

How to Show Up!

11/05/2024 BOS Meeting 10:00 AM; TRUST Direct Line

Last December, SURJ and our partners SV De-Bug & RECS [fought for and won a direct line to TRUST](#). That direct line is now being released, and it is going before the Board of Supervisors for a final approval of the plan.

We are grateful for this direct line finally being released, as this will reduce barriers for people in crisis to get the help they need. But we want to make sure that the TRUST call center is not merged with the MRSS (youth crisis response) call center with cross-trained staff--this defeats the purpose of specialized care, if TRUST employees are answering MRSS calls and vice-versa. It's also a misuse of funds earmarked for TRUST if they're going to also support MRSS.

In addition to this, the marketing materials need to more clearly state that TRUST is a non-police crisis response. The county's latest flier says this (kind of), but it is easy to miss and in small print. This is the feature of the program, and we know people will understand and want to use the service if it is absolutely clear what it is.

Want to make a difference? Come out on Tuesday morning to the County Board of Supervisors meeting at 10:00 AM. Please sign up to commit to either in-person or online, or if you can't attend, write a comment to the Supervisors.

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Agenda & Item Information

Item 9: Time Certain No Earlier than 10 AM: Receive quarterly report from Administration relating to mental health and substance use as a public health crisis.

TRUST DIRECT LINE FLIER

*Check the #public-hearings Slack channel for time updates. Email siegler669@gmail.com for a **Slack invite**.*

Sign Up to Comment

Sign up to comment either in person, on zoom, or by email [**HERE**](#).

Zoom Instructions

- **LOGIN** to the meeting: <https://sccgov-org.zoom.us/j/96149590553> You may also call into the meeting by smartphone at (669) 219-2599, Webinar ID 961 4959 0553# (Call in attendees press *9 to request to speak, and *6 to unmute when prompted).
- **Raise your hand for Agenda Item 9 (To be heard on earlier than 10:00am)**

In-Person Instructions

- If you're attending **in person**, please go to:
Board of Supervisors Chambers
70 W Hedding Street, 1st Floor
San Jose, CA 95110
- **Fill out and submit a comment card for Agenda Item 9**

Email Instructions

If you can't make live public comment, you can submit public comment by email (by 5PM Monday) to:

boardoperations@cob.sccgov.org and

CC your supervisor:

District 1 - Sylvia Arenas: sylvia.arenas@bos.sccgov.org

District 2 - Cindy Chavez: cindy.chavez@bos.sccgov.org

District 3 - Otto Lee: supervisor.lee@bos.sccgov.org

District 4 - Susan Ellenberg: supervisor.ellenberg@bos.sccgov.org

District 5 - Joe Simitian: supervisor.simitian@bos.sccgov.org

([look up your district here](#))

__and__

BCC wehearyou@surjsantacalaracounty.org so we can track our impact!

Drafting your comment (Maximum 60 seconds)

1) Start with - Hi, I'm [NAME]. I live in District [DISTRICT #] and am a member of Showing Up for Racial Justice Santa Clara County. I am quite pleased and grateful that the direct line for TRUST is about to be released, as this will further reduce barriers for people in crisis to get the care they need. Two concerns remain—one is that we have heard that there will be cross-training in the call center with MRSS. The second concern is that the marketing materials need to clearly state that TRUST is a non-police crisis response” in a way that is noticeable, highlighted, and centered.

2) Pick a reason why the BOS needs to explicitly instruct that there is no merging or crossover between TRUST and MRSS:

- **Specialization**—cross-training between two programs defeats the purpose of specialization
- **Allocation of Funds**—the funds allocated were for TRUST, not MRSS. While MRSS is without a doubt quite important, the community fought for funding for a direct line for TRUST

- **Call Center Retention**—adds an entire additional role to the call center representatives' current role, with no additional pay to compensate for it. This will hurt with retention in a field that is already difficult to hire for.
- **Families Asked for this from the Beginning**—the families who fought for TRUST asked for a direct line and dedicated staff from the start, and were repeatedly shut out of the decision-making process and never consulted. Simply reaching out to the families organized through Silicon Valley De-Bug could have saved everyone a great deal of headache these last few years
- **Supervisor Lee's Referral**—the instructions in Supervisor Lee's referral noted that "[i]n urgent situations, time is often of the essence, and having immediate access to a support team can be crucial. Additionally, these situations often require specialized knowledge or skills." Once again, having call center employees responsible for two roles simultaneously, each with entirely different populations and protocols, defeats the purpose of specialization. This could very well be the difference between life and death for members of our community.
- **Staffing/Overflow**—If the purpose of this is to handle overflow, then the real solution to that is finding the funding for more call center reps for MRSS and TRUST. If there is any risk of people being on hold, then we need a more robust team of call center representatives. But sacrificing the specialization for the sake of saving a few dollars in the short term will become a liability if a call to either MRSS or TRUST ends up poorly. Lives are on the line, and we truly cannot afford that risk.

3) MUST HAVE (The ASK) - We insist that the Board instructs the county and community based organizations to keep TRUST and MRSS completely separate—specialized call center reps will better serve the community. And please showcase that TRUST is a non-police crisis response in marketing materials.