

## **Shanti's Annual Report Fiscal Year 2010 - 2011**

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Shanti's mission is to enhance the quality of life, health and well-being of people living with life-threatening illnesses. In FY 2010-2011, Shanti provided direct services to over 2,400 San Franciscans with breast cancer or HIV/AIDS. This report outlines our achievements and changes during our last fiscal year ending 30 June, 2011.

### **Overview of Program Achievements**

All of Shanti's programs strive to eliminate disparities in the delivery of health services and to improve the health and well being of challenged, at-risk and underserved communities. Our clients include women and those of trans experience, communities of color, seniors, the homeless and marginally housed and those with a dual or triple diagnosis with mental health and/or substance use issues in addition to their positive HIV or breast cancer diagnosis. Shanti's services are offered through the following programs:

#### Breast Cancer Program

Shanti's Breast Cancer Program (the Program) served approximately 480 women in FY 10-11, a 40% increase in the number of clients over the past two years and a continuation of a dramatic climb in client numbers that started almost three years ago. Despite the increase, we have not turned away a single person and have continued to meet our objectives with positive responses from clients and our partners, all with the same level of resources we had in 2008. The majority of our client population is comprised of immigrants, who are typically over the age of 50 and facing significant practical and psychosocial challenges. Without our services, many of these women would struggle to fill out paperwork, schedule appointments, understand their doctor, access educational materials, get to medical appointments or receive emotional support.

The Program made a tangible difference in our community in FY 10-11, by providing a unique approach which can be delivered in non-clinical settings, including clients' homes. Staff establishes a non-clinical rapport and trusting relationship that encourages clients to come out of isolation, continue treatment and adopt health-enhancing behaviors. Staff often stands in as surrogate family members to enable clients to access needed treatment and services, while also empowering clients to become self-advocates.

Through the Health, Wellness and Survivorship Program, we helped more than 200 women access education, wellness activities and support to: improve their understanding of breast cancer and its treatments; make informed decisions about their care; minimize the side-effects of cancer and its treatments; better manage life stressors; and increase well-being and build a supportive community.

Also in 2010, we were able to research and develop a clinical trials educational pilot project that has since led to a successful collaboration with a UCSF research team and [breastcancertrials.org](http://breastcancertrials.org). Currently, our clients do not have access to culturally and linguistically appropriate information about breast cancer trials so we will create an innovative breast cancer trials education piece that is specifically tailored to our low-income, multilingual client population. It is our aim that this project will fill an educational void that currently precludes the majority of our clients from cutting edge technology and will provide information to the research and medical provider community about our clients' specific needs. This project will officially launch in August 2011.

In 2010, we increased our outreach to specific communities by hiring a part-time staff person (0.5 FTE) bilingual in Thai/English and we hope that in the future we can hire an additional staff member who speaks one of the following languages: Tagalog, Russian or Vietnamese, thus allowing us to expand our services to other vulnerable immigrant communities in the city.

### HIV Services Program

Our HIV Direct Services Program served over 1,000 clients in FY10-11. This Program creates a vital link between care providers and some of San Francisco's most disenfranchised and at-risk populations: the dually and triply diagnosed (with mental health and/or substance use issues), the homeless, the homebound and the aging population. Communities of color and women (including the transgendered population) are also targeted by this program.

Staff provided over 10,000 hours of direct care in the last fiscal year to keep clients engaged in a continuity of care and treatment, navigate new clients through San Francisco's system of care and encourage them in the establishment of HIV treatment and care plans.

Through street outreach, activities at partner sites (such as St. Mary's Medical Center and Westside Community Services) and at Shanti's onsite drop-in center, staff targets HIV-positive individuals who are likely to engage in activities that lead to poor health outcomes and the transmission of HIV. These clients are often struggling to meet their basic needs, and Shanti's highly trained staff members and volunteers play a vital role in helping them stabilize their lives and navigate the City's complicated system of health and social services. We help clients make health-enhancing choices in their daily lives by providing culturally sensitive education and information about substance use, addiction, HIV infection, disease progression, treatment and risk behaviors. And when clients are not able to make it to important medical and social service appointments on their own, staff accompanies and advocates for them.

The Drop-in Center is open three days per week from 9:30 am to 12:30 pm. It is a space where clients can come in and talk with care navigation, health counseling or peer advocacy staff and interns; access resource materials, vouchers or bus tokens; use a computer or phone; or enjoy any of the activities presented throughout the week. These on-going activities include treatment-centered educational workshops that occur at least once per month, a weekly movie night and the drop-in support groups. These weekly groups include Positive Women (targeting HIV+ women, including transgendered women), HealthChat (targeting "severe need" clients often experiencing challenges with homelessness, substance use addiction and/or mental health issues), and Vent (targeting African-Americans). Shanti's Activities program is also within the Drop-in Center and provides a variety of free tickets to events occurring throughout the Bay Area. The number of clients that access the Drop-in Center range on a daily basis from 20 to 75 clients. The Drop-in Center is open a fourth day for women only, as the program's "Women's Space". All HIV-positive women are welcome, including transgendered women. Children of participants are also welcome.

### Volunteer Services Program

Shanti Volunteers donated over 15,000 hours of their time in FY10-11. Trained Volunteer Caregivers assist our clients by providing unique and un-duplicated services that promote health and well-being. Volunteer Caregivers provide non-judgmental emotional support and also help to break through barriers to care that include social isolation and lack of caring support, physical immobility, homelessness, mental health issues, chemical dependencies, limited English skills and little or no medical insurance.

Shanti staff and volunteers facilitated three Volunteer Trainings to over 75 participants during the last year. Currently we have 225 volunteers, of which approximately 100 are regular Volunteer Caregivers.

This program also supports the many beneficiary events in which Shanti participates including the San Francisco AIDS Walk, Folsom Street Events and Castro Street Fair. Additionally, this program is also responsible for developing and coordinating Shanti C.A.R.E.S. (Compassionate Athletes Running to Enhance Services), which is an adult marathon or half-marathon training and fundraising group supporting Shanti's mission. This has been a very successful and fun addition to our fundraising efforts.

### The L.I.F.E. Program® (Learning Immune Function Enhancement)

In FY10-11, the Shanti L.I.F.E. Program® served over 822 clients in San Francisco and another 650 clients nationally. In San Francisco, Positive L.I.F.E.® is offered in a variety of formats including individual health counseling and structured groups and workshops. In FY 10-11, Positive L.I.F.E.® offered more than 4000 individual health counseling sessions; conducted 5 workshops (3 general L.I.F.E. Health Workshops for gay/bisexual men and 2 Latino L.I.F.E. Health Workshops for monolingual Spanish-speaking Latinos/Latinas); and did over 3500 hours of client outreach, health education, referrals/linkages and provider education.

Positive L.I.F.E.® targets underserved populations and is culturally and linguistically relevant to its clients. In addition to serving HIV-positive gay/bisexual men, Positive L.I.F.E.® has expanded the communities it serves to reach HIV-positive women, Blacks/African Americans and monolingual Spanish-speaking Latinos/Latinas (regardless of sexual orientation) through a formal collaboration with Clinica Esperanza/Mission Neighborhood Health Center and informal collaborations with Black Brothers Esteem/San Francisco AIDS Foundation and Our Love/STOP AIDS Project.

L.I.F.E.® is currently run with a variety of client populations in community-based organizations, hospitals, and medical clinics in 18 cities, including Boston, New Orleans and Chicago. Shanti provides each site with curriculum development, facilitator training, technical assistance and outcomes evaluation. Since 2004, over 3000 individuals nationally have completed L.I.F.E.®.

In FY10-11, The New York City Department of Health and Mental Hygiene selected Shanti to develop two new self-management workshops for newly HIV-diagnosed New Yorkers. An introductory 4-hour workshop and an intensive 2-day workshop will teach participants how to improve their health by learning self-management strategies including engaging in healthcare, adhering to health routines and developing trusted support among HIV-positive peers. Workshops will be facilitated by a team of HIV-positive peer leaders and field experts.

In December, Shanti staff completed interviews with NYC policy-makers, service providers and peer leaders and conducted surveys and focus groups with over 100 HIV-positive New Yorkers. In March, Shanti began developing materials for the workshops. Shanti staff will pilot the workshops in Manhattan in September and conclude the project in October. Starting this fall, New York's new workshops will be offered in each of the five boroughs in French, Spanish and English and are expected to reach 1000 HIV-positive New Yorkers per year.

In response to the rise of hepatitis C co-infection among people living with HIV, Positive L.I.F.E.® also has co-infection support groups. We are one of the only providers of this service and hold a drop-in support group at St. Mary Philippa Health Center's HIV Clinic at St. Mary's Medical Center and an "acute survivor" support group in the Castro neighborhood.

### Cancer Support Group

In FY10-11, Shanti's Cancer Support Group, "Jeffrey's Place", doubled in size and served 24 gay and bisexual men with a cancer diagnosis. Cancer is a co-morbidity that is occurring increasingly within the aging HIV-positive population, though one does not need be HIV-positive to participate in the group. Half of the men served are dual diagnosed with HIV and cancer, and all of those who are dual diagnosed have had a minimum of three cancers. Two participants passed away during this period, but having been strong advocates, they imbued the group's survivors with their valuable skills.

This support group attracts participants from all over the Bay Area as far as Santa Rosa and Campbell as it continues to be the only such support group in the area. Currently Kaiser Permanente, California Pacific Medical Center and UCSF refer patients. The group meets the first and third Thursday of the month and also offers yoga on Tuesdays. Last year, they started an annual event on February 4<sup>th</sup>, which is World Cancer Day, and will continue hosting this event every year.

### Community Support Program

This program provides management, evaluation, policy analysis, needs assessment, administrative support and training to council members of the San Francisco EMA (Eligible Metropolitan Area) HIV Health Services Planning Council. This public policy body is mandated by the U.S. Congress and HRSA to determine the prioritization of HIV service categories and the allocation of Ryan White resources to the San Francisco Eligible Metropolitan Area (which includes San Mateo, Marin and San Francisco counties).

### **Primary Funding Sources**

During FY 10-11, Shanti received non-governmental funding from the following sources: UCSF's California Breast Cancer Research Program: \$93,906, Avon Foundation for Women: \$50,000, Genentech Foundation: \$60,000, San Francisco Foundation: \$37,918, San Francisco Affiliate of Susan G. Komen for the Cure: \$23,380, Cisco Systems Foundation: \$15,000, San Francisco AIDS Foundation: \$15,805 and the Richard and Rhoda Goldman Fund: \$15,000 among others. We also received two Gilead Sciences grants totaling \$37,500 and a total of \$25,000 from Bristol Myers Squibb. Our primary governmental funder is the San Francisco Department of Public Health.

### **Organizational Synopsis**

The past 12 months have seen continued client increases coupled with government and institutional funding decreases. Even with client increases and static resources, our dedicated team has provided high levels of service to our clients, who often have nowhere else to turn. The loss of government funding for our HIV programs will result in our offering somewhat reduced services in our next fiscal year. However we continue to see increases in individual support and have received some new funding for our HIV services from private sources. We are targeting a 30% further increase in individual giving over the next 18 months and are identifying new sources of institutional funding particularly in the pharmaceutical and health insurance sectors.

Last year, we effectively launched a Breast Cancer Program Advisory Committee with over a dozen volunteers from the community who are passionate about the work that we do and who have talents in non-profit fundraising and event planning. The Advisory Committee took the lead in producing a new fundraising event with 200 attendees, which was held on April 30<sup>th</sup>. The funds raised directly benefit our Breast Cancer Program. Shanti's 2010 Annual Event was also a great success in that we connected with new and long-time members of the community, raised funds and increased our visibility.

Shanti is grateful to our community and all of our generous donors who make it possible for us to continue serving men and women with life-threatening illnesses. After 37 years of providing emotional and practical support, we are keenly aware of the need for our services and for their effectiveness. We are hopeful that we can continue our valuable partnership, which enables Shanti to fulfill our mission.