



Shanti's Annual Report Fiscal Year 2012 – 2013

Shanti's mission is to enhance the quality of life, health and well-being of people living with life-threatening illnesses. Your financial support is important in allowing us to fulfill our mission. This report outlines our progress and achievements during our last fiscal year ending June 30, 2013.

In FY 2012-2013, Shanti provided services to approximately 2,000 individuals with breast cancer, HIV or cancer, with 1,641 from the San Francisco area and 358 from our national work presenting the L.I.F.E. Program workshops to people living with HIV (PLWH).

People seeking assistance from Shanti often need help with care navigation and require health education related to their illness. Significantly, they also seek emotional and practical assistance because they face their illnesses in isolation. The vast majority of our clients are very low-income, marginalized, and underinsured/uninsured, which makes Shanti's services part of their fragile safety net. Because of this, all of Shanti's programs are provided free of charge to all individuals that seek out our help. **Without our services, many of these clients would struggle to fill out paperwork, schedule appointments, communicate with their doctor, access educational materials, get to medical appointments, or receive emotional support.** Shanti helps to ensure that our clients remain in treatment and emerge from isolation, improving their health outcomes. The following is a summary of our programs' achievements in Fiscal Year 2012-2013.

SHANTI'S MARGOT MURPHY BREAST CANCER PROGRAM

"Doctors and nurses don't have the time to help with all of the stress that comes up outside of the hospital. Shanti Navigators do. When you feel lost and overwhelmed they keep you focused and give you the support and the strength to go forward."

— Estela, a Margot Murphy Breast Cancer Program client

Our Margot Murphy Breast Cancer Program provided direct services 506 clients in FY 2012-2013, 12% above our projected annual total of 450. Despite the increase in need for our services, we have not turned away a single person – which is significant because 94% of program clients live at or below 200% of the federal poverty level – and we have continued to meet our objectives with positive responses from our clients.

Our program augments hospital-based care and reduces the barriers that uninsured and underinsured women face accessing, maintaining and completing treatment. We provide an array of vital support services without which many women would not complete treatment. We engage our clients in Care Navigation support that includes the following components: culturally and linguistically competent individualized case management, care advocacy, translation services, information about and assistance with applying for critical resources (emergency funds for rent/utilities and food), transportation to medical appointments, and appointment accompaniment. In FY 2012-2013, staff and volunteers: provided 7,056 hours of direct care to clients; distributed 1,120 taxi vouchers for medical and critical social services appointments; and distributed 150 emergency grocery vouchers. During treatment, when clients are engaged in Care Navigation, and throughout Survivorship, we



provide free Health, Wellness & Survivorship activities to help our clients manage the effects of their illness. Last year, these activities included 22 workshops comprising nutrition classes (in Cantonese, Spanish and English) facilitated by professional nutritionists, art therapy workshops, mind-body healing classes, and weekly massage, reiki and yoga. These workshops and activities are designed to encourage healthy lifestyles, advance self-advocacy, and offer clients the opportunity to emerge from isolation and enjoy community. Of all trained Volunteer Caregivers, 50 (or 41%) were matched with Breast Cancer Program clients. Volunteers provided an average of three hours a week of support to their matched client.

In collaboration with our UCSF research partners and BreastCancertrials.org, we completed an 18-month pilot project funded through a grant from the California Breast Cancer Research Program (CBCRP) this past April, entitled "Engaging Low-Income Women in Health Research." With participation from Shanti staff, clients, local medical providers, and social workers, the pilot's educational intervention addressed the educational and systemic voids that currently impede the majority of our clients from accessing cutting-edge medical research and technology. This past May, Shanti staff members, along with our grant partners, were invited to present the pilot's findings and scientific project poster at the CBCRP's Biennial Symposium in Orange County. The team is currently in the process of publishing a paper based on these findings.

HIV SERVICES PROGRAM

"Having a person dedicated to my needs, accepting me for all that I am, has helped me allow people to help me and that has made me feel more a part of the world."

—Duane, an HIV Services Program client



Shanti's HIV Services Program provided direct services to 458 people living with HIV (PLWH) in FY 2012-2013, including 107 new clients. Our staff and volunteers provided over 14,500 hours of direct care to help clients establish and maintain a continuity of care and treatment. The program creates a vital link between care providers and some of San Francisco's most disenfranchised and at-risk populations. For example, clients from this program experience high rates of homelessness or are marginally housed. Many clients have multiple diagnoses related to

mental health, substance use issues, or hepatitis C virus (HCV), and a high number of clients are homebound due to physical limitations. Clients come from many at-risk communities such as PLWH (People Living With HIV) who are 50 years or older, communities of color, and women (including transgender individuals). Our programs have a "prevention with positives" focus, which encourages treatment adherence to reduce clients' viral load; this improves clients' health and greatly reduces the risk of transmission of HIV to others.

Through activities at partner sites St. Mary's Medical Center and Westside Community Services, and our onsite Drop-in Center, staff members connect with PLWH who are likely to engage in activities that lead to poor health outcomes and the transmission of HIV. The program's direct services include home visits to assess client health, advocacy with providers, and treatment adherence support. Of all trained Volunteer Caregivers, 72 (or 59%) were matched with HIV Services Program clients during the last fiscal year.

Our Drop-in Center is open four days per week, with Fridays reserved for women only. Clients come in for many reasons: to talk with Care Navigators, Health Counselors, or Client Advocates; access resource materials, vouchers, or bus tokens; use a computer or phone; or enjoy the community of their peers in the activities presented throughout the week. These activities include treatment-centered educational workshops at least once per month, a weekly movie night, and support groups. Weekly groups include Positive Women, HealthChat (supporting “severe need” clients often experiencing challenges with homelessness, substance use addiction, and/or mental health issues), and Vent (supporting African-Americans). Our Activities desk is also within the Drop-in Center and provides a variety of free tickets to events occurring throughout the Bay Area that our clients would otherwise be unable to afford.

THE SHANTI L.I.F.E. PROGRAM® (LEARNING IMMUNE FUNCTION ENHANCEMENT)

“Even though I’m a long term survivor and thought I knew everything about HIV, I have found out so many things that I now use to improve my health. I kind of knew these things affected my health, but didn’t realize how. Now that I’m aware, I feel the need to make these changes.”

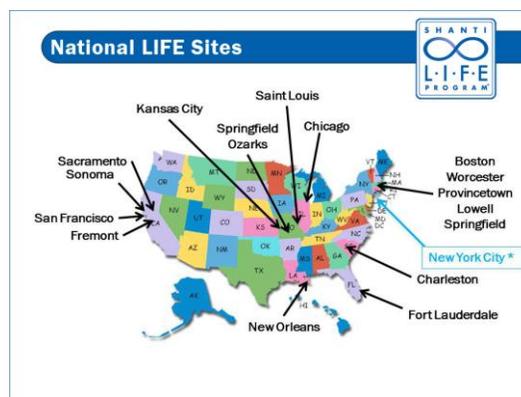
–Frank, L.I.F.E. Program Client

In FY 2012-2013, the L.I.F.E. Program served 985 PLWH, with 627 from the San Francisco area and 358 in other U.S. cities where our partners present the L.I.F.E. workshop. The L.I.F.E. Program is an effective HIV self-management program based on the latest research in HIV treatment, prevention, health promotion, and self-management. The program significantly improves health outcomes for PLWH by providing knowledge, motivation, skills, and support necessary to maintain health-supportive routines.

In San Francisco, Shanti offers the L.I.F.E. Program in a variety of formats including individual health counseling, structured groups, and workshops. Last year, we conducted two workshops in English and two in Spanish, each comprising 3-hour sessions over 12-16 weeks. We offered one peer facilitator training for 15 new peer facilitators who are now trained to run workshops for PLWH, and we also offered weekly support sessions, which include L.I.F.E. Experience, L.I.F.E. Seminars (one-day intensive explorations of a single cofactor), and an HIV/HCV Co-Infection Support Group. These support sessions provided extended self-management tools to our clients who chose to attend, and focus on unique issues faced by our clients. Additionally, we provided one-on-one health counseling to PLWH and Yoga for HIV+ Health.

The L.I.F.E. Program supports underserved and diverse populations with a culturally and linguistically relevant program design to best meet the needs of its clients. The program has been replicated and implemented by our partners in community-based organizations, hospitals, and medical clinics in 20 cities, including Boston, New Orleans, and Chicago, serving 420 participants last year. Shanti provides each site with curriculum development, facilitator training, technical assistance, and outcomes evaluation. Since 2004, almost 3,700 individuals nationally have completed the 12-16 week L.I.F.E. workshop for PLWH.

In FY 2012-2013, the New York City Department of Health and Mental Hygiene selected Shanti to facilitate the adaptation/translation into Spanish of its workshops for newly HIV-diagnosed



monolingual Spanish-speaking New Yorkers. Shanti is currently in the process of updating our Latino L.I.F.E. curriculum funded through a "Linking In-Need Communities with Care" grant from Janssen Therapeutics, with the valued support of our partners at Mission Neighborhood Health Center's Clinica Esperanza. It will be completed in the fall of 2013 and available for distribution nationally.

VOLUNTEER SERVICES PROGRAM

"While I know my service has been useful for my client, this pales in comparison to what I received from being a volunteer. Shanti is the training that keeps on giving!"

–Doug, a Volunteer for an HIV Services Program client

In FY 2012-2013, volunteers donated 7,735 hours of time as Volunteer Caregivers, valued at \$173,651 and 6,415 hours of time as volunteers in other capacities, valued at \$144,017. **Altogether, volunteers provided a total of 14,150 hours valued at \$317,668. This past fiscal year, we had 385 active volunteers, with 122 serving as Volunteer Caregivers matched with clients.** Our trained Volunteer Caregivers assist clients by providing services that promote health and well-being. They provide non-judgmental practical and emotional support, helping to eliminate barriers to care that include social isolation and a lack of compassionate care, immobility, homelessness, mental health issues, chemical dependencies, limited English skills, and lack of adequate medical insurance. Last year, we hosted four Volunteer Trainings for 90 new Volunteer Caregivers who were matched one-on-one with clients; to date we have trained over 15,100 people to provide support to our clients. The 24-hour Volunteer Training is comprehensive and multi-faceted, with great emphasis placed on experiential learning through the use of interactive activities, presentations, and discussions; as a result our volunteers are trained to provide high levels of psychosocial support. Topics covered in the training include the Shanti Model of Peer Support™ and non-judgmental listening; peer counseling tools and techniques; psychosocial and clinical issues; issues of diversity and cultural competency; self-care and boundaries; and loss and grief.

The Volunteer Services Program also supports the many beneficiary events in which Shanti participates, including the San Francisco AIDS Walk, Folsom Street Events, Academy of Friends, the Richmond Ermet AIDS Foundation *Help is on the Way* Gala, and events run by the Sisters of Perpetual Indulgence.



CANCER SUPPORT GROUP

In FY 2012-2013, Shanti's Cancer Support Group, "Jeffrey's Place," increased in size, serving 50 gay/bisexual men with a cancer diagnosis. Cancer is a co-morbidity that occurs increasingly among aging PLWH, though one does not need be HIV-positive to participate in the group. Half of the men served have dual diagnoses with HIV and cancer. Each client who had a dual diagnosis had a minimum of three different types of cancer. Four participants passed away during the last program year, comprising nine members passing away because of cancer in the four years the group has been in existence.



This support group is the only resource of its kind in the Bay Area, attracting participants from as far as Santa Rosa and Gilroy. Kaiser Permanente, California Pacific Medical Center, UCSF, SFGH, and the Pacific Center all refer patients. The group meets the 1st and 3rd Thursday each month. Clients can also practice yoga every Tuesday. This year the group continued its World Cancer Day annual event (initiated in 2010), promoting a three-part workshop series, over six weeks, around being newly diagnosed, nutrition during and after treatment, and other issues. We aim to increase the meeting times to a weekly basis at the end of 2013. To achieve this, we will need to train a third facilitator in the Shanti Model of Peer Support™.

COMMUNITY SUPPORT PROGRAM

This public policy program provides management, evaluation, policy analysis, needs assessment, administrative support, and training to council members of the San Francisco Eligible Metropolitan Area (SFEMA) HIV Health Services Planning Council. The Planning Council is mandated by Congress and Health Resources and Services Administration to determine the prioritization of HIV service categories and the allocation of Ryan White resources to San Mateo, Marin and San Francisco counties. In FY 2012-2013, Shanti staff members provided two needs assessments for PLWH: the "Aging" (50+) Population and Latino men who have sex with men. These needs assessments surveyed more than 100 participants each within multiple focus groups. Staff members also conducted smaller-scale focus groups with three groups of PLWH: youth, Native Americans, and individuals with housing challenges.



San Francisco HIV Health Services Planning Council
Serving Marin, San Francisco and San Mateo Counties

PRIMARY FUNDING SOURCES

During FY 2012-2013, Shanti's institutional funders included: Love From Margot Foundation: \$150,000, Genentech Foundation: \$100,000, San Francisco Foundation: \$55,429, Abbvie: \$55,410, Nordstrom: \$39,889, UCSF California Breast Cancer Research Program: \$35,807, Janssen Therapeutics: \$30,000, The Honorable James C. Hormel and Michael Nguyen: \$25,000, Dignity Health: \$20,000, To Celebrate Life Breast Cancer Program: \$18,000, Wells Fargo Foundation: \$27,500, Safeway Foundation: \$15,500, Richmond/Ermet AIDS Foundation: \$15,054, Gilead: \$15,000, Bob Ross Foundation: \$15,000. Our government funding is provided by the City and County of San Francisco (subcontracted through the San Francisco AIDS Foundation and San Francisco General Hospital) and the San Francisco Department of Public Health (Ryan White Part A funding). Together these contracts provided a total of \$1,240,117. Our fees for service through the national L.I.F.E. Program contracts totaled \$165,443.

ORGANIZATIONAL SYNOPSIS

FY 2012-13 has been a successful year for fundraising with estimated double-digit increases in non-governmental giving. Our percentage of revenue from donations, events, and grants was 18% higher than the previous year, and our percentage of non-governmental funding exceeded 53% for the first time in recent years. We have replaced a significant portion of government funding cuts, though we may not have seen the end of those cuts. Two of our events made significant contributions to supporting our programs. *Compassion is Universal*, our 38th Annual Event honoring House Democratic Leader Nancy Pelosi, was a tremendous success, as was our spring fundraiser to benefit our Breast Cancer Program. Combined, both events raised more than \$223,000. We expect to maintain our

momentum with successful events this year. In 2013, we also produced our 2nd “Swim for L.I.F.E” event held on August 26th to benefit our L.I.F.E. Program, building its funding base.

CLIENT CASE STUDIES

While the information shared above is helpful to describe our programs and the state of our organization, we share the following client case studies to underscore how our safety net services help clients when they need assistance most.

Joan: Joan was a 63-year-old, hearing-impaired widow living alone in an old Single Resident Occupancy (SRO) hotel in the heart of San Francisco’s Tenderloin neighborhood when she was diagnosed with Stage-3 breast cancer. She did not fully comprehend the doctor’s recommendation to begin chemotherapy right away. Unable to speak or read English, and with no family or close friends to help her, Joan felt paralyzed. She had trouble eating and sleeping. Joan heard about Shanti and sought our help. We matched Joan with a Care Navigator bilingual in Cantonese who helped her fill out paperwork and secure short-term emergency funds. With Shanti’s help, Joan was also able to obtain safer and cleaner housing, daily meals, translation assistance, access to support groups in her own language, and a reliable in-home caregiver to help with household tasks. Joan decided to move forward with treatment and said, “Without Shanti, I would not be able to get this far [with my treatment].”



Wendy: Wendy is a 55 year-old mother and grandmother who is a long-term HIV survivor and has been a Shanti client for nearly two decades. Throughout her life, she has had her hands full raising and guiding her children and grandchildren as a single mother and their sole caretaker. In addition to managing her own HIV disease, Wendy has shown great courage in overcoming other life difficulties, including extreme financial hardships, housing instability, and her children’s own battles with life-threatening illness. Despite these challenges, Wendy has remained resilient and optimistic. Her resolve to live a long and productive life with HIV brought her to Shanti. Shanti is an integral part of Wendy’s life and is one of the only places she can go to receive support. Shanti’s HIV-positive Women’s Group provides Wendy with emotional support from both staff and other participants, along with a safe space to openly discuss her challenges. When Wendy is not feeling well, she receives home visits from her Shanti Peer Support Volunteer, Christine, who lends Wendy a compassionate ear and helps her with the day-to-day chores she can’t accomplish by herself. Wendy credits the support that she receives from Shanti in helping her get through some of the most difficult times in her life and shaping her current positive outlook on her future. “When you are feeling well and your spirits are up, you can live a long time with this virus,” she says. “There are people that live a long time with this disease, and I plan on being one of them.”

THANK YOU

Shanti appreciates our generous donors who make it possible for us to continue serving men and women with life-threatening illnesses. Without your support, many of Shanti’s clients would remain underserved and in great need of practical and emotional support. On behalf of our clients, thank you for partnering with Shanti as we enhance the quality of life, health and well-being of people living with life-threatening illnesses, including Breast Cancer and HIV/AIDS.