



# **Office of Crisis Services**

## **988/Marcus Alert Overview**

# Office of Crisis Services and Supports

The OCSS was established in July of 2021 and tasked with organizing the formally disconnected crisis efforts of multiple offices to enhance the buildout and deployment of crisis services.

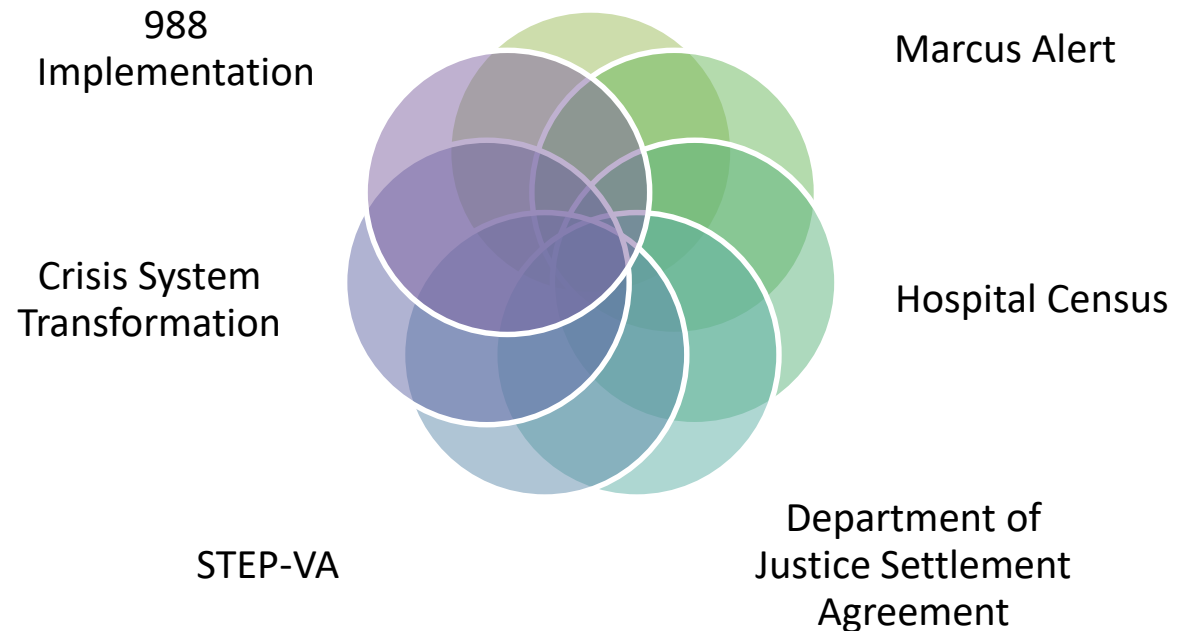
-REACH -Emergency Services -CSU/CTH -CITAC  
-Crisis Call Centers -Crisis Receiving Centers  
-Marcus Alert

## Office of Crisis Services and Supports Efforts

- Connecting Crisis Data Points across service modalities
- Data driven decision making related to system buildout
- Completion of Data Platform Core components
- Program Standards across crisis services that lack appropriate definition
- Enhancement of CRC buildout
- Review of CSU funding needs
- TDO Reduction
- Increased Community Resource Utilization during/post crisis

**Someone to talk to,  
someone to respond, a  
place to go.**

Project Bravo



# Vision for the Crisis System Transformation

Objective: The development of a community-based, trauma-informed, recovery-oriented crisis system that responds to crises **where they occur** and **prevent out-of-home placements**



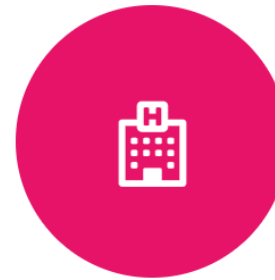
## HIGH-TECH CRISIS CALL CENTERS

These programs use technology for real-time coordination across a system of care and leverage big data for performance improvement and accountability across systems. At the same time, they provide high-touch support to individuals and families in crisis.



## 24/7 MOBILE CRISIS

Mobile crisis offers outreach and support where people in crisis are. Programs should include contractually required response times and medical backup.



## CRISIS STABILIZATION PROGRAMS

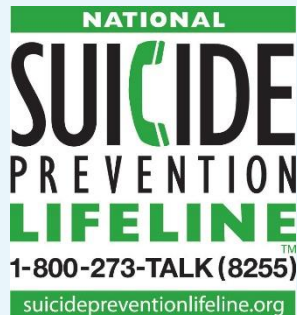
These programs offer short-term “sub-acute” care for individuals who need support and observation, but not ED holds or medical inpatient stay, at lower costs and without the overhead of hospital-based acute care.



## ESSENTIAL PRINCIPLES & PRACTICES

These must include a recovery orientation, trauma-informed care, significant use of peer staff, a commitment to Zero Suicide/Suicide Safer Care, strong commitments to safety for consumers and staff, and collaboration with law enforcement.

# 988 Legislation



**Calls to the Lifeline are routed to their closest center based on area code**, with the goal of connecting callers to counselors in their own state.

- Current average of 4,700 calls each month
- Call Centers are currently at 90% of staffing
- FY22-23 will be the first full year of funding to Centers

- National Suicide Hotline Designation Act of 2020
  - July 16, 2022
- SAMSHA 988 Capacity Building Grant
- SB 1302 Crisis Call Center Fund
  - <https://talk.crisisnow.com/virginia-is-first-state-to-pass-988-service-fee-legislation/>

DBHDS has been partnering with in-state National Suicide Prevention Line call centers in Virginia since 2020. In that time, the in-state answer rate has risen 33% despite a call volume increase of 24%

# Priorities for 988

## Near Term Goals

- 44 Data Platform enhancements
- Streamlined reporting and data metrics for Call Center and Crisis Services
- Continued Evaluation of 988 needs
- Mobile Dispatch and Follow-up capabilities
- Improved two-way communication
- Finalizing core training standards

## Ongoing Efforts

- Enhance workflows and standards for crisis services interacting with 988
- Technical Assistance for chat/text functionality
- Continued Evaluation of 988 needs
- Integrating other crisis services and lines
- Bed Registry
- Streamlined/Enhanced Reporting

# Funding For Marcus Alert Sites

## State General Funds:

\$600,000 allocation for 1 year planning (prior to code mandated implementation) and then ongoing \$600,000 for implementation.

- Funds come to DBHDS and are dispersed through Exhibit D.

# Implementation Schedule

## July 1, 2023 Implementation:

- Region 1: Rappahannock Area Community Services Board catchment area
- Region 2: Fairfax-Falls Church Community Services Board catchment area
- Region 3: Blue Ridge Behavioral Healthcare catchment area
- Region 4: Chesterfield Mental Health Support Services catchment area
- Region 5: Hampton-Newport News Community Services Board catchment area

# Who Implements Next?

- Marcus Alert Regional Coordinators are actively seeking this information within each region
- Seeking volunteers from each region for implementation schedule 2024-2028) – if no volunteers default to population size.
- Would like to have a full list of implementing areas by region by the end of 2022.

# Timeline for Plan Submissions

5 Months	Localities are required to submit Marcus Alert Local Plans at least 5 months before implementation.
February 1, 2023	Second Implementing Areas (CSBs, PSAPs, and LEAs) are required to submit Marcus Alert Local Plans.
July 1, 2023-2028	Implementation of the Marcus Alert local plan is phased in for localities a minimum of one (1) locality per DBHDS region each year through 2026, all implemented by 2028

\*Once Regional Implementation schedules are available more specific dates will be provided.

# Local Plan Components

There are eight (8) required sections:

- **Local Agency Inventory** – What Law Enforcement and PSAP agencies are in your catchment area?
- **Stakeholder Member List** – What stakeholders have been involved for Marcus Alert planning?
- **Marcus Alert Responses** – What resources are locally available that will respond to Marcus Alert type calls?
- **Protocol 1** – 911 Diversion to 988
- **Protocol 2** (*not required for those choosing to be exempt*) – Formal Agreements between the Regional Hub and Law Enforcement
- **Protocol 3** (*not required for those choosing to be exempt*) – Specialized Response from Law Enforcement
- **Budget** – How do you plan to spend the Marcus Alert Allocation?
- **Contact Information** – How do we get in touch?

# Regional Marcus Alert Coordinators

These Positions are locally/regionally staffed and provide support to LE, BH, and PSAPs

Region 1	Erika Vesely, <a href="mailto:evesely@rrcsb.org">evesely@rrcsb.org</a> 540-718-3569
Region 2	Jean Post, Acting, <a href="mailto:Virginia.post@fairfaxcounty.gov">Virginia.post@fairfaxcounty.gov</a>
Region 3	Chris Parks, <a href="mailto:cparks@highlandscsb.org">cparks@highlandscsb.org</a>
Region 4	Amy Erb, Acting, <a href="mailto:erba@rbha.org">erba@rbha.org</a> 804-819-4187
Region 5	Todd McGehee, <a href="mailto:TMcgehee@vbgov.com">TMcgehee@vbgov.com</a> 757-404-8204

# Marcus Alert State Contacts

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## **Ashley Hart (PSAP)**

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# Thank you!

## Questions?

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