

nurture.
guide.
transform.





We deliver high impact services through counseling, skill development, and crisis prevention to children, youth, adults and families.

OUR VISION

All children, youth and adults receive quality services to support them in reaching their potential.

OUR CORE VALUES

We utilize a strength-based, holistic approach. Guided by;

- Respect
- Passion
- Partnerships
- Accountability
- Innovation
- Integrity

"StarVista plays a critical role throughout our district, transforming potentially catastrophic situations, from a punitive moment to a healing and transformative moment. **Many lives are restored through their work.**"

- Margaret Lavin, Director of Student Services
for the Redwood City School District

Letter from the Chief Executive Officer

I continue to be humbled to be at the helm of StarVista. It remains my privilege to lead a talented and dedicated team that includes staff, interns, volunteers, and our Board of Directors. Together, we continue to grow as an agency committed to delivering high-impact services through counseling, skill development, and crisis intervention to more than 35,000 individuals each year. That growth remains focused, strategic, and innovative, as we continue to distinguish ourselves as one of the largest nonprofit agencies serving San Mateo County.



Sara Larios Mitchell, Ph.D.
Chief Executive Officer

This past year, we were proud to introduce our new Navigating the Tides panel series of events, featuring local experts discussing teen suicide prevention and childhood and adolescent stress, and providing resources for parents and educators. We also started a new partnership with San Mateo County Human Services Agency (HSA), providing outreach and engagement to the community to increase the number of foster parents for teenagers in the County. Also in collaboration with HSA and partners, we started the Foster Youth Education and Employment Services program, providing assessments, case management, and referrals for primary school-aged foster youth.

Also this year, our Board of Directors and Executive team focused on drafting a new Strategic Plan that will guide us through the next five years. This thoughtful process allowed us to examine our strengths, and identify key areas for growth and opportunity in the near future. StarVista maintains its commitment to serving the most vulnerable members of our community across a wide spectrum of programs ranging from early childhood services, to housing for homeless youth, from counseling for all ages, to recovery and wellness for youth and adults. Across more than 20 programs, from Daly City to East Palo Alto, from Pescadero to Pacifica, our focus remains on transforming lives through strength-based programming.

Our work is made possible by you—our community partners, our nonprofit allies and collaborators, our generous donors, and innumerable partnerships across the public and private sector. With gratitude, I am pleased to share our annual report with you, and recognize the key role you have played in our continued capacity to nurture, guide, and transform the lives of those we serve.

Warm regards,

A handwritten signature in blue ink that reads "Sara Mitchell".

Sara Larios Mitchell, Ph.D., MACP

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Helping families write their own success story

Rachel*, a single mother of two, was referred to Healthy Homes after she expressed concern over the behavior of her 4-year-old son, Isaac. Isaac was frequently directing angry outbursts towards his mother and other relatives who cared for him, often defying and taunting them. Isaac threw loud tantrums at home but was withdrawn at preschool, and his teachers told Rachel they were concerned about his development.

At a time when Rachel was beginning to feel a loss of control in her young son, Healthy Homes, a program of StarVista, stepped in to offer support.

Healthy Homes works with families with children prenatal through age five who have multiple risk factors, such as trauma, housing insecurity, or family and community violence.

Healthy Homes was able to provide an initial assessment and identified goals for Rachel and her family. Through this process, the therapist was able to offer reassurance, strengths, and strategies she needed to provide appropriate levels of discipline for Isaac and his sibling, and parenting techniques that would help her manage her own emotions during Isaac's stressful outbursts. The therapist helped Rachel

At a time when Rachel was beginning to feel a loss of control in her young son, Healthy Homes, a program of StarVista, stepped in to offer support.

understand how to best support her children, set healthy boundaries, and better understand the impact of her own response to behaviors.

After only a few weeks of working together, Rachel observed noticeable changes in Isaac's behavior. He was more affectionate towards her and his other family members and listened to her directions more easily. Because of Healthy Homes, Rachel started spending more time with her son, sharing special activities such as art and drawing, and felt an overall decrease in stress levels that come with being a single parent.

Halfway through the family's counseling, Isaac and his sibling are beginning to verbalize and share their emotions, helping Rachel understand her children's feelings and enabling them to better express and process the emotional impact of their past traumatic experiences. Though it has pained Rachel to hear of the impact of her children's past experiences, she is grateful for how the sessions empower her to address her family's needs. By providing the opportunity to listen to her children open up about their feelings, Rachel is able to better comfort them when they need it, protect them from future trauma exposure, and guide them toward healthy emotional development.

**Names and identifying features have been changed to protect client confidentiality*

The StarVista Crisis Intervention and Suicide Prevention Center Celebrates 50 Years

This past September we came together to honor the incredible work of the Crisis Center and the San Mateo County community - including our amazing volunteers, staff, and community partners!

Our Crisis Line was one of the first in the country, founded by one of the pioneers of the crisis movement, Charlotte Ross, in 1966. Many things have changed since its inception over these past 50 years, but its primary function remains the same: to provide immediate, 24-hour assistance to people in times of great stress or grief.

It was with deep gratitude that we honored the following incredible partnership of our community and StarVista's Crisis Center in serving the people of San Mateo County, providing hope and opportunity, and saving lives:

- **Peninsula Health Care District**
- **Community Service League**
- **Carl Gellert and Celia Berta Gellert Foundation**

We also celebrated our inspiring experts and dedicated volunteers for their service to the people of San Mateo County!

We would also like to give a special thanks to San Mateo County Behavioral Health and Recovery Services, Office of Diversity and Equity, and Human Services Agency.

It is with these types of partnerships from our community that the StarVista Crisis Center helps transform the lives of the people in San Mateo County, we could not do it without you, and we look forward to working together with our community to continue to provide these services.

Learn more about our Crisis Center:
www.star-vista.org/crisiscenter

"StarVista Crisis Intervention and Suicide Prevention Center is one of the oldest suicide prevention hotlines in California. They have clearly worked hard to sustain and grow this program over the years. Their commitment to quality services is evident as they meet the standards for Accreditation by the American Association of Suicidology."

- AAS accreditation report, 2015.

HIF Renovations



2016 was quite an exciting year for our Youth Empowerment Services programs as, with the tremendous generosity and help from the Housing Industry Foundation (HIF); **two of our residential housing facilities were selected to receive amazing renovations.** HIF genuinely displayed care and consideration for the residents and the home, making sure the renovations were timely and offered a warm, safe, youth friendly environment where youth felt empowered to thrive in their education, employment and future housing opportunities.

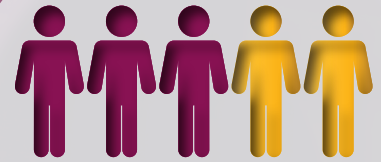
Both housing facilities, **Your House South**, a program that provides services to help with family reunification and serves as an emergency shelter for teens(10-17) and **Daybreak**, which provides transitional housing and independent living skills training for homeless youth aged 16-21, got major renovations done on the interior and exterior of their facilities by the HIF and their amazing volunteers.

Each year, hundreds of youth are spending their nights on the streets, and, thanks to community partners like HIF, Your House South and Daybreak are able to offer an environment that many of these youth have never experienced; an environment specifically designed to assist them in reaching their full potential. **We want to thank the HIF and it's volunteers for all the work they did and for giving our youth an amazing place to stay.**

Learn more about our Youth Services:
www.star-vista.org/youth



Staff and volunteers responded to over **16,000** phone calls to the Crisis Line.



3 out of 5 of the clients we served were under the age of 24.



StarVista provided services to over **35,000** residents in San Mateo County.



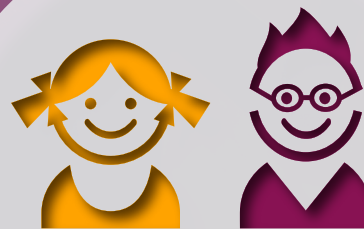
Staff provided services reaching over **8,400** students throughout the county in schools and preschools.



StarVista provided recovery services for over **4,500** youth and adults grappling with substance abuse issues.



Our Residential programs provided shelter and services to over **200** youth.



Our Early Childhood programs served over **4,300** children across the county.

Our Impact

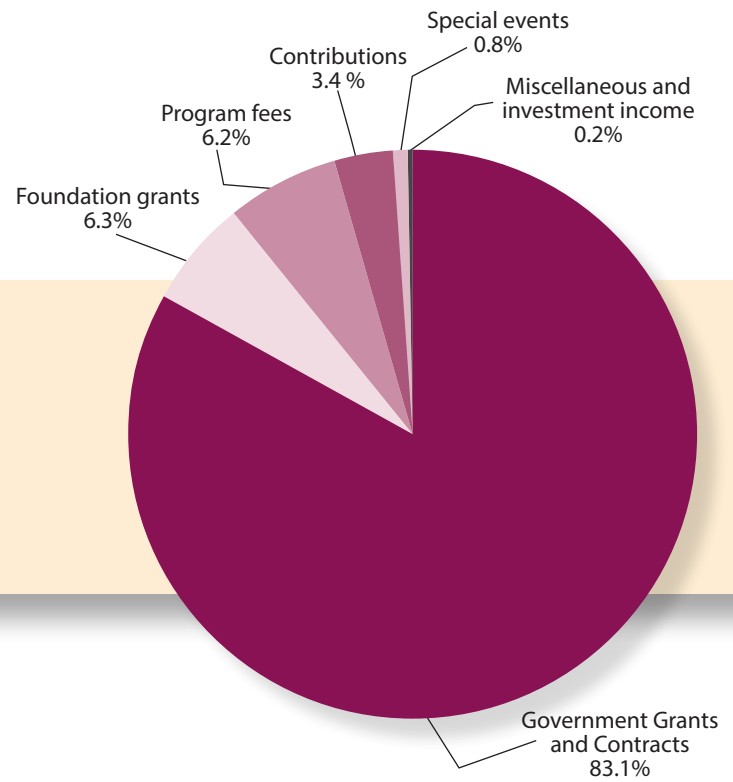
Financial Summary

Fiscal year 2015 - 2016

July 1, 2015 to June 30, 2016

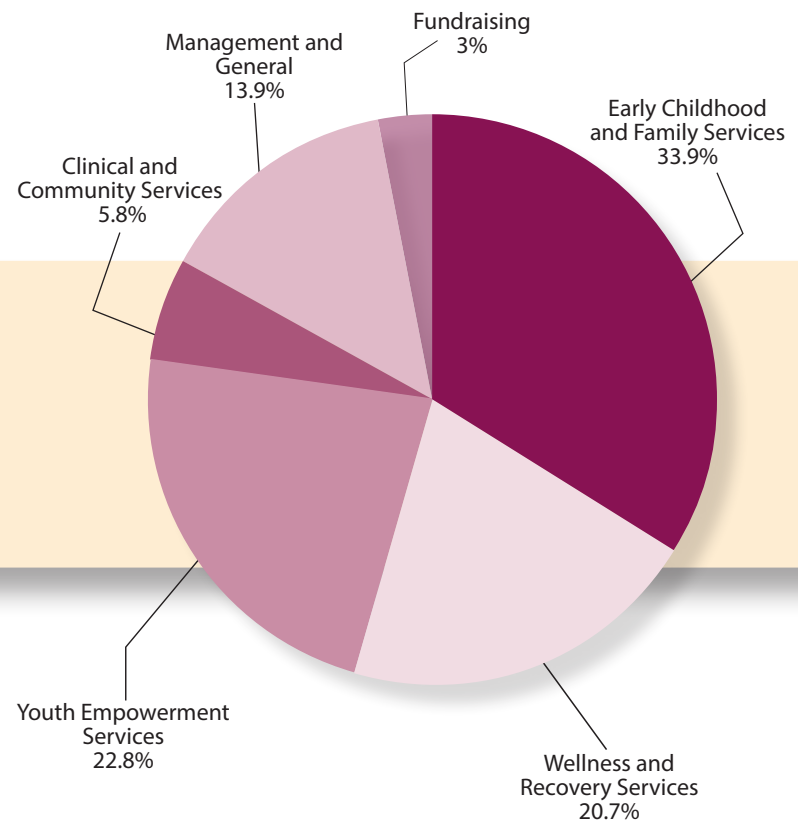
REVENUE

Government Grants and Contracts	\$10,088,210
Foundation grants	\$758,400
Program fees	\$752,148
Contributions	\$410,833
Special events (net of expenses)	\$97,667
Miscellaneous and investment income	\$27,084
Total	\$12,134,342



EXPENSES

Early Childhood and Family Services	\$4,074,847
Wellness and Recovery Services	\$2,488,374
Youth Empowerment Services	\$2,740,794
Clinical and Community Services	\$694,575
Management and General	\$1,673,983
Fundraising	\$358,281
Total	\$12,030,854



Thank you!

We are deeply grateful to our 2015 - 2016 donors who contributed time, energy and financial support that enabled us to transform the lives of children, young adults, and families.

\$100,000+

Bella Vista Foundation
Sequoia Healthcare District

\$50,000 - \$99,999

Community Service League
Genentech Foundation
Kaiser Permanente, Northern
California Community
Benefit Programs
John and Heather Mozart
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Peninsula Health Care District

\$25,000 - \$49,999

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Catherine Daly Nguyen
Marilyn and Richard Orr
Jill Paldi

"StarVista has an array of experienced leaders and staff who have demonstrated service excellence in the areas of prevention, early intervention and treatment services to at-risk children and their families."

- Louise Rogers,
San Mateo County Health System

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Leila Perreras
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Tesla Motors
Roger and Betty Toguchi
Urban Style
Ylmia Vales
Vichy Springs Resort
Vivace Ristorante
Winchester Mystery House
Yerba Buena Center for the Arts
Young Market Company

IN HONOR OF

Vinney Arora,
in honor of Michael Garb
Vinney Arora,
in honor of Sara Mitchell
Monte Finefrock,
in honor of Laura and
Peter Henderson's wedding
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in honor of Mark Frappier
Luyen Le,
in honor of Erick Young
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in honor of Kristin Sun
Giovanna Manca,
in honor of Laura and Peter
Henderson's wedding
Kevin and Lenna McNeill,
in honor of Laura and Peter
Henderson's wedding
Susan McNeill,
in honor of Laura and Peter
Henderson's wedding
Michael and Lisa Nash,
in honor of Mark Frappier
Deborah Peri,
in honor of Ken Rogers
Suzanne Scheppler,
in honor of Rick and Judy Kell's
50th wedding anniversary
Stephanie Weisman,
in honor of Laura and Peter
Henderson's wedding
John and Elizabeth Weatherby,
in honor of Bill White

IN MEMORY OF

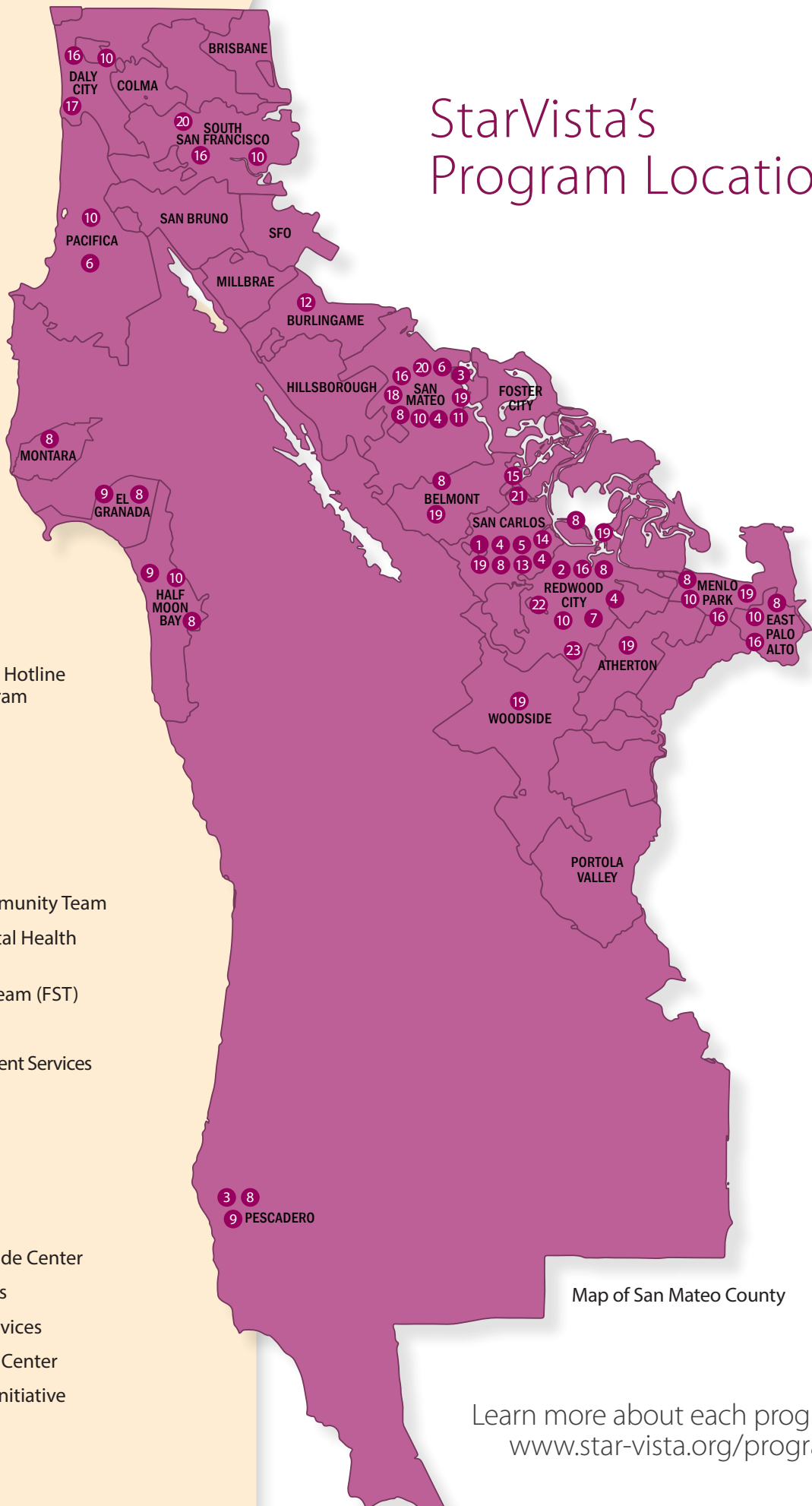
Dr. James Doty,
in memory of his parents
Will Strohl,
in memory of Sabrina Wall
Bill White,
in memory of Hiroshi Hishi

**Includes gifts made through Donor-Advised Funds at Silicon Valley Community Foundation, Bank of America Charitable Gift Fund, Fidelity Charitable Gift Fund, Goldman Sachs Philanthropy Fund, Marin Community Foundation, Schwab Charitable Fund, VMware Charitable Fund, or other entity.*

Every effort was made to include all private individuals and organizations who donated to StarVista and its programs during the July 1, 2015 - June 30, 2016 fiscal year. We sincerely regret any inadvertent omissions or errors. *Please note that government contracts and grants are not included in this listing. If you are aware of any discrepancies, please contact us at 650-591-9623, ext. 106.*

StarVista's Program Locations

- 1 Administration
- 2 Archway
- 3 Child and Adolescent Hotline and Prevention Program
- 4 Children's Place
- 5 Counseling Center
- 6 Crisis Center
- 7 Daybreak
- 8 Differential Response
- 9 Early Childhood Community Team
- 10 Early Childhood Mental Health Consultation
- 11 Family Stabilization Team (FST)
- 12 First Chance
- 13 Foster Family Recruitment Services
- 14 Foster Youth Education Enrichment Services
- 15 G.I.R.L.S.
- 16 Healthy Homes
- 17 Insights
- 18 San Mateo County Pride Center
- 19 School-Based Services
- 20 Transitional Youth Services
- 21 Women's Enrichment Center
- 22 Youth Development Initiative
- 23 Your House South



Learn more about each program at:
www.star-vista.org/programs



610 Elm Street, Suite 212

San Carlos, CA 94070

650-591-9623

"[The consultant] helped me to understand more about my child's behavior. She made me see and understand some of my child's attitude. Meeting frequently for updates on progress on my son's behavior really helps me as a parent."

- Parent

Our phone and web services
are available all day, every day.

Crisis Hotline

650-579-0350

Parent Support Line

650-573-3950

Alcohol and Drug Line

888-220-7575

Child & Adolescent Hotline & Prevention Program

650-567-5437

567kids@star-vista.org

Teen Website

www.OnYourMind.net

Connect with StarVista:



www.star-vista.org