

County of Santa Clara

Office of the County Executive

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September 10, 2021

TO: Honorable Members of the Board of Supervisors
Jeff Rosen, District Attorney
Jeffrey V. Smith, M.D., J.D., County Executive

FROM: Ky Le, Deputy County Executive ^{DS} 
James Gibbons-Shapiro, Assistant District Attorney ^{DS} 

SUBJECT: Support for Individuals Affected by the May 26th Mass Shooting Incident

This report describes the collaborative efforts of the Administration, District Attorney's Office (DAO), and Santa Clara Valley Transportation Agency (VTA) to support VTA employees and their families who may be dealing with the grief and trauma of the May 26th shooting. In response to the Board's referral from August 31, 2021 (Item No 16), the agencies have conceptualized our approach to the incident into four phases and recommendations for the Board's consideration on September 28, 2021, in November 2021, and as part of the Mid-Year or FY 2023 budget processes.

- 1. Response Phase.** Led and coordinated by the District Attorney's Office's Victim Services Unit, immediately after the shooting and through early June 2021, more than 100 victim advocates and behavioral health professionals from the County and community-based organizations worked alongside the American Red Cross, the Center for Living with Dying (CLWD), and VTA Emergency Assistance Program (EAP) to provide in-person, telephonic, and in-person group supports to approximately 380 individuals. In addition to supporting these efforts, the Behavioral Health Services Department (BHSD) provided virtual/telehealth support, including psychoeducation and support through sessions with Dr. Bruce Perry. Nearly 500 individuals registered for the first session in June, "Healing and Resilience after a Mass Shooting."
- 2. Transitional Phase.** This phase began in June 2021 and will continue until we establish an incident-specific "Resiliency Center" to support the long-term recovery needs of VTA employees, family members, and other community members (e.g., first responders) who were impacted by the May 26th shooting. This phase has four primary objectives. The first is to provide behavioral health support to individuals who seek assistance. The second objective is to outreach and provide psychoeducation to individuals and groups to help them identify the signs and symptoms of trauma and to facilitate access to services. Third is to assess the level and types of services that would be needed at a potential "Resiliency Center." The fourth objective is to begin the healing process for VTA as an organization.

- a. The first three objectives are being led and coordinated by the District Attorney's Office's Victim Services Unit and are being met by a combination of service providers under contract with the County (through the DAO), clinicians under contract with VTA, and services currently provided by the DA's Victim Services Unit, the BHSD, and VTA EAP. Not including the services provided by BHSD, VTA employees and their families will have access to in-person or telephonic/video behavioral health services in individual or group formats, with the number of sessions/hours tailored to meet their needs based on an initial assessment. In addition, Dr. Tammy McCoy-Arballo will continue providing consultative services to VTA management.
 - i. On September 28, 2021, the Board will consider retroactive agreements with Dr. McCoy-Arballo and CLWD for services that started immediately after the shooting and that will continue through June 30, 2022. The Board will also consider a retroactive revenue agreement between the County and VTA to cover the costs of Dr. McCoy-Arballo's and CLWD's services through June 30, 2022.
 - ii. In early November, the VTA Board of Directors (VTA Board) will consider a retroactive revenue agreement with the County and retroactive agreements with a number of licensed clinicians who will continue their services through June 30, 2022. Most of these clinicians were referred by the County's BHSD.
 - iii. The services described above have and will continue to be augmented by the BHSD's 24/7 Suicide and Crisis Services hotline and periodic psychoeducation workshops by Dr. Bruce Perry, as well as support/discussion groups hosted by BHSD. In addition, two BHSD executives are consulting with VTA and DAO weekly to identify and address service gaps. Finally, VSU Victim Advocates are continuing to provide case management services to the families of the nine victims, witnesses, and others impacted by the shooting, as needed.
 - iv. All contract terms are aligned through June 30, 2022 to ensure continuity and a smooth transition to the Resiliency Center (Phase Three) without any lapses in services.
- b. The VTA Board is considering options for organizational development consulting services to address the fourth objective.

3. Recovery Phase. The objective of the third phase is to ensure that individuals and families impacted by the shooting have access to clinical and wellness services to support recovery, which can take several years. An incident-specific, but time-limited Resiliency Center, such as the Gilroy Strong Resiliency Center, which was launched by the District Attorney's Office's Victim Services Unit in January 2020 to support the ongoing needs of the Gilroy community after the Garlic Festival Shooting and is expected to continue to operate for at least two more years, can be established and funded through a Federal grant that the District Attorney's Office's Victim Services Unit is pursuing. The Administration and DAO will move forward to establish a Resiliency Center in November 2021.

4. A **Trauma Recovery Center** can be an effective and important addition to the safety-net in Santa Clara County. Such a center can help address long-term behavioral health and other needs among all victims of crime, create the organization, agency, process, place, and equipment infrastructure to improve the response to future mass casualty events and traumatic events (e.g., wildfires) and expedite deployment of transitional behavioral health services. Since a Trauma Recovery Center would require significant resources and would complement existing programs and services, the Administration and DAO plan to develop options for the Board's consideration as part of the Mid-Year or FY 2023 budget processes.
5. Finally, the Victim/Witness Claims Specialist classification series and the Victim/Witness Advocate classification series were last revised on February 4, 2016. The Director, Victim Services classification (executive management) was created on May 5, 2020. Classification studies may be requested by the Department Head at any time through the Executive Management-Initiated Classification Study request process. Alternatively, represented employees can work with their respective employee organizations to submit a classification study request through the processes outlined in the SEIU MOA (Section 20.1 – Classification Study) and the CEMA MOA (Section 2.7 – Classification Study). The District Attorney's Office has initiated a classification study for the Victim/Witness Claims Specialist classification series and the Victim/Witness Advocate classification series. The County Executive's Office will work with the Employee Services Agency and DA's Office to make sure that these classification studies are addressed expeditiously. A timeframe will be established after the classification requests have been submitted and reviewed.

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