“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  

“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)  

“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)  

“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  

“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)  

“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  

“My monthly giving helps bring the beauty and impact of Shanti to a broader audience.”  
—Emily Wilska, Donor
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.
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

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 (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 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 (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
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.
“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

“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
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

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 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
OUR DONORS

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- Anonymous
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- The Bob Ross Foundation
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- California Pacific Medical Center
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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
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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Shanti is most grateful for the following donors who have designated Shanti in their estate plans.

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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 with comments or corrections.

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