

Maitri - CSSP New Grantee Orientation

Presentation

Grant Number:

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Description:

Maitri's introduction (who we are, who we serve, some statistics and examples)

Maitri is a free, confidential nonprofit organization based in the SF Bay Area, that primarily helps families from South Asia facing domestic violence or abuse or human trafficking. Maitri was founded in 1991 to provide survivors of abuse in the South Asian community linguistically & culturally appropriate help. Since then, Maitri has empowered the most vulnerable segments of the population with cutting edge, culturally competent and individually tailored programs like helpline, legal advocacy, transitional housing, economic empowerment, support groups & counseling while also building community partnerships through a robust outreach program and an innovative Boutique.

Maitri seeks to foster self-reliance and self-confidence in survivors who are dealing with domestic violence, human trafficking, family conflict, and cultural isolation, and help them break the cycle of violence. Maitri recognizes that cultural isolation its clients experience contributes to their problems, and so helps clients integrate into mainstream American society, complementing existing services by working with mainstream and culture-specific agencies.

Many clients served by Maitri, in addition to being survivors of violence, are also marginalized in many other ways: they may be immigrants, never have worked in the U.S before, don't have educational qualifications recognized in the U.S, do not speak English fluently, or drive a car; so our services are not just focused on helping them towards safety and self-sufficiency, but also support them through a transformative journey of self-empowerment and regaining self-esteem.

Some statistical highlights:

- ❖ 44,700+ helpline calls
- ❖ 4,900+ crisis calls
- ❖ 3996+ survivors empowered
- ❖ 1717+ women assisted with legal issues
- ❖ 252 women and children transitioned from the Transitional home to new beginnings

Maitri programs overview

Helpline: Provides information and peer counseling to survivors, their families and the broader community.

Legal Advocacy: Offers holistic support for survivors of DV including legal advocacy, immigration assistance and policy initiatives.

Transitional Housing: Provides a safe environment for women and their children who have limited financial resources to recover from the effects of DV.

Economic Empowerment: Provides access to coaching and resources to help clients secure employment and achieve financial independence.

Mental Health: Provides individual and group therapy to survivors of DV.

Outreach & Prevention: Raises awareness about domestic violence; provides cultural competency training to service providers. Works with youth to prevent the repetition of the cycle of violence.

Volunteer Engagement: A core of Maitri's service delivery model, this program seeks to engage community members to become DV trained advocates that work with Maitri clients to provide peer counseling and crisis intervention and provide assistance and support in 15 languages.

Maitri Boutique: Raises funds to support our Economic Empowerment program by selling new and gently used South Asian party wear at discounted rates

Cultural Responsiveness (history, language access, service model)

Maitri underlines cultural responsiveness as a key value and guiding principle and tailors its program in several ways to provides culturally & linguistically specific services:

1. Client defined advocacy: The client sets their own goals. This not only addresses the unique circumstances each individual brings, but also serves to help clients regain the self-confidence and self-esteem they may have lost due to exposure to abuse.

2. Language access: Through a staff & volunteer team that can speak 14+ South Asian languages, we ensure that peer counseling is in a language they are most comfortable with and interpretation services are provided to clients with limited English proficiency, along with opportunities to learn and practice English as a second language, Maitri simultaneously addresses language needs and marginalization due to LEP.

3. All of Maitri programs are structured to alleviate the marginalization our clients experience due to a combination of domestic violence and immigration and also provide holistic support and a culture of meeting clients where they are at:

- Our Legal Advocacy Program helps clients obtain immigration relief & navigate the family court system quite different to the ones they may be familiar with.
- Maitri TH does not have an income requirement and does not charge rent. This ensures that clients who fall through the cracks of many other programs with stringent income requirements are served through this program.
- The Economic Empowerment Program helps them with attaining self-sufficiency by not just focusing on job readiness in silos, but by providing access to wrap around services that make it possible for a client to work towards self-sufficiency. These services may include day care needs for her kids, ESL classes or driving classes, help with obtaining work permits, among others.
- Client-centric individual therapy is provided in a couple of south Asian languages (in addition to English).

4. We also work with clients on unique issues like transnational abandonment, international child abduction, understanding extended familial abuse.