

ORIGINAL

# COVER SHEET

## APPLICANT INFORMATION

Legal Name of Organization: Maitri

Mailing Address: PO Box 697

City: Santa Clara

State: CA

Zip Code: 95052

Web Address: www.maitri.org

Contact Person: Rama Dharmarajan

Title: Program Director

Email: rama@maitri.org

Telephone Number: (408) 956-6081

Fax Number: (408) 503-0887

Executive Director: Rama Dharmarajan

Email: rama@maitri.org

TYPE OF FUNDS REQUESTED:  CDBG (Minimum Request \$25,000)  GENERAL FUNDS (Minimum Request \$10,000)

## PROGRAM OVERVIEW

Program Name: Maitri Legal Advocacy Program

Location(s) where Sunnyvale clients will be served (include full street address(es):

1190 Coleman Ave., Suite 150, Santa Clara 95052 & at a confidential location in Santa Clara County

### **Brief Program Description:**

Enter text here. **DO NOT EXCEED THE SIZE OF THE BOX.** Text will not print and your application will not be accepted. **This note applies to all boxes that allow multiple lines of text in this application.**

Maitri's Legal Advocacy Program provides South Asian immigrants and citizens impacted by domestic violence (DV) and human trafficking with linguistically and culturally specific legal services that allow them to seek restraining orders, obtain divorces, and address immigration needs. When a member of the target population contacts Maitri, she is usually in a crisis state, may be in need of emergency funds, may be in dire need of a restraining order against her abuser, and may be on a dependent H4 visa, therefore having little means of income lest she risk deportation and the loss of her children. Maitri is able to assist these victims effectively, with relevant services, to help ensure their safety.

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**SECTION 1: FUNDING REQUEST FOR SUNNYVALE PROGRAM**

**A. City of Sunnyvale Funding Categories (See RFP Notice, page 8). Please select one:**

- Operational       Emergency       Seed Program

**B. Consolidated Plan Priority Need Type.**

Select only one:

- A. Basic Needs (Food, financial aid, emergency shelter)  
 B. Youth Intervention (mentoring/after-school programs)  
 C. Mental Health or Substance Abuse Counseling  
 D. Other Supportive Services (Legal aid, senior care services, disability-related services, etc.)

**C. Program Financials<sup>1</sup>**

Funding Amount Requested: \$16,000.00      Funding Type:     CDBG     GENERAL FUNDS

Total Program Cost: \$143,935.00

Cost per client for proposed Sunnyvale Program: \$639.71

Number of Sunnyvale clients to be served with City grant: 25

Total matching funds for proposed Sunnyvale services: 78,133

Match Ratio (% of program funded by matching funds): 54.3%

Is Applicant currently receiving funding from Sunnyvale?     Yes     No

Has the Applicant applied for funds from the City of Sunnyvale for this Program before?     Yes     No

If yes, complete the following chart for the previous five years.

Fiscal Year Applied	Amount Requested	Amount Awarded by City

<sup>1</sup> NOTE: Please see pages iii-iv of Application instructions for details on how to calculate Program Cost and Cost per client

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## **SECTION 2: PROGRAM INFORMATION**

### **A. Program Overview and Target Clientele**

1. Provide a brief description of the proposed Program, including the specific services to be provided to Sunnyvale clients with funds from the City of Sunnyvale. Describe your target clientele in terms of age group, income level, household type, etc.

Maitri is applying for funds for its Legal Advocacy Program. Maitri will provide the target population with three major categories of linguistically and culturally specific legal services: legal / immigration advocacy, translation services, and court accompaniment. Through legal advocacy, staff will work with clients to create a course of action best suited to their needs and provide advocacy that helps them understand an array of legal options, potential effects of those actions, and how to address those effects. Based on client needs, the Legal Program Manager will provide information about restraining orders and file them where applicable. She will work directly with clients to file paperwork for separation, divorce, property settlements, child custody, and U.S. residency status as well, helping them navigate a complex maze of immigration and legal services. Maitri is also accredited by the Board of Immigration Appeals (BIA) and will provide direct legal representation for immigrant DV victims to help them obtain residency, followed by employment ID cards, social security numbers, and other benefits. Legal staff may also arrange for a paid attorney to meet with clients if there are complex immigration issues to address. Through the court accompaniment component, Maitri staff and volunteers will also accompany clients to court, offering translation services and support during what can be a difficult process. The target population is primarily low-income South Asian immigrants and citizens impacted by domestic violence (DV) and human trafficking and who reside in Sunnyvale, California. The typical age range of clients is 18-35. 100% are female.

2. Describe the type of needs(s) that the proposed Program would address, its impact on Sunnyvale, and which need or objective of the City's Consolidated Plan it is primarily intended to meet.

When a South Asian DV victim makes contact with Maitri, she is usually in a crisis state, exhibiting signs of post-traumatic stress disorder, may be in need of emergency funds as she may have been recently and suddenly uprooted from her home and income source, may be in dire need of a restraining order against her abuser, and may be on a dependent H4 visa, therefore having little means of income lest she risk deportation and the loss of her children. The crisis state is often further exacerbated by cultural and linguistic barriers - mainstream DV services often do not meet the needs of the South Asian DV victim. There are no non-profits aside from Maitri in Santa Clara County with the expertise to provide culturally and linguistically appropriate services to South Asian DV victims.

Maitri's Legal Advocacy Program addresses Objective 2 of the City's Consolidated Plan, which states "Support provision of essential human services, particularly for special needs populations (seniors, disabled, homeless people, children, youth, victims of DV, etc.)" and, specifically, "D. Other specialized supportive services, such as foreclosure assistance, legal assistance for seniors and others, and other specialized human services, such as those currently supported by the city, or those that may address a new or unmet priority need." The Legal Advocacy Program addresses these objectives by providing relevant, essential legal advocacy services for a culturally specific special needs population in Sunnyvale - South Asian DV victims - who are attempting to transition from abusive situations to becoming self-sufficient apart from their batterer.

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3. Describe the Program's client eligibility requirements. Note if the clients are at-risk and/or an under-served population, and explain why.

The target population is both at-risk and underserved. They are often dealing with violence perpetrated against them by their spouse/significant others and have barriers to seeking help that include limited English proficiency; cultural barriers; lack of knowledge regarding American social services and legal systems and the help available to them; social isolation/lack of support; financial issues precluding them from being self-sufficient; issues regarding their children and childcare; and fears involving immigration status. These victims are underserved as there are no agencies aside from Maitri with the specific cultural knowledge, expertise, and language proficiency to assist them. Client eligibility requirements include that they are victims of DV, cultural alienation, family conflict, and/or human trafficking, While Maitri has core competency in serving South Asian victims of DV, cultural alienation, family conflict, and human trafficking, it will serve individuals from any ethnicity who are impacted by those situations, and if applicable, will refer to an appropriate service that can best help them. For this program, funds will be used to serve residents of Sunnyvale.

4. What other private or public organizations are now, or will be, addressing the same needs as the proposed program? List and describe the services provided by each agency to address these needs. Explain how the proposed program augments rather than duplicates the services of others. Describe how your agency collaborates with similar or complimentary service providers.

There are no other agencies in the county that address the same needs as the proposed program and so does not duplicate services of other agencies. Matri works with partners to leverage support for clients; many of the other county DV agencies refer South Asian clients to Maitri. Maitri works with legal agencies that have expertise in DV and immigration matters, including Asian Law Alliance, Bay Area Legal Aid, and Asian Law Caucus, in order to help immigrant victims obtain residency, employment, and other state and federal benefits, including health services for a victim's children. Maitri's Legal Program Manager provides language translation with attorney accompaniment, as needed. Maitri also has a unique working relationship with the Consulate General on India in San Francisco. Under the Indian Government's program to help women deserted by overseas spouses, Maitri has helped secure legal representation for clients who qualified. The Consulate General's office has also referred many cases to Maitri's volunteers, who are often paired with clients, go through a vigorous screening process, then take the state-mandated 40-hour DV Advocacy Training through one of Maitri's sister DV agencies.

5. Describe any direct, quantifiable cost savings your proposed program would generate for the City, such as reducing a need for city services, (police, etc.). Attach any reports or other documentation supporting your estimates of city savings. Do not include cost savings to other public or private entities (county, state, federal agencies, or businesses).

Maitri has not conducted a cost-savings analysis for its programs. It is estimated that the cost of NOT having the legal program may result in increased cost of: 1) Sunnyvale hospitals and emergency rooms due to uninterrupted violence and abuse; 2) courts, as a result of delays when victims do not understand their rights or when they require specific translation services; 3) law enforcement, when police must continue to make DV calls on homes where victims are isolated and alienated from services that can help them due to the lack of legal services available. In addition, for every legal client that Maitri serves, there is an increased chance that they will be able to take those steps toward financial independence that may result in increased employment that will result in increased income taxes provided to the city of Sunnyvale.

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6. Number of unduplicated clients estimated to be served by the proposed program with the requested City grant funds in next fiscal year (must be consistent with Section 1.C).

Sunnyvale funded Clients: 25 Total Program Clients: 225

a. If the agency currently receives Sunnyvale funding, will the amount requested for FY 2015-16 result in an increase in the number of Sunnyvale clients currently being served by the agency (with any funding source)?

Yes       No      (If Yes, continue, if No, go to "B. Objectives")

b. How many additional Sunnyvale clients are expected to be:

Extremely Low Income \_\_\_\_\_ Very Low Income \_\_\_\_\_ Low Income: \_\_\_\_\_

Please complete the table below, using actual client data from prior years; only for the specific program for which you are requesting City funds:

Time Frame	Number of Sunnyvale Clients Served with City Funds*	Total Number of Clients Served	Amount of Sunnyvale Funding Received, if Any	Average Annual Program Cost Per Client
Average of past 5 years	13	150		\$506.04
FY 2013-14	15	164		\$573.78
Estimated for FY 2015-16	25	225		\$639.71

\* If not funded previously by the City, enter the number of Sunnyvale clients served with any source of funds.

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Please provide the number of unduplicated Sunnyvale clients served by income level and special needs, if any:

	<b>2013-2014 Actual</b>	<b>2015-2016 Proposed</b>		<b>2013-2014 Actual</b>	<b>2015-2016 Proposed</b>
	<b>SUNNYVALE ONLY</b>			<b>SUNNYVALE ONLY</b>	
Extremely Low Income (0%-30% AMI)	3	5	Youth (0-18 years)		
Very Low Income (31%-50% AMI)	9	15	Adults (19-61 years)	15	25
Low Income(51%-80% AMI)	3	5	Seniors (62+ years)		
Moderate Income (81%-120% AMI)			Disabled Individuals		
Above Moderate Income (120%+ AMI)			Other Special Needs	15	25
<b>Total</b>	15	25	<b>Total</b>	15	25

**B. Objectives**

For each program objective, please indicate the proposed type and number of units of service to be provided during the next fiscal year. Units of service are those units that will be used to calculate program performance and justify reimbursement requests. You must include at least one type of unit, and may include up to four types.

<b>Objective (unit of service) e.g. hours of service, meals provided, evictions prevented, etc.</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>Annual</b>
Legal Advocacy Sessions (0.5 hrs - 6 hrs each)	15	12	12	11	50
Overall legal services	65	65	60	60	250
Translation sessions (0.5 hr - 3 hr sessions)	3	3	3	3	12
Court Accompaniment (2-6 hour sessions)	3	3	2	2	10

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**C. Program Administration and Monitoring**

1. Use the table and space below to briefly describe how the program will be managed and administered, including proposed staff time and staff functions.

Position Title	Program Duties	Total Annual Salary	Total Hours per Week	% Time Allocated to Sunnyvale Grant Activity	Amount of Salary to be funded by grant, if any
Rama Dharmarajan, Director	Supervision	65,000	40	2.89%	1,885
Zakia Afrin, Legal Manager	Management, Direct Services	56,500	40	10%	5,650
Shabana Ansari, Advocate	Direct Services	37,950	40	11.11%	4,216
Vishalakshi Vallurnatt, Ops	Support	31,500	30	0.44%	140

Rama has an MS in Management from Stanford University Graduate Business School. Zakia has 14 years experience; an MA in Law from Golden Gate University; and a PhD in Juridical Science in Public International Law. She speaks English, Bengali, and Hindi. Shabana has more than 13 years experience working in India as an attorney, and has a Bachelor of Social Work and a Bachelor of Laws from Mumbai University. She speaks English, Hindi, Marathi and Urdu. The proportion of time charged to the Sunnyvale grant is based on the estimated number of Sunnyvale clients served divided by the estimated number of all clients served.

2. How will the effectiveness of your program be measured during each year of the grant?

Maitri evaluates Legal Advocacy Program outcomes through a variety of evaluative tools and methods. Beginning at intake, Maitri staff collects demographic information and then lists distinct services provided for each client on this form, allowing for accurate review and reporting on the number, demographics, and progress of clients. Information is entered into an Excel spreadsheet on a shared computer drive so that all Maitri staff can have access to it. Strict confidentiality protocols are in place to protect client data. The information is used for internal and external reporting and to monitor and evaluate the Legal Advocacy Program as well as individual progress of clients. Legal staff members continually reach out to and work with clients to ensure that their needs are being met and to monitor their progress. As a result of this follow up, clients improve their potential for success. The Legal Program Manager meets often with the Program Director in an effort to discuss and improve client services, monitors the progress of individual clients, and the program as a whole. Maitri also implements surveys to learn how satisfied clients are with the legal services and how their needs have been met by those services.

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3. Describe your policies and procedures for assuring that people with disabilities and/or limited English proficiency have equal access to services and benefits. Attach your agency's Language Access Policy and disability-related policies, if any.

Maitri has written policies regarding discrimination, and does not discriminate against any individual or family regardless of race, color, national origin, religion, gender, disability, familial status, or presence of children in the household. In the case of clients with disabilities requiring considerations, its main office is ADA compliant. Maitri does not discriminate in its provision of services, but since its core competency is in serving South Asian victims of DV and human trafficking, it refers out, where applicable, clients who would be better served by mainstream agencies.

4. Provide a brief general description of your agency and the services it provides. Describe your agency's experience in providing the proposed services. If previously funded by the City, what goals and accomplishments were achieved with City funds?

Founded in 1991, Maitri provides culturally and linguistically specific services to over 250 South Asians and other immigrant populations per year who are impacted by DV and human trafficking in Santa Clara, San Mateo and Alameda Counties. Services include a Helpline, Transitional Housing, Legal Advocacy, Economic Empowerment, and Peer Counseling programs. Maitri primarily helps South Asian women replace fear, injury, and isolation with safety, well-being, and self-sufficiency. Maitri trains, educates, and provides outreach to South Asians, immigrants, and members of the general population. Its Legal Advocacy Program provides clients with linguistically and culturally specific legal services that allow them to address restraining orders, divorce, child custody, property distribution, and immigration issues. In 2012, Maitri was accredited by the Bureau of Immigration Appeals (BIA) to provide direct legal representation to immigrant DV victims. It is the only DV agency in Santa Clara County to have this privilege. In 2014, Maitri opened a Boutique in Sunnyvale to sell donated clothes and provide a space for outreach to the community. The Boutique supports Maitri's economic empowerment programs (EEP), and is working towards creating internships and jobs for EEP clients.

5. Explain how your agency collects client eligibility and demographic data, consistent with CDBG requirements for public services programs. Attach a copy of your client application or income verification form.

Maitri staff conducts an intake for each client that it sees face to face and collects intricate demographic data through this process, including income and race/ethnicity data. The clients that Maitri serves are also a presumed benefit population, according to HUD guidelines, as they are "battered persons."

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**D. Consolidated Plan Goals**

Please indicate which Consolidated Plan Goal(s) will be met by the Program and briefly describe how your Program meets the Goal(s).

- Goal #2:** Support activities to end homelessness
- Goal #3:** Support activities that provide basic services
- Goal #4:** Promote fair housing choice
- Goal #5:** Expand economic opportunities for low-income households.

The Legal Advocacy Program addresses this Goal by providing relevant, essential legal advocacy services for a culturally specific special needs population - South Asian DV victims - most of whom are fleeing abusive situations and are in crisis at the point of contact. The program also addresses a stated need in the City's Consolidated Plan, that states the need for services that "support provision of essential human services, particularly for special needs populations," including legal services for victims of DV.

**E. HUD Performance Measures**

HUD required that recipients of federal funding assess the outcomes of their programs. Please identify which HUD objective and HUD outcome will be addressed by your proposal.

**Objectives**

- Objective #1: Creates a suitable living environment.** This objective relates to activities that are designed to benefit communities, families, or individuals by addressing issues in their living environment (such as poor quality infrastructure) to social issues such as crime prevention, literacy or elderly health services.
- Objective #2: Creates economic opportunity.** This objective applies to the types of activities related to economic development, commercial revitalization, or job creation.

**Outcomes**

- Outcome #1: Improve availability/accessibility.** This category applies to activities that make services, infrastructure, public facilities, housing, or shelters available or accessible to low/moderate income people, including persons with disabilities. In this category, accessibility does not refer only to physical barriers, but also to making the affordable basics of daily living available and accessible to low/moderate income people where they live.
- Outcome #2: Improve affordability.** This category applies to activities that provide affordability in a variety of ways in the lives of low/moderate income people. It can include the creation or maintenance of affordable housing, basic infrastructure hook-ups, or services such as transportation or day care.

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**SECTION 3: FINANCIAL AND OTHER ORGANIZATION INFORMATION**

**A. Agency Information**

Non-Profit with 501(c)(3) Status : Yes - 94-3132087

Faith-based organization: no

Community Based Development Organization (CBDO): no

Community Housing Development Organization (CHDO): no

Other Type of Organization: NA

Describe:

DUNS Number: 189-282-549

**B. Total Agency Budget**

	<b>Planned 2015-16</b>	<b>Adopted (Actual if available) 2014-15</b>	<b>Actual 2013-14</b>	<b>Actual 2012-13</b>
<b>Administration</b>	\$44,491.00	\$29,986.00	\$35,267.00	\$25,000.00
<b>Fundraising</b>	\$182,517.00	\$185,630.00	\$84,919.00	\$40,000.00
<b>Proposed Program (Total Budget)</b>	\$143,935.00	\$154,668.00	\$124,100.00	\$114,023.00
<b>All Other Programs</b>	\$479,057.00	\$355,763.00	\$355,763.00	\$395,856.00
<b>Total Agency Budget</b>	\$850,000.00	\$804,485.00	\$600,049.00	\$575,879.00

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**C. Budget for Fiscal Years 2015-16 & 2016-17**

<b>Proposed Sunnyvale Program Annual Expenses*</b>	<b>City Funds</b>	<b>Matching Funds</b>	<b>Total</b>
Salaries/Benefits/Payroll/Taxes	\$13,501.00	\$107,939.00	\$121,400.00
Office Supplies		\$285.00	\$285.00
Communication	\$171.00	\$1,368.00	\$1,539.00
Publications/Printing/Advertising			
Travel		\$592.00	\$592.00
Rent/Lease/Mortgage	\$1,263.00	\$10,101.00	\$11,364.00
Utilities			
Insurance	\$316.00	\$2,525.00	\$2,841.00
Equipment Rental/Maintenance			
Audit/Legal/Professional Services (for CDBG portion only)			
Direct Services (Funding for specific service, e.g. meal, ride)		\$2,323.00	\$2,323.00
Contract Services		\$2,604.00	\$2,604.00
Other	\$749.00	\$198.00	\$947.00
<b>Total Expenses</b>	<b>\$16,000.00</b>	<b>\$129,935.00</b>	<b>\$143,935.00</b>

\* Round to the nearest whole dollar and include only expenses associated with proposed program and Sunnyvale clients.

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<b>Proposed Funding Sources for Sunnyvale Program</b>	<b>Amount</b>
City of Sunnyvale	16,000
Other Jurisdictions	
Foundation	22,500
Individual Donations	24,057
Office on Violence Against Women	53,125
Office on Violence Against Women	28,253
<b>TOTAL</b>	<b>143,935</b>

1. Does your Organization have a HUD-approved indirect cost plan?       Yes     No
2. Does your agency charge any fees for the proposed Sunnyvale services?       Yes     No
3. Please explain how your organization is leveraging the requested City funds with other funds.

Maitri has a diversified fundraising strategy, which helps to maintain the financial health of the agency, and restricted funds for the Legal Advocacy Program is vital to one of Maitri's most important programs. Maitri is committed to ensuring it has a diversity of funding sources, including government, foundation, and corporate funders. It is anticipated that City of Sunnyvale funding for this program will leverage the funds listed above for FY 15/16.