



Mai Family Services
Support when you need it most

WE SUPPORT...

BUILDING A STRONGER AND A HEALTHY COMMUNITY

Free Helpline (888)664-8624

January 8th, 2022

Public Statement by the Board of Directors of the Mai Family Services

Mai Family Services, a non-profit organization, serving South Asian community in Michigan since 1986, would like to issue the following statement in response to the questions raised and concerns expressed by donors and community members about the services that Mai Family Services provides to those who seek our help.

The Board of Directors of MaiFS unanimously state that we strongly uphold our organization's vision and mission. We humbly serve all families facing crisis situations irrespective of their nationality, linguistic and religious affiliation, economic status, caste, or gender. Our services are available to anyone in our community who seeks our help. We do not turn anyone away.

We have earned reputation among sister agencies, funding organizations, and the community at large for the high quality of our culturally sensitive, trauma informed, and victim centered services. The foundation of our work is based on confidentiality and trust. We are also bound by professional standards and State and Federal laws governing confidentiality and client privileges, as noted in this confidentiality manual <https://mcedsv.org/wp-content/uploads/2019/11/Confidentiality-Manual-Update-2018.pdf>.

This means that we can neither confirm or deny whether a particular individual is receiving our services or the nature of services.

The Board of Mai Family Services respects and abides by the limitations placed on us.

We also collectively and enthusiastically support our staff who offer compassionate, confidential, and culturally sensitive counseling support to survivors of domestic abuse. Because of their tireless efforts and field experience, Mai Family Services has been able to serve the clients. The staff is very knowledgeable about the resources offered by government agencies and the restrictions relating to the access and use of such resources. They work with survivors to help them rebuild their lives, at the same time ensuring they learn to make choices and decisions for themselves.

The staff and board acknowledge and honor the choices made by the clients, especially if they choose to leave Mai Family Services and seek help elsewhere.

We practice what we preach and hence, do not force our services or recommendations upon a client, neither do we betray the trust that they place in us.

At Mai Family Services, our #1 goal is not to turn any client away. We are grateful and blessed to have generous donors whose support makes our work possible. At this time, we request that you place your trust in the work that we do. If we cannot provide the answers that you want, please understand that our work is guided by the client's best interest and within the framework of Federal and State laws on confidentiality.

As members of the Board of Directors we are united by our common goal and endorse this statement which we hope will quell any misgivings about Mai Family Services.

Sincerely,

Board of Directors of Mai Family Services