

# SHANTI IMPACT REPORT

Many Lives  
Many Stories

**ONE GOAL**

Fiscal Year 17-18 in Review







# A LOOK INSIDE: SHANTI'S YEAR IN REVIEW

## Inside you'll find:

- Program-by-program updates
- Words from our clients
- Thank you to our donors



"Shanti has always loved me when no one else was there for me. Without Shanti, my life would be a total chaotic mess. I would be homeless and alone."

—Tom, Client, HIV Services Program PAGE 4

"It's good to have somebody who is thinking about me and checking in. [I feel] less lonely and less isolated."

—Ferrara, Client, LGBT Aging & Abilities Support Network (LAASN) PAGE 5



"PAWS has made it possible for me to keep my beloved boxer, Hope, and maintain a good quality of life for her. This means a better quality of life for myself."

—Steven, Client, Pets Are Wonderful Support (PAWS) PAGE 6

"Without Shanti I don't know where I would have gone to for help. You feel the love at Shanti. They all really love you."

—Judy, Client, Margot Murphy Women's Cancer Program PAGE 7



"Shanti helped me in my time of need... If Shanti didn't help me, my kids and I would be out on the street."

—Karla, Client, Peer Advocate Care Team (PACT) PAGE 10

"Being a Peer Support Volunteer has shown me a different side to San Francisco that I hadn't seen before, which is very caring, loving, and nonjudgmental. Everything I hoped to find, I found right here at Shanti."

—Leslie, Peer Support Volunteer PAGE 11



"My monthly giving helps bring the beauty and impact of Shanti to a broader audience."

—Emily Wilska, Donor PAGE 12



# SHANTI THEN AND NOW

Nearly 45 years ago, Shanti was founded on the principle that **every person deserves compassion**, connection, and human dignity. From our earliest days, Shanti called on the community to be the difference between zero and one—the difference between facing life’s most difficult challenges alone or with one person by your side. As our city’s landscape changes, **we continue to lead the effort to remember and care for our most vulnerable neighbors.**

Shanti emerged from the UCSF cancer ward halls to become one of the world’s very first community-based organizations to help support people diagnosed with HIV/AIDS during the epidemic’s early, most nightmarish days. In 2001, we expanded our services to include women diagnosed with breast cancer, and in 2015, we expanded again to serve women facing any cancer diagnosis. Three years ago, we welcomed into the Shanti family our long-time community partner Pets Are Wonderful Support (PAWS), whose mission ensures that no person has to make the decision between caring for their pet or caring for themselves.

To bring our internationally recognized model of care to more underserved members of our community, we launched two new programs in 2016. Our LGBT Aging & Abilities Support Network (LAASN) addresses social isolation as well as emotional, behavioral, and health challenges faced by LGBT seniors and adults with disabilities. Our Peer Advocate Care Team (PACT) supports current residents of Potrero Terrace and Annex to help them prepare for their public housing to be demolished and rebuilt into a mixed-income community.

**Today, Shanti serves our community with a \$6 million annual budget, over 50 employees, and a dedicated board of directors.** The following pages will show you whom we serve, how we serve, and the many ways we enhance the quality of life, health, and well-being of our clients.



**“WE ARE WORKING TO EXPAND THE PRESENCE OF  
COMPASSION FOR ALL—ONE SAN FRANCISCAN AT A TIME.”**

—KAUSHIK ROY, EXECUTIVE DIRECTOR





# HIV SERVICES PROGRAM

## HIV Services Program services include:



- Individual health counseling
- Care navigation
- Care for individuals mono-infected with the hepatitis C virus
- Weekly support groups
- Weekly drop-in access

## 446

Clients served

## 15,500+

Hours of direct care provided to clients

- 165 clients living with hepatitis C virus
- 176 seniors served

**And 461** people served by L.I.F.E. Interventions (HIV self-management skills-building activities and workshops)

- **390** from San Francisco
- **71** from other U.S. cities



**5,000 cups of coffee**

served in a warm, safe space at our client drop-in center



**168 clients**

celebrated and shared at social events

**“[Shanti services] immensely resuscitated my own life and assisted me greatly in regaining hope, understanding, and personal balance.”**

—CLIENT, HIV SERVICES PROGRAM



# LGBT AGING & ABILITIES SUPPORT NETWORK



## LGBT Aging & Abilities Support Network (LAASN) services include:



- Care navigation
- Peer support services
- Individual emotional and behavioral support
- Peer support groups
- Social activities, outreach and education
- Early intervention programs

# 127

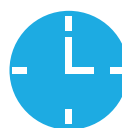
Clients served

# 9,232

Hours of direct care provided to clients

# More than 70%

of LAASN clients live alone



# 395 hours

of supportive programming offered in partnership with the Curry Senior Center, which helps low income and homeless seniors through a holistic care approach

**“As I head into the uncertainty of my twilight years, I am comforted in knowing that I do not stand alone. I depend on my Shanti volunteers for not only the practical support but the emotional support that is so important at this time of my life’s journey. Being alone was my biggest concern. My Shanti volunteers give me the sense that I’m not alone, that I have someone to talk to, and most of all, they allow me to keep my dignity.”**

—CLIENT, LAASN





# MARGOT MURPHY WOMEN'S CANCER PROGRAM



## Margot Murphy Women's Cancer Program services include:



- Care navigation
  - Case management
  - Language interpretation
  - Emotional and practical support
  - Taxi and grocery vouchers
  - Emergency resources
- Survivorship support activities
  - Complementary therapies (massage, yoga, reiki)
  - Fitness and support groups
  - Educational classes and workshops

# 505

Clients served

# 8,909

Hours of direct care provided to clients

- 40% of clients are non-English speaking

## Breakdown of Diagnoses

**69%**

Breast Cancer

**11%**

Gynecologic Cancers

**20%**

Other Cancers

## Our clients are:

**44%** Asian

**31%** Latina

**13%** White

**9%** African-American

**3%** Native American/Other

**"I want to thank Shanti for accompanying me in so many dark moments of my life. I say it with all my heart, Shanti is a huge blessing for all of us when our mood is so low and we need a shoulder to rest on."**

—CLIENT, MARGOT MURPHY WOMEN'S CANCER PROGRAM



# PETS ARE WONDERFUL SUPPORT



## Pets Are Wonderful Support (PAWS) services include:



- Pet food bank
- Free and subsidized veterinary care\*
- Ask-the-Vet clinics
- Supportive pet care services including:
  - Dog walking
  - In-home cat care
  - Transportation to/from veterinary appointments
  - Emergency pet foster care
  - Monthly dog washes

\*In collaboration with partner vet hospitals

# 572

Clients served

# 727

Pets served

# 85%

of PAWS clients live alone with their pet

- **271** clients are living with HIV
- **281** are seniors

## Pet Food & Supplies Distributed:

**80,990** cans of wet food

**27,641** pounds of dry food

**16,825** pounds of cat litter



# 1

national innovation award for our work helping clients age healthfully with their pets

**“My dog is my little partner. I spend a lot of time at home and every second is so much better because of the love and care we give each other. PAWS has made it possible for me to afford great vet care.”**

—CLIENT, PAWS





# OUR CLIENTS SERVED IN FY 17-18

**127**

LGBT AGING AND ABILITIES  
SUPPORT NETWORK

**446**

HIV SERVICES PROGRAM

**505**

MARGOT MURPHY WOMEN'S  
CANCER PROGRAM



**572**

PETS ARE WONDERFUL SUPPORT

**461**

LIFE INTERVENTIONS

**123**

PEER ADVOCATE CARE TEAM

At Shanti

**100%**

of the clients we serve  
receive one-on-one  
advocacy, care, and  
access to community

Shanti's clientele  
is more than

**50%** LGBT  
and more than  
**50%** seniors

Shanti exists to ensure  
that no San Franciscan  
has to face  
life's challenges

**alone**





# THE SHANTI COMMUNITY SPEAKS



**“PAWS helps me care for Casper. Life without him is unimaginable. He’s the best friend I’ve ever had.”**

*—Paul, Client, PAWS*



**“Shanti is important to me because it provides services that I can’t get on my own. They help with groceries, animal services, and they are great advocates. My life would be spiraling without Shanti.”**

*—Anthony, Client, HIV Services Program*

**“Without Shanti, I would have been alone.”**

*—Graciela, Client, Margot Murphy Women’s Cancer Program*

**“Knowing that Shanti is there for me and Lexi really helps put my mind at ease.”**

*—Liz, Client, PAWS*



**“Being a Shanti Peer Support Volunteer continuously reminds me to stay present, stay humble, and never take things for granted. It has allowed me the privilege to feel as though I am positively impacting another and the benefits of that are indescribable. I have learned so much from my client. She brings light and life to any situation and I am grateful to know her.”**

*—Peer Support Volunteer*





# PEER ADVOCATE CARE TEAM

## Peer Advocate Care Team (PACT) services include:



- 1-on-1 and group-level support services
- Relocation readiness
- Housing stabilization
- Community stewardship
- Emergency eviction resources

**123**

Clients served

**100%**

of PACT clients are marginally housed

- 43% of clients are African-American
- 51% of clients are Latino/a
- 87% of clients are female



PACT reduces isolation, stress, and anxiety among Potrero Hill public housing residents, while preparing clients for the HOPE SF initiative to revitalize their current housing during the next 10-15 years.

**44**

evictions prevented

**39**

clients referred to legal assistance resources

**32**

clients referred to financial assistance resources

**“Shanti helped me keep my place, they helped me keep my home. Without Shanti I wouldn’t be here right now. And I’ll just leave it at that, that’s the truth.”**

—GREGG, CLIENT, PACT





# VOLUNTEER SERVICES



## Volunteer Services include:



- Training all Shanti Peer Support Volunteers
- Matching trained volunteers to Shanti clients
- Scheduling volunteers for dog walking, in-home cat care, and weekly grocery deliveries
- Coordinating volunteers at one-time events, including dog washes and fundraising events

**659**

Volunteers

**19,500**

Hours of service provided



**82** new Peer Support Volunteers trained

**145** volunteers actively matched with clients

**514** PAWS volunteers including veterinarians, pet food bank helpers, dog walkers, and more!

**“Being a Peer Support Volunteer has made me a more whole individual; taking a couple of hours a week to spend on someone else fills a part of my heart. Knowing that I can have a positive impact on someone’s life and ease their burden is an entirely positive experience.”**

—PEER SUPPORT VOLUNTEER



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**“I think PAWS’ mission of preserving the human-animal bond and keeping animals with their humans is absolutely critical—perhaps more so now than any other time. The purpose of PAWS touched me on such a deep personal level that I knew this was an organization that I would support.”**

—SUSAN JANIN, DONOR

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**“I support Shanti because of the valuable services and support they’ve provided to the LGBT community for the past 44 years!”**

—EDWARD DZIALO, DONOR



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***Shanti is most grateful for 215 donors who contributed generous gifts in-kind in FY 2017-2018. We give special acknowledgement to the following \$1,000+ gifts in-kind donors.***

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***We sincerely apologize for any accidental omissions or misspellings. Please contact Scarlett Chidgey, Deputy Director of Development, at [schidgey@shanti.org](mailto:schidgey@shanti.org) with comments or corrections.***



**To learn more about Shanti Project's work and how you can make a difference, visit us at:**

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# 44 YEARS

OF COMPASSION, CARE,  
AND COMMUNITY