



55 YEARS OF CHANGING LIVES

2020-2021  
Annual Report



## Celebrating 55 years of empowering individuals, inspiring hope, and strengthening communities in San Mateo County.

**We all experience life's challenges. Without the resources to cope, struggles can become catastrophic.**

That's where StarVista can help. For more than 55 years, we've been empowering people of every age and life stage in San Mateo County with innovative, proven programs that enable prevention, change, and perseverance.

We help tens of thousands of people in our community each year through nearly 30 counseling, crisis prevention, youth housing, and outreach programs. We believe that everyone has the power to change their life.

### **OUR MISSION**

We deliver high-impact services through counseling, skill development, and crisis prevention to children, youth, adults, and families to help all ages and stages through life's challenges.

### **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, and integrity.

## BOARD OF DIRECTORS

### **KEN PESSO, BOARD CHAIR\***

Retired Assistant Chief,  
Probation Officer

### **ALINA LLOYD, VICE CHAIR\***

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Apple

### **\*STARVISTA VISIONARY**

Learn more:

[www.star-vista.org/visionaries](http://www.star-vista.org/visionaries)

## LETTER FROM THE CHIEF EXECUTIVE OFFICER



**Sara Larios Mitchell, Ph.D. (she/her)**  
Chief Executive Officer

**We did it!** Together, we celebrated our 55th year of service in San Mateo County and another historic year for StarVista.

Since our inception in 1966, we've been addressing inequities through innovative practices by developing, adapting, and expanding our services to meet emerging needs. Charlotte Ross, our founder and suicide prevention pioneer, established StarVista's Crisis Intervention and Suicide Prevention Center in response to the rising youth suicide crisis in San Mateo County. Charlotte brought life-changing emergency assistance to those who were not in a medical crisis and the establishment of StarVista's 24/7 Crisis Hotline (the third crisis line in California history).

Today, we are proud to be the largest multi-service agency in the county, offering 30 counseling, crisis prevention, youth housing, and outreach programs. **This would not have been possible without you, our incredible supporters, whose commitment to our mission and compassion for our clients fuel our agency's growth.**

As we continue to navigate the COVID-19 pandemic, we lead with

client and staff safety as our priority. This includes operating most of our programs using a hybrid model and keeping our 24/7 facilities, including our First Chance and Daybreak programs, operational following county COVID-19 safety protocols and procedures.

In October 2020, we held our inaugural fundraising event, Changing Lives. This event celebrated our agency's impact, clients' successes, and the StarVista community. I am inspired by how our team created an immersive, virtual experience that offered viewers an intimate look into our agency and programs. We also welcomed 22 StarVista Visionaries; our new community of supporters that help ensure the sustainability of our essential services.

In 2021, our San Mateo County Pride Center program launched the first LGBTQ COVID Impact Study Report in California in March with the goal of identifying the inequities that exist for LGBTQ individuals during this pandemic. We also launched our first-ever Mental Health Matters Campaign in May to bring awareness to our essential mental health services, including our 24/7 Crisis Hotline, which has seen a 25% increase in calls since 2020.

**Together, we are changing the lives of children, youth, adults, and families every day in our community.** The future of StarVista is bright, and I am incredibly proud to be part of an agency that strengthens the mental health and well-being of San Mateo County.

Warm regards,

Sara Larios Mitchell, Ph.D., MACP

# Where compassion drives action.

## Dear StarVista,

This week at my church we were told to express gratitude towards someone who lightened our path.

I would like to thank the Foster Youth team, in particular our assigned case manager Carina Ramirez. Carina called to introduce her program when my family and I were witnessing the darkest days of our lives. I remember answering Carina after crying the entire day, Carina optimism for my son gave me hope. The hope I needed that day to better myself and invest more time in my son's education. Carina worked with my son every week; she was my go-to person when I had questions in regard to his education. She attended every school meeting, IEP, and was my advocate for district meetings. I saw a boy at home who was unmotivated academically improve his grades and enjoy attending school.

Not only did Carina help my son improve his classroom behavior and grades, the StarVista team was able to sponsor my son on a trip I would never be able to afford. For my son it meant the world to finally be able to join his classmates on an outdoor overnight trip, and Warriors summer camp. As a mother, it's extremely hard to tell your child that they can't attend camps, or school trips due to funds, so I thank StarVista for making my son feel included in these activities.

When COVID-19 came around, we had another unmotivated period. Carina coached both my son and I on how to stay up with technology. We didn't have a laptop, my son was worried he would fall behind due to it, but Carina was up for the task and had a laptop for him within hours (YES! hours, she told me the demand was high and it would take a few months but called me a few hours later saying she had secured a laptop for us). She spent numerous hours coaching my son on Zoom, and even did tutoring since we didn't have a tutor after the pandemic.

It was bittersweet when our case closed, I am happy to be free from all the demands I had with an open county case, but my son and I feel that we are losing a part of our story. Carina was an angel sent from up above, I pray that she can lighten many families with her optimism and knowledge. I also pray that one day I can repay with a donation to StarVista, in the meantime, I will pray for this agency to continue to help families like mine. I pray that StarVista continues to have knowledgeable and empathic staff.

I have thanked Carina many times, but today I felt in my heart I needed to express my gratitude for her life and the entire agency.

Thank you from the bottom of our hearts,

K

**Carina Ramirez (she/her)** is a trilingual case manager with StarVista's Foster Youth Education Enrichment Services Program (FYEES). FYEES provides one-on-one, strength-based, case management and coaching to San Mateo County's foster youth, from transitional kindergarten through eighth grade.

Learn more: [www.star-vista.org/fyees](http://www.star-vista.org/fyees)



# Always advancing. Continuously collaborating.



**Ken Pessa (he/him)** is the current Board Chair for StarVista's Board of Directors. Ken has worked with StarVista for over 30 years through San Mateo's Probation Department. He is passionate about helping individuals in the criminal justice system, and was part of the task force that developed StarVista's First Chance Sobering Station in 1991.

Learn more about the First Chance Sobering Station at [www.star-vista.org/first-chance](http://www.star-vista.org/first-chance).

**My name is Ken Pessa and I am a member of the StarVista Board of Directors.** I have been a Board Member since August 2017 and have served as the Chair of the Board since July 2020. Before serving on the Board, I worked for the San Mateo Probation Department for 33 years and retired in 2011 as the Assistant Chief Probation Officer. During my tenure with Probation, I was involved with supervising many of the court-mandated treatment programs, including StarVista programs. Reflecting on over 40 years ago, it was evident that StarVista remained one of the most reliable treatment providers our Probation Department partnered with. They were constantly striving to find effective ways to meet the treatment needs of the underserved and at-risk population. During my career in Probation, I've met many former clients who spoke about the positive impact StarVista had on their recovery.

In addition to partnering with StarVista, I was on San Mateo County's task force to create StarVista's First Chance Sobering Station, a 24-hour program that serves as an alternative to jail for persons arrested for driving under the influence or public intoxication. The work StarVista has done with First Chance has been amazing. The services exceeded all expectations when the program first started, and First Chance continues to serve an average of 1,400 individuals annually. Similar to providing stellar support at First Chance, the same positive regard can be said about the quality of services in StarVista's Domestic Violence, Substance Abuse, and Transitional Youth programs.

Lastly, in addition to being Board Chair, I am the Chair of StarVista's Digital Engagement Committee. We are tasked with promoting and engaging the community via social platforms on the excellent programs and community events offered at StarVista. I am also the Co-Chair of the Diversity, Equity, and Inclusion (DEI) Committee. This is a powerful Committee engaged in evaluating our organization's commitment to ensure employees, treatment programs, and administration are operating and accepting DEI policies in our everyday practices. Our Board Meetings are extremely engaging and informative, and I get to contribute my experience, thoughts, and ideas to the largest multi-service agency in the county. Most importantly, I get to see the positive, life-changing results the programs produce. It is an honor to be a StarVista Board Member, and I am grateful to be part of an agency dedicated to changing thousands of lives every year.

# WITH YOUR SUPPORT...

STARVISTA HAS PROVIDED SERVICES TO OVER 31,000 INDIVIDUALS IN SAN MATEO COUNTY THIS YEAR.



The Child and Family Resource Center has provided 3,600+ individual therapy sessions to children and families.



Daybreak Transitional Housing has provided housing to 20 teens for a combined total of 2,100+ nights.



The Crisis Center has answered 12,000+ calls through our 24/7 Crisis hotline.



Differential Response has provided services to 1,850+ individuals.

## THE STARVISTA COMMUNITY



3 in 5 StarVista clients are under 24 years of age



45% of StarVista clients identify as Latino/a/x



1 in 5 StarVista staff identify as having a disability or dis/ability



30% of StarVista clients are non-English speakers



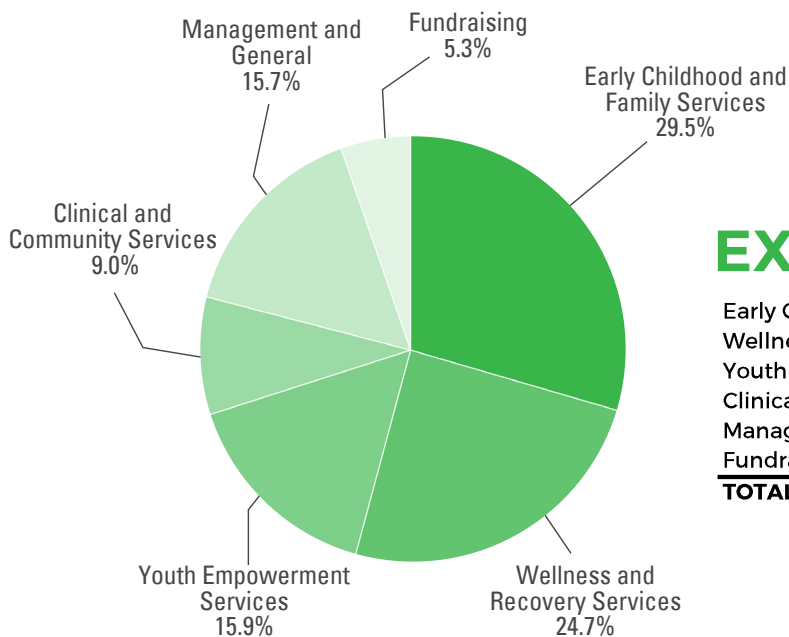
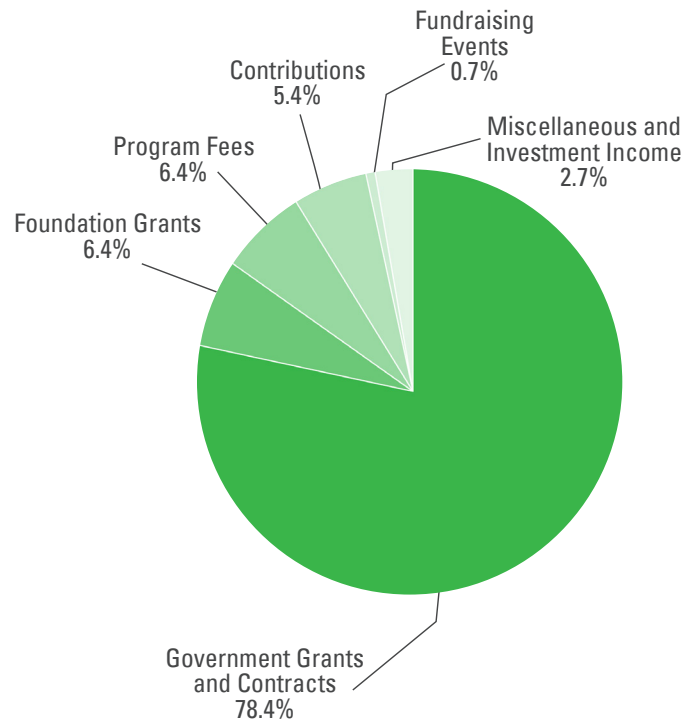
7% of StarVista clients identify with the LGBTQ+ community

# FINANCIAL SUMMARY

July 1, 2020 to June 30, 2021

## REVENUE

Government Grants and Contracts	\$ 11,901,858.00	78.4%
Foundation Grants	\$ 977,500.00	6.4%
Program Fees	\$ 970,044.00	6.4%
Contributions	\$ 820,219.00	5.4%
Fundraising Events	\$ 101,411.00	0.7%
Misc. and Investment Income	\$ 413,914.00	2.7%
<b>TOTAL</b>	<b>\$ 15,184,946.00</b>	<b>100.0%</b>



## EXPENSES

Early Childhood and Family Services	\$ 4,776,586.00	29.5%
Wellness and Recovery Services	\$ 3,990,572.00	24.7%
Youth Empowerment Services	\$ 2,567,726.00	15.9%
Clinical and Community Services	\$ 1,457,077.00	9.0%
Management and General	\$ 2,532,314.00	15.7%
Fundraising	\$ 855,643.00	5.3%
<b>TOTAL</b>	<b>\$ 16,179,918.00</b>	<b>100.0%</b>

# DONOR ROLL

## \$100,000+

Peery Foundation  
Sequoia Healthcare District

## \$50,000 - \$99,999

Bella Vista Foundation  
David and Lucile Packard Foundation  
Kaiser Foundation Hospitals  
Peninsula Health Care District  
Sergey Brin Family Foundation  
Sobrato Family Foundation  
SolMateo  
The Grove Foundation

## \$25,000 - \$49,999

John Mozart  
Myra Reinhard Family Foundation  
Nasrallah Behbehani  
The Almanac

## \$10,000 - \$24,999

Carl Gellert and Celia Berta Gellert Foundation  
Danford Fisher Hannig Foundation  
Hurlbut-Johnson Charitable Trusts  
Sutter Health - Mills-Peninsula Medical Center  
San Bruno Community Foundation  
Todd Black  
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## \$5,000 - \$9,999

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American Endowment Foundation  
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Stanford Health Care  
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Ken Pessio  
Lily Hurlimann  
Michael Garb  
Mildred Ferguson  
Newfront  
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San Carlos Community Foundation  
San Mateo County Realtors Foundation (SAMCAR)  
San Mateo Credit  
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## \$100 - \$249

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BlackRock  
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Dierdre Zimits  
Dieter Zirkler  
Dina Overland  
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Elizabeth McDougall  
Ellen Eder  
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Frances Hart  
Frontstream  
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Heather Cleary  
Helen Greve  
Helen Kishi  
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Jeffrey Abadie  
Jessica Harders  
Jim Cannon  
Jochen Kleinknecht  
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Judy Kell  
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Nancy Ruddle  
Narges Dillon  
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Pam Behbehani  
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Sanjay Aggarwal  
Sarah Dobkin  
Seaport Industrial Association  
Shelley Eberle  
Stacey Wagner  
Stephanie Kaufman  
Stephanie Weisner  
Susan Bowen  
Susan Takalo  
Tracey Fecher  
Visa International  
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Zia Oboodiyat

#### UP TO \$100

Amanda Brodzki  
Amanda Peters  
Amery Kessler  
Amici's East Coast Pizzeria  
Amy Austin  
Andrea Guariglia  
Andrea Saldana  
Angie Negherbon  
Ann Root  
Apple Inc.  
Armello Rodriguez  
Ashley Spears  
Barbara Hernandez  
Barbara Lindsey  
Belot Family Fund  
Benjamin Tseng  
Brandy Spier  
Brigid Barlesi  
Brooks Moses  
Bruna Oliveira  
Carol Cook  
Carol Ida  
Carole Wilson  
Christina Cubilo  
Christina Lansdown  
Christine Yu  
Christopher Pope  
Christy Knott  
Clarissa Mae Calimbas  
David McNellis  
David Murphy  
Dawn McCale  
Dawn Presse  
Debbie Lee  
Diana Valle  
Dima K  
Doug Handerson  
Elita Ramirez  
Emma Valladares  
Emmy Naranjo-Cabatic  
Erika Gallegos Contreras  
Erin Thomas  
Fred Koehler  
GivingFund User  
Google Inc.  
Helen Lee Watts Lamkin  
Hewlett-Packard  
James McDermott

Jami Lieberman  
Jason Lau  
Jennifer O'Connor  
Jennifer Pilwallis  
Jennifer Yamanoha  
Jesenia/Dalylah Diaz  
Jim Ida  
JoAnn Nishiura  
Joanne Bartolomeo  
John & Elizabeth Weatherby  
Jolene Torres  
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Suzie Ramirez  
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Travis Haft

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Walt Nieder  
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Blue Line Pizza  
Byington Vineyard & Winery  
Dashe Cellars  
Evolve Movement Collective  
GAP  
Gilroy Gardens  
King Chuan Restaurant  
Oakland Athletics  
PIER 39  
Stanford University  
TheatreWorks Silicon Valley  
Total Wine  
Walmart

#### IN MEMORY OF

In memory of Peter Howard  
In memory of Aliya Rose Cullinane  
Kevin & Lisa Cullinane  
In memory of Priscilla Chiu  
Peter Chiu  
In memory of Mina Cuestas  
In memory of Li Tran  
Christy Tu  
In memory of Jennifer Joyce

#### CORPORATE MATCHING COMPANIES\*

Apple Inc.  
BlackRock  
Cadence Design Systems, Inc.  
Costco Wholesale  
Facebook Fundraisers  
Genentech Employee Giving Program  
Google Inc.  
Hewlett-Packard  
Oracle Matching Gifts Program  
PayPal  
T-Mobile  
Verizon Media Group  
Visa International  
Workday, Inc

\*Includes gifts made through Donor-Advised Funds at Benevity Community Impact Fund, Jewish Community Federation, Morgan Stanley Global Impact Fund Trust, Inc., or other entity.

Every effort was made to include all gifts made by private individuals and organizations during the July 1, 2020– June 30, 2021 fiscal year. Please accept our apologies for any omissions or errors. Please note that government contracts and grants are not included in this listing.

If you have any concerns, please contact us at 650-591-9623.



# STARVISTA PROGRAMS

- Archway
- Child and Family Resource Center
- Child and Parent Services
- Children's Place
- Community Wellness and Crisis Response Team
- Counseling Center
- Crisis Center
- Daybreak Transitional Housing
- Daybreak Rapid Re-Housing
- Differential Response
- DUI Services
- Early Childhood Community Team
- Early Childhood Mental Health Consultation
- First Chance Detox
- First Chance Sobering Station
- Foster Youth Education Enrichment Services
- Health Ambassador Program - Youth
- Healthy Homes
- Insights
- The Mindfulness Project
- North County Outreach Collaborative
- San Mateo County Pride Center
- School-Based Services
- Strengthen Our Youth
- Transitional Youth Services
- Victim Impact Awareness
- Women's Enrichment Center
- Youth Development Initiative

 = program facility





STAR VISTA

Helping All Ages and Stages  
Through Life's Challenges

**StarVista's 24/7 Crisis Hotline**  
650-579-0350

**Crisis Intervention and Suicide  
Prevention Center**  
[www.sanmateocrisis.org](http://www.sanmateocrisis.org)

**San Mateo County Pride Center**  
[www.sanmateopride.org](http://www.sanmateopride.org)

**VISIONARIES**

[www.star-vista.org/visionaries](http://www.star-vista.org/visionaries)

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