



Mental Health Services Act (MHSA) Quarterly Report

July 1 – September 30, 2024

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I. ***Director's Message, July – September 2024:***

During the last fiscal year 2023-2024, StarVista's Senior Grants Manager, Lauren Heminez (she/her), and I submitted the Pride Center's RFP for our renewed contract with the Behavioral Health and Recovery Services Office of Diversity and Equity to cover fiscal years 2024 - 2026. The core of the contract is to deliver the same programs and services as before with the same number of deliverables attached. One significant difference was included in our RFP, however, which is to work with a consultant for the Pride Center to become our own 501 C3 non-profit after 7 years of being in existence. It was a surprising yet exciting opportunity, albeit a daunting one.

Throughout the latter parts of the former fiscal year, we've been working towards increasing our internal revenue. Trainings, clinical services, grants and development funding are the center's primary methods of generating income. Additional improvements have been made to restructure staff positions to design roles in a more sustainable way. Since several job positions are split, the responsibilities individual team members were hired into weren't always evenly weighted. Certain people could barely manage their priorities, negatively impacting revenue possibilities. Since I joined the Pride Center in the winter of 2020, I tried my best to redesign staffing structures for workload sustainability whenever an opportunity arose. Working with a paid consultant promises to rethink job structures and improve our internal revenue options with more experience and a fresh perspective.

With this opportunity in mind, the Pride Center team took part in our summer retreat to plan and prepare for the year ahead. When the center opened 7 years ago, the original team had to hit the ground running with little time to pause and plan. Instead, this year was our chance to invest in ourselves for the year ahead. The [staff retreat agenda \(see Appendix\)](#) was built to ensure everyone had the same foundation before moving forward, while also including ample team-building activities.

First, we began by examining non-profit structures and roles (board of directors, budget essentials, etc.). This information is too often "learned on the job" and too rarely explained. Afterwards, the team was divided into working groups to develop their program plans for the fiscal year ahead. Each group was tasked to create a spreadsheet with their mandates with matching timelines according to all our funding agreements. Finally, a collaborative process was initiated to strategize how each partner agency, program, and team member could support each other's work to accomplish their goals. Internally amongst the staff, we often say, "we each take the lead in our role, but no one works in isolation." Our motto was on full display that day.

The time we took to pause and prepare along with the exercises to share time and stories with one another was well worth it. It was our chance to first examine our own needs and priorities before dreaming of what a new possibility could be; a Pride Center standing on its own. Our work is often proactive. Arguably, it's how we've continued to improve not only the quantity of programs and services we deliver but the quality of them as well. In my time, I've seen each team member progress in their individual roles and the team progress as a whole. I've witnessed them lean on one another, bolster one another, and prop each other up when needed.

During the "Foundations of Pride: The Essentials of a Non-profit" presentation, one of the talking points argued that program sustainability is as important as financial sustainability. Without the former, the time dedicated to addressing staff burnout and turnover can bury the work needed to address financial revenue needs. This is especially true of smaller non-profits with too few staffing resources. Sadly, even though the Pride Center has experienced less turnover than most non-profits, the equation above still holds true. Yet, this most recent time taken dedicating the team to our own work and to each other, has better equipped and integrated us.

It's an exciting time, indeed, to see what comes next when programmatic sustainability is paired with experienced consultation. Now, we get to find out what happens with this opportunity to realize what we're capable of. To be continued.....

With so much Pride,

Francisco Sapp

Francisco "Frankie" Sapp
Center Director

II. Introduction

A. Background

The San Mateo County Pride Center began as an Innovation (INN) program under the Mental Health Services Act (MHSA) that is funded by the San Mateo County Behavioral Health Recovery Services (BHRS) department. It is an innovative collaboration between three partner organizations: Outlet of Adolescent Counseling Services, Peninsula Family Service, and StarVista - the Pride Center's lead agency.

Over a decade in the making, the Pride Center is the first ever LGBTQ+ community center in San Mateo County. Born of the struggles and triumphs of the LGBTQ+ community over the years, the Pride Center stands for equity, inclusion, dignity, self-determination, and justice. Whether they are seeking behavioral health services or gathering in solidarity with others to share stories, build relationships, learn, grow, create, or heal together, LGBTQ+ individuals and communities throughout the Peninsula finally have a space to call their own.

The Pride Center takes a holistic approach to improving the health and wellbeing of the LGBTQ+ community by providing direct mental health services and resource support alongside community building activities and social and educational programming. The LGBTQ+ community experiences disproportionately higher rates of depression, anxiety, suicidal thoughts, substance use, homelessness, social isolation, bullying, harassment, and discrimination. Programming of the San Mateo County Pride Center seeks to mitigate these risks by decreasing stigma and improving the quality of and access to behavioral health and wellness services through a collaborative approach.

The *mission* of the 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.

Its *vision* is to create an innovative, respectful, and equitable community of all ages, ethnicities, cultures, sexual orientations, and gender identities that supports complete inclusion, is free of discrimination, strives for knowledge, challenges barriers, and seeks to empower agents of social change.

B. Values

Cultural Humility: We are committed to the everyday practice of Cultural Humility. The concept was coined by Drs. Melanie Tervalon and Jann Murray-Garcia (1998) to address health disparities and institutional inequities. Practicing cultural humility requires bravery, empathy, and respect. Cultural Humility principles we strive towards include:

- i. A lifelong process of critical self-reflection and self-critique;

- ii. Redressing the power imbalances in the client-provider dynamic;
- iii. Developing mutually beneficial partnerships with communities;
- iv. Advocating for and maintaining institutional accountability

Empowerment: We empower the LGBTQ+ community through the collaborations we build and grow through our clients. We provide a safe space where people do not feel ashamed or unwanted, but rather have a sense of hope in their lives. We strive to destigmatize mental health and stop seeing it as a sign of weakness and more as a sign of strength.

Anti-Oppression: We understand anti-oppression to be the active work of building and empowering communities against the systems of oppression that cause harm. Through education, peer groups, and community building opportunities, we hope to build an alternative to the disempowering and harmful systems of power that lead to physical harm, imprisonment, homelessness, poverty and mental/emotional unwellness. Anti-oppression means working against: classism, racism, ableism, white supremacy, cisheterosexism, xenophobia, etc... that harm members of our community.

Growth: We are committed to prioritizing growth as a continual process of learning. Through continuous efforts and struggles we value the flexibility to change and grow with our community. Our measurements of growth are not linear. Moments of growth often stem from conflict. It takes persistence and discipline exercised through time in order for growth to take shape. Growth can be an individual and communal experience; as a community space, we prioritize accountability and justice in our efforts.

Play and Creativity: Let's face it, having a work-life balance cannot be done without creativity. Whether this is balancing your work within the community, working on yourself, or working on keeping your life together, life can be hard. We strive to incorporate creativity in each of these areas as much as possible to better integrate creativity within our abundance of services. Creativity to the Pride Center means developing programs that reflect our desire to create a community that fosters positive relationships through expressive arts therapy, creative arts and crafts workshops, finding creative solutions, creativity and play-centered support groups, and more.

C. Program List

- | | |
|---|-----------------------|
| 1. Clinical (Therapy & Case Management) | 6. Training/Education |
| 2. Peer Support Groups | 7. Community Events |
| 3. Youth Program | 8. Administrative |
| 4. Older Adult Program | 9. Development |
| 5. Outreach | 10. Volunteer |

III. Agency Information

Agency Name: StarVista

MHSA-Funded Program Name: San Mateo County Pride Center

Program Director: Francisco Sapp

Email: francisco.sapp@sanmateopride.org

Phone: 650-579-5441

IV. Program Descriptions:

A. CLINICAL:

1. **Program Purpose:** The Clinical Program of the San Mateo County Pride Center provides high quality, LGBTQ+ affirming behavioral and mental health services to marginalized and at-risk LGBTQ+ community members in San Mateo County. Clinical services include individual therapy, relationship therapy, family therapy, group therapy, and case management. Our work is strength-based and trauma-informed, engaging both natural supports and the whole family whenever possible. The primary purpose is to assist clients, their families, and their communities in reducing stigma and supporting the creation of safe, affirming environments for LGBTQ+ clients. To this end, services are aimed at not only reducing high-risk symptoms such as self-harming behaviors and trauma symptoms, but also at providing family support and education to non-affirming family members. Lastly, in addition to offering direct clinical care, our clinical team also provides extensive consultation and LGBTQ+ training for other mental health and medical service providers; school administrators and educators; parents of LGBTQ+ youth; students; LGBTQ+ older adults; and the general public.
2. **Target Population:** The population to be served will be comprised of persons who are: transgender and gender nonconforming/variant (also known as trans, genderqueer, genderfluid, non-binary, two-spirit, and more), LGBTQ+ youth, seniors, and ethnic minorities (“LGBTQ+” refers to any non-heterosexual and non-cisgender individuals, including, but not limited to, people who identify as lesbian, gay, bisexual, transgender, gender non-conforming/variant, queer, questioning, intersex, two-spirited, and more). The target population will be members of marginalized and high-risk groups with high rates of trauma, suicide ideation, and victims of bullying.
3. **Primary activities and/or interventions provided:**
 - a. **Mental Health Services:** Intake procedures for clinical services begin with the initial inquiry either by email or by phone, after which a brief phone screening with a clinician is scheduled. During the phone screening, the clinician determines the client’s specific service needs and assesses for risk factors such as suicidality and intimate partner violence. Therapy interventions are evidence-based and tailored to each client’s individual needs. Currently used modalities include but are not limited to CBT, DBT, Mindfulness-based, Emotionally Focused Couples Therapy, Narrative Therapy, Play Therapy, Sand Tray, and Expressive Arts Therapy.
 - b. **Case management:** Case Management is a collaborative process that involves the coordination of community-based services and resources to provide support to individuals, partners, and families in need. The goal of the case management program is to enhance participants’ abilities to resolve issues, overcome obstacles, and lead fulfilling, productive lives. The Case Manager works closely with participants to create a

customized service plan that takes into account each person’s unique strengths, needs, and circumstances. Functioning as a liaison, mediator, and advocate for participants’ health and wellbeing, the Case Manager oversees their care and connects them to the appropriate resources and service providers whenever necessary. Case management services can include the following areas: mental health referrals; healthcare; housing; financial literacy; transportation; employment; legal aid; name and gender change support; social skills; community participation; connections to resources; and referral services. Throughout this process, the Case Manager closely monitors the participant’s progress and will adapt the service plan as needed. It is our goal to ensure that participants receive the best possible care and can access the services they need.

B. PEER SUPPORT GROUPS:

1. **Program Purpose:** The San Mateo County Pride Center hosts several peer groups led by a combination of staff and community volunteers. These groups are social gatherings that are designed for the LGBTQIA+ community to gather with and meet others who share similar identities and experiences. Organized by age and specific identities, our peer groups reflect the diversity of our community.
2. **Target Population:** It is important to first recognize the diversity in the world. It would be simple to say there is diversity “in our community”, but truthfully the Peer Support Program is providing numerous safe spaces that are attended in-person and online by people around the globe. Our goal is to reach those who are marginalized in society and have a history of isolation, rejection, depression, anxiety, or any other categories of mental illness. The Peer Support Program is constantly adapting and will change as the demands of our community do.
3. **Primary Activities and/or Interventions Provided:** The Peer Support Groups ultimately provide a place of comfort, understanding, and safety for those who need it the most. The LGBTQIA+ community and its members have a long history of dealing in social isolation, the groups are designed to help reduce that. Whether in person or online, the groups and their members share their stories and experiences through activities like sharing food, art, music, and reading books. Our interventions include providing resources for facilitators as needed and a safe space for the members of each group to meet safely and privately. As of now, the goal is to create a community that can be hybrid so that members can attend in person or online depending on their availability. It is also important to note that many people do not share experiences with our group members, so providing a space for them to meet that is consistent and continuous allows them to relate to one another.

C. YOUTH:

1. **Program Purpose:** The Youth Program serves to provide social, community, and emotional support for LGBTQ+ youth in San Mateo County with the support of Outlet, a program of Adolescent Counseling Services. Outlet provides social and clinical support for LGBTQ+ youth

ages 5-25 in San Mateo and Santa Clara counties. Collaboration between SMCPCC and Outlet is long-standing and services are detailed in a memorandum of understanding between the two organizations.

2. **Target Population:** Youth for the program is defined as young people between the ages of 10 to 30. Our partner organization Outlet defines young adults as being between the ages of 5-25.
3. **Primary activities and/or interventions provided:**
 - a. LGBTQIA Youth Group (Ages 10-18)
 - b. QTBIPOC (Queer, Transgender, Black, Indigenous, People of Color) Group (Ages 14-25)
 - c. Transgender Youth Group (Ages 14-25)
 - d. Youth Advisory Board (Ages 14-25)
 - e. Genders & Sexualities Alliance (GSA) Support to middle and high schools (including SAGA, Spectrum, Rainbow clubs, etc.)
 - f. Training to Parents, Educators, Youth Providers, and Youth
 - g. Parent, Provider, and Youth Consultation

D. OLDER ADULTS:

1. **Program Purpose:** The Older Adult LGBTQ+ Peer Counseling & Programs of the San Mateo County Pride Center empower San Mateo County LGBTQ+ people 50 years and older to tackle the inimitable challenges they face as they age by providing community events, social activities, housing assistance, community resources, peer counseling, and group gatherings. The Older Adult LGBTQ+ Peer Counseling & Programs strive to improve the well-being and the physical and mental health of older people in the community by reducing isolation and offering meaningful community connections. The Older Adult LGBTQ Peer Counseling & Programs of the San Mateo County Pride Center pledge to construct a safe and compassionate environment that encourages continued growth, create local networks of support, and help to integrate people from diverse backgrounds, experiences, identities, and perspectives.
2. **Target Population:** LGBTQ+ Older Adults (50 years and older) who live and/or work in San Mateo County.
3. **Primary activities and/or interventions provided:**
 - a. LGBTQ+ Senior Peer Counseling
 - b. Community Events, Group Gatherings, and Social Activities:
 - i. Get App-y - Technology Support Workshop (on hold)
 - c. Peer Social Groups:

- i. Gay Men’s Group (attended by many older adults and led by a trained Senior Peer Counselor)
- ii. LGBTQ+ Book Club (attended by many older adults and led by a trained Senior Peer Counselor)
- iii. Polyamory Peer Power (attended by many older adults and led by a trained Senior Peer Counselor)

E. OUTREACH:

1. **Program Purpose:** The purpose of the Outreach Program at the San Mateo County Pride Center is to build and maintain relationships between local organizations, businesses and community members. Outreach involves content creation for flyers and social media posts, intentionally scheduled social media posts to ensure events are well advertised, tabling at resource fairs throughout San Mateo County, working with the Volunteer Coordinator to recruit new volunteers, creating and supporting trainings that focus on LGBTQ+ identity and creating and supporting events, groups and workshops that hold safe spaces for the LGBTQ+ population.
2. **Target Population:** Our target audience is underrepresented and marginalized LGBTQ+ communities. We maintain a safe and affirming space for all communities but work to outreach to and create events to specifically hold space for Older Adults and communities of Color, primarily Black and Brown Trans* Women and Older Queer Women of Color.
3. **Primary activities and/or interventions provided:** Outreach supports on-going and newly formed peer support groups and events by promoting these spaces on social media, with paper and digital flyers and through a monthly newsletter. To enrich our relationship with our community partners, we notify them about all events as they are finalized and invite them to participate and volunteer if necessary. Alternatively, we support our partners by volunteering, attending, and participating in their events as well. Another major part of outreach involves being present at the various resource fairs that our community partners hold and by sharing information about the Pride Center with attendees. The outreach person is responsible for creating informative and accessible flyers and social media posts with eye-catching designs. The outreach coordinator also tailors outreach to different communities with focus on specific needs. While previously most outreach continued online, since the Pride Center’s reopening, we have begun to use more paper flyers, brochures and marketing materials.

F. TRAINING/EDUCATION:

1. **Program Purpose:** The Training and Education component of our programs seeks to create institutional and cultural change to reduce stigma and discrimination throughout the county by engaging providers, teachers, and community through queer and transgender focused trainings, workshops, and panels. The intention is to support San Mateo County institutions and communities in building cultural humility and creating more equitable environments for LGBTQ+ folks, especially those with mental health challenges, to live, work, learn, and receive services. As

more organizations and businesses begin to open their doors, the Lead Trainer is excited to offer in-person and virtual options for trainings/educational inquiries.

2. **Target Population:** The San Mateo County Pride Center provides trainings for behavioral health and recovery providers, social services providers, community groups, county departments, local businesses and other agents of change interested in creating more inclusive and equitable environments for the LGBTQ+ community.
3. **Primary activities and/or interventions provided:** Typically, we provide Sexual Orientation and Gender Identity (SOGIE) 101 trainings anywhere from 1-3 hours that can have its content be tailored upon requests from organizations. Offered both virtually and in person, all our trainings are interactive and include the following components: participant narrative sharing, LGBTQ+ terminology, best practices, scenarios, and resources. Below are our training objectives:
 - a. Describe the difference between sexual orientation, sex, gender identity, and gender expression.
 - b. Build Empathy & Cultural Humility with the LGBTQ+ Community
 - c. Demonstrate three examples of using respectful gender-neutral communication with clients, friends, or family.

G. COMMUNITY EVENTS:

1. **Program Purpose:** The Pride Center is proud to offer monthly cultural, educational, and informational events for all community members. From our annual Intergenerational Dinner to various June Pride events, we work with various organizations and partners to brainstorm, plan, and execute diverse events. Our events are hosted across in-person and virtual platforms.
2. **Target Population:** The target population are LGBTQ+ individuals, families, and allies of the community within and out of San Mateo County. With our events starting to be in person, we also invite community members across the county to join us and see our new space.
3. **Primary activities and/or interventions provided:** The Events Coordinator is responsible for brainstorming, coordinating, and executing all events hosted by the Pride Center. Additionally, the Pride Center supports its partners or local organizations in their events. Support has looked like sharing event information with the Outreach lead for our media, consulting on event logistics, or participating in a workgroup to plan an event. Some of the events the Pride Center has organized or supported include:
 - a. FriGay Flicks: Fire Island
 - b. Queeraoke - community karaoke, partnered with Outlet
 - c. Crafting Identity: Bracelet Making
 - d. FriGay Flicks: Nyad
 - e. SaturGay Cinema: Mean Girls Double Feature
 - f. Community Care Package Workshop & Social – Suicide Prevention Month Event

- g. Fall Equinox & DIY Planner Building Event- partnered with CORA
- h. BBQueer- Community Barbeque Celebration

H. ADMINISTRATIVE:

1. **Program Purpose:** The LGBTQ+ Mental Health Front Desk Specialist plays an essential role by supporting the administrative needs of the center as well as staffing the front desk to welcome visitors into our space in a supportive and welcoming way. This position requires both administration skills and a foundational understanding of mental health either through education or lived experience.
2. **Target Population:** The target population are LGBTQ+ marginalized older adults, adults and youth, especially those who have never necessarily felt like they could be who they are authentically and their true self.
3. **Primary activities and/or interventions provided:** This individual helps funnel inquiries (whether in person, via phone, or email) and connects clients, community members, and organizations to the appropriate team members and programs within the Pride Center. Working with the Center Manager, they help coordinate the needs of the physical center such as assisting with onsite scheduling, ordering supplies, and tracking daily visitor demographics. When needed, they also provide additional administrative support to the team leads such as the Center Director, Center Manager, and the Clinical Coordinators. Additionally, they maintain an active onsite calendar and provides the team with a digital description of the access needs creating a safe work environment for the whole team.

I. DEVELOPMENT:

1. **Program Purpose:** The StarVista grants team works closely with the Center Director and designated Pride Center staff on eligible grants and foundations to fiscally support the Pride Center's programs and services. Currently, the development portfolio is in the process of being restructured so that StarVista, the Center Director, and the Department Director coordinate and collaborate to better support this portfolio. At its inception, the Pride Center had a full-time Development Coordinator who was responsible for both grants management and development initiatives. That position was eliminated in the summer of 2020 due to financial constraints.

By combining the leverage of StarVista with the program and community knowledge of Pride Center staff, our hope is to make this piece both manageable and effective for generating the revenue needed to support the Pride Center's budget. There are still capacity limitations worthy of acknowledgement. Both StarVista's development and grants teams are relatively small, averaging around 3 full-time staff each. They're tasked with securing funds for over 25 individual programs throughout StarVista and for the agency overall. As such, there are still limitations to the amount of assistance these departments can provide us.

2. **Target Population:** The majority of our grants and foundations are targeted towards those with LGBTQ+ specific priorities, social/human service priorities, and DEI priorities. For fundraising

events or campaigns, we try to make the donation amounts accessible for our community members, from smaller to larger amounts. More efforts can be made to increase the donor relationship portion of the development program.

3. **Primary activities and/or interventions provided:** The Center Director, with select team members, and the StarVista grants team, dedicate our fundraising efforts on grants, donations, and occasional giving-campaigns. Due to our limited staff capacity, we've focused mostly on grants and well-known development campaigns. Currently, we are working on expanding the development profile to include donor outreach efforts, explore additional development campaigns, and additional fundraising ideas.

J. VOLUNTEER PROGRAM:

1. **Program Purpose:** The intent of the Volunteer Program at the Center is to provide a way for the community to collaboratively engage in supporting one another, to offer opportunities for personal growth, and to have fun. The program offers an opportunity for individuals to take ownership of their own experiences at the Center, and in doing so contribute to the success of the Center and the community. Multi-cultural, anti-racist, and anti-oppressive efforts are at the heart of this program as with all the efforts at the Pride Center.

An additional purpose of the Volunteer Program is to find ways, where appropriate, to have volunteers do various tasks associated with keeping the Center running smoothly, which in turn frees the paid staff to focus their efforts elsewhere. Opportunities currently exist in both virtual and onsite platforms and help to support the Pride Center's administrative, programmatic, and therapeutic needs. We are committed to ensuring that our volunteer roles are mutually beneficial when the individual is eventually matched.

2. **Target Population:** Volunteers at the Pride Center include LGBTQ+ marginalized people ranging in age from teens through adults in their 70's, who come from many racial backgrounds and from all socio-economic statuses. In short, almost anyone can volunteer!
3. **Primary Activities and/or Interventions:**
 - a. Volunteer opportunities this quarter included:
 - i. Online event planning and support; Online Peer Support Group facilitation; Social media support

V. Outcome Data and Program Impact

A. CLINICAL:

Data:

- ***Reducing the duration of untreated mental illness:***
 - a. When self-pay referrals contact the Pride Center they are reached out to by a clinician within a day or two. Due to this quick connection, community members are able to receive services rapidly. This leads to the client being able to start the work on their mental health and wellness journeys with minimal delay.
- ***Preventing mental illness from becoming severe and disabling:***
 - a. Clients who need more than one therapy session per week can connect with their clinician for brief weekly check-ins. This has helped clients to reduce stress levels, focus on their needs, and maintain functioning until they can meet with their clinician for their regular weekly therapy sessions.
 - b. The clinical program continues to approach our service of youth and young adults with the understanding that the earlier someone receives mental health treatment for mental illness and trauma the less likely the illness will become disabling or severe.
 - c. Therapy services at the Pride Center aim to include not only acute care of currently presenting symptoms, but also prevention-focused interventions. Such interventions include safety planning, collaborating with other care providers such as psychiatrists and case managers, as well as psychoeducation of client (and family, when applicable) around diagnosis and care options.
 - d. Clinicians regularly provide clients with community resources and socialization opportunities, as needed, and requested, by clients. These resources are vital to decreasing social isolation, creating routine, and increasing quality of life for clients with severe and persistent mental health challenges.
 - e. Reducing Gender Dysphoria: The Pride Center clinical team continues to support clients in navigating and accessing medically-necessary transgender-affirming care to help alleviate feelings of gender dysphoria. The Pride Center clinical team supports our transgender, gender-diverse, and non-binary clients in this way by: assisting with legal name and gender marker changes on identity documents; writing letters of support for clients to access both hormone therapy (HRT) and gender affirming surgeries; connecting clients to resources and providers for services such as gender-affirming voice training; and more. With the support of the Pride Center, clients report that living their authentic lives and feeling safe to truly be themselves has a significant positive impact on their mental health and wellbeing.

- ***Reducing the following negative outcomes that may result from untreated mental illness:***
 - a. **Suicide:**
 - i. LGBTQ+ individuals experience suicidality at significantly higher rates than members of the general population. Given that our clients are at increased risk for suicidality, our clinicians are well-trained to understand factors that contribute to increased risk and assess for suicidal ideation. As such, our clinicians can effectively intervene to reduce negative impacts of suicide by using evidence-based best practices.
 - ii. Our clinical team receives crisis management, suicide prevention, and crisis de-escalation training from the StarVista Crisis Center program at least twice a year. Coupled with dedicated ongoing support through collaboration and sharing of resources, and clinical supervision, our team is well equipped to respond to suicidal ideation within our current client population.
 - iii. This quarter:
 - 1. Pride Center clinician(s) continued to provide a range of supports and interventions to clients experiencing passive and active SI by using the “Ladders of Invasiveness” as reference. This best practice approach utilizes the least invasive interventions at first and gives the client more autonomy instead of automatically escalating to a 5150 “active rescue”.
 - 2. On multiple occasions for several clients, Pride Center clinicians collaborated with StarVista Crisis Center to support clients experiencing active SI. Pride Center clinicians and the client called the StarVista 24/7 crisis line together during session.
 - 3. A clinician worked with a client after their hospitalization and noted a decrease in SI.
 - 4. Another client with active self-harm at the onset of therapy that become more passive with therapy.
 - b. **Homelessness:**
 - i. Our LGBTQ+ Case Manager collaborates with LGBTQ+ and transgender-affirming housing providers across the county and in San Francisco and San Jose (Our Trans Home SF, SF Safehouse/Hope Center, Asian Women’s shelter, New Haven Inn) to support clients in need of housing. Additionally, connections continue to be maintained with housing support agencies in San Mateo County: Core Service Agencies and the Mental Health Association.

- ii. This quarter, Pride Center clinical staff supported a houseless genderqueer adult client with multiple shelter/housing referrals, connections to recovery programs, and long-term case management support.
- c. **Employment:**
 - i. A Pride Center client gained 2 new jobs this quarter.
 - ii. Another client gained part time work
 - iii. One client achieved a better school-life balance
 - iv. Another client got their dream job!
- a. **Prioritization of underserved and marginalized groups:** As a whole, Pride Center staff have decided to prioritize services to underserved and undertreated individuals and members of high risk, marginalized, and otherwise vulnerable groups (e.g. non-heterosexual, non-cisgender members of the LGBTQ+ community, transgender and genderqueer/non-conforming/variant minorities, people of color, low-income individuals, victims of abuse, bullying, and/or crime, etc.). Low-fee and pro bono services have been offered to undocumented clients or those faced with financial hardship.
- b. **Meeting individuals where they're at:** The Pride Center follows a client-centered approach. Treatment planning is done in collaboration with the client and goals are what the client themselves wants to work on rather than what the clinician thinks may benefit them. For example, if a client wants to work on reducing substance use but does not want to become abstinent, the clinician would utilize a harm-reduction focused approach to treatment rather than abstinence focused. Additionally, the clinical team makes efforts to work around potential barriers to care -- such as food access, transportation, and housing status -- by assisting clients in navigating community resources either through direct case management or collaborating with the client's assigned non-Pride Center caseworker.

2) Reduces stigma and discrimination:

The Clinical Program reduces stigma and discrimination by:

- a. **Organizing and participating in community and social events** that foster positive representation of the LGBTQ+ community. Pride Center staff and programs directly reflect the diverse community and individuals served.
- b. **Empowering vulnerable community members** through mentorship, guidance, and psychoeducation around coping skills and strategies to help manage and overcome stressful circumstances.
- c. **Educating LGBTQ+ families**, both directly and indirectly through collaboration with our peer support workers, to increase families' acceptance, understanding, and support of

their LGBTQ+ family members, reducing stigma and fostering a protective factor for clients. Furthermore, clinicians are well-equipped in providing appropriate resources to LGBTQ+ family members to educate themselves in better understanding and supporting their LGBTQ+ family member.

3) Increases number of individuals receiving services:

- a. Continued from last quarter: Many participants expressed that they engage with the Pride Center specifically because they know it is a safe and welcoming environment. Many are concerned about the quality of care and treatment they might receive from other providers due to their LGBTQ+ identity, as there is a pervasive fear due to a history of discrimination and mistreatment.
- b. The clinical team continues its outreach efforts to increase community engagement with the agency's psychotherapy and case management services. Outreach has included active participation in LGBTQ-specific Listservs such as Mind the Gap, Gaylesta and Bay Area Open Minds as well as building relationships with practitioners at other local agencies such as CORA, the Felton Institute, and the Edison Clinic, among others. The clinical team also continues to strengthen relationships with our partner agencies. We have received a number of referrals from partner agencies, new agency connections, as well as Listserv postings this quarter. While we do not have any specific numbers to report at this time, we plan to incorporate this in future reports.

4) Reduces disparities in access to care:

- a. The San Mateo County Pride Center is committed to providing mental health services to the LGBTQ+ community throughout San Mateo County. To reduce disparities in access to care, clinical services are prioritized to individuals who:
 - i. Are members of marginalized and underserved communities
 - ii. Have untreated or undertreated behavioral needs, including mental health and/or substance-abuse related needs
 - iii. Have experienced emotional and/or behavioral disturbances over a prolonged period of time causing difficulty and distress in relationships at home, school, work and/or community.
 - iv. Are at high risk for increasing levels of severity of presenting issues without mental health intervention
 - v. Are homeless or at risk of becoming homeless
 - vi. Lack safety due to intimate partner violence/abuse
 - vii. Are low income
 - viii. Experience isolation and/or social anxiety

- ix. Demonstrate self-endangering behavior and/or have a history of suicide attempts or ideation
 - x. Are victims of or witnesses to violent crimes (bullying, gun violence, domestic violence, etc.)
 - xi. Have difficulty managing anger and/or history of domestic violence perpetration
- b. Whenever possible, Pride Center staff also provide resources and information to clients to help improve their access to services by reducing barriers preventing them from receiving the support they need. For example, some clients requesting services have not had access to a phone and/or suffer from severe agoraphobia (fear of leaving the house). We have provided county resources that provide no fee or low fee cell phones to these community members. We have also encouraged folks to make use of the Non-Emergency Medical Transportation benefit offered to Health Plan of San Mateo members, which is able to provide free transportation to eligible clients so that they can visit the Pride Center to receive clinical services. Similarly, this quarter we have also continued use of encrypted, HIPAA compliant teletherapy services. This technology allows for clinical staff to provide essential services to clients who may be homebound or unable to physically visit the center (such as folks with chemical sensitivity issues or individuals with disabilities).

5) Implements recovery principles:

- a. **Development of Positive Coping Skills** - Clinicians utilize CBT as well as Seeking Safety interventions to help clients develop a broad spectrum of healthy coping skills tailored to their individual needs. Coping skills are practiced both in-session with the therapist as well as assigned as homework to help clients build new patterns of addressing stressful, potentially triggering scenarios.
- b. **Harm Reduction** - When working with substance use, clinicians take a client-centered approach, meeting the client wherever they are in their recovery and following the client's goals. If a client does not want to cease substance use, clinicians utilize a harm-reduction approach to help the client decrease the likelihood of injury or overdose while using and help refer for higher level services if the need is indicated. Additionally, if the client's goal is to reduce their substance use rather than to be completely abstinent, clinicians will work with clients to support this goal.
- c. **Client-centered, Trauma-informed Approach** - Treatment goals are client-centered and treatment plans are created in session in collaboration with the client. The Pride Center does have a strict policy around the presence of substances on-site, which carried over into the telehealth platform for therapy services and is reliant on client's self-report. Clinicians also utilize Motivational Interviewing tailored to whichever stage of change clients are in. All clinical treatment is trauma-informed, starting with the initial assessment. Substance use is addressed along with present trauma-related symptoms, rather than treating dual diagnoses separately.

B. PEER SUPPORT GROUPS:

1. Data:

The Peer Support Group Program strives to accomplish the MHSA Intended outcomes. The Peer Support Program helps participants mental health by holding a space where many people can socialize with others and form a sense of community. This is a critical step addressing the isolation that many LGBTQ+ folks experience. The Peer Support Groups also help prevent ongoing mental health issues from progressing to mental illness. Community, relationships, and belonging are a critical part of an individual’s mental and wellness.

Group Name	Average # of attendees per meeting	Attendance for Quarter
Gay Men’s	8	23
Queer Women’s	15	44
Trans Peer Group	9	28
LGBTQ+ Book Club	7	22
Polyamory Peer Power	11	34
LGBTQ+ Parents	3	5

2. Attendance and topic reports:

1. **LGBTQ+ Book Club (18+):** The LGBTQ+ Book Club continues to meet on the first Wednesday of the month. This group is guided by a facilitator, with a strong, consistent group of participants. There is also a community partner from the San Mateo County Library who attends this meeting, and team member Elana Ron supports this meeting as a hybrid group, setting up the projector to allow group members to attend either online or in person. This group is a popular offering to the older adult community. This quarter, the Book Club read:
 - a. **July 3:** *Hijab Butch Blues: A Memoir* by Lamya H
 - b. **August 7:** *Blackouts: A Novel* by Justin Torres
 - c. **September 4:** *Jane Steele* by Lyndsay Faye

2. **Polyamory Peer Power Social Group:** This group has continued to do incredible work in attracting and retaining members. Attendees from different counties, states, and even different countries have joined the meetings in hopes of filling the emptiness from not being able to be in physical community space. There continue to be several attendees each month who mentioned they are “new” to Polyamory, and that the meeting was their first time interacting with community. There also continue to be attendees from outside of California at most meetings, who are attending due to groups like this not being offered to them locally.

- **July topic:** Polyamory Visibility

- **August Topic:** Compersion
 - **September topic:** ADHD, Neurodiversity, & ENM/Polyamory
3. **Transgender Peer Support Group (18+):** This group continued to be well attended and attract new members. Two new facilitators were onboarded and trained this quarter. Topics and need for support range from month to month but are always sparks for discussion and peer support from members in attendance. This group creates valuable space for Trans community members to build connection and strategies for dealing with challenges around identity. Topics this quarter have included:
- Maintaining Trans Joy in the current political and news climate
 - Where and how to meet other queer and trans folks
 - Transition celebrations, questions, and solidarity
4. **Queer Women’s Group (18+):** This group continues to meet once a month on the fourth Friday and is led by two co-facilitators, one of whom had to take most of the quarter off. Staff stepped in to support the remaining facilitator but the need for a third is now apparent. The topics the group discussed this quarter were determined at the start of each group.
5. **Gay Men’s Group (18+):** The Gay Men's group meets monthly. Conversations to have a second meeting during the month have been placed on hold. The group continues to have necessary conversations but is down to only one co-facilitator. We are seeking a co-facilitator to join and plan on training and additional engagement activities over the next quarter to ensure the future success of this meeting. There are a wide range of ages and stories in the Gay Men’s Group. Group topics have been relationship, friendship, work, and current events focused.
6. **LGBTQ+ Parent Group:** This group meets once a month every first Tuesday from 7:30pm-8:30pm. The parent group will allow folks with children 0-17 years old to attend. This is in the hopes that the attendance will increase the number of people they are able to reach. This group continues to remain small but has 1-2 new people signing up a month.

C. YOUTH

- **Data:**
 - a. Outlet served a total of 51 youth, community members who support youth and youth service providers this quarter. Outlet did this via outreach, one-off events, and youth social groups.

Youth Group Name	Active Members	Attendance for Quarter	Unduplicated Attendance for Quarter	New members inquiring about group
YAB	3	3	3	2
LGBTQIA Youth Group:	2	4	2	6
QTBIPOC Youth Group	1	1	1	4
Trans Youth Group	2	2	2	8
Sequoia HS Trans Group	4	7	4	1
Total	12 members	17 members	12 members	21 members

Training/Education Event:	Attendance	Audience	Location
Youth SOGIE 101	8 participants	Health Ambassadors Program for Youth	San Carlos (94070)
Adult SOGIE 101	0 participants		
Total	8 participants		

Consultations:	Number	Notes
Parent/Caregiver	1 participant	Inquiry about Youth Groups (94061)
Total	1 participant	

Outreach Type/GSA Support/ One off Events/ Social Support	Number	Organization
Queeraoke (One off Event)	12 participants	San Mateo (94403)
Youth Summer Drop Ins (Recurring Social Event)	12 participants	Redwood City (94061)
Menlo College Club and Community Fair (Outreach)	16 participants	Atherton (94027)
Total	30 participants	

- **Narrative:**

TRENDS: In the beginning of the 2024-2025 fiscal year, we are excited to transition into the new Outlet staff and clinical trainee team and continue to provide and improve upon our existing services. We have received great community feedback over the summer from previous Outlet trainees, youth engaged with our programming, and parents/caregivers. Outlet is working on

utilizing this information to better inform program delivery and content with the aim to improve attendance and engagement across all groups and events. Over the course of the 2024-2025 fiscal year, Outlet will continue to engage in community dialog and make adjustments to services as is requested by the youth and families of San Mateo County.

- 1) **Youth Action Board:** This year's 2024-2025 YAB cohort, with both returning and new youth members, met for their first meeting at the end of September. YAB facilitators and members spent their time determining which projects to resume and next steps to follow. Additionally, a returning member of YAB was chosen to be awarded the Juan Barajas Leadership Award at Out to Eat 2024, Outlet's annual fundraiser hosted in October.
- 2) **Groups:** With the feedback gathered by the Outlet team from the Youth Summer Drop-Ins and parent emails, Outlet restructured their social groups beginning in September. Youth indicated more desire to meet in-person, so the Monday LGBTQIA+ Youth group was switched to fully in-person, and the Thursday Trans Group was moved to an earlier time and alternating in-person/virtual sessions. Outlet anticipates making more changes as feedback is given and new trends are revealed.
- 3) **Events:** Outlet held a series of Youth Summer Drop-Ins at the Redwood City Adolescent Counseling Services office. This was the second year of doing these events, and the team is excited to grow this programming in future years. With guidance provided by SMPCPC, the Outlet team added themed activities to the drop-ins, which seemed to increase attendance. This was also a valuable opportunity to connect with youth and determine their needs in community programming.

D. OLDER ADULTS:

1. Data and Narrative:

Ongoing virtual programs:

3. **LGBTQ Book Club** – The LGBTQ Book Club is held on the first Wednesday of the month. The group partners with the San Mateo County Library System. A 55+ gay man and senior peer counselor facilitates the group. The Book Club averages 4-6 members.
4. **Gay Men's Group** – This group is meeting on Zoom on the fourth Tuesday of the month at 6 PM. A 50+ gay man and senior peer counselor facilitates the monthly group that promotes education, socialization and support. The group averages 3-6 older adult participants on a regular basis.

5. **Lesbian’s 55+ Caring and Sharing** – Roberta Gonzalez-Gregg, Outlook Video Magazine and Talk show host and producer, facilitates this group for older adults. The group meets weekly and promotes current events, connection, and support.

E. OUTREACH:

- **Data:** During this quarter, we promoted our programs and services virtually through our social media platforms, our listserv and in person at resource fairs and community events. This was a notable quarter in that we tabled at **8 events**. The platforms that we utilized to promote our services this quarter included Facebook, Instagram, Meetup, CenterLink & LinkedIn. The Marketing and Community Engagement Lead and Community Engagement and Volunteer Specialist worked closely to keep the Pride Center’s website updated with accurate information.

With the data that was collected from all Social Media platforms, you can see that there has been an increase in following for all major platforms. The data below shows last quarter and current quarter information:

Followers and Likes Per Social Media Platform

This Quarter – Q1 (July-Sept 2024)	Last Quarter Q4 (April-June 2024)
Facebook – 1,200 likes Facebook – 1,506 follows	Facebook – 1, 483 likes Facebook – 1,483 follows
Instagram – 2,370 followers	Instagram – 2,238 followers

The Pride Center’s listserv is LiveImpact. Compared to Social Media, LiveImpact allows the Pride Center to share consistent updates with a wider range of community members. There are noticeably more community members subscribed to the Pride Center’s listserv than social media pages. It’s also worth noting that the listserv reaches community members of a wider range of different age groups than our social media pages. We currently have **2,977** community members who receive communications through LiveImpact, an increase from the **2,918** subscribers from last quarter. In addition to monthly newsletters, community members can expect to receive regular updates, reminders and announcements about the Pride Center’s programming and services.

Here are links to the Pride Center’s **newsletters** for this quarter:

- [July 2024](#)
- [August 2024](#)
- [September 2024](#)

Social Media growth

Below is information from our social media platforms about the number of community members we reached for each event.

<u>Total Instagram Posts for this Quarter:</u> 30 / July 48 / August 64 / June 142 total	<u>Total Facebook posts for this quarter:</u> 41 / July 54 / August 66 / September 161 total
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- **Narrative:**

In Q1, there was an overall increase of followers on our social media platforms. Marilyn Fernando, Marketing and Community Engagement Lead, coordinated content creation for the Pride Center’s social media platforms with the support of the Marketing Team and volunteers. The marketing team is composed of Lowellyn Sunga, Community Engagement and Volunteer Specialist, Elana Ron, Lead Event and Outreach Coordinator, and Ishani Dugar, Lead Trainer and Peer Group Coordinator. Marilyn also worked with two volunteers, Trish and Grace, to create graphics for Bi Visibility Week in September and Trans* History Mont in August. See appedix to view these graphics. Lowellyn supported in a significant way this quarter by supporting with crafting the newsletter, posting on the Pride Center’s social media platforms and creating and editing graphics.

Press kits continued to be utilized to promote special events. Press kits are informational guides that include links to flyers, social media graphics and event summaries and blurbs that were ready to distribute, copy and paste. This was an effortless way for community partners to share events and information about Pride Center programming. This quarter, the press kits were edited to be more concise & easy to navigate. To see our updated press kit, click [this link](#).

In addition to creating press kits, our Center Director (Frankie), our Community Engagement and Volunteer Specialist (Lowellyn), and our Marketing and Community Engagement Lead (Marilyn) continued to make monthly summaries of the month’s programming and share it with an internal partner/ community organization listserv and at partner meetings. Please see this link for an example of the monthly summary- [August 2024 SMC Pride Center Updates](#).

The Pride Center continued to table at more onsite events this quarter. Lowellyn and Elana continued to take the lead on coordinating the Pride Center’s presence at onsite events. Marilyn was still contacted to participate but continued to forward along all requests to Lowellyn and Elana.

In person outreach allows the Pride Center to answer questions in real time and share multiple resources at once. In addition to connecting with our community members, we were able to meet, reconnect with & receive resources from other local organizations who are working to support our community members as well.

Onsite Outreach: Resource fairs, in-person community events

This quarter, the Pride Center provided resources at 8 in-person events. Please see the table below for information about the events and how many community interactions took place.

The list below were outreach events that we participated in this quarter:

Event Name	Date	Location	# of interactions
Annual Inclusion Festival	7/25/2024	Redwood City	83
Ravenswood Family Health Network Community Health and Resource Fair 2024	8/3/2024	East Palo Alto	141
Heart & Soul’s Annual Picnic	8/18/2024	San Mateo	21
Menlo College Club and Community Fair	9/4/2024	Menlo Park	30
World Suicide Prevention Day Event for Youth at Belmont Library	9/10/2024	Belmont	12
Caltrain Electrification Celebration	9/22/2024	San Mateo	218
United Against Hate Teacher Appreciation	9/23/2024	San Carlos	9
San Mateo High School Volunteer Fair	9/25/2024	San Mateo	65
Total number of interactions: at least 583			

In addition to the continued outreach in San Mateo, we continue to build relationships and connections with other organizations. We were invited to help plan an event with the San Carlos United Against Hate Committee, which became a partnership with Reach and Teach Books and Gifts.

As we started the season, the Pride Center represented at different outreach events throughout the San Mateo County. Onsite outreach continues to actively find outreach opportunities within San Mateo County. The Pride Center’s marketing team is committed to finding pockets of San Mateo County where people are unfamiliar with the Pride Center and staying consistent and building our presents in and out of the community.

The Pride Center’s marketing team participated in a majority of this quarter’s onsite outreach. Members of the San Mateo County Pride Center’s Outreach and Marketing team are:

- Marilyn Fernando, Marketing and Community Engagement Lead
- Elana Ron, Lead Events and Outreach Coordinator
- Lowellyn Sunga, Community Engagement and Volunteer Specialist
- Ishani Dugar, Lead Trainer and Peer Support Group Coordinator

Our Lead Events and Outreach Coordinator and Community Engagement and Volunteer Specialist were present at a majority of the events where the Pride Center tabled. They took the lead to reorganize the

layout of the Pride Center’s outreach table to include flyers and resources more intentionally. Resources always featured at the Pride Center’s table include:

- Brochures with the Pride Center’s general information in both English and Spanish
- Business cards with the Pride Center’s address, phone number, email, and social media handles
- Pride Center pens and buttons
- A flyer with a summary of the Pride Center’s peer support groups
- A flyer with a summary of trainings offered by the Pride Center
- Flyers for special programs (FriGay Movies, trainings, hikes, ect.)
- Branded giveaway items- bags, fans, phone holders, fidget keychains, and a water bottle (pictured below)



New Pride Center Pen



Reuseable Packable Bag



Phone Grip



New Updated Buttons



Folding Fans with storage bag



Rainbow Bag

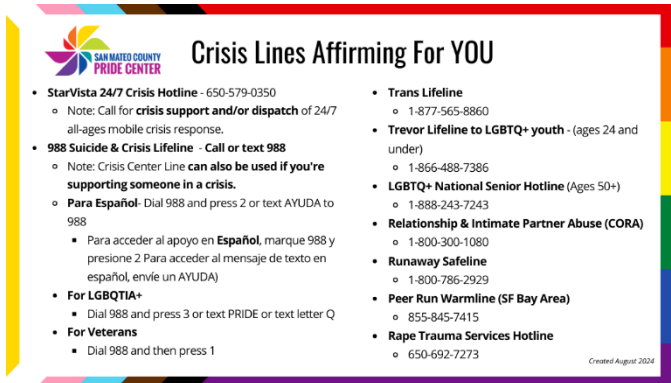


Fidget Keychains



Water Bottles

With guidance from Francisco Sapp, Pride Center Director, Lowellyn and Marilyn created a wallet-size SMCP Resource Cards for distribution to individuals in San Mateo County who may be experiencing a crisis. These cards feature affirming crisis lines on the front, and additional essential resources such as food, transportation, and housing—on the back, providing easily accessible support for the community.



Crisis Lines Affirming For YOU

- **StarVista 24/7 Crisis Hotline** - 650-579-0350
 - Note: Call for **crisis support and/or dispatch** of 24/7 all-ages mobile crisis response.
- **988 Suicide & Crisis Lifeline** - Call or text 988
 - Note: Crisis Center Line **can also be used if you're supporting someone in a crisis.**
 - **Para Español**- Dial 988 and press 2 or text AYUDA to 988
 - Para acceder al apoyo en **Español**, marque 988 y presione 2 Para acceder al mensaje de texto en español, envíe un AYUDA)
- **For LGBTQIA+**
 - Dial 988 and press 3 or text PRIDE or text letter Q
- **For Veterans**
 - Dial 988 and then press 1
- **Trans Lifeline**
 - 1-877-565-8860
- **Trevor Lifeline to LGBTQ+ youth** - (ages 24 and under)
 - 1-866-488-7386
- **LGBTQ+ National Senior Hotline** (Ages 50+)
 - 1-888-243-7243
- **Relationship & Intimate Partner Abuse (CORA)**
 - 1-800-300-1080
- **Runaway Safeline**
 - 1-800-786-2929
- **Peer Run Warmline (SF Bay Area)**
 - 855-845-7415
- **Rape Trauma Services Hotline**
 - 650-692-7273

Created August 2024



Essential Resources for YOU

- **Dial 2-1-1** to receive **FREE** personalized assistance and connections to local community resources (**shelters, transportation, essential needs & more**) *This resource is available 24/7 in over 150 languages!*
- **In need of food?** Call **1-800-984-3663*** for referrals to local food banks, hot meal sites, CalFresh assistance, and more.

Psychiatric Emergency Services are available 24/7 at:

San Mateo Medical Center
222 West 39th Ave, San Mateo, CA 94403
Phone: (650) 573-2662 - Call 911 for immediate help

Mills-Peninsula Medical Center
1501 Trousdale Drive, Burlingame, CA 94010
Phone: (650) 695-5915 - Call 911 for immediate help

Want to contact the San Mateo County Pride Center?
Call us at 650-591-0133 or e-mail info@sanmateopride.org



SCAN QR CODE FOR RESOURCES

The Pride Center tabled at 1 event in July, 2 events in August, and 5 events in September. San Mateo and San Carlos were the two cities where the Pride Center tabled the most. Pictures from this quarter of the Pride Center tabling at different events:



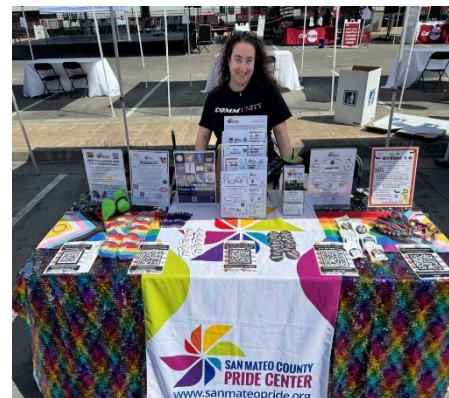
Elana and Low at the Redwood City Annual Inclusion Fair (7/25/2024)



Elana and Low at the Menlo College Club and Community Fair (9/4/2024)



Elana at the World Suicide Prevention Day Event for Youth at Belmont Library (9/11/2024)



Elana at the Caltrain Electrification Celebration in San Mateo (9/22/2024)

- **CAB members**

- This quarter, we welcomed **2** new members to the Community Advisory Board. Our Marketing and Community Engagement Lead worked with the CAB members to create new marketing materials to generate excitement and invite more people to join CAB. Our Community Engagement and Volunteer Specialist received multiple requests from people interested in joining CAB.

F. TRAINING/EDUCATION:

- **Data:**

The Pride Center continues to see increases in training requests and completion of trainings as knowledge about our work spreads. We have also been able to work with several organizations on an ongoing basis, which has allowed for more tailored and specific trainings as our Lead Trainer works with them.

This quarter, we held **twelve (12) trainings/educational workshops** with local organizations. In total we provided trainings to **four hundred and fifty (450) people across the county** and beyond. Though this number is a drop from last quarter, that was to be expected as more trainings are requested during Pride Month and the Lead Trainer focused on behind-the-scenes updates for the start of the new Fiscal Year.

This quarter we continued to deliver trainings to Health Plan of San Mateo and Felton Institute for Early Psychosis Staff, and worked with new partners like SERVICE League of San Mateo. Our SOGIE 201 Training was requested for the first time, and our Lead Trainer was able to work with the Pride Center team to figure out community training offerings for the coming Fiscal Year.

Training Date	Organization Name	Training type	Length of training	Amount of Participants	Notes
7/1/2024	Health Plan of San Mateo	SOGIE 101	1.5 hours	50	Virtual
7/1/2024	Health Plan of San Mateo	SOGIE 101	1.5 hours	55	Virtual
7/1/2024	Health Plan of San Mateo	SOGIE 101	1.5 hours	51	Virtual
7/8/2024	Health Plan of San Mateo	SOGIE 101	1.5 hours	52	Virtual
7/8/2024	Health Plan of San Mateo	SOGIE 101	1.5 hours	28	Virtual
8/10/2024	San Mateo County LGBTQ+ Commission	SOGIE 101	2 hours	13	In-Person

8/27/2024	StarVista	Implicit Bias	2 hours	22	In-Person
9/10/2024	Health Plan of San Mateo	SOGIE 101	1.5 hours	78	Virtual
9/12/2024	SERVICE League of San Mateo County	SOGIE 101	1.5 hours	14	Virtual
9/13/2024	Felton Institute	SOGIE 201	2 hours	23	Virtual
9/18/2024	San Mateo County BHRS	SOGIE 101	2 hours	50	Virtual
9/19/2024	SERVICE League of San Mateo County	Implicit Bias	2 hours	14	Virtual

- **Narrative:**

The Training and Education program reduces stigma and discrimination by educating local community members and other service providers through trainings and consultation on topics such as sexual orientation, gender identity, and their impacts on the health and wellbeing of the LGBTQ+ community. We do this work to increase collective understanding about the relevant issues LGBTQ+ people face, both past and present. We also work to incorporate the principles of cultural humility alongside tips on how to be a stronger LGBTQ+ advocate. In grounding our education and trainings in these principles, we want to demonstrate that one training is not enough. But rather, we must continue learning and working with marginalized communities.

This quarter, we were able to deliver trainings to a variety of community partners across a breadth of service areas – and most trainings we delivered this year were continuing education for organizations we have previously worked with.

G. COMMUNITY EVENTS

- **Data:**

The Pride Center hosted and provided support with a few events this quarter. The Pride Center continued our FriGay Flicks in July, August, and September. We had a Queeraoke- karaoke afternoon in partnership with Outlet ACS. We were very happy to be able to hold a special Community Care Package and Social event for Suicide Prevention Month, where members of our clinical team applied for and received a grant from BHRS Office of Diversity and Equity to support the event. We also held what we hope will be the first of many BBQueer community gatherings- a picnic event in San Mateo’s Central Park with around 75 community members attending. With the center being open to all, we hope to have more in-person events like movie, karaoke, and game nights soon.

Clicking the links connected to each Event Title will bring you to either the Media Kit or a Flyer for the event.

Event Title and Date	Attendee Count/Total Registrants	Community Partner/Organization
FriGay Flicks: Fire Island 7/19/2024		N/A
Queeraoke 8/8/2024	12/Registration not required	ACS Outlet
Crafting Identity 8/13/2024	12 Attendees/13 Registrants	N/A
FriGay Flicks: Nyad 8/23/2024	4 attendees/ 4 Registrants	N/A
SaturGay Cinema: Mean Girls Double Feature 9/14/2024	8 attendees/ 7 registrants	N/A
Community Care Package Workshop & Social 9/18/2024	12 Attendees/ 5 registrants	BHRS Office of Diversity and Equity
Fall Equinox & DIY Planner Building Event 9/24/2024	5 Attendees/10 registrants	CORA
BBQueer 9/28/2024	75 Attendees/109 registrants	ACS Outlet

- **Narrative:**

We are working on hosting more fun in-person events like movie screenings and karaoke nights to keep folks engaged. For events that are more educational and informative, the Pride Center has made it a mission to send out additional resources related to the event topic so that community members can continue their learning.

In supporting the Pride Center’s Marketing Lead, the Events Coordinator attends weekly Social Media Team meetings to strategize the most effective means of getting event information to as many networks as possible. More information about our outreach efforts can be found in the Outreach section, but our primary outlets include Instagram, Facebook, MeetUp, Centerlink, and the monthly newsletter. Currently, the Lead Events and Outreach Coordinator and Community Engagement Specialist are working to organize an extensive community partner outreach list for strategic outreaching tactics. In doing so, the goal is to attract more diverse populations to more of our in-person events.

Pictures from community events this quarter.



FriGay Flicks- Fire Island (7/19/24)



SaturGay Cinema- Mean Girls Double Feature
(9/14/24)



Queeraoke (8/8/24)



Queeraoke- When we were having technical difficulties, one community member grabbed a guitar and entertained us with some of her original songs. (8/8/24)



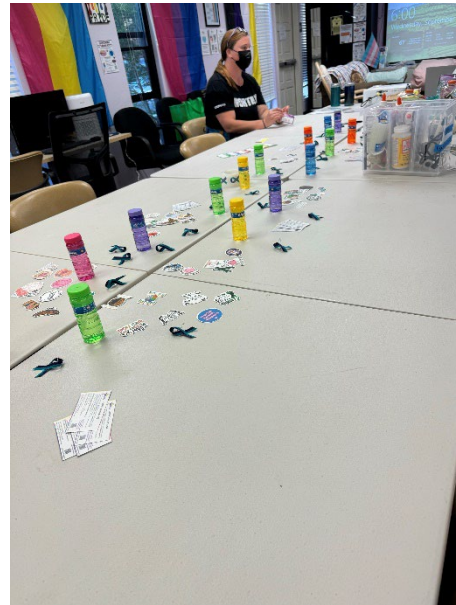
Crafting Identity (8/13/24)



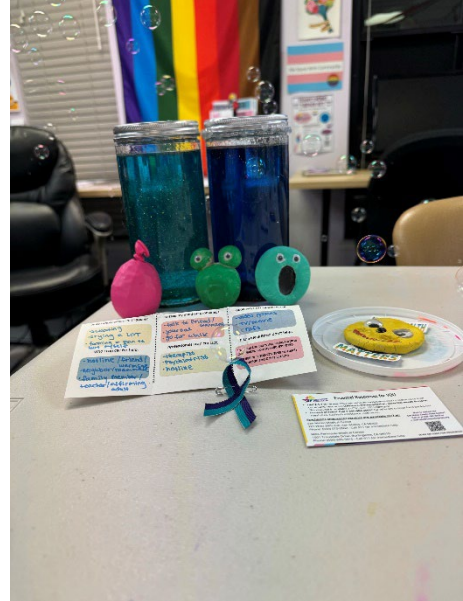
Crafting Identity (8/13/24)



Crafting Identity- Jewelry making with special guest artist Kelvin Clark of The Haus of Alt (8/13/24)



Community Care Package and Social (9/18/24)



Community Care Package and Social (9/18/24)

Community Care Package and Social (9/18/24)



Fall Equinox DIY Planner Building Event with CORA (9/24/24)

Fall Equinox DIY Planner Building Event with CORA supply examples (9/24/24)



Community Members enjoying food at the BBQ (9/28/24)



Playing an Icebreaker game at the BBQ (9/28/24)



SMCPC Staff (L-R) Jazz Slavin, Ariana Chini, Alex Lyman-Golding, Frankie Sapp, Elana Ron, Low Sunga, and Yossi Zavala Lopez at the end of the BBQ (9/28/24)



H. ADMINISTRATIVE

- **Narrative:**

The LGBTQ+ Mental Health Front Desk Specialist, April Qian (she/her), created a new room reservation system to allow both the Pride Center and the StarVista Counseling Center staff to reserve rooms in the StarVista Counseling Center (both centers are adjacent of each other). This new reservation system allowed a centralized system to reserve rooms and check reservations, and it simplified communication and sharing of the limited office spaces.

I. DEVELOPMENT:

1. **Development Data:**

Unfortunately, the total funding amount raised across donations and initiatives for the first quarter of FY 2024-2025 is incomplete. It was previously discovered that the database we use to track our donations and grants, LiveImpact, is not being updated accurately. Thus, we have insufficient and inaccurate data to report. The challenges we've had with LiveImpact will be addressed in the [Challenges section](#) of the this report.

Currently, this quarter's report only shows the Pride Center raising \$66 in donations for the entire quarter from individual donors. Yet, we know we received donation checks from a few Pride month fundraisers that were deposited this quarter. There is also a likelihood that other donations and fundraisers may have come in that we are not aware of. From the known fundraisers alone, our donation total this quarter should be at least a few thousand dollars.

- **Total Donations: \$INCOMPLETE DATA**

- Monthly Donors: \$66

- Number of Individual Monthly Donors: 2

2. Grant Data:

○ Submitted:

- An application to BAPHR (Bay Area Physicians for Human Rights) Foundation was submitted for \$14,996 to fund Gender Affirmation Workshop Events.
 - They are longtime supporters of the Pride Center with a former board member being a personal top donor.
- A grant application to Sereno 1% for Good was applied to for document translation on behalf of the Pride Center as well as other StarVista programs.

○ Reports:

- The final report to Kaiser Permanente Northern California Community Benefit Programs was submitted for fiscal year 2023 – 2024.

J. VOLUNTEER PROGRAM:

1. **Data:** With the addition of including the [Volunteer Intake Form](#) on the Pride Center website, we received numerous inquiries from protentional volunteers to support the Center. For our peer groups, we have 12 unique volunteer facilitators including 1 facilitator who is also a staff member. It is important to note that several of our facilitators are facilitating multiple groups. We also want to note that our Youth Program Coordinator is one team member who facilitates three major groups: LGBTQIA+ Youth Group, QTBIPOC Group, and the Queer Women’s Group. More information about our peer groups can be found in the [Peer Support Groups Section](#) above.
2. **Narrative:** There has historically been a strong demand for volunteers, particularly co-facilitators for peer groups. With guidance from Francisco Sapp, the Pride Center Director, they explored new ways to promote volunteer opportunities and carefully strategized where to share these opportunities. Lowellyn, Community Engagement and Volunteer Specialist, designed a social media graphic for Facebook and Instagram to inform the community about the need for co-facilitators to support the LGBTQ+ Book Club, Gay Men’s Group, and Queer Women’s Group. In addition, we can proudly share that we onboarded 4 volunteers to support with social media graphics, events, and peer support in addition to CAB members also support with outreach/tabling shifts when they’re available and supporting with community events. Knowing we have this body of volunteers to lean on has been instrumental in our success. We continue to recruit and interview individuals to support peer groups, events, social media etc.

VI. Challenges

A. CLINICAL:

Programmatic

- Continued from last quarter:
 - There was a noticed increase in severity levels of mental health issues (increased SI, trauma, self-harm, etc.) for clients and potential clients referred from HPSM than typical of the past.
 - There continues to be long waits from the BBS for clinicians to get their associate registration, and not enough clinicians with open availability to take on HPSM clients for a duration of time.
 - There were also challenges with some clients not attending sessions consistently or cancelling sessions last-minute. As a response, Pride Center clinical staff are considering updating the no-show and cancellation policy.
 - There continues to be an observed increase in severity levels of mental health issues and clients/community members presenting in crisis when dropping in to the Pride Center. De-escalating these situations and intervening can take significant time, energy, and capacity from our clinical team members and on-site Crisis Leads.
- This quarter, Pride Center received fewer clinical referrals than usual. This led to challenges with not having enough clients to help build new trainees' caseloads and clinical hours.
- Several clients reached out to their clinicians outside of scheduled session time to either ask for advice on personal issues or just to vent over text or email. As a response, the clinical team is working setting more clear boundaries with clients and setting expectations earlier on during the intake process.
- Multiple potential clients with HPSM insurance expressed wanting to start therapy at the Pride Center but did not follow through on completing ACCESS' assessment to get the authorization.
- It was challenging for a Pride Center clinician to navigate Medi-Cal and SSDI barriers to support one of their clients. The SSDI application and system is complicate and confusing and was a major source of stress for this client.
- There was a challenging incident in which the FBI were contacted instead of proper CPS authorities, leading to an extended complicated situation involving multiple clinical supervisors and both Pride Center and StarVista leadership.

B. PEER SUPPORT PROGRAM

We are working on balancing the needs and lives of our facilitators with the holding and timing of our Peer Groups. This quarter our Peer Group Coordinator agreed to step in to support and co-facilitate the Polyamory group and worked with the Parent Group to find a new day/time for meetings to avoid scheduling conflicts for a facilitator. Additionally, the on-boarding of an additional Gay Men’s Group facilitator was delayed to next quarter, and we have started advertising for a new Book Club facilitator to provide further support. None of these things have caused major disruptions for our Peer Groups, but they have highlighted a potential need for a 3-facilitator structure for some groups; to both maintain their schedule despite facilitator conflicts, and to avoid relying too heavily on the Peer Group Coordinator’s availability.

There have been a handful of community asks for the Center to provide more peer groups (e.g. an Asexual and a Multisexual group). Though interest in the groups does seem present, community members don’t always feel in a position to facilitate so these requests have not been followed up on at this time.

C. YOUTH:

In the 2024-2025 fiscal year, we continue to see some of the same challenges from the 23-24 fiscal year in our Youth programming. Outlet’s social groups on the whole tend to have lower or inconsistent attendance. The team is working to listen to feedback and change group scheduling and delivery to best meet community needs. We will also continue to evolve our outreach and marketing strategies to best share our groups and services with the community.

D. OLDER ADULTS:

The vacancy in Older Adult Program Coordinator position continues to impact older adult programming. Numerous services have been paused. Since the Pride Center’s opening, there continues to be a critical need to find LGBTQ older adults throughout San Mateo County and to connect them to the programs and services of the San Mateo County Pride Center.

E. OUTREACH:

Capacity and Problems meeting deadlines: Marketing and Community engagement is a role that holds a large amount of responsibilities including, but not limited to, content creation: creating marketing materials and language to describe Pride Center programming for different social media platforms, regularly attending community meetings, and maintenance of social media platforms (Instagram, Facebook, Meetup, Eventbrite, LinkedIn & CenterLink). Marilyn does her best to hold and fulfill all the responsibilities associated with her role, but her capacity is limited. This leads to problems completing tasks on time, putting new projects on hold, and creating content that is static and simple, rather than eye-catching and full of depth. Even with the support of the marketing team, Lowellyn Sunga (Community Engagement and Volunteer

Specialist), Elana Ron (Lead Events and Outreach Coordinator) and Ishani Dugar (Lead Trainer and Peer Support Group Coordinator) we stretched our capacity to meet deadlines.

Outreach to Specific communities: We work hard to make the Pride Center as inclusive, affirming, and safe for all LGBTQ+ communities. Our staff are mostly Queer People of Color, an important distinction for folks coming into the space for the first time. We pride ourselves in this representation and hope that other Queer Folks of Color feel more comfortable taking up space in the center knowing that the staff looks like them. Unfortunately, communities of color are among the populations we do not see heavily represented at the Pride Center. We send flyers and do outreach to spaces that serve diverse populations (primarily libraries and cafes in different parts of the county), utilize social media which reach a wide range of communities, partner with different community organizations (African American Community Initiative, East Palo Alto Behavioral Health Advisory Group, Native American Initiative) and work directly with our diverse Community Advisory Board to promote the Pride Center, our services and programming. Despite all these amazing partnerships, Queer People of Color are not heavily represented at the Pride Center. The community we want to encourage to come to the center the most are Transgender Women of Color.

F. TRAINING/EDUCATION:

Logistics: This quarter, our Lead Trainer focused on updating all of our trainings and associated material (including but not limited to: training decks, training resources, our evaluation form, etc.) as well as implementing a new pricing model to allow for the cost difference occurred by the Pride Center for in-person trainings to be covered. Though no specific challenges arose, this process meant there was less time to promote and advertise trainings and our numbers for this quarter dropped a bit as a result.

Virtual vs. In-person Trainings: Like previous quarters, the primary challenge to providing virtual trainings is making our education as interactive as possible. We have received requests for and facilitated more in-person trainings, while still ensuring that COVID safety remains a priority. While in-person trainings are more engaging and interactive, they do pose an additional scheduling burden with the need to commute, and some in-person requests end up becoming virtual in order to accommodate them in the Lead Trainer's schedule.

Gathering Feedback: Additionally, while we send all participants our training evaluation form, we still don't get as much feedback as we desire. Thus, for the following quarters, we will work harder on our time efficiency to get "in the moment" feedback. We've since incorporated a slide with our evaluation link and QR code to capture early evaluations. We also send out the feedback forms for all post-training follow-up. Adjusting our evaluation efforts will make our training/education program stronger because data collection is key to addressing the needs of organizations and businesses we partner with. We are working towards becoming more consistent in receiving feedback in a timely manner, especially from organizations that have their own feedback forms. Despite the limited feedback received, those who do share responses extend immense gratitude and support for our training and education efforts.

Bilingual Services: We have continued to get asked about providing a bilingual English/Spanish training to providers and community on how to talk about SOGIE and addressing adverse reactions. Unfortunately, due to the Lead Trainer’s capacity and lack of Spanish-speakers on the team, we were unable to meet these training requests. Despite this, we were able to provide an alternative option by collaborating with ACS Outlet’s Program Coordinator to develop a bilingual resource brochure.

G. COMMUNITY EVENTS

Need for Volunteers: The Lead Events and Outreach Lead and Community Engagement and Volunteer Specialist have been working hard to find volunteers to support having more events at the Center. They try to find unique ways to get more people involved and volunteer for special events. There has been movement with the onboarding process for volunteers and it would require them to complete the StarVista onboarding paperwork. The Community Engagement and Volunteer Specialist is hopeful for next quarter that they will find volunteers who are interested in supporting events.

Event Cancellation: Thankfully we managed to hold all of our planned events this quarter. We did have a few events that never made it past their planning stages, but the Lead Events and Outreach Coordinator is letting those ideas grow into solid events for next year.

Spatial Limitations: To continue supplementing the request to hold in-person events, we are working hard to partner with organizations that already facilitate outdoor/in-person programming such as our collaboration with the SMC Parks Foundation and Pride Initiative. Hosting a diverse range of events for all generations with organizations that have pre-established protocols for in-person events supports the community’s desire to be in-person despite the Center’s physical space limitations. With the success of our re-opening party, we found that though the center is a great space to host, we still need a lot more volunteer support to maximize attendance.

Gathering Feedback: Similar to the issues with trainings, gathering feedback from community members about the impact of our events has proven challenging. This year, we did not receive nearly as much feedback as we intended compared to last year. Despite offering both paper and digital ways to provide feedback, it has been difficult to collect the voices of community members after each event. Thus, to help support this, we will be figuring out ways to add more incentives to encourage providing more feedback.

H. ADMINISTRATIVE:

The Pride Center has a small but mighty team. Even with such a small staff, each staff member works hard to provide services and programs to our community, and each staff is critical. Unfortunately, with such a small team, sometimes the Pride Center must temporarily close

before its typical closing time or open later due to low staffing. Temporarily closing our doors is a difficult decision to make because we understand the potential disruption this could cause our community members; especially to community members who rely on public transportation or paratransit and/or have mobility limitations. We acknowledge that some community members make great efforts to reach us in-person, and having our doors closed is more than just an inconvenience.

I. DEVELOPMENT:

LiveImpact is the database that StarVista uses to track grants, donations, and funding initiative moneys that come into the organization. The Pride Center is the only program of StarVista that has its own account. While our individual account setup was created to make it easier for us to monitor our development portfolio, unfortunately it's been discovered that the Pride Center's account is inaccurate and not consistently updated.

To simplify the explanation, money coming in for the Pride Center needs to be recorded into our separate LiveImpact account. The entry of money deposited for us can be entered by either StarVista's Development team or their Accounts Receivable team. When one of either department receives money, or is notified of a deposit, it should be recorded in our LiveImpact account for accuracy and thoroughness. We now know this consistency with notification, and with recording the Pride Center's incoming development funds in our separate program's LiveImpact account, are not happening.

We have been trying to resolve this for a few months which is longer than expected. Not only is this a problem with accurate reporting, but it raises questions about the legitimacy of past reports as well. Without accurate development data, the greater concern is whether our budget and development budget projections are on par. StarVista's development and grants team are involved in helping to trouble shoot this issue as well as members of the executive team.

J. VOLUNTEERS:

The volunteer program gained momentum in San Mateo County, with more people reaching out to the Pride Center to explore ways to volunteer and get involved. Increased outreach came through various channels, including our email (info@sanmateopride.org), main contact number, social media platforms, and website, where individuals could complete the existing [Volunteer Interest Form](#). Lowellyn Sunga, Community Engagement and Volunteer Specialist, developed a more organized and efficient system to track volunteer inquiries. By utilizing the Volunteer Interest Form, Lowellyn captured valuable information about each volunteer's passion for the LGBTQ+ community, their skills, and their prior experience in the field. After people completed the Volunteer Interest Form, Lowellyn would schedule a 30 minute to an hour interview to get to know the applicant, see where the passion is and supporting the LGBTQ+ community. With support from Francisco Sapp, he/him, Director of the San Mateo County Pride Center, provides

guidance and support to determine where the volunteer would thrive the most to make the volunteer experience rewarding for the applicant as well as the Pride Center staff/team.

In Q1, with support from Elizabeth Ibarra (she/her), StarVista's Human Resources Generalist, Lowellyn onboarded 5 volunteers to the Pride Center:

- 2 volunteers for Marketing and Social Media to support Marilyn Fernando (Marketing and Community Engagement Lead)
- 1 volunteer for Peer Support Co-Facilitator(s) to support Ishani Dugar (Lead Trainer and Peer Group Coordinator)
- 2 onboarded CAB for CAB to support Francisco Sapp and Lowellyn Sunga (Program Director and Community Engagement and Volunteer Specialist)

In Q2, Lowellyn plans to create a SMC Pride Center Volunteer folder on the Pride Centers SharePoint account with information that will include the following:

- 1) What is CAB
- 2) SMC Pride Volunteer Interest Tracker
- 3) StarVista Volunteer Onboarding Process
- 4) Completed Interviews
- 5) Incomplete Interviews
- 6) Email Communication TEMPLATES

By having this folder, the other staff can access the information about current interviews, the volunteer's skills, onboarding status, the staff member that they will be working with etc.

VII. SUCCESSES:

A. CLINICAL:

Hiring and Onboarding

- This quarter, Pride Center successfully hired and onboarded our new LGBTQ+ Case Manager, Ariana Chini (she/they). The role had been vacant since April 2024. In the meantime, Pride Center’s LGBTQ+ Clinical Administrative Coordinator – Pearl Chen (she/her) – supported greatly with active case management clients to ensure continuity of care. As Ariana becomes more familiar with their role, they will work closely with Pearl to build their caseload and assume care of existing clients.
- This quarter, Pride Center additionally onboarded two new clinical trainees, Emily Walker (she/her) and Wadie Zakhary (he/him). Emily is a Master’s level MSW trainee attending San Francisco State University, and Wadie is a Doctoral level Ph.D. Student from Palo Alto University.

General Interventions

- CBT appeared to be effective at reducing negative thoughts of multiple clients and motivational interviewing and ACT were helpful in increasing clients’ motivations for change and enacting out change in their lives.
- For many clients, successful interventions include various Acceptance and Commitment Therapy interventions, CBT techniques, DBT techniques, mindfulness-based interventions, and continued discussions around coping skills and emphasis on self-care practices.
- Clients have expressed that they engage with the Pride Center specifically because they know it is a safe and welcoming environment. We continue to receive positive feedback from therapy and case management clients, who share that they feel their identities are seen, validated, and affirmed at the Pride Center.
- The Pride Center continues to be seen as a reputable source of high-quality LGBTQ+ affirming therapy and community support. We continue to have many external providers refer clients specifically to our programs and services. Parents also continue to reach out to the Pride Center clinical team for resources to help guide them in becoming more knowledgeable and better equipped to support their LGBTQ+ children.
- School social workers and guidance counselors continue to reach out to the Pride Center for information and support for their students and family members (e.g., information on how to support an LGBTQ+ family member, events, how to access therapy services).

Notable Collaborations (Internal or External):

- One of our clinicians, Jessica Gugg (she/her), co-hosted a therapeutic expressive arts event with Kelvin Clark of the Haus of Alt. During this event, they advertised the Pride Center’s upcoming

expressive arts therapy group. From this, one client who attended the event eventually signed up and attended the group.

- Two Pride Center clinicians, Jessica Gugg and Jazz Slavin (they/them), hosted a new group: “Transcending Through Art”, an expressive arts informed social support group for gender expansive youth.
- Two Pride Center clinicians, Jessica Gugg and Jazz Slavin, also hosted an interactive self-care event for Suicide Prevention and Awareness month, supported by a mini-grant received by the County. There were at least 7 community members in attendance.
- Two Pride Center clinicians supported our community partners at both Coast Pride and Outlet of ACS by co-facilitating both a middle-school and high-school LGBTQ+ group for several weeks.
- Jessica Gugg served as a panelist on an LGBTQ+ Mental Health panel hosted by our community partners at Coast Pride. As a speaker, she shared insight on how to be an affirming parent, where to find a provider and how to find out what their experience in affirming care is, risk and strength factors for LGBTQ+ youth.
- Clinical team members collaborated internally with the Community Engagement Specialist and the Marketing and Community Engagement Lead to prepare an updated revision of the Mental Health Services page on the Pride Center website.

Increasing access to Transgender-affirming care:

- The Pride Center clinical team continues to support clients in navigating and accessing medically-necessary transgender-affirming care. Most notably, there has been movement forward for many clients regarding their medical/surgical transitions:
 - # of Clients who began gender-affirming hormone treatment (HRT): 2 individuals
 - # of Clients who received gender-affirming surgery consultations: 3 individuals
 - # of Clients who successfully received gender-affirming surgery: 3 individuals
 - # of Letters of Support written by Pride Center clinicians: 2 letters
 - # of Referrals to external providers for gender-affirming care: 3 referrals
- Additionally, a clinician collaborated with client on steps towards beginning puberty blockers, including providing prompts for drafting a message to client’s guardian stating they want to do this (after receiving clear client consent to do so).
- *As of this quarter, our Legal Name and Gender Change Workshop has served **518 individuals!***
 - Total served during July-Sept 2024 quarter: 16 individuals.
- Feedback from our Name and Gender Change workshop attendees:

- *“It is honestly amazing. I absolutely have no more fear when going into medical appointments/ pharmacies. The bank. Anywhere I need to show my ID. I just am so grateful. It’s made my life better overall and my experience navigating society as a trans individual.”*

Trainings and Professional Development opportunities attended:

- Gender Pleasure Workshop with Lucie Fielding: Reframing gender dysphoria and euphoria as gender pleasure and how to center gender affirming care in gender pleasure.
- The Lotus Project - Webinar 4: Understanding Trauma-Informed Care for Asian American & Asian Immigrant (AAAI) LGBTQ+ youth
- The Lotus Project - Webinar 3: Promoting Intergenerational Communication and Healing for the Asian American population
- Trauma-Informed Cognitive Behavioral Therapy Interventions for Adults: Effective Skills that Result in Improvement in Quality of Life Training

Pride Center Client Feedback, Quotes, or Testimonies:

- *“I participated in couples therapy for several months at the Pride Center. Our therapist was a great listener and had good insights on our patterns and communication skills, and although I know we still have a lot of work to do beyond therapy, I think my partner and I are in a better place than we started thanks to the help of our therapist.”*
- *“I had a great experience with the center's therapy services. I initially reached out to join the program during a very depressed period brought on by Covid. Although it took me some time to open up to Jet, I eventually felt comfortable enough to share more about my struggles. After being reassigned to Drae, she provided invaluable support, helping me understand and evaluate my feelings and emotions. Her advices played a crucial role in reconciling with my mom and dad. Thanks to her, I gained confidence and became more aware of my own shortcomings and issues. While it’s bittersweet to end my therapy sessions, I’m genuinely grateful for the experience and feel prepared to move forward.”*
- *“I have grown so much in the last year since I've been seeing Drae. I'm so grateful to the Pride Center for their services.”*
- *“I have come a long, long way from when I started receiving services at the Pride Center. From doubting/denial of self, deep sense of shame, regret, and sorrow. 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. I still have a long road to walk, but the hardest steps have been taken, and I am much more confident about the path that I have ahead. It's still scary, but I am a different person. A deep gratitude to Drae, and to the Pride Center. See you soon.”*

B. PEER SUPPORT GROUPS

This quarter the Peer Group Coordinator was able to work with facilitators from our Polyamory Power and Parent groups in order to maintain monthly meetings despite facilitator availability. Group facilitators felt comfortable reaching out to staff for help and support and were happy to be met with solutions and problem solving, leading to no groups missing their meetings this quarter.

Despite pushing back their start to next quarter, a new facilitator for the Gay Men’s group was fully onboarded and will be filling the Gay Men’s group facilitation opening that has been unfilled for two years.

Attendance in groups remained high even outside of pride season, and community members were enthusiastic about the ideas of new Peer Support Groups (such as a QTBIPOC group) as well as opportunities to connect with community such as at our BBQQueer, hosted by our Lead Events Coordinator.

C. YOUTH

This quarter, we were able to hold our Youth Summer Drop-Ins at the Outlet office in Redwood City. While attendance started slow, we were able to add fun themed activities to the drop-ins which increased interest and attendance. We have also started adjusting our group times and settings. This has already shown to increase the consistency of our Thursday Trans Group, and we hope to see continued growth for attendance across all groups and events. Additionally, the co-hosted Queeraoke event had great attendance. Outlet & SMCPC will continue to hold this event quarterly, as it is very popular with youth in the community.

D. OLDER ADULTS:

The vacancy in Older Adult Program Coordinator position continues to impact older adult programming. Numerous services have been paused. Since the Pride Center’s opening, there continues to be a critical need to find LGBTQ older adults throughout San Mateo County and to connect them to the programs and services of the San Mateo County Pride Center.

E. OUTREACH:

Tabling at in-person events

This quarter, the Pride Center continuously tabled at multiple outreach events. The marketing team represented the Pride Center significantly this quarter and were engaging, warm, knowledgeable, and approachable. During these events, the Pride Center had the opportunity to meet new organizations & reconnect with familiar ones.

F. TRAINING/EDUCATION:

Virtual & In-person Trainings:

The Lead Trainer was able to deliver trainings to multiple community partners who have previously worked with the Pride Center as well as establish several new relationships that resulted in trainings being scheduled for future quarters. Significantly, our SOGIE 201 training was requested by and delivered to a community partner for the first time since its completion last quarter and received positive feedback.

SOGIE Evaluation Feedback:

We updated our evaluation sheet this quarter to improve the flow and make the questions more actionable for the Lead Trainer and allow specificity in suggestions. We have also seen a higher rate of feedback this quarter than previous quarters, and hope to capitalize on that by continuing to provide access to the evaluation form via QR code, links, and reminder emails.

Add. Educational Materials

This quarter the Lead Trainer updated all our training decks and resource slides, which included data/citation updates, flow tweaks, aesthetic changes, and cross checking what folks have found most useful in the past. In addition, the training request form was updated for a faster process.

Data for SMCPD Post-Training Evaluation Form

SOGIE 101- Non BHRS (67 total respondents)

Evaluation Question	Average Ranking (out of 5 scale)
After this training, I now have a stronger understanding of issues impacting the LGBTQ+ community.	4.6/5
The trainer(s) were knowledgeable of the subject matter.	4.85/5
The training was interactive and engaging.	4.59/5
I would recommend this training to others.	4.65/5
As a result of this training, I have take-aways I can apply to my work and/or life.	4.62/5
This training felt accessible in its presentation (text per slide, font/size, videos, group conversation etc.)	4.62/5

SOGIE 101- BHRS (45 total respondents)

Evaluation Question	Ranking (percentage)
Overall, how would you rate your satisfaction with this training?	48.49% extremely satisfied; 42.22% satisfied

G. COMMUNITY EVENTS

This quarter marked a change for planning events, as we were able to increase the number of events held and all eight events were held successfully. Attendance is starting to grow and the events continue to be learning opportunities for the Lead Events and Outreach Coordinator to be able to better plan for future events. Events have progressively gotten larger as more community members were able to see what has been planned. We are excited to keep the momentum going and have more events next year. The Lead Events and Outreach Coordinator has been making good connections with community partners, like CORA and Outlet, to be able to hold more events together.

H. ADMINISTRATIVE:

The Pride Center purchased a new 4K projector for use during community meetings, programs such as movie nights, and staff meetings. The old projector had very low resolution and it was very difficult to see the projected image; especially texts. The new projector's image quality is much higher, it has easy to use controls and it allows the Pride Center to provide better programming to our community and improve the accessibility of our programs. Community and staff members can finally read what is projected on the screen.

I. DEVELOPMENT:

We are consistently grateful to our community businesses and organizations for their ongoing support. This quarter earmarks when the Pride Center typically receives the money raised from community fundraising efforts. There are two cafes who host annual Pride month funding initiatives for us and approximately 2-3 more fundraisers are held for us as well. On average, the Pride Center's donations for the final quarter of the year ranges anywhere from \$6,000 to just over \$7,500.

J. VOLUNTEERS:

Lowellyn Sunga, Community Engagement and Volunteer Specialist, received multiple interests from both community members and allies. Lowellyn anticipates that that in Q2 that she will have a confident number of volunteers. This quarter, **2** individuals have completed their StarVista volunteer onboarding paperwork:

- 1 onboarded - Marketing and Social Media graphics to support Marilyn Fernando, Marketing and Community Engagement Lead
- 1 onboarded - Co-Facilitator for the Gay Men's Peer Group to support Ishani Dugar, Lead Trainer and Peer Group Coordinator

Lowellyn created a SMC Pride Center Volunteer Interest Tracker that will reflect all communication emails with volunteers and will provide a more systematic way for Pride Center staff to manage volunteer inquiries.

VIII. Unduplicated Client Information and Demographics

A. CLINICAL:

Number of unduplicated clients served:

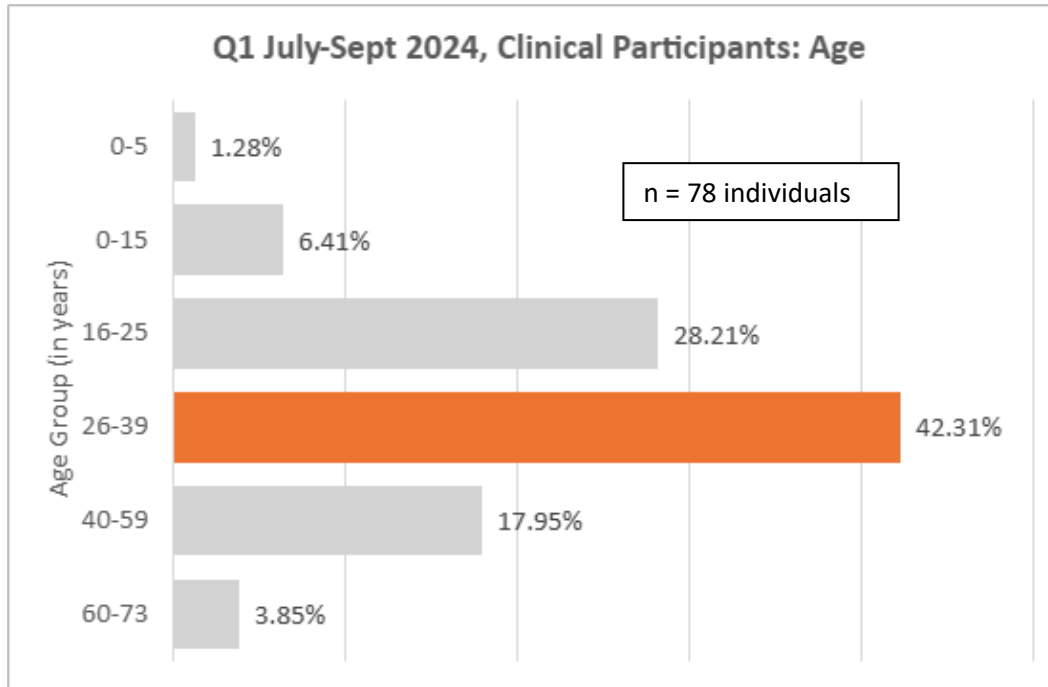
- a. Total clients served: **78 individuals** (unduplicated, enrolled in clinical services)
- b. Therapy clients served: **53 individuals**
- c. Case management clients served: **34 individuals** (includes 16 attendees served in Legal Name and Gender Change Workshops)
 - i. Dually enrolled clients active in therapy and case management: **9 individuals**

Clinical Demographic data:

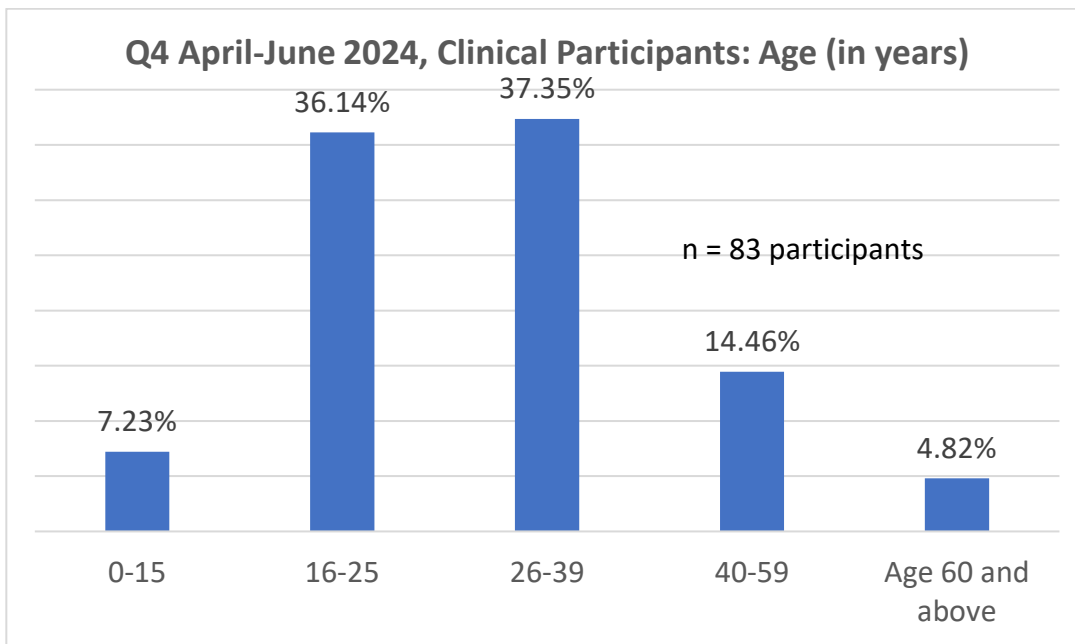
- a. “Clinical Participants” includes both Therapy and Case Management clients
- b. Demographic data includes: Age; City of Residence; Race; Gender; Sexual Orientation; Housing Status; Employment Status; Individual Annual Income

July - September 2024: Clinical Participant Demographics

Age (in years):

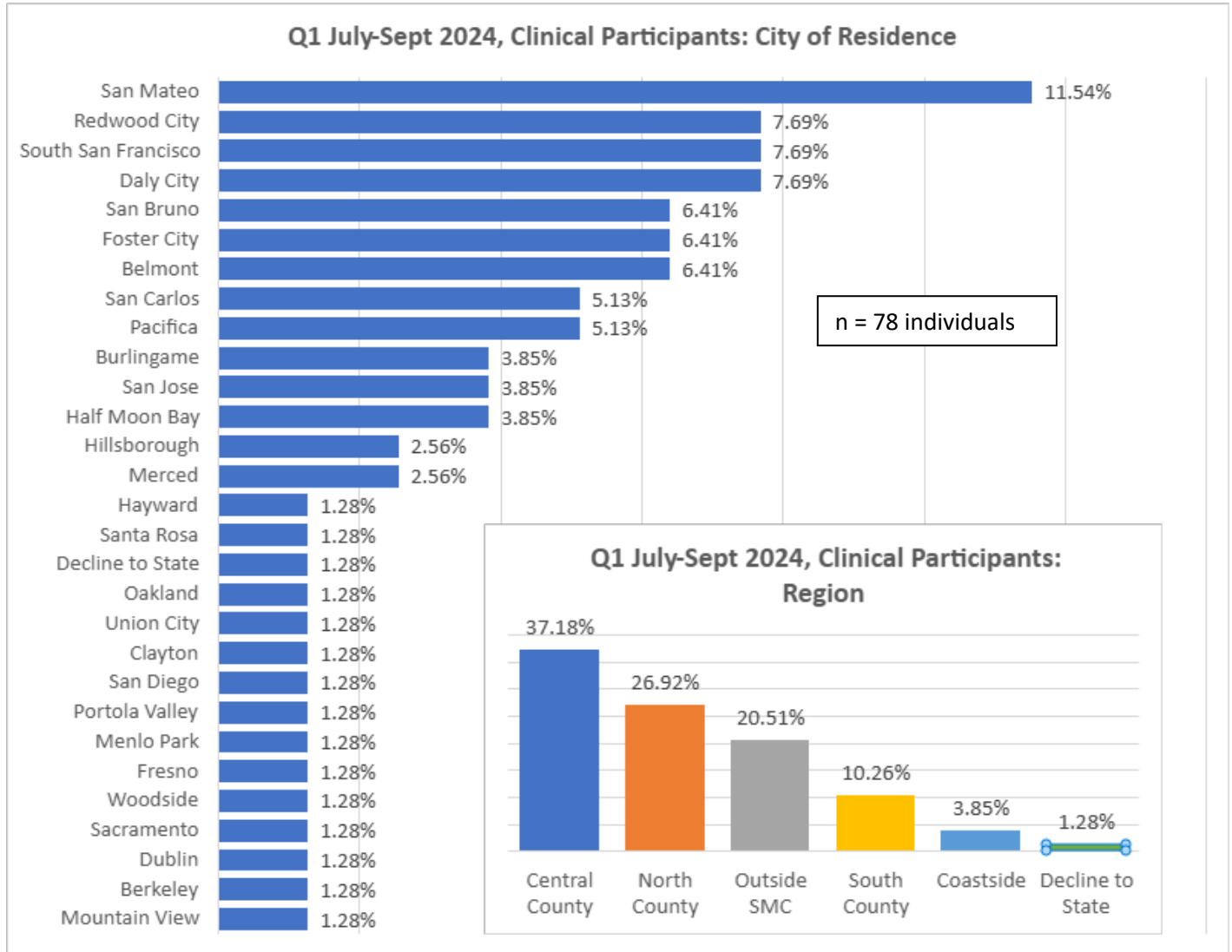


Previous Quarter:



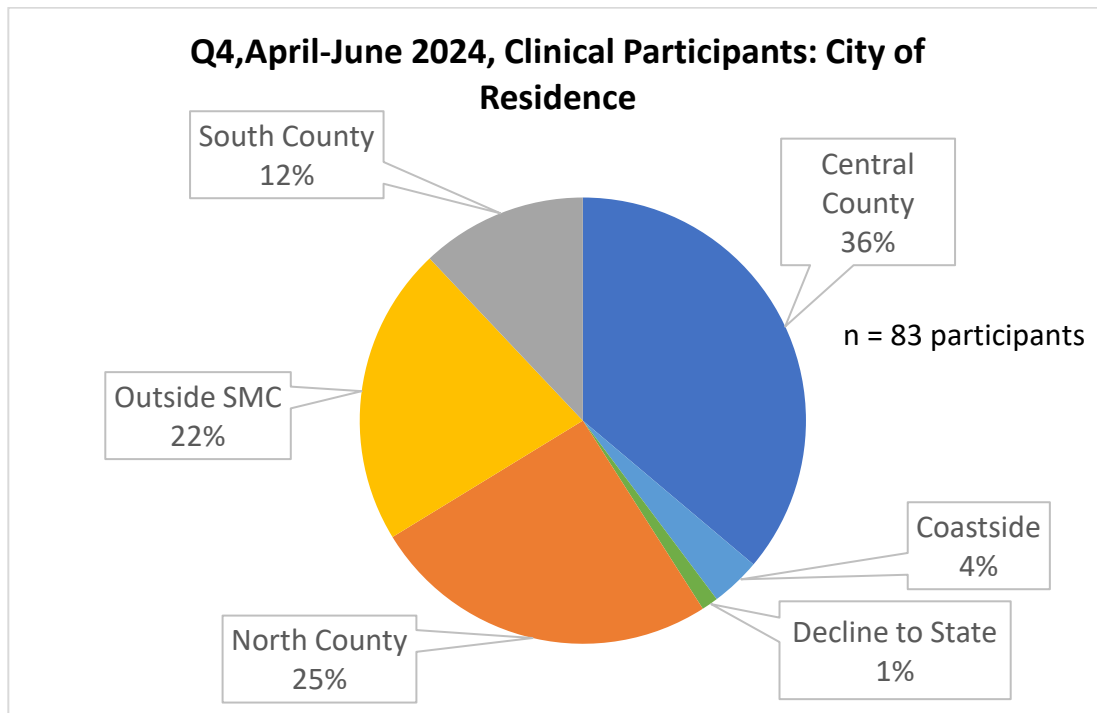
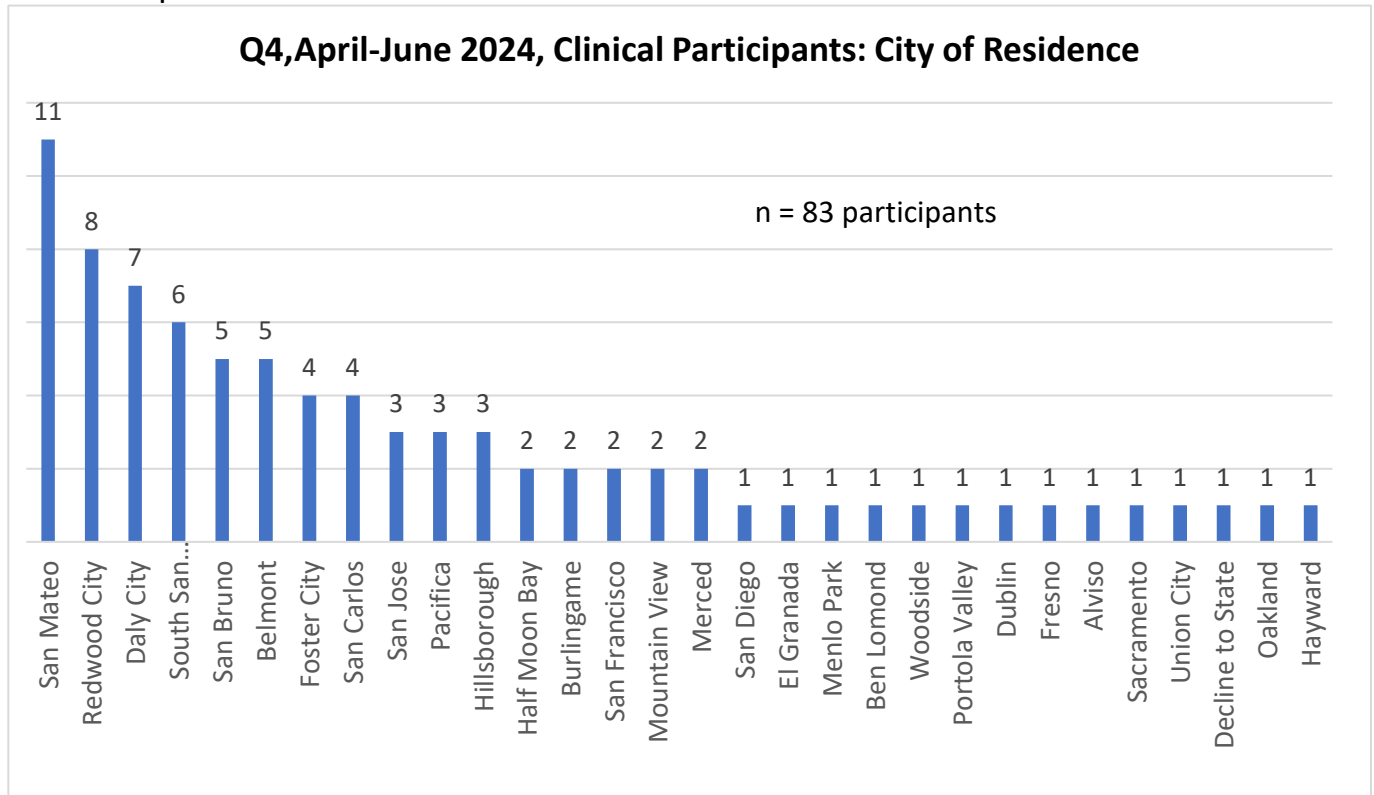
City of Residence:

This quarter:

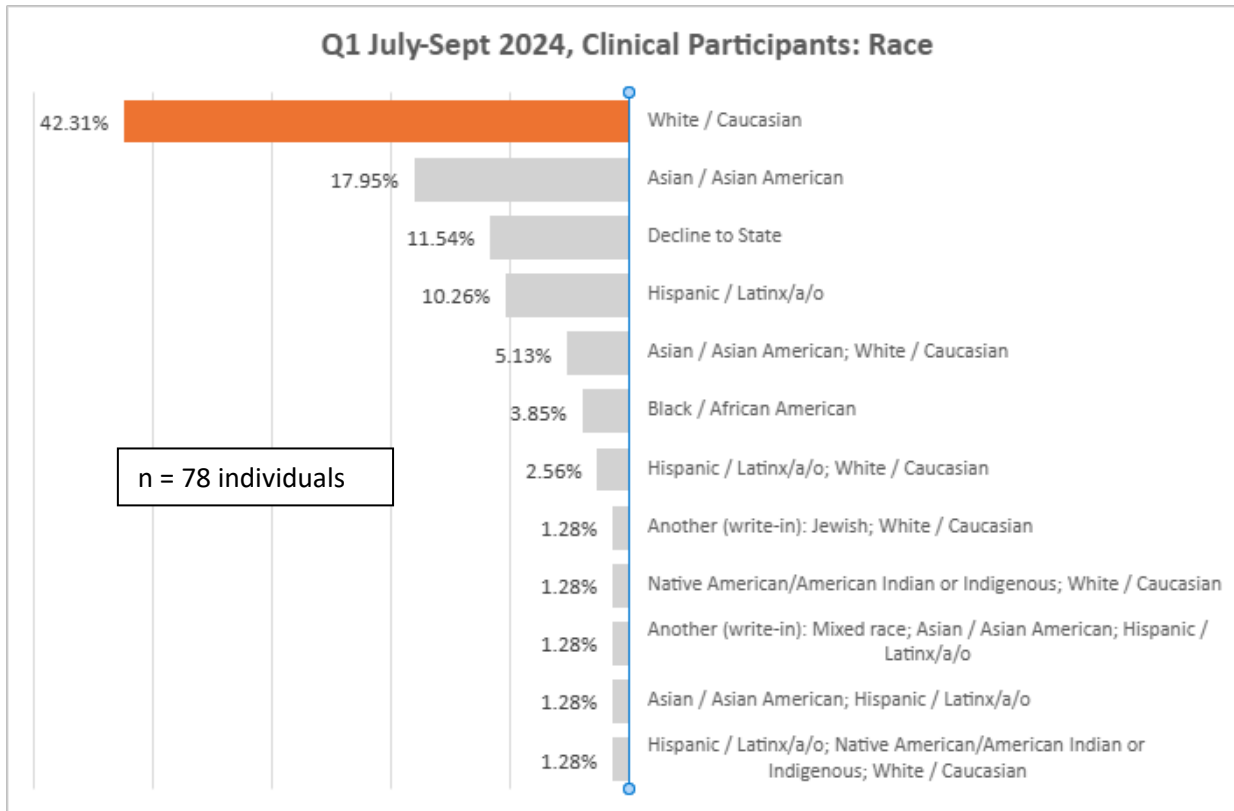


COASTSIDE	NORTH COUNTY	CENTRAL COUNTY	SOUTH COUNTY
El Granada, Half Moon Bay, Miramar, Montara, Moss Beach, La Honda, Loma Mar, Pescadero, San Gregorio	Broadmoor, Colma, Daly City, South San Francisco, San Bruno, Brisbane, Pacifica	Belmont, Burlingame, Foster City, Hillsborough, Millbrae, San Carlos, San Mateo	East Palo Alto, Menlo Park, Atherton, north Fair Oaks, Portola Valley, Redwood City, Redwood Shores, Woodside

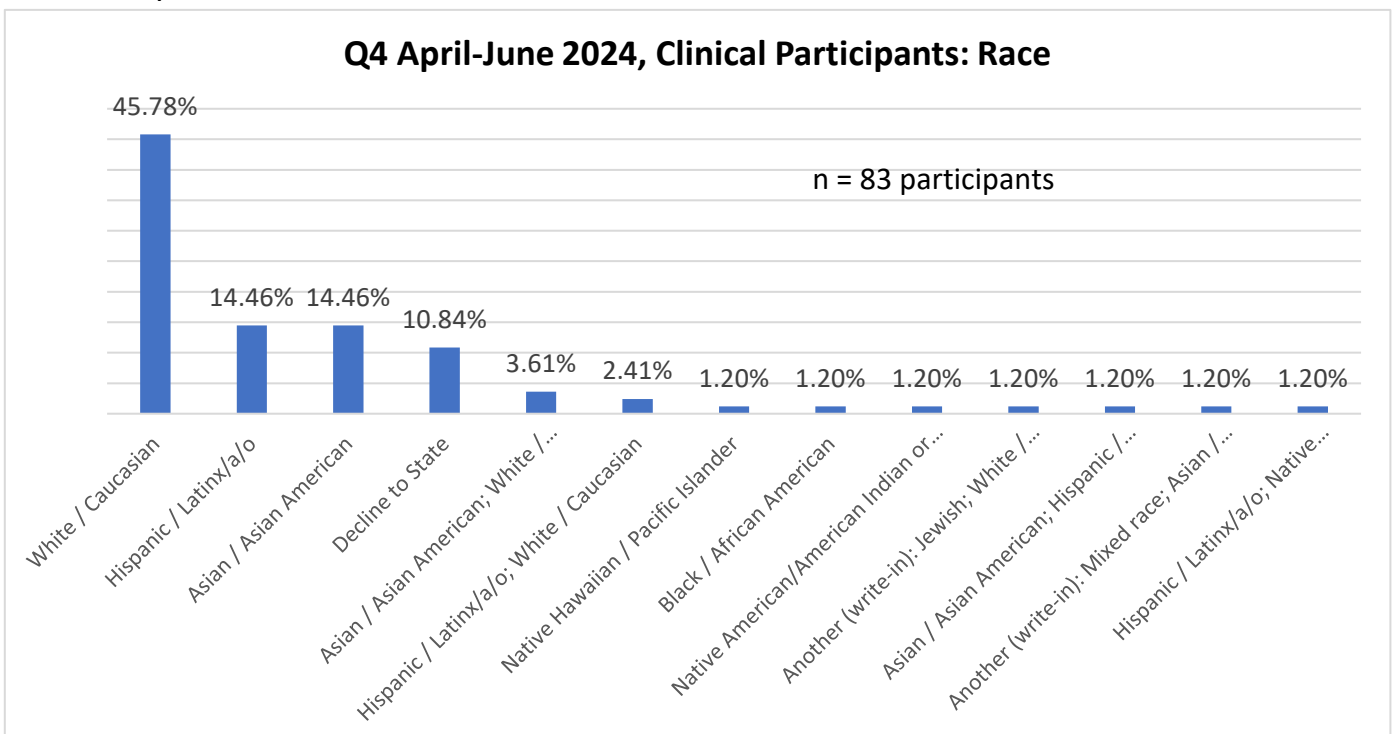
Previous quarter:



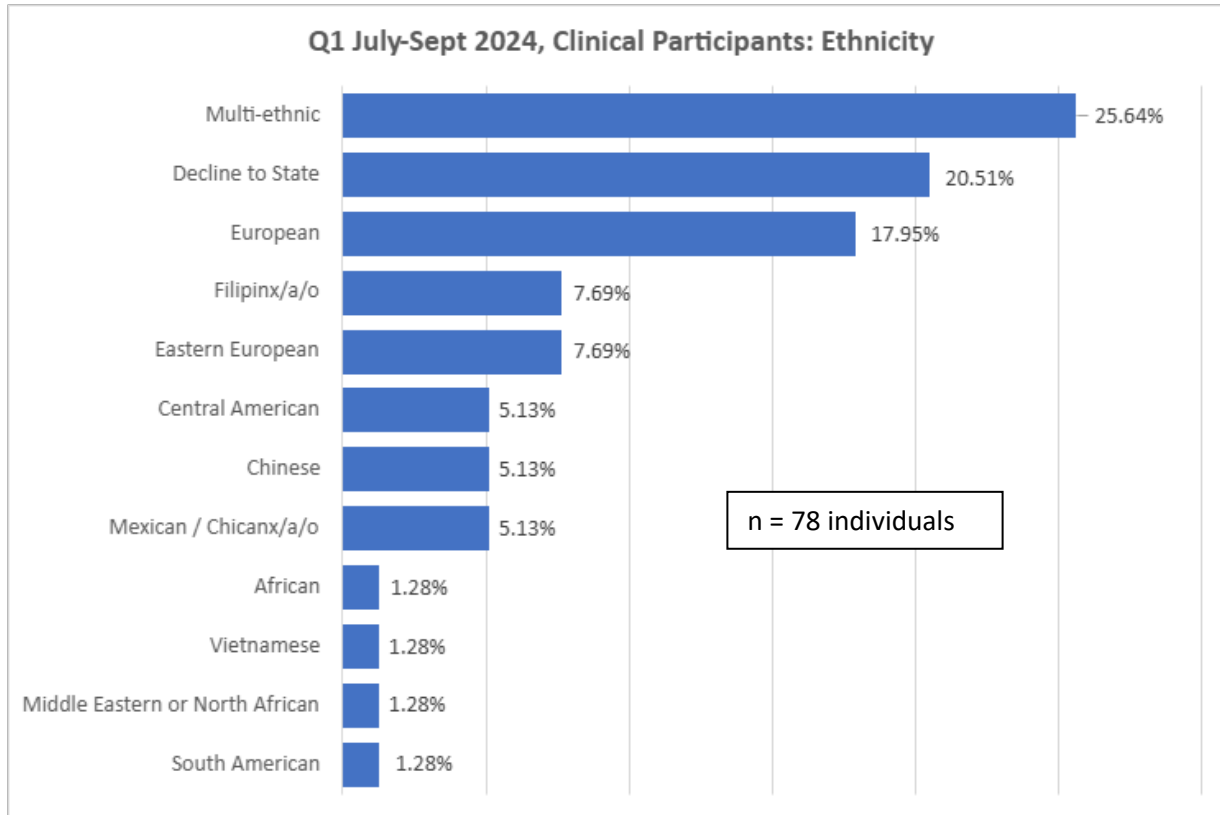
Race: This quarter:



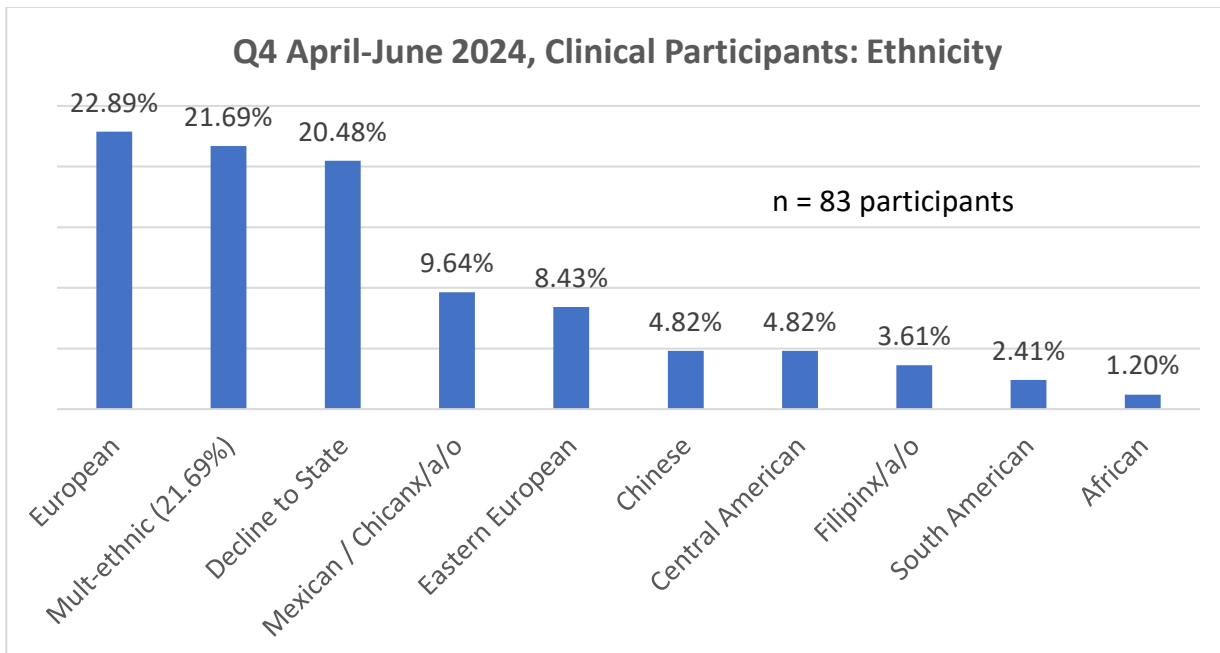
Previous quarter:



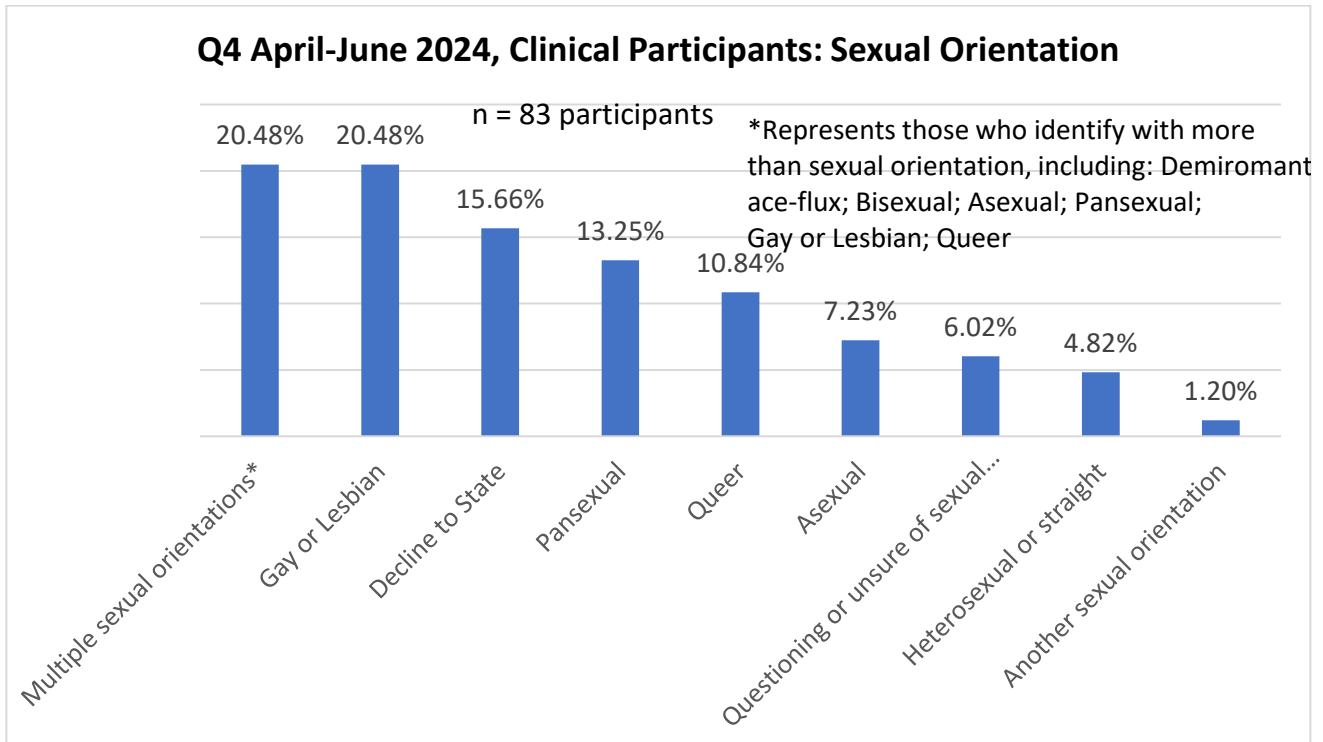
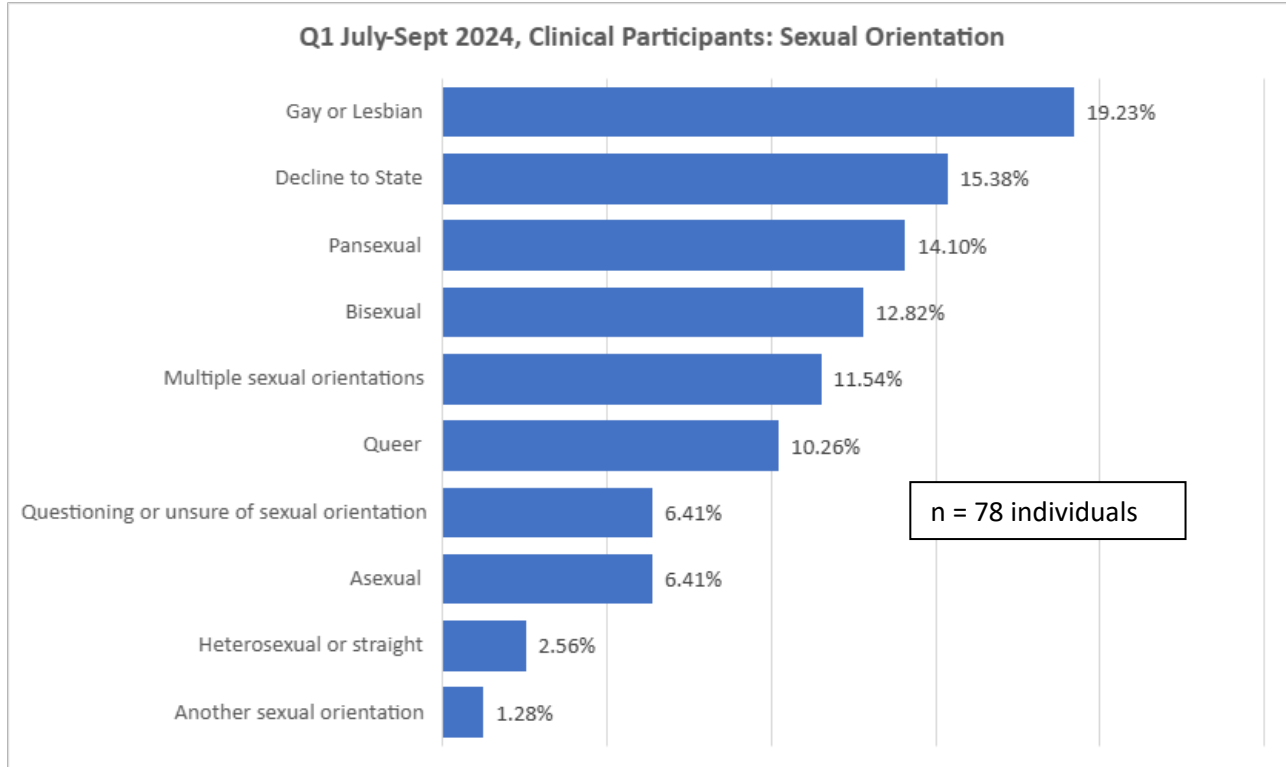
Ethnicity: This quarter:



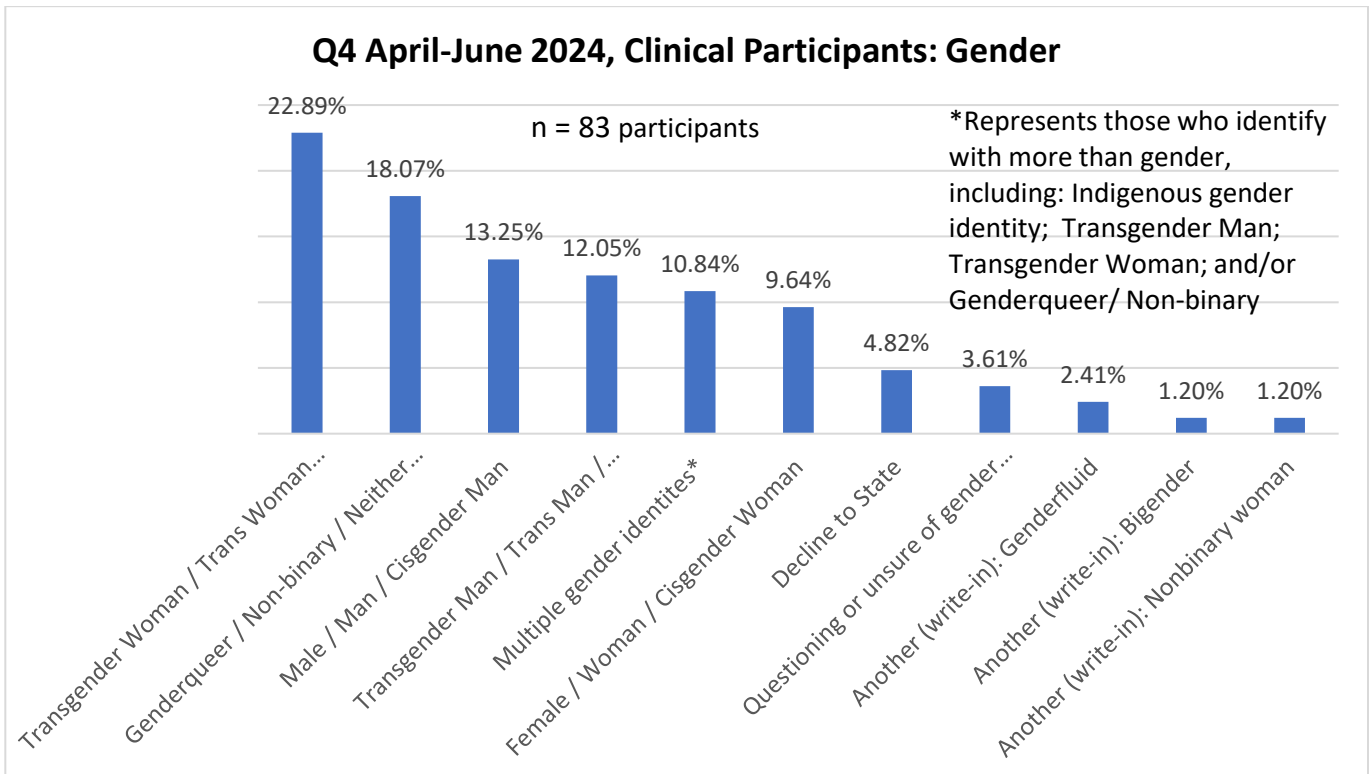
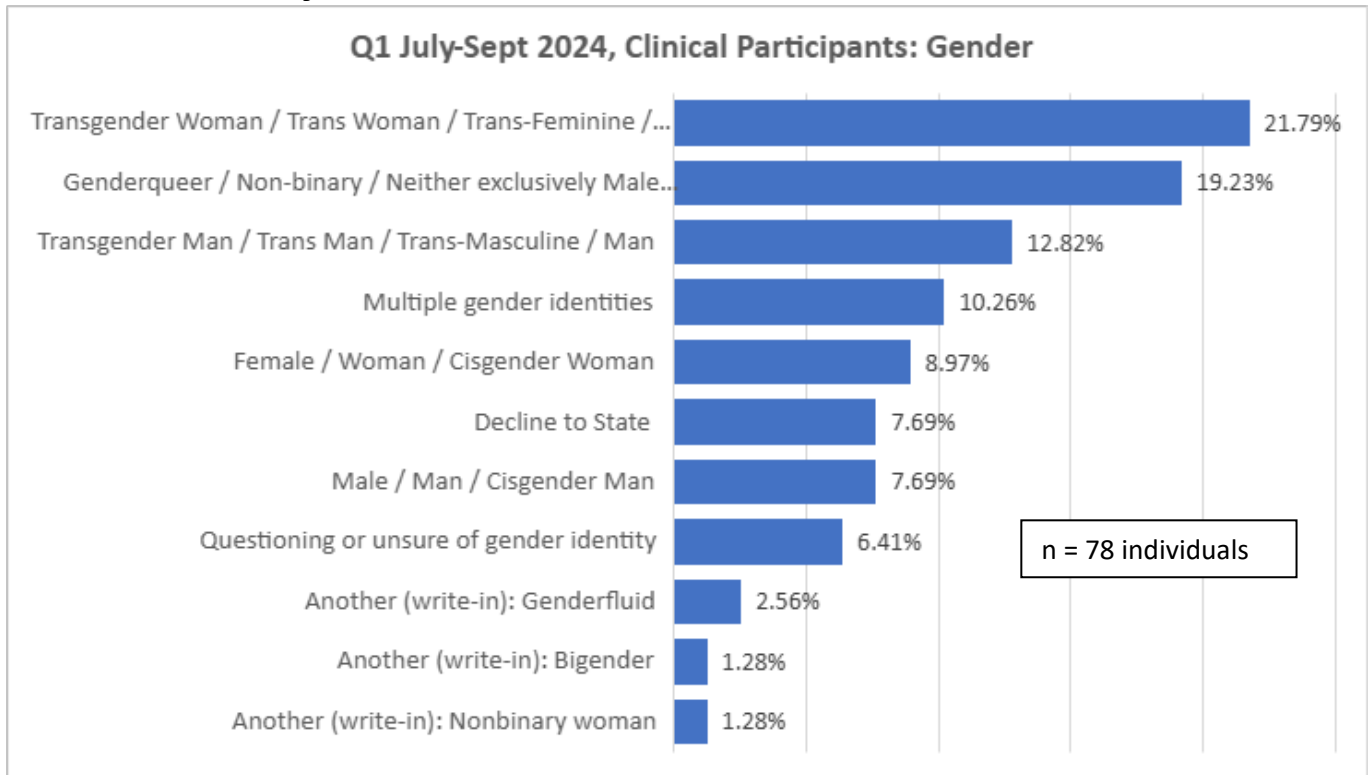
Previous quarter:



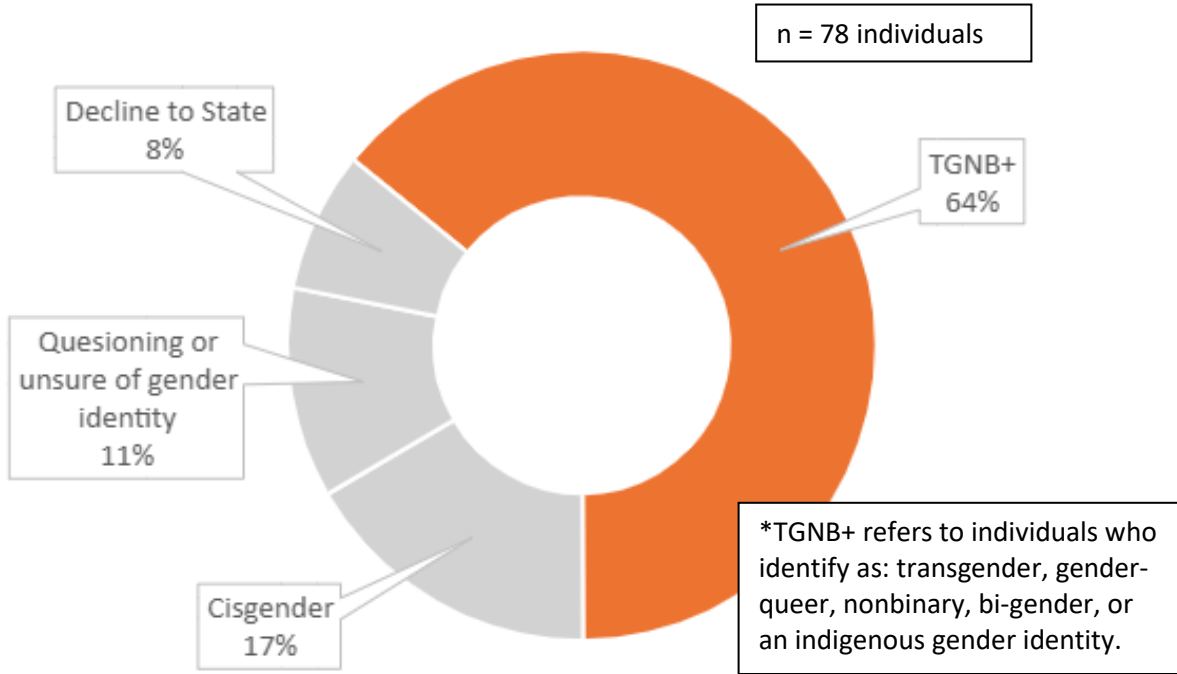
Sexual Orientation: This quarter:



Gender Identity: This quarter:



Q1 July-Sept 2024, Clinical Participants: Gender

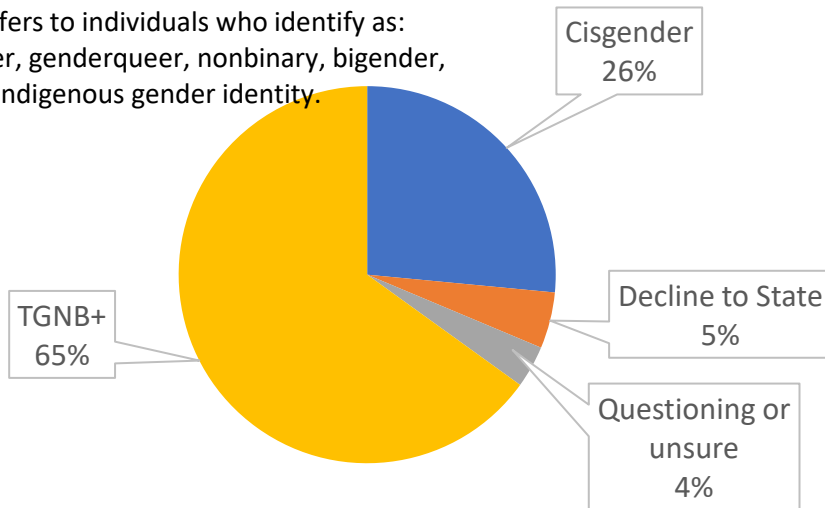


Previous quarter:

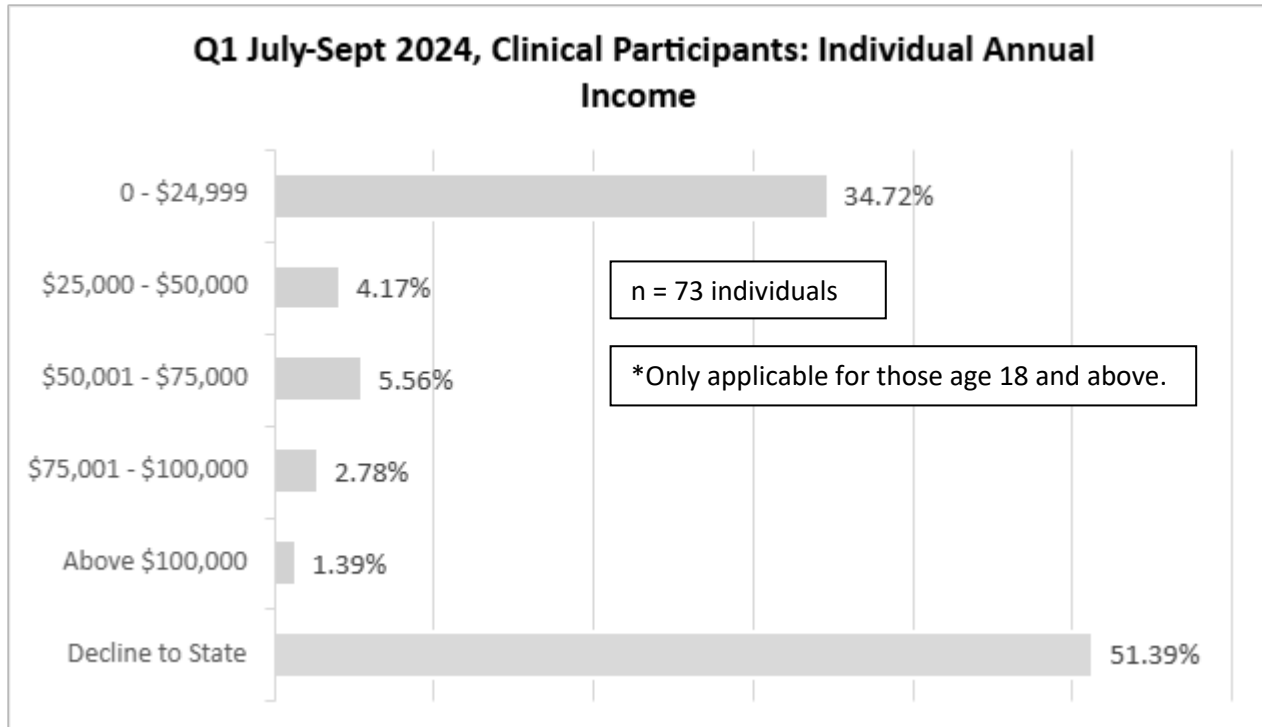
Q4 April-June 2024, Clinical Participants: Gender

n = 83 participants

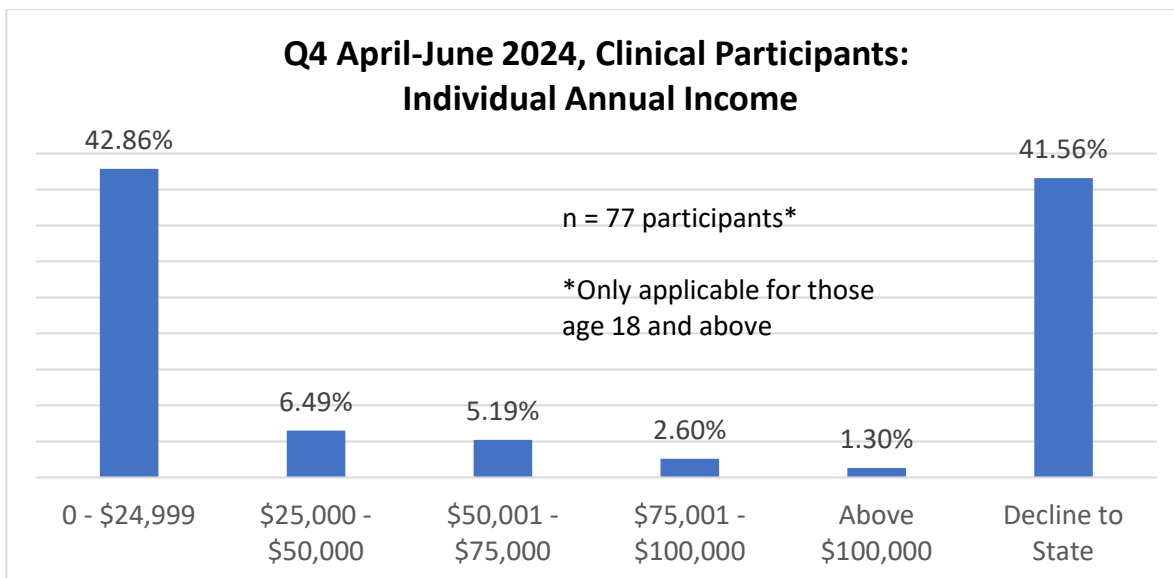
*TGNB+ refers to individuals who identify as: transgender, genderqueer, nonbinary, bigender, and/or an indigenous gender identity.



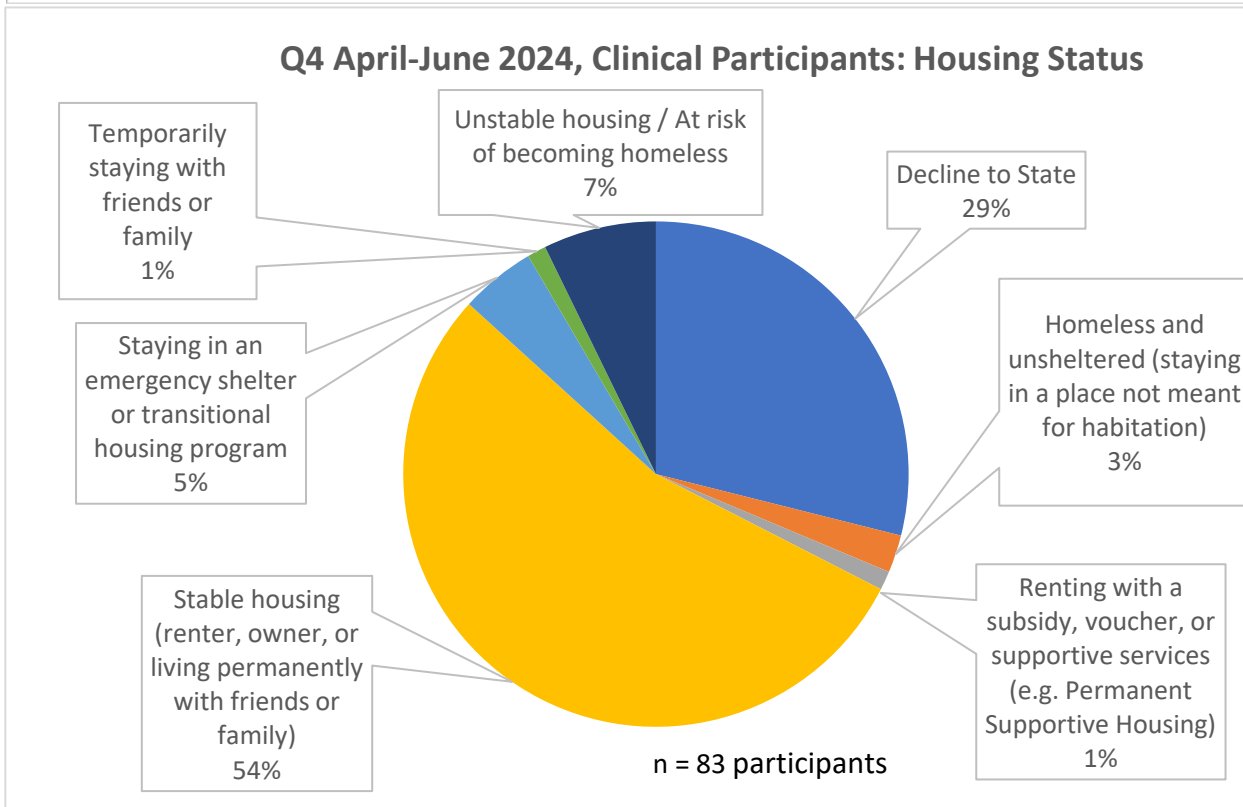
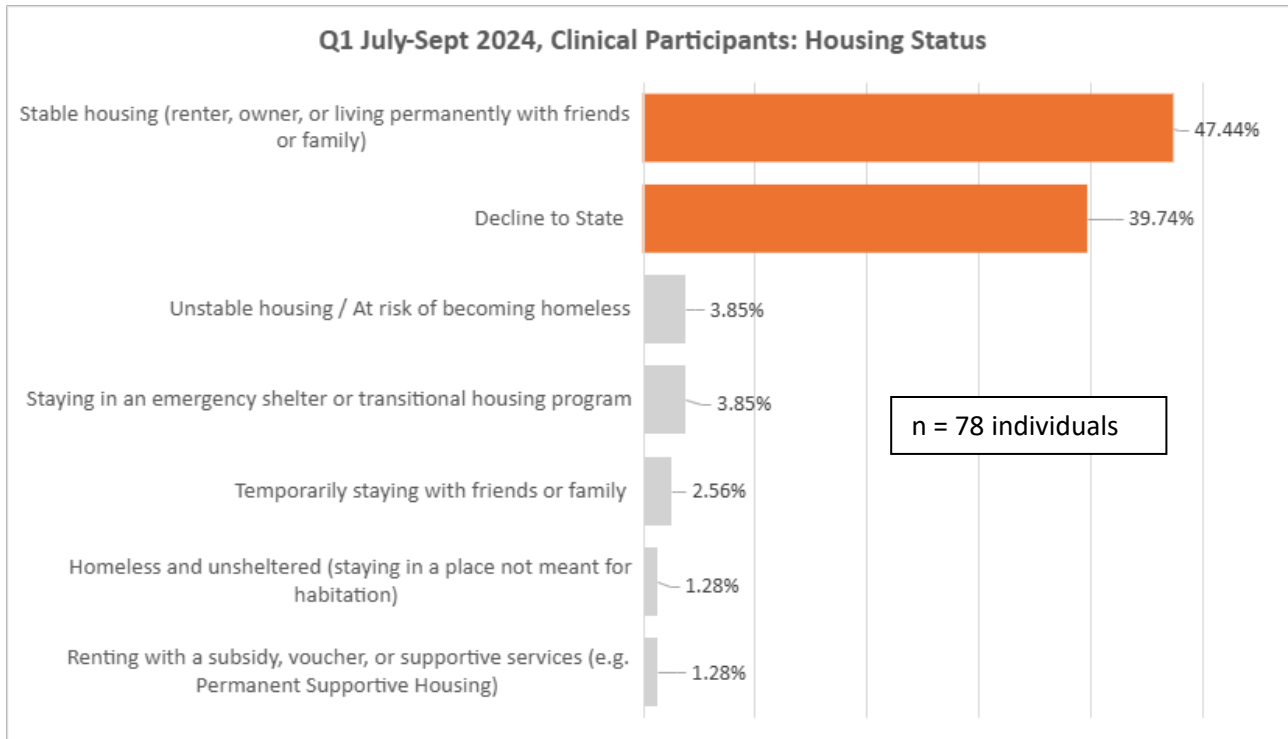
Individual Annual Income: This quarter:



Previous quarter:



Housing Status: This quarter:



B. YOUTH:

Unduplicated Clients Services	
<i>New Youth in Social Groups</i>	21
Clients Served in Social Groups	12
Clients Served in Outreach / GSA Support / One off Events / Social Support	30
Clients served in Consults	1
Clients served in Training and Education	8 clients served

C. TRAINING/EDUCATION

- Number of training participants served: 450
- Number of SOGIE 101 trainings: 9
- Number of Pronouns 101 trainings: 0
- Number of Trans 101 trainings: 0
- Number of Implicit Bias Trainings: 2
- Number of SOGIE 201 Trainings: 1
- Number of Resource Roadmap trainings:
- Number of MISC trainings/workshops: 0

D. ADMINISTRATIVE:

The Pride Center had 180 visitors this quarter. By month, August had the most visitors (76), while July and September had 45 and 59 visitors, respectively.

	Jul	Aug	Sep	TOTAL
Monthly Visitors	45	76	59	180

E. VOLUNTEER PROGRAM:

Lowellyn Sunga, Community Engagement and Volunteer Specialist, had the opportunity to connect with various people who were interested in volunteering and supporting the Pride Center.

This quarter, Gay Men’s, Queer Women’s, and LGBTQ+ Book are in need of co-facilitators. With the support from the marketing team to inform the community about the need, Lowellyn is confident that we will be able to find a co-facilitators for these peer groups for the next fiscal year.

Number of peer group facilitator volunteers: 10

IX. Appendix

A. Pride Center Team Retreat Agenda (July 2024)

SMC PRIDE CENTER TEAM RETREAT AGENDA

Location: San Mateo County Pride Center

Date: Tuesday, July 30, 2024

Time: 10 am – 7 pm

Agenda Items

10:00 am – 11:15 am	<p>Introductions & Icebreaker</p> <ul style="list-style-type: none"> <u>Check in question</u>: What's the "queerest" thing about you? Team bonding activity 	Alex
11:15 pm – 12:15 pm	<p>The Foundations of Pride: Understanding Our Contracts, Deliverables, Budget & What They Mean For Us</p> <ul style="list-style-type: none"> Essentials of a non-profit Review BHRS contract and mandates Review and explain Pride Center budget 	Frankie, Michelle
12:15 pm – 1:15 pm	<p>Pizza & Ice Cream Bar Social</p>	All
1:15 pm – 1:25 pm	<p>Let's Get Energized!</p>	Alex

1:25 pm – 1:55 pm	Pride Center Fiscal Year Program Plan	Alex
	<ul style="list-style-type: none"> • Inclusive list of mandates for Pride Center across funder contracts • Discussion on how each team member/"department" can utilize their own program plan 	
1:55 pm – 3:25 pm	Small Group Breakouts	All
	<ul style="list-style-type: none"> • <u>Clinical Team</u> (Alex, Pearl, Drae, Jess, Jazz, Case Manager, Trainees) <ul style="list-style-type: none"> ○ Tackling expectations as a team, Planning for the year ahead • <u>Event Planning</u> (Elana, Marilyn, Outlet) <ul style="list-style-type: none"> ○ Coordinating the year ahead ○ Continuing to fine tune outreach, if time allows • <u>Training</u> (Ishani, Frankie) <ul style="list-style-type: none"> ○ Examining a new training delivery model, Incorporating SOGIE 201 feedback • <u>Communications & Administrative Improvements</u> (April, Low) <ul style="list-style-type: none"> ○ Website, Pride Center SharePoint 	
3:25 pm – 3:40 pm	Self - Break	All
3:40 pm – 3:55 pm	Mindfulness Activity	Jazz, Jess
3:55 pm – 4:15 pm	Large Group Share Out	Alex, All

4:15 pm – 5:45 pm

Show & Tell (*approximately 5 minutes/person*)

Frankie

- Introduce name, pronouns, role, longevity with Pride Center`
- Tell: place(s) grew up and any identities willing share
- Show: item and explain its significance

5:45 pm – 6:25 pm

Blackout Bingo!

Alex

"Did I win?!"

6:25 pm – 7:00 pm

Close

Alex & Frankie

- How did you feel about the day?
- One thing you're looking forward to about the year ahead.
- One thing you're grateful for after today.

Thank You! Drive Safe!



B. Graphics created by volunteers



Graphic for Bisexual Visibility week created by volunteer, Grace Chan (he/him)




HONORING


Trans* History Month

AUGUST 2024

Trans History Month is a dedicated time to celebrate and recognize the rich history, achievements, and contributions of transgender, non-binary, and gender non-conforming individuals*



It's a time to honor those who have paved the way for progress, reflect on the struggles faced by the community, and educate others about the ongoing journey toward equality and acceptance




Since 2021, the U.S. has considered

637

ANTI-TRANS BILLS

Trans History Month is crucial in fostering greater understanding and solidarity, fighting against such widespread transphobia*



data from translegislation.com



Join us this month as we highlight influential Trans figures, historical milestones, and the ongoing fight for our rights and visibility*



Graphics for Trans* History Month (August) created by volunteer, Patricia Nova (she/her)