

Marcus Alert

Quarterly newsletter on Marcus Alert for Region 4 of Virginia

What is Marcus Alert?

Marcus Alert is a legislative framework that was created as a response to the death of Marcus-David Peters, a 24 year-old Black biology teacher killed by Richmond police in 2018 amid a mental health crisis.

Marcus Alert is 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, [check out this DBHDS website](#).

Marcus Alert in Region 4

In Region 4 (Central Virginia), Richmond was the first locality to implement the Marcus Alert protocols in 2021, followed by Chesterfield in 2023. Henrico is planning for implementation in 2024. All localities in Virginia must implement Marcus Alert by 2028.



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 United States.

Who answers 988 in Region 4?

In Region 4, 988 is answered by trained professionals at [HopeLink](#) (formally PRS). Between July and September 2023, HopeLink received 3,273 calls from Region 4. Of those calls, 48% came from Richmond, 13% from Chesterfield, and 12% from Henrico.

What happens when someone contacts 988?

Crisis workers provide emotional support and connection to resources. Last fiscal year, about 85% of calls received by HopeLink for Region 4 did not require an additional response.* Check out [988va.org](#) to learn more.



Co-Response Feature

What is co-response?

“Co-response” is a model for responding to behavioral health crises. Although there are many models across the county, co-response typically involves a law enforcement officer and a mental health professional responding to a 911 call together.



What are the goals of co-response?

The goal of co-response is to provide effective, immediate support for individuals in mental health crisis. Co-response aims to reduce rates of hospitalization, incarceration, and use of force.

What does co-response look like in Region 4?

Currently Richmond, Chesterfield, and Henrico have co-response teams. Check back for more information about these teams in future newsletters!

Did you know?

Mobile Crisis Response is rapid, in-person response to individuals experiencing mental health crises. The goal of Mobile Crisis Response is to reduce cycles of crises and prevent the need for more intense care.

CRest and REACH (which supports individuals with developmental disabilities) are the public providers of Mobile Crisis Response in Region 4, serving both children and adults. From July through September of 2023, CRest completed 72 mobile crisis responses, **zero** of which were escalated to involve law enforcement.

To reach CRest and REACH’s referral hotline, call 833-968-1800.

We want to hear from you!



Please complete this brief survey to share your thoughts for future newsletters and nominate an individual to be featured!

Have questions?

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



*Though representative of regional and national 988 trends, this data only includes calls transferred from 911 centers and made to the community line.