

Partnering to support our community



nurture. guide. transform.



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

We believe building strong and healthy communities begins with helping each person to develop their own path of personal growth. StarVista offers unparalleled counseling, prevention, early intervention and education

resources and services to more than 35,000 people from diverse communities throughout San Mateo County every year, creating opportunities for healthier, stronger, and more hopeful lives.

Letter from the Chief Executive Officer

I am honored to have had the opportunity to lead StarVista through another remarkable year of growth, impact, and innovation. Reflecting on all that we have done this year, I am reminded of one of StarVista's core values: partnership. It is because of our countless partnerships with city and county officials, schools, private and public foundations, corporations, nonprofits, and individual supporters that StarVista has been able to accomplish so much this year. We are grateful to all of our partners for joining us in creating a stronger, healthier San Mateo County and look forward to all that we will achieve together in the years to come.

Amongst our proudest accomplishments this year, StarVista opened the doors to the first ever San Mateo County Pride Center, a resource for our LGBTQ+ community. Thanks to the dedicated partnership of San Mateo County Behavioral Health and Recovery Services, Daly City Partnership, Outlet of Adolescent Counseling Services, and Peninsula Family Service, the Pride Center offers a robust array of services and events, covering everything from mental health services to community building and educational programming. Alongside our community collaborators, StarVista will continue building the Pride Center into an innovative, respectful, and equitable community of all ages, ethnicities, cultures, sexual orientations, and gender identities, supporting and empowering agents of social change.

This year has similarly brought exciting growth to StarVista as an agency. Finalized in July 2017, StarVista and Pyramid Alternatives, a well-respected mental health organization

in Pacifica, merged into one agency. With new programs and offices in Pacifica, San Bruno, Daly City, and Half Moon Bay, this merger has enabled StarVista to better serve our north county and coastside neighbors. Now with over 300 staff, interns, and volunteers, StarVista continues to represent, serve, and advocate for the diverse populations of our community.

It has been a year of incredible impact and meaningful growth, and I thank you – our community and nonprofit collaborators, our generous donors, and our public and private sector allies – for helping us accomplish so much. With gratitude, I am pleased to share our annual report with you, and recognize the key role you have played in our success.

Warm regards,



Sara Larios Mitchell, Ph.D., MACP



Sara Larios Mitchell, Ph.D.
Chief Executive Officer

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Partnerships



In June 2017, the San Mateo County Pride Center opened its doors, making it the first LGBTQ+ center in the county's history. The San Mateo County Pride Center is a program of StarVista in partnership with Daly City Partnership, Outlet of Adolescent Counseling Services, Peninsula Family Service, and San Mateo County Behavioral Health and Recovery Services.

The mission of the San Mateo County Pride Center is to create a welcoming, safe, inclusive, and affirming community climate that fosters personal growth, health, and opportunities to thrive for individuals of all ages, sexual orientations and gender identities through education, counseling, advocacy, and support.

Lisa Putkey
San Mateo County Pride Center,
Program Director



Visit www.sanmateopride.org to learn more

Merger with Pyramid Alternatives

This merger draws on both organizations' shared expertise in counseling, recovery services, school-based services, and more. The merger will strengthen and strategically amplify StarVista's reach throughout San Mateo County, and in particular will expand StarVista's services to coastside and north county communities.

Learn more at www.star-vista.org/merger

"We are so pleased that Pyramid Alternatives has joined the StarVista family. Pyramid Alternatives staff and clients have been warmly welcomed, and we are confident that our expanded infrastructure will allow us to continue to provide effective and client-centered services in the County."

- Linda Malone, former Executive Director of Pyramid Alternatives



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

Transforming Lives: StarVista Success Stories

Every year, StarVista partners with teachers, city and county officials, nonprofit peers, and individuals in our community to change lives. The result is an impact greater than what any one organization can accomplish on their own and a real, lasting effect on those we serve. **Together with our partners, StarVista helps individuals step away from harmful habits of drugs and alcohol, enables individuals to envision hope in times of crisis, and always serves as a supportive resource for those who are most vulnerable.** Below are a few examples of StarVista's impact this year.

Creating Connections in Times of Crisis

Late one afternoon, StarVista received a call from a local high school teacher, Mr. Charles. One of his students, Cass, was starting to show personality changes. On the heels of this personality change, Mr. Charles overheard Cass talking to a friend about feeling suicidal. Mr. Charles was concerned for his student's safety, and called StarVista, who immediately took action. StarVista clinicians visited

the school to talk with Cass and assess any feelings of depression or suicide. Cass and StarVista staff agreed it would be helpful to meet regularly for therapy at school over the coming few weeks. As sessions progressed, Cass reported feeling supported, uplifted, and overall much more hopeful than before. Mr. Charles noticed glimpses of Cass' positive attitude beginning to return. To ensure Cass could benefit from ongoing support,

StarVista tapped into its therapeutic network to help her find ongoing therapy within her community. This ability to create connections in times of crisis is a point of strength for StarVista, as the agency ensures clients' initial needs are readily met and services are always available.

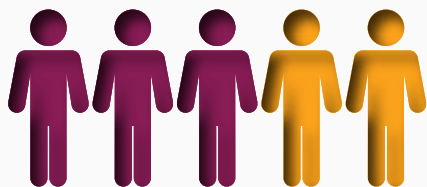
Sharing Resources and Supporting Loved Ones

Early one morning, after dropping her daughter off at school, Greta called StarVista's Crisis Center Hotline. "My daughter is struggling, and I don't know how to help her." The mother explained how she worried she could not find adequate support services to help her daughter, who was having intense behavioral struggles at home and acting up in school. The crisis staff spoke calmly with Greta and thanked her for calling. "Whenever you're ready, let's talk about the situation and come up with a plan

together to help your daughter.” While Greta at first sounded irate and helpless, her voice calmed as the phone call went on, and she was able to gain support and resources from the hotline volunteer. Understanding the severity of the mother’s concerns, StarVista assured the caller that StarVista’s staff would follow-up with her. During the follow-up call a few days later, Greta expressed how supported she felt and how she appreciated being heard. She said the resources the Crisis Center staff provided were invaluable, and she accepted StarVista’s offer for follow-up calls over the coming couple weeks. The loved ones of individuals who are struggling often call StarVista’s hotline in crisis themselves, as they attempt to figure out how to best support their loved ones. By providing information, referrals to StarVista programs and community partners, and concrete action steps, the center is able to support everyone involved.

Educating Beyond a Classroom’s Walls

Throughout the school year, StarVista staff visit classrooms to present on suicide prevention. They encourage students to



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

look for signs of depression in those they love and to seek help if they are experiencing difficulties themselves. After one such classroom presentation, Rory, a local student, opened up about his own mental health, including his struggles, interactions with the mental health system, and the time he had recently spent in a facility after expressing thoughts of suicide. Rory’s reflections encouraged other students to share their own experiences and resulted in a full discussion around self-harm and suicide. At the end of class, a number of students connected with StarVista’s presenters in a desire to seek more help for themselves. This kind of presentation, and the bravery and healing self-disclosures it encourages, enables students to seek help and provides lessons that students remember inside and outside the classroom.

Empowering Youth to be Change Agents

When she enrolled in the Health Ambassador Program for Youth (HAP-Y) - StarVista’s community-developed program for youth ages 16-24 - Melony had no idea she would walk away with the tools to help a friend. Melony signed up for HAP-Y



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

because she knew first-hand what it was like to be a member of a family touched by mental health challenges and she wanted to raise awareness about mental health wellness. Through the 14-week program, Melony learned about common mental health challenges, the principles of suicide prevention, and wellness strategies she could use in her own life. Toward the end of the program, Melony was confident in what she had learned and was able to reach out and support a close friend who was going through a hard time. Melony was grateful for HAP-Y’s honest conversations and important lessons, which empowered her to help her own friend.

Building Confidence Through Counseling

When Henry, a 14-year-old student, was referred to StarVista’s Insights program for drug and alcohol counseling, he shared very little, refusing to talk much about his home, school, or social life. Recognizing Henry’s drug use stemmed partly from his negative self-image and perceived lack of worth, Henry’s therapist worked with the teen to shift his self-demeaning mindset to one of positivity and growth. Through group and individual sessions, Henry learned to open up and began sharing about his struggles with insecurity. Henry was able to vent about his current and past struggles in a safe and empathetic environment, enabling him to start building the confidence he



**Staff and volunteers responded
to 28 phone calls to the
Crisis Line per day.**

desired. During a follow-up session after his graduation from the program, Henry reported he was still using school counseling as a resource and that the positive coping skills he had learned through Insights were helping him maintain his achievement in school. Henry was thankful for Insights’ ability to address not only his drug habits, but also his insecurities, allowing him the opportunity to concentrate on himself and grow his self-confidence.

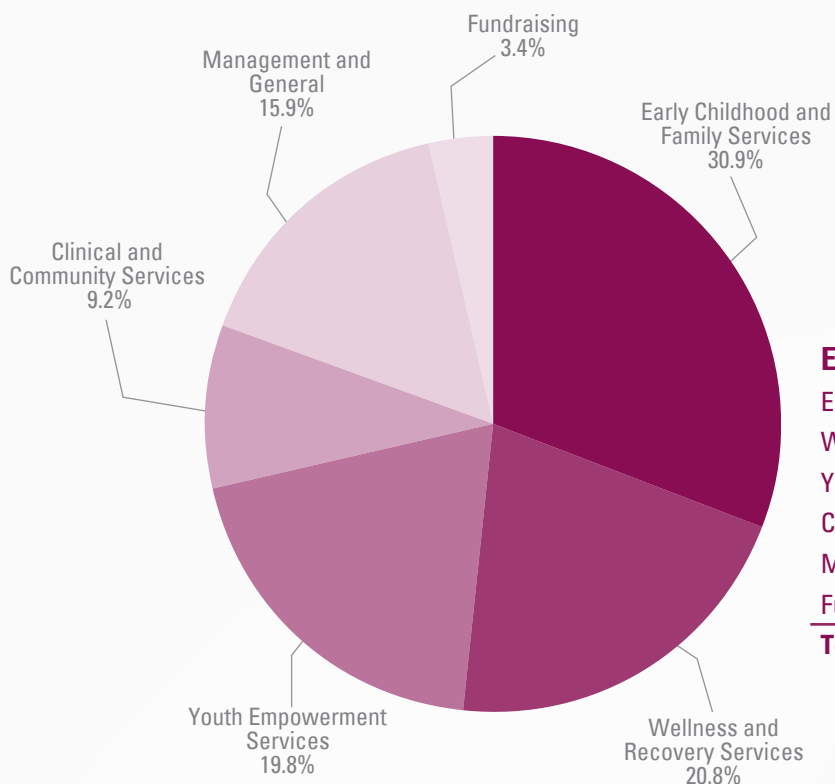
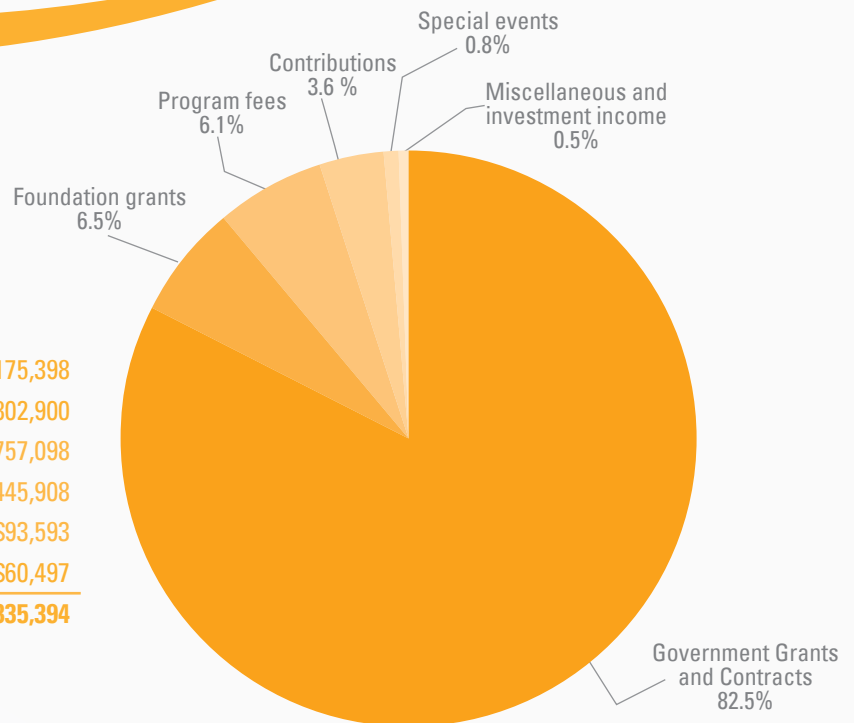
**Names and identifying features have been changed to protect client confidentiality.*

Financial Summary

July 1, 2016 to June 30, 2017

REVENUE

Government Grants and Contracts	\$10,175,398
Foundation grants	\$802,900
Program fees	\$757,098
Contributions	\$445,908
Special events (net of expenses)	\$93,593
Miscellaneous and investment income	\$60,497
Total	\$12,335,394



EXPENSES

Early Childhood and Family Services	\$3,832,059
Wellness and Recovery Services	\$2,576,467
Youth Empowerment Services	\$2,448,835
Clinical and Community Services	\$1,142,228
Management and General	\$1,969,805
Fundraising	\$418,387
Total	\$12,387,781

Thank you

\$100,000+

Bella Vista Foundation
Girdlestone Survivor's Trust
Sequoia Healthcare District

\$50,000 - \$99,999

Community Service League
Genentech Foundation
The Grove Foundation
John and Heather Mozart
Peninsula Health Care District

\$25,000 - \$49,999

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Moore Foundation
Help For Children
Myra Reinhard Family Foundation
Peery Foundation
Sobrato Family Foundation

\$10,000 - \$24,999

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\$5,000 - \$9,999

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IN-KIND

Aili Ice Designs
Viney Arora
Asian Art Museum

Linda Babcock
Barre3 San Mateo
Bay Area Discovery Museum
Debbie Belluomini
Berkeley Repertory Theater
Clarise Blanchard
The Bohannon Foundation
Sheriff Carlos and Kim Bolanos
Broadway by the Bay
Buoncristiani Family Winery
Shawn and Tina Burke
Burlingame Police Department
Cal Performances
California Academy of Sciences
California Shakespeare Theater
Carpenter Wines
Cheesecake Factory
Children's Discovery Museum
of San Jose
Children's Fairyland
Bob and Linda Cook
Corner Bakery Cafe
Sharon Crist and Charles Miller
Crunch Fitness
Crystal Springs Catering
Elaine and Burt Cummings
DixieLand Dykes +3
Duckhorn Winery
Electronic Arts (EA)
Jeannine Elzey
Fine Arts Museums of San Francisco
First American Title
Gilroy Gardens
Hobee's Restaurant
Jacquelyn Ito-Woo
Jesus Jimenez
Jira Couture Salon
Justin Vineyards and Winery
Jill Kingery
King's Swim Academy
Kingston Media
Kotzan Chiropractic
Landmark Vineyards
Marine Layer
Dr. Hubert Lee
Katherine Lerer
Drs. Lesley and Russel Martin
Nadin Mayblum-Boaz
Mazetti's Bakery
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Fred and Doriell Nishioka
Oakland Symphony
Robin and Broadrick Page
Dana and John Perine
Pillar Point Surf School
Portraits to the People
Preston's Candy and Ice Cream

Qube Bar
Reach and Teach
Holly Reininger
Robin Rudikoff and Ronnen Miller
Merle Saber
Keiko Sakuma
San Francisco 49ers
San Francisco Lesbian Gay
Freedom Band
San Francisco Wine Group
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Spenser Tangman
Eric and Debbie Wollman
Xcel Search Group Inc.

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Family & Friends
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Crisis Center volunteers
Suzanne Legallet, in honor of
Kristin Sun
Mark and Elizabeth Sturm, in honor
of Sarah Fuhs

IN MEMORY OF

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Priscilla Chiu
Rachel Bates, in memory of
Priscilla Chiu
Brian Beresini, in memory of
Mike Myers
David Brajac, in memory of
Priscilla Chiu
Kim Butterfield, in memory of
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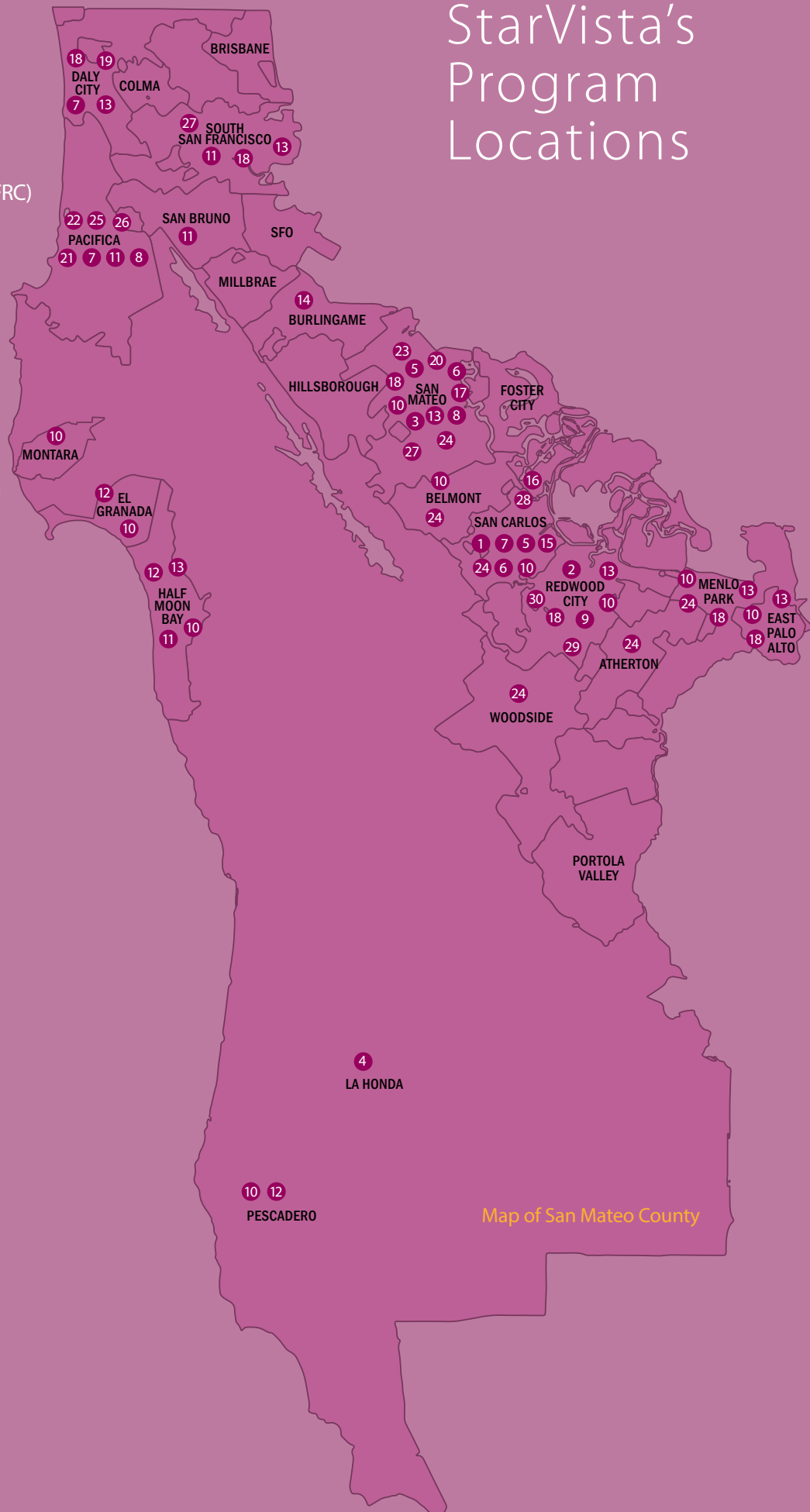
David Dickenson, in memory of
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Jay Garcia, in memory of
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Valley Community Foundation, or
other entity.

Every effort was made to include all private individuals and organizations who donated to StarVista and its programs during the July 1, 2016 – June 31, 2017 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. Bridges*
4. Camp Glenwood
5. Child and Family Resource Center (CFRC)
6. Children's Place
7. Counseling Center
8. Crisis Center
9. Daybreak
10. Differential Response
11. Driving Under the Influence Programs (DUI)*
12. Early Childhood Community Team
13. Early Childhood Mental Health Consultation
14. First Chance
15. Foster Youth Education Enrichment Services
16. G.I.R.L.S.
17. Healthy Homes
18. Health Ambassador Program-Youth (HAP-Y)
19. Insights
20. Institutions*
21. North County Outreach Collaborative (NCOC)*
22. Outpatient Drug Free*
23. San Mateo County Pride Center
24. School-Based Services
25. Seeking Safety*
26. Strengthen Our Youth Programs (SOY)*
27. Transitional Youth Services
28. Women's Enrichment Center
29. Youth Development Initiative
30. Your House South



**A Pyramid Alternatives program, recently merged with StarVista.*



610 Elm Street, Suite 212
San Carlos, CA 94070
650-591-9623

**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

Teen Website
www.OnYourMind.net

Connect with StarVista:



www.star-vista.org