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Marcus Alert

Newsletter on Marcus Alert and the Crisis Transformation for Region 4 of Virginia

NACo Features Henrico

Henrico County's Marcus Alert framework was featured in a recent National Association of Counties (NACo) brief highlighting innovative approaches to improve outcomes for behavioral health 911 calls and strengthen the broader behavioral health crisis response system.

Click here to read the brief.



Hanover Recognizes 988 Day

Hanover County's Behavioral Health Wellness Team recognized 988 Day by creating a video where staff across the county highlight some of the reasons why someone might contact 988.

Check out the video here!

National Co-Responder and Crisis Responder Week

What is Co-Responder and Crisis Responder Week?
National Co-Responder and Crisis Responder Week celebrates the teams that respond to behavioral health crisis calls across the country. This year's week fell within the week of September 13-19, 2026.

Who are co-responders and crisis responders?
Co-responders and crisis responders are teams of clinicians, law enforcement officers, peer recovery specialists, EMTs/paramedics, and other frontline staff that respond together to behavioral health crisis calls.

What do these teams do?
Co-response and crisis response teams engage those in crisis in assessment, de-escalation, triage, safety planning, and connection to resources, with the goal of preventing more intensive intervention.

What do these teams look like in Region 4?
There are several co-response and crisis response teams across Region 4, and they continue to grow with Marcus Alert implementation. These teams have supported thousands of individuals with connection to treatment and diversion from hospitalization and arrest. Go to page 2 to meet three of these teams!

Want to learn more? Contact Hannah Neukrug, Region 4 Marcus Alert Coordinator: hannah.neukrug@rbha.org

Meet Three Co-Response Teams

We asked three co-response teams what they wish the public knew or understood about what they do. See what they had to say!

"We divert calls from institutions and even from death, we take call volume from the police department so they can focus on crime, we alleviate pressure from hospitals so they don't have people sitting in the ER…. But we are only two teams for the entire city, and there is always a need. I want us to be able to do more." - Clinician Coyote

"Awareness – Some people don't even know we exist." – Officer Chavis





"We are a good resource for referrals and being in-person with someone can make that process so much easier. Our role in connecting people to resources could be utilized more." – Clinician Grace

"I'm not there to arrest you or because you're in trouble, I'm there to provide resources and streamline, so we don't have to go through several different channels. I'm there to support you." - Officer Jessie

"We fill the gaps for each other's roles, but we also fill the gaps in community services by serving as an extension of resources… Mental health isn't black and white, and we can help navigate the grey." - Clinician Sophia

"We are coming out as a team to try to prevent hospitalization, and we have multiple agencies coming together to come up with all possible alternatives." – Officer Logan

