

Marcus Alert

Quarterly newsletter on Marcus Alert for Region 4 of Virginia

In the News

Henrico MRT Feature

“You don’t have to do it by yourself.”

[Check out this Henrico News feature](#) on the impactful work of Henrico’s Mobile Response Team (MRT)!



CReST Mobile Crisis Response Article

“Meet people where they are.”

[Check out this Virginia Mercury article](#) on the statewide expansion of Mobile Crisis Response, which features Region 4’s CReST!



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.

When should I consider referring someone to a CRC?

When an individual needs immediate services, can consent to treatment, and does not pose imminent danger to themselves or others. The CRC strives to divert from hospitalization.

Are there CRCs in our region?

Yes - There is a CRC for adults located at RBHA’s North Campus, and there is a CRC for children (ages 7-17) located at St. Joseph’s Villa. Family involvement is a key component of treatment at the child CRC.

How do I access the CRCs?

For referrals to the adult CRC, call **804-819-4141**. For referrals to the child CRC, call **804-553-3201**.

How do CRCs relate to Marcus Alert?

Both Marcus Alert and CRCs are statewide initiatives that aim to expand mental health crisis services, with the goal of responding to crises in the least restrictive way.

How can I learn more?

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

Adult CRC Feature

In this newsletter, we are featuring a nurse and a clinician from the adult CRC! Read on to learn about Nurse Erica and Clinician Dashauna.



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

Erica: I am a registered nurse for the CRC. I've been with the program since it opened in July 2024.

Dashauna: I am a clinician for the CRC. I have been working with the CRC and Withdrawal Management since February 2024.

What made you interested in working at the CRC?

Erica: Being a part of the team offers me the opportunity to provide immediate, quality care to individuals struggling with acute mental health issues. Losing loved ones to both suicide and addiction as well as overcoming my own struggles has given me a level of understanding and compassion.

Dashauna: Being a crisis clinician allows me to provide a safe place for clients when they are experiencing challenges and make a difference by providing support and resources.

What is the most challenging part of your job?

Erica: Dealing with individuals in crisis can be emotionally demanding. Ensuring I'm taking care of my own mental health is critical to providing the best care and helps me be a better team member.

Dashauna: Resource limitations. Linking the client with resources in the community while also navigating through barriers of financial hardship, limited providers, and housing support.

What is the most rewarding part of your job?

Erica: Providing compassionate support and encouragement to individuals during their most vulnerable moments gives me a sense of purpose and fulfillment. Knowing we make a difference by helping people find their way through a mental health crisis is very rewarding.

Dashauna: Being able to make a difference in the short period of time, whether it be big or small. Seeing the sense of relief that client gets when they feel supported and heard.

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

Erica: The CRC provides a variety of services, such as support, stabilization, medication management, and assistance with next steps. Mental health affects all of us, whether it's our own struggles or those of someone we know/love. You are not alone. It's okay to speak up and reach out. We're here to help.

Dashauna: That we are here! Since we are a newer program, we are trying to get the word out so that people know that they can get more immediate help if needed.



Have questions?

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