



A PROGRAM OF
ADOLESCENT
COUNSELING SERVICES

STAR VISTA

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2023-2024 Fiscal Year in Review

Dear Pride Center Community, Supporters, and Advocates:

We are incredibly proud of the work we've accomplished together. As we've seen in our first full year since returning on-site, the need for our center is clear. Through our combined programs and services, this year the **Pride Center reached over 12,000 people**, almost a **30% increase** from last year!

Whether we're providing clinical care to our clients, educating service providers, or increasing visibility through outreach, we continue to affirm, advocate for, and empower LGBTQ+ individuals during times when vital support is needed more than ever.

Read on to learn more about our collective impact – and how we've grown over the years.



Our Fiscal Year Highlights:



During this fiscal year (FY23-24), **our team expanded** including adding our first Center Manager position!

We more than **doubled the # of individuals trained** compared to just 2 years ago.

We saw an impressive **29% increase in total # reached** compared to last year!

98% of clinical clients **“Strongly Agree”** or **“Agree”** they **benefit** from the programs and services they receive or participate in at the Pride Center.

We just about **tripled the # of folks** engaged through in-person **outreach!**

“My therapist...has helped me so much it’s unbelievable. When I first started seeing her I had no idea my mental health could ever be as good as it is now...” – Clinical Client



“I’ve had therapists before going to The Pride Center and have had to explain a lot of queer terminology and other stuff that’s common knowledge among queer people. Being able to work with a therapist that’s in the alphabet mafia as well is just so much more comfortable because they already understand and can empathize easier with my experiences.” – Clinical Client

Growth Chart!

YEAR	TOTAL SERVED	CLINICAL	TRAININGS	PEER GROUPS	OUTREACH
2021-2022	4,625	169	748	793	804
2022-2023	9,506	149	1,219	1,271	829
2023-2024	<u>12,287</u>	147	<u>1,768</u>	677	<u>3,217</u>

Training & Education!

Our Training program improves the care of LGBTQ+ individuals throughout San Mateo County by educating service providers and local community members. To further expand our impact, **we revamped and developed two new curriculums this year.**

Becoming Aware of Our Assumptions:

Conversations to Create More Inclusive Spaces:

We continued to offer our newest training through the Kaiser Foundation grant in a more streamlined form, focused on working with audiences to give them tools to recognize, address, and unpack the biases we all hold.

SOGIE 201: We launched a follow-up to our most popular training, SOGIE 101, that dives deeper into issues the LGBTQ+ community faces. This training aims to impart attendees with empathy, cultural humility, and advocacy practices that they can use going forward.

Throughout all our trainings, we **maintained over an average 4.5 (90%) positivity rating!**



Outreach and Visibility

We improved our outreach and Pride Center branded materials. The increased popularity of these products (such as water bottles, fidget keychains, phone grips, tote bags, and more) generated more engagement at our tabling events, better promoting our programs and services!



"The variety of information delivery methods to keep folks... It had information that could apply to folks in any role (whether the person is directly serving clients, providing clinical care, or an administrative person who doesn't have client experience). The two hours flew by but every moment felt purposeful and impactful."
 - SOGIE 101 Training Participant



TGNB Support!

As the disparities for the trans and gender diverse community increased, the Pride Center has strengthened our support in response.

More than 2 out of 3 clients supported by our Clinical Program (71%) identified as Transgender, Gender Diverse, and/or Non-binary this year!

We helped at least 12 clients begin hormone replacement therapy (HRT) and supported: 30 clients in receiving gender affirming surgery.

Our Name and Gender Change workshops have served over 500 folks to date!

We also launched our first Gender-Affirmation Workshop for Trans Week of Visibility!

During this workshop, Pride Center hosted special guests from the Edison Gender Clinic, SFSU's Department of Speech, Language, and Hearing Sciences, and Sephora.

Participants were invited to:

- Learn Makeup & Styling tips from a trans makeup artist.
- Meet one-on-one for a gender affirming voice consultation.
- Discuss their options for hormone therapy and medical transition.
- Receive free chest binders, binding tape and/or makeup kits.



"As a queer young adult, I wouldn't have known how I'd be able to get all the resources that The Pride Center has helped me find so easily. I got my name/gender marker change documents done here...which was a huge comfort... It is also tons better to do therapy with other queer therapists too! I wouldn't want to go anywhere else."
- Pride Center Client



"I have come a long, long way from when I started receiving services at the Pride Center. From doubting/denial of self... To, now being comfortable owning my identity, and gender, and moving past the deep gulfs of sorrow...I am confident that I would still be wondering why I was miserable, and unable to move forward in life without this life changing help."
- Clinical Client

Majority Of Funding Provided By :



**BEHAVIORAL HEALTH
& RECOVERY SERVICES**