

# Marcus Alert

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

## *What is Marcus Alert?*

Marcus Alert is a legislative framework designed to improve responses to mental and behavioral health crises in Virginia. The protocols are part of a broader crisis system transformation involving expansion of services such as 988, Co-Response, and Mobile Crisis Response. To learn more about Marcus Alert across the state, [check out this DBHDS website](#).

## Training

If you would like to bring a Marcus Alert training to your agency or would like to discuss other crisis system training opportunities, don't hesitate to email: [hannah.neukrug@rbha.org](mailto:hannah.neukrug@rbha.org)

## Grants

The Bureau of Justice Assistance (BJA) has [several funding opportunities](#) for cross-system approaches to behavioral health crisis response. You can subscribe to their newsletter for updates at: [bja.ojp.gov/subscribe](http://bja.ojp.gov/subscribe)

## 988 Q&A

### What is 988?

988 is the three-digit number that anyone can call if they or a loved one are experiencing a mental health crisis. 988 is available 24/7 by phone, text, or chat, anywhere in the U.S.



### What types of resources does 988 refer to?

In addition to providing immediate emotional support, 988 crisis workers can connect callers to local resources. If needed and desired by the caller, 988 crisis workers can dispatch Mobile Crisis Responders for a rapid, in-person response. Between January and March 2024, 6,134 calls were made to 988 from Region 4 area codes, and 1,405 Mobile Crisis Responses were dispatched across the region.

### When someone contacts 988, will law enforcement or EMS be dispatched?

988 is designed to promote stabilization and care with minimal first responder intervention. Currently, fewer than two percent of calls nationwide require a connection to 911 due to imminent safety or health risks. The Marcus Alert protocols help to ensure that when law enforcement is involved, appropriately trained officers are sent.

### How can I learn more?

Check out [988va.org](http://988va.org) to learn more.



# Co-Response Feature: Chesterfield

This newsletter, we are featuring a co-response team from the second locality to implement Marcus Alert in Region 4: Chesterfield! Read on to learn about Clinician Tiffany and Officer Bowen from Chesterfield's CORE Team.



## How long have you worked on the CORE Team?

**Tiffany:** I have been on the CORE Team since implementation of the pilot in February 2023. I was one of the first Clinicians to start on the CORE Team with Chesterfield County.

**Officer Bowen:** I have worked with the CORE Team since August 2023.

## What made you interested in being a co-response officer/clinician?

**Tiffany:** I was interested in being a CORE Team Clinician for two reasons: To help demonstrate the cohesiveness and collaboration between the Chesterfield Police Department and Chesterfield Mental Health, and to build rapport with clients and community partners - put a positive face to mental health.

**Officer Bowen:** Mental Health has had an impact in my family, and I have a passion to help others going through the same.

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

**Tiffany:** The most challenging part of my job is having to place adolescents under TDOs. It's difficult seeing someone young in such distress.

**Officer Bowen:** The volume of calls for service is challenging with the amount of personnel we have at this time.

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

**Tiffany:** The most rewarding part of my job is hearing a client say thank you or say that it is good to see mental health and police working together.

**Officer Bowen:** What I have found to be the most rewarding is when we have been able to support the family along with the client.

## What is something you wish the general public knew or understood about co-response?

**Tiffany:** Co-response is a conduit that provides supports to our community for mental health services. Co-response is also the bridge that fills that gap between the negative stigma associated with mental health and law enforcement.

**Officer Bowen:** I would like the general public to know that we are there to provide resources and supports, and as the last resort assist with hospitalization.



**Have questions?**

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