



2020

ANNUAL REPORT

MAI FAMILY SERVICES

SUPPORT WHEN YOU NEED IT MOST



A Message from MaiFS President

Dear MaiFS Friend,

On behalf of MaiFS, thank you for your continued support, active participation, and interest in MaiFS activities throughout 2020!

We started 2020 with big hopes and plans, however we were dealt a completely different set of challenges. The pandemic caused substantial increase in our case load and required more resources and manpower. Through all this the community support that MaiFS has received this past year in terms of donations, grants and encouragement not only kept MaiFS strong and resilient but also enabled us to expand our services.

As you peruse this Annual Report, you will notice how we adapted to the “new normal” and continued providing services, hosting virtual events and keeping our clients’ spirits up.

Looking forward to 2021, we are planning a few important initiatives such as (i) relaunch of our Senior Services Program by making it more accessible, (ii) revitalizing the monthly webinar series and covering various topics related to our mission and vision, and (iii) hosting virtual “Chai with Mai” events with community groups to provide higher levels of exposure.

Please stay tuned and check out our monthly newsletter and website updates and do participate in our virtual events. We look forward to your continued support of your time, donations, ideas, and active engagement to help the most at-risk population in our community.

Thank you.

Sincerely,

Swatee Kulkarni
President

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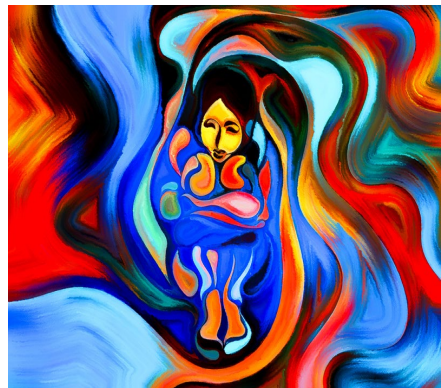
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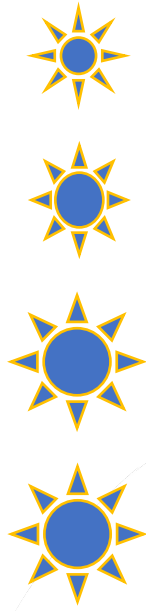
ABOUT MAIFS

Established in 1986, Mai Family Services [MaiFS] is a 501(c) (3) community-based, non-profit organization dedicated to serving the needs of a diverse and growing South Asian population in the metropolitan Detroit area. The services provided by MaiFS fall into two categories: (i) Intervention – which includes providing confidential and culturally specific support services to South Asian individuals/families in crisis due to personal and familial problems and (ii) Prevention – which includes training workshops to build awareness on the problems facing South Asian communities.

Over the years MaiFS has continued to widen its services. Piloted by the selfless work of the board, staff, and volunteers, MaiFS continues its work to build a violence free community. MaiFS is funded through donations from community members, and grants from corporate donors and the State. We are truly grateful to each contributor. Our mission and work will not be possible without the support from the community and our funders.



**MAIF
MISSION
&
VISION**



Mai Family Services seeks to raise awareness of the problems facing the South Asian community in Michigan and to provide support services in the areas of partner and family violence, substance abuse, mental health and senior issues through confidential and culturally sensitive intervention.

MaiFS envisions offering a broad spectrum of culturally sensitive, preventive and intervention services to build healthy and strong South Asian families and communities in Michigan.

हिन्दी ગૌરવ વાઙ્ગલિ આઈ ડેવો પરિવાર નુઁઁઁ

**LANGUAGES
WE
SUPPORT**

Hindi	Gujarati	Marathi
Nepali	Bengali	Punjabi
Telugu	Tamil	Malayalam
Bhutanese	Sinhala	Urdu
English & more		

GRANTS AWARDED TO MAIFS

The year 2020 began on an optimistic note at Mai Family Services. We had just concluded the 2019 Holiday Banquet and the Board was making plans and preparations for our 2020 annual events – the Fundraiser and the Walkathon. The Covid-19 Pandemic and the accompanying uncertainties meant that we had to cancel all our events. This would have impacted our operational budget. The MaiFS Board acted quickly to shift gears and explore alternate sources of funding, especially since the demand on our resources, both the number of people seeking our assistance and the level of their needs had increased from the previous years.

The first requests for financial assistance came from former clients who had lost their jobs. These women, who had started putting their lives together, were working in minimum wage jobs with little or no savings to fall back on. They were hard hit, especially those with children to support. They requested temporary financial assistance from MaiFS to pay for rent, food and gas to tide them over till their unemployment benefits kicked in.

Like many of our sister organizations working with DV survivors, MaiFS saw an uptick in the number of women fleeing abusive environments. The onset of the Covid-19 health and economic crisis led to additional challenges for South Asian families. Job losses and the lack of access to family support and funds laid considerable stress on families, especially new immigrants on work visas. This especially impacted women and children who often bore the brunt of male responses to a crisis.

A new situation that we encountered is instances of abandonment where men walked out on their wives and children and left the women with little or no resources. Travel restrictions made it impossible for the women to return to their families and they turned to MaiFS for help.

The women came to us with fresh sets of challenges. Along with rent, living expenses, clothing, legal and transportation costs ((in the form of bus and uber costs to enable survivors to go to meet with lawyers and medical staff etc.), and trauma informed counseling, those with children had unique needs that had not arisen in the past. The virtual learning programs instituted by area schools put children who do not have laptops at a tremendous disadvantage. Along with basic survival needs we also received requests for laptops and books for children.

The Grants Committee on the Board worked tirelessly to secure grants to assist our clients. With the help of funding from several organizations (list given above) designated specifically for non-profit organizations working with DV survivors in this pandemic year, we were able to meet the needs of all those who came to us for help. MaiFS expenses for DV survivors and their children this past year has totaled over \$70,00.

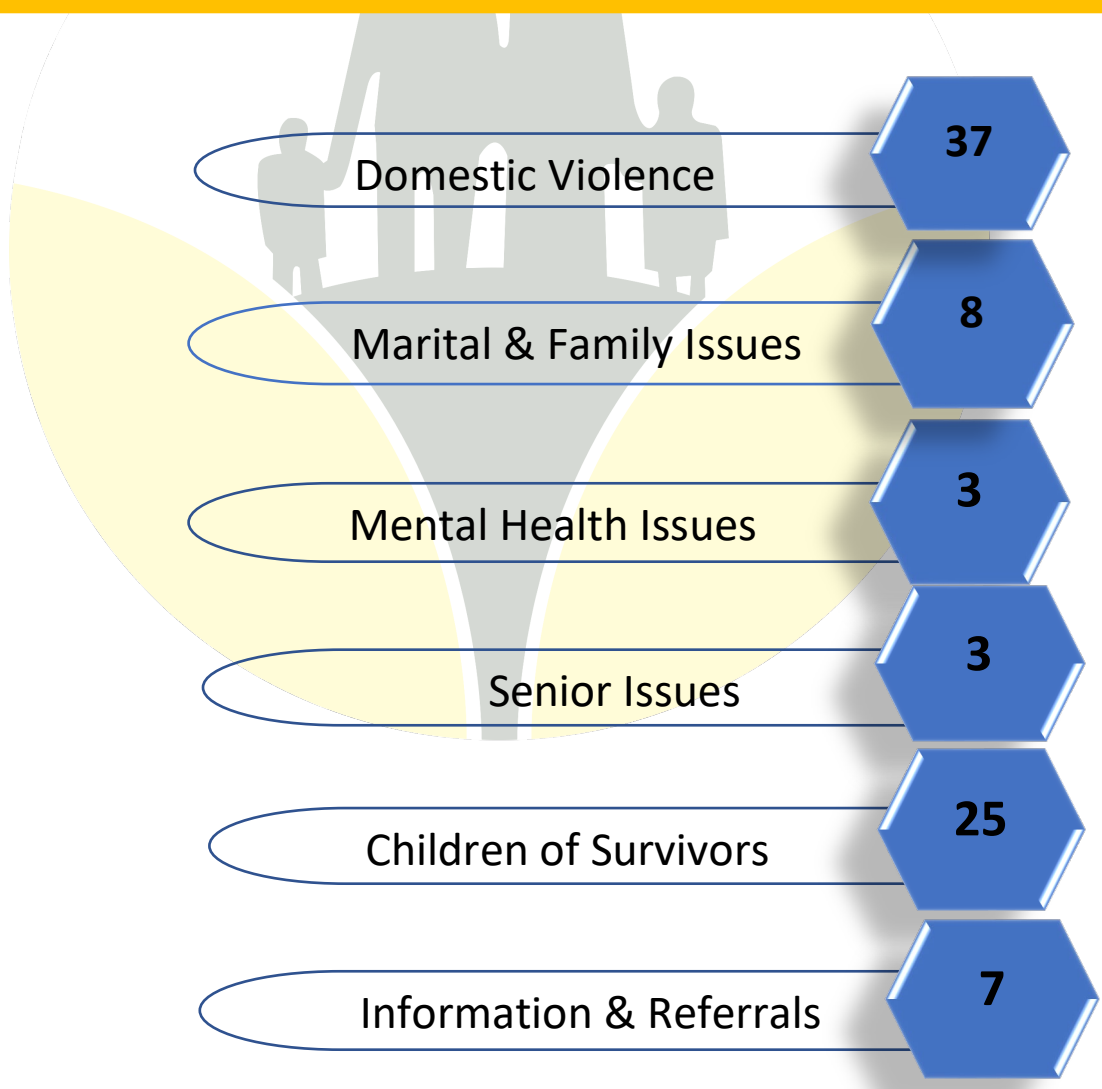
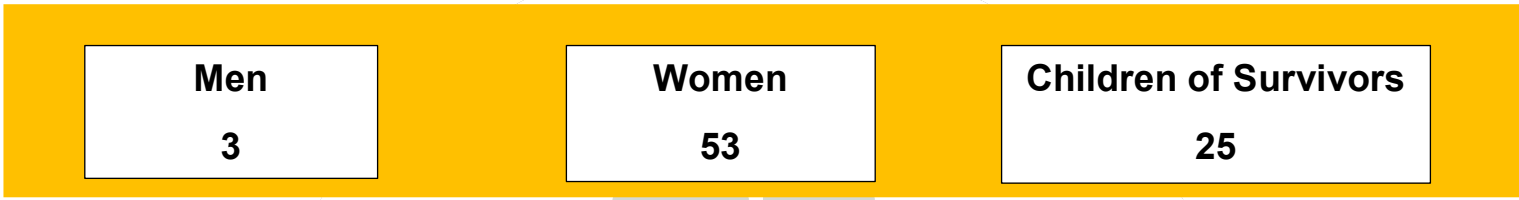


DIRECT SERVICE

Total Direct Service Program cost **196,175k**

Total number of hours spent on serving clients **2441**

Total clients served in 2020 **83**



COMMUNITY OUTREACH

Outreach

**Strengthening Families
Independence Green Apartment**

**International Women's Day
Wixom**

Virtual Outreach

**Conversations in Mental Health
(Collaboration)**

Exploring iPhone Features

**Mental Health in South East
Asians
(Collaboration)**

Current Immigration Issues

Chai with Mai

**Michigan's Auto Reform
(Collaboration)**

Cybersecurity

**Virtual Yoga Session
2 Sessions**

**Conversations on Women's
Abuse**

Village Oaks Elementary School

STOP Grant Program

As with many aspects of our lives in 2020, the effect of the COVID pandemic has caused several challenges to the STOP Grant program. The year started with the impending MDHHS audit of the Grant Contract scheduled for mid-year and the planning for this enormous task on hand. In March, the COVID crisis hit us with gale force, and the workplace lockdown/restriction mandates made us hastily shift all our work and program related activities to online. Thanks to Zoom, conducting office activities remotely has become an integral part of both MaiFS and the STOP program. We are proud to report that we successfully kept the program running without interruption and continued with all Grant Contract-related activities in a very efficient and smooth manner.

We successfully completed a day-long remote MDHHS Contract review in August and came out relatively unscathed with some recommendations and practices to make our program even better. We were further pleased that MDHHS renewed our STOP Grant for 2020-2021. This allows us to continue our programs with added responsibility and accountability.

We look forward to the beginning of 2021 with renewed optimism and hopes to utilize the STOP Grant to make a difference in the lives of women, and make them valued and empowered citizens in our society.

VOLUNTEERS

CONTRIBUTION

MaiFS volunteers are an integral part of the agency. They provide selfless service and valuable time to advocate and support the cause and the agency. We would not be able to do what we do here without their support.



This winter we received hand knitted scarves, hats and baby blankets from one of our generous donors who thought of keeping our clients and their children warm by donating her craft work.



THE TEAM



Board of Directors

Swatee Kulkarni	Mona Sashital
Ajit Kulkarni	Shanti Menon
Asim Alavi	Usha Ram
Sujit Kulkarni	Suneeta Prakash
Anjali Sharma	Namita Sachdev
Madhura Marathe	Amit Mandhare
Preeti Venkataraman	Kalyani Changanti
Prasanna Bhimidipati	Minal Engineer

MaiFS Staff

Yogita Chhettri
Usha Papparaju

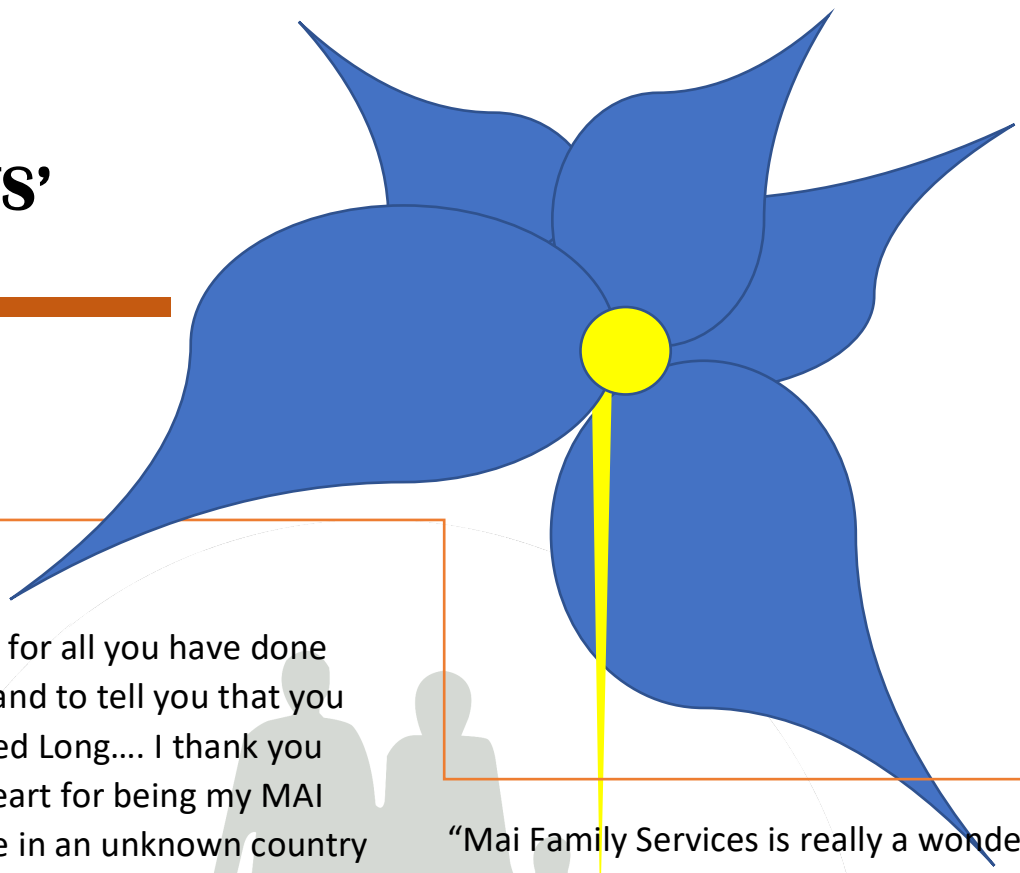
Caseworkers

Bharati Peri
Charu Shah
Lalita Ghosh
Sailaja Dronamraju

STOP Grant Program

Murali Nair
Manisha Rathod

IN OUR CLIENTS' WORDS



“My Dear MAI...

This is just to THANK YOU for all you have done during my difficult times and to tell you that you will be always remembered Long.... I thank you from the bottom of my heart for being my MAI (mother) and stood by me in an unknown country during uncertain times and supported me all the way you can... Without your support I believe I could have left the country.

Special thanks to ... who has been my case worker and helped me during my crisis, pandemic situations and following up my well beings timely.

Thanks to.... who has advised me legally, when I was totally blank not knowing what to do where to go. You are always remembered.

Thanks to donors for the wonderful and beautiful Christmas wish lift gifts and many more...

I thank every individual of my MAI....”

“Mai Family Services is really a wonderful friend and I appreciate from the bottom of my heart you love, kindness and generosity. Thanks for always being with me when I need your support. I really appreciate your positive influence to have MAI in my life. With no support from my Ex-husband, no job, no income sources at that time MAI comes forward and supported me in filing my U-Visa and my kids’ necessities. I am incredible fortunate to have someone like MAI in my life. Now I stand on my legs with the support and generosity of MAI which I could not have done without your help. I am truly blessed to have someone like MAI in my life...Once again, I thank MAI from my heart for their help and support in each and every unbearable situation in my life.”

2020 SPONSORS

MaiFS is able to continue its work and mission because of our generous donors and well-wishers. We sincerely THANK YOU on behalf of our clients and their families for believing in them and helping them rebuild their lives with new hopes and dreams. We are grateful for your generosity.

Grand Donors (\$10K & up):

International Geeta
Foundation d/b/a IGGF

Diamond Sponsors (\$5K & up):

The Bahadur Foundation

Platinum Sponsors (\$2500 & up):

Ally Financial Inc
Bhargava Foundation
Bhushan & Swatee
Kulkarni
Jayashree Kommareddi
Manoj & Poonam
Sachdeva
Michigan Indo-American
Forum
Prasad Legal, PLLC
Preeti Venkataraman
Rajendra & Pratibha Modi
Shashikant & Leena Deshpande
Usha Ram

Gold Sponsors (\$1000 & up):

Abhay & Aruna Mehendale
Anand & Dipti Sharangpani
Anjali Anturkar
Anjali & Sudarshan Kumar
Arya Pratinidhi Sabha
Gangadhar & Puspha
Vaishampayan
Guru & Mona Sashital
Hema & Sudhakar Rao
Jehangir Rao
L J & S L Shah
Lingareddy & Pushpalatha
Devireddy
MIINDIA/DIWA
Naysha Shah
Nirdosh & Asha Reddy
Pradeep & Geetha Bhandarkar
Priti & Somil Shah
Rajiv B Sanhvi
Shashi & Shanti Sroop Sharma
Sumit Fogla

Sliver Sponsors (\$500 & up):

Abhinav & Reeta Raina
Ajeet & Shubhada Kulkarmi
Asian Indian Women's
Association
Asim & Nadia Alavi
Avinash & Chitralkh Joshi
Deepa & Deepak Goel
Gouri & Steven Roach
Jaydeep & Mina Mankikar
Kalyani Chaganti
Khushboo Patel
Mohana Walambee
Narasingrao Pampati
Neetu Choudhary
Prabhakar & Stephanie A. Patil
Pradeep Kokate
Ruma Banerjee
Sandhya Prabhu
Sanjyot & Ajey Mohile
Sharbari Maitra-Joshi &
Shashank Joshi
Vijay & Sara Goburdhan
Vivek & Veena Joshi
William Degan

Recurring Donors

Aashish & Preeti Tyagi
Deepak Parekh
Girish & Suman Khosla
Janet Malkar
Latika Mangrulkar
Phalguna Siddapureddy
Sheela Madepelli
Tagore Vepa

Financial Report

Profit & Loss

Income	2019	2020
Opening Balance	\$141,468.13	\$210,580.13
Membership	\$1,500.00	\$2,400.00
All Events Revenue + Donations	\$218,018.59	\$113,461.40
PPP Loan & Grants	\$82,281.64	\$251,849.22
Total Income	\$301,800.23	\$367,710.62
Expenses	2019	2020
Client Assistance	\$5,130.04	\$65,014.27
Direct Program cost*	\$95,740.06	\$96,480.53
Indirect Program cost**	\$10,998.13	\$34,678.83
Administrative***	\$5,041.76	\$7,079.89
Supplies	\$47.58	\$164.25
Grant	\$76,742.12	\$119,402.23
Outreach/promotion	\$782.74	\$219.68
Annual Fundraising event	\$28,530.68	\$0.00
Walkathon	\$500.00	\$0.00
Holiday Banquet	\$9,175.12	\$500.00
Total Expenses	\$232,688.23	\$323,539.68
Closing Bank Balance	\$210,580.13	\$254,751.07
Operating Reserve for 12 months expenses	\$160,000.00	\$195,000.00
Available cash flow	\$50,580.13	\$59,751.07

* Direct program costs: Case worker + Program Manager salaries + phones

** Indirect Program costs: Office rent + Office Manager + Training/conference

*** Administrative: Postage + web hosting + CPA fees + printing + PayPal + Payroll Expenses + technology cost



Mai Family Services

Support when you need it most

Mai Family Services

Suburban Shared Center

32401 W. Eight Mile Rd

Livonia, MI 48152

Phone no: (248)-477-4985

Toll Free Helpline: 888-664-8624

Email: infor@maifamilyservices.com

www.maifs.org

<https://www.facebook.com/MaiFS>

Mai Family Services is tax-exempt under section 501 (c) (3), non-profit organization.