



# Mental Health Services Act (MHSA) Innovation Extension Request



## LGBTQ Behavioral Health Coordinated Services (The Pride Center)

November 19, 2018



SAN MATEO COUNTY HEALTH

**BEHAVIORAL HEALTH  
& RECOVERY SERVICES**

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# Background



## San Mateo County Pride Center

The Pride Center is an MHSOA Innovation project, approved by the Mental Health Services Oversight and Accountability Commission (MHSOAC) on July 28, 2016. There is no prior model of a coordinated approach across clinical services, psycho-educational and community/social events and resources for the LGBTQ+ community. It is a formal collaboration of community-based organizations; StarVista as the lead agency, Daly City Partnership, Peninsula Family Service and Adolescent Counseling Services. The services include:

- Clinical services for individuals at high risk of or with moderate to severe mental health challenges.
- Psycho-educational and community activities to provide support through peer-based models of wellness, recovery and stigma reduction.
- Resource hub for local, county and national LGBTQ+ services.

## Community Need

### High Risk of Mental Illness

LGBTQ+ are considered one of the most vulnerable and marginalized communities. Many experience multiple levels of stress and risk for Serious Mental Illness (SMI) due to constant subtle or covert acts of homophobia, biphobia and transphobia. LGBTQ+ individuals are at higher risk of mental illness compared to non-LGBTQ+.<sup>1</sup> Nationally, suicide is second leading cause of death for LGBTQ+ youth ages 10-24.<sup>2</sup>

The LGBTQ Commission in San Mateo County conducted a survey in 2018 of LGBTQ residents and employees. In San Mateo County, over half of LGBTQ+ adults surveyed responded that they needed access to a mental health professional in the past 12 months. Additionally, over three-quarters of the LGBTQ+ youth surveyed reported that they considered harming themselves in the past 12 months.<sup>3</sup>

<sup>1</sup>King, M. et al., 2008; <sup>2</sup>The Trevor Project; <sup>3</sup>San Mateo County LGBTQ Commission, 2017 Survey of LGBTQ Residents and Employees of San Mateo County



### Culturally Appropriate Services

There is often mistrust of behavioral health care in LGBTQ+ communities due to historical trauma, shame and stigma around seeking care. In San Mateo County, surveyed residents reported limited access to LGBTQ-responsive behavioral health services.<sup>4</sup>

- 3 in 5 adults cited lack of local health professionals trained to serve LGBTQ+ clients
- 2 in 5 felt their mental health care provider had the expertise to care for their needs
- 2 in 3 youth did not know where to access LGBTQ-friendly healthcare

### Linkages to Comprehensive Services

The LGBTQ Commission survey also indicated that there is a need for interagency coordination to connect under-served LGBTQ+ residents to social services and community resources.<sup>5</sup>

- LGBTQ+ county residents are socially isolated
- 2 in 5 adults struggle to pay for basic needs like rent and food
- 3 in 5 youth reported lack of LGBTQ+ inclusive sex education in school

### Accomplishments

The Pride Center provides an array of programs, events and clinical and supportive services for the LGBTQ+ community. Additionally, the Pride Center has collaborated with and trained service providers and community members across San Mateo County. See Appendix A for a comprehensive list of onsite programming, training and engagement efforts.

### Pride Center's Reach (Fiscal Year 2017-18)

- 1,092 individuals dropped in or attended a peer group on site.
  - 15% accessed therapy services
  - 4% used case management services
- 2,045 people attended offsite trainings, workshops and events.
- 69% of participants who completed the satisfaction survey visited more than once
  - 41% visited at least six times

<sup>4-5</sup>San Mateo County LGBTQ Commission, 2017 Survey of LGBTQ Residents and Employees of San Mateo County

### Participant Demographics

Demographic data shows a diverse participant base for the Pride Center:

- 85% are between age 16 and 59; 8% were 60+; 5% were 15 or younger
- 52% were people of color or multiracial
- Over two-thirds identify as LGBTQ+
- 62% are cisgender, 16% are transgender, gender queer, questioning, or other
- 10% reported being unemployed
- 16% reported annual income < \$25,000



**Gender & Name Change Clinic**  
10:00 to 2:00PM  
Saturday August 18th, 2018  
San Mateo County Pride Center  
1021 S El Camino Real  
San Mateo, California

Logos for San Mateo County Pride Center and Bay Area Legal Aid are visible at the bottom.



**Community Forum**  
Wednesday, July 18th  
6:30pm-7:30pm

The poster features silhouettes of people and speech bubbles.



Pride Center staff present to students at Thomas R. Pollicita Middle School



# Learning Goals

## Evaluation Findings To-Date

An independent consultant, Resource Development and Associates (RDA), was contracted to evaluate the Pride Center. RDA implemented a mixed methods approach to their evaluation, see Appendix B for an evaluation overview. Focus groups, surveys, and interviews with participants and service providers informed the *Learning Goals*:

### Learning Goal #1 (Collaboration):

Does a coordinated approach improve service delivery for LGBTQ individuals at high risk for or with moderate to severe mental health challenges?

Process Evaluation	Outcome Evaluation
<p><b>Baseline Objective.</b> Examines how systems effectively collaborate currently to serve LGBTQ+</p> <p><b>Process Measures.</b> Examines the increase in communication, referrals, and interaction between service providers</p>	<p>Measures improved behavioral health indicators from pre/post scales and client satisfaction surveys</p>

**Wide Range of Services** –the Pride Center’s collaborative model has been instrumental in providing services for diverse participant needs.

- Each of the 4 partner organizations brings different specializations.

**High Quality Services** – team cohesion and commitment to continuous learning have enabled high delivery of services.

- Coordination helps participants who benefit from multiple services get the support they need like job opportunities, applying for public assistance, searching for housing.

**Increased Capacity** – the Pride Center has developed strong relationships that facilitate referral pathways.

- The Pride Center is building capacity for LGBTQ+ appropriate care. More providers know the importance of asking sexual orientation and gender identity (SOGI) questions.
- Educators, public agencies, and private businesses have actively sought the Pride Center.

*“I’ve been involved in a lot of LGBTQ organizations... focused on a particular issue. This [Center] brings it all together.”*

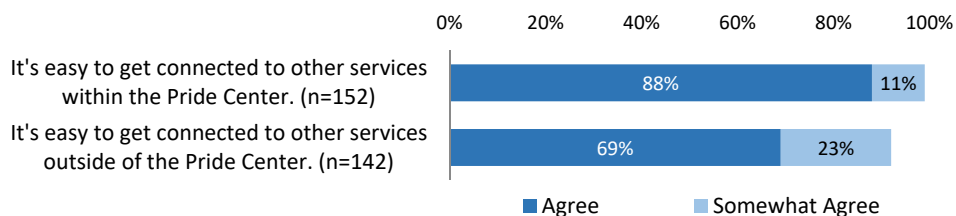
–Older adult participant

*“It’s a one-stop shop...[which is important] when you’re homeless and have to get everywhere on foot. There’s only so many places you can go in a day.”*

–Adult participant

*“We’re a gigantic resource for the San Mateo County community. We’re educating the educators and the social service providers. We’re building all kinds of networks.”*

–Community Advisory Board member



**Learning Goal #2 (Access):** Does the Pride Center improve access to behavioral health services for LGBTQ individuals at high risk for or with moderate to severe mental health challenges?

Process Evaluation	Outcome Evaluation
<p><b>Baseline Objective.</b> Examines extent staff are prepared to provide culturally responsive services to the LGBTQ+ community</p> <p><b>Process Measures.</b> Examines improvement in access to behavioral health services for individuals that are high risk for or with moderate to severe mental health challenges</p>	<p>Measures clients experience with the Center services as helpful and culturally responsive</p>

**Culturally Responsive Services** – services offered by and for LGBTQ+ engages individuals who might not otherwise access or remain in clinical care.

- Participants feel more understood and supported compared to previous experiences.
- Participants begin treatment with a sense of trust, setting the foundation for a strong patient/provider relationship.
- 85% agreed and 15% somewhat agreed that the services they were receiving were improving their mental health.

**Reduced Stigma** – having a physical location that is safe, inclusive space creates community, reduces stigma and isolation.

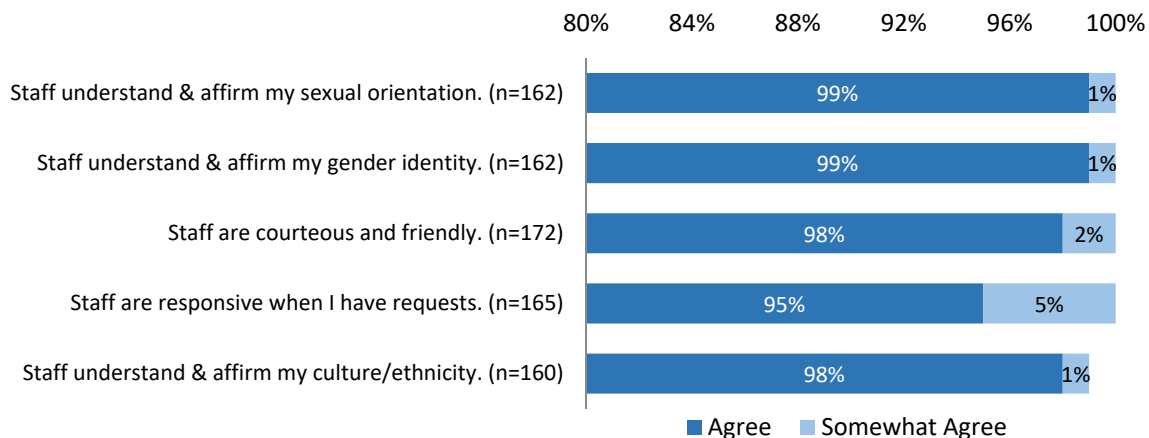
- Many participants said that the existence and prominent public location helps them feel welcome and proud.

*“In the past when I needed mental health services, I needed to find someone supportive and understanding of what I was feeling...I would have felt much safer [at the Pride Center].”*  
 –Youth participant

*“To have a physical location is so much more meaningful than using online resources...to know that there is a place you can go to feel safe and find community.”*  
 –Adult participant

*“When I went to cisgender, heteronormative therapists... They didn’t get it. The [therapists] here understand it on the inside.”*  
 –Adult participant

*“Every single time I come here, it’s a lovely experience. There’s not a single time I cross that door and someone doesn’t ask me how I am.”*  
 –Youth participant



# Extension Request

## Why an Extension?

While the project was approved in July 2016, the Pride Center undertook several foundational activities related to planning and startup including identifying and securing a centrally located, accessible site, obtaining start-up items and systems and recruiting staff. Prior to the opening of the Pride Center there was a lack of LGBTQ+ services and infrastructure in San Mateo County, which created obstacles for hiring and community outreach. The Pride Center secured a site in December 2016 and was in a period of “soft opening” from March through May 2017. During the soft opening period, the Center held monthly community forums, started six monthly Older Adult LGBTQ+ Peer Counseling meetings and the Youth Program Coordinator conducted meetings with six high schools to learn about youth’s needs and desires for LGBTQ+ programming. The Grand Opening was in June 2017.

Since opening there has been nearly twice the demand for services than anticipated. The Pride Center was originally estimated to serve 50-80 clinical clients in the first year. Even though the clinical component wasn’t operational until the second quarter, it served 151 individuals in the first year alone. While it was estimated that the Pride Center would have 5,000 meaningful outreach encounters, there were actually over 10,000. Because the Pride Center was more successful than ever anticipated, staff and partners focused more on service provision than creating the necessary structures, policies, and strategic plan to ensure the long-term sustainability and replicability of the collaborative partnership as a statewide best practice.

## Extension Goals

The Pride Center was approved for 3 years of MHSa Innovation funding. Given that one year was dedicated to start-up activities, having an additional two years of implementation would allow the Pride Center to accomplish the following goals:

- 1) **Strengthen internal and external collaboration efforts** to be able to demonstrate with more certainty whether the coordinated service approach improves service delivery (*Learning Goal #1*).
- 2) **Measure clinical outcomes of clients with severe mental illness (SMI)**, specifically improved mental health indicators for individuals who might not otherwise have accessed clinical services and/or received quality, culturally responsive care (*Learning Goal #1*).
- 3) **Develop a replicable best practice model to share statewide and nationally**, if the evaluation continues to demonstrate that the coordinated service approach improves health outcomes and access for LGBTQ+.

Spending the appropriate time to develop a robust network of community partnerships will help the County learn the impact of coordinated service approach. It takes time to repair historical mistrust within the LGBTQ+ community about mental health services. Stigma around seeking care takes time to overcome and this community experiences stigma having a mental health issue and identifying as LGBTQ+.



**Activities Accomplished**  
(2- Year Implementation, post start-up)

**Activities Planned**  
(with 2- Year Extension)

- Established a Community Advisory Board (CAB) and Youth Advisory Board
- Launched a youth program including youth-friendly events (Queer Prom, Teen Booth, Film Screenings, Trans education series, Trans Visibility photo project and Peer Support Groups)
- Launched an older adult program including monthly older adult LGBTQ+ counseling, Coffee Break, Sunshine Series for community resources, Bistro Brio lunch program, book club, All That Jazz art, music and poetry, mindfulness meditation and an oral histories project.
- Launched supportive social/cultural and educational community events and activities (e.g. Pride Month 30 Days of Gay, Movie Nights, Queer Cumbia, Intergenerational Meals)
- Developed clinical program - counseling, peer support and case management and referral system including Medi-Cal and sliding scale fee for service
- Established as a drop-in center and gender and name change clinic
- Actively consult with mental health providers, schools and community agencies seeking support in working with LGBTQ+
- Developed a training program for behavioral health providers, schools and other agencies
- Ongoing assessment of community needs (countywide survey, in-person outreach and soliciting input)
- Ongoing outreach, education and engagement
- Established resource library, computer lab
- Established a volunteer program
- Established a resource hub and free store for LGBTQ+ affirming resources.
- Developed policy and procedure manual
- Developed website, online social media, e-newsletter and local news presence
- Developed data system for clinical and case management program

- Develop the trainee program to allow trainees to see SMI Medi-Cal clients and provide pathways for queer and trans clinicians of color
- Strengthen the training and consultation program to support mental health providers working with LGBTQ+ clients
- Implement a monthly consultation group for regional providers
- Undergo a comprehensive strategic planning process with collaborative partners, staff and CAB
- Implement a best practice model of collaboration to strengthen the innovative coordinated service approach of the Pride Center
- Collect outcome data for improved behavioral health indicators of clients
- Develop a replicable model
- Develop a sustainability plan
- Establish a yearly fundraiser and donor community
- Utilize community partnerships to extend the reach beyond central county by providing programs and services in the South, North, and Coastside regions
- Enhance the Peer Support Program by training and certifying peer support specialists
- Synchronize LGBTQ+ affirming practices of partner agencies (policies, procedures, data collection, services, marketing, and sites)
- Increase collaboration with Bay Area, Statewide and national LGBTQ+ networks
- Transition into the role of lead organizer for the annual Pride Celebration, a community defined practice reducing disparities
- Develop eHealth services to better support clients with access barriers



## Extension Request

San Mateo County is requesting a two-year MHSA Innovation extension for the Pride Center in the amount of \$1,550,000.

- \$700,000 per year for services
- \$150,000 for evaluation and development of a replicable tool

The original Pride Center request was approved by the MHSOAC on July 28, 2016 for three years in the amount of \$2,200,000. Due to a delay in start-up, we are also requesting to rollover \$220,000 of the original approved amount into the two-year extension term. The Pride Center's budget, see Appendix C, includes this additional allocation of \$110,000 per year. The original learning goals and target population will remain the same.

### **Added Value to an Extension**

The extension will allow us to determine with more certainty *Learning Goal #1*: Does a coordinated approach improve service delivery for LGBTQ individuals at high risk for or with moderate to severe mental health challenges?

Despite high levels of collaboration in coordinating service delivery, Pride Center staff observed areas for improvement in establishing and formalizing processes for the internal operations of the Center. Multiple staff members commented on the Collaboration Survey that they could benefit from more support from the partner agencies on matters of organizational development. Subsequent reports will compare how the collaboration evolves.

The widespread demand for mental health services among LGBTQ+ county residents has challenged the Pride Center's clinical capacity to accommodate all participants' needs. The Pride Center has just begun to use trainees, who are multilingual, to serve Medi-Cal SMI clients. It is too early to determine with certainty the outcomes of the Center's collaborative approach on client clinical progress.

If the evaluation continues to demonstrate the coordinated service approach to improve health outcomes and access for LGBTQ+, a replicable best practice model will be developed to share statewide and nationally.

## Sustainability

As part of the Request for Proposals, agencies were asked to develop a sustainability plan that identified diversified revenue sources including Medi-Cal billing, local government, including MHSA, grants and private donors.

The Pride Center staff continues to identify sustainability strategies. StarVista's CEO, Development Director, Clinical Director, and the Pride Center's Program Director and the full-time Grant Writer meet regularly to strategize grant applications, marketing, and fundraising.

The Pride Center has received support from the San Mateo County Board of Supervisors, which has consistently advocated for the Center; its activities; and the LGBTQ+ community, in general, through Board policy, resolutions and proclamations. Current Board President Dave Pine continues to demonstrate leadership in seeking out sustainable funding options for the Pride Center. Additionally, San Mateo County has an LGBTQ Commission whose members are committed to the long term viability of the Pride Center.

Recently, Kaiser Permanente awarded \$90k to the San Mateo County Pride Center to reduce stigma around mental health and increase LGBTQ+ visibility on the Peninsula through education, outreach, and community building.

As the Development team looks to the future, they will focus on creating relationships with and applying to foundations that serve the LGBTQ+ community, creating a strong donor base in the Peninsula, and creating fundraising events.



# Community Input

## Community Program Planning (CPP) Process

The Mental Health Services Act (MHSA) Steering Committee plays a critical role in the development of MHSA programs and plans. The Mental Health and Substance Abuse Recovery Commission (MHSARC), our local mental health board, is also involved in all MHSA planning activities providing input, receiving regular updates as a standing agenda item on the monthly MHSARC meetings, and making final recommendations. The MHSARC commissioners are all members of the MHSA Steering Committee, which is comprised of over 40 community leaders representing the diverse San Mateo community including clients, advocates, family members, community partners, County and CBO staff, County leadership, education, healthcare, criminal justice, probation, among others.

The Pride Center accomplishments, evaluation outcomes and need for a 2-year MHSA Innovation extension was presented to the MHSA Steering Committee on September 24, 2018. The Steering Committee members unanimously voted for the recommendation to request a 2-year extension. On October 3, 2018, the MHSARC voted to open a 30-day public comment period and consequently conducted a public hearing and vote to close the 30-day public comment period on November 7, 2018. Please see Appendix D for all public comments received during the CPP process. Various means were used to circulate information about the Pride Center extension request and public comment:

- Flyers created and sent to/placed at County facilities, as well as other venues like family resource centers and community-based organizations;
- Announcements at numerous internal and external community meetings;
- Announcements at program activities engaging diverse families and communities (Parent Project, Lived Experience Academy, etc.);
- E-mails disseminating information to over 1,800 MHSA subscribers;
- Social media and word of mouth on the part of staff and stakeholders;
- Postings on [smchealth.org/bhrs/mhsa](http://smchealth.org/bhrs/mhsa), the BHRs Wellness Matters bi-monthly e-journal and the BHRs Blog [www.smcbhrrsblog.org](http://www.smcbhrrsblog.org)



**Open to the public!** Join advocates, providers, clients and family members to provide input on MHSA funded initiatives.



SAN MATEO COUNTY HEALTH  
**BEHAVIORAL HEALTH  
& RECOVERY SERVICES**



Office of Diversity and Equity (ODE)  
310 Harbor Blvd, Bldg. E  
Belmont, CA 94002



[smchealth.org/MHSA](http://smchealth.org/MHSA)  
[mhsa@smcgov.org](mailto:mhsa@smcgov.org)



**STAR VISTA**



**Peninsula  
Family Service**



**ADOLESCENT  
COUNSELING SERVICES**  
strength through support



# Appendix A. Pride Center Services

# Participants visit the Pride Center to access an array of **programs, events, and supportive services.**



Onsite programming at the Pride Center includes:

Clinical Services	Peer Support Groups	Social/Community Events
<p>Therapy Services:</p> <ul style="list-style-type: none"> <li>• Individual</li> <li>• Relationship</li> <li>• Family</li> <li>• Group</li> </ul>	Gay Men's Circle (18+)	Community Forums (quarterly)
Case Management	Grown Folks (18-30)	Movie Nights (weekly)
Drop-In Center	Lesbian Women's Circle (50+)	Crafternoons (monthly)
<b>Educational Resources &amp; Supportive Services</b>	Parents of LGBTQ+ Youth	Book Club (monthly)
	QT Chats (College of San Mateo students)	Intergenerational Dinners (quarterly)
	Queer Latinx Circle/Queer Cumbia	Oral History Project
	Queers Have a Higher Power (Alcoholics Anonymous)	Pride Celebration (annually)
	Queers on the Autism Spectrum	Queer Youth Prom (annually)
	Trans Support Group (18+)	Transgender Day of Visibility: In Bloom Project
	Youth Support Group (10-18)	
Job Network	Older Adult Programs	Community Partner Meetings
Name and Gender Changes for Identity Documents	Affordable Housing Workshop	PFLAG (San Jose/Peninsula chapter)
Onsite Resource Library	Bistro Brio (monthly lunch)	Pride Initiative (BHRS Office of Diversity and Equity)
Public Benefits Support	Meditation & Mindfulness group	County of San Mateo LGBTQ Commission
Sexual Orientation and Gender Identity (SOGI) trainings (monthly)	Sunshine Series (monthly resource sharing meetings)	
Trans Talks series (monthly)		

***Pride Center staff have collaborated with and trained service providers and community members across San Mateo County.***



Community engagement efforts during the 2018 fiscal year included:

### Long-Term Partnerships

County of San Mateo LGBTQ Commission

Pride Initiative (BHRS Office of Diversity and Equity)

Kennedy Middle School (youth support services)

Notre Dame de Namur University  
PFLAG

### Workplace Trainings

ACCESS Call Center\*

Aging and Adult Services\*

Behavioral Health & Recovery Services\*

Boston Private Bank

Court Appointed Special Advocates (CASA) of San Mateo County

CuriOdyssey

Health Insurance Counseling and Advocacy Program\*

Rape Trauma Services

Sequoias - Portola Valley

Youth Services Center (Probation)\*

### School Staff Trainings

Aragon High School

Burlingame High School

Capuchino High School

Hillsdale High School

Mid-Peninsula High School

Mills High School

San Mateo Union High School District

### Student Outreach

Carlmont High School

College of San Mateo

Garfield Middle School

Half Moon Bay High School

Hillsdale High School

Ingrid B. Lacy Middle School

Mercy High School

Notre Dame de Namur University

Notre Dame Middle School

Pescadero High School

Sequoia High School

Skyline College

Thomas R. Pollicita Middle School

Westmoor High School

Woodside High School

\*County of San Mateo public agency

### Event Cosponsorships

Aging and Adult Services\*

Bay Area Legal Aid

Billy DeFrank LGBT Community Center

California Clubhouse

CuriOdyssey

Daly City Youth Health Clinic

Edgewood Drop-in Center

Elder and Adult Protection Team\*

Franklin Templeton Investments

Gilead Sciences, Inc.

Health Services Agency\*

Heart and Soul, Inc.

HomeBase

LifeMoves

Oakland LGBTQ Community Center

Office of Education\*

Planet Granite Belmont

Planned Parenthood

Silicon Valley Community Foundation

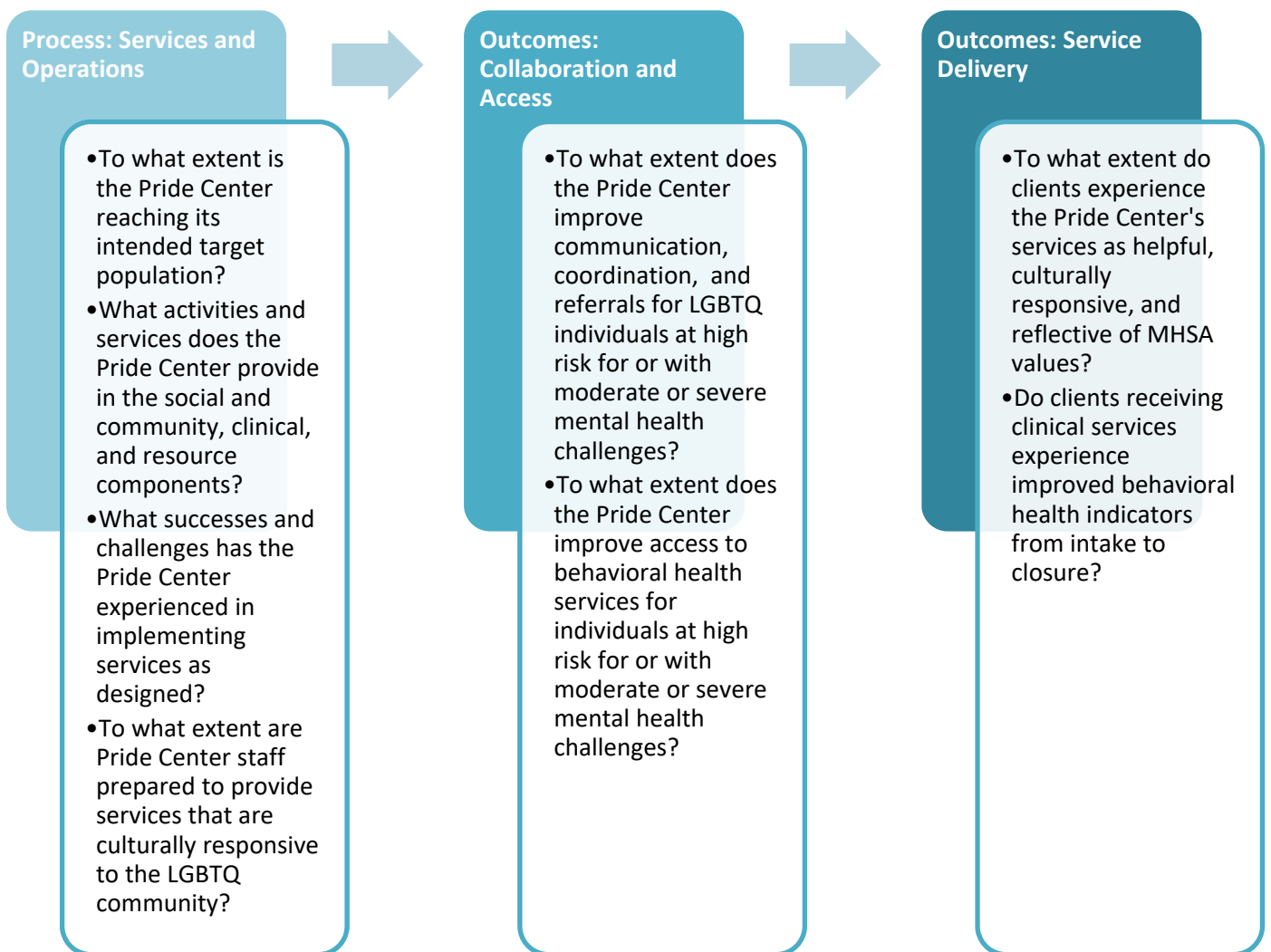
Youth Leadership Institute

## Appendix B. Evaluation Overview

## San Mateo County Behavioral Health and Recovery Services San Mateo County Pride Center Evaluation

### Evaluation Overview

San Mateo County BHRS seeks to learn how the San Mateo County Pride Center enhances access to culturally responsive services, increases collaboration among providers, and, as a result, improves service delivery for LGBTQ+ individuals at high risk for or with moderate or severe mental health challenges. To guide the evaluation, RDA and BHRS developed the following evaluation questions in three domains.





## Evaluation Progress

The first two years of the Pride Center evaluation have included both implementation and outcome evaluation components. Table 1 lists the quantitative and qualitative data collected to measure indicators in the domains of services and operations, collaboration and access, and service delivery outcomes.

**Table 1. Evaluation Measures and Data Collection: Years 1-2**

Outreach and Implementation of Services	Data Sources
Number of individuals reached	<ul style="list-style-type: none"> <li>Participant Demographic Form</li> <li>Participant Sign-In Sheets</li> <li>Outreach and Meeting Tracking Sheets</li> </ul>
Types of activities and services provided in the social and community, clinical, and resource components	<ul style="list-style-type: none"> <li>Participant Services Data</li> <li>Focus Groups with Participants</li> <li>Quarterly progress reports</li> </ul>
Successes and challenges of implementing services as designed	<ul style="list-style-type: none"> <li>Focus Group with Community Advisory Board (CAB)</li> <li>Regular communications with Pride Center leadership and staff</li> </ul>
Cultural responsiveness of services	<ul style="list-style-type: none"> <li>Focus Groups with Participants</li> <li>Participant Experience Survey</li> </ul>
Collaboration and Access to Services	Data Sources
Effectiveness of communication, coordination, and referrals for LGBTQ+ individuals with moderate to severe mental health challenges	<ul style="list-style-type: none"> <li>Focus Group with CAB</li> <li>Focus Groups with Participants</li> <li>Participant Experience Survey</li> <li>Partner Collaboration Survey (AITCS-II)</li> </ul>
Improved access to behavioral health services for individuals with moderate to severe health challenges	<ul style="list-style-type: none"> <li>Focus Groups with Participants</li> <li>Participant Experience Survey</li> </ul>
Service Delivery Outcomes	Data Sources
Client service experience (E.g., Experience with services, facility, and service providers)	<ul style="list-style-type: none"> <li>Participant Experience Survey</li> <li>Focus Groups with Participants</li> </ul>
Improved health outcomes among clients	<ul style="list-style-type: none"> <li>Participant Experience Survey</li> <li>Focus Groups with Participants</li> </ul>

**Data Collection to Identify Clinical Outcomes.** The initial years of the evaluation have focused on setting up data collection and management processes to measure clinical outcomes. After the Pride Center INN Plan was approved, San Mateo County BHRS instituted a requirement that its mental health providers use the Child and Adolescent Needs and Strengths (CANS) to assess clients at intake and six-month follow-up. As a result, the Pride Center instituted both the CANS and the Adult Needs and Strengths Assessment (ANSA) for use with its clients. The Pride Center, which uses StarVista’s ETO electronic health record, recently added the ANSA and CANS to ETO so that clinicians can enter client assessment data. In addition, the evaluation team is finalizing a brief client questionnaire that clients receiving clinical services will self-administer at intake and at regular points throughout their treatment. This questionnaire will be a useful



measure of clients’ perceived progress in their mental health recovery. The evaluation has gathered and will continue to gather qualitative data on client outcomes.

## Evaluation Plan

In the current fiscal year and the extension years, the Pride Center evaluation will delve further into *Learning Goal #1: Does a coordinated approach improve service delivery for LGBTQ individuals at high risk for or with moderate to severe mental health challenges?* As the Pride Center formalizes its internal and external collaboration, the evaluation will continue to document the innovative model and measure the impact of coordinated service delivery. In addition, as the Pride Center’s clinical program progresses—including expanding the use of trainees to provide clinical services in multiple languages—the evaluation will be better able to assess the outcomes of Pride Center services on client clinical progress.

The current and future years of evaluation will incorporate all measures and data sources listed in Table 1 above. In addition, the outcome evaluation will use the data collection methods and sources shown in Table 2 below. Given the start-up time required for the Pride Center to build its clinical practice, as well the need to train clinical staff in the administration of data collection tools and data entry, the sample sizes for clinical outcome data are likely to be low in the current fiscal year. The extension period will enable the evaluation to expand the baseline dataset and gather follow-up data to assess client progress over time. It is anticipated that the Pride Center will serve approximately 150 clients per year in its clinical practice.

**Table 2. Client Outcome Data Collection**

	Fiscal Year 2018-19 Evaluation	Extension Evaluation
<b>Provider Assessment of Clinical Needs</b>  <i>Adult Needs and Strengths Assessment (ANSA);</i> <i>Child and Adolescent Needs and Strengths (CANS)</i>	<ul style="list-style-type: none"> <li>• Train clinical staff in administration and data entry for ANSA/CANS</li> <li>• Determine data analysis plan</li> <li>• Collect baseline data</li> </ul>	<ul style="list-style-type: none"> <li>• Increase sample size for baseline data</li> <li>• Implement follow-up data collection and increase sample size for follow-up data</li> <li>• Analyze changes in clients’ needs and strengths over time</li> </ul>
<b>Client Mental Health Self-Assessment</b>	<ul style="list-style-type: none"> <li>• Finalize development of clinical client questionnaire</li> <li>• Implement and report on baseline data collection</li> </ul>	<ul style="list-style-type: none"> <li>• Increase sample size for baseline data</li> <li>• Implement follow-up data collection and increase sample size for follow-up data</li> <li>• Analyze changes in clients’ perceived mental health status</li> </ul>
<b>Qualitative Data Collection with Clients</b>	<ul style="list-style-type: none"> <li>• Qualitative data collection such as focus groups and interviews will concentrate on clients at high risk for or with moderate to severe mental health challenges who have received clinical services from the Pride Center.</li> </ul>	

## Appendix C. Pride Center Budget



**PRIDE CENTER BUDGET FOR FY19-20**

<b>REVENUE</b>	
San Mateo County	700,000
Residual (pending approval)	110,000
Medi-cal	60,000
Donations	25,000
Foundations	90,000
Training	22,000
<b>TOTAL REVENUE</b>	<b>1,007,000</b>

<b>EXPENSES</b>	
<b>Personnel</b>	
Salaries	461,382
Taxes/Benefits/Workers Comp.	106,118
<b>Total Personnel</b>	<b>567,500</b>

<b>Operations</b>	
Program Supplies	4,000
Office Supplies	4,000
Rent/Office/Utilities	105,500
Equipment Lease/Rent	1,500
Food Costs for meetings	5,000
Computer Equipment	3,000
Telephone and internet	5,000
Mileage	3,000
Webpage/Social Media design	3,000
Training	6,000
Sub-Contractor (Partners)	140,000
Resource materials	2,500
Marketing and development Costs	7,000
Client Transportation	2,100
Translation Services	1,400
Recruitment	2,000
<b>Total Operations</b>	<b>295,000</b>

<b>Total Personnel &amp; Operations</b>	<b>862,500</b>
Indirect	144,500
<b>TOTAL EXPENSES</b>	<b>1,007,000</b>

**Net Profit (Loss)** 0

**PRIDE CENTER BUDGET FOR FY20-21**

<b>REVENUE</b>	
San Mateo County	700,000
Residual (pending approval)	110,000
Medi-cal	60,000
Donations	27,000
Foundations	90,000
Training	25,000
<b>TOTAL REVENUE</b>	<b>1,012,000</b>

<b>EXPENSES</b>	
<b>Personnel</b>	
Salaries	461,355
Taxes/Benefits/Workers Comp.	106,112
<b>Total Personnel</b>	<b>567,467</b>

<b>Operations</b>	
Program Supplies	4,000
Office Supplies	4,000
Rent/Office/Utilities	108,500
Equipment Lease/Rent	2,000
Food Costs for meetings	5,000
Computer Equipment	3,000
Telephone and internet	5,000
Mileage	3,000
Webpage/Social Media design	3,000
Training	6,000
Sub-Contractor (Partners)	140,000
Resource materials	2,700
Marketing and development Costs	7,000
Client Transportation	2,300
Translation Services	1,500
Recruitment	2,200
<b>Total Operations</b>	<b>299,200</b>

<b>Total Personnel &amp; Operations</b>	<b>866,667</b>
Indirect	145,333
<b>TOTAL EXPENSES</b>	<b>1,012,000</b>

**Net Profit (Loss)** 0

# Appendix D. Public Comments Received

## MHSA Steering Committee Meeting – September 24, 2018

### Public Comments

#### **Question: What do all partnered agencies bring to collaborative model**

- Star vista is lead agency – they are the fiscal sponsor: admin, IT and technology, rich history of affirming mental health services for families
- Peninsula Family – history of serving families, history of senior peer counseling programs
- Outlet – rich history in providing youth spaces for LGBTQ youth
- Daly City Partnership – stronghold in North County; Rich history with families and schools in North County in providing series of different services

#### **Question: Of the 1000 people who walked through the door, 15% getting clinical services. How does that compare with your goal? Where would you like to go in the next 2 years?**

- Original vision was to serve 80 participants; serving over 125.
- Need was far greater than prepared for or expected. Outgrowing their own space.
- Broadening programs with languages.

#### **Question: Do we have people from other counties coming in for the services?**

- Yes; we are the only county in our region without an LGBTQ+ center so a lot of our community had to go to other counties but now we are seeing some from other counties as well.

#### **Question: What is the plan to continue with innovation after the instrumental innovation portion is over in 5 years?**

- Beyond innovation, would like to prove this is an innovative model that can be replicated in other counties.
- Not only continue to get government funding but even have donors for the long run

#### **Question: Are you a 501C3?**

- Yes; through our lead agency, Star-Vista

#### **Question: How are you serving the developmentally disabled?**

- Constantly checking accessibility audits
- For TDOR, wanting to do a march, figuring out the most accessible routes
- Recently started a peer group called peers on the autism spectrum

#### **Question: Guesstimate of what percentage of participants have alcohol and drug related issues?**

- A lot of clients are dual diagnosis
- Kat is most trained clinician with substance abuse; says one-third of participants fall under that population
- A lot of times questionnaire is anonymous so hard to get clear number

**Question: Do you partner with LGBTQ+ specific members for services?**

- Yes; community advisory board keeps us connected with community
- Thriving volunteer program- 2 of which will speak today
- Not assuming what community wants, but working side by side with them

**Question: Does your organization bill insurance because most youth are covered until 26 years old? Is there a provision for that?**

- Currently no; If we have patients coming in with private insurance, that's when we used our referral services. We are pretty well connected to clinicians throughout the Bay Area We are only on MediCal at this point
- Sliding scale typically for those whose insurance does not cover mental health illness

**Question: How have other counties received the Pride Center? What kind of inquiries have been made with other counties?**

- Lucky to be a part of the Bay Area; hub for LGBTQ+ folks
- Worked with San Jose, Office of LGBTQ+ affairs in Santa Clara, over 30 letters of VA support, South San Francisco, Oakland Center
- Hoping to do more regional work

**Question: How many on your clinical team?**

- Seven

**Question: Do you offer Pro Bono or assists?**

- Yes; currently developing allocation process for those who really need it most
- Sliding scale based off monthly income
- Have not turned anyone away so far

**Question: Are you aware of studies of about the financial net benefit to county for providing these kinds of services?**

- Studies show people who are in treatment in terms of their employment and stability, you can draw parallels
- This program is still very new so too early to draw conclusions

**Question: Is the program restricted to only serving residents of SMC? Could someone from Santa Clara refer someone to the Pride Center?**

- Yes, for free all and community services
- Clinical might be different because we work with the health plan of San Mateo so they might not be qualified for our county

**Question: Do you provide support for hormone or transgender care or is that referred out?**

- Do letter writing referrals for medical transitional care; no onsite endocrinologist

**Teresa V., San Mateo County Office of Education**

The work that the Pride Center is doing in encouraging and promoting the physical and emotional and mental health and wellness of the LGBTQ+ communities in San Mateo County through programs that support and nurture the mind, body and soul is of utmost importance to the mental health of LGBTQ students and community members. They've made a huge impact in just a short amount of time. The Pride Center offers the safe space for students to be their most authentic selves and works with schools to make school campuses emotionally safe for all students. Many LGBTQ students may not be out at home so the Pride Center's work with schools to make them emotionally safe places is very important. The San Mateo County Office of Education has been fortunate to partner with the Pride Center in working with the Gender Sexuality Alliance advisors from middle schools and high schools throughout the County. The Pride Center offers space for these meetings and technical assistance for the first annual GSA day to be held in December. The San Mateo County Office of Education wholeheartedly supports the Pride Center in their efforts to make our schools and county safe for all people. Imagine what they can do with more time to continue their programs and services.

**Fennel S., student at Capuchino High School and intern last year at the Pride Center**

I am for giving an extension to the pride center for the next two years. It has greatly improved my quality of life, as well as the lives of many others- the staff are wonderful and the events amazing, such as the intergenerational dinners, which bring together many age groups (& free food!!!) to talk about our lives on a panel and in conversation. I believe it would be a severe detriment to the county to cut funding, as this has been a vision for well over a decade, and a physical place for the past year and a few months, and it's truly needed for all the LGBTQ+ folk in the county to keep us sane, stable, and healthy.

On a personal note, the pride center is one of the few places I feel safe and at home to express myself in San Mateo county without fear of judgement or hatred towards myself. In school, slurs are dropped often with malintent. At the center, not only is that kind of behavior discouraged, things get actively done about it. Trainings are held, for the staff and the public, on how to be a decent and respectful human being. Often times, I feel safer at the center than I do at home, because of the quality of the place and the people.

Events such as the intergenerational dinner I mentioned before are a large part of what makes the center so wonderful- in addition to that, we've had Holigays, a Thanksgiving party, Queer Prom for the youth, the center's opening and first anniversary parties, and of course, San Mateo Pride. There are also smaller events that are just as meaningful, like drag workshops, movie nights, Wednesday Crafternoons, and LGBTeas, an event that I hosted. These events help foster a sense of community and establish a common goal of moving together to a healthier, happier future.

Because of these reasons, I ask that you please consider giving the center two more years of funding. It would truly mean the world to many of the citizens of San Mateo county.



**Lyn K., Volunteer at San Mateo County Pride Center and frequent user.**

I would regard the San Mateo County Pride Center, just the mere existence of it, as a mental health service. Especially for LGBT youth being out in the community or gen pop is very stressful. LGBT youth is one of the few groups that are actually kicked out of their homes for essentially being who they are. That sense of community, support and guidance is very important for young people in particular. For myself as a transgender woman, pronouns she/her, it's been very important to have that sense of community myself. Just being around people who understand and not having to explain myself all the time, which in the larger community I end up having to do. So, that is as you can imagine a constant source of stress. It's manageable but definitely helps to have a group of like-minded people to whom I don't have to explain myself all the time. Thank you very much.

**Lynn S., resident of San Mateo County and LGBTQ Commission member**

I live in Pacifica with my wife. We are empty nesters seeing our son off to college this fall. He grew up with two moms. What I want to point out as a mom who raised a son in this County with my partner is that there weren't a lot of services to help us be moms, to talk to other parents that were dealing with the same things we were dealing with. Boy did I wish the Pride Center was around at that time because it would've been terrific. I want to express the Commission's wholehearted request that support for the Pride Center's two-year extension and funding be extended. The Pride Center has served a vital role in providing access, it's increased the quality and breadth of services and it's supported a dynamic interagency collaboration. It's done all the things that innovation funding is supposed to do. Since the Pride Center opened its doors in 2017, it has created an array of services for the community including well developed education programs for our local schools and hosting two sold-out Queer Prom's for youth. This is particularly important because youth need opportunities to connect with one another. And, whether the youth found out about the prom because they were part of the Pride Center or not, the fact is that all were aware of the Pride Centers services after the Proms and that created a more connected and better served LGBTQ community. That's to say nothing of the wide array of services that are available for seniors and other special populations within the LGBTQ spectrum. The intergenerational events have been a blessing and a way to learn about other Pride Center activities, make new friends and engage the community. The Pride Center has also helped tremendously with the survey that you all have heard about. In 2000 there was a survey that was done to assess the LGBTQ needs and there was no center therefore there were fewer LGBTQ people that were surveyed. Because of the Pride Center's work and helping the commission to get the word out about the survey, we were able to tap into more than three times the number of adults and more than six times the number of youth, which has resulted in a more representative survey. So, when you see these statistics come out, it's really representative of the community and that's thanks to the Pride Center. I want to say thanks to the MHSA Steering Committee's vision to launch this program and I ask you to support two more years of services and thank you for your leadership and support.

**Marvin**

I found the Pride Center this year and as soon as I saw the LGBT flag I thought, what is this. I've been living in San Mateo County for 9 years and when I saw this, it felt so welcoming and I was so happy that the Center was there. I received therapy, case management. The staff at the Pride Center work with integrity. I have found not friends but family. I am so happy, everything is safe. I grow so much. We need what we are asking for and I'm so happy that the center is here so let's get it on baby.

## Mental Health and Substance Abuse & Recovery Commission - November 7, 2018

### Closing of the 30-day Public Comment Period and Public Hearing Public Comments

#### **Dorothy C., MHSARC Commissioner**

Do any of the people that go to the Pride Center have voices in their heads, are they paranoid schizophrenic and have voices in their head telling them to kill themselves or kill their family?

- Yes, we do have clients like this

Q: But is that because they have a medical diagnosis of paranoid schizophrenia or is it because they, I don't understand. Seriously mentally ill have voices in their heads and they are homeless, and they have all sorts of things going on. I'm not sure where the serious mental illness comes into this.

- The clinical team is not here, we don't have any of the mental health clinicians here right now to answer specifics about the clients.

Q: So, the 1.5 million could be going somewhere else to serve the seriously mentally ill. I don't understand. I've been doing this for 13 years and nothing has changed. I don't know where the money is going, nothing has changed. Homelessness is still a problem.

- 76% of MHSA funds have to be spent on services for seriously mentally ill, 51% of this goes to full service partnerships; 19% goes to prevention and early intervention and 5% goes to innovative projects. A stakeholder process helps us determine what we will spend the funding on... for something that isn't already being done, we can't just use it for a need but meets the innovative criteria. The Pride Center came through the stakeholder process and meets the innovative criteria.
- Prevention and early intervention work and innovation is with the ultimate goal of preventing serious mental illness and linking individuals with serious mental illness to services, we have to demonstrate that we are doing this.

Q: When I voted for the millionaire tax, and I thought I read through it all, was this all in there? I missed it.

- There was also one-time funding for housing and for technology and for workforce education and training. The ongoing funding is for full service partnerships, prevention and early intervention and innovation to push the system to look for better and new ways to serve underserved populations, the LGBTQ community has been underserved

Q: My family has been underserved, my paranoid schizophrenic son has been underserved and I think I've made that clear in other meetings and so I don't get it.

- We can't use innovation dollars for ongoing services. There's been a local commitment to the Pride Center and it's meeting an unserved community

Q: And a million and a half dollars is gone after that, you're going to need money after the innovation.

- Our challenge is to determine if based upon services delivered and outcomes, the county wants to continue funding and find a way to do that.

#### **Kate P., MHSARC Commissioner**

You share peoples stories and peoples photos and do so much work to reduce double stigma that is a barrier to accessing services, the stigma of mental health and the stigma of

somebody's identity it makes it so hard to walk through a door and by removing the initial barrier of yes, it's ok to be here and share your story I think you're doing tremendous work in lowering that barrier to access treatment. We do know from the statistics just how many people in the community end up in really severe mental health, suicidal, engaging in self harm, self-medicating with substance use because they are not in a supportive community or they're facing family rejection, or they're isolated or homeless because of the stigma and the retaliation they get from the community at times. I really appreciate you being here.

**Bill N., MHSARC Commissioner**

Just curious, this particular use of the innovation funds, has it been effectively used in any other county in California, this program. Are you planning to share this with other counties?

No, this has not been done, that's why it was approved as an innovative program and one of the reasons why we would like to extend the funding is to allow us to document and learn and share the program

**Rodney R., MHSARC Commissioner**

I've been friends with people in psychosis, I've been in psychosis myself. They're not mutually exclusive but there isn't a way to take this innovation money and put it towards making more innovations in direct service. I've been living in San Mateo County since 2003 and since this Pride Center opened, and this movement towards making this a much more visible issue, it's the first time I've considered getting back involved with the gay community in 15 years. I was heavily involved with the gay community in mental health and substance use disorders in San Francisco and when I came here I had nothing. It's been a way for me to positively re-identify with a community that I'm a part of that I have been missing for 15 years. I am a person that as a professional and as a peer, help people that are in psychosis get treatment so it's not in that respect a mutually exclusive thing. If I feel more supported, I'm more likely to do well. If I'm more likely to do well, I'm more likely to be able to do outreach with people that are with more severe mentally ill than I have in order to get them the services they need. I think the Pride Center is incredibly important. I've had a chance to visit one time and it's not going to be my last visit and I was so blown away, like on a pink cloud that I had so many years ago. So please, don't see this as a waste of money because it's not.

**MHSARC Commissioner**

I've attended many of the events of the Pride Center and what I see is a very safe place for people to be and for people to go and you can feel the love and acceptance in the building and courtyard, everybody supporting each other. From my point of view, I would rather have someone walk in through the front door of the Pride Center than walk in front of a train in California. I think it's a great place and I support it 100%.

**Susan Houston, Peninsula Family Service, member of MHSARC Older Adult Committee**

I'm with one of the partner organizations that provide services at the Pride Center. I'm here to support the request for continual funding. Working with older adults throughout the years, I understand the special needs of LGBTQ older adults most who've experienced trauma just by being themselves. Loss of support from family members and friends, losing jobs and in the past

even ending up in jail. When we first started the LGBTQ component of the senior peer counseling program, where we have clinical supervision at the Pride Center, one of our counselors was visiting an LGBTQ client who shared a room with another man in a nursing home. Upon learning that the peer counseling client was gay, the man's wife became extremely emotional insisting that the gay man be moved so that her husband would not get AIDS. Our peer counselor was valuable in protecting the clients' rights and providing emotional support to him with this incident and he didn't get moved from the room. I feel it's really important for LGBTQ persons of all ages to have a place where they feel supported and can receive what they need to thrive in the community. The Pride Center has provided a place for older adults to be themselves, it also provides staff who are great about educating the public about the needs of LGBTQ individuals. We've received a lot of SOGI trainings from the staff and it's been great. Every morning we have coffee breaks for older adults where people can have a cup of coffee and talk about what's new in the community. One of the older members of the community came and spoke about the trials of being an older transgender person of color and a person dealing with mental health challenges at the Board and Care facility where he lived. A place where he had to dress and act in a socially conforming manner and against his true nature of being. For these reasons and others, I urge you to support the continual funding for the program. Thank you.

**Andres, they/them/theirs and she/her/ella, Peer Support Worker at the Pride Center**

As a transgender queer person, as a person of color, as a person from immigrant parents it has been such an extraordinary experience to really be myself at a place of work. A place where don't have to hide myself, a place where I need some of the services of the Pride Center and able to build community in such a special way. I've grown up all my life in the Bay Area, I'm 27 years young and I've lived in the East Bay most of my life, I've lived in San Jose and Oakland where a lot of Mexican people go and where my family can relate to people. Every time I've wondered, and I asked my dad, why did we never go to the Peninsula. I had never been to the Peninsula until the Pride Center opened. My dad said, we don't go there because we are looked down upon. We don't go there because it's not as safe. One of the best things about my job is that I get to work with Spanish-speaking parents and I get to blow their minds every single time I do a presentation because for the very first time they see someone like me. Someone who is able to embrace my culture and also be LGBTQ, also be trans. To see that and to come into this county every day and to have people mock me and have people make fun of me and to have people ask me very invasive questions, to feel very unsafe at times, it's very troubling and something very telling of what services and what things we need in this County. I just want to say that this is an opportunity, a golden moment for us, to really decide where do we stand in our history as San Mateo County. We see our history, we see things that have happened in the past, how do we rectify these things. How do we make ourselves stand out and be progressive, be out there, be bold, be the leaders of our County. This is our opportunity and our moment. This is the minimum. I want a new place, I want a new building, we are outgrowing ourselves already and we just need more time to really prove ourselves. If there's anything we take away from this it's how do we really want to show up for our community, how do we really want to come together in these very troubling times. Yes, that's me.

**Ryan, he/him/his, Program Director of Outlet, Adolescent Counseling Services**

Outlet is the provider that partners with the Pride Center to facilitate all youth programming. We host social support groups throughout the week where youth can come in and find a safe, welcoming environment. We also support youth leadership opportunities including a youth advisory board. We also utilize the Pride Center's centralized location to conduct outreach and supports to GSA's and school districts throughout San Mateo County. I think that the Pride Center is an essential resource for the LGBTQ+ community. It eliminates barriers to service access by allowing our communities to visit one space to receive social support, case management, mental health and substance use services and referrals to other vital resources. It also brings services closer to home for our community and reduces the need for community members to seek out spaces in other places like San Francisco or San Jose. Speaking to the Innovation, I think the collaboration, the four partners bringing together resources really supports individuals across the life span. This is really special because certain LGBTQ subgroups including older adults and youth have historically been isolated. The community that the Pride Center creates reduces stigma and increases the sense of belonging, which both directly impact improvements in physical and mental health. Prior to joining Outlet earlier this year, I'm a clinical social worker and my background is in working with homeless youth and young adults so I've worked for 13 years for young people for whom it has not yet gotten better. They face extreme challenges with mental health, substance use, rejection, shame. I really see the Pride Center and our work at the Pride Center as a way to offer prevention. We are stepping in, we are creating a space where we can prevent situations like this from happening to more people that's why I think it's really important, that's why we are asking you to continue supporting this for two more years of innovation funding. Thank you.

**Ellen, she/her/hers, Peninsula Family Service**

I've worked 28 years with older adults and I'd like to share some information about older adults. LGBTQ older adults age 50 and older are twice as likely to live alone, twice as likely to be single, and 3-4 times as likely to have no children than their non-LGBTQ community members around them. That's true also in San Mateo County. This creates higher incidents of social isolation and vulnerability, which we all know in terms of mental health what challenges this presents. The Pride Center provides programs and activities to support older LGBT adults in the community and includes senior peer counseling, mindfulness meditation intergenerational lunches and dinners, senior affordable housing workshops and is an opportunity for LGBT older adults to learn how to get on the list and be included in those communities. The Pride Center also partners with Notre Dame De Namur University with an oral history legacy project. What that project does is match students with older adults as an opportunity to preserve older adult LGBT history and culture that could be gone when older adults pass away. All of these events take place at the Pride Center and due to generational differences and the history and lack of legal protections many of our older adults haven't been out to anyone or don't come out to anyone. I had a client last year who was born in 1913 and was not out to a single person. The Pride Center provides a welcoming environment for the older adults, they're people who historically have not used any county resources or any official resources out of fear of discrimination and lack of cultural sensitivity from the providers. I just want to say that for

these reasons, for the people that I have worked with, for all they have been through I'm requesting that you support the additional funding for the Pride Center. Thank you very much.

**Donald M., MHSARC Commissioner**

There are two typos in the motion, it's 1,550,000 (\$700,000 per year, plus \$150,000 evaluation)



September 17, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

My name is David Fleishman, Executive Director of 4Cs of San Mateo County and I am writing to strongly support the two-year extension of time and funding for the Pride Center, an MHSA Innovation project of the San Mateo County Behavioral Health and Recovery Services.

As the county's resource and referral agency, 4Cs connects individuals with programs and services so that they can live and thrive in our diverse community. Pride Center offers services that span from drop-in centers to case management to peer support and more to an underserved population in San Mateo County. The first of its kind in San Mateo, the Pride Center needs to continue and expand their services.

The San Mateo County Pride Center, the first such location in all of San Mateo County, fills a gap in much needed services for LGBTQ+ community. The innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages including children, youth, adults, and older adults.

4Cs of San Mateo County joins the San Mateo County Pride Center's quest to improve and expand services throughout the county, with a special emphasis on mitigating inequities and ensuring services are provided that will support the wellbeing of the LGBTQ+ community.

I hope that you will decide favorably regarding the Pride Center's current and future funding. Thank you for your consideration.

In partnership,

David Fleishman  
Executive Director  
4Cs of San Mateo County





SAN MATEO COUNTY HEALTH

**BEHAVIORAL HEALTH  
& RECOVERY SERVICES**

**Service Connect**  
550 Quarry Road, 3rd Floor  
San Carlos, CA 94070  
650-508-6745 T  
650-598-2860 F  
[smchealth.org](http://smchealth.org)





SAN MATEO COUNTY HEALTH

**BEHAVIORAL HEALTH  
& RECOVERY SERVICES**

September 17, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

We, Desirae Miller, BHRS Case Manager/Assessment Specialist II and Chyvonne Washington, Family Health Services Community Program Supervisor, are the Co-Chairs of the African American Community Initiative. We strongly support the two-year extension of time and funding for the Pride Center, an MHSA Innovation project of the San Mateo County Behavioral Health and Recovery Services.

We are appreciative that there is a safe place for the LGBTQ+ consumers of San Mateo County to receive strength based and trauma informed services. The presence of the Pride Center has given us as service providers a resource for our consumers who have been in the process of coming out to their family, experiencing gender identity crisis, changing their gender role and those who have completed the transition. This is a resource that prior to the opening of the pride center was not available, leaving our LGBTQ+ community in risky situations. The services offered at The Pride Center allow the community to have a healthy coping tool. It gives a great sense of pride to inform family, friends, community members and consumers, that there is a safe place for the LGBTQ+ community that encourages growth, provides community inclusion, and ultimately is a safe place.

The San Mateo County Pride Center, the first such location in all of San Mateo County, fills a gap in much needed services for LGBTQ+ community. The innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages including children, youth, adults, and older adults.

The African American Community Initiative joins the San Mateo County Pride Center's quest to improve and expand services throughout the county, with a special emphasis on reducing



SAN MATEO COUNTY HEALTH

**BEHAVIORAL HEALTH  
& RECOVERY SERVICES**

stigma, trauma informed services, crisis management, discrimination, and inequities to enhance the wellbeing of the LGBTQ+ community.

The African American Community Initiative stand in proud support of the San Mateo County Pride Center. Thank you for your consideration,

**Warm Regards,**

Chyvonne Washington, Family Health Services Community Program Supervisor,  
Desirae Miller, BHRS Case Manager/Assessment Specialist II  
Co-Chairs  
African American Community Initiative



## COUNTY OF SAN MATEO

Aging & Adult Services  
San Mateo County Health

MAILING ADDRESS  
PO Box 5892  
San Mateo, CA 94402

LOCATION ADDRESS  
225 37th Avenue  
San Mateo, CA 94403

[smchealth.org](http://smchealth.org)

September 17, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

Aging and Adult Services (AAS) in San Mateo County Health strongly support the two-year extension of time and funding for the Pride Center, an MHSA Innovation project of the San Mateo County Behavioral Health and Recovery Services.

The San Mateo County LGBTQ+ older adult and people with disability community greatly benefits from the Pride Center as a safe and supportive place to congregate and receive culturally appropriate services. For LGBTQ+ older adult clients and clients with disabilities, this center is a lifesaving environment given the isolation and fear of discrimination this population has faced all their lives and is a place where they can be seen as a whole person.

The Pride Center's convenient location between the two metropolitan LGBT centers, SF LGBT center in the north, and Billy DeFrank in the south both 25 miles on either direction makes the Pride Center the most accessible place for the LGBTQ+ community. This is especially necessary for older adults and people with disabilities who identify with the LGBTQ+ community because transportation and accessibility are one of the top barriers to accessing resources.

The partnership between AAS and the Pride Center has been of paramount importance to the implementation of Sexual Orientation and Gender Identity data collection, as stipulated by AB 959. The Pride Center trained all AAS staff and provides ongoing provided expertise and technical assistance that has prepared our workforce not only for the data collection of SOGI questions but to better serve the LGBTQ+ population in our County.

In addition to acting as a consultant to inform San Mateo County's culturally sensitive services, the Pride Center is a hub for collaboration and planning with community based agencies county-wide. The Pride Center's strong advocacy for



SAN MATEO  
COUNTY HEALTH



## COUNTY OF SAN MATEO

client centered services has been instrumental in developing policies to better serve the LGBTQ+ by San Mateo County Health.

AAS joins the San Mateo County Pride Center's quest to improve and expand services throughout the county to enhance the wellbeing of the LGBTQ+ community.

AAS stands in proud support of the San Mateo County Pride Center. Thank you for your consideration,

Sincerely,

Chris Rodriguez  
Deputy Director  
San Mateo County Health  
Aging and Adult Services

Gladys Balmas  
Health Services Manager  
San Mateo County Health  
Aging and Adult Services



# Aragon High School

900 Alameda De Las Pulgas, San Mateo, CA 94402-3399

www.smuhsd.org/aragonhigh

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*Excellence and Equity*

Telephone (650) 558-2999

September 12, 2018

Toby Ewing

*Executive Director*

Mental Health Services Oversight and Accountability Commission

1325 J Street, Suite 1700

Sacramento, CA 95814

Dear Mr. Ewing:

As a classroom teacher and Gender and Sexuality Club advisor at Aragon High School, a member of the San Mateo Union High School District LGBTQ+ Taskforce and the San Mateo County Office of Education's LGBTQQ Alliance, I directly see the impact that the San Mateo Pride Center has on our community and our students. That is why I strongly support the two year extension of time and funding for the Pride Center, an MHSA Innovation project of the San Mateo County Behavioral Health and Recovery Services.

The Pride Center has filled an important gap in San Mateo County's mental health services for the LGBTQ+ population in the community. Specifically, the outreach for youth in our community has made a marked difference. Prior to the existence of the Pride Center, *a few* community organizations did *some* outreach to LGBTQ+ youth, one of the most at-risk populations. With the creation of the Pride Center, community groups are inspired and motivated to connect, share, and foster change up and down the San Mateo Peninsula.

The Pride Center outreach is directly impacting students in San Mateo county. With the help of the Pride Center, for the first time on the Peninsula, GSA club advisors are meeting regularly to discuss practices and share experiences. These gatherings are supporting teachers, staff, and administrators. But, most importantly, they are helping schools better serve LGBTQ students. It should be noted that the Pride Center was contracted by the San Mateo Union High School District to conduct onsite professional development for all teachers, staff, administrators, and district office personnel.

Additionally, the Pride Center has become an integral part of our Gender and Sexuality Club on Aragon's campus. Not only have they come to school to do trainings for staff and students, their events connect our students to the greater LGBTQ+ and ally

communities. Weekly, my students review the wide offerings at the Pride Center. Movie Night, drop-in hours, Trans Talk are just a few that our students are regularly participating in.

A connection to the greater San Mateo community confirm for my students and their families that there is a place for their authentic-self in our society. Too often, students look to an uncertain future and do not see themselves thriving. Thanks to the services and outreach of the Pride Center, our students feel validated at their present stage of life. They are counting on and expecting these resources to be available for them now and in the future.

I have seen first-hand how the Pride Center's innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages including children, youth, adults, and older adults.

I would join the chorus of praise for the San Mateo County Pride Center's quest to improve and expand services throughout the county, with a special emphasis on preprofessional development and outreach that reduces stigma and discrimination in our community.

Clearly, I stand in proud support of the San Mateo County Pride Center. Thank you for your consideration.

Sincerely,

Vincent Bravo  
Aragon High School Teacher / GSA Advisor



Arts Unity Movement

149 South Blvd.  
San Mateo, CA 94402

650569-1276 650 703-3309

[www.artsunitymovement.com](http://www.artsunitymovement.com)

[artsunitymovement@gmail.com](mailto:artsunitymovement@gmail.com)

September 7, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing

My name is Roberta Wentzel-Walter. I am a co-founder and Director of a non-profit organization called Arts Unity Movement. We are affiliated with the BHRS Contractors Association. I strongly support the two year extension of time and funding for the Pride Center, an MHSA Innovation project of the San Mateo County Behavioral Health and Recovery Services.

The San Mateo County has been a pioneer in providing a safe space and resource center for the LGBTQ community. The center has filled a much needed function. I have heard from many of the people we serve that the Pride Center has been an important resource for them. It has been the consensus of my colleagues at the BHRS Contractors Association that the Pride Center is providing valuable support. I have been active in spreading the word about the ground breaking resource.

The Pride Center was in the planning stages for a very long time. As a consequence the needs of the community have been carefully thought out so that wrap around services can be provided. The center provides a focal point for the community by providing a drop in center and many social events such as Intergenerational Dinner and discussion groups, as well as practical services such as clinical services, case management and a resource center.

The San Mateo County Pride Center, the first such location in all of San Mateo County, fills a gap in much needed services for LGBTQ+ community. The innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages including children, youth, adults, and older adults.

I stand in proud support of the San Mateo County Pride Center. Thank you for your consideration,

Sincerely,

Roberta Wentzel-Walter MA ATR BC  
Co-Founder and Director  
Arts Unity Movement







MOVING EQUALITY FORWARD

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October 7, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

**RE: Support for San Mateo County Pride Center**

Dear Mr. Ewing:

I am writing to you on behalf of the Bay Area Municipal Elections Committee (BAYMEC) in support of the two-year extension of time and funding for the San Mateo County Pride Center, an MHSA Innovation project of San Mateo County Behavioral Health and Recovery Services.

BAYMEC has advocated for the civil rights of Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ) people since 1984 in the counties of San Mateo, Santa Clara, Santa Cruz and Monterey.

The Pride Center was a vision ten years in the making, and since its opening last year has provided critical resources and space for the LGBTQ community of San Mateo County. Not only does the Pride Center provide a suite of vital services—peer support groups, drop-in and by appointment counseling and therapy services, case management, gender and name change assistance, and a general resource center—the Pride Center also builds resilience through community. The Pride Center does this through a number of fun and inclusive events, such as their Queer Prom and the Intergenerational Dinner, as well as educational events and workshops open to the public.

The Pride Center, the first such location in all of San Mateo County, provided needed services to the LGBTQ community that they would not otherwise have. The innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Pride Center to become a one-stop-shop for clients of all ages.

BAYMEC strongly supports the Pride Center's effort to improve and expand services throughout the county, and to enhance the wellbeing of the LGBTQ community.

BAYMEC is proud to submit this letter of support. We are thankful for your leadership on and attention to this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Paul A. Escobar".

Paul A. Escobar  
BAYMEC President

1855 Hamilton Avenue  
Suite 203  
San Jose, CA  
95125

---



1501 Magnolia Avenue  
San Bruno, California 94066  
Telephone: 650-558-2799  
Fax: 650-558-2752

September 17, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

My name is Shannon Henricks, and I'm a counselor at Capuchino High School and the adviser for our SAGA club (Sexuality and Gender Alliance) and strongly support the two year extension of time and funding for the Pride Center, a MHSA Innovation project of the San Mateo County Behavioral Health and Recovery Services.

I have been a counselor for 18 years on the peninsula. We have always had a need for LGBTQ youth support. Often times parents are not comfortable sending their teen to the city to visit Queer youth agencies. Having the Pride Center so accessible for our youth, as well as training for our staff has filled a much needed gap. From Queer Prom, to movie nights, to intergenerational dinners, the Pride Center continues to offer relevant events for our youth; events that resonate with them, and where they are able to spend time with peers that share common experiences.

The Pride Center has and continues to come out to our schools to train faculty and staff on the Gender Binary. My teachers are passionate about supporting all their students. They understand that, often times, our trans youth are not being accepted for who they are at home. It's even more important that our Trans youth feel connected and supported in their school setting. That starts with proper professional development for our adults on campus.

The San Mateo County Pride Center, the first such location in all of San Mateo County, fills a gap in much needed services for LGBTQ+ community. The innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages including children, youth, adults, and older adults.

**Capuchino's SAGA group** joins the San Mateo County Pride Center's quest to improve and expand services throughout the county, with a special emphasis on reducing stigma, trauma informed services, crisis management, marginalization, discrimination, inequities to enhance the wellbeing of the LGBTQ+ community.

**Capuchino High School** stands in proud support of the San Mateo County Pride Center. Thank you for your consideration,

Sincerely,

**Shannon Henricks, Counselor**  
**Department Chair**  
**SAGA (Sexuality and Gender Alliance) Advisor**  
**Capuchino High School**  
**San Bruno, CA**



September 18, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

I am the Executive Director of CASA of San Mateo County and our nonprofit agency strongly supports the two year extension of time and funding for the Pride Center, an MHSA Innovation project of the San Mateo County Behavioral Health and Recovery Services.

CASA of San Mateo County serves Foster children/youth and Delinquent youth in San Mateo County and are well aware of the trauma and obstacles that LGBTQ+ children/youth/adults face in our community. Our CASA volunteers have supported LGBTQ+ youth through the years and we are very pleased with our partnership with the San Mateo County Pride Center. The mental health wellness and recovery services had not been available to our youth in the past and definitely fill a much needed void. As a result, we had to look to other counties to find resources and we are so grateful that those services are now available in our own county.

We recently had a very well received and informative training for our CASA volunteers by volunteers and staff of the Pride Center. This encouraged positive conversation amongst our CASA volunteers and gave them the knowledge and confidence to empower their youth. We believe that the Pride Center is a vital aspect of the county's mental health community and is greatly needed. In particular, we are so thankful for the availability of the drop-in center and peer support groups. It is our intention to deepen our partnership with the Pride Center and do all we can to let our CASA volunteers and youth know that this tremendous resource is available for them.

The San Mateo County Pride Center, the first such location in all of San Mateo County, fills a gap in much needed services for LGBTQ+ community. The innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages including children, youth, adults, and older adults.

CASA of San Mateo County joins the San Mateo County Pride Center's quest to improve and expand services throughout the county, with a special emphasis on **trauma informed services** and crisis management to enhance the wellbeing of the LGBTQ+ child/youth community.

CASA of San Mateo County stand in proud support of the San Mateo County Pride Center. Thank you for your consideration,

Warm Regards,

Patricia Miljanich  
Executive Director  
CASA of San Mateo County



SAN MATEO COUNTY HEALTH

**BEHAVIORAL HEALTH  
& RECOVERY SERVICES**

310 Harbor Boulevard  
Building E  
Belmont, CA 94002  
650-802-6400 T  
650-802-6440 F  
smchealth.org

September 17, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

I am a Co-Chair for the Chinese Health Initiative (CHI) of San Mateo County Behavioral Health and Recovery Services, Office of Diversity and Equity. We strongly support the two year extension of time and funding for the Pride Center, an MHSa Innovation project of the San Mateo County Behavioral Health and Recovery Services.

There are many layers of stigma our Chinese community faces in San Mateo County. Many in the Chinese community face stigma and discrimination based on our race/ethnicity, our mental health or substance use diagnosis, and gender identity & sexual orientation. The Pride Center offers a space and services that peel back the layers of stigma and encourages LGBTQ+ community of all races/ethnicities to access underutilized mental health services.

Specific ways we partner with the Pride Center include (1) referring clients and family members to the Pride Center clinical services or support groups, (2) consulting with the Pride Center with questions about Sexual Orientation and Gender Identity and (3) having one of our CHI members has served on the Community Advisory Board for the Pride Center.

The San Mateo County Pride Center, the first such location in all of San Mateo County, fills a gap in much needed services for LGBTQ+ community. The innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages including children, youth, adults, and older adults.

The Chinese Health Initiative joins the San Mateo County Pride Center's quest to improve and expand services throughout the county, with a special emphasis on reducing stigma and improving outreach to enhance the wellbeing of the LGBTQ+ community.





SAN MATEO COUNTY HEALTH

**BEHAVIORAL HEALTH  
& RECOVERY SERVICES**

The Chinese Health Initiative stand in proud support of the San Mateo County Pride Center.  
Thank you for your consideration,

In Community,

Shiyu Zhang, Steve Sust, Sylvia Tang & Winnie Wu  
Co-Chairs, Chinese Health Initiative  
Office of Diversity & Equity  
San Mateo County Behavioral Health & Recovery Services



September 17, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

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Tamarah Prevost

Dear Mr. Ewing:

I am writing to you on behalf of Community Overcoming Relationship Abuse (CORA). For over 40 years, CORA’s mission has been to provide safety, support and healing for individuals who experience abuse in an intimate relationship, and educate the community to break the cycle of intimate partner abuse. At CORA, we provide victims and survivors of intimate partner abuse with effective supportive services as they deal with an exceptionally difficult period in their lives. Our free, trauma-informed programming includes: safe houses; supportive housing; 24-hour crisis, legal, and law enforcement referral hotlines; legal services; mental health support; children's programming; community advocacy; and community education. As the only agency of its kind in San Mateo County, we annually respond to over 12,000 requests for these services.

We at CORA strongly support the two-year extension of time and funding for the Pride Center, a MHA Innovation project of the San Mateo County Behavioral Health and Recovery Services. CORA has seen first hand the benefits of the Pride Center’s approach to mental health and wellness. The Center builds community, reducing isolation, and provides a safe space for connection. It has been a centralized HUB for the LGBTQ+ community, providing avenues to necessary resources, and specifically assisting in decreasing the effects of isolation, so commonly found in intimate partner abuse. The Pride Center is truly community driven by offering support groups, film screenings, workout facilities, and case management support.

The San Mateo County Pride Center, the first such location in all of San Mateo County, fills a gap in much needed services for LGBTQ+ community. The innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages from children to older adults.

As an agency that supports survivors of intimate partner abuse, we often see LGBTQ+ survivors facing exploitation of systemic inequities as a part of the power and control used in their abusive relationship. By combating LGBTQ+ marginalization, the Pride Center helps empower LGBTQ+ survivors. The trauma-informed approach allows LGBTQ+ survivors to access appropriate services in ways that feel safe. By having an LGBTQ+ specific organization that offers crisis management services, survivors know there is somewhere they can turn to in a crisis even if their partner told them otherwise. Through our partnership with the Pride Center, we are able to reach individuals who otherwise might not know there is assistance available.

CORA stands in proud support of the San Mateo County Pride Center. Thank you for your consideration,

Sincerely,

Colsaria Henderson, MSW  
Executive Director  
Community Overcoming Relationship Abuse (CORA)

**ADVISORY COUNCIL**

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2211 Palm Avenue  
San Mateo, CA 94403  
650-652-0800

800-300-1080 (24-hr hotline)  
www.corasupport.org



Brett 'Eagle Eye' McDonald  
Director, National Parks Service, 2039



September 17, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

My name is Joan Martel and I am the Deputy Director of CuriOdyssey, a serious science playground and zoo for children. We strongly support the two-year extension of time and funding for the Pride Center, an MHSIA Innovation project of the San Mateo County Behavioral Health and Recovery Services.


- The Pride Center's approach to mental health wellness and recovery services is extremely important in our diverse community and we fully support their efforts.
- The Pride Center conducted a special training for our employees and it was not only presented well but sparked great discussion while provoking a deeper understanding of being aware of diversity in our relationships to our visitors and employees.
- We will be honored to host the Queer Prom in February next year in our rental space, too!

The San Mateo County Pride Center, the first such location in all of San Mateo County, fills a gap in much needed services for LGBTQ+ community. The innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages including children, youth, adults, and older adults.

CuriOdyssey joins the San Mateo County Pride Center's quest to improve and expand services throughout the county, with a special emphasis on reducing stigma, discrimination and inequities to enhance the wellbeing of the LGBTQ+ community.

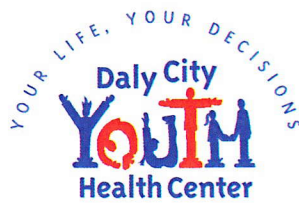
CuriOdyssey stands in proud support of the San Mateo County Pride Center. Thank you for your consideration.

Sincerely,



Joan Martel  
Deputy Director  
CuriOdyssey





A collaborative program of the Jefferson Union High School District and the San Mateo Medical Center

September 17, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

For 27 years Daly City Youth Health Center has prepared our communities' teens and young adults for a healthy and productive adulthood through our holistic, comprehensive services. Each year, the Daly City Youth Health Center provides assistance to over 2,500 low-income teens and young adults in northern San Mateo County through our comprehensive services. Our Primary Care Clinic, which serves more than 600 young people a month, offers low-cost or no-cost services, including physicals, immunizations, tuberculosis skin tests and treatment, vision and hearing screenings and reproductive health exams. Our Behavioral Health Counseling program provides individual, family, couples and group counseling to youth and their families to more than 200 youth per year. Project PLAY is a reproductive health and pregnancy prevention education program encouraging more than 1,500 teens annually to make informed, healthy decisions.

The Pride Center and Daly City Youth Health Center (DCY) had been strong collaborators since its inception. There have not been services for LGBTQ+ youth in northern San Mateo County until the Pride Center opened. Our collaboration provides teens and young adults with the information and guidance they need to make healthy choices, to stay safe in school, and achieve a sound career path. Our comprehensive system allows for our clinic's primary health care and mental health providers to easily refer LGBTQ+ patients to various events and services provided by the Pride Center.

From January to end of May 2018, the Pride Center and DCY facilitated the very first weekly LGBTQ+ Youth Group at DCY. In addition, on March 31 and April 7, 2018, DCY hosted and facilitated two (2) 8-hour workshops. The Mural Project, which brought together eight (8) Filipinx LGBTQ youth worked together to create a Mural which explored the intersectionality of Filipinx, LGBTQ and youth cultures. Through dialog, shared stories and narratives, the youth created a common thread tying these disparate but interconnected experiences together. This common thread manifested itself in the Mural which depicts the various subcultures that exist within these larger cultures as banding



A collaborative program of the Jefferson Union High School District and the San Mateo Medical Center

together to stand as one to face and overcome the stigma that exists and which informs their lives.

Addressing the stigma of same sex love, the Mural states "Love Knows No Gender" and portrays the youth reaching out to others as a bridge to breaking through the daily stigma they all face.

Without outreach and collaboration with the Pride Center, these events wouldn't have been possible.

We strongly support the two year extension of time and funding for the Pride Center, an MHSA Innovation project of the San Mateo County Behavioral Health and Recovery Services.

The San Mateo County Pride Center, the first such location in all of San Mateo County, fills a gap in much needed services for LGBTQ+ community. The innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages including children, youth, adults, and older adults.

Daly City Youth Health Center joins the San Mateo County Pride Center's quest to improve and expand services throughout the county, with a special emphasis on culturally appropriate youth services, stigma reduction, and increase access to services to enhance the wellbeing of the LGBTQ+ community.

Daly City Youth Health Center stand in proud support of the San Mateo County Pride Center. Thank you for your consideration,

Sincerely,

A handwritten signature in blue ink, appearing to read "Jose Errol Feria".

Jose Errol Feria, M.A., LMFT  
Licensed Marriage and Family Therapist

A handwritten signature in black ink, appearing to read "Marianne LaRuffa".

Marianne LaRuffa, LMFT  
Mental Health Manager/Supervisor



September 17, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

We, Stephanie Balon MA, AMFT and Christi Morales-Kumasawa MA, Co-Chairs of the Filipino Mental Health Initiative of San Mateo County, strongly support the two year extension of time and funding for the Pride Center, an MHSA Innovation project of the San Mateo County Behavioral Health and Recovery Services for the following reasons:

- The Pride Center has offered a safe, welcoming, and nurturing space for the LGBTQ+ community. This is not just demonstrated in the warmth and intentionality of the committed staff delivering services; it is also reflected in the vast and diverse array of services provided to those who access the center.
- Their special events and community gatherings, such as Queer Prom and Intergenerational Dinners, exemplify a creative and culturally responsive approach to cross-generational engagement that has not been offered at any other centers. Additionally, their trainings are crucial to ensuring providers are fostering an inclusive environment and equitable access to services.
- In terms of their targeted outreach, they have developed relationships with us and other partners beyond San Mateo and into North County where most of our Filipinx community resides, which speaks to their efforts to reach underserved and unserved populations who face strong cultural stigma around LGBTQ+ identity.
- Overall, the Pride Center will continue (if given the opportunity) to improve the mental health and wellness of the LGBTQ+ community by delivering the necessary, inclusive, and culturally relevant resources that have historically been lacking throughout San Mateo County.

The San Mateo County Pride Center, the first such location in all of San Mateo County, fills a gap in much needed services for LGBTQ+ community. The innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages including children, youth, adults, and older adults.

The Filipino Mental Health Initiative of San Mateo County joins the San Mateo County Pride Center's quest to improve and expand services throughout the county, with a special emphasis on reducing stigma, trauma informed services, marginalization, and inequities to enhance the wellbeing of the LGBTQ+ community.

The Filipino Mental Health Initiative stands in proud support of the San Mateo County Pride Center. Thank you for your consideration.

Warmest Regards,

Stephanie Balon, MA, AMFT & Christi Morales-Kumasawa, MA  
Co-Chairs, Filipino Mental Health Initiative of San Mateo County

September 18, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

My name is Lila Dickson, and I am a member of the Hillsdale High School Genders & Sexualities Alliance in San Mateo, California. On behalf of the GSA, I state that we strongly support the two year extension of time and funding for the Pride Center, an MHSA Innovation project of the San Mateo County Behavioral Health and Recovery Services.

The Pride Center is a major source of support of one of the most renowned minority groups of all time. To not be cisgender or to not be heterosexual is a huge impact on many people's lives, including that of mine, and the effects of that can be daunting. Members of the queer community often feel confused and isolated because they know that they are different. Many of them are bullied by others. Many are not accepted by their families. The Pride Center is a safe space for people, both physically and emotionally, and it provides resources that help create a better understanding of one's own identity and circumstances. It is extremely critical to maintain this, and the Pride Center needs the funding and time in order to do so.

The San Mateo County Pride Center, the first such location in all of San Mateo County, fills a gap in much needed services for LGBTQ+ community. The innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages including children, youth, adults, and older adults.

The Hillsdale High School Genders & Sexualities Alliance and I join the San Mateo County Pride Center's quest to improve and expand services throughout the county, with a special emphasis on trauma informed services, crisis management, and marginalization to enhance the wellbeing of the LGBTQ+ community.

The Hillsdale High School Genders & Sexualities Alliance and I stand in proud support of the San Mateo County Pride Center. Thank you for your consideration.

Sincerely,  
Lila Dickson

September 17, 2018

Toby Ewing, Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

I am writing in support of a two-year extension of time and funding for the San Mateo County Pride Center, an MHSA Innovation project of San Mateo County Behavioral Health and Recovery Services.

As the Director of Public Affairs for the Kaiser Permanente Redwood City Medical Center (KP-RWC) over the past 11 years, I have seen the incredibly impactful work that StarVista, which operates the Pride Center, has done for many San Mateo County residents.

I serve on KP-RWC's Community Health Advisory Committee, which oversees our grant funding. We have been long-time funders of Star Vista, and more recently of the Pride Center, because of the reach and effectiveness of their programs, which have strong, measurable outcomes. StarVista and the Pride Center's work align with our mission of improving the health of our communities.

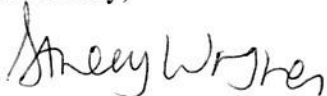
We have had the privilege of partnering with StarVista since 2003 and have observed their ability to consistently execute on their mission to deliver high impact services through counseling, skill development, and crisis prevention to children, youth, adults and families to help all ages and stages through life's challenges.

While San Mateo County has been supportive of the LGBTQ+ community, it remained the only county in the Bay Area without a pride center. Residents of the 771,000+ county who needed to access pride center services would have to go to San Francisco or Santa Clara Counties. The opening of the Pride Center in the city of San Mateo in 2017 made a meaningful impact on the LGBTQ+ community because they can now access needed services in their own community. The Pride Center's innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages from children to older adults.

In 2018, Kaiser Permanente was thrilled to provide funding for the San Mateo County Pride Center's Visibility and Stigma Reduction Campaign to reduce the stigma surrounding mental health within the LGBTQ+ community. This critical project reaches throughout the County and all 20 cities through educational trainings, outreach, peer support and social events.

On behalf of KP-RWC, I am proud to support the San Mateo County Pride Center's request for a two-year extension of the MHSA funds. They have been a proven partner through our long-term working relationship, and I am confident they will continue to be successful in their efforts.

Sincerely,



Stacey Wagner, Director  
Redwood City Public Affairs  
1100 Veterans Blvd.  
Redwood City, CA 94063



SAN MATEO COUNTY HEALTH

**BEHAVIORAL HEALTH  
& RECOVERY SERVICES**

310 Harbor Boulevard  
Building E  
Belmont, CA 94002  
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September 17, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

My name is Frances Lobos and I am a Co-Chair for the Latino Collaborative, a Health Equity Initiative of San Mateo County. I strongly support the two-year extension of time and funding for the Pride Center, an MHSA Innovation project of the San Mateo County Behavioral Health and Recovery Services.

The Pride Center's community focused approach is essential in providing mental health and recovery services. Activities such as Intergenerational Dinner and Queer Prom, workshops like Trans Talks, trainings, book clubs, Movie Nights, allow for our community members to feel safe and welcomed. More importantly, provides an opportunity for dialogue and education. The Pride Center has become an important source for information and resources for this County, and through its works advances the health equity of all communities.

The San Mateo County Pride Center, the first such location in all of San Mateo County, fills a gap in much needed services for LGBTQ+ community. The innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages including children, youth, adults, and older adults. The Latino Collaborative joins the San Mateo County Pride Center's quest to improve and expand services throughout the county, with a special emphasis on reducing stigma, marginalization, discrimination, inequities to enhance the wellbeing of the LGBTQ+ community.

Latino Collaborative stands in proud support of the San Mateo County Pride Center. Thank you for your consideration,

Sincerely,

Frances Lobos  
Latino Collaborative Co-Chair



September 17, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

On behalf of the San Mateo County Lesbian, Gay, Bisexual, Transgender, Queer (LGBTQ) Commission, we strongly support the two-year extension of time and funding for the Pride Center, a Mental Health Services Act Innovation project of the San Mateo County Behavioral Health and Recovery Services. The Pride Center increases the visibility of LGBTQ adults and young people, and connects them to much-needed LGBTQ-affirming services available at the Center and across the County.

LGBTQ children and youth face health disparities across the board, including disproportionately high rates of isolation and related mental health concerns. The LGBTQ Commission recently conducted a county-wide youth survey which underscores the importance of these critical services for our children and youth. This survey showed that over 65% do not know where to get LGBTQ-friendly healthcare and they feel overwhelmingly isolated and depressed: (1) nearly  $\frac{3}{4}$  considered harming themselves; (2) nearly  $\frac{3}{4}$  reported that they stopped doing some usual activities during the past year because they felt so sad, hopeless, anxious almost every day for two weeks or more in a row (usual activities defined as not seeing friends, skipping meals, skipping school, after-school activity, not doing homework) and (3) nearly  $\frac{2}{3}$  felt stress quite a bit or very much (stress defined as feeling tense, restless, nervous, anxious, unable to sleep at night).

Research has demonstrated that family and community acceptance is critical to promoting positive mental and physical health. The Pride Center provides this safe place for our LGBTQ children and youth. Pride Center staff and volunteers work tirelessly to make our county's services more welcoming, respectful and responsive to their needs. Without this innovation grant extension, our LGBTQ children and youth would have no place to go and the great strides the Pride Center has made through its collaborations to extend those direct services would be jeopardized.





LGBTQ adults and seniors in San Mateo County also face health disparities across the board, including disproportionately high rates of isolation and mental health concerns. The adult survey showed that dealing with stress is common in the LGBTQ community. Close to half identified a time during the past 12 months when they felt that they might need to see a professional because of concerns with their mental health, emotions, nerves, or their use of alcohol or drugs. This was particularly true in respondents who described themselves as gender fluid (84%). Over one third (39%) felt quite a bit or very much stress, ranging from 33% in men to 70% in trans women. The Pride Center provides the full range of trauma-informed care that meets the needs of this community.

The San Mateo County Pride Center, the first such location in all of San Mateo County, fills a gap in much needed services for LGBTQ+ community. The innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages including children, youth, adults, and older adults.

The San Mateo County LGBTQ Commission joins the San Mateo County Pride Center's quest to improve and expand services throughout the county, with a special emphasis on providing trauma-informed services and addressing inequities to enhance the wellbeing of the LGBTQ+ community.

The San Mateo County LGBTQ Commission stands in proud support of the San Mateo County Pride Center. Thank you for your consideration.

Sincerely,

Craig Wiesner  
Co-Chair  
LGBTQ Commission

Kristina Perez  
Co-Chair  
LGBTQ Commission





September 17, 2018  
Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

My name is Adrienne Keel and I am the Director of LGBTQ Programs for Family & Children Services, a division of Caminar. We strongly support the two year extension of time and funding for the Pride Center, an MHSA Innovation project of the San Mateo County Behavioral Health and Recovery Services.

An easily accessible LGBTQ center is a critical resource for the LGBTQ+ community in San Mateo County. In theory, some county residents may be able to access LGBTQ+ affirming clinical and wellness services out of county, but that is simply not realistic for everyone. The Pride Center provides a wealth of centrally located clinical services, support groups, events, and activities that simply did not exist in the county before the center's inception. Culturally relevant community spaces are essential to the wellness of historically underserved or unserved populations.

The San Mateo County Pride Center, the first such location in all of San Mateo County, fills a gap in much needed services for LGBTQ+ community. The innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages including children, youth, adults, and older adults.

The LGBTQ Youth Space and its parent agencies join the San Mateo County Pride Center's quest to improve and expand services throughout the county, with a special emphasis on reducing stigma, marginalization, and discrimination, to enhance the wellbeing of the LGBTQ+ community.

The LGBTQ Youth Space, Family & Children Services, and Caminar stand in proud support of the San Mateo County Pride Center. Thank you for your consideration.

Warmest Regards,

Adrienne Keel  
Director of LGBTQ Programs  
Family & Children Services and Caminar



Many Journeys Metropolitan Community Church  
1150 W. Hillsdale Blvd, San Mateo, CA 94403  
<http://manyjourneymcc.org> 650-515-0900  
Meeting every Sunday at 12:30

September 06, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

I am Rev. Terri Echelbarger, the Pastor of Many Journeys MCC, and a member of the San Mateo County LGBTQ Commission. I am writing this letter as an individual who strongly supports a two-year extension of funding and time to complete the extraordinary collaboration that created the Pride Center, an MHSa Innovation project of the San Mateo County Behavioral Health and Recovery Services.

As a Pastor who serves primarily LGBTQ people I am in a position to witness first hand the effects of ongoing discrimination against this community, and the benefits of a multiple agency approach to their needs. It is innovative, perhaps the first in the entire country, to coordinate services for this vulnerable population. If allowed to proceed it may well be a model that is copied all over the United States and other countries as well.

However, these innovation funds are much more innovative than might appear at first glance. There are extraordinary challenges not faced in other communities. In my view one primary challenge is that the center, this collaboration, is building on primary foundations still being poured.

The LGBTQ community has been in an era of significant change, same sex marriage was not fully realized until 2012 and youth who identify as LGBTQ are rapidly reshaping entire definitions of gender and sexual orientation. For that reason, the center is tasked with addressing cultural needs that have barely been studied, let alone established. They are innovating not only a collaboration but are also a part of developing a whole new range of best practices on the therapeutic level.

These challenges necessitate more time, and extra steps.

The San Mateo LGBTQ Commission administered a survey that showed LGBTQ people still have a very high-level isolation, a lack of access of safe spaces, and a very real fear of physical and verbal abuse and/or discrimination. The LGBTQ Center is a light on the hill that makes clear there is a safe space. This matters in terms of addressing mental health needs in our community, even if an individual never participates directly in a program or therapy. The Center is lighthouse that assures the community that even in the midst of current storms, there is shore.

I support the San Mateo County Pride Center's quest to improve and expand services throughout the county, to enhance the wellbeing of the LGBTQ+ community. There is no replacement for this service, there is no piece-meal approach to address these needs in an effective way, providing the range of services currently being innovated, in rapidly evolving community, and then provided in this collaboration. The provision of a one-stop-shop for people of all ages makes sense and should be allowed more time to prove it's worth to potential funders who could carry it on in the future.

In summary, I strongly support the San Mateo County Pride Center and the work it is doing. I hope you will continue supporting its evolving work for our community.

Thank you for your consideration,

Rev. Terri Echelbarger  
*Pastor*

October 11, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

As the Chief Executive Officer of the National Alliance on Mental Illness (NAMI) California, I would like to express strong support for the two-year extension of time and funding for the Pride Center, an MHSA Innovation project of the San Mateo County Behavioral Health and Recovery Services.

NAMI California first partnered with the Pride Center in May of 2018 to highlight the Center's programming at NAMI California's Annual Multicultural Symposium on May 31, 2018 in Monterey, CA. Through this event, NAMI California's members and supporters were able to learn more about the wonderful mental health work provided to LGBTQ+ folks that takes place at the San Mateo County Pride Center.

At NAMI California, we recognize that LGBTQ+ folks have an increased risk of mental health challenges, due to discrimination, and often do not receive adequate mental health services and resources. As such, it is integral that the Pride Center remain open to improve the lives of LGBTQ+ folks through crisis intervention, individual counseling, group therapy, family therapy, relationship therapy, case management, and home visits.

Importantly, the mental health clinicians at the Pride Center serve clients in a cultural competent manner by taking into consideration each person's multiple overlapping and intersecting identities (including gender identity, sexual orientation, gender expression, race, socio-economic status, and more). Clinicians at the center also specialize in LGBTQ+ issues including, but not limited to: anxiety, depression, gender identity, anger management, and couples counseling

In addition, providing clinical mental health services through the Pride Center reduces barriers to care from LGBTQ+ folks. Due to the stigma of mental health challenges and the fear of discrimination for being LGBTQ+ by mental health clinicians and other health professionals, offering mental health services in a safe space reduces barriers and increases access to care for LGBTQ+ folks.

The San Mateo County Pride Center, the first such location in all of San Mateo County, fills a gap in much needed services for LGBTQ+ community. The innovative design of four partnering agencies operating together in close collaboration to offer multiple



services has allowed the Center to become a one-stop-shop for clients of all ages including children, youth, adults, and older adults.

NAMI California joins the San Mateo County Pride Center's quest to improve and expand services throughout the county, with a special emphasis on reducing stigma and increasing access to mental health services to enhance the wellbeing of the LGBTQ+ community.

NAMI California stands in proud support of the San Mateo County Pride Center. Thank you very much for your consideration,

Sincerely,

A handwritten signature in black ink that reads "Jessica Cruz".

Jessica Cruz, MPA/HS  
Chief Executive Officer  
NAMI California  
1851 Heritage Lane, Suite #150  
Sacramento, CA 95815

September 17, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

Good day, Mr. Ewing. My name is Gloria Gutierrez and I'm the current chair of the Native and Indigenous Peoples Initiative in San Mateo County through the Office of Diversity and Equity. We strongly support the two-year extension of time and funding for the Pride Center, a Mental Health Service Act (MHSA) Innovation project of the San Mateo County Behavioral Health and Recovery Services.

In my role as a clinician in San Mateo County, I have been offered the ability to refer clients and families to the Pride Center to fill the much-needed gap for services to our LGBTQ+ communities. The Pride Center has provided a safe place for the clients and families I have referred and has decreased the barriers for our LGBTQ+ adult/youth communities that are receiving treatment.

The Pride Center offers outreach and education to increase mental health awareness, and more importantly, strengthens our communities. Further, the outreach and education the Pride Center has provided to employees and communities in San Mateo County has been tremendous and has supported our colleagues with the information necessary to successfully serve the LGBTQ+ community.

The first of its kind in all of San Mateo County, the San Mateo Pride Center fills a gap in much-needed services for the LGBTQ+ community. The innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the center to become a one-stop shop for clients and community members. This has enabled us to reach and support more clients and community members.

The Native and Indigenous Peoples Initiative joins the San Mateo County Pride Center's quest to improve and expand services throughout the county, with special emphasis on increasing awareness of the prevalence of those at risk with mental health issues.

Warmest Regards,

Native and Indigenous Peoples Initiative  
Chair-Gloria Gutierrez



## Bay Area OUTspoken Speech Services

Oneida Chi, MS, CCC-Speech Language Pathologist  
1212H El Camino Real #373, San Bruno, CA 94066  
(415)375-0279

September 17, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

My name is Oneida Chi, and I am a Speech Language Pathologist for Bay Area Outspoken speech services. We strongly support the two year extension of time and funding for the Pride Center, an MHSA Innovation project of the San Mateo County Behavioral Health and Recovery Services.

At the Pride Center, I currently work with transgender and gender non-conforming folks on vocal health and aligning their voices with their gender identity. The Pride Center has been a haven and safe space for many clients to visit and access the services they need. They can have access to mental health services, recovery, community, and voice training under one roof. So often, members of the LGBTQ community in San Mateo are stigmatized and have difficulty accessing services, and therefore this Pride Center is a necessity for the health and well-being of marginalized folks. I have clients who have accessed and used all the services listed and it greatly improved their mental health and well-being. The drop-in center, therapeutic/clinical services, case management, gender & name change clinics, resource center, peer support groups, AA groups, workshops like Trans Talks, trainings, book clubs, Movie Nights and a number of community events.

The San Mateo County Pride Center, the first such location in all of San Mateo County, fills a gap in much needed services for LGBTQ+ community. The innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages including children, youth, adults, and older adults.

We join the San Mateo County Pride Center's quest to improve and expand services throughout the county, with a special emphasis on reducing stigma and decreasing inequities and discrimination to enhance the wellbeing of the LGBTQ+ community.

We, at Bay Area Outspoken speech therapy services stand in proud support of the San Mateo County Pride Center. Thank you for your consideration,

**Warmest Regards,**

**Oneida Chi, MS, CCC-Speech Language Pathologist  
Bay Area OUTspoken Speech Services**







SAN MATEO COUNTY HEALTH

## BEHAVIORAL HEALTH & RECOVERY SERVICES

Office of Diversity and Equity  
310 Harbor Boulevard  
Building E  
Belmont, CA 94002  
650-573-2541 T  
650-591-1383 F  
[smchealth.org](http://smchealth.org)

September 17, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing,

As the Office of Diversity and Equity, we support marginalized populations in our behavioral health system to ensure everyone in San Mateo County has a fair and just opportunity to experience wellness. The Office of Diversity and Equity strongly supports the two year extension of time and funding for the Pride Center, an MHS Innovation project of the San Mateo County Behavioral Health and Recovery Services (BHRS).

Since the Pride Center first opened its doors, it has offered LGBTQ+ visibility, advocacy and expertise in San Mateo County (SMC). Our staff has had the privilege of collaborating with Pride Center staff on a number of mental health and wellness initiatives. The Pride Center has worked closely with our staff to provide community events for May Mental Health Awareness Month and September Suicide Prevention Month, creating brave spaces for LGBTQ+ community members to share their lived experiences and reduce stigma together. The Pride Center has also provided presentations to community members in our Parent Project (PP) courses. PP facilitators have shared how the Center staff's presentation style and ability to make the information culturally appropriate has impacted the classroom. They have made concepts easier to understand and opened space for dialogue even between people who were previously uncomfortable discussing queerness. For some this is the only opportunity to learn and ask questions openly around LGBTQ+ issues, so having speakers that present the material in a way that is relevant and approachable has improved community knowledge and helped change individual minds about queerness.

The Pride Center has provided enthusiastic support for our Cultural Humility Video series, with staff writing scripts and speaking on camera on the topics of "Gender Inclusive Restrooms" and "Using Gender Pronouns". Hundreds of providers at BHRS and our partner agencies have viewed the videos and use them to help themselves and their staff provide better services to the LGBTQ+ clients that come to their clinics. The Pride Center actively promotes the improvement of services across BHRS and our partner agencies. In the past year, the Center trained over 600 providers on recognizing sexual orientation and gender





SAN MATEO COUNTY HEALTH

## BEHAVIORAL HEALTH & RECOVERY SERVICES

identity (SOGI) as a crucial step towards providing holistic mental health and recovery services. The Pride Center also advocates for LGBTQ+ advances that impact health in ways that our County Health department cannot, including for recognition of sexual orientation and gender identity (SOGI) by local businesses and organizations and for better conditions for incarcerated transgender individuals in our local jails. This is powerful work not being done by other groups in SMC. Ultimately, the Pride Center's community education efforts continue to empower providers and local organizations in our county to provide more effective and appropriate services to LGBTQ+ folks.

Prior to the Pride Center, our county's LGBTQ+ community lacked a physical space in which to gather and connect with each other. Because LGBTQ+ identities have been so stigmatized in San Mateo County, even within the liberal Bay Area, we have heard from plenty of individuals that they are not out in their workplaces, schools or at home, or don't often gather with other queer folks. The Center is a powerful symbol of acceptance and reminder of the importance of having community spaces in which we can experience feelings of visibility and connectedness. The Pride Center has truly become the heart of San Mateo County's LGBTQ+ community. This is evident with each intergenerational dinner, open mic event, and peer support group. Community members have expressed joy at seeing parts of themselves reflected in their home county for the first time. Gatherings are always abuzz with excitement for the next event, where people anticipate further building and deepening connections between queer folks, allies, and everyone else that comes to commune at the Center.

The Office of Diversity and Equity joins the San Mateo County Pride Center's quest to improve and expand services throughout the county, with a special emphasis on reducing stigma, marginalization, and health inequities to enhance the wellbeing of the LGBTQ+ community. We stand in proud support of the San Mateo County Pride Center. Thank you for your consideration.

Sincerely,

Office of Diversity and Equity  
Behavioral Health and Recovery Services  
San Mateo County Health



September 20, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

My name is Ryan Fouts, and I am the Program Director of Outlet, a program of Adolescent Counseling Services. Outlet serves LGBTQ+ youth ages 10-25 throughout San Mateo and Santa Clara County, and we are one of four collaborative partner agencies providing services at the San Mateo County Pride Center. I am writing to ask for your approval of the two year extension of the Pride Center's MHSA Innovation project funding through San Mateo County Behavioral Health and Recovery Services.

Outlet's role at the San Mateo County Pride Center is to implement youth programming and to provide trainings on supporting LGBTQ+ youth. We host multiple drop-in groups for LGBTQ+ youth each week, providing a vital space for young people to find social support in a safe, welcoming environment. We also support youth leadership opportunities, including a Youth Advisory Board, and we use the Pride Center's centralized location to provide outreach and support to GSA's in school districts throughout San Mateo County.

The San Mateo County Pride Center is an essential resource for the LGBTQ+ community. It eliminates barriers to service access by allowing our community to visit one space and receive social support, case management, mental health and substance use services, and referrals to other vital resources. The innovation of having four collaborative partners also serves to bring together LGBTQ+ individuals from across the lifespan. This is very special because certain LGBTQ+ subgroups, such as youth and older adults, have historically been isolated. The Pride Center's community reduces stigma and increases a sense of belonging, both of which have been shown to lead to better physical and mental health outcomes.

Outlet and ACS are proud to continue partnering with the Pride Center and its other partner agencies to serve San Mateo County's LGBTQ+ community. We envision a world where the LGBTQ+ community is safe, healthy, and thriving; please support us in making that vision possible by extending the Pride Center's MHSA funding.

Sincerely,

Ryan Fouts, LCSW  
Outlet Program Director

September 12, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

*Peninsula Family Service* is a collaborating partner in San Mateo County Pride Center's quest to improve and expand services throughout the county, with a special emphasis on reducing stigma, discrimination and inequities to enhance the wellbeing of the LGBTQ+ community. We strongly support the two-year extension of funding for the Pride Center, an MHS Innovation project of the San Mateo County Behavioral Health and Recovery Services.

The San Mateo County Pride Center, the first such location in all of San Mateo County, fills a gap in much needed services for LGBTQ+ community. The innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages including children, youth, adults, and older adults.

Peninsula Family Service is a 68-year-old organization that serves over 12,000 people in our community. We believe that by supporting our region's vulnerable and overlooked populations, we strengthen the entire community. We create a strong network of resources for older adults as baby boomers look to age in place. We provide tools that encourage personal and financial stability for the increasing number of families affected by our region's widening income disparities. We also prevent the income-achievement gap in our children through a comprehensive early learning program, and prepare them for enhanced scholastic achievement.

Our Senior Peer Counseling Program addresses the need for access to mental health services for isolated older adults, and increases the ability of seniors to age in place. The program is county-wide and offered in collaboration with the County of San Mateo Behavioral Health and Recovery Services Department. We provide trained peer volunteers to conduct one-on-one visits with homebound seniors, and run support groups for at-risk seniors at various sites in the community. Most seniors are referred by the County of San Mateo, other providers, or family members for being at risk of out of home placement, mental illness, substance abuse, depression, and other issues.

Since June 2017 we have been able to build on our work with the LGBTQ+ community as a partner in the San Mateo PRIDE Center. As the first resource center for LGBTQ+ residents in San Mateo County, PFS was involved in the planning and design of the

program and currently provides a Master's level staff member at the site to run a variety of activities, a support group and conduct outreach for the older adult population.

As indicated in community needs assessment of the LGBTQ+ community, older adults face very different issues than younger members and need support in different ways. We are thrilled that there is now a central location where LGBTQ+ older adults can participate in activities and receive services in a comfortable, welcoming place that they call their second home. We see great value in the onsite counseling and resource services and the well-attended intergenerational activities.

*Peninsula Family Service* stands in proud support of the San Mateo County Pride Center, and strongly encourages the county to continue funding it. Thank you for your consideration.

Sincerely,

Heather Cleary  
CEO



September 17, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

My name is Leah Carig, a Regional Program Manager with Planned Parenthood Mar Monte. We strongly support the two year extension of time and funding for the Pride Center, an MHSA Innovation project of the San Mateo County Behavioral Health and Recovery Services.

We have had the pleasure of partnering with the San Mateo County Pride Center to provide a much-needed safe space for LGBTQ+ teens to learn and ask questions about sexual health. It is so important for young people to have these spaces and trusted adults in their lives. It is clear they are an essential resource for people living in San Mateo County.

The San Mateo County Pride Center, the first such location in all of San Mateo County, fills a gap in much needed services for LGBTQ+ community. The innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages including children, youth, adults, and older adults.

Planned Parenthood Mar Monte joins the San Mateo County Pride Center's quest to improve and expand services throughout the county, with a special emphasis on reducing stigma, trauma informed services, and increasing equitable access to health care to enhance the wellbeing of the LGBTQ+ community.

Planned Parenthood Mar Monte stands in proud support of the San Mateo County Pride Center. Thank you for your consideration.

Sincerely,

Leah Carig  
Regional Program Manager

Planned Parenthood Mar Monte  
1746 The Alameda  
San Jose, CA 95126  
408-795-3729







SAN MATEO COUNTY HEALTH

**BEHAVIORAL HEALTH  
& RECOVERY SERVICES**

Office of Diversity and Equity  
310 Harbor Boulevard  
Building E  
Belmont, CA 94002  
650-573-2541 T  
650-591-1383 F  
smchealth.org

September 18, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

We are the current Co-Chairs of the PRIDE Initiative in San Mateo County through the Office of Diversity and Equity. We strongly support the two year extension of time and funding for the Pride Center, and Mental Health Service Act (MHSA) Innovation project of the San Mateo County Behavioral Health and Recovery Services.

The Pride Initiative has been closely collaborating with the Pride Center since their doors opened in June of 2016. We have witnessed first-hand the positive impact the Pride Center has had in reaching the LGBTQ+ community of San Mateo County. Prior to June of 2016, we did not have services focused exclusively on LGBTQ+ wellness and recovery.

The Pride Center has done an amazing job of networking with the various community based organizations of this county to offer much needed services for LGBTQ+ consumers and families. It is our safe hub and a much needed one-stop-shop for consumers of all ages.

The PRIDE Initiative is in full support of the San Mateo County Pride Center's quest to improve and expand services throughout the county, with special emphasis on providing trauma informed services, reducing inequities and discrimination for the LGBTQ+ community of San Mateo County.

Sincerely,

Dana Johnson, Co-Chair  
Pride Initiative

Regina Moreno, Co-Chair  
Pride Initiative





September 12, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

Project Ninety has been providing comprehensive alcohol and drug recovery services since 1972. We merged with and into Caminar on June 1, 2018. Project Ninety strongly supports the two year extension of time and funding for the Pride Center, an MHSA Innovation project of the San Mateo County Behavioral Health and Recovery Services.

The San Mateo County Pride Center's mission statement delves into the creation of 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.

The San Mateo County Pride Center's vision that seeks to empower agents of social change mirrors our own mission statement of empowering and supporting individuals and families to move toward resilience, wellness, and independence.

We applaud their organization's innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages including children, youth, adults, and older adults.

Project Ninety stands in proud support of the San Mateo County Pride Center.

Thank you.

Warmly,  


Jim Buckner  
Executive Director  
Project Ninety  
A Division of Caminar



rape trauma services

*a center for healing & violence prevention*

September 14, 2018

Dear Mr. Ewing:

Rape Trauma Services (RTS) is a nonprofit agency and San Mateo County's only rape crisis center. We strive to eliminate all forms of violence, with a special focus on sexual assault and abuse. We also facilitate healing and the prevention of violence by providing counseling, advocacy, and education. We strongly support the two-year extension of time and funding for the Pride Center, an MHSA Innovation project of the San Mateo County Behavioral Health and Recovery Services.

Rape Trauma Services has partnered with the Pride Center in several ways over the past year. An RTS Peer Counselor co-facilitated a Pride Center young adults' support group to offer trauma-informed support to transitional age youth. RTS and Pride Center staff provided cross-trainings on services and resources enabling both organizations to more inclusively support LGBTQ+ survivors.

RTS has referred many clients to the Pride Center. LGBTQ+ survivors and significant others of sexual violence face more barriers when it comes to access to services and resources. The San Mateo County Pride Center, the first such location in all of San Mateo County, fills a gap in much needed services for the LGBTQ+ community. The innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages including children, youth, adults, and older adults.

Rape Trauma Services joins the San Mateo County Pride Center's quest to improve and expand services throughout the county, with a special emphasis on trauma-informed services and crisis management, to enhance the wellbeing of the LGBTQ+ community.

Rape Trauma Services stands in proud support of the San Mateo County Pride Center. Thank you for your consideration.

Warmest Regards,

Emily Abrams  
Executive Director, Rape Trauma Services

# County of Santa Clara

Office of the County Executive

County Government Center,  
70 West Hedding Street  
Eleventh Floor – East Wing  
San Jose, California 95110  
(408) 299-5105



September 17, 2018

Toby Ewing

Executive Director

Mental Health Services Oversight and Accountability Commission

1325 J Street, Suite 1700

Sacramento, CA 95814

Dear Mr. Ewing:

I am writing today in support of the critical services provided by the San Mateo County (SMC) Pride Center. This Center provides resources that are of great benefit to the Lesbian, Gay, Bisexual, Transgender, Queer and Questioning (LGBTQQ) community in San Mateo County. The LGBTQQ community experiences many health disparities, and local resources are extremely helpful in improving health outcomes.

The SMC Pride Center provides clinical services, as well as serves as a community center for the whole LGBTQQ community. It also provides events that are available for no fee or a donation, including drop-in hours for youth and adults, movie screenings and social events for all, as well as community educational events and forums. The SMC Pride Center also serves as a resource center providing books, magazines and a computer lab to the community to access information in a safe setting. Staff provides training sessions and consult with various community organizations and county departments. The services provided by SMC Pride Center fill a very needed service gap in this community. Funding to support such critical services has a positive impact in the lives of LGBTQ local residents. Thank you for your consideration and time.

Sincerely,

A handwritten signature in blue ink that reads "Maribel Martinez". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Maribel Martinez

Director, Office of LGBTQ Affairs

County of Santa Clara

**Board of Supervisors:** Mike Wasserman, Cindy Chavez, Dave Cortese, Ken Yeager, S. Joseph Simitian  
**County Executive:** Jeffrey V. Smith



Anne E. Campbell • County Superintendent of Schools

September 20, 2018

To Members of the Mental Health Service Act Steering Committee:

The San Mateo County Office of Education (SMCOE) wholeheartedly supports the San Mateo County Pride Center and values the services it provides to our county's young people. The Pride Center prioritizes youth engagement and leadership. Our young people need more opportunities to meaningfully engage in their communities and to add their talents and voice to community dialogue. The Pride Center affords them the support, space, and time to do so.

SMCOE has also been fortunate to partner with the Pride Center in working with the Gender Sexuality Alliance (GSA) coordinators from various middle and high schools throughout the county. The Pride Center has offered space and technical assistance for these meetings ensuring a well-rounded approach to this work. One specific outcome of our collaboration is the county's first GSA conference, a day of community building and action for high school GSA members and their advisors that will take place in December 2018.

The work the Pride Center is doing is of utmost importance to our county's students, especially those who identify as LGBTQ. The Pride Center provides a safe space for students to be their most authentic selves. The Pride Center staff also works with schools to help make school campuses emotionally safe for all students. When a school supports a positive and safe school climate for its most vulnerable students, it will also be a safe place for every student.

Please consider granting the Pride Center additional funding and time to continue their programs and services. The Pride Center staff has made a huge positive impact on the mental health and well-being of LGBTQ youth in our county in a short amount of time. Imagine how much more they can accomplish!

Sincerely,

A handwritten signature in blue ink that reads "Nancy A. Magee". The signature is written in a cursive, flowing style.

Nancy A. Magee  
San Mateo County Superintendent of Schools-Elect



September 18, 2018

Toby Ewing, Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

We are the co-chairs of the Spirituality Initiative of the San Mateo County Office of Diversity and Equity. We strongly support the two year extension of time and funding for the PRIDE Center, a MHS Innovation project of the San Mateo County Behavioral Health and Recovery Services.

The inclusion of the PRIDE Center in San Mateo County has been an important step in assisting the clients of Behavioral Health and Recovery Services. It is apparent that the services they provide reach the LGBTQ+ community, as we see evidence of this in those who attend our ongoing meetings and participate in the life of the Spirituality Initiative. It is clear that the Center has added to the lives of many clients for they provide events and services such as AA groups, a drop-in center, therapeutic/clinical services, and case management, and movie nights among other events and services.

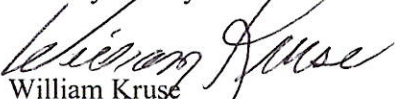
The Interfaith Community in San Mateo County is a part of those we see regularly. They talk about how the PRIDE Center has assisted those who participate in their faith communities and how important it has been for some of their congregants. The different faith communities who are supportive of their LGBTQ+ members understand its importance and its impact.

Members of the Spirituality Initiative attend events that the PRIDE Center authors - in particular the June PRIDE event where the community gathers together to celebrate PRIDE month. It has always been a celebration for all of San Mateo County.

The San Mateo County PRIDE Center, the first such location in all of San Mateo County, fills a gap in much needed services for the LGBTQ+ community. The innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages including children, youth, adults, and older adults.

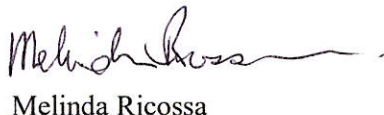
The Spirituality Initiative joins the San Mateo County PRIDE Center's quest to improve and expand services throughout the county, with a special emphasis on reducing stigma, providing trauma informed services, and working to reduce discrimination and inequities. These services enhance the wellbeing of the LGBTQ+ community and the health of all of San Mateo County.

The Spirituality Initiative stands in proud support of the San Mateo County PRIDE Center.  
Thank you for your consideration,



William Kruse

Co-Chairs of the Spirituality Initiative  
Office of Diversity and Equity of the SMCBHS



Melinda Ricossa



September 17, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

I'm the founder and director of TransFamilies of Silicon Valley, a community of 160+ families with young transgender children living throughout San Mateo and Santa Clara Counties. We strongly support the two year extension of time and funding for the Pride Center, an MHSA Innovation project of the San Mateo County Behavioral Health and Recovery Services.

The Pride Center has been invaluable to our community.

#### *Our Children*

Our children participate and benefit in all aspects of the Pride Center. They attend the many peer support groups, Queer Prom Night, drop-in center, events and activities such as movie nights, therapeutic services and more. The Pride Center is where they find community, safety, support, and, really, *home*.

Many of our children face immense challenges at school or work, and throughout their day-to-day living. As by and large hetero and cisgender parents--and precisely because we're their parents--there's a limit to how much our children will let us help them, and a limit to how much we're capable of helping. The Pride Center has stepped in to provide this crucial support and community.

#### *Caregivers*

Not only does the center offer services to our children but also to us as parents--services that we had beforehand mostly been going without.

Parents and guardians of transgender children have been overlooked by mental health and other service providers. We often need to educate ourselves in a matter of weeks or days, starting from what it even means to be transgender, in order to support our children. We also need to learn how to advocate for our children in school and medical settings, with health insurance, with family and neighbors and more. It's an enormous task, and one many caregivers try to accomplish while also tackling their own feelings of denial, grief, fear and isolation.

The Pride Center is the one place trying to fill this gap by offering services to caregivers.

Through the Pride Center, TFSV families have received one-on-one support, attended much-needed Gender & Name Change clinics and Trans Talks, which enable us to learn from industry experts about topics such as medical intervention and school advocacy for our children. Through these important Trans Talks, we're able to ask our questions in a safe and supportive environment and gain crucial knowledge that helps us to support our children.

The Pride Center also offers in-person support groups for caregivers of transgender children. This is the only support group for caregivers that we know of throughout San Mateo County.

The Pride Center, the first such location in all of San Mateo County, fills a gap in much needed services for the LGBTQ+ community. The innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages including children, youth, adults, and older adults.

TransFamilies of Silicon Valley joins the San Mateo County Pride Center's quest to improve and expand services throughout the county, with a special emphasis on reducing stigma and marginalization to enhance the wellbeing of the LGBTQ+ community.

TransFamilies of Silicon Valley stands in proud support of the San Mateo County Pride Center. Thank you for your consideration.

Warm regards,

Lara

(last name withheld to protect my child's confidentiality)

Founder and Director

TransFamilies of Silicon Valley

[www.TransFamiliesSV.org](http://www.TransFamiliesSV.org)

[TransFamiliesSV@gmail.com](mailto:TransFamiliesSV@gmail.com)





Department of Pediatrics  
Division of Endocrinology

Stephen E. Gitelman, M.D.  
Saleh Adi, M.D.  
Gina Capodanno, M.D.  
Christine T. Ferrara, M.D., Ph.D.  
Maya B. Lodish, M.D., MHSc  
Roger K. Long, M.D.  
Robert H. Lustig, M.D.  
Walter L. Miller, M.D.  
Stephen M. Rosenthal, M.D.  
Srinath Sanda, M.D.  
Shylaja Srinivasan, M.D.  
Jenise C. Wong, M.D., Ph.D.

Mission Hall  
Global Health & Clinical Sciences  
550 16th St., 4th Floor, Box 0434  
San Francisco, CA 94143

September 17, 2018

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

I am the Medical Director of the UCSF Child and Adolescent Gender Center. I strongly support the two year extension of time and funding for the Pride Center, an MHS Innovation project of the San Mateo County Behavioral Health and Recovery Services. The San Mateo County Pride Center has served as a highly valued partner as we provide multidisciplinary outreach services to gender expansive/ transgender youth and their families in San Mateo County. It is my strong impression that the San Mateo County Pride Center is providing educational and other support services to the families served by our clinic that are not available elsewhere.

The San Mateo County Pride Center, the first such location in all of San Mateo County, fills a gap in much needed services for LGBTQ+ community. The innovative design of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages including children, youth, adults, and older adults.

The UCSF Child and Adolescent Gender Center joins the San Mateo County Pride Center's quest to improve and expand services throughout the county, with a special emphasis on reducing stigma, marginalization, and discrimination to enhance the wellbeing of the LGBTQ+ community.

The UCSF Child and Adolescent Gender Center stands in proud support of the San Mateo County Pride Center.

Thank you very much.

Sincerely,

A handwritten signature in black ink that reads "Stephen M. Rosenthal".

Stephen M. Rosenthal, MD  
Professor of Pediatrics  
Medical Director, Child and Adolescent Gender Center.

DEPARTMENT OF VETERANS AFFAIRS  
Palo Alto Health Care System  
3801 Miranda Ave.  
Palo Alto, CA 94304



In reply refer to: 640/11

Toby Ewing  
Executive Director  
Mental Health Services Oversight and Accountability Commission  
1325 J Street, Suite 1700  
Sacramento, CA 95814

Dear Mr. Ewing:

I would like to express my strong support for a two-year extension of time and funding for the Pride Center, a Mental Health Services Act (MHSA) Innovation Project of San Mateo County Behavioral Health and Recovery Services. The VA Palo Alto Health Care System (VAPAHCS) has partnered with the San Mateo Pride Center for several events including a VAPAHCS conference on gender identity, a pride observance event for homeless lesbian, gay, bisexual, and transgender (LGBT) Veterans, and the San Mateo Pride Festival. Additionally, VAPAHCS and the San Mateo Pride Center have been working together to facilitate training regarding LGBT Veteran suicide prevention.

The San Mateo Pride Center is a community resource provider distinctive in its support of LGBT Veterans and has consistently participated as speakers at LGBT Veteran events hosted by VAPAHCS. The Center has demonstrated great leadership in hosting the Orlando Memorial for victims of the Pulse Night Club shooting in Orlando, Florida. This event gave special focus to military Service Members and Veterans who were affected by this tragedy. The Center's dedication and ongoing support of LGBT Veterans are truly commendable.

The San Mateo County Pride Center is the first and only center of its kind located in San Mateo County, filling a gap in much needed services for the LGBT community. Its innovative design comprised of four partnering agencies operating together in close collaboration to offer multiple services has allowed the Center to become a one-stop-shop for clients of all ages including children, youth, adults, and older adults.

I join the San Mateo County Pride Center's quest to improve and expand services throughout San Mateo County, with a special emphasis on culturally-specific services for military and Veteran populations to enhance the wellbeing of the entire LGBT community. Thank you for your consideration.

Sincerely,

*Heliana Ramirez, PhD, LISW*  
Heliana Ramirez, PhD, LISW  
LGBT Veteran Care Coordinator, VAPAHCS