



STAR VISTA



HOPE THAT HELPS AND HEALS

2021-2022
Annual Report



Helping All Ages and Stages Through Life's Challenges



The people we help at StarVista live in our community. They are our neighbors. They are your neighbors.

We carry a close personal connection into everything we do, and we meet clients where they are, without judgment.

All of our programs are client-focused and strength-based, which means we can provide holistic resources that give people the help they need to make a change and live the lives they deserve.

**Pictured above are attendees of StarVista's inaugural Mental Health Matters Walk event at Ryder Park in San Mateo.*

OUR MISSION

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

OUR VISION

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

OUR VALUES

To serve our clients, supporters, staff, partners, and diverse community, we utilize a strength-based, holistic approach, guided by our **commitment to diversity, equity, and inclusion.**

Diversity • Equity • Inclusion • Respect • Integrity • Partnership • Dedication • Innovation • Accountability

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Learn more:

www.star-vista.org/visionaries



LETTER FROM OUR CHIEF EXECUTIVE OFFICER

Sara Larios Mitchell, Ph.D., MACP (she/her)

I am grateful for all that we accomplished this year. Thanks to you, our StarVista family, our programs continue to provide hope that helps and heals our communities, especially during their most challenging times.

This year, we introduced three new programs - all first of their kind in San Mateo County.

We launched First Chance Detox, a residential program for individuals to safely withdraw from the effects of alcohol or other drugs. We also launched our two highly anticipated mobile crisis response programs: the Community Wellness and Crisis Response Team (CWCRT) and our Crisis Center's Youth Stabilization, Opportunity, and Support Team (Youth SOS).

Both programs help address the need for in-person crisis intervention, with CWCRT working directly with San Mateo, South San Francisco, Daly City, and Redwood City police. CWCRT and Youth SOS are very successful, and **I am pleased to share that they will continue to expand in the coming year.**

It was with great sadness, however, that we were forced to close our Your House South (YHS) program after decades of providing housing and crisis intervention services to runaway and homeless youth. This much-loved program faced funding challenges over the years and operated at a loss that the agency could no longer absorb.

In October, we hosted our second annual Changing Lives fundraising event via Zoom, celebrating our 55 years of providing life-changing mental health and wellness services to those in need. In addition, we hosted our first Mental Health Matters community event, StarVista's Mental Health Matters Walk in May. This fun, heartwarming event brought our county together at Ryder Park to practice self-care and raise awareness of our essential services.

We also celebrated the San Mateo County Pride Center's 5th Anniversary. The Pride Center is the first ever LGBTQ+ community center in San Mateo County. Whether seeking behavioral health services or gathering in solidarity with others to share stories, build relationships, learn, grow, create, and heal together, LGBTQ+ individuals and communities throughout the Peninsula have this space to call their own.

To our family of donors, funders, supporters, Visionaries, staff, interns, volunteers, and clients, thank you for supporting StarVista. You strengthen community resilience. You empower individuals to lead healthier lives. And most importantly, you inspire hope for children, youth, adults, and families in San Mateo County facing life's challenges.

Sincerely,

Sara Mitchell



Transforming crisis into life skills *with StarVista's CWCRT Program*



Hi there. My name is Ed Barberini, I am the Chief of Police in San Mateo County, a StarVista Board member, and a StarVista Visionary. StarVista's Community Wellness and Crisis Response Team (CWCRT) Pilot Program, in partnership with San Mateo County Behavioral Health and Recovery Services and 4 police departments: San Mateo, Daly City, South San Francisco, and Redwood City, is designed to improve law enforcement response to community members experiencing mental health crises.

From the Department and our clinician's perspective, CWCRT has been extremely successful and exceeded expectations. While the program came into existence with an idea in mind of truly serving community members in crisis in real-time, with the potential to tailor

the response to meet the individual needs of the person in crisis, the positive impact has been felt in not only the community but within other community agencies/partners, the respective police agencies and all other cities/counties watching who now are considering implementing this model.

The community's response to CWCRT has been very positive. The community has embraced the idea of the program and regularly expresses appreciation that it is a resource available to them and the Department. **Over the course of the pilot program, SMPD has received approximately 1,700 calls for service that qualified for a possible CWCRT response, and our clinician has responded to close to 400 calls for service.** From the perspective of one of our clinicians, she has had the great opportunity to see families who have been long suffering connect their loved ones to mental health and substance use services, intervene before individuals take their own life or the life of someone else, and provide a listening ear to individuals/families who thought that no one else would hear them. She regularly has families/individuals that no longer work with her, call her to just to give life updates. The follow-up component for the clinician position and overall CWCRT program is the most important part of this role as that is where the rapport that is initially built has the opportunity to flourish into a trusting therapeutic relationship.



**Pictured above is Patricia Baker, LMFT, CWCRT Licensed Crisis Response Clinician with Redwood City police officers. Pictured to the right is Briana Fair, CWCRT Crisis Response Clinician with San Mateo police officers speaking to an individual. Source: ABC 7 News.*



THANKS TO YOU, STARVISTA HELPED OVER 37,000 INDIVIDUALS NAVIGATE LIFE'S CHALLENGES



San Mateo County Pride Center trained **748** community members on topics like Sexual Orientation & Gender Identity (SOGI) 101, Trans 101 & Pronouns 101 series



Counseling Center provided **2,084** hours of counseling services



Crisis Center answered **13,441** calls to our 24/7 Crisis Hotline and referred **69** of them to our Youth SOS Team



First Chance Sobering Station and Detox served **2,194** clients



School-Based Services provided **9,956** counseling, crisis & check in, and group/workshop sessions to students

StarVista Receives the 2022 San Mateo County Jobs for Youth (JFY) Community Impact Award

"StarVista has continued to provide impactful services that not only empower our youth to grow, but to also ensure they are supported through life's challenges."

StarVista strongly advocates for the healthy development of our youth and creates a safe space for them to heal and transform into their authentic selves."

-San Mateo County Jobs for Youth



Jobs for Youth serves youth ages 14-21 who reside or attend school in San Mateo County. They provide free job skills workshops to help them build confidence and awareness about the special skills they possess, as well as a free youth job board to connect youth to employers near their home or school.

This year, San Mateo County Jobs for Youth is celebrating 40 years of empowering San Mateo County youth.

**Pictured above is StarVista's Executive Team. Daryl Tilghman, Ph.D., Director of Youth Empowerment Services, is holding the JFY Community Impact Award.*



Tom's Story

Tom*, a 17-year-old Latino male, enrolled in our Insights program at the request of his probation officer for substance use concerns. Briefly, after enrolling in March and again in August of that same year, Tom was discharged for failing to comply with the program's guidelines and expectations. We were almost certain we would see him again. Little did we know that his third enrollment would be a charm.

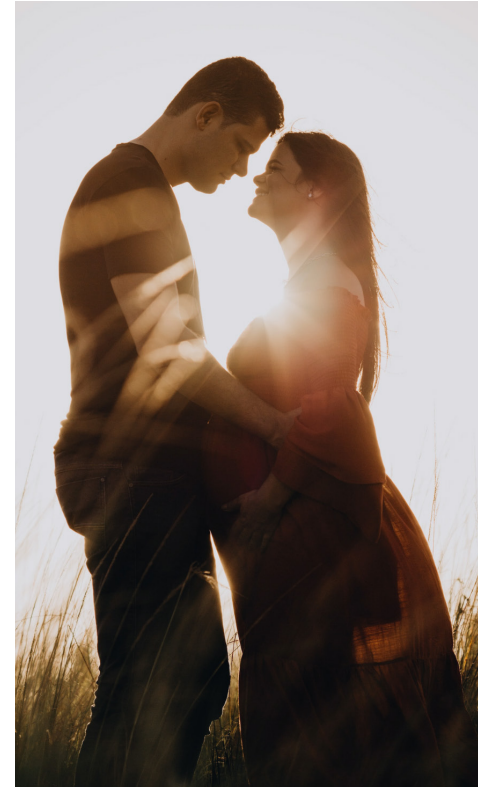
In November, Tom came back to Insights. **This time, he was a senior in high school with new charges and a child on the way.** As before, he presented as a reserved and skeptical young person with a rocky relationship with systems and authority. Detached from the process and incredibly angry at the circumstances of his probation, he began the third enrollment on the same terms as the previous two. He made himself clear: his only goal was to finish the program with minimal participation and effort because it was required by probation.

His clinician, having experienced parenthood and interested in imparting some wisdom and tools to prepare this youth for one of the hardest tasks anyone (let alone a teenager) can take on, made sure to bring a lot of compassion and deep listening to each session. **A few sessions into treatment, Tom disclosed some deep feelings to his therapist.** This was a massive step and a first for this youth.

He began to share more regarding his emotions, especially those that were overwhelmed by worries about taking care of his mom and child, graduating when he was incredibly behind, and his relationship with his girlfriend. **His clinician validated his concerns and often helped guide him through grounding exercises to stabilize his emotions.** The positive result and outlook on this particular tool was palpable.

Tom's comfort grew exponentially. It was hard to believe how shut down he had been to the process in previous sessions. His therapist continued to focus on honoring his openness to the therapeutic alliance and fostering a safe space to help him explore his different academic and relational concerns. He and his clinician were able to discuss the pros and cons of his coping strategies and brainstorm ideas for other coping strategies to create a toolbox of calming techniques.

Tom completed the program successfully with high rates of attendance and significant participation. **He felt better prepared to move on from old patterns and choices and for his newfound role as an adult and father.** He expressed gratitude and even requested that his clinician check in with him periodically after his graduation.



**Name changed to protect confidentiality*



The average age of Insights clients is 19 years old. 57% of our Insights clients this fiscal year identified as Latinx.

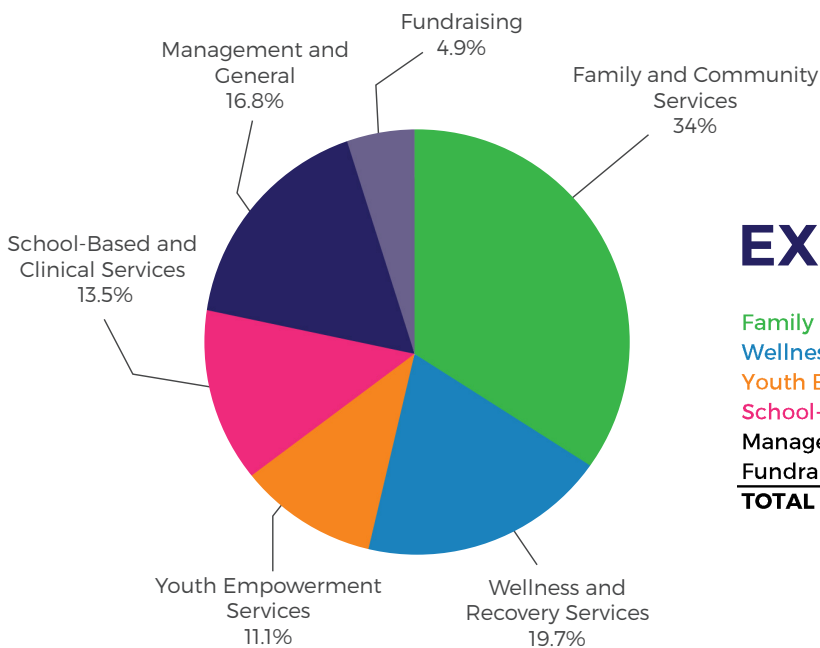
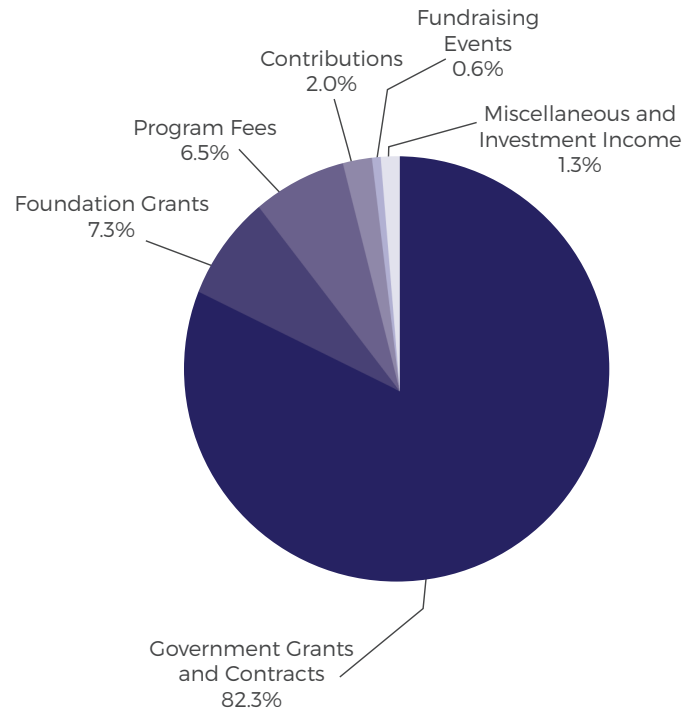
**Pictured to the left are Insights program staff members tabling at our Mental Health Matters Walk event.*

FINANCIAL SUMMARY

July 1, 2021 to June 30, 2022

REVENUE

Government Grants and Contracts	\$	13,414,573.00
Foundation Grants	\$	1,192,400.00
Program Fees	\$	1,067,340.00
Contributions	\$	325,543.00
Fundraising Events	\$	100,620.00
Misc. and Investment Income	\$	208,477.00
TOTAL	\$	16,308,953.00



EXPENSES

Family and Community Services	\$	5,583,501.00
Wellness and Recovery Services	\$	3,234,952.00
Youth Empowerment Services	\$	1,828,348.00
School-Based and Clinical Services	\$	2,220,369.00
Management and General	\$	2,764,070.00
Fundraising	\$	806,835.00
TOTAL	\$	16,438,075.00

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Every effort was made to include all gifts made by private individuals and organizations during the July 1, 2021- June 30, 2022 fiscal year. Please accept our apologies for any omissions or errors. Note that government contracts and grants are not included in this listing.

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



CELEBRATING 5 YEARS OF PRIDE IN SAN MATEO COUNTY

The vision for the San Mateo County Pride Center came about over a decade ago when a group of Behavioral Health and Recovery Services (BHRS) staff, concerned about the wellbeing of our LGBTQ+ communities, came together to form the PRIDE Initiative.

Under the Office of Diversity and Equity of BHRS, the PRIDE Initiative began convening through community meetings, events, and dialogues to foster a safer, more welcoming county environment. Recognizing the scarcity of resources and services specific to the LGBTQ+ population in San Mateo County, the long-term plan of the PRIDE Initiative members included the creation of a physical space for LGBTQ+ community and services.



Over the years, the PRIDE Initiative took many avenues to make this center a reality – including collecting and analyzing data, engaging local leaders, listening to community needs, and exploring policy changes and funding sources.

After a community planning process involving stakeholders in advocacy, the Mental Health Services Act Oversight and Accountability Committee approved the use of innovation funds for the San Mateo County Pride Center in 2016. Later that year, the contract for the Center was awarded to a collaborative led by StarVista, in collaboration with Outlet of Adolescent Counseling Services, Peninsula Family Service, Daly City Partnership, and Pyramid Alternatives (now merged with StarVista).

**Pictured above is the Pride Center ribbon cutting ceremony in June 2016.*

STARVISTA PROGRAMS

- 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

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Through Life's Challenges**

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**Crisis Intervention and Suicide
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www.sanmateocrisis.org

San Mateo County Pride Center

www.sanmateopride.org

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