



Legacy Business Registry Staff Report

Hearing Date: May 8, 2023

MAITRI COMPASSIONATE CARE

Application No.: LBR-2017-18-014
Business Name: Maitri Compassionate Care
Business Address: 401 Duboce Ave.
District: District 8
Applicant: Michael E. Armentrout, Executive Director
Nomination Date: August 24, 2017
Nominated By: Supervisor Jeff Sheehy
Staff Contact: Richard Kurylo and Michelle Reynolds
legacybusiness@sfgov.org

BUSINESS DESCRIPTION

Maitri Compassionate Care is a licensed Residential Care Facility for the Chronically Ill (RCFCI) and 501(c)(3) nonprofit. Maitri is Sanskrit for "compassionate friendship." Maitri was founded by Issan Dorsey at 57 Hartford Street in the Castro Neighborhood in November 1987 and was officially established with the California Secretary of State on April 14, 1993. It is the only AIDS-specific residential care facility in California focusing on the underserved community of those dying of or severely debilitated by AIDS. At the time of this application, they are only one of two institutions in the city that provide in-house residential care for those specifically with HIV/AIDS.

Fourteen of Maitri's 15 beds are reserved for HUD-defined low-income people and represent 100 percent of San Francisco's non-institutional hospice beds. Since opening in 1987, Maitri has been the final home for more than 2,000 people who lived with AIDS. Eighty percent of Maitri's population are homeless, and 60 percent are affected by mental disease and substance use disorder. The combination of HIV treatment advances and the intensive care at Maitri have significantly reduced AIDS-related deaths at the facility. In 1995, nearly all residents passed away at Maitri; the death rate declined to 20 percent in 2022. Maitri's medical care team and their expert knowledge about the HIV/AIDS virus make Maitri the leader for HIV/AIDS care in San Francisco.

Maitri's model residential care program employs eight components: (1) nursing and attendant care; (2) mental health care; (3) comfortable accommodations; (4) food and nutrition; (5) social work case management; (6) resident activities; (7) volunteer programs; and (8) BRANCH Aftercare.

Guests are cared for by multi-disciplinary professionals including nurses, attendants, social workers, physicians, and mental health clinicians. Residents receive spiritual, pastoral, emotional, and practical support from a large pool of trained volunteers. Additionally, residents and their families are served nutritious, home-cooked meals to their residents and their families. Residents can join in on enrichment activities such as music, art, animal-assisted therapy, meditation, yoga, therapeutic bodywork, and social outings.

In recent years, Maitri has expanded their services to include and serve the evolving needs of their clients. Most of Maitri's clients come for short-term medical respite and restorative care or gender affirmation care. Maitri also offers BRANCH Aftercare to support former residents as they transition into independence, which includes ongoing therapy, case management, and invitations to Maitri events. Maitri has two social workers that assist residents with finding permanent housing, getting funds from the City and State, and getting them readjusted back into society.

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CRITERION 1

Has the applicant operated in San Francisco for 30 or more years, with no break in San Francisco operations exceeding two years?

Yes, Maitri Compassionate Care has operated in San Francisco for 30 or more years, with no break in San Francisco operations exceeding two years:

Prior to official incorporation with the State of California:
57 Hartford St. from 1987 to 1993 (6 years)

After official incorporation with the State of California:
57 Hartford St. from 1993 to 1997 (4 years)
401 Duboce Ave. from 1997 to Present (26 years)

CRITERION 2

Has the applicant contributed to the neighborhood's history and/or the identity of a particular neighborhood or community?

Yes, Maitri Compassionate Care has contributed to the history and identity of the Castro/Upper Market neighborhood and San Francisco.

The Historic Preservation Commission recommended the applicant as qualifying, noting the following ways the applicant contributed to the neighborhood's history and/or the identity of a particular neighborhood or community:

- Maitri Compassionate Care has been associated with the San Francisco AIDS walk for many years and the Academy of Friends Oscar Gala, which raises money for AIDS organizations in San Francisco. Maitri is supported frequently by the Grassroots Gay Rights Fund as well.
- Maitri Compassionate Care was founded by Issan Dorsey, a major figure in San Francisco in 1987. Dorsey was described as “magnetic, magnanimous, and luminous” and created a compassionate and caring community for hundreds of men and women with AIDS. Dorsey once said “AIDS wakes us up to the fact that life is fatal. It’s not AIDS that’s fatal, if you have AIDS you’re alive.”
- Maitri Compassionate Care has been featured in POZ magazine, HIV PLUS magazine, and several other HIV/AIDS publications for their work with the underprivileged and homeless in San Francisco. The business has been covered by the Bay Area Reporter and the San Francisco Bay Times newspaper.

CRITERION 3

Is the applicant committed to maintaining the physical features or traditions that define the business, including craft, culinary, or art forms?

Yes, Maitri Compassionate Care is committed to maintaining the physical features and traditions that define the organization.

HISTORIC PRESERVATION COMMISSION RECOMMENDATION

The Historic Preservation Commission recommends that Maitri Compassionate Care qualifies for the Legacy Business Registry under Administrative Code Section 2A.242(b)(2) and recommends safeguarding of the below listed physical features and traditions.

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Physical Features or Traditions that Define the Business:

- Mural on Duboce Avenue façade that represents Maitri's history and mission, funded by the San Francisco Arts Commission.
- Continued acceptance to any person with advanced HIV/AIDS regardless of race, sex, gender, and sexual identity.
- Lack of judgment for any individual regardless of mental health or substance use disorder.
- Compassionate residential care to men and women in need of hospice or 24-hour care.
- The deepest respect and love for life among its residents and caregivers.

CORE PHYSICAL FEATURE OR TRADITION THAT DEFINES THE BUSINESS

Following is the core physical feature or tradition that defines the business that would be required for maintenance of the business on the Legacy Business Registry.

- Residential care.

STAFF RECOMMENDATION

Staff recommends that the San Francisco Small Business Commission include Maitri Compassionate Care currently located at 401 Duboce Ave. in the Legacy Business Registry as a Legacy Business under Administrative Code Section 2A.242.

Richard Kurylo and Michelle Reynolds
Legacy Business Program

Legacy Business Program

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Small Business Commission

Resolution No. _____

May 8, 2023

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Adopting findings approving the Legacy Business Registry application for Maitri Compassionate Care, currently located at 401 Duboce Ave.

WHEREAS, in accordance with Administrative Code Section 2A.242, the Office of Small Business maintains a registry of Legacy Businesses in San Francisco (the "Registry") to recognize that longstanding, community-serving businesses can be valuable cultural assets of the City and to be a tool for providing educational and promotional assistance to Legacy Businesses to encourage their continued viability and success; and

WHEREAS, the subject business has operated in San Francisco for 30 or more years, with no break in San Francisco operations exceeding two years; or

WHEREAS, the subject business has operated in San Francisco for more than 20 years but less than 30 years, has had no break in San Francisco operations exceeding two years, has significantly contributed to the history or identity of a particular neighborhood or community and, if not included on the Registry, faces a significant risk of displacement; and

WHEREAS, the subject business has contributed to the neighborhood's history and identity; and

WHEREAS, the subject business is committed to maintaining the physical features and traditions that define the business; and

WHEREAS, at a duly noticed public hearing held on May 8, 2023, the San Francisco Small Business Commission reviewed documents and correspondence, and heard oral testimony on the Legacy Business Registry application; therefore

BE IT RESOLVED, that the Small Business Commission hereby includes Maitri Compassionate Care in the Legacy Business Registry as a Legacy Business under Administrative Code Section 2A.242.

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BE IT FURTHER RESOLVED, that the Small Business Commission recommends safeguarding the below listed physical features and traditions at Maitri Compassionate Care.

Physical Features or Traditions that Define the Business:

- Mural on Duboce Avenue façade that represents Maitri's history and mission, funded by the San Francisco Arts Commission.
- Continued acceptance to any person with advanced HIV/AIDS regardless of race, sex, gender, and sexual identity.
- Lack of judgment for any individual regardless of mental health or substance use disorder.
- Compassionate residential care to men and women in need of hospice or 24-hour care.
- The deepest respect and love for life among its residents and caregivers.

BE IT FURTHER RESOLVED, that the Small Business Commission requires maintenance of the below listed core physical feature or tradition to maintain Maitri Compassionate Care on the Legacy Business Registry:

- Residential care.

I hereby certify that the foregoing Resolution was ADOPTED by the Small Business Commission on May 8, 2023.

Katy Tang
Director

RESOLUTION NO. _____

Ayes –
Nays –
Abstained –
Absent –

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Legacy Business Registry

Application Review Sheet

Application No.: LBR-2017-18-014
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CRITERION 1: Has the applicant has operated in San Francisco for 30 or more years, with no break in San Francisco operations exceeding two years?
 X Yes No

Prior to official incorporation with the State of California:
57 Hartford St. from 1987 to 1993 (6 years)

After official incorporation with the State of California:
57 Hartford St. from 1993 to 1997 (4 years)
401 Duboce Ave. from 1997 to Present (26 years)

CRITERION 2: Has the applicant contributed to the neighborhood's history and/or the identity of a particular neighborhood or community?
 X Yes No

CRITERION 3: Is the applicant committed to maintaining the physical features or traditions that define the business, including craft, culinary, or art forms?
 X Yes No

NOTES: N/A

DELIVERY DATE TO HPC: March 22, 2023

Richard Kurylo and Michelle Reynolds
Legacy Business Program

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Member, Board of Supervisors
District 8



City and County of San Francisco

JEFF SHEEHY

August 24, 2017

Re: Nomination of Maitri for the Legacy Business Registry

Dear Director Regina Dick-Endrizzi,

I am writing to nominate Maitri for the Legacy Business Registry.

Since 1987, Maitri has provided compassionate residential care to men and women living with AIDS. Maitri is a recognized leader in residential care for people living with AIDS and is the only AIDS-specific residential care facility in California focusing on the underserved community of those dying of or severely debilitated by AIDS.

I believe Maitri and the people they help would benefit from becoming part of San Francisco's Legacy Business Registry. Thank you for your consideration.

Sincerely,

A handwritten signature in black ink that reads "Jeff Sheehy".

Jeff Sheehy
Member, San Francisco Board of Supervisors



Legacy Business Registry Application



Business Information

Business name: Maitri Compassionate Care

Business owner name(s): Michael E. Armentrout, Executive Director

Identify the person(s) with the highest ownership stake in the business

Current business address: 401 Duboce Ave., San Francisco, CA 94117

Telephone: (415) 558 – 3001

Email:

Mailing address (if different than above):

Website: www.maitrisf.org

Facebook: www.facebook.com/MaitriSF/

Twitter:

7-digit San Francisco Business Account Number (BAN): 0 9 4 1 0 0 8

Do any of these describe your business? (select all that apply)

Requires at least 51% of the business be owned, operated, and controlled by the business designation below.

☐ Immigrant-Owned Business

☐ Owned by Person with a Disability

☐ LGBTQ+-Owned Business

☐ Veteran-Owned Business

☐ Minority-Owned Business*

☐ Woman-Owned Business

**Minority is defined as on or more of the following racial or ethnic groups: American Indian or Alaska Native; Asian; Black or African American; Hispanic or Latino; Middle Eastern or North African; Native Hawaiian/Other Pacific Islander*

Contact Person Information

Contact person name: Michael E. Armentrout

Contact person title: Executive Director

Contact telephone: (415) 558 – 3001

Contact email:

Business Location(s)

List the business address of the original San Francisco location, the start date of business, and the dates of operation at the original location. Check the box indicating whether the original location of the business in San Francisco is the founding location of the business.

If the business moved from its original location and has had additional addresses in San Francisco, identify all other addresses and the dates of operation at each address.

Original San Francisco address: Hartford Zen Center, 57 Hartford St. Zip Code: 94114

Is this location the founding location of the business? (Y/N): Y

Dates at this location: From: 1987 To: 1997

Other address (if applicable): 401 Duboce Ave. Zip Code: 94117

Dates at this location: From: 1997 To: Present

Other address (if applicable): Zip Code:

Dates at this location: From: To:

Other address (if applicable): Zip Code:

Dates at this location: From: To:

Other Address (if applicable): Zip Code:

Dates at this location: From: To:

Other address (if applicable): Zip Code:

Dates at this location: From: To:

Applicant Disclosures

San Francisco Taxes, Business Registration, Licenses, Labor Laws and Public Information Release.

This section is verification that all San Francisco taxes, business registration, and licenses are current and complete, and there are no current violations of San Francisco labor laws. This information will be verified. A business deemed not current with all San Francisco taxes, business registration, and licenses, or has current violations of San Francisco labor laws, will not be eligible to apply for grants through the Legacy Business Program.

In addition, we are required to inform you that all information provided in the application will become subject to disclosure under the California Public Records Act.

Please read the following statements and check each to indicate that you agree with the statement. Then sign below in the space provided.

- ☒ I am authorized to submit this application on behalf of the business.
- ☒ I attest that the business is current on all of its San Francisco tax obligations.
- ☒ I attest that the business's business registration and any applicable regulatory license(s) are current.
- ☒ I attest that the Office of Labor Standards and Enforcement (OLSE) has not determined that the business is currently in violation of any of the City's labor laws, and that the business does not owe any outstanding penalties or payments ordered by the OLSE.
- ☒ I understand that documents submitted with this application may be made available to the public for inspection and copying pursuant to the California Public Records Act and San Francisco Sunshine Ordinance.
- ☒ I hereby acknowledge and authorize that all photographs and images submitted as part of the application may be used by the City without compensation.
- ☒ I understand that the Small Business Commission may revoke the placement of the business on the Registry if it finds that the business no longer qualifies, and that placement on the Registry does not entitle the business to a grant of City funds.

Name: *MICHAEL E. ARMENTROUT, EXECUTIVE DIRECTOR*

Signature: *Michael E. Armentrout*

Date: *3/21/23*

MAITRI COMPASSIONATE CARE

Written Historical Narrative

INTRODUCTION

a. Describe the business. What does it sell or provide?

Maitri Compassionate Care is a licensed Residential Care Facility for the Chronically Ill (RCFCI), housed in a custom-designed facility at 401 Duboce Avenue. Maitri (pronounced “my-tree”) is Sanskrit for “compassionate friendship.” The organization provides compassionate residential care for people in need of hospice, respite, or 24-hour medical care. Maitri strives to provide care that is dignified, nonjudgmental, and unconditional.

Maitri Compassionate Care provides 24-hour medical care to residents with advanced HIV/AIDS, including three meals a day that meet all dietary requirements. Since its founding, Maitri has been providing steady medical care to its residents, providing one Licensed Vocation Nurse (team leader) and one Certified Nursing Assistant per eight-hour shift. The medical care and their expert knowledge about the HIV/AIDS virus make Maitri the leader for HIV/AIDS care in San Francisco. They are only one of two institutions in the city that provide in-house residential care for those specifically with HIV/AIDS.

Maitri Compassionate Care also serves people recovering from gender affirmation surgery, providing clients with short-term medical respite, restorative care, and gender affirmation care.

b. Describe who the business serves.

As of 2023, more than 80% of Maitri’s clients come to Maitri for short-term medical respite and restorative care or gender affirmation care.

Traditionally, Maitri Compassionate Care has provided 24-hour medical care to residents with advanced HIV/AIDS. Maitri’s 24-hour nursing staff ensure HIV treatment adherence for residents that in many cases stabilizes their health to the point that they can be safely discharged. In 2022, 40 percent of residents experienced sufficient improvement in health through Maitri’s residential care program that they were able to be discharged to permanent housing. Maitri’s social workers work closely with these residents to ensure that they are discharged to a safe and healthy environment and have access to permanent housing. The average resident stay is currently about 12 months. As necessary, Maitri maintains a waiting list of potential future residents. The combination of HIV treatment advances and the intensive care at Maitri have significantly reduced AIDS-related deaths at the facility. In 1995, nearly all residents died at Maitri. The death rate declined to 20 percent in 2022.

Maitri’s client population includes very low-income individuals with disabling HIV/AIDS who require 24-hour care for skilled-nursing or hospice needs. Mental health professionals are on staff to provide individual and group therapy available to all residents and those discharged to independent living in our BRANCH Aftercare program. In 2022, 100% of residents had monthly

incomes at or below the Federal Poverty Level (FPL). Proper food and nutrition are critical for maintaining health for people with compromised immune systems. Many residents are suffering from malnourishment prior to coming to Maitri. In addition, some HIV medications must be taken with food for maximum efficacy. Clients who are homeless or not living in permanent housing may not have access to food necessary to take their medications. Clients with digestive issues may not have access to foods that they can tolerate. People with certain medical conditions have special dietary requirements, including those with diabetes and renal issues. Maitri provides all of its residents with three nourishing meals per day, reversing the effects of malnourishment and improving health outcomes.

The eight components of Maitri's model residential care program for people living with AIDS are:

- Nursing and attendant care
- Mental health care
- Comfortable accommodations
- Food and nutrition
- Social work case management
- Resident activities
- Volunteer programs
- BRANCH Aftercare

c. In about 2-5 words (15-30 characters), describe what the business is known for.

Compassionate residential care.

CRITERION 1: The business has operated in San Francisco for 30 or more years, with no break in San Francisco operations exceeding two years

a. Provide a short history of the business, including locations and owners.

Maitri Compassionate Care is a nonprofit hospice and medical stabilization facility for underserved San Franciscans that was established with the California Secretary of State on April 14, 1993.

The organization's history dates back to November 1987 when Zen teacher Issan Dorsey of the [Hartford Street Zen Center](#) at 57 Hartford Street in the Castro neighborhood took in a homeless student, J.D. Kobezak, who was dying of AIDS. Kobezak had been diagnosed with AIDS dementia and peripheral neuropathy. With the help of the Visiting Nurses Hospice organization and volunteers from the community, Dorsey provided him with 24-hour care. Kobezak ultimately lived for more than two years under Dorsey's care and was the first resident of what came to be known as Maitri AIDS Hospice.

By the time Dorsey himself died in September 1990 of AIDS-related illness, Maitri AIDS Hospice had grown to become an eight- room residential hospice at its Hartford Street location in the heart of San Francisco's Castro district, a place of solace in a community ravaged by AIDS.

Maitri transitioned and was renamed Maitri Compassionate Care on April 14, 1993.

As the dynamics of the AIDS epidemic changed – new drugs helped reduce mortality but increased the number of patients living with severe debilitations – Maitri responded flexibly by doubling its capacity and extending care to non-hospice patients. This program expansion coincided with Maitri's relocation to a state-licensed, custom-designed facility in late 1997 at 401 Duboce Avenue.

In 2004, Maitri AIDS Hospice changed its name to Maitri Compassionate Care, maintaining its 501(c)(3) status and founding date of April 14, 1993.

As of 2020, Maitri began offering BRANCH Aftercare to help support former residents as they transition into independence. BRANCH Aftercare includes ongoing therapy, case management, and invitations to events at Maitri.

In 2022, Maitri expanded its care to meet the needs of the community and began serving people recovering from gender affirmation surgery.

Maitri currently offers 15 private guestrooms, 14 of which are reserved for HUD-defined low-income individuals diagnosed with advanced AIDS. Each room is stocked with clean, warm linens, has an en-suite bathroom, and is decorated to fit the personality of its guest. As a source of revenue to sustain its AIDS-focused mission, Maitri also offers one room, when available, for non-AIDS hospice applicants at a private-pay rate. Maitri has a home-like feel, with two enclosed garden areas, a meditation and ritual space, and communal living and dining areas.

b. Provide the ownership history of the business in a consolidated year-to-year format.

Maitri is a non-profit organization and has not had an owner. On April 14, 1993, Maitri became a 501(c)(3) corporation. Incorporation papers were filed by William Aselytyne (the Executive Director at the time) and Dahlia Kamesar. Maitri has been under the leadership of the 12-member Board of Directors that has changed in membership over the years.

c. Describe any circumstances that required the business to cease operations in San Francisco for any significant length of time.

The agency has operated continuously in San Francisco since it was founded.

CRITERION 2: The business has contributed to the neighborhood's history and/or the identity of a particular neighborhood or community

a. Describe the business' contribution to the history and/or identity of the neighborhood, community, business sector, or San Francisco as a whole.

Maitri is the only AIDS-specific residential care facility in California focusing on the underserved community of those dying of or severely debilitated by AIDS. Fourteen of their 15 beds are reserved for HUD-defined low-income people and represent 100 percent of San Francisco's non-institutional hospice beds. Since opening in 1987, Maitri has been the final home for more than 2,000 people who lived with AIDS. Eighty percent of Maitri's population are homeless and 60 percent are affected by mental disease and substance use disorder. Maitri has been the center point for those individuals with advanced HIV/AIDS and no means to care for themselves. Maitri is a recognized leader in residential care for people living with AIDS. They serve as a model program.

b. Is the business associated with significant people or events, either now or in the past?

Maitri has been the recipient of donations from the San Francisco AIDS Walk for many years and also from the Academy of Friends Oscar Gala, which raises money for AIDS organizations in San Francisco. Maitri is supported frequently by the Grassroots Gay Rights Fund as well.

Issan Dorsey, the founder of Maitri, was a major figure in San Francisco in 1987. Described as "magnetic, magnanimous and luminous," Issan (Tommy) Dorsey, the colorful founder of Maitri, created a caring community for hundreds of men and women with AIDS, and left behind a legacy of wisdom and compassion that continues to inspire us today. Issan once said, "AIDS wakes us up to the fact that life is fatal. It's not AIDS that's fatal, if you have AIDS you're alive." Issan himself died at Maitri of AIDS-related lymphoma in 1990. From drug-addled drag queen to Zen master, Issan's life reflected his innate ability to "charm people senseless." He left a group of followers devoted to deal with whatever came to the door. For more details about Issan's life, see the memoir *Street Zen: The Life and Work of Issan Dorsey* by David Schneider, Shambala Publications, 1993.

c. How does the business demonstrate its commitment to the community?

Maitri is a compassionate place for those dying with advanced HIV/AIDS. Maitri's mission is "No one should have to suffer, transition, or die alone."

Maitri cares for those in our community who are considered underprivileged, poor, and/or homeless. Guests are cared for by multi-disciplinary professionals including nurses, attendants, social workers, physicians, and mental health clinicians. Residents are also offered spiritual and pastoral services and receive emotional and practical support from a large pool of trained volunteers. Maitri's food service department serves nutritious, home-cooked meals to their residents and their families, providing individual dietary plans when necessary. Residents are invited to join in activities including music, art, and animal-assisted therapy, meditation, yoga, therapeutic bodywork, and social outings. Maitri has two social workers that assist residents

with finding permanent housing, getting funds from the city and state, and getting them readjusted back into society. A resident who is actively dying is never left alone at Maitri; there is always someone with a resident during his or her final hours.

d. Has the business ever been referenced in the media, business trade publication, and/or historical documents?

Maitri has been featured in POZ, HIV Plus, HIV Magazines, and several other HIV/AIDS publications for their work with the underprivileged and homeless in San Francisco. Maitri has also been covered by the Bay Area Reporter and the San Francisco Bay Times newspapers.

e. Has the business ever received any awards, recognition, or political commendations?

Maitri's Board of Directors received the Citibank Community Stewardship Award.

f. How would the community be diminished if the business were to be sold, relocated, shut down, etc.?

If Maitri Compassionate Care were to close, those individuals with HIV/AIDS and no financial resources would be greatly affected and displaced. The homeless men and women with HIV/AIDS would have nowhere to go for treatment and housing. Maitri maintains a waiting list based upon demand for hospice and respite care. Under contracts with the City and County of San Francisco, Maitri is expected to continue operations for at least 25 more years.

CRITERION 3: The business is committed to maintaining the physical features or traditions that define the business

a. Is the business associated with a culturally significant building, structure, object, signage, mural, architectural detail, neon sign, or any other special physical feature that defines the business?

Maitri owns its building, which is adorned with the feel of a Zen environment. Maitri has recently completed a large mural on the Duboce Street side of the building that represents Maitri's history and mission. This mural was funded by the San Francisco Arts Commission.

b. In a few words, describe the main business activity you commit to maintaining.

The Maitri mission statement that "no one should have to suffer, transition, or die alone" is the very core of who Maitri is. They accept any person with advanced HIV/AIDS regardless of race, sex, gender, and sexual identity. Maitri admissions policy does not judge any individual regardless of mental health or substance use disorder. Maitri provides compassionate residential care to men and women in need of hospice or 24-hour care and cultivates the deepest respect and love for life among its residents and caregivers.

At Maitri, they strive to provide the type of care that each of us would like to receive at the end of our lives – care that is dignified, non-judgmental, and unconditional. They hold dear the

principle that each resident has the right to determine the degree of choice and awareness with which to experience life and death.

The Board of Directors of Maitri have been firm in their commitment to maintaining their tradition of care and business model for HIV/AIDS. Hospitals, social workers, doctors, and clinics continue to use Maitri as a reference for the underprivileged population in San Francisco with advanced HIV/AIDS. Maitri has been at their current location since 1997 with an open door policy for those with HIV/AIDS. Their job has been to cure, not judge, individuals with HIV/AIDS.

c. What challenges is the business facing today?

Maitri's greatest challenge, one shared by many HIV/AIDS organizations in San Francisco, is stagnant city and county funding resulting in ever-growing shortfalls in revenue. These shortfalls must be covered by donations from corporations, foundations, and individuals committed to Maitri's mission. This too is becoming a greater challenge as a limited number of donors, many elderly and survivors of the AIDS epidemic, are retiring with income restrictions or ultimately their own deaths.

Legacy Business Program staff will add the following details:

a. Features or traditions that define the business and should be maintained for the business to remain on the Legacy Business Registry.

Residential care for people in need of hospice, respite, or 24-hour medical care.

b. Other special features of the business location, such as if the property associated with the business is listed on a local, state, or federal historic resources registry.

The building at 401 Duboce Avenue has a Planning Department Historic Resource Status of "A - Historic Resource Present." It was built in 1925 on formerly vacant land by the contracting firm of American Concrete Company, and designed by the architect Joseph Pasqualetti, a founder and partner of the company.

With regard to California Register Criterion 1 (history/events), this property is considered under the 1906 Earthquake and Fire reconstruction context of the historic context statement since it is both an identified building type (commercial/industrial loft) and dates from the period of significance (1906-1929) of that context. Based on its appearance, the building is also considered under California Register Criterion 3 (design/construction).

The building was originally known as the St. Cecile Hotel. In 1936, it was renamed the Commerce Hotel, and in 1940 it became the Hotel Opera. The building is four stories plus basement and had an elevator.



MAITRI'S "NEVER ALONE" MURAL



THANK YOU!



DTNA

Maitri











No one should have to suffer, transition or die alone.



Maitri is a licensed Residential Care Facility for the Chronically Ill (RCFCI) that provides compassionate residential care to people living with HIV/AIDS who are in need of 24-hour medical or mental health care for hospice, respite and restoration, or gender affirmation support.

Our history

In 1987, Zen teacher Issan Dorsey of the Hartford Street Zen Center took in a homeless student dying of AIDS.

This act of compassion sparked the beginning of Maitri Compassionate Care. Located in the heart of San Francisco's Castro District, Maitri became an eight-bed hospice, a place of solace in a community ravaged by AIDS.

We are now a 15-bed facility that has evolved with our community. Over the years, advancements in medicine raised clients' life expectancy, but increased the complexity of care.

Maitri responded by expanding our services to focus on short-term respite and restorative care and increasing our capacity.

Who we serve

Maitri primarily serves people who make low-incomes and people who have a history of housing instability.

The majority of our clients have co-occurring conditions that usually include mental health issues and substance misuse in addition to their HIV/AIDS diagnosis.

Annually, we provide more than 17,000 meals and serve an average of 50 people.



Contact information

Tomas Moreno, Development Director
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415-558-3003

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Our programs

Hospice & End of Life Care:

Clients who have been given a prognosis of 6 to 12 months and seek either palliative care or aggressive treatment with the need for 24-hour nursing care and assistance with their daily lives.

Respite and Restorative Care

Clients who need short-term medical stabilization and are too fragile to live independently.

Clients receive medical and mental health care to achieve their health goals with the ultimate goal of transitioning to the highest level of autonomy and independence in the community possible.

Our clients stay for 90 days to 18 months, depending on their needs.

Gender Affirmation Care

Transgender and gender non-conforming clients receive short-term medical support for pre/post-supportive gender affirming medical procedures.

Care is coordinated with their surgeons. Typical length of stay is 6 to 8 weeks, depending on the surgery.

BRANCH Aftercare

When clients leave Maitri, we offer to continue to provide psychosocial, mental health, and nutritional support services to help clients achieve and maintain the highest level of autonomy and independence as possible.

Maitri Affirmation Care

The MAC will be an expansion of our current services that addresses a direct and urgent need in our community – a safe, welcoming and compassionate place to receive post-surgical care after gender affirmation procedures.

The center will cater to folks who make low incomes and may not be able to access our level of professional care.

If you are interested in learning more or donating to the creation of Maitri's Affirmation Care, please reach out to:

Tomas Moreno at tmoreno@maitrisf.org or at 415-558-3003.

MAITRI VIDEO



Maitri San Francisco

<https://vimeo.com/715806676>

Published on May 31, 2022

Posted by [Edgar Garcia](#)

SFGATE

Health & Fitness

Maitri hospice is last of its kind in San Francisco / Palliative care provider only one of its kind left in S.F.

Sabin Russell, Chronicle Medical Writer
June 4, 2006



Chronicle / Lacy Atkins

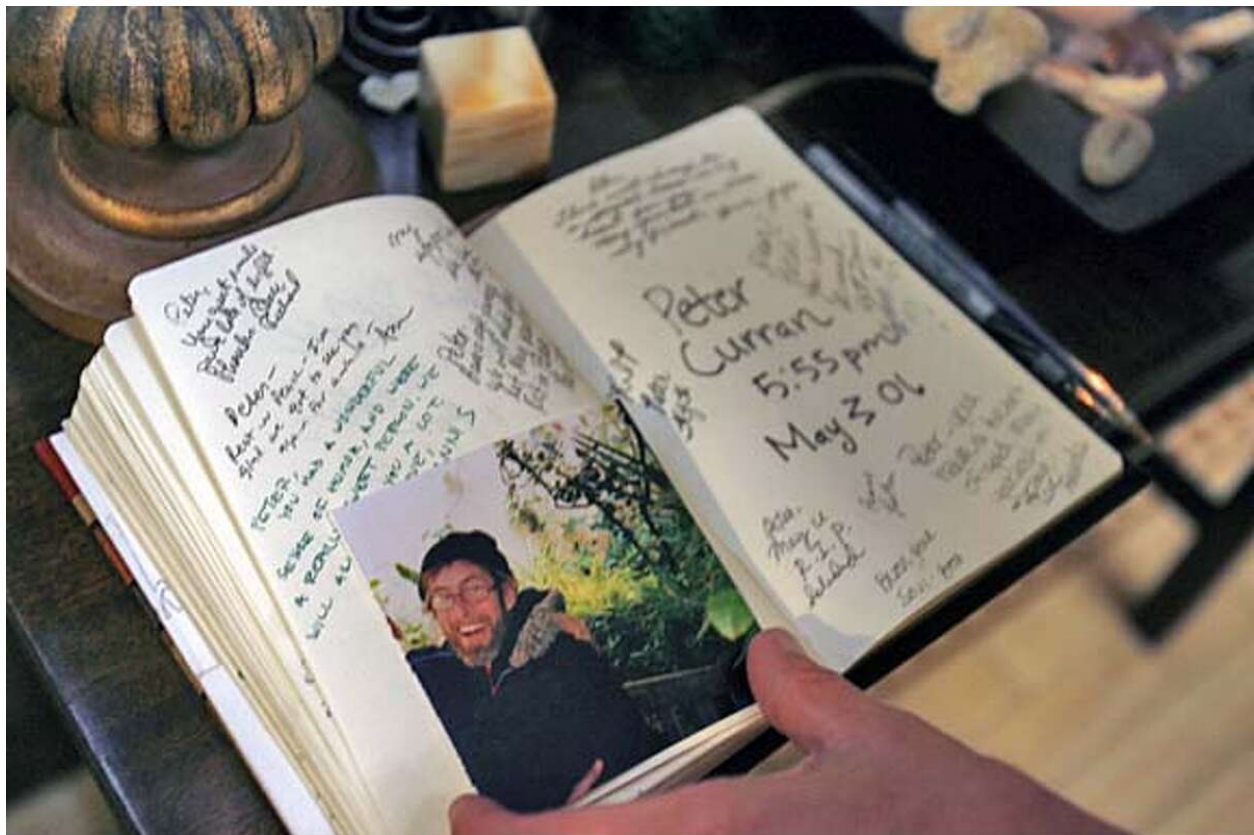
Marijean Renigen, a certified nursing assistant at Maitri, baths Peter Curran with vanilla, cinnamon and water, a Buddhist ceremony, after he passes away May 3, 2006. (Lacy Atkins/The Chronicle) **Marijean Renigen, Peter Curran
lacy atkins

Peter Curran entered the Maitri hospice in San Francisco in February, worn out from a four-year battle with AIDS and knowing he was unlikely to leave the place alive. He died there on May 3, with his parents at his bedside.

A former accountant, record store clerk, bicycle messenger and waiter -- among many other occupations for this jack-of-all-trades -- he left behind a grieving partner of 18 years and a Mission District apartment full of memories. He was a gentle soul, a bearded, lanky guy with glasses who loved music and mixed bouts of melancholy with a happy, clownish sense of the absurd.

He was 42.

Ten years after researchers found that a combination of antiviral drugs could virtually wipe HIV from the bloodstream and make the disease manageable, AIDS is still a killer. More than 15,000 Americans every year are still dying of it.



Chronicle / Lacy Atkins

A book of memories and a Polaroid of Peter Curran, lies on a table at the top of the stairs of with a lit candle after Peter died, May 3, 2006, at the Maitri hospice in San Francisco. The residents at the Maitria hospice in San Francisco, May 7, 2006. Photo By Lacy Atkins

lacy atkins

Curran succumbed to non-Hodgkin's lymphoma, a blood cancer that has become one of the most common causes of death among AIDS patients in the United States. Doctors remain uncertain whether the cancer is started by the virus, which devastates the body's immune system, or is a lethal side effect of the toxic drugs patients must take to keep HIV in check.

Peter continued to take antiviral drugs until just before his death, only stopping them when it was clear he had only days to live.

"We are all blessed with the advances in medicine, but they don't work for everyone. They don't work forever," said Tim Patriarca, executive director of Maitri (pronounced My-Tree), where people have gone to die of AIDS-related illnesses since 1987.

At the height of death and dying in the early 1990s, there were five AIDS hospices in San Francisco. Now, there is only one and, with just 15 beds, Maitri has a perpetual waiting list.

In addition to providing classic hospice care, where nearly all but pain medicines are withdrawn, Maitri offers skilled-nursing services for seriously ill AIDS patients. Sometimes that means long stays before death, and sometimes it means the health of patients improves to the point they can go home for a while -- as Curran did after a three-month stay last year.

Nevertheless, the focus here is on end-of-life care for people who will die long before their time.

"Our patients know it is a hospice. Eighty percent of those who walk in here, die here," Patriarca said.

Curran's room was bathed in sunlight from a window facing a courtyard planted with black bamboo and a purple-flowering princess bush. The sounds of the N-Judah streetcar and the hubbub of nearby Market Street were muffled and replaced by the buzz of hummingbirds as they hovered and zipped in and out of view.

"It's the best room in the house," he told a reporter just days before his death.

Curran's lymphoma had produced a tumor the size of a tomato on his chest. Radiation treatments shrunk it out of sight, but he grew increasingly listless and more in need of pain medication. As his health deteriorated, he would stop speaking in mid-sentence and nod out.

Maitri was founded by Issan Dorsey, a onetime drag queen, alcoholic and injection-drug user turned Buddhist monk. Dorsey, who was HIV-positive himself, sent ripples through the Buddhist community in San Francisco in 1987 when he opened the Hartford Street Zen Center in the Castro district to men dying of AIDS.

In the years since, at least 420 AIDS patients have died at Maitri, including Dorsey. Nine years ago, the hospice moved from Hartford Street in the heart of the Castro to its current location in a renovated food bank at Church and Duboce. It offers 24-hour care with a nurse and three assistants, and during the day provides meals family style around a table or in each patient's room.

Among Curran's neighbors was Sue Ellen Vennes, a 48-year-old self-described "Army brat" who grew up on Taiwan. "I wish I had never left China," she said. Sue Ellen saw her brother die of AIDS in San Francisco, developed a drug problem of her own and ended up living on the streets. Ten years ago, she found out she was HIV-positive.

Today, she keeps to herself at Maitri, taking her meals in her room, which she has decorated with prints from China.

She once weighed 89 pounds, but is now up to 109. Her medical chart shows a long list of AIDS drugs for fighting off infection, and methadone for drug addiction and pain. "I am comfortable here," she said. "They can't get rid of the sickness, but they can give you rest."

Maitri caters to all faiths, but retains a strong Buddhist influence. A room for meditation, dominated by an intricate painting of the Buddha, has a bookshelf stocked with the Bible, the Torah, the Quran and the Tibetan Book of the Living and Dying. "The Buddhists," Curran said, "keep everybody here happy."

He filled his room with some of his most treasured possessions -- three crates of record albums collected since the days he arrived in San Francisco in a VW bus from his hometown Los Angeles. On the window shelf were a half-dozen outlandishly painted plastic cows -- replicas of the life-size fiberglass bovines

decorated by artists in civic arts projects around the country -- and a metal lunchbox celebrating the 50th anniversary of Disneyland.

Curran met his partner, Scott Haitsuka, when they worked as Shanti volunteers in 1987 and 1988, comforting the dying as AIDS exacted a terrible toll on the city's gay community. Amid unfathomable suffering and grief, the two hit it off. "One thing we shared in common was our passion for music and record albums," Haitsuka said.

Curran learned he was HIV-positive the day he was diagnosed with AIDS in June 2002. His life was upended, and his health quickly deteriorated. He left his job as an office manager and withdrew from many of his friends.

"He was deeply saddened," Haitsuka said. "He knew he had a path to take, and he did not know how to take that path."

At Maitri, Curran spent many days battling discomfort, shifting a stack of pillows on his wheelchair, trying to sit in a position that alleviated the pain. A viral infection had stolen most of his vision in one eye. His limbs withered, and his face grew thin.

He wore a ski-jacket with a fake-fur collar throughout the day. "I don't get cold as long as I can keep my upper body warm," he explained.

Haitsuka stayed with him on his last night. "Peter died with dignity and compassion at Maitri," he said. "In a short amount of time, I felt like my closest friend had a chance to say goodbye."

In the tradition of Maitri, Curran's body was bathed, and a purple lily was placed on his chest, grasped in his pale hands. A candle was lit at the top of the stairs at the hospice entrance. A book of memories dutifully recorded his name and time and date of death. Beside the book was a Polaroid photo of him in his wheelchair, grinning. His hand is raised, two fingers flashing the sign of peace.



LEGACY BUSINESS REGISTRY EXECUTIVE SUMMARY

HEARING DATE: April 19, 2023

Filing Date: March 22, 2023
Case No.: **2023-002564LBR**
Business Name: Maitri Compassionate Care (pronounced “my-tree”)
Business Address: 401 DUBOCE AVE
Zoning: Upper Market Neighborhood Commercial Transit (NCT) Zoning District
40-X Height and Bulk District
Block/Lot: 3537/001
Applicant: Michael E Armentrout
Nominated By: Former Supervisor Jeff Sheehy
Located In: District 8
Staff Contact: Wesley Wong - 628-652-7466
wesley.a.wong@sfgov.org

Recommendation: Adopt a Resolution to Recommend Approval

Business Description

Maitri Compassionate Care is a licensed Residential Care Facility for the Chronically Ill (RCFCI) and 501(c)(3) non-profit. Maitri is Sanskrit for “compassionate friendship.” Maitri Compassionate Care was opened by Issan Dorsey, at 57 Hartford Street in the Castro Neighborhood in November 1987. Maitri is the only AIDS-specific residential care facility in California focusing on the underserved community of those dying of or severely debilitated by AIDS. At the time of this application, they are only one of two institutions in the city that provide in-house residential care for those specifically with HIV/AIDS.

Fourteen of Maitri’s fifteen beds are reserved for HUD-defined low-income people and represent 100 percent of San Francisco’s non-institutional hospice beds. Since opening in 1987, Maitri has been the final home for more than 2,000 people who lived with AIDS. Eighty percent of Maitri’s population are homeless, and 60 percent are affected by mental disease and substance use disorder. The combination of HIV treatment advances and the intensive care at Maitri have significantly reduced AIDS-related deaths at the facility. In 1995, nearly all residents passed away at Maitri. The death rate declined to 20 percent in 2022.

Maitri's medical care team and their expert knowledge about the HIV/AIDS virus make Maitri the leader for HIV/AIDS care in San Francisco. Maitri's model residential care program employs eight components:

- Nursing and attendant care
- Mental health care
- Comfortable accommodations
- Food and nutrition
- Social work case management
- Resident activities
- Volunteer programs
- Branch Aftercare

Guests are cared for by multi-disciplinary professionals including nurses, attendants, social workers, physicians, and mental health clinicians. Residents receive spiritual, pastoral, emotional and practical support from a large pool of trained volunteers. Additionally, residents and their families are served nutritious, home-cooked meals to their residents and their families. Residents can join in on enrichment activities such as music, art, animal-assisted therapy, meditation, yoga, therapeutic bodywork, and social outings.

In recent years, Maitri Compassionate Care has expanded their services to include and serve the evolving needs of their clients. Most of Maitri's clients come for short-term medical respite and restorative care or gender affirmation care. Maitri also offers BRANCH Aftercare, which includes ongoing therapy, case management, and invitations to Maitri events, to support former residents as they transition into independence. Maitri has two social workers that assist residents with finding permanent housing, getting funds from the City and State, and getting them readjusted back into society.

Maitri Compassionate Care at 401 Duboce Ave is a Category A (Historic Resource Present) structure on the corner of Church Street and Duboce Ave in the Castro / Upper Market neighborhood. It is within the Upper Market Neighborhood Commercial Transit Zoning District and a 40-X Height and Bulk District. 401 Duboce Avenue was evaluated during the Market and Octavia Survey in 2010 as part of the Market and Octavia Area Plan, where it was determined to be eligible for the California Register as an individual property.

Staff Analysis

Review Criteria

1. *When was business founded?*

The business was founded in 1987.

2. *Does the business qualify for listing on the Legacy Business Registry? If so, how?*

Yes. Maitri Compassionate Care qualifies for listing on the Legacy Business Registry because it meets all of the eligibility Criteria:

- a. Maitri Compassionate Care has operated continuously in San Francisco for 36 years.
- b. Maitri Compassionate Care has contributed to the history and identity of the Castro/Upper Market neighborhood and San Francisco.
- c. Maitri Compassionate Care is committed to maintaining the physical features and traditions that define the organization.

3. *Is the business associated with a culturally significant art / craft / cuisine / tradition?*

No.

4. *Is the business or its building associated with significant events, persons, and / or architecture?*

Yes. Maitri Compassionate Care has been associated with the San Francisco AIDS walk for many years and the Academy of Friends Oscar Gala, which raises money for AIDS organizations in San Francisco. Maitri is supported frequently by the Grassroots Gay Rights Fund as well.

Maitri Compassionate Care was founded by Issan Dorsey, a major figure in San Francisco in 1987. Dorsey was described as “magnetic, magnanimous, and luminous” and created a compassionate and caring community for hundreds of men and women with AIDS. Dorsey once said “AIDS wakes us up to the fact that life is fatal. It’s not AIDS that’s fatal, if you have AIDS you’re alive.”

5. *Is the property associated with the business listed on a local, state, or federal historic resource registry?*

No.

6. *Is the business mentioned in a local historic context statement?*

No, not as of the date of this Executive Summary.

7. *Has the business been cited in published literature, newspapers, journals, etc.?*

Yes. Maitri Compassionate Care has been featured in POZ magazine, HIV PLUS magazine, and several other HIV/AIDS publications for their work with the underprivileged and homeless in San Francisco. The business has been covered by the Bay Area Reporter and the San Francisco Bay Times newspaper.

Physical Features or Traditions that Define the Business

Location(s) associated with the business:

Current Locations:

- 401 Duboce Ave (1997 to Present)

Previous (No Longer Extant) Locations:

- 57 Hartford St (1987 – 1997)

Recommended by Applicant

- Mural on Duboce Avenue façade that represents Maitri’s history and mission, funded by the San Francisco Arts Commission
- Continued acceptance to any person with advanced HIV/AIDS regardless of race, sex, gender, and sexual

identity

- Lack of judgment for any individual regardless of mental health or substance use disorder
- Compassionate residential care to men and women in need of hospice or 24-hour care
- The deepest respect and love for life among its residents and caregivers

Additional Recommended by Staff

- None

Basis for Recommendation

The Department recommends the Historic Preservation Commission adopt a resolution recommending the business listed above be adopted by the Small Business Commission to the Legacy Business Registry.

ATTACHMENTS

Draft Resolution

Legacy Business Registry Application:

- Application Review Sheet
- Section 1 – Business / Applicant Information
- Section 2 – Business Location(s)
- Section 3 – Disclosure Statement
- Section 4 – Written Historical Narrative
 - Criterion 1 – History and Description of Business
 - Criterion 2 – Contribution to Local History
 - Criterion 3 – Business Characteristics
- Contextual Photographs and Background Documentation



HISTORIC PRESERVATION COMMISSION RESOLUTION NO. 1324

HEARING DATE: APRIL 19, 2023

Case No.: 2023-002564LBR
Business Name: Maitri Compassionate Care (pronounced "my-tree")
Business Address: 401 Duboce Avenue
Zoning: Upper Market Neighborhood Commercial Transit (NCT) Zoning District
40-X Height and Bulk District
Block/Lot: 3537/001
Applicant: Michael E Armentrout
Nominated By: Former Supervisor Jeff Sheehy
Located In: District 8
Staff Contact: Wesley Wong - 628-652-7466
wesley.a.wong@sfgov.org

ADOPTING FINDINGS RECOMMENDING TO THE SMALL BUSINESS COMMISSION APPROVAL OF THE LEGACY BUSINESS REGISTRY NOMINATION FOR MAITRI COMPASSIONATE CARE CURRENTLY LOCATED AT 401 DUBOCE AVE, BLOCK/LOT 3537/001.

WHEREAS, in accordance with Administrative Code Section 2A.242, the Office of Small Business maintains a registry of Legacy Businesses in San Francisco (the "Registry") to recognize that longstanding, community-serving businesses can be valuable cultural assets of the City and to be a tool for providing educational and promotional assistance to Legacy Businesses to encourage their continued viability and success; and

WHEREAS, the subject business has operated in San Francisco for 30 or more years, with no break in San Francisco operations exceeding two years; and

WHEREAS, the subject business has contributed to the City's history and identity; and

WHEREAS, the subject business is committed to maintaining the traditions that define the business; and

WHEREAS, at a duly noticed public hearing held on April 19, 2023, the Historic Preservation Commission reviewed documents, correspondence and heard oral testimony on the Legacy Business Registry nomination.

THEREFORE, BE IT RESOLVED that the Historic Preservation Commission hereby recommends that Maitri Compassionate Care qualifies for the Legacy Business Registry under Administrative Code Section 2A.242(b)(2) as it has operated for 30 or more years and has continued to contribute to the community.

BE IT FURTHER RESOLVED that the Historic Preservation Commission hereby recommends safeguarding of the below listed physical features and traditions for Maitri Compassionate Care.

Location(s):

Current Locations:

- 401 Duboce Ave (1997 to Present)

Previous (No Longer Extant) Locations:

- 57 Hartford St (1987 – 1997)

Physical Features or Traditions that Define the Business:

- Mural on Duboce Avenue façade that represents Maitri's history and mission, funded by the San Francisco Arts Commission
- Continued support to any person with advanced HIV/AIDS regardless of race, sex, gender, and sexual identity.
- Lack of judgment for any individual regardless of mental health or substance use disorder
- Compassionate residential care to men and women in need of hospice or 24-hour care
- The deepest respect and love for life among its residents and caregivers

BE IT FURTHER RESOLVED that the Historic Preservation Commission's findings and recommendations are made solely for the purpose of evaluating the subject business's eligibility for the Legacy Business Registry, and the Historic Preservation Commission makes no finding that the subject property or any of its features constitutes a historical resource pursuant to CEQA Guidelines Section 15064.5(a).

BE IT FURTHER RESOLVED that the Historic Preservation Commission hereby directs its Commission Secretary to transmit this Resolution and other pertinent materials in the case file 2023-002564LBR to the Office of Small Business on April 19, 2023.

Laura Lynch

Laura Lynch

Acting Commission Secretary

AYES: Wright, Black, Foley, Johns, Nageswaran, Matsuda

NOES: None

ABSENT: So

ADOPTED: April 19, 2023