



STAR VISTA

ANNUAL REPORT 18-19

MEETING PEOPLE
WHERE THEY ARE



For more than 50 years, StarVista has helped people throughout San Mateo County navigate life's challenges. Our counseling, crisis prevention, youth housing, and early childhood programs help tens of thousands of people in our community each year.

LETTER FROM THE CHIEF EXECUTIVE OFFICER



Sara Larios Mitchell, Ph.D.
Chief Executive Officer

I am honored to share with you the results of another fantastic year of growth and innovation at StarVista. Reflecting on this past year, I am inspired by the compassion, care, and dedication demonstrated by all of our teams, and by the impact we are having in the lives of those we serve. Every day, I witness the deep connection between our staff and our clients that is the driving force behind our success. We believe that change is always possible and that with the right support, anyone can be empowered to realize a better future for themselves. Again this year, our ability to show-up when and where we were needed most was made possible by you, the community members, partners, staff, and volunteers across San Mateo County, who share in a commitment to offering hope, possibilities, and opportunities to vulnerable people in our community. I am proud to lead this organization, and I am grateful to our strong and thriving community.

This year was marked by many exciting and significant moments for StarVista and our clients.

Our Spring Fundraiser, The 27th Annual Starting Line Breakfast, provided attendees an in-depth look at the state of youth mental health, including a panel discussion with expert providers and academics working to address the challenges facing today's youth. In the fall, we enjoyed the 5th Annual Taste of the Peninsula, where we came together at Domenico Winery in San Carlos in celebration of the incredible generosity and dedication of our staff, funders, and community partners.

The Pride Center was part of many firsts in San Mateo County during Pride Month this year, including flag raisings in 3 cities, and having a pride night at the San Mateo County fair. The Pride Center was also awarded an extension of funding and staff received accolades from State officials for their incredible work.

Your support enables us to continue meeting clients where they are, without judgment, and providing the best possible services.

I hope you enjoy hearing about our year. Thank you for joining us in helping our neighbors, our friends, our families, our youth, and our children, persevere and transform some of the toughest life situations into personal victories.

Warm regards,

A handwritten signature in black ink that reads "S & Mitchell".

Sara Larios Mitchell, Ph.D., MACP,

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MEETING PEOPLE WHERE THEY ARE

OUR COMMITMENT TO HONORING THE INDIVIDUAL

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

Every day at StarVista our amazing staff go out into the community and honor this commitment, whether emotionally or physically. Here are their stories; of how we are helping the people in our shared community.

“...We’re not just serving the community,
we’re in the community!”



Aurora Gallardo,
Community Worker & Intake
Coordinator, Early Childhood
Community Team

WHERE COMPASSION DRIVES ACTION

Part of meeting people where they are means having an open mind because you don’t know what’s going to happen or what someone is going through.

I am a Community Worker and Intake Coordinator with the Early Childhood Community Team.

On my first home-visit with a new family, I met a couple with a 3-year-old child. Mom met me at the door and was so warm and welcoming, but as I entered, Dad approached me, flustered, and demanded to know my intentions. His past experiences with providers made him distrust me and why I was there. I calmly explained who I was, and said, “I’m here to just let you know the services we provide.” I gave him a flyer to our Father’s Group, he took the flyer and exited the room.

Later on, when I’d been working with the family for a while, Dad sat down with Mom and I, and I learned more about their story.

They weren’t communicating, and they weren’t connecting with their child, but really, Dad was suffering. He had a sick mother that he would never be able to visit and didn’t know what to do with his sadness and frustration. He just wanted to see his Mom, and he couldn’t, and it was too much for him. But, eventually, he opened up to receiving support, and the next thing I knew, he started going to the Father’s Group! Now he’s a Dad who’s been there since the beginning.

It’s not going to happen fast but it’s building that trust and that relationship with time that matters and keeping an open mind, so you can be there for someone, however, and whenever they need you.

ECCT PROVIDED SERVICES TO OVER

300 INDIVIDUALS.



SOLVING THE STRUGGLES RIGHT IN FRONT OF US

I am, Catarina Juan Fishman, the Program Manager for GIRLS and Institutions, which is our part of the Youth Services Center (YSC) at the San Mateo County Juvenile Hall. GIRLS stands for “Gaining Independent, Resilient Lives, Successfully”.

Our GIRLS program provides court-mandated, three-phase addiction, trauma, and mental health treatment for incarcerated and paroled girls, who are 13-18 years old.

A few years ago, I was working with a youth who made it very clear that she didn't want to be here. I met with mom separately to find out what was going on, then started meeting both of them weekly. At first, all we did was sit in a room together to see how, and if, they wanted to talk to each other that day. See, parents come with a set of experiences and expectations for their kids. For this mother from Mexico, her expectation was that her daughter would take advantage of every opportunity she'd never had, like going to school.

Mom wished someone had given her those opportunities, and just couldn't understand her daughter's choices.

By giving them space, the youth was able to hear her mom's perspective, and explain that she was living her own life. When mom explained her hopes and dreams, the youth responded, “You never said anything”, and mom replied, “You never asked”. We got to a point where they each understood that they wanted different things. It might not sound like a lot, but it was; they were able to communicate with each other and they, slowly, somewhat started to agree on some things.

The youth has been released since then. While she's not super happy with her parents, she is understanding and respectful. She follows curfew and is not using substances, and she wants to go to college. I worked with them only for a short period of time but in that moment, what they needed was someone to listen and give them that platform to connect. It's about creating the space that made the conversation possible. It really makes a difference, especially to these youth.

IT'S ABOUT
CREATING
THE SPACE THAT
MADE THE
CONVERSATION
POSSIBLE.



Catarina Juan Fishman,
Program Manager,
GIRLS and Institutions



BELIEVING IN PEOPLE BETTERING LIVES

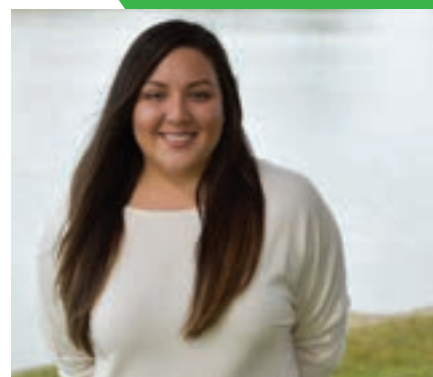
In my role as Housing Specialist for our Transitional Youth Services (TYS) and Transition Housing Placement Plus Program (THPP), meeting people where they are means a lot of things.

It could mean meeting up with a homeless youth in the park where they slept the night before, or being there to help a youth do laundry, cook a meal, or apply for job for the first time. Every client we bring into our Transitional Youth Services program is unique, but the main pieces are the same: housing and goal-oriented case management provided by caring adults.

Our TYS and THPP program's primary objective is to provide stable housing, but we also look at overall stability, like, what's going on with a client's education or employment.

We have different housing models designed to meet a client's needs. We work on things like conflict resolution, building relationships, and how to keep your house clean.

In our most independent program, youth hold a traditional lease with a landlord, and we provide rental assistance. The youth also learn how to be held accountable and liable for what happens within a housing contract, and we help guide them through how to be a good tenant, and how to advocate for themselves.



Samantha Rivas, M.A.,
Housing Specialist,
Transitional Youth Services

With our case management services, it's all about helping clients set and reach their goals. We help them enroll in higher education or help them get and maintain employment.

If they're having interpersonal relationship difficulties, we help them navigate those too. We also do things like role play phone calls and conversations with educators or employers, so youth know what a conversation is going to look like, and what questions they'll get asked.

A lot of our clients are full-time students and employees so there's not always time for them to meet with us, but we do try to meet them where they are, which could just be a phone call, "We just want to make sure you're doing OK. Is there anything that you need? Anything we can do to support you?" So, it's whatever comes up for the client at the time, that's what we help with, like, I always have food in my car because I can ask, "Are you hungry? I have snacks!" So just always being prepared for what might come up.

Some clients face challenges that we sometimes see among youth who have spent time in the foster or juvenile systems. These challenges can stem from disadvantages and circumstances entirely outside of their control, so assessing and bringing clients closer in age, developmentally, with their peers, is part of the work. I was their age not too long ago with supportive parents, lots of resources, lots of privilege, and I was overwhelmed! Often, our clients are just trying to survive, and concepts like money, transportation, and resources are not accessible to them, so we try to make services as accessible and feasible for them as possible.

Unfortunately, not everyone qualifies for all services and there's more foster youth aging out than there are programs to support them. Our program is wait-listed but we do offer "After Care", which means that even if we're not providing financial or housing support, we still provide case management services. It's easy to lose track of youth who aren't receiving services but we work to keep them engaged, and to remind them that we're here, so they know, "You're not alone, people care and want to help you achieve self-sufficiency."

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TYS PROVIDED SERVICES TO 88 YOUTH

“...meeting people where they are means a lot of things. It could mean meeting up with a homeless youth in the park where they slept the night before, or being there to help a youth do laundry, cook a meal, or apply for job for the first time.”



OUR IMPACT



STARVISTA PROVIDED SERVICES TO OVER 40,000 INDIVIDUALS IN SAN MATEO COUNTY.



HAP-Y TRAINED OVER 30 YOUTH AGED 16-24 TO BECOME HEALTH AMBASSADORS.



HEALTHY HOMES PROVIDED SERVICES TO OVER 1170 INDIVIDUALS.



OUR SCHOOL-BASED SERVICES PROGRAM PROVIDED SERVICES TO 40 SCHOOLS IN SAN MATEO COUNTY.



CRISIS CENTER ANSWERED OVER 12,000 CALLS

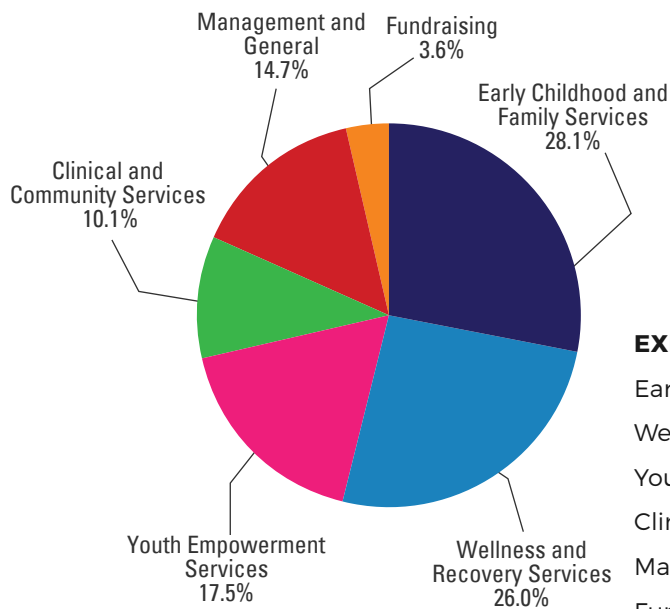
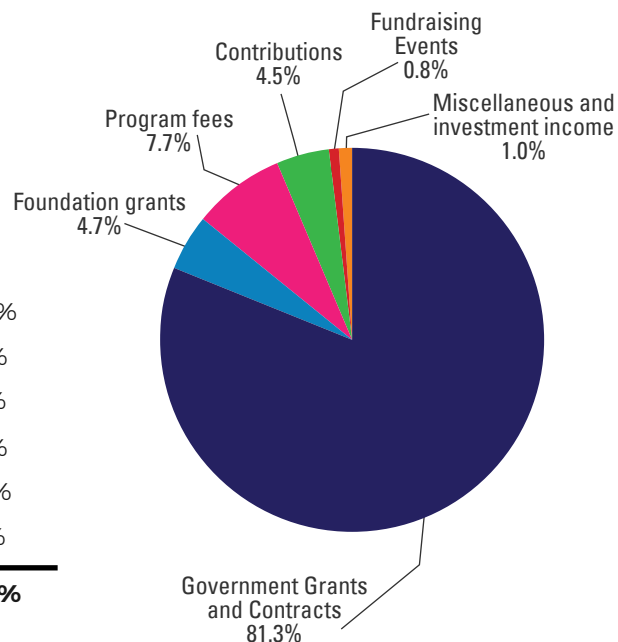
FINANCIAL SUMMARY

July 1, 2018 to June 30, 2019

REVENUE

Government Grants and Contracts	\$12,303,228	81.3%
Foundation grants	\$718,000	4.7%
Program fees	\$1,164,179	7.7%
Contributions	\$675,935	4.5%
Fundraising Events	\$118,788	0.8%
Miscellaneous and investment income	\$147,596	1.0%

Total	\$15,127,726	100%
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EXPENSES

Early Childhood and Family Services	\$4,246,849	28.1%
Wellness and Recovery Services	\$3,930,108	26.0%
Youth Empowerment Services	\$2,650,267	17.5%
Clinical and Community Services	\$1,527,695	10.1%
Management and General	\$2,228,973	14.7%
Fundraising	\$540,067	3.6%

Total	\$15,123,959	100%
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\$100,000+

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 Vinney Arora
 In honor of Elizabeth (Betty) Kaplan
 Jessica Kaplan
 In honor of Ellen Williamson
 Rebecca Williamson and
 Spenser Tangman
 In honor of Nicole Elenz-Martin
 Nick Hontalas
 In honor of Michael Garb
 Mindy Shelton
 In honor of Ruth Nagler
 Delaine Eastin
 In honor of Sara Larios Mitchell
 Cheryl Fama

IN MEMORY OF

In memory of Eileen Hunton
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 In memory of Ernie Wright
 Stephan McNally
 In memory of James Kuwaye
 Theresa Vallez-Kelly

In memory of Randy Yano
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Every effort was made to include all gifts made by private individuals and organizations during the July 1, 2018 - June 30, 2019 fiscal year. Please accept our apologies for any omissions or errors. Please note that government contracts and grants are not included in this listing.

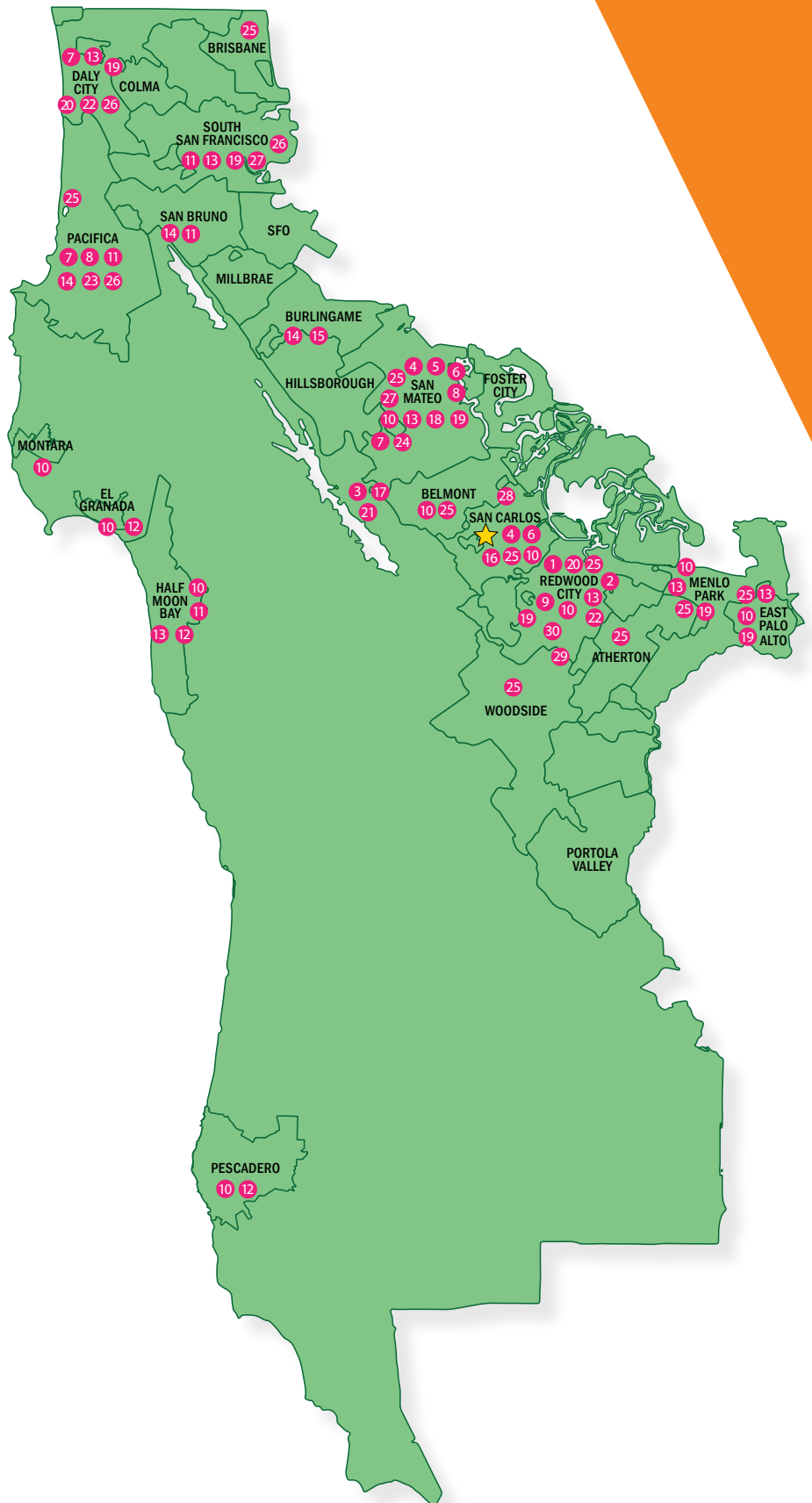
If you have any concerns, please contact us at 650-591-9623, ext. 124.



OUR PROGRAMS

1. PROGRAMS
2. Archway
3. Bridges
4. Camp Glenwood
5. Child and Family Resource Center (CFRC)
6. Child and Parent Services
7. Children's Place
8. Counseling Center
9. Crisis Intervention and Suicide Prevention Center
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15. First Chance Outpatient Services
16. First Chance Sobering Station
17. Foster Youth Education Enrichment Services
18. G.I.R.L.S./CAMP KEMP
19. Health Ambassador Program-Youth (HAP-Y)
20. Healthy Homes
21. Insights
22. Institutions
23. Mindfulness-Based Treatment
24. North County Outreach Collaborative (NCOC)
25. San Mateo County Pride Center
26. School-Based Services
27. Strengthen Our Youth Programs (SOY)
28. Transitional Youth Services
29. Women's Enrichment Center
30. Your House South
31. Youth Development Initiative

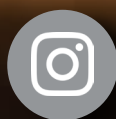
★ Administration - Main Office





Helping All Ages and Stages Through Life's Challenges

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