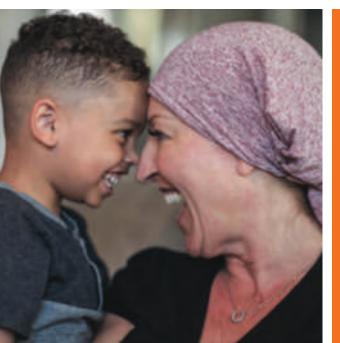


SAN FRANCISCO Women's Cancer Network



Our Mission

To ensure full access to timely, appropriate cancer care for low-income, medically, and socially underserved women with cancer.



Our Vision

To protect and sustain high quality, comprehensive cancer care for all women receiving treatment and services within the safety net (at Zuckerberg SFGH, other hospitals and clinics, and community-based organizations). This vision can only be accomplished when all treatment and services are delivered with compassion as well as with linguistic and cultural sensitivity.

Letter from the Board President,

It's impossible to reflect on the past year without feeling immense appreciation for the work our Network organizations accomplished under difficult circumstances. Each time we took a step forward, we also needed to take a side-step and maybe a step back, too. The pandemic brought changes to our lives that will be with us for the foreseeable future.

The San Francisco (Women's Cancer Network advocates for underserved women, monitors inequities within the cancer care continuum, and responds proactively to emerging crises that threaten the survival of underserved women with cancer. We are committed to ensuring uninsured and underserved women have access to the full continuum of best practices in cancer screening, diagnosis, treatment, and survivorship resources based solely on need, not on ability to pay.

Network supported services continued during the pandemic. Cancer support groups transitioned from pre-pandemic in-person, to shelter in place phone calls, then to Zoom, and in the Fall of 2021 back to hybrid (in-person and Zoom). In the Chinese Support Group, the participants decided to put an emphasis on nutrition and through that lens, began exploring cooking videos, discovering new recipes. Their efforts ultimately grew into a Support Group cookbook. Throughout it all, the groups play a significant role in the lives of women with cancer.

We've continued to support key programming in culturally relevant navigation. Working with the assistance of our longest-term partner, the UCS7 Helen Diller Family Comprehensive Cancer Center, Office of Community Engagement and then through a sub-contract with the City and County of San Francisco we have made important contributions in this area. (We are extremely grateful for the support provide to us by the To Celebrate Life Foundation, the S7 Health Plan, AstraZeneca and Pfizer.

Looking forward, our future plans include the onboarding of an S7WCN Advisory Council comprised of experts in the area of resources that our underinsured and underserviced women require assistance accessing.

We are also onboarding a new program entitled the San Francisco Women's Cancer Alliance with the purpose of bringing together like-minded individuals to advocate for health care reform and access to quality care without barriers in the City and County of San Francisco.

Our work continues. Judith Luce, MD

San Francisco Women's Cancer Network **Board of Directors**

Judith Luce, MD President of the Board of Directors

> Priscilla J. Banks Treasurer

Linda Wardlaw, DrPH Corresponding Secretary

Michelle Loya-Talamantes, MPH **Recording Secretary**

Roxanna Bautista, MPH

Robin Lee

Peggy McGuire

Cecilia A. Thomas

Leadership Staff

Olivia Fè **Executive Director** The pandemic levied heavy restrictions on in-person contact that made providing support groups very challenging. Phone contact took the place of meetings to keep participants safe. Once the groups began meeting in-person, strict protocols were implemented.

Círculo de Vida Breast Cancer Support Group

Carmen Ortiz, PhD, is a psychologist and breast cancer survivor who specializes in Spanish-language support group development and community outreach planning. She holds the distinction of developing and implementing a hospital based support program for newly diagnosed Latinas at San Francisco General Hospital, among her many accomplishments and awards. She is also the founder and Executive Director of the Círculo de Vida Cancer Support and Resource Center, the first successful Spanish-language support program in the greater San Francisco Bay Area.

The ability to talk in their native language, ask questions of and simply commiserate with other women facing the same fears and concerns can be of tremendous help and solace to someone facing cancer.

In 2021, participants asked to meet again in-person in September 2021. Vaccinations and masks were required. The restrictions also excluded anyone who was in treatment therapy since many of them relied on public transportation. She explained, "Since their immune systems are already compromised, the risk didn't feel worth it. We also asked that anyone who had a cough or might have been exposed to stay home until they could be sure they didn't have COVID. We continued to keep in touch by phone with those participants, as we had during shelter-in-place. We took precautions. Everyone abided by them, so it was not a difficult transition to return in-person." She added, "The funding we received from SFWCN proved to be very important during the height of COVID because all the funding just dried up, as everything was going to COVID. So, it helped a lot."

Plans for the future, when funding becomes available, would be to hire another support counselor. The organization is receiving more referrals as the need grows. Ortiz has two groups going and would like to include a third, Zoom-only group for women in treatment.

Chinese Women's Cancer Support Group

Lei-Chun Fung, MPH, MSW loves her job. In today's new work world, that speaks volumes. In addition to her role as Health Education Coordinator with the San Francisco Department of Health at the Chinatown Public Health Center, she facilitates the monthly, Chinese Women's Cancer Support Group.

"I feel fortunate to be able to do what I love. And having our support group housed in a public health building made it easier to keep the group going," Lei-Chun explained. "We never stopped meeting entirely, even with the pandemic."

From March 2020 through September 2020 and a little beyond, the group did not meet in person. Instead, they switched to calling people, checking in every two weeks, to see what issues or health concerns group members might be facing. When COVID did not go away, they tried switching to Zoom. That transition was more complicated, as some support group participants didn't know about Zoom at all. The support group is comprised of monolingual, immigrant women, so Lei-Chun switched to WeChat, a Chinese instant messaging and social media app most members knew. Some had accounts. If not, one by one they helped each woman, if they wanted to join. They began with between eight and ten people. Now they have 46 participants in WeChat.

When asked what more SFWCN could do to support the group, Lei-Chun replied, "We'd like to meet bi-weekly. And peer support training would be very valuable. Peer-to-peer counseling works, but only after training."

During the pandemic, the cancer support conversations focused more on nutrition. Since group participants were in their homes, many did more cooking than before and learned more cooking techniques and recipes by watching cooking videos. The idea of sharing recipes mushroomed into a cookbook. Lei-Chun added, "the cookbook project was fun and lifted our spirits. We discovered some great recipes, too."



Cooking to Connect During the Pandemic

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The Filipina Breast Cancer Support Services Program

This cancer support program is part of the Pilipino Senior Resource Center in San Francisco (PSRC). They faced similar difficulties as the other support groups, in moving from in-person



to phone calls, to Zoom and then in-person again. It became more complicated because the move from phone calls to Zoom required some training on the use of technology.

Most of their support group participants used social media or could communicate through video calls but there were seniors that didn't know how. So, staff worked with them. When some people were asking about returning to in-person meetings, staff learned that some in the group were antivaxxers, so they continued to a hybrid model.

PSRC's Executive Director, Gabby V. Moraleda lost his first wife to cancer and his second wife is a breast cancer survivor. He's experienced the impact a cancer diagnosis can have on a family. Still, he knows it is even more difficult for the individuals who live alone. He said, "We have one of the best hospitals in the country, if not the world, supporting patients. But sometimes it is not just a question of the medical side of things. We know that 24 hour assistance for a patient is key. Who does she ask to put food on the table? Who does she ask about assistance with housing or help making her rent when she is out of work for treatment? Who does she ask to help her with transportation? These are basic safety net questions that sometimes get overlooked when the focus is on treatment."

Juvy Barbonio, PSRC's Social and Community Work and Project Coordinator agreed, "We know through our phone and virtual sessions with group participants, it can be challenging, because we really cover a variety of matters beyond breast cancer affecting the patient. We assist participants to navigate other resources like food stamps. We also assist them through connections to other agencies that provide food bags and other services."



Culturally Competent Patient Navigation

The San Francisco Women's Cancer Network identified culturally appropriate navigation as a vital service for women facing cancer. Members of our Board and Staff serve on UCSF Helen Diller Family Comprehensive Cancer Center's Community Advisory Board where we have partnered to develop strategies to ensure culturally competent patient navigation.

Our financial Partners have provided us support to work with two navigators who focus on the African American and Asian communities of San Francisco. Our navigators strive to improve communication with the healthcare systems and the medical providers who care for their health need. Our navigators both encourage and teach women how to have encouraging active dialogues in which patients and providers can ask frank questions and build trust by avoiding or correcting misunderstandings.

Health outcome disparities still exist for the underserved, underinsured women of San Francisco. These disparities exist because of inequitable access to resources. With this in mind, the ultimate goal of the San Francisco Women's Cancer Network is to assure that each woman in our city has total unimpeded access to high quality compassionate health care. By joining forces together with our SFWCN's Network Partners, Advisory Council, SF Women's Alliance program, navigation services and psych-social support services: we intent to knock down any hurdle that infringes upon a women's right to health care regardless of her imposed economic status.



Culturally competent patient navigation is designed to reduce any barriers that might get in the way of patients' receiving the information and care they need. The navigators also strive to improve communication, which keeps patients safer by encouraging active dialogues in which patients and providers can ask frank questions and build trust by avoiding or correcting misunderstandings.



Cultural competence is associated with health literacy which plays a role in improving health outcomes. A patient navigator relies on skillfully integrating cultural and linguistic components into their communications. They possess the ability to convey important information that fosters mutual respect and understanding between patients and their providers which promotes health literacy.



UCSF Helen Diller Family Comprehensive Cancer Center

The partnership between San Francisco Women's Cancer Network (SFWCN) and the UCSF Helen Diller Family Comprehensive Cancer Center (HDFCCC) is flourishing with activities that advance the shared goals of reducing inequities in cancer care and improving the patient experience by increasing access to cancer information, resources and support.

The partnership is longstanding and deeply invested. SFWCN Executive Director Olivia Fe has represented the network as a committee member of the HDFCCC Community Advisory Board (CAB) since 2006. The SFWCN is the only non-profit in the subset of CAB committees and its progression to non-profit status was supported in part by partnership with the Helen Diller Family Comprehensive Cancer Center's Office of Community Engagement (OCE). SFWCN Treasurer Priscilla Banks, who served in the OCE until her retirement in 2018, facilitated this transition.

As a member of the HDFCCC Community Advisory Board, the SFWCN provided insight for the cultural tailoring and translation of the HDFCCC guidebook for patients with cancer. Prior to this important work, the guidebook was only available in English.

Current and former network board members: Roxanna Bautista, Olivia Fe, and Barbara Cicerelli are members of the HDFCCC CAB's Training & Navigation Working Group.

The group is working diligently to inform future directions for HDFCCC's COVID Emergency Communications Grants have navigation across the cancer center and beyond. Their efforts bolstered SFWCN's capacity to stay connected with their will link navigation and support resources at HDFCCC to clients during the COVID-19 pandemic. The funds supported a navigators operating outside the institution. Tailoring website upgrade, initiating of social media accounts, and the guidebook and driving the patient navigation agenda additional resources to support remote support groups, and a forward will enhance HDFCCC's ability to equitably serve diversified navigator core. communities with reduced access to high quality cancer care due to limited English proficiency. In future activities, we will The dynamic relationship between the San Francisco Women's work together to create a network of navigators who can Cancer Network (SFWCN) and the UCSF HDFCCC continues disseminate culturally and linguistically appropriate resources to deepen and evolve as ongoing opportunities for synergy and information to improve cancer outcomes. and impact sustain the partnership.



UCSF 患者和家庭的 癌症服務指南

Patient and Family Guide to Cancer Services at UCSF

Guía de los cuidados oncológicos de UCSF para los pacientes y sus familias

Patient and Family Guide to Cancer Services at UCSF

Navigating the UCSF Helen Diller Family Comprehensive Cancer Center

Cancer Care Guidebook (https://cancer.ucsf.edu/guidebook)

Community support is a central priority in this partnership. In 2019, the Office of Community Engagement supported the SFWCN to create a new strategic plan for community-based activities. In 2020, the network joined the OCE's Joint Advisory Committee, which translates community needs to policy inside the Cancer Center. For the last two years, the

To Celebrate Life Breast Cancer Foundation

To Celebrate Life Breast Cancer Foundation is a valued supporter of our work. Our organizations share the goal of supporting underserved women living with breast cancer. In 2021, the SFWCN was awarded a grant to support patient navigation. An African American navigator assisted African American women living in the communities of SF to access breast cancer screening services, follow-up diagnostics, treatment, and support services.



For To Celebrate Life, what began in a Marin dance class attended by breast cancer thrivers in 1996, evolved to become a widely respected foundation dedicated to supporting the provision of emergency and direct services for underserved women and men living with breast cancer. Their signature fundraising event, Stepping Out, has enabled To Celebrate Life to grant over \$7 million over the past 27 years, providing over 10,000 direct and emergency services, annually, to breast cancer patients in our communities. We are indebted to the Foundation for the support of this important work.

"To Celebrate Life Breast Cancer Foundation is honored to support the important work of SFWCN in our common goal of providing assistance to underserved women facing the challenges of a breast cancer diagnosis." Kristen Bennett Grants Chair/Past President To Celebrate Life Board of Directors

Angel Invester - Brett Mangelis



Early in our history, the San Francisco Women's Cancer Network needed help with branding. A generous, talented, and kind-hearted designer saw the potential for our work and her imagination took flight. Brett Mangels created and gifted a brand identity that has endured the test of time. She created collateral materials that included a logo, stationary, business cards and folders.

In honor of her original creative contribution, we've established the Angel Investor award, to inspire others to contribute to the Network's efforts in creative ways. Pro bono contributions offer a wonderful opportunity to share skills, create a sense of connection and invest in the future work of the Network, supporting women with cancer.

> Thank you to Brett Mangels We are indebted to you, our first Angel Investor!



San Francisco Women's Cancer Network Organizations

Bay Area Cancer Connections

Breastoration Ink

California Health Collaborative

Chinatown Public Health Center Women's Cancer Support Group

Círculo de Vida Cancer Support and Resource Center

Pilipino Senior Resource Center

Rafiki Coalition

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UCSF Helen Diller Family Comprehensive Cancer Center_

Income

| Foundation | \$ 15,000 |
|------------------------------|---------------|
| Corporation | \$ 11,074 |
| Individual Donation | \$ 3,423 |
| UCSF | \$ 2,500 |
| Government Contract | \$ 115,417 |
| Miscellaneous | \$ 285 |
| San Francisco Health Plan | \$ 30,000 |
| California Covid Relief Fund | \$ 15,000 |
| Total Income | \$ 192,700 |

Expense

Administrative Expenses

| Rent, Supplies, Postage | \$ 11,791 |
|---------------------------------|---------------|
| Utilities | \$ 1,336 |
| Board Development | \$ 350 |
| Website Maintenance | \$ 289 |
| 501C-3 Maintenance Charges | \$ 15 |
| Insurance | \$ 3,382 |
| Memberships | \$ 125 |
| CPA | \$ 500 |
| Miscellaneous | \$ 388 |
| Administrative Expenses - Other | \$ 597 |
| Total - Administrative Expenses | \$ 18,774 |
| Program Oversight and Admin | \$ 62,172 |
| Consultant | \$ 2,100 |
| Program Cost | \$ 80,869 |
| Total - Program Expense | \$ 145,141 |
| Total Expense | \$ 163,915 |
| Restricted Funds | \$ 28,785 |
| | |

Future Growth of Our Programs



The San Francisco Women's Cancer Alliance (SFWCA) is a program of the San Francisco Women's Cancer Network. The idea for this program began before the pandemic, which stalled its expansion. In 2022 and beyond, we'll be working to magnify our efforts. Lack of insurance, language barriers, social, economic, and cultural barriers play a huge role in accessing quality health care. Our Alliance will identify and address gaps within the healthcare institutions to reach all women in the city and county of San Francisco.

The mission of this program is to effectively advocate through a network of community partners and legislators for access to quality health care for all women, with the goal of reducing health disparities among racial and ethnic minorities. As an Alliance, we work closely with other community and advocacy groups throughout the San Francisco Bay Area and California to support legislation that has a major impact on programs and services that affect the communities we serve.

Meetings create an opportunity to maintain a well-informed and diverse representation of community members, who by working together, positively, and significantly impact the health and wellness of medically underserved women in the city and county of San Francisco. With the guidance of the SFWCN, the Alliance meets quarterly via Zoom and/or in person when it is safe.

Advisory Council Formation

In 2022 we will be focusing our efforts on the creation of an Advisory Council comprised of other safety-net providers outside the Network. Women facing cancer must deal with a wide range of issues in addition to medical care than include securing the most basic of needs like food, rent, utilities and transportation. We will continue to seek participation from representatives of Food Banks, Housing, Financial Assistance, Health Insurance Information, Mental Health, Transportation Assistance and the like. Strengthening our connections to these other essential safety-net services is something our Network members recognize as vital to the continuum of care.

Expansion of Our Patient Navigation Program

We are actively seeking funding to expand our patient navigation program in an effort to reduce health disparities among racial and ethnic minorities through culturally competent communications and guidance.





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