

The background image shows two Black women standing outdoors in front of a modern building with a black metal railing. The woman in the foreground is wearing a light blue surgical mask and a white t-shirt, looking towards the camera. The woman in the background is also wearing a mask and a green jacket, looking away. A semi-transparent blue rectangle is overlaid on the left side of the image, containing the title and subtitle text.

TAKING CARE OF EACH OTHER

ANNUAL IMPACT REPORT
FISCAL YEAR 2019-2020

Shanti is a pioneering nonprofit that builds human connections to reduce isolation and improve quality of life.

We believe that meaningful relationships are essential for navigating life's most difficult challenges. Every day, we ease the invisible suffering that can accompany isolation or illness and combat it through the power of personal connection. Because when we take care of each other, we make San Francisco a healthier and more compassionate community, for everyone.

Values

- Take Care of Each Other
- Cultivate Compassion
- Support Unconditionally
- Honor Human Dignity
- Champion Differences

IN FISCAL YEAR 2019-2020

3,268

SAN FRANCISCANS
RECEIVED
COMPASSION, CARE,
AND CONNECTION

909

PEOPLE
VOLUNTEERED
MORE THAN 15,000
HOURS OF TIME

LETTER FROM THE EXECUTIVE DIRECTOR

Having been on Shanti's staff since 2006 (and a Shanti volunteer prior to that), I have never been more honored and proud to be a part of this organization than during the last several months of the COVID-19 nightmare. In a matter of weeks of Mayor London Breed's announcement that San Francisco would be sheltering in place, Shanti launched a citywide emergency volunteer program in partnership with the City. Our incredible staff did this all the while adapting—and even expanding—our existing essential services to meet the needs of the community.

The COVID-19 Emergency Response Volunteer (CERV) Program so very powerfully demonstrates what Shanti's founder, Dr. Charles Garfield, means when he says, "the need to care is as great as the need for care." Over 700 volunteer applications have been submitted by San Franciscans who want to do something—to do anything—that can be of assistance to their neighbors most heavily impacted by the pandemic. The spirit of generosity that has always defined San Francisco is the principle reason we could even consider, let alone implement, this type of rapid service expansion.

As of the time of writing this, Shanti CERV volunteers have provided emergency help to over 1,300 marginalized San Franciscans. Among those served includes hundreds of individuals who tested positive for COVID-19, ranging in age from 2 weeks old to 95 years old.

The diversity of these volunteers is striking and includes college students, seasoned professionals, young tech workers, and people of all ages, some of whom are coping with the unexpected loss of their own employment. And they all have expressed a common sentiment: they feel compelled to be of service to their community.

For 46 years and counting, Shanti has had a unique vantage point to witness just how powerful our collective need to care is and how it can provide a beacon of hope in the darkest moments. These volunteers, just like our peer support volunteers, pet assistance volunteers, and the Shanti volunteers who preceded them 40 years ago at the start of AIDS pandemic, illustrate the very best in human nature.

Being part of an organization that values the power of personal, trusted, and compassionate connection above all else, the paradox of physical distancing is not lost on me. But as countless San Franciscans demonstrate each day, physical distancing does not have to mean complete isolation. In this uniquely fragile time, we are reminded, that in times of crisis and despair, San Francisco does not abandon our most marginalized.

Thank you for the all-important roles you play as Shanti's supporters and advocates. As you review the accomplishments of our volunteers and staff reflected in this report, I hope you, too, will feel the honor and pride I do to be a part of Shanti's unique, enduring legacy of compassion and care.



Kaushik Roy, Executive Director, Shanti Project

"For 46 years and counting, Shanti has had a unique vantage point to witness just how powerful our collective need to care is and how it can provide a beacon of hope in the darkest moments."

ABOUT THE PEOPLE WE SERVE

100%

Are residents of San Francisco

9/10

Live with very low income*

50%+

Are people of color

45%

Are age 60 or older

*Living at or below 200% of the Federal Poverty Level. For one person this amount is \$25,520 per year.

CONNECTING THE COMMUNITY IN THIS CRITICAL TIME OF NEED

CERV volunteers provide both one-time and ongoing, weekly practical support to older adults and adults living with illnesses or disabilities who are strongly advised to limit their outdoor exposure during the coronavirus pandemic.

Shanti continues to vet and train volunteers to assist San Francisco residents with practical support, including:

- Grocery Shopping
- Medication Delivery
- Essential Tasks
- Dog Walking
- Mail Pickup

Learn more at www.shanti.org/cerv

While we must physically distance ourselves, we find connection, we find compassion, we find San Francisco to be a city of people ready and willing to take care of each other.

IN THEIR WORDS....

"I'm so grateful to Shanti for stepping up for our community at this critical moment. So many San Franciscans are suffering, and we need to step up for our most marginalized community members, particularly high-risk people who are homebound. Shanti has deep expertise working with people at risk, and I know the organization will help save lives and keep people healthy."

The Honorable Scott Wiener
California State Senator

"The opportunity to assist during this pandemic as a CERV volunteer would not have been available if Shanti wasn't recognized for their years of exceptional community support. Throughout my time with PAWS, Shanti, and CERV, I've seen the impact of their support within the community, and it feels good to be a part of the Shanti family."

Karin
CERV, Shanti Peer Support, and PAWS Volunteer

"I think it's especially important to foster a sense of connectedness in your relationships and to your community during these times. I've met people through CERV that I otherwise would never have met on my own, and it has been enriching to hear their stories."

Vansen
CERV Volunteer



CERV Volunteer Lyneé

"I have always felt that one of the best ways to learn about yourself is found within your service to others; and giving back to my community through acts of kindness during this pandemic has continued to fill me with hope for a better future and stronger community. Watching people come together through this program and provide assistance has calmed my nerves and made me feel a strong sense of connection when it is so easy to feel isolated at home. Shanti Project has allowed me to connect with others in the city."

Lyneé
CERV Volunteer
(Hear from Athena, one of Lyneé's clients, on page 11)

CERV PROGRAM

1,300+

San Franciscans received support

400+

Emergency volunteers recruited, background checked, trained, and supported by Shanti to help their fellow San Francisco residents

2 WEEKS TO 95 YEARS

Age range of the youngest to eldest person diagnosed with COVID-19 that Shanti has helped

ROOTED IN COMPASSION



George, an HIV Programs client

Our HIV Programs exist to ensure that the most underserved people living with HIV and/or HCV in San Francisco receive the support they need to feel empowered and worthy, so they are better able to manage all aspects of their health.

Our continuum of HIV services allows individuals to connect with one another and access much needed resources, such as medical and mental health care, housing support, food and nutrition, counselling, support groups, volunteer support, and much more.

Rooted in compassion, our programs offer nonjudgmental support and harm-reduction strategies, affirming each client's sense of agency about their own well-being.

HONORING THE INDIVIDUAL THROUGH HARM-REDUCTION

George came to the Bay Area from Russia 30 years ago, sponsored by an American he met in the Russian LGBT+ underground. He was escaping the hardships as a gay man in his home country.

After his arrival in the US, George was diagnosed with HIV. Unaware of the available resources and unsure how it would impact his eligibility to work and immigration status, George left his diagnosis unaddressed. He started drinking—heavily—to deal with the increasing stresses in his life. As his drinking progressed, his life circumstances worsened, including his health. He began using drugs to cope. The desire for drugs and alcohol eventually became uncontrollable, resulting in hospitalization.

While in the hospital, George was introduced to Talia Roven, at the time, a Shanti HIV Services Client Advocate, and Derrick Mapp, at the time, a Shanti L.I.F.E Program Health Counselor. Initially untrusting, George began to warm towards both staff members as they demonstrated their commitment to working with him in the weeks and months after their initial introduction.

George was stuck in a vicious cycle of drug, alcohol, and sex addiction; untreated mental health concerns; and isolation. This left him uncertain whether he wanted to stop the drugs or his life.

Derrick began meeting with George weekly, utilizing a harm reduction-informed style of emotional support that was free of judgement or direction. This gave George the space to define his own vision of wellness for his life. As the trust in their relationship grew, George began to really open up. He recounted the shame and trauma he experienced from his substance use. In response, Derrick encouraged George to show up to their

appointments regardless of the state he was in to destigmatize the sense of shame. This freed George to talk to Derrick about his life, hopes, and dreams, in addition to his mental health challenges—instead of his substance use. George shared about his need for positive human contact. He looked forward to interaction rooted in esteemable acts for himself and towards others.

Over time, Derrick and George's work together resulted in a deep personal connection based on honesty and mutual respect. In addition to connecting George with additional resources to help him manage his mental health and normalize his substance use, Derrick was able to help him challenge his perception that his inability to control the elements in his life was somehow a failure on his part. Through this work, George began to further develop a more balanced sense of self. George found strength in taking actions to manage his life experiences.

Today, George cherishes his green card and is looking forward to becoming a full US citizen. He has stable housing and food security, and he has a better set of friends (though he wants more). He successfully keeps a positive attitude on his extended periods of sobriety. He manages his physical and mental well-being. He looks for ways to support others in need. Most importantly, because of the unconditional support, consistent concern, and non-judgement from Shanti, he feels safe within himself.

Derrick Mapp, Senior Services Care Navigator
Eric Sutter, Director of HIV Programs

Thank you to **George** for trusting us to share a part of his life's story.

HIV PROGRAMS | FISCAL YEAR 2019-2020

583

People received services

~3/4

Identify as LGBTQ+

20,614

Hours of direct care

94%

Living with very low income

~50%

People of color

HIV & HCV INFECTIONS

101

HIV and HCV (co-infection)

17

HCV (mono-infection)

CHAMPIONING ELDERS & PEOPLE LIVING WITH DISABILITIES



Sergio, a LAASN client, with his Shanti Peer Support Volunteer Mickey in 2019

Social isolation affects many LGBTQ+ elders and adults with disabilities as they deal with stigma, discrimination, and lack of community in their daily lives. As a result, they are at risk of falling into depression and further into isolation—conditions that are proven to decrease overall health outcomes.

LAASN provides compassionate supportive services that address social isolation as well as emotional, behavioral, and health challenges faced by lesbian, gay, bisexual, transgender, and queer elders and adults with disabilities. Services include:

- Peer Support Groups
- Client Advocacy
- Support Programming
- Volunteer Matching
- Care Navigation

When LGBTQ+ elders and individuals with disabilities are recognized and supported for who they truly are, they feel valued and empowered to vibrantly contribute to their community.

FROM ZERO TO ONE: THE DIFFERENCE OF HAVING ONE PERSON BY YOUR SIDE

"A bonding happens when you share a moment with someone who is present with you—sees you, hears you. You feel witnessed and less alone," says Carl, LAASN's first client.

Back in November of 2017, the Openhouse Bob Ross LGBT Senior Center referred Carl to Shanti Project's newest program at that time, our LGBTQ+ Aging & Abilities Support Network (LAASN). Carl had been experiencing several mental and physical health challenges—the biggest being isolation and depression. Carl is a long-term HIV+ survivor and suffers from PTSD from his military service. When he first came to Shanti, he was recovering from a mental collapse (cognitive impairment/dementia), which occurred in 2012.

During the intake at Shanti, Carl noted that the one thing he wanted was for someone to accompany him out in public and navigate public space and people. On top of everything, Carl also had unexplained seizures, which later led to a diagnosis of epilepsy. He was afraid to be outside alone.

Then Carl met Chloe, his first Shanti peer support volunteer. Chloe would visit him weekly and often take him on outings, such as a walk around the neighborhood, to a café, or to the movies. She helped Carl navigate at night so he could find his way home and feel safe riding public transit. It was during this time with his volunteer that Carl started feeling a personal change. The treatments for his dementia were improving, and he started recovering some of his memory. Having someone by Carl's side was making a difference.

Today, Carl is matched with Claire, his current Shanti peer support volunteer, and he is grateful for the connection that he has with her. During the coronavirus pandemic, she and Carl spend a lot of time texting and calling each other on the phone. Claire has also gone grocery shopping and ran other errands for Carl during the pandemic.



Carl at SF's 2019 Pride Parade

When describing Claire, Carl mentions that she comes with such an openness to listening that Carl feels that "she sees me, hears me, and her openness has allowed me to be seen, therefore feeling less alone."

Carl also makes sure that he checks in with Claire to make sure she is doing okay; he asks about her family and encourages her pursuit of her higher educational goals. "Of course," Carl said, "I lived through another virus that took many lives, including friends. I lived through the HIV/AIDS pandemic and am now living through COVID-19. It is important to have this connection with Claire."

Claire allows Carl to step outside of himself to remind him that life is happening around him and we are all in this together.

In loving memory of **Matthew Simmons**, Program Mgr., LAASN
With contributing edits by Carl

LAASN | FISCAL YEAR 2019-2020

98

People received services

5,023

Hours of direct care

79%

People who live alone

99%

People living with very low income

PEOPLE LIVING WITH DISABILITIES

36%

Physical

37%

Both physical & mental health

60%

Mental health

BREAKING DOWN BARRIERS TO CARE



Zhongqing, a Margot Murphy Women's Cancer Program client

Shanti's Margot Murphy Women's Cancer Program offers services to mitigate the barriers women face after a cancer diagnosis.

Our program augments clinical care and reduces the social, economic, linguistic, and cultural barriers that underserved women face accessing, maintaining, and completing treatment and transitioning into survivorship. We provide multilingual and culturally competent services, including:

- Language Interpretation
- Transportation Assistance
- Appointment Accompaniment
- Application Support for Safety Net Resources (e.g. emergency funds for housing and food)
- Health, Wellness, and Survivorship Activities (e.g. support groups, nutritional classes, educational workshops, complementary therapies, art therapy, and fitness and body-image activities)

When women diagnosed with cancer are genuinely seen and supported, they gain a sense of empowerment about their treatment and their lives.

ILLNESS CAN'T ALWAYS BE ADDRESSED WITH TREATMENTS ALONE

At Shanti, we believe people deserve a more personalized approach to their care. Frequently, medical-care organizations use a one-size-fits-all approach to treat the illness people experience and do not always understand the unique circumstances and needs of each person, disregarding the voice of the client in the process. Athena, a Shanti Women's Cancer Program client since 2013, shares her story of self-advocacy and of finding a more adaptive and unbiased approach in Shanti.

Athena's Story | The edge of the brochure was peeping out of the corner of the clinical psychologist's desk. I reached over and pulled it out. "Shanti Project," the cover read. I have breast cancer. What was the harm in adding one more brochure about breast cancer to the myriad brochures I had already collected? "We are here for you. We know what you're experiencing. You are not alone. We work for you," they all read.

But something about Shanti's brochure stood out to me with its direct, strong, and sensible language. These apply to me, too—one has to be direct, strong, and sensible when navigating the medical system. It's not set up to address the unique needs of patients. Clients must be their own advocates and relentless in saying what they need, always pleading their case.

Feeling strongly that, as a patient, I must be my own advocate, it was with enormous hesitancy, skepticism, anxiety, and a strong resistance in asking for help, that I walked into Shanti's office on October 1, 2013 and met with Shanti care navigator, Lily Tsen. What I found is that Shanti agreed with my belief in self-advocacy.

Shanti offered me a comprehensive perspective on my well-being. They connected me to resources that I wanted for myself, such as nutrition classes, cooking classes, jewelry making classes, yoga classes, massage, and tenant rights workshops. I actively shared tools with other people in the workshops, too, which gives me great joy.

All of this was experienced with the steadiness, consistency, and genuine interest shown to me by Lily and Shanti. They

remain interested in addressing my needs, rather than focusing exclusively on my diagnosis.

I told no one that I was diagnosed with breast cancer. That was my business. Not to share. Not to seek sympathy. Not to seek pity. Not to seek compassion. I'm a private person. But, on that day in October, I am glad to have told Shanti.

It wasn't a brochure, this time. It was Norma calling on behalf of Shanti's CERV program. Norma began talking about grocery shopping and the possibility of someone doing that for me. Then she really struck my fancy. I wasn't expecting the level of stress I was experiencing due to the pandemic. The inability to take the bus, to browse the grocery store, to choose green grapes, to pick up my books from the library, to choose the ripest tomatoes. But to have someone go to the grocery store for me, sounded like a sublime luxury. Could I really ask for help? Would I be able to chip away my pride and say, "yes, I would like someone to help me buy my groceries"? Would I trust that person sufficiently to give her my credit card?

Lyneé's ability to choose the ripest tomatoes is extraordinary. She is thoughtful, mindful, considerate, empathetic, and caring. We talk about the day that we will be able to greet each other and see our full faces. Lyneé has made it smooth for me to accept her help without any awkwardness or hesitation. Words cannot express my appreciation and gratitude for Shanti, once again, showing me that they care.

Athena, Margot Murphy Women's Cancer Program Client & CERV Client

MARGOT MURPHY WOMEN'S CANCER PROGRAM | FISCAL YEAR 2019-2020

674

People received services

8,007

Hours of direct care

97%

People living with very low income

2/3

Women of color

14

Different types of health, wellness, and survivorship activities offered

3,263

Taxi vouchers provided so women in active treatment can get to critical appointments

57%

Women who speak a primary language other than English

35%

Women who have very limited or no English speaking ability

BEING WITH COMMUNITY THROUGH A GROUNDSWELL OF CHANGE

Henry, a Peer Advocate Care Team client

Shanti's PACT Program serves the residents of Potrero Hill Terrace and Annex who have to balance the complex realities of living in poverty with multiple day-to-day stressors, while navigating all the physical, emotional, and social changes that will come with the vast redevelopment of their community over the next 10-15 years through the HOPE SF initiative (www.hope-sf.org).

Services include:

- Relocation Readiness
- Community Stewardship
- Housing Stabilization
- Health and Wellness Services

For our neighbors in Potrero Hill public housing, Shanti eases their anxiety and stress as their lives are uprooted during revitalization of their housing community from low-income into mixed-income.

RACIAL JUSTICE FROM THE HEART

Here and now, compassion is protest.

Through Shanti's model of listening, speaking, and acting from the heart, we cultivate compassion. And when we do—when we truly walk with another—we must act against injustice.

As an anchor agency for HOPE SF at Potrero, Shanti shares the commitment to race equity, reparations for the African American community, and to dismantling the racist systems that make housing unaffordable and neighborhoods unwelcoming for families who have lived and worked in San Francisco for generations.

Asking questions and listening intently to deepen our understanding of what's at stake for our clients is integral to the Shanti model and central to PACT's work. We must be willing to wonder aloud with residents of Potrero and HOPE SF about decisions that affect them. Whose vision is this? Who is leading? Who will benefit the most? Whose children will benefit the most? Through this process of listening, we have learned that at stake is residents' sense of home, of belonging, and of freedom to actualize their own destinies.

Although, in theory, mixed-income communities bring greater access to resources and networks to all members, in reality, legacy households of color are often displaced. Those who remain often experience greater discrimination from new, higher-income neighbors. The only way to avoid re-traumatizing

the community is to scrutinize all policies and practices through a race-equity lens. This requires us to ask ourselves if our actions increase or decrease opportunities for low-income people of color—particularly African American households—to build generational wealth and thrive within the city they call home.

Shanti's PACT Program staff never act alone, but respectfully and intentionally in close collaboration with others. Over the past five years, Shanti's PACT team has come together with other HOPE SF partners to form a "Collective Impact Group." As a group, we strategize about how we can best use our funding and privilege to stabilize housing, increase health outcomes, and create opportunities for economic advancement for residents. Shanti also supports resident-led initiatives and looks to the resident-led organizations Community Awareness Resources Entity (CARE) and Stand in Peace, International (SIP) to help us identify community needs. This includes community safety, community healing, and children's programming.

We recognize that if even one Potrero household is displaced by our negligence or complacency as a Collective Impact Group to challenge the system, we have not done our jobs well. And until race and space no longer determine health outcomes or access to opportunities for economic advancement, we still have work to do. We all do.

Alyssa Nickell, Ph.D., *Director, Peer Advocate Care Team*

Over the past 20 years, the population of African Americans in San Francisco has decreased from 11% to 5%.

PACT BY THE NUMBERS | FISCAL YEAR 2019-2020

365

Households received services

3,653

Hours of direct care

100%

People of color

161

Households with dependents

85%

People who are marginally housed

97%

People living with very low income

PETS ARE WONDERFUL SUPPORT (PAWS)

THE HEALING POWER OF UNCONDITIONAL LOVE AND SUPPORT



PAWS client Anil with his beloved dog, Tango

PAWS keeps people and their beloved animal companions together in the face of poverty and other hardships that threaten to separate them. We make sure seniors and folks living with illness and disability are able to care for their pets who provide unconditional love and support.

PAWS staff and volunteers assist clients in caring for their pets through a variety of supportive services, including:

- Pet Food Bank & Home Delivery
- Veterinary Care
- Dog Walking
- In-home Cat Care
- Dog Washes
- Transportation to and from Veterinary Appointments
- Emergency Pet Foster Care

When our neighbors are able to care for their beloved animal companions, they have the time, space, and confidence to navigate life's most difficult challenges.

PROVIDING COMMUNITY AND CONNECTION IN TIMES OF CRISIS

When word of the novel coronavirus reached San Francisco and the City began discussing the emerging pandemic, PAWS began making plans to continue—and expand—its essential services. After all, we were aware of the impact that a novel virus could have on those most marginalized, including the impact of fear, stigma, and isolation that arise out of a public health crisis. Both Shanti and PAWS witnessed this and responded during the height of the HIV pandemic. Mobilizing in the face of the unknown is part of our history. We had to keep going, just as we have done all of these years.

As San Francisco called everyone to shelter in place in mid-March, we were aware that those already facing isolation and the complexities of illness, disability, and/or poverty would be amongst those most heavily impacted. We had to keep taking care of each other. For PAWS, that means working to preserve the human-animal bond during times of crisis, so our neighbors don't have to face the difficult choice between caring for themselves or caring for their pets.

"We make it possible for PAWS clients to maintain their relationships with the very beings that provide them with constant support and companionship," said Prado Gomez, PAWS Food Bank Director. "That companionship is so important, now more than ever. Even a temporary ceasing of PAWS services could result in our clients having to part ways with a beloved pet due to lack of resources and/or volunteer assistance. As was true at the time of its inception, PAWS is stepping forward when others, for valid health and safety reasons, are having to step back."

PAWS expanded its services by increasing its number of pet food deliveries to help clients considered most at-risk reduce their outdoor exposure during the pandemic. Our clients still needed to care for their animals. We needed to continue caring for our clients. Dog walking services remained intact for our clients with limited mobility thanks to our pet assistance volunteers. Emergency pet boarding and fostering remained available and critical as people worried about what would happen to their beloved animal if something happened to them. And we continued to connect clients with accessible veterinary services, including financial support, transportation, and coordination because the need for care doesn't stop.

PAWS also increased its outreach in San Francisco by partnering with Full Belly Bus to provide free pet food to homeless and marginally housed individuals. Already facing the stress of housing insecurity, the inability to shelter in place imposed increased risk for these individuals during the COVID-19 pandemic.

Just as we believe in the healing power of the human-animal bond, we believe in taking care of each other. Care navigation and one-on-one connection remained a priority. We checked in with clients to offer personal human connection, a listening ear, and an advocate as the world shifted to one marked by physical isolation. Doors may have shuttered, but we did not.

Katherine D'Amato, *Program Director, PAWS*

PAWS | FISCAL YEAR 2019-2020

547

People received services

100%

People living with very low income

272

People aged 60+

722

Companion animals received services

70%

People living with a mental and/or physical disability

259

People living with HIV

FOOD BANK PROVIDED

23,298

Pounds of dry pet food

81,498

Cans of wet pet food

643

Veterinary vouchers used

17,016

Pounds of cat litter

BUILDING ONE ANOTHER UP TO BE ADVOCATES IN THE COMMUNITY

Volunteers are at the heart of Shanti. Each year hundreds of Shanti volunteers make meaningful connections with San Franciscans facing isolation and other life-threatening conditions.

Shanti Peer Support Volunteers are paired one-on-one with clients and provide emotional support and practical assistance. Shanti provides an immersive and life-changing volunteer training where we share the Shanti Model of Peer Support, which is based on valuing the dignity of all humans and employs techniques like listening with an open heart, speaking authentically, and acting from a place of compassion.

Pets Are Wonderful Support (PAWS) Pet Assistance Volunteers provide a continuum of services to help keep those most in need in our community together with their beloved pets. Opportunities include dog walking, delivering pet food from the PAWS food bank, transporting pets and clients to vet appointments, and providing temporary pet foster care.

In addition to training peer support and pet assistance volunteers, Shanti provides support to the San Francisco HIV Community Planning Council and, in partnership with Ladybird Morgan, provides training and support within the Brother's Keepers Project at San Quentin. Hear from Mark Molnar, Director of Volunteer and Community Support Services, and Dave Jordan, Program Manager for HIV Community Planning Council, and learn more about these programs at www.shanti.org/communitysupport.

Q&A WITH KRISTAL ÇELİK, SHANTI PEER SUPPORT VOLUNTEER

How is being a Shanti Peer Support Volunteer meaningful to you?

Often I feel like I get more out of the relationship than Homer does. Not only do I get some kind of history lesson whenever we meet, he also constantly teaches me about resourcefulness, gratitude in the face of trauma, maintaining compassionate interest in the world, and how to live with myself better.

After starting to volunteer with Shanti, I noticed I started seeking out meaningful intergenerational relationships more frequently. I think Shanti helped me open myself to the richness of diverse connections. I feel more rooted in the SF community and more motivated to reach out of my circles to connect with people.

What's one way you have stayed connected with Homer during this pandemic?

I go to pick up his EBT card and we get to chat in the doorway to make sure I have his preferences right. At the grocery store, sometimes we will video chat so I can show him what's in stock and what his options are. When I drop them off, we have another opportunity to catch up from a distance. I'm really grateful I can do this simple favor so that he can stay indoors and also feel like he can get things that he wants—a semblance of normality.

Why do you feel it is important to be connected during this time?

I know that COVID has heightened people's sense and experience of isolation. It means a lot to be reminded of this meaningful relationship we've been developing. I feel like this

situation has helped strengthen our relationship in some ways, although I see him much less....In small ways I can better empathize with some of the things he has dealt with/is dealing with, and I can show him how much I care in new ways.

You mentioned you learn a lot from your intergenerational relationship with Homer. How has that impacted you most recently?

Based on my experience of the city, I have the sense that many people are missing out on robust intergenerational relationships. One important consequence is that we lose a lot of story and lesson sharing. This came up a lot for me during the recent uprisings in defense of Black lives, when I, like many others, was participating in resistance demonstrations more than I ever had. Movements like this bring up a lot of questions: How do we act in a way that ensures long-term shifts? How do we keep momentum with the movement? What doesn't work? The thing is that there are so many people with a take on these questions based on their personal experience, but younger people don't always get to connect with them. During this time, I really valued discussions with Homer where he shared his experiences with various resistance movements and his thoughts on what works—what sticks. While he was sheltering in place, I was protesting in spaces where he had also marched over the years.

VCSS | FISCAL YEAR 2019-2020

123

Peer support
volunteers (PSVs)

7,238

Hours contributed
by PSVs

444

PAWS volunteers

7,941

Hours contributed
by PAWS volunteers

45

Dog walking
volunteers

THANK YOU TO OUR DONORS

\$250,000+

Gilead Sciences
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\$100,000-\$249,999

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Colleen McCarthy* &
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\$25,000-\$49,999

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Preservation Fund
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Silicon Valley Community
Foundation
ViiV Healthcare
Joshua Weinstein*

\$5,000-\$9,999

Acton Family Giving
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Guests at Compassion Is Universal, Shanti's 45th anniversary gala (October 2019).

Stitch Labs
 Clark & Wendy Swanson
 Peter S. Tannen & David C. Strachan
 Diana Thomas
 Joseph Tobin
 Todd & Katie Traina
 Nisha Trivedi & Alan Chang
 Patricia Tsao
 Katy Ullman
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James West
 Emily Wilska & Vaughn Egge
 Charles Wilson & Matthew McCabe
 Rachel Zeldin

\$500-\$999

The A&P Lesbian Fund of Horizons Foundation
 Adobe Systems
 Maria Alioto
 Janeen Anderson
 Bank of America Charitable Foundation
 Dr. Joseph & Clara Barbaccia
 Darla & Richard Bastoni
 Charles Blank
 Annette Blum & Michael Pearson
 Bolerium Books
 James Britto
 Jared Brown
 Jenny Buchanan
 Jan Buckley
 James Bullard
 Jaime Caban & Rob Mitchell
 Eugenia & Leslie Callan
 Phoebe Campbell

"The past few months have brought the kind of extraordinary challenges to Bay Area residents that PAWS was set up to address. Keeping the human animal bond intact in times of emotional and financial stress has never been more important to people's mental and physical strength than it is today. Shanti and PAWS have been there for so many people in the past and we should be there for them today."

-Kenneth, Donor

Christina Carroll
 Carol Casey
 Adam Castro
 Phun Chac
 Stephen Chapman &
 Ken Davidson
 Alisa Chebotaryov
 Stacy Chiang
 Rebecca Clarkson
 Russell Colunga
 Charles Crocker
 James Crumbacher
 Docusign
 Kara Dukakis
 Howard Edelstein
 Martha Ehrenfeld & Carla McKay
 Kyle Ekberg
 Kelly Endow
 Falletti & Baldocchi Finer Foods
 Brian Ferrall
 Fidelity Giving Marketplace
 Franklin Templeton Investments
 Linda Gavin
 Gail Ginder

Nathaniel Haynes & Tao Liu
 Paul Hepfer
 Allan & Nancy Herzog
 Jessica & Joseph Hickingbotham
 Kristi Highum
 Marcia Hooper
 Lore Hourteillan
 Diane Hsiung
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 Robert Bodzin
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 Paula Haskell
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 Hope Hollander



Mayor London Breed, HIV Programs client Hulda Brown, and Executive Director Kaushik Roy at Compassion Is Universal, Shanti's 45th anniversary gala (October 2019).

Phillip Goerl & Roger Spring
 Joanna Goldstein
 Porfirio Rojas Gonzalez
 Frederica Gorman
 Matthew Goudeau
 Dawn Gross
 Timothy Gullicksen
 Julie Hambleton
 John Harris
 Ryan Harris
 Jessica & Alex Harvill

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\$250-\$499

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 Under The Big Top
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“Shanti is an important part of our Community, reaching out to our neighbors and friends to support them in their time of need, when they have no one to turn to. Now, more than ever, our Community needs Shanti.”

-Frank Petkovich, Donor

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Many thanks to the following donors who were members of our monthly/quarterly giving circle during the 2019-2020 fiscal year.

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 Cindy Wilson



Shanti's Deputy Director, Melissa Bryan (top right), with guests at Compassion Is Universal, Shanti's 45th anniversary gala (October 2019).

Government Funding

City and County of San Francisco
Mayor's Office of Housing and
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San Francisco Department of
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Legacy Gifts

The Estate of John L. Andrews
The Estate of Toby C. Berger
The Estate of James Donnelly
The Estate of Elaine H. Draher
The Estate of Judith Hallman
The Estate of Bruce Harris &
Sondra Kennedy
The Estate of Rossett B. Herbert
The Estate of Taimi Rovetti

Legacy Circle

Shanti is most grateful for the following donors who have designated Shanti or PAWS 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.

"For 25 years, To Celebrate Life Breast Cancer Foundation has granted over \$6 million to Bay Area nonprofit organizations that support women and men with breast health issues. TCL's mission "No One Should Face Breast Cancer Alone" and Shanti's services create a strong partnership and provide a true lifeline to marginalized women who need help during breast cancer treatment. Shanti's Margot Murphy Women's Cancer Program has been instrumental in ensuring low-income women diagnosed with breast cancer have access to navigation and emergency services."

**- Kristen Bennett, President, Board of Directors,
To Celebrate Life Breast Cancer Foundation**

2019-2020

BY THE NUMBERS



REVENUE

Fees/Contracts	\$4,628,080
Donations	\$1,020,439
Grants	\$723,335
Special Events Revenue (net)	\$411,143
Donated Goods and Services	\$377,284
Other	\$59,636

Total Revenue	\$7,219,917
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Programs	\$5,533,347
Administration	\$608,546
Fundraising	\$680,055

Total Expenses	\$6,821,948
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EXPENSES

**Based on unaudited financial statements.*



Shanti Project
3170 23rd Street
San Francisco, CA 94110

730 Polk Street
San Francisco, CA 94109

development@shanti.org
(415) 979-9550

To learn more about Shanti's work and
how you can make a difference, visit
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