

HERE

WE

BELONG



HERE WE BELONG

Shanti Project

FY2021-2022 Impact Report

We are honored to share Shanti's accomplishments of this past fiscal year—as we celebrate 48 years of service in San Francisco.

Throughout the years, Shanti has become a critical part of our City's continuum of care, and we feel more connected than ever to our community—our clients, partners, supporters, and neighbors.

Central to our work is fostering a sense of belonging for all individuals who connect with Shanti—within our agency, within communities, and within our City.

Belonging is critical to health and well-being. Humans need community. When you engage in the work of reducing barriers to care, you will immediately find that it's work that must be done together.

We could not do our work without you—our supporters—and we thank you for joining us as we reduce isolation and build belonging in San Francisco and beyond.

Shanti reduces isolation, enhances health and well-being, and improves quality of life.

We offer compassionate care, connection, and community with our holistic, client-centered multilingual services, including:

Care Navigation

Intensive case management, client advocacy, linkage to social services, and emotional support

Wellness and Community-Building Activities

Support groups, classes, workshops, complementary therapies, social events, adventures, and activities

One-on-One Volunteer Support

Emotional support and practical assistance (e.g. errands, light housekeeping)

Companion Animal Support Services

Care coordination, pet food and supplies, veterinary care, dog walking, pet fostering, in-home cat care, and more

BY THE NUMBERS JULY 2021–JUNE 2022

40,000+

Hours of direct care provided

60%

Staff are people of color

2,100+

People received compassionate care, connection, and community with Shanti

90%

Program participants live with very low income

70

Shanti staff members

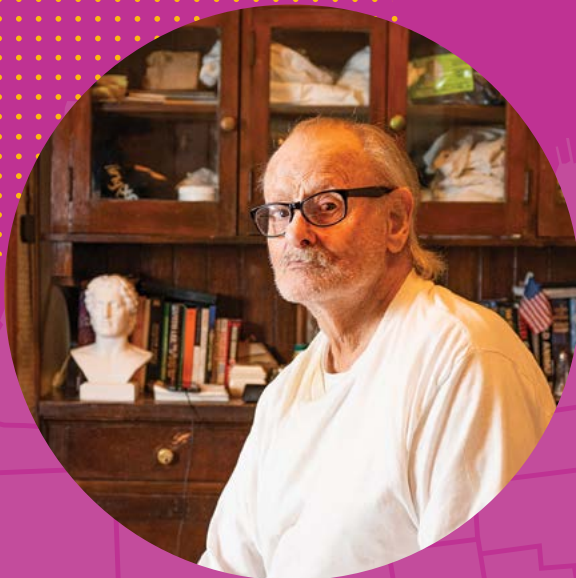
24

People have been on Shanti staff for 5+ years

~1/4

Staff offer multilingual services





“

I feel a part of a community and what's going on in the world with my association with Shanti. I feel a part of something.

”

EDWIN

“

Through the groups and outings at Shanti, I have made friends in the community, which has helped lift me out of my depression. I now have friends that provide me emotional support, and I can talk to them without feeling judged.

”

PATRICIA

(pictured left, with Care Navigator Liliana)



HIV PROGRAMS

Our HIV Programs exist to ensure that underserved people living with HIV and/or HCV in San Francisco receive the compassionate, culturally competent support they need to manage their health and well-being. Our HIV Programs offer nonjudgmental, harm-reduction based services that promote robust engagement by clients in their own healthcare.

Highlights from FY21-22 include:

- + HIV Programs held three overnight retreats; clients participated in activities such as hiking, swimming, and cooking together.
- + We expanded our Spanish language services; there are now five Spanish-speaking staff members and two client support groups held in Spanish.
- + Link & Lounge, our weekly drop-in service, re-opened, allowing clients a safe space to access resources and connection.

BY THE NUMBERS JULY 2021-JUNE 2022

422

People received services

>40%

Clients are age 60+

91%

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

>3/4

Clients identify as LGBTQ+

13,473

Hours of direct care provided

~45%

Clients are people of color

100

People in support groups

61

Social events held

LGBTQ + AGING & ABILITIES SUPPORT NETWORK (LAASN)

LAASN provides compassionate supportive services that help counteract isolation and emotional, behavioral, and health challenges faced by lesbian, gay, bisexual, transgender, and queer older adults and adults with disabilities.

Highlights from FY21-22 include:

- + LAASN expanded our services to include wellness classes and group activities to reduce isolation and enhance overall well-being and community connection. Virtual groups included trivia, poetry, and a sharing of collectibles, stories, and other treasures. Planning began for next year's schedule of wellness walks, yoga, picnics in parks, nutrition classes, meditation, and games!
- + We established a performance-based evaluation plan, through support from Metta Fund, for improving the language and accessibility of evaluation tools specific to LAASN services.
- + Our strategic partnerships with Curry Senior Center and Openhouse SF remain strong and continue to provide support programming. Our partnerships enable clients to access additional resources, services, and programming for a more comprehensive network of care.

BY THE NUMBERS JULY 2021-JUNE 2022

159

People received services

97%

Clients live alone

78%

Clients live with a mental and/or physical disability

8,345

Hours of direct care provided

146

Clients are age 60+



“

My Care Navigator offers a lot of emotional support. Being with Shanti helps me stay sane. Right now it provides the primary connections in my life.

”

JOEL

“

Shanti helps keep me out of depression and isolation, helps me not feel alone or lonely, helps me feel like a better person and a citizen of the City.

”

JIMMY





“

I meet no strangers...the Shanti community is more of a family-oriented environment, so I fit right in because I am a people person.

”

DEMETRA

“

Shanti is very helpful especially because the staff is bilingual, which makes me feel more connected to the services.

”

NELSA

(pictured right, with Program Manager Elias)



PEER ADVOCATE CARE TEAM (PACT)

PACT supports the residents of Potrero Hill Terrace and Annex as they navigate all the physical, emotional, and social changes that come with the redevelopment of their community over the next 10-15 years through the HOPE SF initiative. PACT helps residents remain stably housed and connects them with services, listens to their concerns, creates pathways for them to be heard by the City and the developers, and keeps them informed of relocation timelines and processes.

Highlights from FY21-22 include:

- + We expanded our program staff, including a Cantonese-speaking Care Navigator. Services are now offered in Spanish, Cantonese, and English.
- + Care Navigators successfully assisted residents with completing and submitting Housing Is Key applications to help pay back nearly \$310,000 in owed rent.
- + Staff assisted residents with relocation readiness, lease signing, Mayor's Office of Housing and Community Development compliance, work order requests, and resource opportunities.

BY THE NUMBERS JULY 2021-JUNE 2022

12,278

Hours of direct service provided

364

Households received services

57

Community outreach events hosted

98%

Residents are people of color

43,100

Hot meals served

30

Emergency Housing Vouchers given to unhoused individuals

PETS ARE WONDERFUL SUPPORT (PAWS)

PAWS keeps people and their animal companions together. We believe that no one should have to make the difficult choice of caring for themselves or caring for their pets. We provide comprehensive support services for companion animals of older adults and individuals living with illness and disability. Key services include our pet food and supply bank, veterinary care, and care navigation.

Highlights from FY21-22 include:

- + PAWS continued our annual tradition of the Pet Holiday Stocking Delivery. Every year, clients and their pets receive a gift bag with treats, toys, and other goodies. We provided holiday stockings to 435 clients and their 626 pets.
- + We hosted a language justice training for PAWS staff and other interested Shanti staff members. We are excited to make our program and services more accessible to people who speak languages other than English.
- + Our partnership with The San Francisco SPCA and their SIDO Program continues, providing peace of mind to PAWS clients. The partnership ensures that if a client passes away before their pet, that their beloved pet will be matched with a loving home.

BY THE NUMBERS JULY 2021-JUNE 2022

626

People received services

~50%

Clients are age 60+

19,366

Pounds of cat litter provided

72%

Clients are living with a mental and/or physical disability

621

Vet visits funded by PAWS

741

Companion animals supported

66,149

Cans of wet pet food provided

19,472

Pounds of dry pet food provided



“

MyLove is the most precious thing in my life. She's been with me for 10 years... She's saved my life several times. I love her.

”

TONY
(with MyLove)

“

You want someone in your life to love you unconditionally and give you responsibility; that's what keeps you going. My dogs give me a whole lot of love. They are like my human healers.

”

RITA
(with Amari and Mooch)





“The group was a mini family for that time. I am sure I can speak for the rest of the members when I say we always left a little bit lighter, and a little bit happier, than before.”

DR. ALETT MECKLER

Photo by Elias Weiss Friedman for The Dogist

“I was fortunate enough to receive both one-on-one and support group help through VMHI, which inspired me to make some changes towards a life that made me happier.”

DR. RAZYEEH MAZAHERI

Photo by Mark Primiano



VETERINARY MENTAL HEALTH INITIATIVE (VMHI)

VMHI provides mental health support services to veterinarians and veterinary staff by experienced doctorate-level clinicians. Our professionally facilitated peer support groups and individual one-to-one sessions address mental health concerns tailored to the veterinary medicine community.

Highlights from FY21-22 include:

- + VMHI was featured in several news stories, including both a radio segment and accompanying article on KQED. This story was subsequently aired on NPR and printed in the LA Times and Seattle Times.
- + Our Veterinary Advisory Council, comprising trusted and esteemed veterinarians from across the country, held its initial meeting in March of 2022.
- + We collaborated with the American Veterinary Medical Association (AVMA) and the American Association of Veterinary Medical Colleges (AAVMC) on a social media campaign during the month of May for Mental Health Awareness Month. Our posts, which were in collaboration with several prominent veterinarians, reached an audience of 72,000 people!

BY THE NUMBERS JULY 2021-JUNE 2022

250

Veterinary professionals
participated

480

One-to-One sessions
provided

7

Doctorate-level
clinicians on the
VMHI team

25+

States where
participants live

16

6-week groups
offered

VOLUNTEER AND COMMUNITY SERVICES

Volunteer Services recruits, trains, matches, and supports volunteers who make meaningful connections with Shanti clients. Peer Support Volunteers provide weekly one-on-one emotional support and practical assistance to clients. Pet Assistance Volunteers offer supportive companion animal services such as pet food delivery, dog walking, and fostering.

Community Services provides administrative, informational, and process support to the San Francisco HIV Community Planning Council. Staff also support the council's community outreach efforts including the annual community needs assessment. Additional community support currently includes coordination of two mentorship-based workforce development programs.

Highlights from FY21-22 include:

- + We hosted four Peer Support Volunteer trainings, attended by a total of 47 participants. Three of these weekend-long trainings were held in person.
- + Our team trained 48 Pet Assistance Volunteers to support clients of our PAWS program.
- + We launched and coordinated two workforce development programs: the SF HIV Frontline Organizing Group (SF HIV FOG) Mentor Program and the Community Health Leadership Initiative (CHLI) Workforce Development Training and Mentoring Program.

BY THE NUMBERS JULY 2021-JUNE 2022

111

Peer Support
Volunteers (PSVs)

4,990

Hours contributed
by PSVs

21

Years of longest
running PSV-client
match

68

PAWS Pet Assistance
Volunteers (PAVs)

25

Planning Council
members
supported

36

Workforce
development
participants

13,101

Hours contributed
by PAVs



“

I find Lily a good support for me. She's somebody that I can go to, and if I have any problems I can discuss them with her, knowing that it's going to stay with her. So I'm real happy about having her as my Peer Support Volunteer. I know that I can call Lily if I ever have those lonely feelings. I know that she's there for me.

”

JUDY (pictured left, with Peer Support Volunteer Lily)

“

Volunteering with Shanti has given me a lot of perspective, a lot of gratitude for what I have, and the difference that one can make, even if it's just the simple things like commitment. Committing to meeting this person once a week, what that means—like active listening.

”

AMRITA (pictured right, with Shanti client Graham)





“

Christina [my Care Navigator] is a really beautiful person and she helped me out just by listening to me. I am a loner, but the Women's Cancer Program's activities brought me out of my shell, and connected me to others in the community.

”

PATRICIA

“

I feel happy when I'm with the support group. I can talk and share with them. And I learn from what they share with me.

”

CUC

(pictured left, with Care Navigator Selena)



WOMEN'S CANCER PROGRAM (WCP)

Women's Cancer Program mitigates the barriers women face after a cancer diagnosis. Our multilingual and culturally competent services empower women with cancer—especially women of color with low incomes—to overcome linguistic, cultural, social, and financial obstacles to accessing, maintaining, and completing treatment and transitioning into survivorship.

Highlights from FY 21-22 include:

- + We offered 18 clients Complementary Care Grants (totaling \$10,000) to work with a practitioner of their choice. The most common complementary therapies were massage, acupuncture, Reiki, and chiropractic.
- + In collaboration with On Lok Senior Center and Clínica Martín-Baró, our Diabetes Education Workshop Series completed with a joyous graduation ceremony of 22 clients. This was the first opportunity for any of WCP's wellness offerings to celebrate in person since COVID pandemic restrictions started in March 2020.
- + We provided 34 unique virtual wellness workshops attended by a total of 76 clients. Workshops were offered in multiple languages, including Reiki, yoga, fitness counseling, nutrition education, mental health/coping strategies, support groups, and art therapy.

BY THE NUMBERS JULY 2021-JUNE 2022

540

People received services

4,971

Hours of direct care provided

~2/3

Clients are women of color

62%

Clients speak a primary language other than English

103

Age of the oldest program client

2,619

Transportation (taxi/rideshare) vouchers provided

93%

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

THANK YOU TO OUR DONORS

For gifts made between July 1, 2021-June 30, 2022

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“
I support Shanti
because its mission
deeply resonates
with me. Supporting
each other is at the
core of humanity.

”
NISHA TRIVEDI

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accidental omissions or misspellings.
Please contact the Development
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with comments or corrections.



Build a future filled with compassion, connection, and community

To learn more about how to make a planned gift and join our
Legacy Circle, visit shanti.org/legacy or email legacy@shanti.org.

FY2021-2022 BY THE NUMBERS



Fees/Contracts	\$	5,779,450
Donations	\$	1,112,612
Grants	\$	1,184,151
Special Events Revenue (net)	\$	318,629
Donated Goods & Services	\$	193,752
Other	\$	138,003
PPP Loan Forgiveness	\$	721,102
Total Revenue		\$ 9,447,699



Programs	\$	6,941,898
Administration	\$	1,120,290
Fundraising	\$	786,500
Total Expenses		\$ 8,848,688

* Based on unaudited financial statements.

BOARD OF DIRECTORS

Christine J. Birchwood
William L. Dawes
Jamie Ennis
Jerry Francone
Treasurer
Sheila Fischer Kiernan
Micki Klearman, M.D.
Chair

Ethan M. Sullivan
Secretary
Chip Supanich
Marc Vincent
Josh Weinstein
Vice Chair
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EXECUTIVE LEADERSHIP

Charlie Meade
Interim Executive Director/
Chief Development Officer
Patricia J. Schnedar
Chief Financial Officer
Shannon Bourne
Senior Director of
Administration &
Operations

Mark Molnar
Senior Director of
Volunteer & Community
Support Services
Eric Sutter
Senior Director of
Programs

Decades of Compassion & Belonging in San Francisco

Shanti was founded on the principle that every person deserves compassion, connection, and human dignity.

Founded in 1974 by Dr. Charles A. Garfield at the UCSF Cancer Institute, Shanti was one of the first volunteer organizations in the United States to provide support to people with life-threatening illnesses.

Shanti then became one of the first community-based organizations to help support people diagnosed with HIV/AIDS during the epidemic's early days. Over the years, we have expanded our services and programs to meet the evolving needs of our community.

Our Core Values

- + Center Social Justice and Racial Equity
- + Cultivate Compassion
- + Take Care of Each Other
- + Honor Human Dignity
- + Champion Differences
- + Support Unconditionally

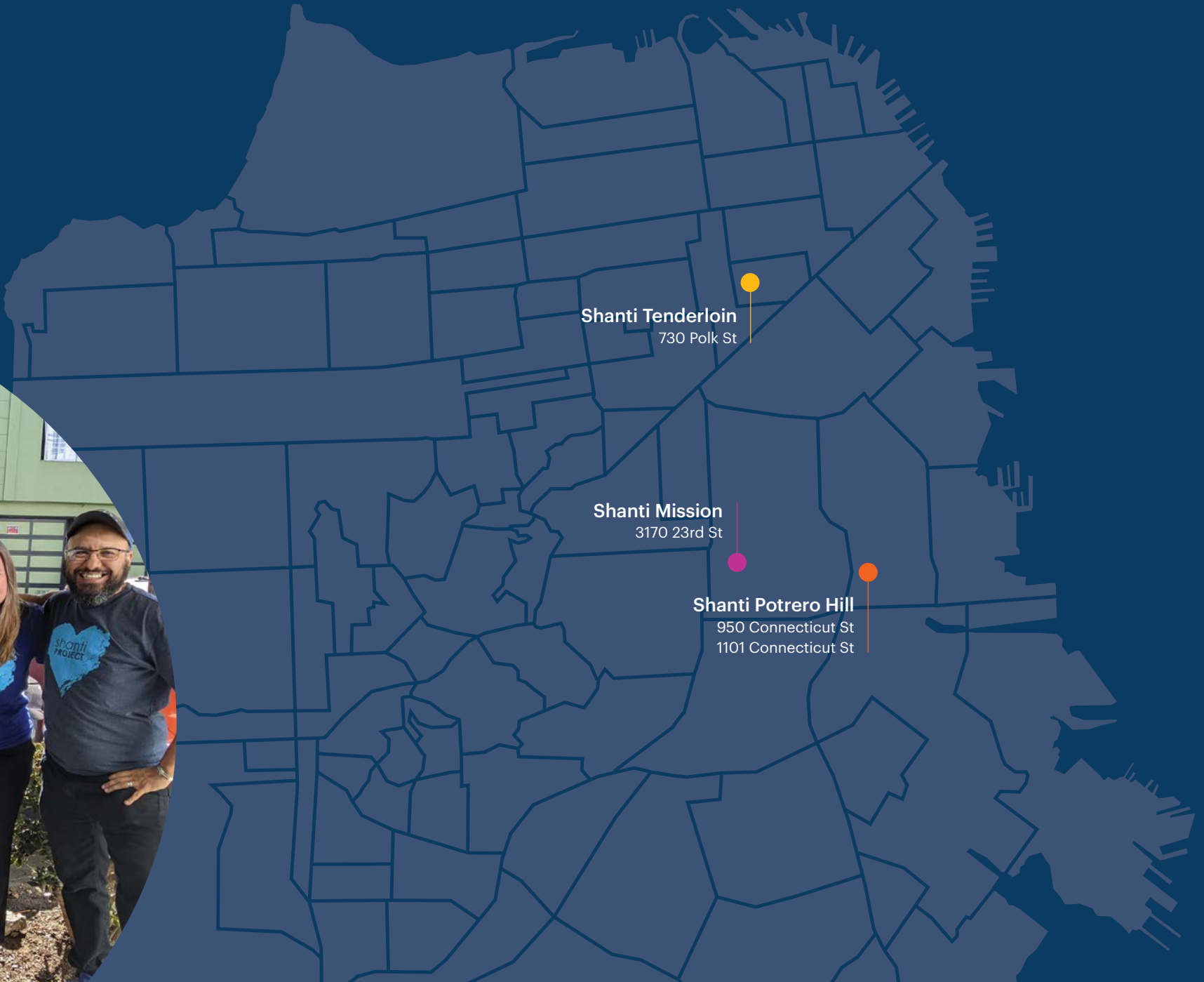
Shanti's Model of Peer Support

Our internationally recognized and replicated model of support is central to how we do our work. To realize the model, staff and volunteers:

- + Listen from the heart
- + Speak from the heart
- + Act from the heart in service to another person



Photography by Pat Mazzera Photography / Design by Stoller Design Group





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