

# Marcus Alert

*Quarterly newsletter on Marcus Alert for Region 4 of Virginia*

## Region 4 Learning Resources

### Crisis Services Transformation Video

Check out [this 3-minute video](#) to learn about the expansion of mental health crisis services in our region and across the commonwealth!



## Crisis Receiving Center Q&A

### What is a Crisis Receiving Center (CRC)?

A CRC is a facility that offers 24/7 call and walk-in services for individuals experiencing mental health and substance use crises. Within 23 hours of admission, a multidisciplinary team will provide rapid assessment, crisis stabilization services, and make referrals for follow-up care.

### What are the CRCs in our region?

The CRC for adults is located at RBHA's North Campus (1700 Front St, Richmond, VA), and the CRC for children (ages 7-17) is located at St. Joseph's Villa (8000 Brook Road Richmond, VA). For referrals to the adult CRC, call **804-819-4141**. For referrals to the youth CRC, call **804-553-3201**.

### When should I consider referring someone to a CRC?

When an individual needs immediate therapeutic services, can consent to treatment, and does not pose imminent danger to themselves or others. Parent/guardian engagement is a key component of treatment at the youth CRC.

### What are the benefits of the CRC?

As an alternative to hospital emergency departments, the CRCs benefit the individual by keeping them safe in the community and connecting them swiftly with care. CRCs also benefit the broader public by decreasing dependence on critical emergency resources and by providing cost savings.

### How can I learn more?

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

### Crisis Services Transformation Training

To learn more about the expansion of mental health crisis services across our nation, state, and region, sign up for Region 4 Programs' Crisis Services Transformation Training on April 7th from 10am-12pm via Zoom. CSB employees can register on [Relias](#) with the code **040725**. Partners can email [hannah.neukrug@rbha.org](mailto:hannah.neukrug@rbha.org) to sign up.



**Someone  
to Talk To**



**Someone  
to Respond**



**A Safe Place  
for Help**

# Youth CRC Feature

In this newsletter, we are featuring a case manager and a clinician from the youth CRC! Keep reading to learn about Case Manager Juliana and Clinician Natalie.



## **What is your role, and how long have you worked at the CRC?**

**Juliana:** I am a Clinical Case Manager at the CRC and have been here since it opened in April of 2024.

**Natalie:** I am a Clinician at the CRC and have worked there since opening day in April of 2024.

## **What made you interested in working at the CRC?**

**Juliana:** For me, it's all about the individual and finding the best ways to support them. Working in crisis intervention not only gives me the opportunity to help people in their time of need, but also allows me to grow as a mental health professional.

**Natalie:** I was interested in being a part of the first youth CRC in the state and providing an alternative to the emergency room. The CRC is a way that youth can receive help and community resources in a less intimidating environment and have somewhere to stay safe for up to 23 hours.

## **What is the most challenging part of your job?**

**Juliana:** Planting seeds we do not get to see grow. While we follow up on referrals and keep our doors open, we must trust that our work has made a positive impact even if we do not get to see an individual's long-term mental health journey.

**Natalie:** Only having up to 23 hours to work with the individual. It is not a long time, so we cannot dive deep into problems or chronic thoughts that they have. We provide as many tools and resources that we can, and while we hope that they will not have to come back, always let them know that they are able to.

## **What is the most rewarding part of your job?**

**Juliana:** It is an honor to serve individuals when they are feeling their most vulnerable. If I can make someone's crisis experience a little less painful, scary, or traumatic - this is why I am in this field.

**Natalie:** When a youth is comfortable enough to talk about something that they are passionate about. Not everyone who comes in is at a place where they are able to share, but when they are, it is fulfilling.

## **What is something you wish the general public knew or understood about the CRC?**

**Juliana:** We take referrals and inquiries via phone, but we also welcome walk-ins!

**Natalie:** The program is up to 23 hours, but the youth do not have to stay the full 23 hours. The purpose of the CRC is to serve the needs of the individual the best way we can, whether that means that they are here for a few hours or for the full time.



***Have questions?***

Feel free to contact Hannah Neukrug, Marcus Alert Coordinator for Region 4, at: [hannah.neukrug@rbha.org](mailto:hannah.neukrug@rbha.org)