SHANTI PROJECT

Marking Twenty Years of Support Services
for People with AIDS and Their Loved Ones
When we honestly ask ourselves which persons in our lives mean the most to us, we often find that it is those who instead of giving much advice, solutions, or cures, have chosen rather to share our pain and touch our wounds with a gentle and tender hand. The friend who can be silent with us in a moment of despair or confusion, who can stay with us in an hour of grief or bereavement, who can tolerate not knowing, not healing, not curing, and face with us the reality of our powerlessness, that is the friend who cares.

Henri Nouwen

Shanti Project is a non-profit organization serving people with HIV disease and their loved ones, primarily in San Francisco.

Shanti’s aim is to enhance the quality of life and independence for people with HIV disease while reducing their need for institutional care.

**Shanti’s Mission**

Shanti services are provided by trained volunteers and staff and include client advocacy, emotional support, hospital-based counseling, practical assistance, recreation and transportation.

Shanti is committed to serving HIV-affected people from all communities while abiding by the highest ethical and non-discriminatory standards in all activities and programs. Shanti aims to support the human rights and dignity of people as they find their own solution to the challenge of HIV disease.
Shanti Project was founded in 1974 to provide emotional support for people with life-threatening illness in the Bay Area. Shanti achieved national recognition in the 1970s for its ground-breaking work caring for the terminally ill.

**Shanti’s History**

In 1981, when AIDS was still unknown to most of the world, Shanti began providing volunteer-based emotional support to the first people diagnosed with AIDS in San Francisco. In 1984, when it became clear that the needs created by the AIDS epidemic were surpassing available resources, Shanti changed its mission from providing services to all those who were terminally ill to focus solely on services for people with AIDS and their loved ones. Since then, many different programs have been created in direct response to needs expressed by people with AIDS (PWAs).

Shanti, since the beginning of the epidemic, has been on the forefront in establishing San Francisco’s community-based response to AIDS and is a key component of this system. Shanti’s primary objective is to help people living with AIDS, including families and loved ones, lead productive and independent lives. Shanti helps to keep PWAs out of hospitals and in their communities, reducing their cost for care.

Since its inception, Shanti has trained more than 7,000 volunteers who have devoted over 2 million hours of time to people affected by HIV/AIDS in San Francisco.

Shanti works cooperatively with numerous AIDS service providers in San Francisco, including the AIDS Emergency Fund, the AIDS Health Project, AIDS Indigent Direct Services, the NAMES Project, Project Open Hand, the San Francisco AIDS Foundation, and many others.

This year, Shanti Project has renewed its commitment to its core services—providing peer support for PWAs and their loved ones. Shanti’s Board of Directors and Management Team envision expansion of peer support services for PWAs and their loved ones in the next five years, permitting Shanti to provide these critical services to additional clients. Shanti also intends to increase its capacity to provide services to under/unserved populations in San Francisco.

**The New Shanti**

In this coming year, Shanti will develop detailed, long-range plans with both programmatic and fiscal elements. Shanti’s Management Team is committed to maintaining strong, solid, financial systems as well as maintaining a highly competent staff to implement programmatic goals and objectives.
I

In the past year, Shanti has made significant progress in strengthening the organization. These efforts have included:

Milestones

- release of fiscal 1992–1993 audits by Coopers and Lybrand indicating that Shanti's financial management systems comply fully with all federal and local requirements.
- election of new Board members who have expertise in management, fund development, AIDS-related issues and other areas necessary for strengthening Shanti.
- significant training of Board members focusing on clear delineation of roles and responsibilities and critical competencies for Board members.
- hiring of a new Executive Director with extensive background in managing large, non-profit agencies and government contracts in November of 1993.
- hiring of a new Fiscal Manager with extensive background in managing government contracts for non-profits in March of 1994.
- reorganization of Shanti's Client Services Department resulting in the elimination of several management positions and increasing coordination of client service functions.
- a move of Shanti's offices to two locations at 1540 and 1546 Market Street, resulting in substantial savings for Shanti and greater accessibility for Shanti's clients.
- development of Task Force 20, a group of Shanti supporters including corporate executives, members of the non-profit community and elected officials who have agreed to assist in a campaign to raise significant contributions.
- establishment of a collaborative agreement for services between Shanti, the AIDS Health Project and the San Francisco AIDS Foundation resulting in greater ease of intake and service provision for PWAs.
- completion of a statistically significant survey of San Franciscans indicating a high level of knowledge and respect for Shanti's services.
Support Services for People with AIDS and Their Loved Ones

JUN 1 '94

Your organization was a major help in the last year of Laura's life. Through your services, we were able to maintain Laura's quality of life and keep our stress levels low. I owe you a debt of gratitude.

Lawrence Wilson, Division of Social Services
San Francisco, CA 94117
Volunteer Services

The majority of Shanti’s volunteers participate in the Volunteer Services Program. It provides both practical and emotional support to people with HIV/AIDS. Practical support includes assistance with house cleaning, child care, shopping, cooking, errands and transportation. Volunteers also provide emotional support through active listening and caring. Together, these services allow PWAs to maintain their living situations and remain independent longer. This peer-oriented format is at the center of the “San Francisco Model” of AIDS care and has become a model for caregiving organizations worldwide.

Volunteers receive extensive training from Shanti staff who educate them regarding HIV disease and prepare them for their role as providers of support to people with HIV/AIDS. Training emphasizes a non-judgmental, culturally sensitive approach to all Shanti clients.

In April of 1994, this program became a partner in a new, formal collaboration with the AIDS Health Project and the San Francisco AIDS Foundation. While Shanti will continue to provide the same one-on-one peer support to PWAs and their loved ones, and recruit and train volunteers in the Shanti model, clients will only need to go through a single intake process to access services at all three agencies. The AIDS Health Project will provide clinical supervision and assessment. The San Francisco AIDS Foundation will provide comprehensive case management.

Time to Share

It’s been almost three years since Shanti volunteer, Joy Bandy, has been with client Wayne Corbitt. They actually met in Shanti’s Volunteer Training Program; Wayne has been associated with Shanti in a number of ways, from having received emotional support from Shanti’s volunteers when his lover died, to volunteering himself, to receiving emotional support from Joy as he now deals with living with AIDS. What you see in this photo is exactly what Joy and Wayne like doing best, just “hangin’ out.” As Wayne searches for words to best describe his relationship with Joy, he uses phrases like “she’s so cool, so hip”, or “she’s my honey.” In other words, Joy is one of Wayne’s best friends. They laugh and cry and scream and sometimes just sit in silence. What does Joy have to say about her relationship with Wayne? “He is a real inspiration to me as he struggles to survive and continue to lead a good life.” Joy has also received a lot of support from Shanti and to this she remarks, “They do a wonderful job!”
Crossings Program

In 1990, 20% of all reported AIDS cases in San Francisco were people of color: African-Americans, Latinos, Native Americans, Asians and Pacific Islanders. By April 1994, the rate had risen to 31.1%. Injection drug users comprised nearly 15% of local AIDS cases. Many of those were homeless. Women and children have also joined the ranks of AIDS patients in increasing numbers. It is in these populations that AIDS continues to spread at terrifying rates, nearly doubling from one year to the next, in cases of women and children.

An innovation in Shanti’s service delivery, the Crossings Program became a model program with its ability to deliver peer counseling, practical support services and linkages to case management for people who have been historically under/unerved.

This year, the Crossings Program provided
13,573 hours
of service to
411 new clients.

Tenderloin and Mission neighborhoods in San Francisco. As a result, the Crossings Program has one of the largest volunteer care programs dedicated to HIV-infected women, children, people of color, injection drug users and homeless individuals in the Bay Area.

The key to the success of the Crossings Program has been to approach the HIV-infected individual within the context of his or her entire family, culture and environment. Volunteers help clean house, run errands, do laundry and attend to the special needs of HIV-infected children and other members of the family. Staff and volunteers also work with clients to access Shanti’s menu of services like transportation to medical appointments and recreational activities.

This program has augmented Shanti’s model of one-on-one emotional and practical support with a new volunteer services concept known as the “team approach” which is used for clients whose instability often makes it difficult to locate them to provide services. Instead of matching a single volunteer to a specific client, a team of volunteers is assigned to a specific site, usually known as single room occupancy hotels, within the Tenderloin or the Mission.

Heart of Shanti

In this photo, Shanti client, Jeff Hidalgo, watches Roseanne on TV with his new friend, Shanti volunteer, David Silverman. It has only been a couple of months since either Jeff or David have been involved with Shanti Project but it has already made an impression on both. Jeff, age 14, who contracted the virus from a treatment for hemophilia, has few outside visitors, other than his brothers and sisters. He looks forward to David’s visits. Due to Jeff’s current physical weakness, they can’t go out and be too terribly active. But in time, hopefully, Jeff will regain some of his strength and get the chance to do some of the fun things David has planned. Jeff’s father, Vincent Hidalgo, is very pleased with their involvement with Shanti. He says, “We didn’t have to find Shanti, Shanti found us.”
**Activities Program**

On nearly a daily basis, people with HIV/AIDS participate in a wide range of cultural, social and recreational activities organized or facilitated by Shanti’s Activities Program. These activities provide a crucial form of emotional support for Shanti’s clients by providing them ways to participate in events and meet other people sharing similar AIDS issues. Shanti’s activities include free tickets to a wide array of cultural, recreational, educational and athletic events; memberships at the local YMCA; parties and getaways to the serene Wildwood resort in Sonoma County; and overnight and day trips throughout northern California.

**This year,** Shanti provided 28,003 units of service to 2,071 new clients.

**Out and About**

Whoever said life was all work and no play certainly wasn’t referring to the Activities Program at Shanti Project. Thanks to the benevolence of many arts and entertainment groups throughout the Bay Area, Activities Program volunteers distribute to Shanti clients thousands of complimentary tickets for everything from the opera and ballet to basketball games and bowling. For some clients, the Activities Program’s free tickets provide their first or only chance to attend these types of events.

The Activities Program is always hard at play. But judging from this photo, it does take a little bit of work. Tyrone Ingram and John Kalilava, Activities Program participants, are busily contacting Shanti Project clients, trying to distribute tickets to the production of *Beach Blanket Babylon*. According to Activities Program staff, the response is overwhelming, and the number of complimentary tickets just keeps growing.
Hospital Counseling Program

For HIV-infected people with inadequate or a complete lack of health insurance, San Francisco General Hospital is virtually their only source of medical treatment and care. At any one time, more than 30 people with HIV/AIDS are patients at the hospital which has an annual caseload of nearly 2,000 patients. Many of these patients are either indigent, homeless or injection drug users. For some, San Francisco General Hospital is their first contact with the health care system. For others, it is the place they go to die.

Since 1983, Shanti’s staff counselors have been providing practical and emotional support, health education and patient advocacy to San Francisco General Hospital’s patients with HIV/AIDS. In addition, Shanti’s staff provide weekly support groups for patients’ loved ones. They also provide referrals to community resources—including Shanti’s other programs—prior to a patient’s discharge. Special training, with an emphasis on grief counseling and sensitivity to AIDS issues, prepares Shanti’s hospital counselors to provide non-judgmental and culturally-appropriate support. In this way, patients receive a greater sense of security and ability to face the issues associated with being a PWA.

Ward 5A

Ward 5A is San Francisco General Hospital’s AIDS ward. Shanti Project has a satellite office on this ward putting Shanti’s staff counselors in direct contact with those they want to reach: the family, friends and lovers of AIDS patients and, most importantly, the patients themselves. Shanti’s staff counselors take pride in the multi-cultural environment they work hard to create. Inviting an understanding of cultures and providing advocates and translators where needed allows the counselors to better relate and respond to their AIDS patients.

In this photo, Mesha Irezarry, a Shanti staff counselor for the last 7 1/2 years, provides comfort to AIDS patient, Lee Bossell, as he bravely battles an intense fever. Lee’s teddy bear is right there with him as he has been throughout his sickness. During this trying time, Mesha saw to it that there was sunshine in Lee’s life when she joyously reunited Lee and his mother after years without contact. This is the kind of support, along with constant care and love, that Shanti advocates.
Low-income and homeless people face a complex set of social, cultural, and economic barriers to AIDS services. One major physical barrier, lack of transportation, can greatly limit a PWA's ability to access needed services. When problems of declining health and disability are added, this barrier becomes a matter of survival.

Through Shanti's free Van Service, persons with HIV disease are taken to and from medically-related appointments and other destinations, as needed. Many of these clients are transported to San Francisco General Hospital. Subsequently, with greater access to health care services, Van Service clients often benefit from an improved health status and a more independent lifestyle.

Shanti's Van Service provided 11,817 hours of transportation services to 342 new clients this year.

"Shanti's Van Service is a life-saver for people with HIV," says Shanti volunteer van driver Richard Derbyshire, who has also been a Shanti client since 1987. Richard finds great satisfaction in helping others with the HIV virus. He thinks Shanti makes their lives a little more stress-free, helping them to get out and run errands or taking them to the hospital or doctor. He feels that his healthy lifestyle can be a sort of testimony to others that life can continue despite having AIDS. He finds that a crucial part of his responsibility as a Shanti volunteer van driver is simply to listen, giving comfort to Shanti clients in their time of real need. And when Richard arrives to pick them up, they sigh and say to themselves, "All right, Richard is here; everything is going to be OK."
The City’s Latino population is experiencing a rapid growth in its number of AIDS diagnoses, yet cultural and linguistic barriers often make it difficult for Latino PWAs to access the AIDS service delivery system. For this community, there is an increasing need for psycho/social support services within an appropriate model of care. Shanti’s Latino program provides emotional and practical support services like shopping, cooking, house cleaning, and errands for AIDS-infected Latinos in a culturally-appropriate model of community-based peer support. Shanti recruits, trains and matches staff and volunteers with Latinos affected by AIDS. This program makes it possible to improve the quality of their lives, access other needed services and live independently.

Shanti’s Latino Program provided 5,333 hours of service to 78 new clients this year.

Jim Ochoa and Randy Vielbiz are domestic partners and have been clients of Shanti’s Latino Program for the last two years. In this photo, Jim and Randy are hosting a dinner party as thanks for Shanti volunteers, Tony Molina and Cintelmo (Teamo) Alvarado. Tony is an emotional support volunteer for Jim, but as a close personal friend of both Jim and Randy, Tony provides much of the emotional support they both need. Teamo, on the other hand, provides the practical support (i.e. laundry, cleaning, etc.), taking on the day to day responsibilities that neither Jim nor Randy could take care of otherwise. “He helps enormously,” say both Jim and Randy in unison. “Shanti provides much needed assistance.”
Volunteer Recruitment Program

Volunteers have been an integral component of the “San Francisco Model” of AIDS service delivery. They allow greater support services for persons facing life threatening illness outside of expensive hospital-based environments. As the AIDS service system faces even greater challenges in delivering services to persons with AIDS, improvements in system-wide methods of recruiting, training and placing volunteers are critical.

This year, Shanti’s Volunteer Recruitment Program provided 2,070 hours of service to 190 new volunteers.

Providing services to PWAs is highly stressful and difficult, and volunteers providing such services have a high attrition rate. Most agencies have difficulty retaining volunteers for a long period and spend much time recruiting and training new cadres of volunteers. Shanti continues to provide much needed leverage in recruitment on a comprehensive level by providing a clearinghouse of volunteering opportunities for those interested in AIDS issues.

The primary goal of Shanti’s Volunteer Recruitment Program is to conduct a collaborative recruitment campaign to attract new volunteers who can provide psycho/social support to indigent people with disabling HIV/AIDS through Shanti or other AIDS service organizations. Partners include AIDS Indigent Direct Services, AIDS Services Bayview-Hunter’s Point Foundation, The Bridge for Kids, Brothers’ Network, GAPA Community HIV Project, and the San Francisco AIDS Foundation.

How Shanti Does It...
Board of Directors

Shanti’s Board of Directors has reorganized itself to ensure Shanti’s future success. The Board has set clear goals and objectives for recruitment and agency involvement. Experts in needed and relevant fields will be recruited. New members have been recruited who can offer expertise in their fields and who have strong commitment to the organization’s mission. The newly elected Chair and Treasurer offer to Shanti years of expertise in finance for large organizations. The Vice Chair provides expertise in organizational development and the Secretary brings AIDS-related knowledge.

Hartzell Lemons
Officer, Board of Directors
Chair

Hartzell is the Budget Manager and Financial Analyst for the American Cancer Society California Division where he has worked for the past 15 years. In his financial management capacity, he has coordinated the annual budget development and consolidation process, monitored investments and analyzed returns. He has supervised payroll and accounts payable, reconciliation of general ledger accounts and a state-wide time study to allocate staff costs by program function. His prior experience includes financial management and tax accountant positions with the Archdiocese of Chicago School Board and Booz, Allen & Hamilton, Inc. He received his Bachelor’s degree from De Paul University and his Certificate in Business Administration from Keller Graduate School. He was elected to the Board of Directors of Shanti Project in November of 1992.

Matthew O’Grady
Officer, Board of Directors
Vice Chair

Matt has been involved in non-profit management since before graduating from Northern Illinois University with Bachelor’s and Master’s degrees in Music. From 1982 to 1987, Matt held several positions including Director of Marketing with the Oakland Ballet. In 1987, he joined and eventually became Director of Business Volunteers for the Arts/San Francisco. In 1991, Matt formed his own consulting practice, O’Grady Consulting, and spends his time working equally with arts organizations and AIDS care agencies throughout California. His community service includes chairmanship of the AIDS Bike-A-Thon which has raised over $2.4 million since 1985 for Bay Area agencies. He is chair of the Board of Trustees for the California Assembly of Local Arts Agencies. Matt serves regularly on grant review panels and as a speaker at conferences dealing with issues of non-profit management. He was elected to the Board of Directors in January of 1994.

Daniel P. Johnson, C.P.A.
Officer, Board of Directors
Treasurer

Dan received his Bachelor of Science degree in chemistry from University of California, Los Angeles in 1965, and his Masters in Business Administration in accounting from the University of Michigan in 1967. From 1967 to 1969, he served as an officer in the United States Army, stationed at Edgewood Arsenal, Maryland, where he performed cost/price analysis on Army contracts. In 1969, he moved to San Francisco and for the next 17 years served as senior staff or management for three leading Bay Area firms. He opened his own accounting practice in
Claire Rappaport M.A.
Officer, Board of Directors
Secretary

Claire currently works for University of California, San Francisco (based at San Francisco General Hospital) as the Project Manager of the Community Provider AIDS Training Project or CPAT. Most recently, Claire served as the Chair of the psycho/social subpanel in the development of the Evaluation and Management of Early HIV Infection, Clinical Care Guideline, Number Seven. Claire has been a long-standing member of the Community Advisory Forum of the Community Consortium, a community-based clinical trials group. She was appointed to the Mayor’s San Francisco HIV Health Services Planning Council; the Advisory Board of the California Nurses Association’s Women at Risk: HIV/AIDS Training for Care Providers Program; the Board of Directors of the Women’s AIDS Network; has consulted for the UCSF AIDS Health Project’s Positives Being Positive peer support program; and, Women and Foundations/Corporate Philanthropy. Additionally, she is a speaker for the San Francisco Department of Public Health’s Wedge Program, and speaks regularly in a variety of settings on issues regarding women and HIV. Claire was elected to the Board of Directors of Shanti Project in December of 1993.

1986 to offer his expertise in personal income tax returns, bookkeeping, accounting and payroll services for small businesses and individuals. He is a member of the evening faculty at City College of San Francisco, a member of the American Institute of Certified Public Accountants and the California Society of Certified Public Accountants. He was elected to the Board of Directors of Shanti Project in November of 1986.

Personnel

Shanti has experienced many changes in personnel over the past year. Shanti currently has a stable, competent and highly diverse staff of 45 employees. 46% are women and 55% are people of color. 15% of the staff have been with the agency for five years or longer. Staff members come to Shanti from all walks of life with widely varying experiences, including expertise in HIV-related issues affecting substance users, gay men, women and children. Most recent hires include an Executive Director with significant experience in managing large non-profits, an MBA in the Controller’s position and a Ph.D. in Clinical Psychology to lead volunteer programs.

The Shanti Management Team has developed an organizational structure which meets the needs of the changing organization and provides a basis for expansion. This structure was designed to address the needs of Shanti’s clients while promoting a fair distribution of work for all employees.

Gloria J. Sandoval
Executive Director

Gloria is responsible for the oversight of all programmatic, fiscal and administrative operations of Shanti Project. Gloria’s previous employment history includes 20 years in director-level and managerial positions at other large community-based, non-profit organizations. Gloria has notable experience in a university environment as a personal safety instructor, advisor and program manager. Gloria’s past community and civic involvement includes directorships with the National Center for Parental Protection,
California State Coalition of Rape Crisis Centers, and the Women’s Therapy Center. In addition, Gloria has served on various advisory committees for Contra Costa County and is currently a member of the Richmond Planning Commission. She has also served the State of California Office of Criminal Justice Planning, California Youth Authority, San Jose State University, and the Child Assault Prevention Program. Gloria holds a Bachelor of Arts degree from the University of California, Berkeley and has significant post graduate training in the areas of creativity, innovation and the politics of leadership, management and supervision, conflict resolution/mediation, employment law, effective communications, grant writing and fund raising, and in-law office study program.

**John Conley**

*Director, Client Services*

John joins Shanti Project bringing notable experience through his directorships and advisory positions in AIDS services organizations in North Carolina, Virginia and Washington, D.C. He has worked in the field of sexually transmitted diseases since 1980 and specifically the field of AIDS since 1988. John has served as a member of several state and local AIDS advisory panels. He instituted comprehensive case management services for persons with AIDS or ARC in 29 counties across southwestern Virginia. He developed and expanded financial, medical, and emotional support services for persons with AIDS and ARC, positive HIV antibody tests, and for the families and friends of those with HIV infection. He has acted as a liaison between AIDS projects and the medical community, developing effective and trusting relationships with the Social Security Administration and social service agencies. In addition, he has coordinated and taught volunteer training for community and professional groups. John also wrote A Volunteer Training Manual, which was approved by the Centers for Disease Control in 1979. He was a Peace Corps volunteer in Liberia, West Africa, where he was involved in the construction of schools, health clinics and markets as a rural development specialist. John has received certification in Epidemiology from the U.S. Public Health Service. He holds a Bachelor of Arts degree in Communications, graduating Magna Cum Laude from the University of Washington in Seattle, 1978.

**Teresa Rodriguez**

*Director, Development and Marketing*

Teresa brings to Shanti Project over nine years of experience in development, both on a professional and volunteer basis. Prior to coming to Shanti, Teresa was the Director of the Rape Crisis Center and Multicultural Programs for the Mid-Peninsula YWCA, where she did much of the fund raising, increasing the funding level 145%. It was also during this time that Teresa directed the AIDS Prevention Project at the YWCA from its inception, in the process becoming very familiar with the issues of this disease as well as the funding available for it. Teresa has also served on several boards of directors and has chaired their fund development committees, developing the agencies’ plans for the year. Teresa is a seasoned professional in the areas of grant writing, direct mail, major gifts, special events, public relations, marketing for non-profits and donor solicitation. She has also done a significant amount of training of other professionals in her field of expertise. Most recently, Teresa was President of her own company, Rodriguez & Associates, at the same time serving as the Vice President of Development, Hispanic Community Fund. She graduated from Stanford University with a Bachelor of Arts degree in Political Science in 1985.
Justin S. Green
Controller

Justin brings to Shanti Project extensive experience in health care and human service administration, accounting and finance with particular skills in cash and budget management, contract and grant administration, human resources, risk management, third-party reimbursement and property management. Previous to joining Shanti Project, Justin gained his financial expertise through his financial directorship and management positions at the San Francisco Lighthouse for the Blind, the Bay Area Recovery Center and Transitions, Inc. Justin holds a Bachelor of Science degree in Finance and a Masters of Business Administration from the State University of New York at Buffalo.

Spring E. Haughton
Director, Personnel and Administration

Spring is responsible for the development and implementation of all personnel policies, procedures and programs for Shanti Project’s staff of 45. Spring comes to Shanti as an accomplished administrator with experience managing personnel systems, facilities and operations. She has specific expertise in the areas of mediation/conflict resolution, office management, personnel law, benefits administration and recruitment. Prior to coming to Shanti Project, Spring worked in a variety of management capacities for non-profits in the areas of homelessness, battered women, family and youth organizations. She is also a professional singer and dancer. Spring holds a Bachelor of Arts from Swarthmore College with a double major in Economics and Political Science.

Finance

Coopers and Lybrand completed their audit of fiscal 1993 in accordance with the provisions of OMB Circular A-133 and no illegal acts, material errors or irregularities were found. Shanti has made substantial progress in implementing recommendations from the auditors and accounting firm consultants.

A new accounting software package has been installed. Records of costs under each program and corresponding contract allocations have been maintained within the general ledger since fiscal 1993.

Budget modifications are being prepared in accordance with the City and County of San Francisco, Department of Public Health, Office of AIDS guidelines.

Cash management and internal controls have been significantly improved. Shanti is in the process of developing an accounting manual which will integrate current financial policies and procedures throughout the agency.

The Operating and Capital Budget for fiscal 1995 will delineate budget-to-actual comparisons by agency, department, contract and program. This will facilitate oversight of financial matters by both the Board of Directors and Management Team.
### SHANTI PROJECT
**STATEMENT OF SUPPORT, REVENUE AND EXPENSES**
AND CHANGES IN FUND BALANCE
for the year ended June 30, 1993

#### Support and revenue:

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<tr>
<th></th>
<th>Unrestricted Fund</th>
<th>Restricted Fund</th>
<th>Plant Fund</th>
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<tr>
<td>contracts</td>
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#### Expenses:

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<td>40,798</td>
<td>4,415,872</td>
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#### Excess (deficiency) of support and revenue over expenses

|                      | 410,602     |                         | (40,798)               | 369,804     |

#### Fund balance (deficit), beginning of year

|                      | (112,415)   | 3,076                   | 56,661                 | (52,678)    |

#### Transfer to plant fund

|                      | (93,721)    |                         |                         | (93,721)    |

#### Fund balance, end of year

|                      | $204,466    | $3,076                  | $109,584               | $317,126    |

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**Robin Williams**

Levinson & Associates
Robert Zelenka
Florence O’Donovan Photography
Susan Kallewaard Photography
John Edwards Photography
The Dark Room
Soho Gallery
Pioneer Printing
Kiki Bandilla
Just Desserts
Embarko
Christophe Vineyards/Boissett Wines, USA
Bredwell Meyer
James C. Hormel, Equidex, Inc.

**Concept & Design**

Levinson & Associates
Robert Zelenka
Annual Logo Design
Client & Volunteer Photographs
Client & Volunteer Photographs
Board & Staff Photographs
Processing, Proofing & Printing
Framing
Invitation Printing
Writer, photo captions
Morning Refreshments
Afternoon Refreshments
Afternoon Refreshments
Floral Design
Office Space

*Printed on Recycled Paper*
Shanti Project is a non-profit support service organization for persons with AIDS and their loved ones. Shanti was formed in 1974 to deal with the psychosocial aspects of persons facing life-threatening illnesses. In 1984, as the number of people diagnosed with AIDS began to reach epidemic proportions, Shanti turned its focus to those directly affected by the AIDS epidemic, who reside in the City and County of San Francisco.

Your contributions and your support make it possible for us to continue our important services. Your contributions are tax deductible.

☐ I would like to support the Shanti Project with a donation.
☐ I am interested in becoming a volunteer.
☐ I would like my name on the Shanti Project mailing list.

Name
Address
City/State/Zip
Telephone

Please clip and mail to Shanti Project

525 Howard Street
San Francisco, CA 94105
415-777-CARE

Shanti Project programs are partially funded by the San Francisco Department of Public Health, the California State Department of Public Health, the Robert Wood Johnson Foundation, the Vanguard Foundation and the GGBA Foundation.

Shanti is a Sanskrit word meaning “inner peace.” Your contributions and your support make it possible for us to continue to provide the excellence of service for which we are known.

You can be a part of this...

You can make this happen...

Emotional Support Program

As the number of AIDS diagnoses steadily increases, the need to provide emotional support, patient advocacy and counseling grows. A diagnosis of AIDS can be very frightening. The person diagnosed has many issues to face. The goal of this program is to train volunteers to provide free emotional support to People with AIDS and their loved ones. Over 350 volunteers provide 7,800 hours each month of companionship and support on a one-to-one basis.

You can be a part of this...

You can make this happen...

Residence Program

People with AIDS are often physically weak and in compromised physical and financial states. An accessible, affordable, supportive living situation is essential. Currently, the Shanti Residence Program provides long-term, low-cost housing for 48 People with AIDS. The concept of this program is based on maintaining independent living while providing a stable home environment for People with AIDS.
Practical Support Program

San Francisco General Hospital

Support Groups

Information and Referral Program

People With AIDS Recreation Program

Practical Support volunteers provide the services of cooking, cleaning, shopping, and transportation. The difference these services make in the lives of People with AIDS is immeasurable. Because of these volunteers, People with AIDS have been able to maintain their independent living situations, thus attaining a higher quality of life. Because of these Practical Support volunteers, People with AIDS and their loved ones have been able to receive help to cope with the practical daily chores that may become major obstacles. Over 150 volunteers provide 3,700 hours each month, free of charge, for People with AIDS and their loved ones.

The need for psychosocial support when faced with a life-threatening illness is well-documented. Trained Shanti counselors are available on Ward 86 (Out-Patient) and Ward 5A (In-Patient) to offer support and patient advocacy to People with AIDS. Families, friends and lovers of someone with AIDS often experience tremendous stress. S.F.G.H. Shanti counselors also provide skilled support to these individuals during times of related stress and grief.

We share a culture that has taught us to camouflage our fears and grief; therefore precious time with those we love is often wasted. Shanti Support Groups provide a safe environment to deal with these issues. There are currently six support groups for People with AIDS, two groups for friends, families and lovers and two groups for those in bereavement.

Because of the numbers of San Franciscans diagnosed with AIDS or otherwise affected by the AIDS epidemic, there is a constant need for an accurate information service. This program offers information and referrals regarding psychosocial issues, Shanti services, testing sites, anxiety counseling and other AIDS service provider organizations. In addition, this program is backed by office volunteers, handling 325 to 400 calls per day.

For many of our clients, this program provides an initial meeting with others who have been diagnosed with AIDS. The objective of this program is to organize monthly activities for our clients and their significant others in a supportive atmosphere. Depression, often a result of isolation and illness, is an everpresent reality. Special events offer an opportunity for bonding and mutual support. These events include therapeutic retreats and social events.

You can be a part of this...

You can make this happen...

You can be a part of this...

You can make this happen...
Shanti Project's
Residence Program

Often people with AIDS find themselves unable to work, yet not so ill that they require long term hospitalization or hospice care. Continuing to afford the City's high rental costs becomes impossible for many. Public assistance in housing is a stop-gap measure and homelessness becomes possible. Shanti Project's Residence Program offers a solution to these problems by providing safe, low-cost long-term housing for people with AIDS.

At present, the program operates 14 residences that provide housing for up to 53 people at a time. Each year more than 100 people receive over 17,000 days of shelter, advocacy services, and maintenance services from Shanti. In addition to other residences, Shanti operates a 24 hour care home in collaboration with Visiting Nurses & Hospice of San Francisco, a residence for AIDS-affected families with dependent children, and a home for women with AIDS.

Based on the cooperative independent living model, each home has three to six secure private bedrooms and shared common areas including kitchen, bath, and living room. Although each home is financially maintained by Shanti, residents are required to pay one fourth of their income for rent. If an applicant has no income, he or she may be asked to apply for some type of assistance. Residents are able to use their own furnishings or utilize furniture and appliances generously contributed to the program by the community.

No staff person lives in the residences, but Shanti provides staff advocates who oversee the resolution of day-to-day problems and conduct weekly house meetings at which residents discuss issues associated with living together and with living with AIDS. Residence Advocates provide residents with information about additional community services which enable them to live their lives independently for as long as possible.

"The program is an integral part of the San Francisco model of care for people with AIDS. It is studied for its possible application in cities around the world," says Shanti's Residence Program Director Ellen Hardtke. "On a personal level it provides stability and significantly improves the quality of life for those whose very survival has been threatened by AIDS. We often become the family they depend on when they can no longer provide for themselves."

Shanti Project is a non-profit support service organization for persons with AIDS and their loved ones. Shanti was formed in 1974 to deal with the psychosocial aspects of persons facing life-threatening illnesses. In 1984, as the number of people diagnosed with AIDS began to reach epidemic proportions, Shanti turned its focus to those directly affected by the AIDS epidemic, who reside in the City and County of San Francisco.

Your contributions and your support make it possible for us to continue to provide the excellence of service for which we are known. Your contributions are tax deductible.

I would like to support the Shanti Project with a donation.

I am interested in becoming a volunteer.

I would like my name on the Shanti Project mailing list.

Name:
Address:
City/State/Zip:
Telephone:

Please Clip And Mail To Shanti Project
525 Howard Street
San Francisco, CA 94105
415-777-CARE

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The following is excerpted from the statement from the Advisory Committee of People with AIDS delivered at the Second National AIDS Forum held in Denver, Colorado in June 1983.

**RIGHTS OF PEOPLE WITH AIDS**

People with AIDS have the right:

1. To as full and satisfying sexual and emotional lives as anyone else;
2. To quality medical treatment and quality social service provision without discrimination of any form including sexual orientation, diagnosis, economic status or race;
3. To full explanations of all medical procedures and risks, to choose or refuse their treatment modalities, to refuse to participate in research without jeopardizing their treatment and to make informed decisions about their lives;
4. To privacy, to confidentiality of medical records, to human respect and to choose who their significant others are;
5. To live and die in dignity.

**SHANTI PROJECT**

890 Hayes Street
San Francisco, California 94117
(415) 558-9644

Shanti Project is available to offer support to you and your loved ones.

Design: Langfeld Design Associates  Typography: Arrowgraphics
Printed by Up Press
Have you just been diagnosed with Kaposi's sarcoma, Pneumocystis carinii pneumonia or another opportunistic infection?

Have you had a biopsy and are you waiting for the results?

Do you feel like you need someone to listen?

Do you need someone to give you a hug?

Shanti's individual counselors and support groups have helped many, maybe they would be of help to you.

The Shanti Project offers free counseling for persons with AIDS and their loved ones. Volunteer counselors work on a one-to-one basis providing emotional support, companionship, patient-advocacy, information and friendship.

Shanti volunteer counselors can help you sort through the confusion and misinformation. Our counselors can help you decide for yourself what your own approach in dealing with AIDS will be.

Ongoing support groups are offered for persons with AIDS who have been diagnosed with Kaposi's sarcoma or Pneumocystis pneumonia. Another group is offered for persons with chronic AIDS-like symptoms. Also available is an ongoing group for lovers, family and friends of persons with AIDS.

Some of us prefer to deal with this illness alone.

Some of us find it helpful to reach out to others.

Our support groups are made up of individuals who know what you are going through, because they've been there.

For the times, days and locations of our various support groups, call 558-9644 Monday through Friday, 10 AM to 5 PM.

**SHANTI PROJECT RESIDENCE PROGRAM**

Shanti Project provides and administers residences for people with AIDS that have been displaced from their homes because of fear or monetary reasons. For information call Helen Schietinger 558-8611.

**COMMUNITY VOLUNTEER PROGRAM**

The Community Volunteer Program is available through Shanti to help people with AIDS in areas of transportation, house cleaning, shopping, etc. Contact Randy Chelsey at 558-9644 to request a volunteer.

**COUNSELING AT SAN FRANCISCO GENERAL HOSPITAL**

San Francisco General Hospital has contracted with Shanti to staff the Inpatient Unit, 5B, and the Outpatient Clinic, Ward 86, with counselors. They are available to you, your lover, friends and family for emotional support and information. Ongoing support groups are available on both 5B and Ward 86.

**VOLUNTEER COUNSELING**

Shanti Project provides volunteer counselors who will come to your home or hospital room to meet with you. Call the Shanti Office at 558-9644 if you, your family or friends would like someone to talk with.

**NEWSLETTER FOR PEOPLE WITH AIDS**

A monthly newsletter is available to people with AIDS. It contains information on services offered at low or no cost, educational and social meetings and events, alternative therapies, etc. To receive this newsletter, leave your name and address at the Shanti office (558-9644).
shanti

Hywel W. Sims
Executive Director

730 Polk Street
San Francisco, California 94109

tel 415.674.4730
fax 415.674.0371
hsims@shanti.org
www.shanti.org

volunteers for life
A terminal illness saved my life.

For thirty years, Shanti has provided emotional support and practical services to help people live full lives, despite life-threatening illness.

SHANTI.ORG/HELPOUT
PEOPLE TRANSFORMING LIVES.
Every day we change the lives of people you know...
People like...

...the single mother and her children who go without meals when breast cancer treatments make her too sick to cook.

...the homebound person living with HIV who has to give up his loving pet because there is no one to walk it.

...the frail elderly neighbor who misses medical appointments because the nearest bus stop is 10 blocks away.

Visit www.shanti.org to find out how we help.
OUR VISION

Transforming the art and practice of health enhancement, volunteerism, and community building.

OUR MISSION

Shanti advances its vision of healthy individuals, organizations, and communities through exemplary training and education, volunteer services, practical and emotional support, counseling, research and publications, and transformative leadership.
OUR VALUES

- We embrace the Shanti model of peer support, which advocates listening, speaking and acting from the heart in service to other people.

- We create relationships based on the Shanti model that are actively demonstrated by mutual respect, positive regard, non-judgmental behavior, genuineness, acceptance of differences, empathy and intention to be of service.

- We acknowledge the unique value that each of us contributes to the success of Shanti, and we respect each other as individuals.

- We assert that mindful, honest communication accelerates, enhances and enriches our potential as individuals and as an agency, and we are committed to listening to each voice.

- We celebrate diversity as a strength, and we encourage learning from others who may be different from us. We provide a safe place for diversity to flourish.

- We share in this community of Shanti as an inclusive agency; we also respect that at times we each need to set boundaries without fear of being cast out.

- We take pride in our commitment to our work and we honor the generous gifts of time, energy and humor that our colleagues bring to our mission.

- We affirm that each department and program at Shanti acts as a pillar that supports an architecture of compassion.

SHANTI
730 Polk Street
San Francisco, CA 94109
(415) 674-4700
www.shanti.org
About Shanti

Shanti’s programs primarily serve low-income men and women in San Francisco who are medically underserved, lack proper insurance or housing, and have mental illness or chemical dependencies. Founded in 1974, the organization serves more than 1,800 people each year, employs 30 staff, and manages 200 volunteers.

Dedicated to closing the gap between those who receive comprehensive health care, and those who do not, Shanti provides services for people with HIV/AIDS and breast cancer. Shanti fulfills its mission by facilitating access to primary medical care, encouraging participation in treatment regimes, assisting with treatment adherence, and enhancing quality of life by providing clients with the knowledge, tools, and resources they need to live longer, healthier and happier lives.

Shanti advances its vision of health enhancement by providing counseling, referrals, training, education, volunteers, practical assistance, and emotional support.

HIV/AIDS Services

Working with individuals who are reluctant to seek health and social services elsewhere, Shanti’s HIV/AIDS services include outreach, peer and treatment advocacy, care coordination, a drop-in center, transportation and support volunteers. Together, these services help people access life-saving medical treatment, encourage participation in (and adherence to) complex treatment regimens, and provide support and advocacy that help clients overcome the problems they encounter. Emotional support is also provided through home and hospital visits and accompanying clients to medical appointments.

Shanti’s drop-in center - located in the heart of the tenderloin district - is a safe space where people come to make connections with staff and access support services, as well as to relax and socialize. The center offers light refreshments, a telephone and computer, information, classes and activities.

Highly trained volunteers also provide clients with emotional support and practical assistance, such as light housekeeping, child care, grocery shopping, providing company, and offering non-judgmental support.

Last year, 1,709 clients used Shanti’s HIV/AIDS services:
- 56% were people of color
- 94% had yearly incomes under $20,000
- 63% received intake, referral, information, and other care coordination services
- 56% received volunteer support
- 10% received treatment advocacy services
- 50% received peer advocacy services
- 51% utilized transportation services
**LifeLines – Breast Cancer Support Services**

LifeLines helps low-income and medically underserved women diagnosed with breast cancer get medical care and complete their treatment. The program provides practical assistance, emotional support, culturally and linguistically appropriate services, help filling out forms and receiving emergency funds, wellness workshops, and complementary-care activities like yoga and meditation.

LifeLines also works with other not-for-profit organizations, government agencies, hospitals, and clinics so clients have access to a wide variety of services, which include nutritious meals, acupuncture, and local support groups.

Last year, 139 clients received LifeLines services:
- 60% were women of color
- 94% had yearly incomes under $20,000
- 75% received funds from the Breast Cancer Emergency Fund
- 60% of clients and their dependents received meals
- 35% received services from peer-support volunteers
- 70% utilized transportation services
- 60% received referrals to other health and social service programs
- 75% received funds from AvonCares

**The L.I.F.E. Program®**

The Learning Immune Function Enhancement Program®, (L.I.F.E.) is a 16-week health-counseling and peer-support program that helps people living with HIV/AIDS boost their immune system functioning, reduce risky behavior, and enhance adherence to health routines and medication schedules. Participants receive information about caring for their health, coping skills, disease progression, and safe behavior. In addition, they are encouraged to examine life goals and discuss personal challenges during individual and group counseling sessions. Due to its success, the HIV/AIDS specific curriculum will soon be expanded to include information and counseling tailored to help people diagnosed with breast cancer.

In 2003, the L.I.F.E. Program provided the following services to people living with HIV/AIDS:
- 1,000 hours of individual health-counseling workshops to 125 clients
- Two 16-week intensive health workshops serving 75 clients
- 220 clients participated in 80 hours of health-focused discussion groups
- Health outreach and education was provided to 1,200 clients at street fairs and other large community events
- 250 hours of "street-intercept" outreach provided 2,500 individuals with health literature, program information, and condoms
Shanti National Training Institute

In the 1980's Shanti founded the Shanti National Training Institute (SNTI) to share its wealth of knowledge and experience with organizations looking to start or improve existing volunteer programs. SNTI trains the staff of other agencies, hospitals, and professional service organizations to provide support services in the Shanti model of peer support, which emphasizes a client-centered approach based on mutual respect, positive regard, non-judgmental behavior, genuineness, acceptance of differences, empathy, and the intention to be of service to others. In post-workshop evaluations, 95% of participants indicate that they would recommend SNTI workshops to their colleagues.

Since October 1998, SNTI has served more than 1,000 participants from more than 780 organizations, and presented at 15 conferences.

California Peer Educator Project (CPEP)

The California Peer Educator Project (CPEP) helps communities of color across the state address rising rates of HIV/AIDS. CPEP is a community based, capacity building program that helps organizations improve their services by increasing in-house resources. The project includes site visits, skill-building workshops, technical assistance and mentoring, staff and volunteer networking, educational materials and resources, and a skill-building program specifically designed for program managers.

CPEP focuses on peer education because it increases access to care, reduces barriers to testing and treatment, and improves the quality of life for people with living with HIV and AIDS. By providing advocacy, risk-reduction counseling, peer support, education, and practical assistance, peer educators help prevent the progression of the disease and the likelihood that it will be transmitted to others.

Since September 2002, CPEP has provided training to peer educators in 22 organizations:
- 5 workshops have been provided in the Bay Area, San Diego and Los Angeles
- 60 peer educators received trained
- 19 program managers received trained
- 24 organizations received site visits
- 48 hours of technical assistance were provided
Comments from Shanti Clients

“Since the onset of my disease, I have felt weak and disoriented. Kevin has helped me schedule appointments and called my social worker to help me get on permanent disability. Kevin has been my voice when I was too tired or weak to speak. I could not make it through this experience without him.”

“When I became confined to a wheelchair, even the simplest jobs became overwhelming. I couldn’t even reach the shelves to put away my groceries or do my laundry. I don’t have enough money to hire someone to come in and clean. Scott helped with everything and even offered to cook some soup for me. There is nothing like a bowl of really delicious homemade chicken soup to make a person feel better.”

“Without the drop-in center I’d be lost. I’d have to find a new social outlet. I’d probably go back to my old behavior and spend all day sleeping, or hanging out on the street and smoking crack.”

“My partner died two years ago and since that time all I have thought about was life without him. I was so depressed I didn’t want to live. I had trouble taking my meds – I just didn’t have any energy. I realized that I didn’t really believe that there was any hope. The L.I.F.E. Program put my life back into focus. My counselor helped me get into a regular exercise program and weekly counseling sessions to talk me out of my fears. I realized that if I could stay with my treatment, I had every chance of a long productive life.”

“As an African American newly diagnosed with HIV, I was afraid to talk to anyone. Jennifer helped connect me to housing, food and transportation services. Most importantly, she’s spent a lot of time just talking to me about being a woman living with HIV. She’s really relieved so much of my anxiety. I’m feeling much better about my future.”

“I didn’t realize how many helpful people there were until I got sick. At first I felt completely overwhelmed and didn’t know how to get what I needed. Giselle helped me get my birth certificate from LA County, which helped me get my apartment. One month she even did the paperwork for emergency money because I didn’t have money for rent. I don’t know what I would do without them.”
Relatives and loved ones may wonder:

What can I say to them?
Should I talk about the possibility that they might die?
Will I make them more depressed?
How do I support them?
How can I go on alone?
Why am I feeling angry, guilty and scared?
Is what I'm feeling normal?

Questions seriously ill people may want to discuss:

Why me? Why now?
Will there be pain? How can I cope?
I'm afraid — what can I do?
What about alternative therapies?
What will happen if I die? Will it hurt?
How is my illness going to affect my life?
What about my family and friends?

All services are available without cost.
Shanti Foundation

9060 Santa Monica Boulevard
Suite 301
West Hollywood, CA 90069
(213) 273-7591

Shanti Services

The Shanti Foundation offers free emotional support, education and information for individuals and their loved ones facing life-threatening illness and bereavement.

Each client is matched carefully with an emotional support volunteer. Clients and volunteers arrange to meet at a mutually convenient time, often in the client’s home or hospital setting. Shanti volunteers are caring people who receive extensive training and ongoing supervision. Volunteers are available to work with clients on either a short-term or long-term basis, depending on their needs.

The Shanti Foundation provides support groups for clients sharing a specific focus. Ongoing groups for persons with AIDS, ARC, their loved ones and individuals identified as HTLV-III positive are currently offered.

Shanti Services Are A Telephone Call Away:

(213) 273-7591
Office Hours: 10:00 am — 6:00 pm
Mondays through Fridays
Messages may be left with the answering service after office hours.

Area Served
Shanti serves the greater Los Angeles area.

Many Shanti volunteers have undergone profound personal loss. They know that the prospect of death can be frightening and that pain and grief can be overwhelming. They understand how the caring process of another person can relieve some of the stress and create emotional strength to cope with sorrow. They often bring important skills to Shanti from their involvement in other helping professions.

Shanti Foundation Training:

The Shanti Foundation conducts Training and Educational Seminars for the general public and helping professions involved in the care of the ill and bereaved. Individual programs are available to:
- counselors
- social service agencies
- health care institutions
- emergency personnel
- clergy
- college and university classes
- concerned members of the community
- physicians and allied health care workers
- persons at increased risk for AIDS

Consultants can be provided to groups interested in establishing similar services in their communities.

Funding for the program comes through contributions from individuals and groups who are supportive of the work of the Shanti Foundation.

The Shanti Foundation is a non-profit organization; your contributions are tax deductible.

[ ] I would like to support the Shanti Foundation with a donation
[ ] I am interested in becoming a volunteer
[ ] I would like my name on the Shanti mailing list.

Name__________________________________________________________________________
Address_______________________________________________________________________
City/State Zip_________________________________________________________________
Telephone______________________________________________________________________

Please clip and mail to Shanti Foundation
Turn it in.

Turn it around.
Recycle your aluminum, newspapers and glass.

Turn them into
C A S H
for the fight against AIDS.

DETAILS ON THE OTHER SIDE
Turn your trash into cash for the fight against AIDS.
(And clean up your environment while you're at it!)

Recycle your aluminum, newspapers and glass at the Many Happy Returns Recycling Center located at the Safeway parking lot, 2020 Market Street at Duboce, or at the Haight Ashbury Neighborhood Council Center located at the west end of Kezar Stadium, Frederick and Arguello.

The proceeds will be contributed directly to the San Francisco AIDS Foundation and the Shanti Project.

HERE’S HOW IT WORKS:

Take your aluminum, newspapers and glass to either of the centers. When you drop it off, tell them you want the proceeds to go to the AIDS Foundation and the Shanti Project. You will receive a receipt acknowledging your contribution and the amount.

Even if it's only a few dollars per visit, regular participation in recycling by you, your friends and your neighbors could add up to thousands of dollars of badly-needed funds.

RECYCLING CENTER
Safeway Parking Lot, Market at Duboce
Open MON-FRI 10 am-1 pm, SAT-SUN 10 am-3 pm, WED & FRI 4:30 pm-5:30 pm

RECYCLING CENTER
West End, Kezar Stadium
Frederick at Arguello
Open 7 days/week 9 am-4 pm

WHY RECYCLE?
Save energy ■ Save trees
Save valuable natural resources
Reduce garbage hauled to landfill sites

FURTHER INFORMATION:
San Francisco Recycling Program
City Hall, Room 271, 558-2361

Roger Boas, Chief Administrative Officer
City and County of San Francisco

PRINTED ON 100% RECYCLED PAPER
We Need You...

To Volunteer Your Time
Shanti has a list of clients who are waiting for emotional and practical support volunteers. We also offer a wide array of volunteer opportunities, including Activities, Outreach and Special Events, Fundraising and Administration.

To Remember Shanti
when you make your charitable contributions. Private contributions can come in many forms, including memorials and tributes, securities, real property, goods and services, corporate sponsorship, and donor choice designations through the United Way and Local Independent Charities.

For more information, to volunteer, or to make a donation, please call 415.674.4700.

Shanti works in collaboration with the following agencies to ensure comprehensive and culturally competent care for our clients.

- AIDS Health Project (UCSF)
- Black Coalition on AIDS
- Breast Cancer Fund
- California State Office of AIDS
- Instituto Familiar de la Raza
- San Francisco AIDS Foundation
- San Francisco Department of Public Health

SNTI
The Shanti National Training Institute, created in 1999, provides training and ongoing consultative services to volunteer managers in San Francisco and throughout the United States. These managers represent groups serving the frail elderly and individuals living with cancer, Alzheimer’s disease, AIDS, and other chronic and life-threatening illnesses.

Want to find out more about Shanti and our services?
Call 415.674.4700

730 Polk Street, San Francisco, CA 94109
www.shanti.org
Welcome to Shanti

Shanti was founded in 1974 by Charles Garfield, Ph.D. to provide volunteer support services to people with terminal illnesses, and received national recognition for its groundbreaking work.

Since 1981 Shanti has become a cornerstone of San Francisco’s community-based response to HIV and AIDS.

Today, Shanti staff members and volunteers provide critically needed services for more than 1,700 people living with HIV and breast cancer, the frail elderly and developmentally disabled.

Over the years, Shanti has trained more than 13,000 volunteers who have devoted more than three million hours of care and love to those in need.

Activities and Events Program
- Distributes free tickets for concerts, opera, ballet, theater and sports events.
- Conducts workshops, classes, day trips and movies.

Care Coordination Program
- Helps people to plan, organize, connect to, and follow through with various HIV/AIDS services.
- Provides registration for services, check-in support sessions, drop-in information and referral, practical assistance and emotional support.

Kairos Caregiver Program
- Offers emotional support for caregivers or people coping with grief and loss.
- Provides both private (individual, couple and family) and group counseling sessions.

The L.I.F.E. Program*
- Teaches people how to manage psycho-social issues that research has shown can impact immune system functioning, disease progression, and long-term health.
- Promotes safe behavior and enhanced adherence to health routines.

The Lounge
- A comfortable and safe drop-in center for clients to meet and talk with each other, allowing for informal peer support and connection to services.

Peer Advocate Program
- Provides outreach, basic assessment, information and referral, medication adherence counseling, workshops, practical assistance and emotional support.

Volunteer Services
- Provides people with their own support volunteer who is comprehensively trained to give practical assistance (help with shopping, cleaning, laundry, pet care, transportation and social outings) and emotional support.

El Programa Latino
- Provides Latinos/as with a Spanish speaking volunteer who is comprehensively trained to give practical assistance and emotional support.
- Ensures that Latinos/as, whether Spanish or English speaking, have full access to Shanti services and materials.

Shanti National Training Institute
- Conducts workshops nationwide to teach volunteer managers skills to help them enrich relationships with volunteers, enhance management and training skills, and improve volunteer retention.

Transportation Program
- Provides curb-to-curb van transportation to and from medical appointments and the Project Open Hand Grocery Center.
- Provides "light" moving of personal belongings.
We still need your help, because they still have AIDS.
Your time. Your support. Your talent!

Volunteer now!

Shanti, in the forefront of the pandemic, has been providing support services to people living with HIV disease and AIDS for more than a decade.

The news of the success that some people are experiencing with new medications is promising. But many, many people (including those taking the new drugs) still need the support and assistance that Shanti volunteers can provide.

We’re certain that there’s an opportunity just right for you to share your interests and skills at Shanti.

Be a one-on-one support volunteer, and lend support to someone living with the challenge of HIV disease or AIDS.

Got a couple of hours a week? Join the Shanti Laundry Teams, and clean up all over town.

Like to put on a show? Plan and produce special events. Have we got a place for you!

Do you like music, theater, sports? So do our clients. Join the Activities Program.

Are you good on the phone? Help with media follow-up, in-kind solicitation and telephone fundraising.

¿Eres Latino/a? Provide services through our Latino Program.

Want a front-row seat at San Francisco’s colorful street fairs? Work the Shanti booth.

Want to help? We can use your skills and interests! Do what you most like to do—office work, browse the internet, design, photography, stitch, cook, you name it—and support people with HIV/AIDS at the same time.

So volunteer now. For your volunteer application, call 415-864-2273. Or complete and mail this postage-paid card to Shanti. Or fax it to 415-864-6584.

Phone: 415-864-2273  Fax: 415-864-6584

□ Yes! I want to be a part of Shanti and help support people who are living with HIV/AIDS. Please send a volunteer application today!
If ever there were such a thing as a lasting contribution, this is it.

The Shanti National Training Institute will enable other service organizations to recruit and train their own volunteers. Your donation lives on with every volunteer trained here.
This year alone, the Shanti National Training Institute will facilitate the training of tens of thousands of new volunteer caregivers for people facing the devastation of chronic illness, disability, loss or aging.

And that is just the beginning.

The Shanti National Training Institute will also prepare other organizations to train, supervise and retain their own volunteers—because the better the training, the more rewarding the volunteer experience. And the more rewarding the experience, the better the volunteer.
“My family is thousands of miles away and I’m here, so whom do I turn to when I need to cry? When I need to go to the doctor, when I need someone beside me? Well, I turn to Shanti.”

A Model Unlike Any Other

The Shanti model is an innovative, time-proven approach to volunteer caregiving. Here volunteers are trained to provide one-on-one emotional and practical support to those affected by illness, disability and other life challenges.

The model also recognizes the importance of supporting the volunteer. Accordingly, training, supervision and retention strategies are designed to satisfy this requirement.

Continually refined over more than two decades, the Shanti model can be customized for a broad range of agencies and populations. Recently, increasing numbers of requests for training in the Shanti model have come from organizations across the entire country.

An Organization Unlike Any Other

Founded by Dr. Charles Garfield in 1974, San Francisco’s Shanti Project is a nonprofit volunteer organization dedicated to enhancing the quality of life and enabling the independence of people living with chronic and life-threatening illness.

Our nation as a whole can profit from the Shanti model. All people facing illness, loss or aging benefit from the companionship, support and comfort of trained, caring and committed volunteers.
“Shanti means love, caring, support. I tell people, ‘no matter what, what you need is what you get—if you give love, caring or support, sooner or later you’ll get it back.’”

Volunteers trained in the Shanti model dramatically increase the quality and availability of care. The result is an extended scope of services and reduced costs in providing them.

**Generosity Is a Precious Commodity**

Today volunteer time is valued at more than $200 billion a year. Yet the demand for volunteer caregivers continues to outstrip supply.

The elderly population is swelling. The number of people living with Alzheimer’s disease is expected to quadruple. Cancer claims a new victim every day.

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There’s no sign that HIV/AIDS is going away. And a changing health care system is placing a greater responsibility on families, community groups and the nonprofit sector to support people living with chronic or life-threatening illness. The reliance on volunteers is greater than ever.

It’s easy to see why volunteers burn out.

Shanti has a huge reservoir of knowledge, gained over a quarter-century of service, that can prevent volunteer burn-out. The Shanti National Training Institute represents an opportunity to offer that knowledge to others in need of volunteer-based supportive services. These include:

**Clients**

Adults and children living with cancer, Alzheimer’s, lung disease or diabetes, as well as the frail elderly and persons facing homelessness, abuse or abandonment. Trained, compassionate volunteers enhance the quality and manageability of so many lives by providing the help with daily tasks that must take for granted.

**Volunteers**

Volunteers are ordinary people who have chosen to give extraordinary gifts. Once they’ve begun Institute training, their volunteer experience gives something back to them: a transferable set of life skills, a sense of community participation and the acknowledgement that their gift is important and valued by the organizations they represent.

**Organizations**

Health and social service providers need volunteers. Whether they’re nonprofit or for-profit, public or private, these organizations need to provide better, more sensitive and more cost-effective care. The volunteers who are trained to provide emotional and practical support help them do just that.
A Real Investment in the Human Spirit.

Institute programs emphasize interpersonal skills that are transferable to a variety of other volunteer positions and organizations, thus preparing trainees for a long, rewarding career in the volunteer workforce.

“Shanti-trained volunteers can help clients talk about their concerns and fears in a safe environment. Peer counseling is a key element of the Shanti model and something I try to use now in my own training.”

Robin Rose National Multiple Sclerosis Society

“As nonprofits we’re always trying not to duplicate or overutilize resources. If you’ve got compatible missions, why not come together? It only makes you stronger.”

Connie Borden Executive Director, Hospice by the Bay

“The National Multiple Sclerosis Society provides a variety of volunteer support services, including peer counseling, information hotlines and one-on-one home care.

Hospice by the Bay is a San Francisco-based organization offering hospice care and emotional support to persons suffering from terminal illnesses.

“These women are not only taking this training, but also passing it on to their families, their friends and their neighbors, providing an accessible service to the Latino community.”

Lisa Moore Mujeres Unidas y Activas/Caring Hands

“Enhanced training and support will prepare these committed frontline volunteers for the work they do. It will help with maintaining their sanity and dealing with their grief. In turn, they will be of better service. I can only see it enhancing.”

Jacqueline Miranda Women's Cancer Resource Center

Mujeres Unidas y Activas helps employ Latina immigrants as home-based caregivers in the Spanish-speaking community, providing training, workshops, advocacy and networking opportunities.

The Women's Cancer Resource Center offers the latest information on cancer research, hotline assistance and practical/emotional support services for women living with cancer.
Institute Curriculum

The Shanti National Training Institute is committed to offering the most comprehensive training for volunteer caregivers. Here, highly experienced, long-term staff develop programs, facilitate training, and provide critical follow-up assistance.

Direct volunteer training curriculum includes:
- Peer counseling skills
- Information on psychosocial and clinical issues relevant to the client population
- Experiential exercises
- Cross-cultural communication skills and diversity issues
- Information on physical effects of illness
- Skills in identifying and setting professional boundaries
- Self-care strategies
- Loss and bereavement issues
- Extensive skills practice sessions
- Activities designed to offer volunteers opportunities for personal growth

Train-the-trainer curriculum includes:
- Program development
- Instructional design
- Adult learning theory
- Screening and assessing volunteers
- Training presentation skills
- Retention strategies
- Designing volunteer support and supervision structures
- Cultural diversity

The Institute will also offer an extensive list of services to complement training curricula, including follow-up support, technical assistance, networking opportunities, nationally published materials and national volunteer advocacy and collaboration.
Shanti is taking a proven model into the community and saying, ‘We want to share it with you,’ and sharing is descriptive of what this organization is all about.

Frequently Asked Questions

What types of organizations could benefit from the Shanti National Training Institute?

Groups providing services to the elderly, those with chronic illness (such as cancer, Alzheimer’s, heart disease, HIV/AIDS), as well as other conditions (homelessness, battered relationships and blindness).

Nonprofit, for-profit and government agencies using volunteers to deliver direct client services such as emotional and practical support, food delivery, companionship and respite care.

Corporations encouraging volunteerism, large-scale health care organizations, faith-based groups and organizations seeking additional training in volunteer management.

What’s unique about the Shanti National Training Institute?

The Shanti model. Training is specifically geared to prepare volunteers to provide support for people dealing with chronic illness and loss.

Breadth of services. In addition to direct volunteer training and train-the-trainer programs, the Shanti National Training Institute also offers advocacy programs, publications, networking opportunities and ongoing technical assistance via e-mail, phone or in-person consultations.

Institute programs can accommodate a range of populations, such as family and friends of loved ones in need.

What are the long-term contributions of the Shanti National Training Institute?

A significantly expanded national voluntary workforce, consisting of more resilient and better-trained volunteers, serving diverse communities.

Enabling a variety of organizations to train and supervise their own volunteers well into the future.

Volunteers gain valuable skills that are applicable to other organizations and disciplines, thus extending their volunteers’ careers.

Are contributions tax-deductible?

Absolutely. The Shanti National Training Institute is a 501(c)(3) organization, so your donation qualifies as a deductible charitable contribution.
Executive Board
The members of the Executive Board are proud to share their decades of experience in volunteer caregiving by supervising the launch of the Shanti National Training Institute.

Charles Garfield, Ph.D. Founder and Senior Advisor
Dr. Garfield’s long-term commitment to the care of people facing life-challenging illness began with his founding of the Shanti Project in 1974, for which he was named National Activist of the Year. Dr. Garfield currently serves as clinical professor in the Department of Psychiatry at the University of California School of Medicine in San Francisco. He has published numerous works on AIDS caregiving and on the care of patients with cancer, including the best-selling Sometimes My Heart Goes Numb: Love and Caring in a Time of AIDS.

Bob Rybicki, M.A., M.Div. Executive Director
As Shanti’s Executive Director, Mr. Rybicki will continue to coordinate development activities for the National Training Institute. Formerly assistant commissioner of the Chicago Department of Public Health, Mr. Rybicki has coordinated and supervised a variety of volunteer programs in the social service sector as well as in religious congregations.

Carol Kleinmaier, M.A. Managing Director
Since 1986, Ms. Kleinmaier has had primary responsibility for developing, implementing and evaluating Shanti’s peer support training and has personally trained more than 3,500 Shanti volunteers. Having presented elements of the Shanti model to numerous human service organizations across the country, Ms. Kleinmaier is responsible for combining aspects of Shanti training into a cohesive and dynamic national training program.

Micaela Salort-Medina, B.A. Training Specialist
For more than 15 years, Ms. Salort-Medina has devoted herself to counseling, training, activism, advocacy and community health education. Given her broad experience and multilingual capability, Ms. Salort-Medina brings an unparalleled set of skills to the Shanti National Training Institute.

A Visiting Committee, comprised of individuals who reflect the constituencies of the Institute, will assist with managerial and operational objectives as well as ensure expertise in related disciplines and cultures.
A Living Endowment

Every $1,000 you donate enables the complete training of a volunteer trainer. This includes train-the-trainer workshops, classroom materials, follow-up and technical assistance. And as that volunteer trainer continues to recruit and train others, your donation lives on and on—truly a lasting contribution.
The Shanti National Training Institute appreciates monetary contributions as well as donations of time and talent. For more information, please contact:

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Special thanks to those who donated their time and talent to make this brochure possible.

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