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# MAITRI

## ANNUAL REPORT

2019-2020

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# ABOUT MAITRI

MAITRI is a free, confidential nonprofit organization serving the South Asian community in Santa Clara and surrounding counties with a two-fold goal: lead families in our community to a violence-free and safe future, and on a broader scale, enact social change. Since our inception in 1991, we have impacted thousands of survivors through our programs: Helpline, Legal Advocacy, Mental Health Support and Peer Counseling, Anjali Transitional Housing (the only one of its kind in the Bay Area), Economic Empowerment Program, Outreach and Prevention, and Maitri Boutique. Maitri's programs fill an important gap in the community for services that are culturally and linguistically tailored to mitigate barriers faced by South Asians experiencing domestic violence, human trafficking, family conflict, and cultural isolation. We believe that the best relationships are characterized by mutual respect, open communication and individual empowerment. To that end, all our activities are designed to help South Asian survivors make an informed choice.

## OUR MISSION & VISION

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### VISION:

A society where all relationships are built on dignity, equity, and compassion.

### MISSION:

Empower South Asian survivors of domestic violence to lead lives of dignity and self-sufficiency through holistic programs, and enable healthy relationships and gender equity through community education, engagement, and advocacy.

# MAITRI'S COVID RESPONSE

The last quarter of FY 19-20 threw a myriad of unique challenges for Maitri and the individuals we serve. The pandemic created additional barriers for victims in seeking help, gave rise to increasing financial challenges for the newly independent survivors and laid bare the inadequacies of systems serving the need of this vulnerable group. We struggled to provide language assistance at a higher rate than any other times; about half of all clients who reached out during the first few months of the pandemic needed interpretation and translation help. The complex discussion of intersectionality took on a new meaning for us as we experience how disproportionately immigrant women of color are affected by administrative shortcomings on benefits distribution. It also provided us with the opportunity to build a stronger infrastructure around virtual service delivery. We continued much needed in-person response to our transitional housing and immigration program clients while moving all peer counseling and legal advocacy sessions to virtual only mode. The pandemic has brought in an energized call for Prevention and for comprehensive solutions to domestic violence. Accordingly, Maitri has and will continue to pivot and adapt its services to meet the needs of the new normal.



# LANGUAGES WE SPEAK

**BENGALI**

**HINDI**

**TAMIL**

**KANNADA**

**PUNJABI**

**SINDHI**

**MARATHI**

**GUJARATI**

**MARWARI**

**TELUGU**

**URDU**

**MALAYALAM**

**ENGLISH & MORE**

## MAITRI PROGRAMS

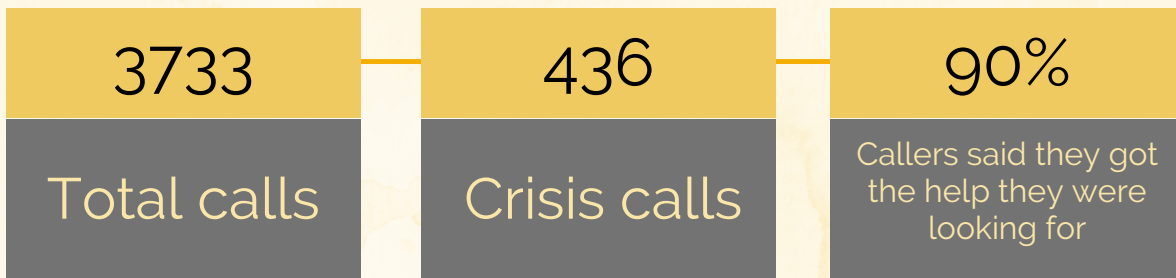
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Year after year, Maitri serves the South Asian community empowering survivors of domestic violence to lead their lives with dignity and independence. Through its various programs and services, Maitri continues to widen its reach to the community and extend its impact on the community through prevention, education, and advocacy to bring about a social transformation. Powered by the relentless work of the volunteers, staff, and the board, Maitri works to create a society free of violence, a society where there is equity and dignity for all.

Maitri receives grants and funding from the government, foundations, corporations, and the community. We are deeply thankful for all the funding we receive and we cannot do the work we do without the support from the community.

# HELPLINE

Maitri Helpline is at the heart of our agency and the first point of contact for clients. Our Helpline provides free, confidential and culturally responsive crisis intervention, danger assessment, safety planning, peer counseling, immediate assistance with basic needs and referrals among other essential services.



# LEGAL ADVOCACY

Maitri’s Legal program provides free, confidential and holistic services to survivors that includes restraining order preparation, court accompaniments, family law advocacy and information helping to navigate the legal systems. Maitri is accredited by the Department of Justice to provide immigration assistance and representation to qualified individuals. Through policy advocacy, Maitri’s Legal program engages in bringing about structural and procedural changes within the systems to serve the needs of survivors.



# ECONOMIC EMPOWERMENT

We enable survivors to be economically independent and financially secure through one-on-one coaching and workshops. From identifying their career and financial goals to finding a stable job and managing their money, we coach survivors through the entire process of becoming independent. When appropriate we partner with other organizations for coaching, training, and job placements.

22	Clients served
13	Jobs secured
11	Trainings/Workshops

# TRANSITIONAL HOUSING

Maitri Housing program has two broad functions. We house survivors for an extended period of time in a safe environment at the Anjali Transitional House while they transition to an empowered, independent life. We also assist survivors in finding affordable housing and to access the county’s rental assistance programs.

## 27 women & children

14 Adults	13 Children	5438 Total Bednights
328 Case Management Sessions		100% Exit to Safe/Permanent Housing

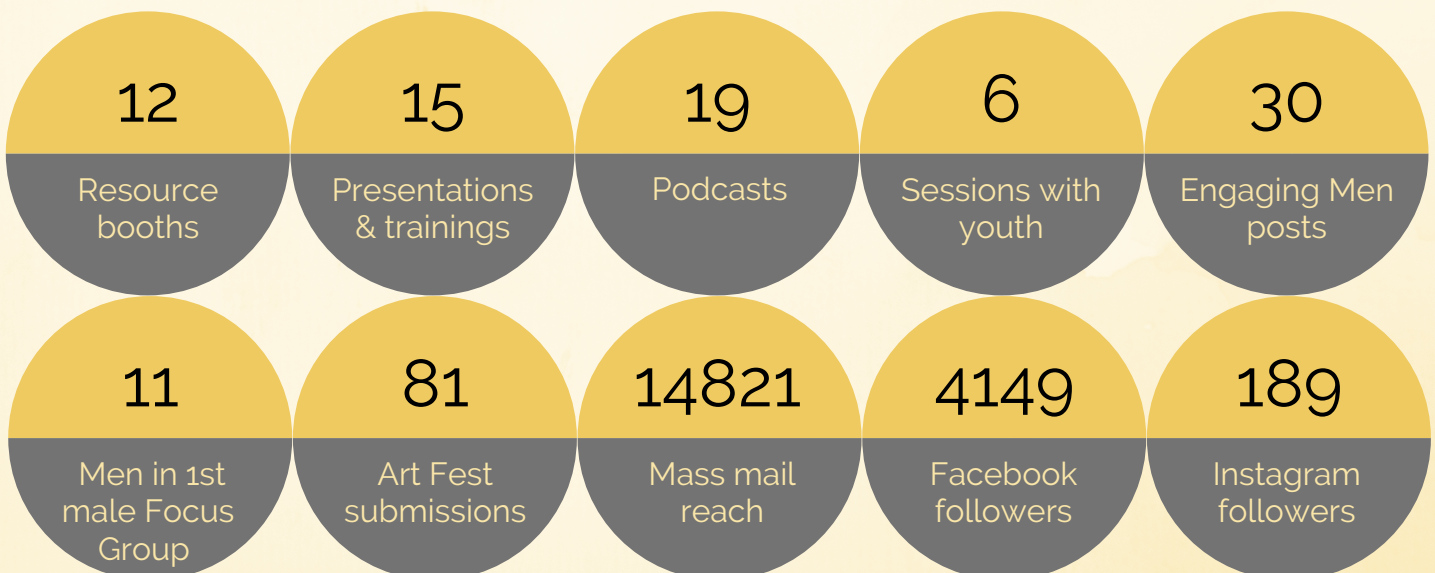
# COUNSELING

Our licensed and experienced therapists offer both individual therapy sessions and support groups for survivors. This two-pronged approach allows survivors a safe and healing space to recover from the trauma of their abuse. Our trained client advocates also offer extensive one on one peer counseling to help survivors through their journey from crisis to self-sufficiency.



# OUTREACH & PREVENTION

Our outreach program helps increase access or survivors to Maitri's services as well as build awareness about Domestic Violence in the South Asian community. We also do extensive prevention work through community education and collaborative activities and engaging men and boys, youth and elders, and faith-based communities.





# VOLUNTEER ENGAGEMENT

Maitri believes that long term, systemic change can happen only through individual volunteers. This is a great opportunity to contribute and make a difference in the life of a person going through family violence.

3801	Total Hours
60	Number of Volunteers
63	Average Hours per Volunteer

## BOUTIQUE

The Maitri Boutique, operating since September 2014, is one of the source of funds that are required to run the Economic Empowerment Program. The boutique also provides an opportunity for clients to get trained in retail sales, acquire communication skills, and build confidence.

The boutique has become a key platform in raising awareness about our programs in a safe and public space. 75% of our customers learn about Maitri and our programs for the first time here.

The boutique is also an ideal way for volunteers to get involved with Maitri and provide us the opportunity to do outreach in new communities. In FY 2019-20, volunteers contributed 953 hours for the Boutique.



## SURVIVORS SPEAK

"Thank you so much again to guide me as a mentor and I owe you and Maitri for whatever happiness and stability that I have been able to get in life and also for helping me to be independent again. I will be forever grateful."

"I have had a great experience working with Maitri. I had no idea how to come out of my situation and get my life together, starting from managing my finances to helping me plan my career, they have helped me throughout. I am very grateful to them."

"Thanks to all of you for your help. I am very grateful for giving me a place to stay for 10 months. Many thanks to all. Today I got a comfortable place and I feel very happy and thankful. Once again, thank you from my son and myself. We will always remain in your debt."

"Whatever I have achieved so far, huge credit goes to Maitri. I have received perfect legal guidance on various issues. Maitri also provided me used clothing, and household stuff and these items were valuable for me when I left last house empty-handed. Someone was there for me! It is amazing how selflessly Maitri team works."

"Its amazing the work you are doing. I sincerely hope, I can be a part of Maitri or similar organizations to be of help to women in need like me."

"Today I owe my everything to Maitri. I got back everything I lost/more than what I lost. I got back custody of my baby, Green card and a good job to support myself and my kid. I am totally indebted to the whole team who supported me from nowhere to here."

"Personally, every step of my life has gotten better because of Maitri."

# THE PEOPLE

## MAITRI BOARD

**Abha Singhvi**

General Secretary

**Geetha Krishnamurthy**

Treasurer

**Madhu Khanna**

**Meghna Hindia**

**Mukta Sharangpani**

**Namrata Patnaik**

**Noreen Raza**

**Poonam Goel**

**Ranjita Morton**

**Roma Majumdar**

Vice President

**Shamik Mehta**

**Sonya Pelia**

President

## MAITRI STAFF

**Banu Kumaraguru**

Boutique Coordinator

**Daman Tiwana**

Outreach Associate

**Jaya Suresh**

Manager, Transitional Housing & EEP

**Mariam Ali**

Marriage and Family Therapy Intern Counselor

**Nandini Ray**

Manager, Outreach & Prevention

**Rama Dharmarajan**

Executive Director

**Ramadevi Bellamkonda**

Client Advocate

**Shabana Ansari**

Legal Advocate

**Shailaja Mahavadi**

Helpline Advocate

**Sneha Ambekar**

Housing Coordinator

**Tsering Dhondup**

Accountant

**Vinodhini Krishnan**

Development Associate

**Vishalakshi Vallurnatt**

Manager, Development & Volunteer Engagement

**Zakia Afrin**

Manager, Client Advocacy Programs



# MAITRI GRANTS

City of Cupertino General Funds  
City of Mountain View  
County of Santa Clara (Social Services Agency/Office of Women's Policy)  
SSA/OWP/Office of Gender-Based Violence Prevention  
Office On Violence Against Women, U.S. Department of Justice  
Adobe Employee Community Fund  
Amazon Smile  
Asian Pacific Fund  
The Bellwether Foundation II  
Blue Shield of California Foundation  
California Office of Emergency Services (XC)  
Destination Home  
El Camino Healthcare District  
Hurlbut-Johnson Fund  
Palo Alto Foundation Medical Group Community Healthcare Fund  
The Peggy & Jack Baskin Foundation  
Pinpoint Foundation  
Sand Hill Angels Charitable Foundation  
Silicon Valley Community Foundation  
Sobrato Family Foundation  
Sunlight Giving  
The Women's Foundation of California  
van Löben Sels/RembeRock Foundation  
YWCA of the Mid-Peninsula

## AWARDS AND RECOGNITION

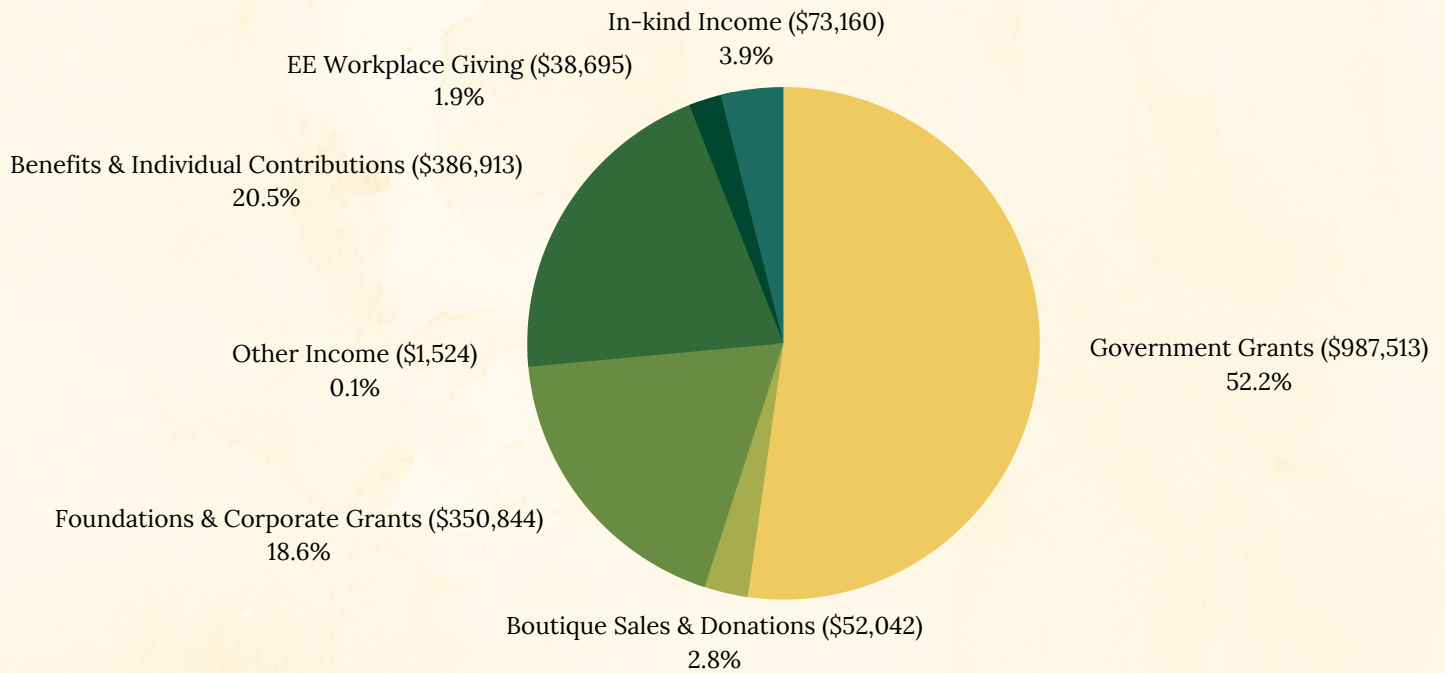
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Certificate of Recognition to Maitri co-founder Roma Majumdar  
from Kansen Chu, California State Assembly Member.

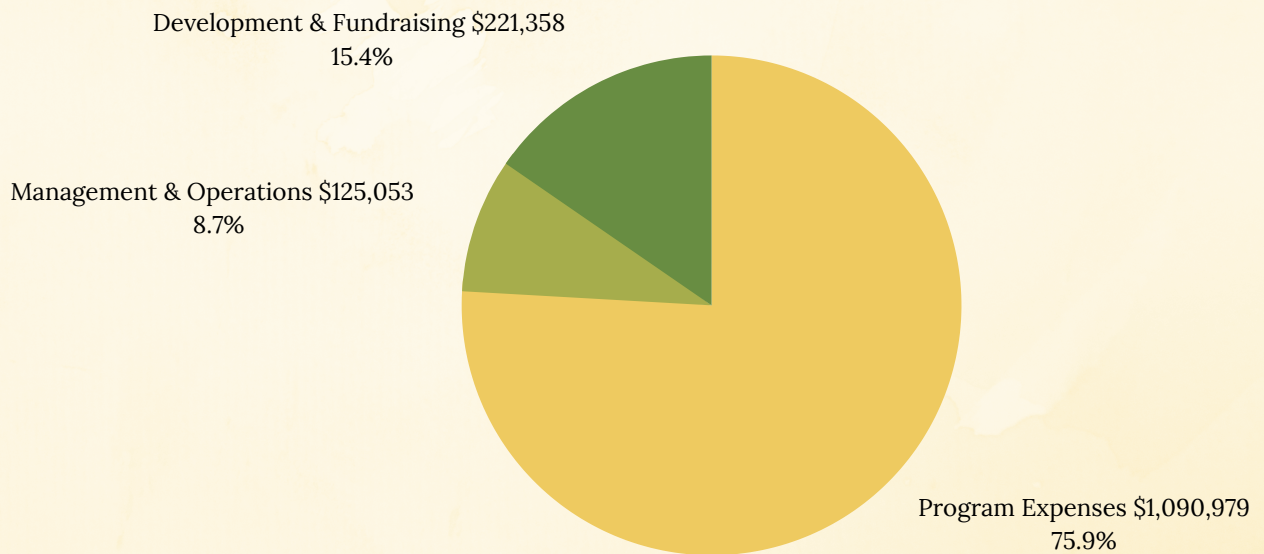
# FINANCIALS

UNAUDITED

## Income : \$1,890,691



## Expenses : \$1,437,390



### TAX STATUS

This organization is tax-exempt under section 501(c)(3) of the Internal Revenue Code. It is eligible to receive contributions deductible as charitable donations for federal income tax purposes.



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# MAITRI

TOLL FREE HELPLINE

1-888-862-4874

[www.maitri.org](http://www.maitri.org)

(408) 436-8393

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All artwork used in this report is from Maitri Art Fests

REPORT DESIGNED BY  
DAMAN TIWANA