



MARCUS ALERT IN VIRGINIA:

How It Began And

What It Looks Like In Region V Today

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CITY OF VIRGINIA BEACH
**Human
Services**



MARCUS ALERT: HOW IT BEGAN IN VIRGINIA



MARCUS DAVID PETERS ACT

- Requires behavioral health, law enforcement, and 9-1-1 call centers to work together to better respond to behavioral health calls
- Named in honor of Marcus-David Peters, a 24yr. old high school biology teacher who was killed in May 2018 by a police officer in Richmond while experiencing a behavioral health crisis
- Aims to provide a community based, behavioral health response to behavioral health crises



What is Marcus Alert?

Marcus Alert is a legislative framework that was created as a response to the death of Marcus-David Peters. 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. [The Marcus-David Peters Act - \(virginia.gov\)](https://www.virginia.gov/dbhds/marcus-alert)



Fundamental Goals

Limit involvement of law enforcement (to the safest extent possible for all parties)



Achieve positive outcomes for individuals experiencing a mental health crisis



Reduce emergency room usage, criminal justice encounters, and psychiatric hospitalizations



Increase awareness and understanding of available mental health resources in our community



Protocols

Marcus Alert System, required that the Department of Behavioral Health and Developmental Services (DBHDS) and the Department of Criminal Justice Services (DCJS) establish a system to advance a behavioral health response, implemented through a racial and social equity lens, and thus ensure that all persons in crisis are treated with compassion and receive the best services to meet their needs from the time of the initial response





MARCUS ALERT
IN REGION V TODAY

CITIES INCLUDED IN REGION FIVE

R5 Partners



Chesapeake
Integrated Behavioral
Healthcare



Middle Peninsula-
Northern Neck
Community Services
Board



Virginia Beach
Community Services
Board



Colonial
Behavioral
Healthcare



Hampton-Newport
News
Community Services
Board



Portsmouth Department of
Behavioral Healthcare Services



Eastern Shore
Community Services
board



Norfolk Community
Services Board



Western Tidewater
Community Services
Board

TRIAGE FRAMEWORK FOR ASSESSING RISK LEVEL

• BEHAVIORAL HEALTH RESPONSE

- 988 Behavioral Health Call Centers
- Warm Lines
- Referrals given, if appropriate

LEVEL 1:
ROUTINE



• BEHAVIORAL HEALTH RESPONSE

- Mobile crisis team or community care team
- 988 Behavioral Health Call Center intervention
- Law enforcement notification and response if

LEVEL 2:
MODERATE



• CO-RESPONSE

- Mobile crisis plus law enforcement or community care team
- Law enforcement ensures a safe scene with co-response
- Behavioral health takes the lead after scene is known and

LEVEL 3:
URGENT



• LAW ENFORCEMENT RESPONSE

- Other responders dispatched but maintain safe distance until scene is secure
- BH response with lead determined on scene after de-escalation by law enforcement

LEVEL 4:
EMERGENT



VIRGINIA BEACH RECRUITMENT STATUS

Virginia Beach implemented December 2021

VB continues to recruit for the following positions:

- Mobile Crisis Supervisor
- Mobile Crisis Clin III, Youth and Adult
- Mobile Crisis Clin II, Mobile Crisis Youth and Adult
- ES Clinician II/QMHP -A to assist Mobile Co-Responder Team.
- Peer Recovery Specialist was hired to assist MCRT on the weekends and will work with Clinician II/QMHP

*Emergency Services fills in the gap when assessments are needed and Clinicians are not available on a shift.



LEVEL 2 RESPONSE - MOBILE CRISIS - VB

- MCR's goal is to move to 24/5 operations. Services are currently provided between the hours of 8:00 am - 10:30 pm Monday - Friday.
- MCR is experiencing staff shortages. In the interim, Emergency Services clinicians will assist with completing MCR assessments if there is a scheduling gap during the current hours of operations.



LEVEL 2 RESPONSE- MOBILE CRISIS

Eastern Hub Quarter 2 Activities			
Mobile Crisis Response	April	May	June
Hub Dispatch requests for MCR	4	16	5
Total MCR Admissions	0	5	5
Total MCR Contacts	4	25	58
Total MCR units	15	69	98
Average response time MCR	13.25	21	36.8
Community Stabilization			
Total CS referrals	13	11	9
Total CS Admissions	5	8	8
Totals CS Units	89	91	139



VIRGINIA BEACH- MOBILE CO-RESPONDER TEAM RESPONSE

- ES Certified Preadmission Screening Clinician (CPSC) and LE Officer ride together and are dispatched from PSAP
- Hours of Operation
 - M-F 9:30 am – 10:30 pm
 - Sat/Sun 12:00pm – 10:30pm
 - Goal to expand to 2:00am 7 days/week
- For FY23
 - 96% of all MCRT responses are deferred from Arrest or involuntary hospitalization
 - 13% result in an ECO
 - Only 2 TDOs issued after MCRT encounter (less than 1%)



LEVEL 3 RESPONSE - MCRT

April-June

- 118- Total # of calls from April – June.
- 4% resulted in Arrest (5 arrests)
- 13% resulted in an ECO (16 ECOs)
- 0% resulted in TDO (0 TDOs)
- 82% deferred from arrest and ECO (97/118)



CALL CENTER STATISTICS

Regional Call Center Data							
Date Range	Total Calls*	Total Dispatch	VA Beach 911	#LVL1/ Other	# of LVL2	# of LVL3	# of LVL4
Jan-24	2259	279	26	1980	248	10	21
Feb-24	2135	292	13	1843	247	18	27
Mar-24	2636	322	14	2316	276	20	24
Apr-24	2457	377	13	2084	322	26	25
May-24	2795	371	19	2425	329	19	22
June-24	3091	322	18	2767	283	18	23
July-24							
Aug-24							
Sept-24							
Oct-24							
Nov-24							
Dec-24							



PSAP STATS

DISPATCH TOTALS BY MONTH

April- 221

May – 234

June – 230

TOTAL – 685

DISPATCH BREAKDOWN BY TRIAGE LEVEL

MONTH	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
APRIL	36	11	156	18
MAY	15	16	181	22
JUNE	29	10	169	22

HAMPTON NEWPORT NEWS

1. Both Hampton and Newport News implemented July 1, 2023.

- CSB Team Recruitment Updates:
 - 1 Marcus Alert Coordinator
 - 1 Clinical Supervisor
 - 3 Mobile Crisis Counselors
 - 1 Peer Recovery Specialist
 - Currently recruiting for 4th Mobile Crisis Counselor position



HAMPTON NEWPORT NEWS - CO-RESPONSE

1. NN Fire Department and a community care team (CARE) has 3 teams and is currently recruiting for a third team

- Teams include a behavioral health clinician and an EMS worker
- **Hours of Operation**
 - CARE 1 operates Monday-Friday 7am-3pm.
 - CARE 2 operates Sunday-Wednesday 9am-7pm.
 - CARE 3 operates Wednesday-Saturday 9am-7pm

2. CSB Team/PD Co-response

- **Hours of Operation**
 - M-F 08:00 am – 11:00 pm
 - Weekend coverage is 8 hours each day, but shifts vary sometime between 8am and 11pm.



WTCSB/SUFFOLK MARCUS ALERT CO-RESPONSE

Suffolk implemented July 1, 2024

- Suffolk Fire and Rescue(SFR) will pair with WTCSB clinician
- WTCSB is implementing a Community Paramedicine program with Marcus Co-Response
- WTCSB is still recruiting for a full-time clinician dedicated to Co-Response.
- MOU's have been signed by all agencies in the catchment
- Hours of operation 11am-7pm

R5 HUB Stats

2024	Total Dispatch	# of LVL2	# of LVL3	# of LVL4	Telehealth	F2F	Is L.E. Currently Involved	Was L.E. Needed:	REACH	Central Adult	Central Child	Eastern Adult	Eastern Child	Northern Adult	Northern Child	CSB Providers	Privates Providers
January	279	248	10	21	28	251	29	11	105	20	22	10	1	2	0	160	118
February	292	247	18	27	21	271	39	7	105	16	27	4	4	2	2	160	129
March	322	276	20	24	32	290	39	16	109	30	34	19	2	2	1	197	131
April	377	322	26	25	18	359	49	16	106	24	31	13	1	0	0	175	202
May	371	329	19	22	24	352	36	13	114	14	32	11	2	0	0	173	198
June	322	283	18	23	21	300	39	14	112	23	11	5	4	0	0	156	166
July	348	312	14	22	4	347	32	20	118	24	6	5	2	4	0	159	189

First 7 Month Dispatch Totals 2022	First 7 Month Dispatch Totals 2023	First 7 Month Dispatch Totals 2024
223	849	1140

911 Transfers to 988

- PSAP(s) in Region 5 = 22
- PSAP(s) in Region 5 who have signed MOU(s) = 13
- PSAP(s) Who have asked and received Training on Transfers to 988 = 10

	VA Beach 911	Newport News 911	Hampton 911	Chesapeake 911	King & Queen Co.	Richmond Co.	Mathews Co.	Gloucester Co.	Lancaster Co.	Franklin PD	Southampton Co.	Suffolk 911	Isle of Wight Co.
January	26	0	19	8	0	1	4	2	1	NA	NA	NA	NA
February	13	5	8	9	5	1	0	0	0	NA	NA	NA	NA
March	14	12	24	7	1	2	0	1	0	1	4	1	NA
April	13	6	34	6	0	1	5	1	0	0	0	2	2
May	19	6	13	12	2	1	0	0	0	0	1	4	0
June	19	7	14	11	1	2	1	0	0	0	0	5	0
July	27	4	20	3	1	0	1	2	0	1	0	13	0

NEW UPDATES

- Marcus Alert Plan Guide has been updated. The changes are now being reviewed prior to it being published.
- Formal MA Training being developed at the state level delivery delayed due to contract issue. Contracted research group now expected to complete training by October 31. Training expected to be offered by the end of 2024.
- All professions involved in the Marcus Alert system will be eligible for the training.



Thank you

Questions?