



# BEACONS OF HOPE

Shanti Project

Annual Impact Report

Fiscal Year 2020-2021



# SHANTI IS A PIONEERING NONPROFIT THAT BUILDS HUMAN CONNECTIONS TO REDUCE ISOLATION, ENHANCE HEALTH AND WELL-BEING, AND IMPROVE QUALITY OF LIFE.

We believe that meaningful relationships are essential for navigating life's most difficult challenges. Every day, we ease the suffering that can accompany isolation or illness and combat it through the power of personal connection.

## THIS PAST YEAR

Shanti made the commitment to become an anti-racist organization and incorporate a racial equity lens across our programming and organizational operations. To achieve this goal, we engaged a consultancy specializing in Racial Equity, Diversity, and Inclusion [r(EDI)], called The Justice Collective (TJC). TJC is a 100% women-of-color owned and operated company based in the Bay Area. Through our partnership with TJC, Shanti staff and board have taken important steps toward this critical work. We engaged in multiple TJC-facilitated webinars and trainings, surveys, and interviews. As a result of these, TJC developed a Discovery Report with detailed recommendations. We have formed a cross-department staff working group to lead development of a roadmap to achieve our equity goals and objectives, with guidance from TJC. This roadmapping process is in its beginning stages, and we continue our dedication to this work.

# LETTER FROM THE EXECUTIVE DIRECTOR

IN FISCAL YEAR  
2020-2021

**4,000+**

San Franciscans  
received  
compassionate  
care, community,  
and connection  
with Shanti

**1,000+**

People  
volunteered  
more than  
28,000 hours  
of time

As I reflect back on fiscal year 2020-2021, I am filled with gratitude and awe for being surrounded by some of the most dedicated and selfless people imaginable—Shanti's staff and volunteers.

While facing the stress and dangers of a global pandemic; unprecedented isolation; COVID-related financial challenges; the increased needs and fears of their families; and the reverberations of a desperately needed national moment of reckoning with our country's foundational and systemic racism, our staff and volunteers still showed up every day to be of service for Shanti's clients. And they did so, very simply, because it was the right thing to do—it was the compassionate thing to do—and, in their minds, it was the only thing to do.

As you will learn from this report, our staff and volunteers demonstrated what committed, compassionate, and client-centered care looks like. One of the things of which I am particularly proud is how we have been able to employ the Shanti Model of Peer Support in so many innovative ways over the past decade, as illustrated by the diversity of marginalized communities we serve today.

Whether it's with immigrant, non-English-speaking women with cancer, people living with HIV, the residents of public housing, severely isolated members of the older LGBTQ+ community, or so many others facing disabilities and the challenges of aging, Shanti will share our pioneering model of compassion wherever it is pragmatically possible. That is why, during the most acute days of COVID-19, we provided emergency support to well over 1,000 San Franciscans most impacted by the pandemic, while maintaining all of our other essential services.

In closing, I want to express my most heartfelt gratitude to all of you, our donors, supporters, and ambassadors. None of our work would be possible without your spirit of generosity and compassion.

As we navigate an uncertain future, there is one thing of which I am 100% certain. The founding principles on which Dr. Charles Garfield started Shanti back in 1974 are even more relevant today: First, every single person deserves the gifts of compassion, connection, and human dignity. And second, by virtue of our common humanity, each of us also has the capacity to offer these gifts, regardless of whatever differences we see in one another. With your ongoing support and partnership, we will continue to strive to uphold these values.



**Kaushik Roy**

Executive Director, Shanti Project





“

Seeing so many CERV volunteers working together to alleviate the struggle and despair by helping our neighbors has given me hope for a better future in which the support network is solid and durable. Sharing moments and talking openly about needs, emotions, and passions created wonderful long-term friendships with the clients I supported. Seeing that there is a lot to be gained from different generations coming together has given me hope for a stronger and inclusive community.”

— SARA



# COVID-19 EMERGENCY RESPONSE VOLUNTEER PROGRAM (CERV)

In March 2020, Shanti launched our COVID-19 Emergency Response Volunteer Program (CERV) to provide emergency support to our neighbors across the city most affected by the pandemic.

CERV volunteers provided both one-time and ongoing, weekly practical support to older adults and adults living with illnesses or disabilities who were strongly advised to limit their outdoor exposure. Support included grocery shopping and delivery; medication delivery; essential tasks; dog walking; and mail pickup.

In addition, Shanti partnered with the Department of Public Health to support San Franciscans diagnosed with or exposed to COVID who needed emergency assistance to maintain quarantine. For each of these households, a CERV volunteer provided a grocery run (shopping and contactless delivery) to ensure they had food and necessities.

## BY THE NUMBERS | MARCH 2020-JUNE 2021

**2,225** San Franciscans impacted by COVID-19 received support from Shanti

**910** People most at risk for COVID received one-time or ongoing support

**600** CERV Volunteers

**526** Families diagnosed with or exposed to COVID received ongoing support during their quarantine

**298** Non-English-speaking people most at risk for COVID received language interpretation services

**260** Emergency pet-care-related deliveries to quarantined people





“

Ever since I tested positive in 2001, I have been dedicated to improving the lives of all who are living with HIV. I have served on the San Francisco General Hospital Ward 86 Patient Advisory Board and the Board of Directors, working to ensure HIV remains a priority there, and I have volunteered with a number of community-based organizations. At Shanti, I have been part of the Honoring Our Experience healing retreat planning team since its beginning and help plan events that keep us connected. Shanti has given me the confidence to completely overcome the challenges of HIV. I love Shanti! ”

— STEVE



# HIV PROGRAMS

Our HIV Programs exist to ensure that the most underserved people living with HIV and/or Hepatitis C Virus (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, and more. Services include:

- Care Navigation
- Client Advocacy
- Emotional Support
- Health Education
- Support Groups
- Volunteer Support

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

## BY THE NUMBERS | FISCAL YEAR 2020-2021

**312** People received services

**76%** Identify as LGBTQ+

**7,642** Hours of direct care

**79** People living with HIV and HCV

**100%** People living with very low income

**91%** Clients surveyed who feel Shanti's programs and services match what they need

**47%** People of color



“

The programs at Shanti have helped keep me alive. When you know that someone will be calling you weekly, it really, really makes you feel good. I am so glad there is a program like LAASN at Shanti that I fit into; it has really supported me to be a better person. I feel I can give back and be of service to my community. I currently volunteer at San Francisco Community Health Center helping people get a hot meal.”

— CELINA



# LGBTQ+ AGING & ABILITIES SUPPORT NETWORK (LAASN)

Social isolation affects many LGBTQ+ older adults 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 older adults and adults with disabilities. Services include:

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

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

## BY THE NUMBERS | FISCAL YEAR 2020-2021

**100** People received services

**96%** People who live alone

**3,485** Hours of direct care

**75** People living with a mental and/or physical disability

**100%** People living with very low income

**86** People aged 60+



“

When I was first diagnosed in 2012 I felt very negative and thought I was going to die. But my attitude towards cancer totally changed by participating in Shanti's Women's Cancer Program. When cancer returned in 2015, I had more strength to face and accept the breast cancer metastasis. With the support from my care navigator and connection to others diagnosed with cancer, I didn't feel alone. The program's Spanish-language groups help us share our experiences and help each other—those of us with cancer longer especially help those who are newly diagnosed. ”

— OLGA



# MARGOT MURPHY WOMEN'S CANCER PROGRAM

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:

- Patient Advocacy
- Language Interpretation
- Application Support for Safety Net Resources (e.g. emergency funds for housing and food)
- Appointment Accompaniment
- Transportation Assistance
- Health, Wellness, and Survivorship Activities

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

## BY THE NUMBERS | FISCAL YEAR 2020-2021

**581** People received services

**16** Different type of health, wellness, and survivorship activities offered

**4,205** Hours of direct care

**3,070** Taxi vouchers provided so women in active treatment can get to critical appointments

**88%** People living with very low income

**56%** Women who speak a primary language other than English

**~2/3** Women of color

**87%** Clients surveyed who feel that Shanti has improved their quality of life





“

As a resident of Potrero Hill Annex, it feels so good to live in a supportive community, and to look after your neighbors and know they are looking after you. I'm involved with PACT as a Food Truck Coordinator facilitating food truck servings every Thursday and Friday at the Annex as well as delivering meals to our neighbors who are older or have disabilities and can't make it to the truck on their own. We say a friendly 'hello,' check up on each other, and know that our neighbors are well. There is community in helping each other. ”

— KEYA (pictured with her son Jamir)

# PEER ADVOCATE CARE TEAM (PACT)

Shanti's PACT Program serves the residents of Potrero Hill Terrace and Annex who must 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](http://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.

## BY THE NUMBERS | FISCAL YEAR 2020-2021

**364** Households  
received services

**100%** People living with  
very low income

**100%** People who are  
marginally housed

**81%** Heads of household  
who are female

**99%** People of color





“

My dogs Honey and Buddy mean the world to me. During the pandemic, I've been a full-time student while working as a phlebotomist, a desk clerk at Tenderloin Housing Clinic, and doing food delivery. The dogs come with me as much as possible. I am truly blessed to have them and we as a family unit are very blessed to be part of PAWS and Shanti. ”

— ASHLEY

# PETS ARE WONDERFUL SUPPORT (PAWS)

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 older adults and individuals living with illness and disability are able to care for their pets who provide unconditional love and support.

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

- Pet Food & Supply Bank (with home delivery)
- Veterinary Care
- Dog Walking
- Transportation to and from Veterinary Appointments
- Emergency Pet Foster Care
- Dog Washes

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.

## BY THE NUMBERS | FISCAL YEAR 2020-2021

**517**

People received services

**681**

Companion animals received services

**100%**

People living with very low income

**16,420**

Pounds of dry pet food

**253**

People aged 60+

**60,280**

Cans of wet pet food

**311**

People living with HIV

**15,579**

Pounds of cat litter

**560**

More people received one-time pet care support and referrals

**414**

Vouchers for veterinary visits





“

My experience as a Peer Support Volunteer and connection with Sebastian has given my life needed consistency during the last 18+ months. While so many things have changed around me I know I can still connect with and see Sebastian, which has been really stabilizing during a chaotic time. I have learned so much from and about an individual I would have never crossed paths with. I feel I've become a much more positive and well-rounded individual by becoming a Peer Support Volunteer. ”

— JESSICA (pictured with Sebastian and his dog Rocky)



# VOLUNTEER AND COMMUNITY SUPPORT SERVICES (VCSS)

Volunteers are 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 weekly emotional support and practical assistance.

Pets Are Wonderful Support (PAWS) Pet Assistance Volunteers provide a continuum of services to help keep people and pets together, including pet food delivery and dog walking.

Shanti's VCSS also provides administrative, technical, and needs assessment support to the San Francisco HIV Community Planning Council.

Our volunteers offer compassion and presence that affects the entire community.

## BY THE NUMBERS | FISCAL YEAR 2020-2021

**90**

Peer Support  
Volunteers (PSVs)

**439**

PAWS Pet Assistance  
Volunteers (PAVs)

**2,691**

Hours contributed  
by PSVs

**17,299**

Hours contributed  
by PAVs



# THANK YOU TO OUR DONORS

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 Name Shanti in your will  
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[careasy.org/nonprofit/shanti](http://careasy.org/nonprofit/shanti)  
 or call 888-SHANTI-4  
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- » **Pet food and supplies for the PAWS Pet Food Bank**
- » **Community Thrift at 623 Valencia**  
*Select Shanti or PAWS as charity partner*

For more information, visit  
[www.shanti.org/donate](http://www.shanti.org/donate)



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Many thanks to the following donors who were members of our monthly/quarterly giving circle during the 2020-2021 fiscal year.

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Nathan Winemiller  
Sally & Kit Woolsey

“

We love animals and are very glad to support PAWS all year-round. It was so easy to set up and manage our monthly online donations, we don't have to think twice about it. ”

— PATTY ROLAND AND ROBERT JAMES

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*Join our Monthly Giving Circle*

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Simple, straightforward, and seamless.

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# A LEGACY OF HOPE

Do you want to build a future filled with compassion, connection, and community?

Let's plan on it!



You can leave a legacy of hope by including Shanti in your will or trust. To learn more about how to make a planned gift and join our Legacy Circle, visit [shanti.org/legacy](https://shanti.org/legacy) or email [legacy@shanti.org](mailto:legacy@shanti.org).

“

For years Shanti has held a very special place in my heart. First, as a peer support volunteer and now as a board member, I realize the impact Shanti will have for generations to come. Please join me as member of the Legacy Circle at Shanti and PAWS. ”

— JERRY FRANCONI

## LEGACY GIFTS

Estate of R. Jack Redford  
Estate of Carol Jaech  
Estate of Raymond Hernandez  
Estate of Douglas Lee Beechen  
Estate of Rossett B. Herbert

## LEGACY CIRCLE

Shanti is most grateful for the following donors who have designated Shanti or PAWS in their estate plans.

Anonymous (3)  
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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.*

# 2020-2021 BY THE NUMBERS

Fees/Contracts	6,297,035
Donations	1,172,589
Grants	1,254,890
Special Events Revenue (net)	27,568
Donated Goods & Services	10,174
Other	95,844
<b>Total Revenue</b>	<b>8,858,100</b>



Programs	6,503,131
Administration	740,747
Fundraising	649,160
<b>Total Expenses</b>	<b>7,893,038</b>

\* Based on unaudited financial statements.

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To learn more about Shanti's work  
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