

Confidential Counseling and Support Services

VTA Employee Assistance Program (EAP)

Available 24 hours a day, 7 days a week 800-962-1306.

Can provide grief and loss counseling and trauma response amongst many other services.

When calling EAP for grief counseling services, employees should indicate they are a VTA employee or a family member of a VTA employee and are looking for a counselor who specializes in trauma.

Employees seeking counseling related to the Guadalupe incident will not be limited to the standard 5 sessions.

Kaiser Psychiatry

Adult Psychiatry - No Referral Needed! | Available for Kaiser Members Only

Call to speak to a licensed therapist: 408-972-3095 | Available 24/7.

Weekly Community Support Group

Tuesdays 5:00pm- 6:30pm [Click Here](#)

When calling Kaiser for grief counseling services, employees should indicate they are a VTA employee or a family member of a VTA employee and they are looking for a counselor who specializes in trauma.

If an employee/family member is having problems with obtaining counseling sessions after initially calling the main number for therapy, they should call the escalation number: 800-390-3503

Bill Wilson Center (BWC), Centre for Living with Dying and Critical Incident Response

Call to schedule an appointment during business hours: 408-243-0222

Bill Wilson Center Contact Cares Support Line: 408-850-6125 | 24 hours a day, 7 days a week

7 Cups

7 Cups provides emotional support 24/7 a day via online chat. Be heard by trained volunteer listeners and chat with others in support chat rooms. To connect for this free service, please log on to <https://www.7cups.com/>

County of Santa Clara Behavioral Health Services Department

Crisis Support Services

- Suicide and Crisis Hotline 24/7 | 855-278-4204
- Crisis Support via Text: Text RENEW to 74141

Mobile Crisis Response Team

- [Uplift Family Services Mobile Crisis Program](#) | 408-379-9085 (24-hour intervention to children and teens in the community who are in acute psychological crisis)

Behavioral Health Services

- Call Center: 24/7 centralized entry point for individuals seeking behavioral health services in Santa Clara County | (800) 704-0900
- Gateway Call Center for Substance Abuse Treatment Services | 800-488-9919
- Youth Substance Use Treatment Services (M-F 9:00 AM – 6:00 PM) | 408-272-6518
- Youth Substance Use Treatment Services (Afterhours) | 800-488-9919

Victim Services Unit

For questions about available services or community resources:

Call 408-295-2656 | Monday – Friday | 8:00 AM – 5:00 PM

Having issues connecting with a counselor?

Please contact Cassandra Leventon at 408.321.5758 or Cassandra.leventon@vta.org

Reminder: All counseling is confidential and VTA does not have access to those records.

Revised 8/16/21