



2021

ANNUAL REPORT

MAI FAMILY SERVICES

SUPPORT WHEN YOU NEED IT MOST



www.maifs.org

A MESSAGE FROM MAIFS PRESIDENT

On behalf of MaiFS, thank you for your continued support, active participation, and interest in MaiFS activities throughout 2021!

What a year we have had in 2021! We experienced all emotions from immense joy and relief to utter hopelessness, celebrated victories as clients found strength to stand on their own feet, launched new Golden Club program for the seniors, built strong ties with our volunteers and donors, and managed to have fun at our year-end gala too!

This annual report is thus a labor of love and a chance for us to look back at the year. We hope as you peruse this Annual Report, you will find the information that speaks to you, connects you to the Mai Family Services organization, and showcases our achievements and pinpoints where we are putting in our efforts. Please be sure to read about our new Golden Club program, a success story from one of our clients, and other updates.

Looking forward to 2022, we are proud to have Vatsala Upadhyaya as new President of Board at Mai Family Services. She is planning to stay on course with the important initiatives such as monthly webinar series and covering various topics related to our mission and vision, while bringing more efficiencies to our operations.

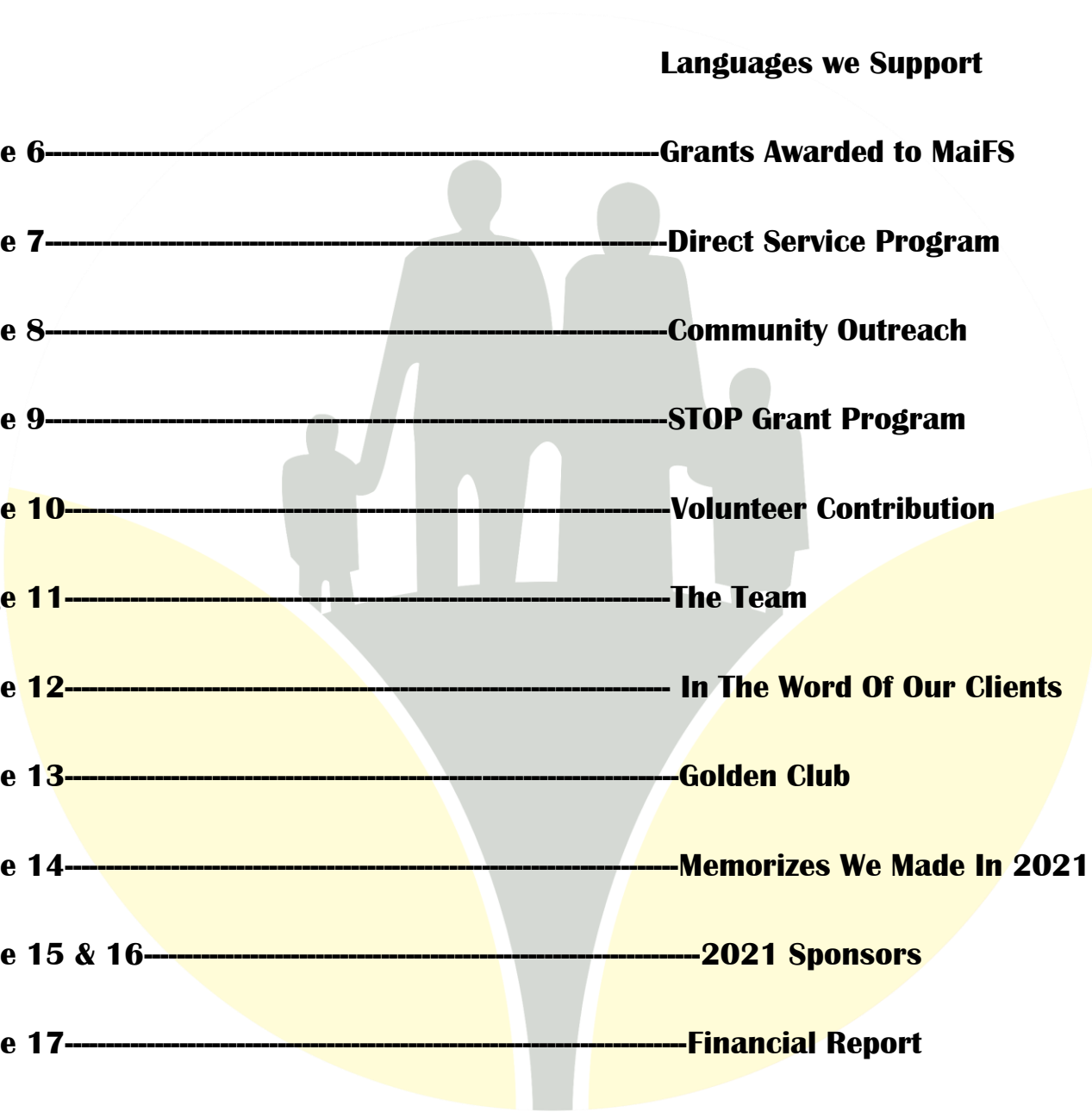
Please stay tuned and check our monthly newsletter and website updates and do participate in our virtual events. We look forward to your continued support of your time, donations, ideas, and active engagement to help the most at-risk population in our community.

Thank you.

Sincerely,

Swatee Kulkarni
President, MaiFS Board of Directors

TABLE OF CONTENTS



Page 4	About MaiFS
Page 5	MaiFS Mission & Vision
	Languages we Support
Page 6	Grants Awarded to MaiFS
Page 7	Direct Service Program
Page 8	Community Outreach
Page 9	STOP Grant Program
Page 10	Volunteer Contribution
Page 11	The Team
Page 12	In The Word Of Our Clients
Page 13	Golden Club
Page 14	Memorizes We Made In 2021
Page 15 & 16	2021 Sponsors
Page 17	Financial Report
Page 18 & 19	More Memorizes

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. Steered 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.

We Support Building A Stronger & Better Community

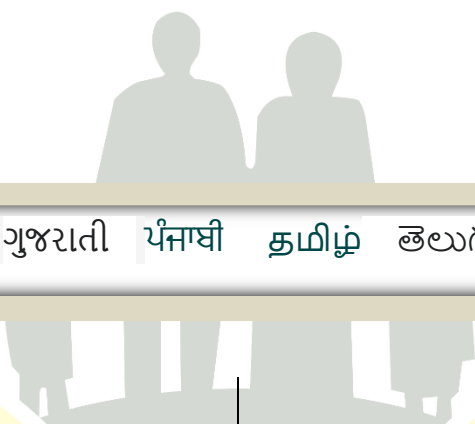


MISSION & VISION



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.



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LANGUAGES WE SUPPORT

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

GRANTS AWARDED TO MAIFS

The COVID-19 pandemic has had a major effect on our lives. It has brought many challenges and uncertainties that can be stressful, overwhelming, and cause strong emotions in adults and children. Since 2020 our clients' requests for financial assistance have increased tenfold. MaiFS strives to meet and fulfill all the requests received from the clients.

In 2021, the MaiFS Grants Committee worked tirelessly to secure grants to assist our clients' financial needs. With the help of funding from several organizations (list given below) 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 in 2021.

The grants play a significant role in our budget and help us help the survivors who are already going through domestic abuse and mental trauma, along with the COVID and lockdown related challenges. The abuse and mental trauma for them has increased since the abusers are present in the house 24/7. For many of us, our home is our safe haven but it is not the same for the DV survivors. Some of the survivors' reported losing jobs and being not able to support the daily basic needs for themselves and their children, a few of them reported that their abusers were afraid that they might contract the virus from survivors and threw them out of the house, making them homeless. Some of the abusers made the COVID 19 an excuse to divorce the survivors, leaving them homeless, VISA status-less (legal) and penniless. These uninvited and unseen challenges made the survivors more vulnerable and lost. They came to MaiFS as their last hope and support for financial help, legal help and other needs.

MaiFS expenses for DV survivors and their children in 2021 has totaled almost \$200K.



DIRECT SERVICES

Total Direct Service Program cost **\$198,707.00**

Total number of hours spent on serving clients **2000+**

Total clients served in 2021 **41**



Our caseworkers provided 1:1 emotional and mental counseling to 29 survivors through survivor - centered, trauma-informed & culturally specific program.

Domestic Violence



Our caseworkers provided 1:1 marital/family counseling to 8 clients.

Marital/Family Issues



Our caseworkers provided 1:1 emotional, mental & holistic counseling to 4 senior clients.

Senior Issues



Our caseworkers and intake workers have provided resources and referrals to 100+ callers.

Information and Resources Sharing



Mai Family Services provided funds for tuition fee, school supplies, clothing items, footwears, baby formula, diapers and groceries to 28 children of survivors in 2021.

Children of Survivors



COMMUNITY OUTREACH & EVENTS

Collaborative Work with Community Organization

- Soul Tough – Hosted by DIWA & MIINDIA. MaiFS was the sole beneficiary of the funds raised by artistic work/items auctioned at the virtual event on International Women’s Day
- Zindagi Gaa Raha Hoon Main, presented by YUGZ Events & D Octaves in partnership with MaiFS
- COVID-19 Booster Shot Drive at SVBF Temple, Farmington Hills. MaiFS volunteers lent a helping hand in the event
- Tropical Plant Sale – Hosted by Archana Mandhare. Proceeds from the sale were donated to MaiFS

Collaborative Work With Partner Agencies

- Southfield City Walkathon – DV Awareness, organized by partner agencies. MaiFS participate in the walk
- SABA Cares – South Asian Bar Association of North America raised funds for MaiFS as one of the beneficiaries
- Community Townhall Meeting was hosted by APIA. MaiFS was one of the presenters
- Domestic Violence Webinar, hosted by APIA. MaiFS’ caseworker Lalita Ghosh was one of the panelists

Special Events

- Petals of Hope – A virtual all-faith Prayer Session for Universal Healing & Peace
- Mindfulness Webinar – Virtual webinar presented by Mridu Pasrija & moderated by Radhika Shukla
- Relaunch of MaiFS Senior Club – Golden Club
- Yaadein – Memories Over Time was held as the first in-person event for the Seniors. A program for seniors by seniors

Annual Events

- DV Awareness Month – In-person appreciation for caseworkers & Direct Service Staff
- Holiday Banquet Gala – In-person Appreciation Dinner

Training

- MaiFS 101 & DV 101 – The two mandatory trainings were provided to new boards members and volunteers
 - 1) MaiFS 101 is to equip the new members & volunteers with a basic knowledge of MaiFS function and its’ services
 - 2) DV 101 is to equip the new members and volunteers with understanding the nature and dynamics of Domestic Violence
- MaiFS 101 & GC 101 training – We conducted 3 training sessions of these mandatory trainings for our new GC volunteers in order to serve the GC members in an effective and non-judgmental manner.
- 2021 BISC-MI 3-day Annual Conference – MaiFS program manager Yogita Chhettri attended the annual conference to enhance the knowledge of policy and practice followed in DV & SV field in Michigan.

STOP GRANT PROGRAM

The MaiFS Stop Grant for Empowerment has remained healthy and vibrant in 2021! Though we faced challenges, we adapted the program needs with the ever-changing Covid pandemic situation and successfully offered services as per the grant requirements to DV victims and survivors of the South Asian communities in Metro Detroit. During 2021 the Grant provided a total of 65 participants with services like ESL and Computer literacy Classes as well as advocacy sessions, to increase their understanding of the domestic violence situation and practical ways to handle DV-related issues.

Pleased with the work we do, the State of Michigan's Division of Victim Services (DVS) has renewed the Stop Grant for Year-6. When implemented for the coming year, the program will increase focus on counseling and life-skills advocacy sessions to help domestic violence-affected South Asian women lead empowered and fulfilling lives.

Experienced Social Work Counselors through weekly sessions will continue to help participants overcome their vulnerabilities and connect them with culturally acceptable DV supportive services in Metro Detroit. Trained Victim Advocates will provide them with life-skills sessions to enhance their knowledge and understanding of English, computers, and essential concepts of money, shopping, and banking transactions.

We start 2022 with a sense of renewed optimism and will continue to utilize the STOP Grant award to make a difference in the lives of South Asian women, and make them feel valued and empowered citizens in society.

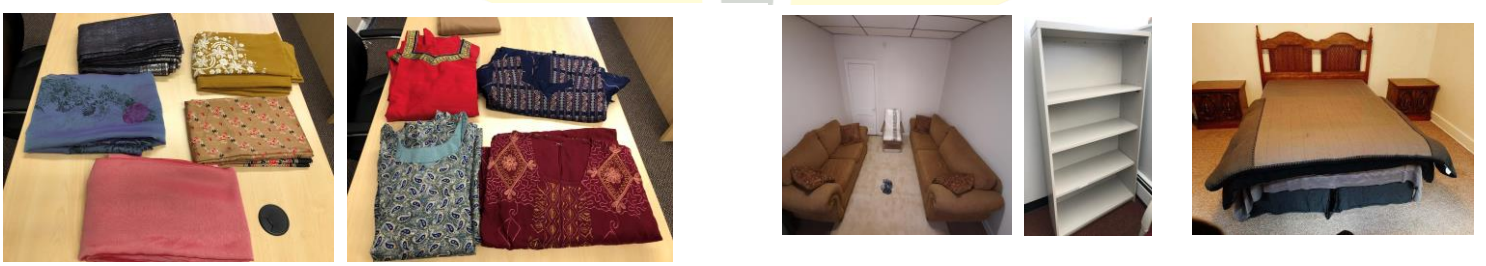
VOLUNTEER CONTRIBUTION

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.

100+ Volunteers



Beside cash donation, we received other types of donations such as hand-made scarves, sarees, salwar kurta, furniture, paintings to be auctioned and household items. Our clients have expressed their deep appreciation for these donations.



THE TEAM



Executive Committee

Vatsala Upadhyay – President
Mona Sashital – Treasurer
Ajeet Kulkarni – Secretary
Swatee Kulkarni – Ex-president

Board of Directors

Amit Mandhare
Anjali Sharma
Anu Gopalakrishnan
Dhanya Menon
Lalita Kambhampati
Nasreen Meah
Preeti Venkataraman
Radhika Shukla
Rajiv Sanghvi
Shanti Menon
Sujit Kulkarni
Suneeta Prakash
Usha Ram

MaiFS Staff

Usha Paparaju
Yogita Chhettri

Case Workers

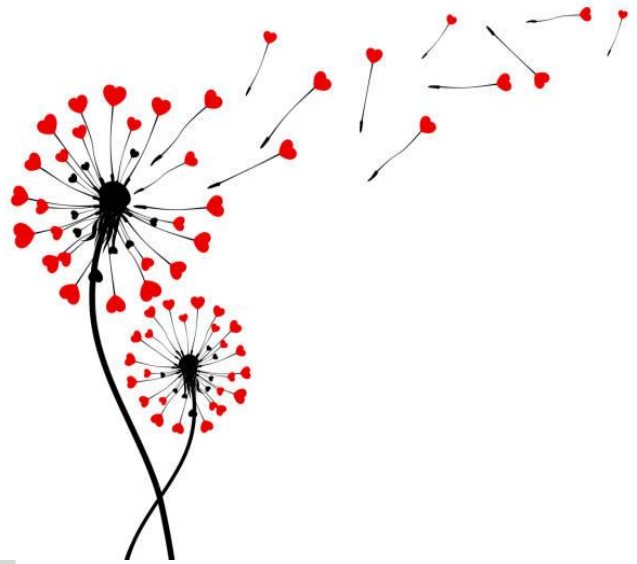
Charu Shah
Lalita Ghosh
Sailaja Dronamraju

STOP Grant Staff

Manisha Rathod
Murali Nair



IN THE WORDS OF OUR CLIENTS



“From the bottom of my heart, I am always Thankful for all the help and services provided by Mai Family Services.

There was a time where I was in deep crisis, left all alone in an unknown country with emergency and disaster situations. I was scared and afraid of everything including my own shadow. That is when one of my neighbors advised me to reach out Mai as my first priority step and provided me with their contact number.

Holding zero and no knowledge in this country I had no other choice but to reach Mai Family. I called them and took their help both legally and emotionally. I was totally unaware where I was going and what would be the consequences of the steps I was taking. But every step MAI, as a mother, provided me - helped and protected me and shown me a path to move with my life again.

Mai helped me to file PPO, to file Divorce and to Removed conditions on my existing green card. During the pandemic where it was highly difficult to go out for work, Mai has provided me a Laptop to do work from home. Mai has helped me for my son's tuition fees. Mai also provided us winter clothing, school supplies, food & personal items too and checked upon us.

I thank Mai Family Services organization who stood by me during my crisis and I believe without Mai Family Services support I would have lost myself. Thank you for this opportunity to share my journey with Mai Family Services.”

“I like to share my experience with Mai Family. They are just like to me as a family member can do for me. They did more than as a family member all the caseworker all the lady who works there they treat you like you are part of their family or they are part of your family. They treat you so well they help you so much they give you so much information like I moved from another state regarding my domestic violence relationship and when I move to Michigan. I didn't know anyone no friend no family. Mai Family helped me with my bills with my rent with my kids when I moved I didn't get a chance to get my kids winter clothes that I moved it for summer so I can do stuff which I could move at my kids for safety of me and my kids. Mai Family helped me get stuff for clothes for my kids for me for winter also they helped me with all the grocery the rent and gas for my car also they helped me with learn how to use the computer, let me take computer classes they help me with computer Excel sheet they also taught me how to do PDF files a lot of stuff they help me with like they with legal stuff. They help me with my old legal stuff they help me how to I can be safe and my kids can be safe they help me so much. I am so so blessed them to have in my life and in my life, I wish I can get a good job and become something and I could return them or I can work for them that would be very good for me to help in the future or work with Mai family. It has become my family member this service I mean this is Mai family is the best.”

GOLDEN CLUB



About Golden Club

Golden Club is a service offered by Mai Family Services, specifically directed towards the seniors ages 60+ in southeast Michigan who need support and/or companionship.

Though there are many senior clubs, Golden Club is unique because it is completely free of charge and guided by trained and certified social workers of Mai Family Services.

Staying true to the volunteering tradition in the Mai Family Services, this program depends on specially trained and dedicated volunteers to offer the services to seniors. These services range from seniors-only events, webinars, having access to a dedicated volunteer, ability to request transportation assistance etc.

We envision to offer services and hold events in all suburbs in southeast Michigan.

Membership Information

Golden Club offers two levels of memberships, and both are free of cost to the members.

They differ in the level of services the members can avail and the amount of information Mai Family Services would need from the members in order to enroll in the club.

Basic Membership: Allows the members to attend senior-only event, access to informational webinars etc.

Please fill out the [enrollment form](#).

Premium Membership: All of the above plus access to dedicated volunteers and ability to request transportation assistance.

Please call Mai Family Services office to enroll at 248-477-4985.

Volunteering Opportunity

We are always looking for volunteers to serve our Golden Club members. If you want to enrich your life by serving the seniors in the community, please consider volunteering as Golden Club volunteer.

Please note that you will have to go through mandatory training.

Please fill out the [volunteer application](#) here.

2021 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 (\$25K & up)

- IGGF
- Sachdeva Care Foundation
- Manoj & Poonam
- Sachdeva
- Sheila & Kanti Dhanda

Ruby Sponsors (\$10K & up)

- Late Bharat & Jaidevi Sanghvi

Diamond Sponsors (\$5k & up)

- Avinash & Hema Rachmale
- Bahadur Family Foundation
- Bhushan & Swatee Kulkarni
- Deepa & Deepak Goel
- Jaya Charitable Foundation
- Michigan Indo American Forum
- Mohamedi Shahpurwala
- Mullick Foundation
- Rekha & Shailesh Doshi



Platinum Sponsors (\$2500 & up)

EWIE Group
Amit & Rahi Sachdeva
Anjali Anturkar
Anonymous
Arun & Devi Kapur
Bhargava Foundation
Chandrika & Mayur Joshi
Gurudutt & Mona Sashital
Kusum Rashid
Preeti Venkataraman
Shanti & Shashi Sharma
Usha Ram

Gold Sponsors (\$1000 & up)

Aarti & Sandeep Johri
Ally Financial Inc
Alok & Usha Mittal
Amit & Archana Mandhare
Anand & Dipti Sharangpani
Arya Pratinidhi Sabha
Asha & Nirdosh Reddy
Avinash & Chitra Joshi
Brenda & Dhaval Vaishnav
Chandrakant and Chandralekha Pujara
Dani Family
Vijay & Dr. Sara S Goburdhun
Geetha & Pradeep Bhadarkar
Geetmala Foundation of Michigan
Jehangir Rao
Kishor & Pallavi Sapre
Lalita Kambhampati
Lalwani Foundation
Latika Mangrulkar
L J & S L Shah
Mahendra & Linda Kapadia
Manohar & Nalini Motwani
Minal & Rohit Engineer
Monish Verma
P & GV Vaishampayan
Prabhakar & Stephanie Patil
Rajendra and Pratibha Modi
Rakesh & Indira Saxena, Deepti Munshaw
S. & Hema Rao
Shashikant M. & Leena Deshpande
Subhash & Preeti Kelkar
Sudarshan & Anjali Kumar
Sudha, Ankan & Snehal Patel
Sumit Fogla
Suresh & Usha Mangrulkar
Surinder K Jolly & Kumud Jolly
Surya & Suneeta Prakash
Tusar Desai
Vatsala Upadhyay
Vimal Puri
Vishnu & Pooja Panjwani

Sliver Sponsors (\$500 & up)

Anjana Khaneja
Anonymous
Arun & Madhuri Agarwal
Arun & Malati Patel
Ashwani & Renu
Narula(Peopleplus
software)
Bhupendra & Thuy Desai
Chelsea Zuzindlak
Dilip & Kalpana Shah
Jayakar & Sheela
Kamanthareddy
Kamlesh & Deepika Parekh
Kirit & Vasu Tolia
Iftikhar Husain &
Madhurika S. Sanghvi
Gouri & Steven Roach
Mohan Bhandiwad
Narasingrao & Laxmi
Pampati
Nitin & Rashmi Desai
Nirmala B Bhaya & Madhu
Manoj Patel
Pennies for Purple
Pradeep Kokate & Sharayu
Dalvi
Rajesh Bhagat
Rajinder & Adarsh Kapur
Rajiv Sanghvi
Ram & Meena Date
Ravinder & Bharti Sachdev
Rishie Modi
Shabir & Shabnam
Khambati
Sharad H & Ujjaini
Khanderia
Sharath & Shobha Chandra
Sharbari & Shashank Joshi
Sudha Purohit
Suman & Bharati Patel
Trading Mogul, LLC
Uday Rajan & Sreyashi Dey
Veena Joshi
Veena & Vikas Shah
Verma Charity Foundation
Vidya Vakhariya

2021 Recurring Donors

Ajeet Kulkarni
Anonymous
Anupama Gopalakrishnan
Asim Alavi
Aashish & Preeti Tyagi
Deepak Parekh
Girish & Suman Khosla
Janet Malkar
Latika Mangrulkar
Vandana Kulkarni
Phalguni Siddapureddy
Sheela Madepelli
Tagore Vepa

FINANCIAL REPORT

Profit & Loss		
Income	2020	2021
Opening Balance	\$210,580.13	\$254,751.07
Membership	\$2,400.00	\$1,200.00
All Events Revenue + Donations	\$113,461.40	\$277,818.46
PPP Loan & Grants	\$251,849.22	\$196,747.60
Total Income	\$367,710.62	\$475,766.06
Expenses	2020	2021
Client Assistance	\$65,014.27	\$64,894.74
Direct Program cost*	\$96,480.53	\$101,999.46
Indirect Program cost**	\$34,678.83	\$31,812.75
Administrative***	\$7,079.89	\$4,944.06
Supplies	\$164.25	\$543.43
Grant	\$119,402.23	\$104,640.45
Outreach/promotion	\$219.68	\$822.58
Annual Fundraising event	\$0.00	\$0.00
Walkathon	\$0.00	\$0.00
Holiday Banquet	\$500.00	\$11,593.05
Total Expenses	\$323,539.68	\$321,250.52
Closing Bank Balance	\$254,751.07	\$409,266.61
Operating Reserve ****	\$195,000.00	\$390,000.00
Available cash flow	\$59,751.07	\$19,266.61

- **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**
- **** **Operating Reserve for 12 months in 2020 changed to 24 months in 2021**

MORE MEMORIES



MORE MEMORIES





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: info@maifamilyservices.com

www.maifs.org

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

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