

## **Arlington County Marcus Alert Community Townhall Questions**

### **February 22, 2022**

#### **Will there be Spanish speaking providers involved (in Marcus Alert)?**

The Arlington County Department of Human Services has language pay positions across its major service Divisions that provide Spanish language services (as well as in other languages), and staff are also able to utilize in-person, video, and telephonic interpretation services as needed.

#### **To what extent does the plan involve training responders to respond to people with communication disabilities (i.e., vision, speech, and hearing)? Including responders' ADA obligations to provide effective communication auxiliary aids and services under Title II?**

While the state act does not explicitly refer to people with communication disabilities in its Marcus Alert Plan, Arlington County can certainly include considerations for people with communication disabilities in its Local Plan.

#### **Will stakeholder groups include disability self-advocacy groups, or just professional organizations?**

The Stakeholder Group includes representation from NAMI Northern Virginia, the Arlington Mental Health & Disability Alliance, the Disability & Justice System Coalition, the Peer Recovery Center, Arm & Arm, the Treatment Advocacy Center, as well as individuals with lived experience.

#### **Where is the link for registering for RapidSOS?**

The link for registering for RapidSOS is [emergencyprofile.org](https://emergencyprofile.org). At this time, the data fields available in the RapidSOS system mostly refer to general health, as the state has not yet finalized its Marcus Alert standards for inclusion in the system. The system does, however, have fields with free text, where individuals can enter information related to behavioral health while RapidSOS awaits the Marcus Alert standards from the state.

#### **Will REACH be working with Marcus Alert systems to ensure REACH plans are accessible in the Rapid SOS system (with consent)?**

Currently, there is not an option to add documentation to a RapidSOS profile. Arlington County staff have reached out to RapidSOS to find out if this is an option that they plan to add in the future.

#### **Can people tag license plates or frequent locations (e.g., hangout spots, work) to their profiles in Rapid SOS?**

The health profile information entered in the RapidSOS profile will be associated with a telephone number, and that telephone number will have to be the same telephone number placing the call to 9-1-1 for the Arlington County Emergency Communications Center to access the information in the RapidSOS profile.

#### **Will Marcus Alert profiles work between jurisdictions?**

A database is in development for information sharing amongst Virginia localities.

**Will people who enter profiles get regular reminders to keep them updated?**

Yes, RapidSOS will send an email and/or call the telephone number associated with a profile roughly every 6 months reminding individuals to update their information.

**Will there be a way to add documents (e.g., Supported Decision Making Agreement or Psychiatric Advance Directive) to a profile?**

Currently, there is not an option to add documentation to a RapidSOS profile. Arlington County staff have reached out to RapidSOS to find out if this is an option that they plan to add in the future.

**What privacy protections are in place for Rapid SOS?**

RapidSOS adheres to strict privacy regulations, and it must meet all privacy settings on Android or Apple devices; the Arlington County Emergency Communications Center (ECC) must adhere to these privacy regulations as well to be authorized to receive phone location information through RapidSOS. The only time that ECC call takers can access information in the RapidSOS health portal or location information is if the number that is registered calls 9-1-1; call takers or other ECC staff cannot access information in the RapidSOS health portal by manually searching for someone by name, address, or phone number, and the information is not available if an individual registered in RapidSOS calls the non-emergency phone number. In addition, ECC call takers only have access to RapidSOS health portal information for 5-10 minutes following the conclusion of the 9-1-1 call, as a timer starts after the calls disconnects and the call taker is unable to access the information after the countdown concludes.

**Does the Recovery Center serve those who have alcohol use related issues?**

Yes, the Recovery Center provides treatment for multiple types of substance use, including alcohol.

**Can undocumented clients use Arlington CSB crisis services?**

Yes, individuals do not need insurance or proof of documentation to access Arlington Community Services Board (CSB) crisis services.

**Have considerations been made for transportation options to the CIC that are not driven by Police/Fire/EMS?**

There are several options for transportation to the Crisis Intervention Center (CIC) not driven by Police/Fire/EMS that are currently available or in development. First, at present, Emergency Services staff can send taxicabs (at the County's expense) to individuals who are not in an acute crisis to provide them with transportation to the CIC. Second, as discussed in the townhall, Arlington County is in the process of pursuing the appointment of Special Conservators of the Peace to provide numerous services related to crisis response, including transport to and from many locations, including the CIC. The Special Conservators of the Peace will not wear police uniforms, carry weapons, or use flashing lights/sirens – all of which can be triggering for individuals experiencing a behavioral health emergency. Third (and lastly), there is legislation currently under consideration by the Virginia General Assembly that would potentially expand the options for transport statewide.

**Will there be opportunity to send our suggestions regarding identified gaps and possible solutions after this evening?**

Absolutely – we will be distributing a survey later in February, we will be holding multiple focus groups, and there is an e-mail address ([marcusalert@arlingtonva.us](mailto:marcusalert@arlingtonva.us)) you can use to share feedback via e-mail.