# Services Available to Victims, Families, and Community in Need of Counseling and Support

Our hearts are with everyone impacted by the tragic event at the Valley Transit Authority (VTA). We continue to work together to ensure resources and services are available to assist our community.​

* VTA employee assistance counseling (408) 241-7772
* Individuals may call the County Behavioral Health Call Center and be directed for services. Call Center number is 1-800-704-0900. For the Mobile Crisis team, select option 2
* Suicide and Crisis Hotline – 1-855-278-4204 or text RENEW to 741741 to speak confidentially with a crisis counselor
* Centre for Living with Dying Grief Counseling Support 408-278-2512
* **2-1-1 Information and Referral Services**. Dial 2-1-1 for access to health and human services such as mental health counseling. It is a free non-emergency, confidential service that operates 24 hours a day, seven days a week. It is available in English, Spanish, Vietnamese, Tagalog, Mandarin, and 140 other languages.

**Family Assistance Center**  
The Santa Clara County DA Office’s Victim Services Unit, the American Red Cross and the County’s Behavioral Health Services have opened a Family Assistance Center at the Red Cross – 2731 N. 1st Street, San Jose, CA, (408) 209-8356. Services at the Family Assistance Center are available to victims, family members, witnesses, and others who may have been impacted by this tragic event.

Services to be provided at this location include grief counseling and emotional support; assistance filing claims for state funds for payment of medical bills, counseling bills, and other assistance for victims and their families, and referrals to agencies and providers for medical, counseling, and other services.

* Friday, May 27, 2021, 11 a.m. – 7 p.m.
* Saturday, May 28, 8 a.m. – 5 p.m.
* Sunday, May 29, 8 a.m. – 5 p.m.

Telehealth counseling services are also available for the same hours listed above via Zoom: <https://sccgov-org.zoom.us/j/99520670342>

For phone access to Zoom Telehealth Counseling:

(669) 219-2599 or (669) 900-6833

Meeting ID: 995 2067 0342

The Victim Services Unit San Jose office is available for walk-ins, Monday through Friday, 8 a.m. to 5 p.m. at 70 W. Hedding St., West Wing, San Jose. Please contact the Family Assistance Center at 408-209-8356 for additional information.

Our community has demonstrated tremendous fortitude during this horrific event. We would like to thank all first responders for their exemplary response, including local firefighters and law enforcement, EMS, our County health system physicians, nurses, medical personnel, County staff, public information officers, emergency management staff, volunteers and community members.