

Annual Impact Report

Data Period: FY July 1, 2022 – June 30, 2023



What the CARE Program Provides

The CARE (Campus Advocacy, Resources and Education) Program provides free, confidential support to any UCSF affiliate, including students, staff, faculty, postdocs, and researchers who have experienced discrimination, harassment, or abuse related to race, ethnicity, national origin, or other protected identities and to any UCSF affiliate who has experienced interpersonal violence including but not limited to sexual assault, dating/intimate partner violence, sexual harassment or stalking.

Mission

We honor the inherent dignity and worth of all people and believe that everyone has a right to healing, wholeness, happiness, fulfillment, and a life free of violence and abuse. To achieve that, we collaborate with our UC and community partners to create an environment free of racial harassment, discrimination, sexual violence, sexual harassment, intimate partner violence, stalking, and sexual misconduct. Our mission is to eliminate oppression and prevent violence and other harms.

Clients' Primary Concerns and Reasons they seek CARE Program Services

- Experiencing disparate treatment due to a protected identity (i.e., race, ethnicity, national origin, etc.)
- Feeling isolated and ostracized by others in the UCSF community
- Impaired functioning resulting from traumatic experiences
- Concern for physical and emotional safety
- Support with navigating Administrative, Criminal, and Civil Processes

Outreach and Prevention



CARE conducted **45** training sessions and presentations, including **21** for staff and faculty and **24** for academic program orientations for new students.



CARE reached **554** staff and faculty through trainings, presentations, or events.



CARE reached **1037** students through events and presentations.

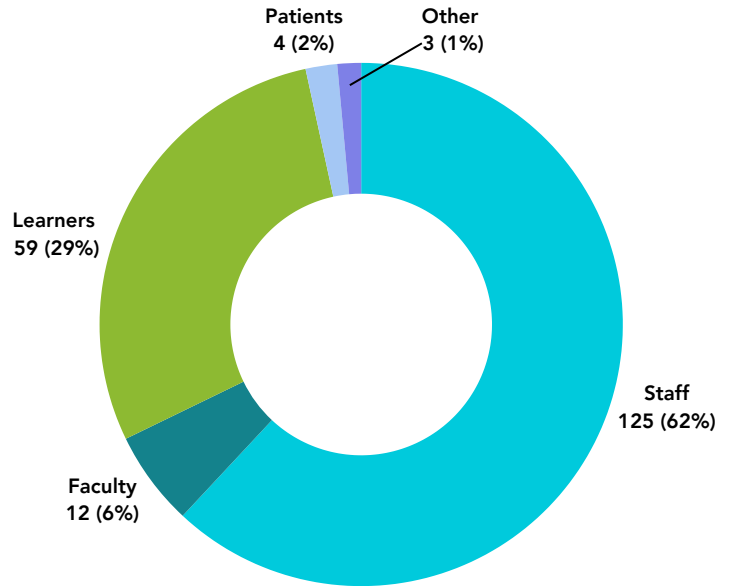


Healing and Wellness Programming

- **Yoga as Healing Program** is designed to support BIPOC- identified students and is open to all UCSF students. Equity in Mental Health Funding supports it in partnership with Student Health and Counseling Services.
- **Healing in Community Survivor Support Group** is a collaboration with UC Berkeley and UC Law San Francisco and is open to survivors of interpersonal violence.
- **NEW Centering our Stories: A Community Building Space for BIPOC Staff** is open to all UCSF staff. This initiative is a collaboration between the Office of Restorative Justice Practices and the Multicultural Resource Center.
- **Other Programing** includes a monthly yoga series, sound healing workshops, and community engagement events.

CARE Program Clients Supported Total 203

- Faculty = 12 (6%)**
- Learners = 59 (29%)**
 - Students = 39
 - Residents = 2
 - Postdocs = 13
 - Fellow = 1
 - Researcher = 4
- Staff = 125 (62%)**
 - Campus = 22
 - Health = 103
- Patients = 4 (2%)**
- Other = 3 (1%)** people harmed by a UCSF affiliate



Themes

Reflecting on the past year, we highlight key themes that we have observed.

Institutional Betrayal

Institutional betrayal can arise when high-level messages and commitments don't match the actual lived experiences of community members. A lack of support or acknowledgement of the initial harm and its impact, can cause subsequent trauma. Such betrayal causes disillusionment and mistrust and is exacerbated by institutional remedies that fail to meet individual needs.

Procedural Justice

Lengthy formal investigative processes can delay healing and impair an individual's ability to function optimally in the workplace and academic settings. Community members also expressed frustration with the formal processes' inability to remedy harm and hold people accountable.

Risks in Naming and Addressing Identity-Based Harms

Sharing experiences of discrimination can lead to being labeled as "unprofessional" and "disrespectful." This discourages others from speaking out and seeking support and can create a culture of silence. Lack of racial, ethnic, gender, or cultural diversity can amplify feelings of isolation.

Power Dynamics and Influence

Individuals who misuse their power in hierarchical settings can create a hostile environment and hinder open communication, trust, and respect. This dynamic can have long term impacts on individual careers or educational trajectories.



What Do Clients Say About CARE?

“CARE is an incredible resource at UCSF. How a passionately committed team of two advocates makes such an enormous positive difference in the lives of so many in our UCSF community is awe-inspiring. I am deeply grateful for the services, empathy and expertise provided as well as the diligence with follow-up. CARE provided me a safe and completely confidential space to unmask around what I experienced and connected me with resources supportive of my healing. This made a transformative difference in my life and instilled me with confidence in my own strength to overcome and thrive.”

“Thank you CARE for being there to just listen and provide options.”

Looking Ahead



Expand our healing and wellness centered programming



Increase harm prevention efforts by increasing staffing



Enhance collaboration with both UCSF and community partners

Recommendations

To advance equity and belonging we advocate for:



- Expanding access to confidential resources and support services to create safer, more inclusive and engaged environments to help with productivity and retention.
- Training managers in trauma-informed, skill building approaches to reduce reliance on formal processes and address discrimination and bias in teams, creating a more inclusive and supportive environment.
- Increasing resources for formal processes and enhancing transparency regarding timelines and decision-making to improve accountability and provide better protection from retaliation.

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