

County of Santa Clara

Office of the County Executive

70 W. Hedding Street, East Wing, 11th Floor
San Jose, California 95110



July 26, 2022

TO: Supervisor Cindy Chavez, Chair, Children, Seniors, and Families Committee
Supervisor Susan Ellenberg, Vice Chair, Children, Seniors, and Families Committee
Jeffrey V. Smith, M.D., J.D., County Executive

FROM: Ky Le, Deputy County Executive

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Ky Le 7/26/2022
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SUBJECT: Organizational Structure for the Vietnamese American Service Center

On June 23, 2022 (Item No. 7), the Children, Seniors, and Families Committee (CSFC) requested additional information regarding the organizational structure of the Vietnamese American Service Center (VASC). This information is being provided ahead of the Administration's report to CSFC in August regarding whether an executive management position to oversee the VASC is warranted.

Since services at the VASC are provided by many different County Departments and community partners, one County Department – the County Executive's Office (CEO) – is assigned responsibility for overseeing and coordinating VASC operations. The CEO is responsible for leading or coordinating facility operations, strategic planning, development of culturally and linguistically programs, client-centered service implementation, and community engagement.

The day-to-day operations of the VASC are overseen by a Program Manager III (VASC Sr. Manager) and subordinate managers from CEO. The VASC Sr. Manager works closely with the onsite leaders from other County Departments, especially Valley Medical Center (VMC) and the Behavioral Health Services Department (BHSD), which have large staff contingents because the second floor is dedicated to a primary care clinic, a behavioral health clinic, a dental clinic, and other medical services. Attached is the FY 2023 VASC staffing plan by Department; this document was included as part of the Administration's report to CSFC in June.

The Program Manager works directly with managers and executives from the various departments to ensure that all County staff and community partners work as a team and support the strategic objectives and values of the VASC; however, the Program Manager does not direct or supervise staff from other County Departments. For example, the VASC ambulatory clinic leadership triad maintains clinical and operational control over their areas of expertise and reports to VMC leadership structures. This ensures that clinical staff are supervised according to regulatory requirements.

The VASC Sr. Manager's role is similar to that of a Program Manager II in the District Attorney's Office (DAO), which has oversight of the Children's Advocacy Center. And, just as the Children's Advocacy Center Program Manager is supported by an executive in the DAO, the VASC Sr. Manager is supported by an executive in CEO. In this case, the County Executive has assigned a Deputy County Executive to support the VASC Sr. Manager.

Encl: FY 2023 Staffing Plan for VASC (Attachment B from June 23, 2022, CSFC, Item No. 7)

CC: Chief Board Aides for Supervisorial Districts 2 and 4
Miguel Márquez, Chief Operating Officer
James Williams, County Counsel
Tiffany Lennear, Clerk of the Board
John Mills, Director, Employee Services Agency

Attachment B – VASC Staffing Plan

Department	Existing Positions	Recommended Budget Adds for Fiscal Year 2023	Total
Office of the County Executive	14.0 Full-Time Equivalent (FTE) <ul style="list-style-type: none"> • 1.0 Program Manager III • 1.0 Program Manager II • 1.0 Administrative Services Manager I • 8.0 Office Specialists III • 2.0 Community Outreach Specialists • 1.0 Utility Worker 	6.0 FTE <ul style="list-style-type: none"> • 1.0 Program Manager I • 1.0 Office Management Coordinator • 2.0 Community Workers • 1.0 Management Aide • 1.0 Utility Worker 	20 FTE
Behavioral Health Services Department	10.2 FTE <ul style="list-style-type: none"> • 1.0 Program Manager II • 0.6 Psychiatrist • 1.0 Psychiatry Technician II • 2.6 Marriage and Family Therapists II • 2.0 Rehabilitation Counselors • 2.0 Mental Health Peer Support Workers • 1.0 Sr. Health Services Representative 	5.0 FTE <ul style="list-style-type: none"> • 1.0 Psychiatrist • 2.0 Marriage and Family Therapists II • 2.0 Health Services Representatives 	15.2 FTE
Santa Clara Valley Medical Center	21.3 FTE <ul style="list-style-type: none"> • 1.0 Medical Director/Physician • 1.0 Health Center Manager • 1.0 Assistant Nurse Manager • 2.0 Physicians • 0.3 Physician – EH • 1.0 Medical Lab Assistant • 1.0 Dentist • 2.0 Registered Dental Assistants • 2.0 Pharmacists • 2.0 Pharmacy Technicians • 1.0 Pharmacy Assistant • 3.0 Licensed Vocational Nurses • 2.0 Clinical Nurses III • 1.0 Nurse Practitioner • 1.0 Nurse Coordinator 	N/A – VASC Leadership is reviewing service needs and will present recommendations to the full Board during the Mid-Year Budget Review process or the annual budget process as needed.	21.3 FTE
Social Services Agency	2.0 FTE <ul style="list-style-type: none"> • 2.0 Client Services Technician 	N/A – VASC Leadership is reviewing service needs and will present recommendations to the full Board during the Mid-Year Budget Review process or the annual budget process as needed.	2.0 FTE

