

Marcus Alert

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

Thank you crisis workers!

National Co-Responder and Crisis Responder Week

September 14 - 20 was National Co-Responder and Crisis Responder Week. Thank you to our dedicated responders who work quickly and collaboratively to provide critical, immediate crisis intervention and support to individuals in the community across Region 4.

988 Day

September 8th was the 2nd annual 988 Day. Thank you to our Regional Crisis Call Center counselors who de-escalate crises and connect callers to local care. See how our region celebrated:



Crisis Stabilization Unit Q&A

What is a Crisis Stabilization Unit (CSU)?

CSUs offer short-term (<15 days), 24/7, residential crisis evaluation and intervention services in a non-hospital environment. Multidisciplinary teams provide services such as psychoeducation, counseling, psychiatry, medication management, and linkage to community resources.

What are the CSUs in our region?

The 16-bed CSU for adults 18+ is located at RBHA's main building (107 S 5th St, Richmond, VA). The 8-bed CSU for youth ages 5-17 is located at St. Joseph's Villa (8000 Brook Road, Richmond, VA).

When should I refer someone to a CSU?

When an individual is showing changes in behavior that are tied to their mental health, and these changes are severely impacting their functioning or posing safety risks. CSUs can serve as an alternative to hospitalization, and they can also serve as a step-down from an inpatient hospital stay.

How are referrals made to the CSUs?

For the adult CSU, referrals must come from a CSB or hospital (24/7 admissions line: **804-343-7691**). For the youth CSU, anyone can refer (24/7 admissions line: **804-874-9119**). The referral source is expected to be a part of treatment planning and discharge planning.

How can I learn more?

To learn more about our region's adult CSU, [click here](#). To learn more about our region's youth CSU, [click here](#).

Youth CSU Feature

In this newsletter, we are featuring a clinician and a program manager from the region's youth CSU! Keep reading to learn about Ms. Tina and Dr. Alicia.



What is your role at the youth CSU?

Ms. Tina: I am a Clinician with the youth CSU at St. Joseph's Villa. I have been with St. Joseph's Villa for 7+ years and have been working with the CSU for 3 years.

Dr. Alicia: I am the Crisis Services Program Manager – Operations with the youth CSU at St. Joseph's Villa. I have been working with the CSU since October '24. I am coming up on my 1-year anniversary.

What made you interested in working at the youth CSU?

Ms. Tina: I was drawn to the CSU because I enjoy being able to share what I've learned with individuals and their families in a short-term, impactful setting.

Dr. Alicia: I have always enjoyed working with children. I have also wanted to work at St. Joseph's Villa. So, when the opportunity presented itself, I quickly applied for the position.

What is the most challenging part of your job?

Ms. Tina: Maintaining adequate self-care can be one of the most challenging aspects of this work.

Dr. Alicia: The most challenging part of the job is staff retention, which has nothing to do with the youth we serve. Providing services 24/7/365 can be exhausting work resulting in quick staff burnout and heavy staff turnover.

What is the most rewarding part of your job?

Ms. Tina: Witnessing the progress individuals and their families make during their time with us.

Dr. Alicia: When you see relief on a parent/legal guardian's face because they know that their child is at a place where they will be safe, well cared for, and will receive the help/services they need.

What is something you wish the general public knew or understood about the youth CSU?

Ms. Tina: I wish more people knew that we are here – not just physically, but as a resource. We provide support, education, and trauma-informed care in creative and therapeutic ways to help ensure stabilization and prevent rehospitalization.

Dr. Alicia: I would like for the general public to know that we take our commitment to not only care for the youth we admit, but also their family, very seriously. When a youth is admitted to the CSU, they become our child for up to 15 days. And when that youth is discharged, we intentionally ensure that all the services and resources they are linked to support the entire family, not just the youth.



Have questions?

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