Member</p>	 <p>Alpana Dange Consultant Research Director</p>
 <p>Murugesan Sivasubramanian, Director – Programs</p>	 <p>Sandeep Mane Technical Director</p>	 <p>Ramesh Jagtap Finance Manager</p>	 <p>Shwetambara, Director - TRANScend</p>	 <p>Shruta Rawat Manager - Research</p>	 <p>Yashwinder Singh Manager - CONNECT</p>
 <p>Tinesh Chopade Manager – Advocacy</p>	 <p>Hitesh Patil Finance Officer</p>	 <p>Sanket Ghanekar, Finance Officer</p>	 <p>Ajay Prajapati Finance Officer</p>	 <p>Pooja Falle Mudras Finance Officer</p>	 <p>Sowmya Gupta Deputy Manager</p>



## #HUMSAFARFIGHTSCOV19 - HEROES



Sandeep Mane  
Technical Director



Santosh Karambe  
Health Facilitator



Dr. Akshay Raundhal  
Medical Officer



Dr. Siddharatha Nandi  
Medical Officer



Arohi  
Project Manager



Sujesh M  
Project Manager



Zoya  
Outreach Worker



Janardhan Jakhal  
Program Officer



Nima  
Outreach Worker –  
Aarambh



Manoj Benjwal  
Program Officer, HST  
Delhi



Urmi Jadhav  
HST Mumbai



Sagar Mahtre  
Outreach Worker



Vinod Kanojiya  
Outreach Worker



Nilofer Maske  
Program Officer



Yash Sharma  
Volunteer



Malini Mohite  
Counsellor

## INTRODUCTION

On 11 March 2020, WHO declared Novel Coronavirus Disease (COVID-19) outbreak as a pandemic and reiterated the call for countries to take immediate actions and scale up response to treat, detect and reduce transmission to save people's lives. Covid-19 continues to spread at a very fast pace and is impacting the lives and livelihoods of thousands of individuals across the world. The global outbreak of coronavirus disease 2019 (COVID-19) has affected more than 180 countries. Currently, India is at a stage where there is an exponential increase in the number of coronavirus cases across the country. In 2020, India had witnessed five phases of lockdown since March 25th, followed by three phases of Unlock from June to August, and the Phase 4 unlock starting from September 01. These nationwide lockdowns had resulted in complete social lockdown and had



dangerously impacted the livelihood of many individuals especially from the informal sector. Communities who are further marginalized and only had a single source of income were the most affected. As this global pandemic spread across the world, many of our most vulnerable communities, including underprivileged youth, women, elderly, undocumented, and more, had to face multitude of issues including food insecurity, loss of income and lack of hygiene and protective equipment. COVID-19 lockdown measures have actually exposed the fault lines of inequality faced by LGBTQ+ communities, particularly transgender communities, and those in sex work. We feel that at this time, it is critical to not just address emergent and urgent needs that look at providing economic relief but also develop economic resilience that strengthens sustenance and coping during situations that impact survival.

Half way into 2021, the virus continues to spread in India at an alarming rate. The country now ranks number one globally, in terms of confirmed COVID cases. The Government of India is putting up diligent efforts to contain and manage this pandemic in collaboration with the state governments, union territory administrations, civil society organizations (CSOs) and all stakeholders including the citizens of the country. Many parts of the country are already into next phase of lockdown, making it further challenging for the marginalized populations like LGBTQ communities. With lack of economic independence, LGBTQ+ communities are forced into confinement with unsupportive partners and families. This has made the communities further vulnerable to domestic violence and harassment from families and intimate partners. Instances of violence, disownment, eviction, and emotional blackmail are increasingly reported by LGBTQ+ individuals confined with their families. With the number of COVID-19 cases once again rising disconcertingly across India, the LGBTQ communities continue to fight the mammoth challenges put forward by this global pandemic as the country's health and welfare infrastructures are already stretched to breaking points.

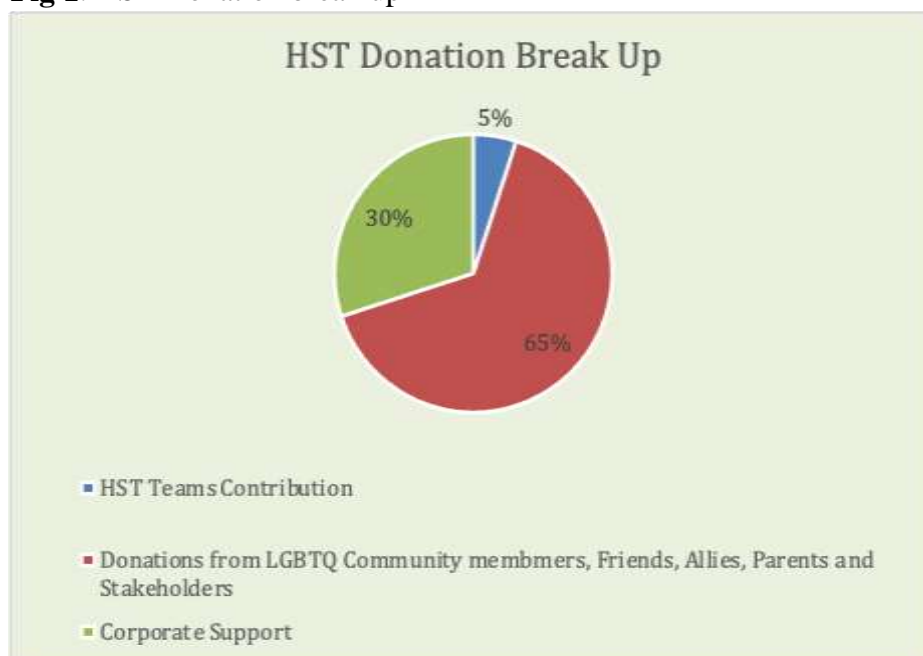
## JOURNEY OF OUR FIGHT AGAINST COVID-19 (APRIL 2020- MARCH 2021)

It all started with a frantic call which we at Humsafar had received within days of the first lockdown post March 25, from a young gay person in a small town in India, “I have just nine rupees (around 12 cents) left in my pocket”. That brought the truth home: A community already side-lined from the mainstream population will now have to face the double whammy of the pandemic and inequality coupled with the detrimental effects of stigma. LGBTQ+ communities were not featuring in conversations of society at large, and badly impacted members needed us, in times of COVID-19 pandemic. Spurred by the call, we had already realised the gravity of the situation and we were ready for the fight.

### 1. Setting Up A Relief-Fund

In a country like India, where legal discriminations and moral vituperations had already downtrodden the LGBTQ community with fewer economic opportunities and scanty support systems, money was the prime need of the hour and we decided to set up an Emergency COVID-19 Relief Fund - **#humsafarfightscovid19** to provide assistance to vulnerable LGBTQ+ individuals. Emails were sent to over 400 of our friends, supporters and allies to donate to our emergency fund. Apart from this, Humsafar teams in Mumbai and Delhi started an internal donation drive too by contributing from their salaries and raised around INR 200,000 (around \$ 2,602) within days, which was used to provide immediate help to LGBTQ+ persons from across India. Our friends from the community and allies rallied to our support and Reckitt Benckiser India, a leading corporate stepped forward with some additional funds. Our friends believe in the grass-root work that The Humsafar Trust embodies. Those who have worked with us and have accessed our services in the past vouch for our commitment and this is evident in the support that we have received in the face of this crisis. (see Figure 1 for a complete fundraising breakdown)

**Fig 1.** HST Donation break up





## 2. Formulating action framework

A three-month action plan was formulated for the same by HST with an objective to raise INR 65,00,000 (Around USD 84,000) that would provide the following critical aids or services to the LGBTQ+ community:

- Financial Aid
- Monthly Grocery support
- Medical and other related support, including HIV medicines
- Personal Protection and Sanitation kits (Masks and Sanitizer)
- Mental Health Support
- Crisis Support.

After multiple discussions and review of the funds in hand, on March 29, 2020, HST launched a helpline number and google forms were circulated to the needy community members so that they could reach out and register their requests for monetary, ration support with their bank details. Within 7 hours of launch of helpline on social media, the helpline was flooded with around 700+ WhatsApp messages and 90+ calls. We also received 825 google form responses within 24 hours. The google form was reviewed by the team member and data was cleaned for duplicate entries and the mission #humsafarfightscovid19 was on.



# #HumsafarFightsCovid19

*Help. Share. Donate*

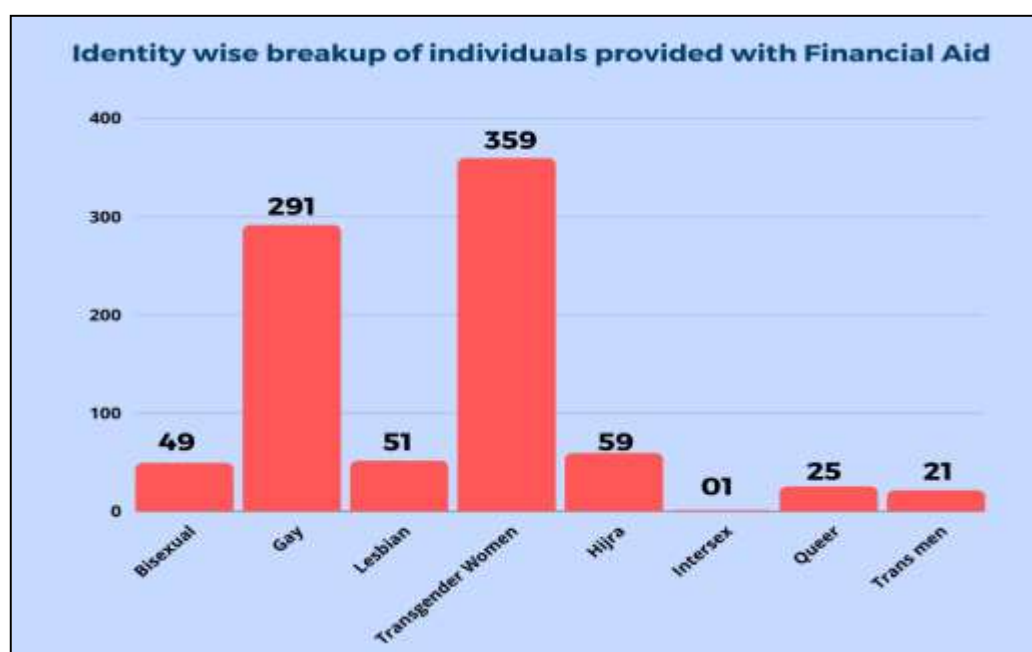
Donation Link: <https://bit.ly/34nlfTj>

### 3. Meeting the community's needs

#### a. Financial aid

The responsibility to disburse the financial aid was taken up by the HST finance team. But then there was a challenge. It was a cumbersome process to transfer INR 1500 to 600+ bank accounts and hence it was decided that HST would transfer a fixed amount to the accounts of each finance team member, who would later transfer the same to the recipients' bank account. Each team member had to transfer INR 1500 to 30 bank accounts in a day's time. Within a period of 30 days HST finance team managed to transfer money to 600+ individual bank accounts and maintained the transaction reference number in the sheet for audit purposes. The process of bank transfer too was initiated soon after. Till date 856 community members from all over India have been provided with this one-time monetary support of Rs 1500. The identity wise breakup of the same can be seen in Fig.2

**Fig 2.** Identity Wise Breakup Of Individuals Provided With Financial Aid



#### b. Monthly Grocery support

The wide spread geographical distribution of the community members was a real threat in ensuring their access to necessary groceries. HST's team members came up with an efficacious solution for the same. It was decided that we would join hands with the CBO's in facilitating this process. These CBOs were to find the best resources from within their localities and submit the 'quotes' from vendors to the HST. HST would then be transferring sufficient funds to these vendors. CBOs also had to overlook the whole process of procurement and distribution of the groceries to the community members and later submit the relevant reports to HST for verification.

As this was meant to be an emergency support to the communities, we had made sure that the entire process gets completed within a minimum time frame so that the support would reach the communities within a few days. We had managed to close every single support request within a short-span of 3-4 days. A total of 17,342 community members were benefitted from this monthly grocery support and the whole process was executed in a step-by-step manner as explained below.(also see fig.3)

**Step 1:** The needs were captured from all the regional community partners and INFOSEM CBOs along with their requirements and the number of LGBTQ+ population that they will be able to support.

**Step 2:** These CBO partners were then communicated the whole process and guidelines on the following:

- Identification of Vendor
- Finding the best resources within the available budget
- Quotation & Invoicing
- Distribution guidelines
- Briefing on WHO and GOI norms when it comes to COVID-19
- How to take photos from consenting beneficiaries
- Documentation guidelines in both Hindi and English



**Step 3:** The quotations were then carefully verified & modified in case of any exclusions/errors

**Step 4:** Post approval, the fund was transferred to the vendor's account.

**Step 5:** The support was then distributed to the beneficiaries

**Step 6:** The documents were then collected and verified to ensure the process was adhered to.

**Fig 3.** Process Adopted For Monthly Grocery Support



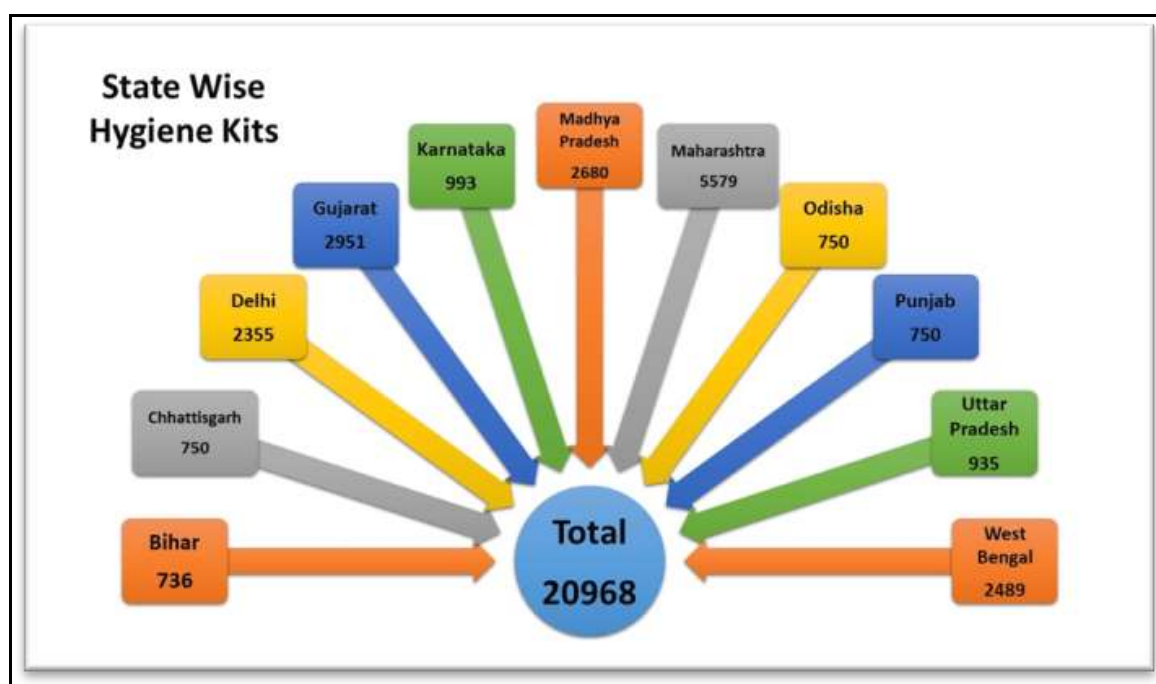
### **c. Medical and other related support, including HIV medicines**

With the multiple lock downs that shook the entire nation, the community's needs were not only limited to ration and monetary support. Many of the community members had a hard phase and were struggling even to continue with their daily medications (BP/Diabetes/HIV). With no way left out to continue with their routine earning sources begging/sex work many were already in peril. The absolute lack of any alternate source of income had aggravated their grievances. There were several pleas from across many regions of the country for medicines and related support. These requests too were addressed using the WhatsApp helpline numbers, where funds were directly transferred (on a weekly basis) to the beneficiary's bank account against submission and reviewal of relevant bills and other supporting documents. An acknowledgement was also obtained from the beneficiaries for the funds they received. Even though not included in the initial framework of action, rental supports too were provided to the community members via the same process. A total of 231 community members were provided medical support and a total of 24 members were offered with rental support.

#### d. Personal Protection and Sanitation kits (Masks and Sanitizer)

As the world witnessed a novel disease in the form of Covid-19, not only the health care professionals around the world, but also the common man across the globe were to be a part of certain actions/practices targeted towards breaking the chain of infection pertaining to this new pandemic. These practices included regular use of sanitizers, masks and other personal protective equipment along with social distancing. With the only mode of income (sex work, begging) being overthrown by stringent lockdown measures, transgender community could hardly afford any such personal protective equipment. Simultaneously, the crucial requirement of 'social distancing' to curtail the spread of virus was hard to be practiced for most of the LGBTQ members due to their congested living arrangements. All these had made the transgender communities, especially those living with HIV (weak immune system) more vulnerable to Coronavirus. Hence, it was important to spread community awareness about COVID-19 and also to ensure that the community maintained best possible hygiene standards in their living environment. Hence the communities were supported with the protection and sanitation kits. They would contain mask, sanitizers, and soaps to help them maintain their hygiene. We were able to distribute 20968 hygiene kits across 11 Indian states (Fig.4)

**Fig 4.** Distribution Of Hygiene Kits Across Different States



#### e. Mental Health Support

As the pandemic relentlessly made its way through the nook and corner of the country, many across the nation were suffering from varied mental health issues ranging from unnecessary fear and anxiety to suicidal ideations. When talking about the LGBTQ+ communities, the situation was much more grave. Many were forced to stay with their families owing to lack of money and these already strained relationships secondary to familial unacceptance/hidden identity only helped in fuelling their problems. Realising the potential consequences of the same, we had included mental health support in our action plan. The idea was to offer mental health services for the community members where they could talk to experts and cope up with their situations. After attending to nearly 700 community members in the first two months, mental health services suffered a setback in the next two months due to shortage of counsellors. Later, HST appointed 3 counsellors (1 in each region – North, South and West considering



the language barriers which could be a possible hurdle in the optimal utilisation of these services) so as to ensure the smooth functioning of mental health services. Following this, every individual who had approached HST for mental health support were introduced to relevant counsellors from whom the community members could avail counselling services free of cost. This initiative of providing free mental health services was promoted extensively on all social media and community networks so that maximum individuals could be benefitted. As of March 31<sup>st</sup>, 2021, a total of 925 community members have been provided with necessary counselling and guidance services to cope up with the tragic effects of this pandemic as illustrated in fig.5

**Fig 5.** Number Of Community Members Who Availed Mental Health Counselling



#### **h. Crisis support**

While the ongoing COVID-19\_pandemic has affected individuals across all walks of life, some communities have been impacted to a greater extent than many others like the migrant workers, domestic workers and unsurprisingly the LGBTQ+ community. In a country like India where LGBTQ+ are still largely left out from any social welfare and protective schemes, the Covid-19 lockdown could only help in unveiling the ubiquity of violence and exclusion faced by this community. For many, the forced stay with their unprotective and hesitant families resulted in increased experiences of violence, disownment, eviction, emotional blackmail and threats which adversely affected the physical and mental health of the community members. Lesbian-bisexual-queer woman and transmasculine persons (LBT) were particularly vulnerable to these scenarios and were often in situations where they neither had any financial supports nor had any social means to escape these situations or seek redressal. Apart from this, even the young members of LGBTQ communities too were reporting instances of blackmail, extortion and cyber bullying on dating sites.

The responsibility to ensure the safety of all these distressed community members during lockdown was undertaken by the Humsafar Trust crisis response team and some percentages of our donations were set aside to address the crisis situations like legal fees for lawyers, reporting cases to police and to cover the travel expense of HST representative who often had to travel to police stations to locate people, make numerous phone calls, etc. In some instances, our team members had also accompanied community members in police station or safe shelter spaces where they made sure that the community members are safe. During the lockdown within a span of 12 months our crisis team could successfully address 159 crisis situations.

## OUR IMPACT

## #humsafarfightscovid19 Impact

## 19 States

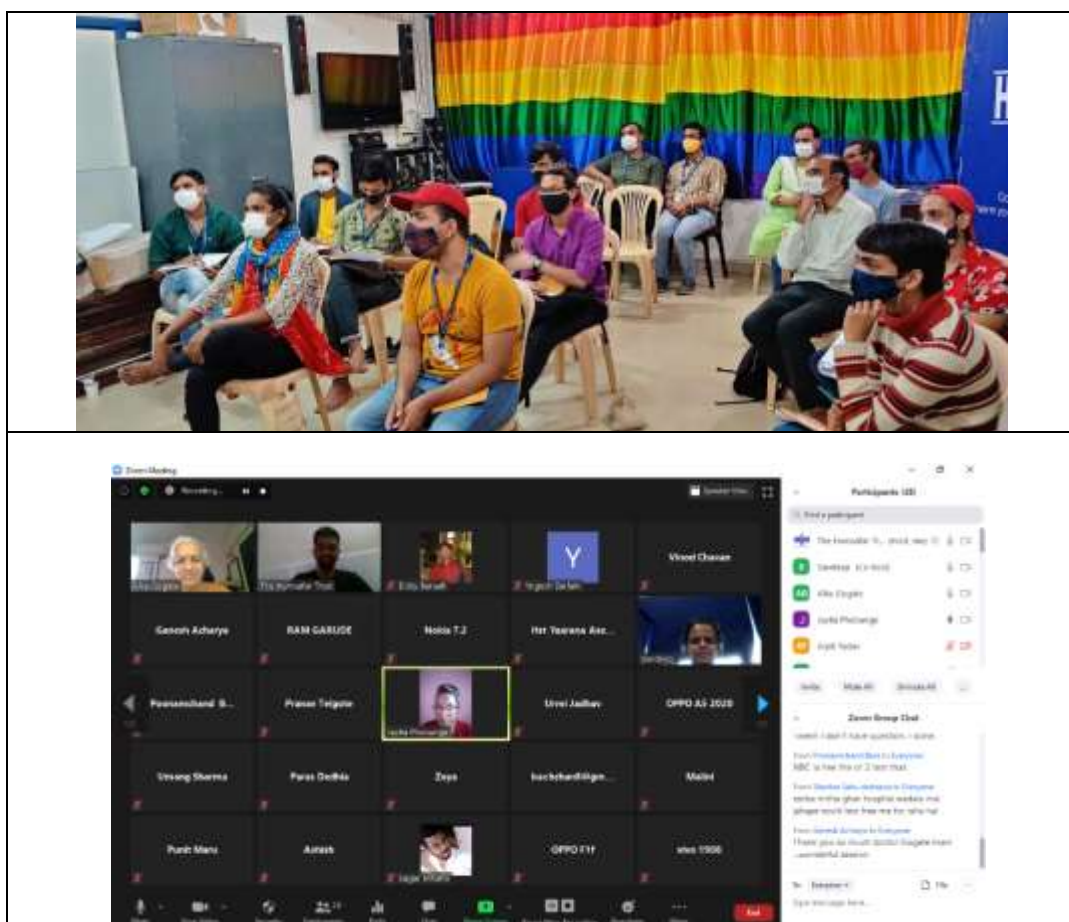


## CAPACITY BUILDING

### Support to The Humsafar Trust Clinic staff & Outreach teams

In mid-July 2020, Covid-19 was still spreading at a faster pace, impacting thousands of individuals across the world. To tackle the same, The Government of India was adopting several pro-active measures and was making an appeal to encourage public participation in the response towards COVID-19 by maintaining social distancing. There were few states like Maharashtra, Tamil Nadu and Delhi which were severely affected with increasing COVID cases. In the current COVID 19 pandemic it became the need of the hour for Humsafar to reach out to educate and train it's outreach workers and clinic teams about Covid19 and its spread so that their extended communities could be supported with the emerging needs along with correct information.

The Humsafar Trust (HST) conducted two capacity-building training programs for the HST clinic staff, HIV intervention project counsellors and outreach workers. The objective of this training was to orient the team members regarding access to emergency healthcare for the community during the COVID-19 lockdown and to familiarize the team with the new World Health Organization (WHO) guidelines. The training was facilitated by Dr. Alka Gogate (Medical Microbiologist) who enriched the staff with in-depth information regarding Covid19 spread and facts, causes, precautions to break the chain of transmission of this novel coronavirus etc. A total of 56 Outreach Workers and Frontline Staff were trained on COVID19 protocols and measures during the two rounds of this training. We are immensely grateful to **'The Consulate General of Canada, Mumbai'** for their kind support in organizing this Capacity Building Training in the best possible way.





## COMMUNICATION CAMPAIGN – PROJECT SAMAJH



The Humsafar Trust implemented two communication campaign for LGBTQ community which focused on awareness on COVID19 and prevention. Project ‘Samajh’ was a unique joint initiative of The Humsafar Trust and UNAIDS to develop the response related to the COVID-19 pandemic. It was a social media campaign which was set up for addressing the specific knowledge needs of the LGBTQ+ community. The objective of this campaign was to make the community aware about the risks of COVID-19 along with HIV, STIs, OIs, other comorbid conditions, and mental health problems. The campaign also aimed to inform and empower community members with various support and coping mechanisms.

The Consulate General of Canada, Mumbai also supported the social media campaign and addressed the unique needs of the LGBTQ community. The social media campaign reached out to **4.3 million** population across India within a span of 3 months.

### In a snapshot



To know more, please visit [https://humsafar.org/project\\_samajh/](https://humsafar.org/project_samajh/)

## AT A GLANCE - #HUMSAFARFIGHTSCOVID19



## STORIES FROM OUR GROUND STAFF/ CBO PARTNERS

“Somewhere I had heard that ‘Hospital is considered as a temple’ for persons who are unwell and doctors play a key role in such a situation. However, the pandemic had changed the entire scenario, where the general hospitals were asked to shut their regular OPD and convert them into COVID centres. This had majorly impacted many patients; doctors couldn’t do the scheduled operations and surgeries had to be postponed indefinitely due to non-availability of doctors. Additionally, Nationwide lockdown had major impact on people living with HIV who couldn’t access medicines as the public transport facility was completely closed. Many even had to give up their daily medications. I am really thankful to my organization Humsafar Trust for arranging private vehicles to deliver the HIV medicines to our beneficiaries who were staying in Mumbai. Although there were many challenges, today I am happy that in such difficult times, we could help our community members and trust me it's a satisfactory feeling.” - ***Santosh Karambe, Health Coordinator, Sion Hospital***

“Thank you for your great generosity! We, Dinajpur Notun Aalo Society (Both Districts of Dinajpur, South & North), greatly appreciate your contributions for empowering our community kitchen. With your support we were able to provide ration necessities to more than 650 community people from both the districts. We hope that in future we can also extend our community capacity with your kind favours.

Your support is always invaluable to us, so thank you very much again! We expect you will continue these kinds of support in future too whenever we need it”

- ***Dinajpur Notun Aalo Society, Dinajpur, West Bengal***

I was part of covid19 core team and every day we were facing new challenges and concerns. This relief work intervention was the first attempt of the organization; hence everybody was on the same path of learning. There were days when I had seen the community members in deep sorrow and fighting with the new virus. At the same time, I have also seen individuals helping other community members despite their own challenges in this crisis.

Although I have learned so many lessons during the pandemic working with the community, I cannot explain the joy of satisfaction or joy of happiness which I feel every time I see a smiling face or receive a heart-warming voice message from our community members. Every text message or call that I receive with a thank you note gives me the courage to work harder every day for my community. It also made me realize how badly the community has been impacted by the pandemic. And of course, it was possible only because of my organization and my team members who were there for me whenever I needed them. I have seen ups and downs in this journey, but every time I see our front-line workers/HST Covid heroes working tirelessly on the ground, it gives me immense strength to continue my efforts as a small contribution in this fight against Covid-19.

- ***Tinesh Chopade, Advocacy Manager ,HST***

## **SOME STORIES DIDN'T HAVE HAPPY ENDINGS...**

“In an early morning during one of those complete lockdown days, I had received a call from one of our outreach workers where he informed me that there was one KP who was HIV positive, but had not yet started with his ART medicines and that his health was deteriorating. The situation was bit tensed and I immediately instructed the outreach worker to take him to the nearby hospital. Sometime later, they somehow managed to reach the hospital amidst lack of any transport facilities. Sooner, we managed to connect with the ART centre counsellor and we got his pre-ART registration and other tests done. It was alarming to find out that his CD4 count was just 24 at that time. Sensing the gravity of the situation, doctor had immediately started the medicines. Later he was advised to go home and continue with his medications. Outreach worker and I had given him all the necessary counselling regarding the medications and other precautions he would have to take over the next few months.

Later we came to know that the person hadn't eaten anything because of the lockdown as he was left with no money. On learning about this, we offered him some money so that he could buy some groceries for him. Next day we found out that his family had thrown him out of the house because of his HIV status and that he had spent the entire night at the Govandi railway station and he was in very bad shape. Immediately he was admitted to one of the major hospitals in Mumbai Suburban. We tried to connect with his family members, but nobody showed up in the hospital. He was put under observation and was given medicines, but he had to be certified Covid negative before any further interventions would be provided. Two days had passed by, waiting for the Covid report and by the time the report arrived, he had already passed away. Sad to say, the report came out negative. This was a big shock for me because we tried our best to save his life, that too in lockdown but we had failed..

Personally, this incident was very disappointing to me as I realised that family members had not come to help the person even while he was on the brink of death, only because he was HIV+ and the hospital had denied him proper care since he did not have a Covid negative certificate. Today, when I relive those memories, I regret that I had failed... but I do firmly believe that it was the failure of our systems too...

***- Amit Jakhal, Program Officer, The Humsafar Trust***

## COMMUNITY VOICES

***“For the communities, food is a bigger worry than coronavirus”***

“Thirty-one-year-old Dhanam-a Transgender woman, born in Veerampattinam – a coastal village in the union territory of Puducherry is forced to beg for a living at a nearby town viz., Ariyankuppam, to earn her daily bread. Basically, she earns through the “Therukoothu” (Street Theatre) which was once part of the Tamil acting tradition. During normal times, the three months from March 2020 to May 2021 (Tamil months Masi, Panguni and Chithirai) would be the time when Therukoothu artists like Dhanam would be fully occupied as there would be a lot of temple festivals in Puducherry and neighbouring States. For the rest of the year, they would be doing odd jobs in the farms as nobody were willing to give them a permanent work claiming that they would be irregular and would not show up if they got an offer to stage a play. The unexpected Covid crisis and the resultant lockdown had put her in deep trouble. But then she saw a ray of hope when she learned about the free ration schemes by HST. She happily says,

*“I have no family to save money for, so I used to earn money on a daily basis and spend likewise. Even I am a Street Play artist, without any source... forced to beg, but that too doesn't fulfil daily needs. Provisions should be made to make sure that all struggling Transgenders should get that compensation. Right at that time, I had come to know about the free ration support through Humsafar Trust and want to thank the Funders and the SCHOD Project Director Dr. Sheethal Nayaak for their good heart and service,”*

**- Dhanam, Transgender Woman, Pondicherry**

***“The pandemic has been a reminder to the world just how important hygiene is”***

**(Peter Ter Kulve, President, Uniliver Homecare)**

“Karamchand, a 23 years old transwoman, lives in a slum area in Baripada, Odisha. She was not so caring about hygiene before pandemic like many other slum residents. But her views had changed, when she came to know that many of her known people have tested positive for corona virus due to lack of hygiene. After receiving ration from us, her opinion was that, *“if they could give us soap, sanitizer and mask too, it would be really helpful for us to fight against corona.”* Later, a thanksgiving notes from her read, *“Heartfelt thanks to The Humsafar Trust & Reckitt Benckiser for their care and hygiene support”*.

**– Karamchand Sing, Baripada, Orrisa**



“Thank you Humsafar Trust for helping me out when I needed it the most. Last year's lockdown had hit me really hard leaving me out of job, a rent to pay, and all the other expenses to look after. I had absolutely no sources of income also I couldn't find a job due to the pandemic. I reached out to Tinesh from Humsafar Trust and ran him through my situation, immediately he took action and after evaluating my expenses and supported paying rent for my house, they offered me financial help for 3 consecutive months to help me get through the phase and sustain myself. That helped me a lot and I cannot thank Tinesh and Humsafar Trust enough to have had my back. During these dark times, Humsafar Trust is doing the best to help mankind.

- Sameer, Pune”

*“Not all of us can do great things.  
But we can do small things with  
great love”*

**Mother Teresa**

## Thank You Note

I am feeling very privileged to mention that the Humsafar Trust has always been very helpful to people in need. I am the best example of this.

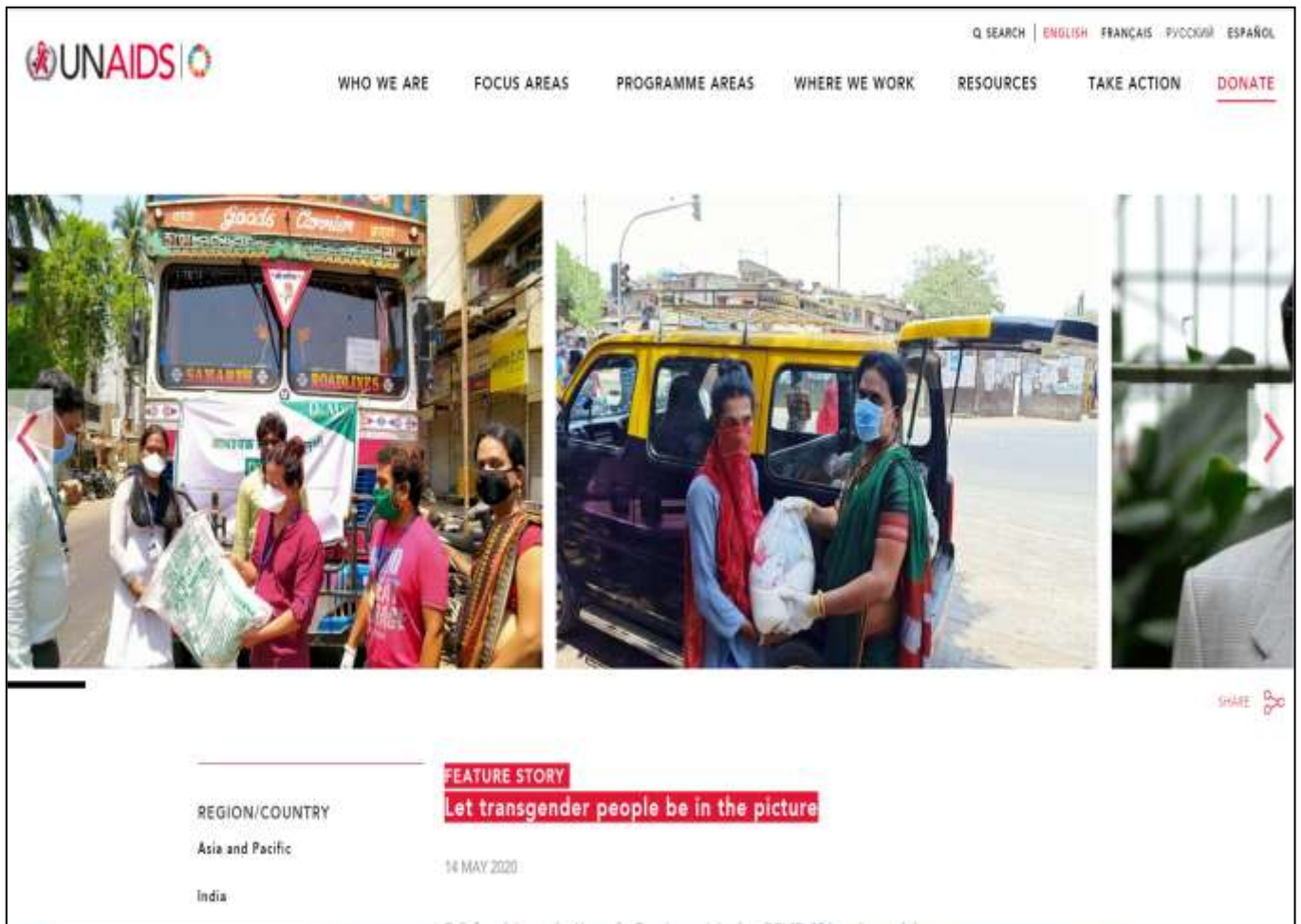
I am living with HIV from almost two years and taking medicines from Govt. ART Centres. I use to travel 60 kms from my home town every month using public transport to obtain my monthly medicines. During severe times of COVID when I was unable to travel and Govt authorities didn't co-operated to provide medicines for quarter or in my home town, only Humsafar Trust assisted me to get my medicines on time. Only because of them I am able to comply with my medication regularly during lockdowns. They are always a call away, they give correct information regarding right substitute of Govt. medicines and when I arrange medicines online, they also give full reimbursement of my spendings on medicines. They are proactive in assisting people like us.

I really wants to thank Humsafar Trust for their continuous support to our community and society at large.

# A proud Moment For Us

HST ACKNOWLEDGED IN THE UNAIDS FEATURE STORY

Let transgender people be in the picture



You can read the full story here – <https://bit.ly/33o8b03>



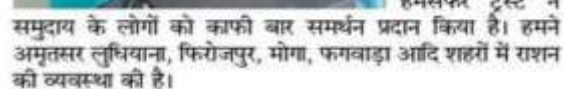
ਮਾਨਸਾ ਫਾਉਂਡੇਸ਼ਨ ਵੈਲਫੇਅਰ ਸੋਸਾਇਟੀ, ਲੁਧਿਆਣਾ ਅਤੇ ਅੰਮ੍ਰਿਤਸਰ ਅਤੇ ਹਮਸਫਰ  
ਟਰਸਟ ਅਤੇ ਰੇਕਿਟ ਬੈਨਕਿਸਰ ਨੇ 130 ਰਾਸ਼ਨ ਕਿਟਾਂ ਲੋਕਾਂ ਨੂੰ ਵੰਡੀਆ।



(ਸਰਵਨ ਦਾਸ ਹੰਸ) ਐਚ. ਆਨਸਾ ਫਾਇਨੈਂਸ

**(ਸਰਵਨ ਦਾਸ ਹੰਸ)** ਐਜ ਮਾਨਸਾ ਫਾਉਂਡੇਸ਼ਨ ਵੈਲਫੇਅਰ ਸੋਸਾਇਟੀ, ਲੁਧਿਆਣਾ ਅਤੇ ਅੰਮ੍ਰਿਤਸਰ ਅਤੇ ਹੁਸ਼ਵਰ ਟਰਸਟ ਅਤੇ ਰੇਕਿਟ ਬੈਨਕਿਸਰ ਨੇ 130

ਰਸਮ ਕਿਵੇਂ ਲੋਕਾਂ ਨੂੰ ਵੰਡਿਆ। ਅਸੀਂ ਹਮਸਫਰ ਟਰਸਟ ਦਾ ਮੰਨਾਵਾ ਕਰਦੇ ਹਾਂ ਜਿਨ੍ਹਾਂ ਨੇ ਇਸ ਥੱਲੇ ਸਮੇਂ ਵਿਚ ਸਾਡੀ ਮਨਾਵਾ ਦਾ ਫਾਇਜ਼ਾ ਨਹੀਂ ਦਿੱਤਾ ਕਿ ਲੋਕਾਂ ਦੀ ਮਦਦ ਕੀਤੀ। ਲਾਕਾਫ਼ੋਰ ਦੇਰਨ ਹਮਸਫਰ ਟਰਸਟ ਨੇ ਲਗਾਤਾਰ ਲੋਕਾਂ ਦੀ ਮਦਦ ਕੀਤੀ। ਇਹਨਾਂ ਨੇ ਮਿਲ ਕੇ ਅੰਮ੍ਰਿਤਸਰ, ਲੁਧਿਆਣਾ, ਰਿਵੇਂਦਰ, ਮੋਗਾ, ਰਵਾਣਾ, ਅਤੇ ਪੰਜਾਬ ਵਿਚ ਰਾਜਨ ਦਾ ਪ੍ਰਬੰਧ ਕੀਤਾ। ਮਨਾਵਾ ਦਾ ਫਾਇਜ਼ਾ ਨੇ ਕਿਹਾ ਕਿ ਅਸੀਂ ਹੀਨਰ ਕਰਦੇ ਹਾਂ ਕਿ ਹਮਸਫਰ ਟਰਸਟ ਇਸੇ ਤਰ੍ਹਾਂ ਅੱਗੇ ਦੀ ਜਾਨੂੰ ਸਪੋਰਟ ਕਰਦਾ। ਅੱਗੇ। ਮਨਾਵਾ ਦਾ ਫਾਇਜ਼ਾ ਦੇਵੇ ਲੋਕਾਂ ਦੇ ਸੋਸਾਈਟੀ ਦੇ ਹੋਰੀ ਹੀ ਹਮੇਸ਼ਾ ਲੋਕਾਂ ਦੀ ਮਦਦ ਕਰਦਾ ਰਹੇਗਾ। ਜਦ ਜਦ ਵੀ ਲੋਕਾਂ ਨੂੰ ਸਾਡੀ ਜ਼ਰੂਰਤ ਹੋਵੇਗੀ ਅਸੀਂ ਹਮੇਸ਼ਾ ਜਦ ਰਹੇਗੇ।



एल.जी.बी.टी. समूहाला मदतीचा हात

\_\_\_\_\_

- संभारसंग्रहण सं

समाजकीयता कलाल विविध  
पटकाविलेले समुदायाला सामाजिक  
संध्या, काळपर्यंत तीन दशकांनी  
संध्या वेळी, जमले एका पटकाविले  
नवते काळपर्यंत आली. एका  
नवतेपुढील नवते राहिले तो  
समाजकाळ नवते प्रसन्नपणाने दूर  
राहिलेला एका जी. बी. टी. समुदाय.  
या संकेत समुदायाला धावून आला तो  
नवतेपुढील समुदाय या दशका  
आधारे काळपर्यंत वेळ  
जीवनापुढीलनवते धावून मिळत काळपर्यंत  
काळपर्यंत आले.



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हव्यसलाटी घालील काही वर्षांपासून ही संस्था कुलत आहे. सामान्ये दूर  
अपार कायमिती वेम जीनिवाटेशम केलेल्या या संपादकाळ कोटिने

उपमन्त्रीजी के जन्म, जन्म  
साक्षात् सरकारी कामों में  
होना चाहिए। जन्म के बाद  
आप (या मन्त्री) को जन्म  
पेक्षा में रखकर देखना चाहिए।  
जन्म के बाद ही आप को  
देखना चाहिए। जन्म के बाद  
ही आप को देखना चाहिए।

पावेदी जाचार कम्प्युनिटी केस  
ऑर्गनायझेशनने जायद शिब्य  
सुखकर, राबि रितु बुमदे, घंभी  
हमसका द्वादसे जाचार जल्ल  
केले पावेदी मिलेस प्रायमारे, मिथिता  
पुलकोले, श्याम जायज, बुध्दा  
प्राधन, पूज्य पेंसेकर सह अन्य  
जखिल होले. ४ (अपरा जल्लो)

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**ਚੈਕ ਪੋਸਟ**

ਹਮਸਫਰ ਟਰਾਂਸਟ ਦਿੱਲੀ ਦੇ ਸਹਿਯੋਗ  
ਨਾਲ 130 ਰਾਸ਼ਨ ਕਿੱਟਾਂ ਵੰਡੀਆਂ

ਭੀਸ ਸਟੇਡ ਜੋਹਲ ਮਾਰਕੀਟ ਵਿਚ

ਪੰਜ ਸਟੇਟ ਜੰਗਲ ਮਾਰਕੀਟ ਵਿਚ ਚੁੱਪ  
ਵੇਲਕਮ ਵਾਉਂਡੇਸ਼ਨ ਨਵਾਂਸਹਿਰ  
ਪੱਕਮ ਦੇ ਸੀਨੀਆ ਚੁੰਗਲ ਦੇ ਨਾਕੀ  
ਵਾਲੀਆਂ ਦੀ ਅਗਵਾਈ  
ਵਿਚ ਹਮੇਸ਼ਾ ਰਹਿੰਦੇ  
ਦਿਲੀ ਦੇ ਸੁਪਰਮਾਰਟ  
ਮਨੋਜ ਕੁਮਾਰ, ਮੁਹੰਮਦ  
ਜਸਵਿੰਦਰ ਰੱਖਿ  
ਸਹਿਯੋਗ ਨਾਲ ਸੁਰ  
ਸਾਜ ਸੰਗੀਤ ਸਭਾ ਦੇ  
ਕੁਝ ਸਾਂਝੀਆਂ ਨੂੰ ਅਤੇ  
ਨਕਾਲ ਪਾਰਟੀ ਦੇ  
ਸਾਂਝੀਆਂ ਨੂੰ 130 ਦੇ  
ਕਰੀਬ ਰਾਸ਼ਨ ਦੀਆਂ  
ਕਿਟਾਂ ਦਿੱਤੀਆਂ।



但 田中 不 滿

ਸੰਭਵਰ ਗਾਇਬ ਮਹੇਸ਼ ਸਾਜਨ ਵਲੋਂ ਹਮਫਰ ਟੈਂਸਟ ਦਿੱਲੀ ਦਾ ਤੇ ਚੂੜ ਫਾਉਂਡੇਸ਼ਨ ਪੰਜਾਬ ਦਾ ਪੰਨਵਾਦ ਕੀਤਾ ਤੇ ਕਿਹਾ ਕਿ ਇਸ ਸੋਸਥਾ ਵਲੋਂ ਪਹਿਲਾਂ ਵੀ ਬਾਹੀ ਆਯੋਗ ਨਾਕਾ ਪਾਰਟੀ ਦੇ ਸਾਮੀਆ ਤੇ ਹੋਰ ਸੋਸੀਇਆ ਦੀ ਰਾਖਨ ਕਰਦਾ ਦੇ ਕੇ ਮਦਦ ਕੀਤੀ। ਇਸ ਸੇਕੇ ਤੇ ਸਤਨਾਮ, ਅਰੁਣ, ਸੂਦਾ, ਸੈਨੀ ਆਦਿ ਹਾਜਰ ਸਨ।

## 130 ਰਾਸ਼ਨ ਦੀਆਂ ਕਿੱਟਾਂ ਦਿੱਤੀਆਂ

सहायक, २४ अक्टूबर (आमरेल) १९८४) १९८४/८५ का लक्ष्य बढावा मजदूरों को (अर्थात्) २०% अधिक मजदूरी देना है। पिछले १९८३/८४ में मजदूरों को १५% मजदूरी दी गई थी।

[illegible]

## PUBLICATION DETAILS

This report is published by The Humsafar Trust and documents the efforts and achievements of #humsafarfightscovid19 – An emergency relief work initiated for the welfare and support of the LGBTQ community in India.

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The Humsafar Trust, Mumbai

If you have any concerns, kindly contact us at [info@humsafar.org](mailto:info@humsafar.org)

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## Our Initiatives

