

Marcus Alert Community Townhall



ARLINGTON
VIRGINIA

February 17, 2022

Questions?

Please use the chat.



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Agenda



Introduction to the Marcus-David Peters Act, Marcus Alert, the Department of Human Services, & the Community Services Board



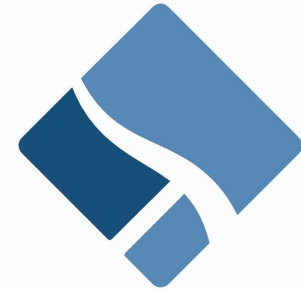
Overview of Existing Behavioral Health Crisis Response Services in Arlington



Opportunities for Arlington's Behavioral Health Crisis Response System



Next Steps & Questions



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Introduction to the Marcus-David Peters Act & Marcus Alert



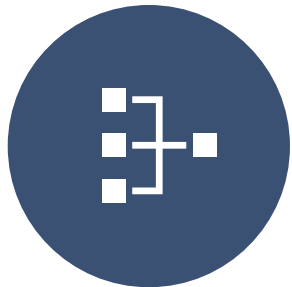
Introduction to the Marcus-David Peters Act & Marcus Alert



Signed into law in 2020, and named for Marcus-David Peters: a young, Black biology teacher who was killed in 2018 while experiencing a mental health crisis



Aims to ensure that the emergency response to a behavioral health crisis is a behavioral health response



Will lead to creation of a behavioral health alert system (“Marcus Alert”), with coordination at state, regional, and local levels

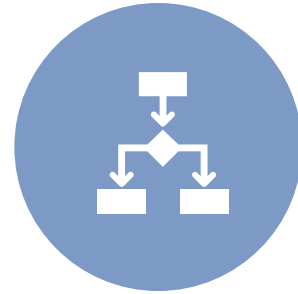


Localities must engage with a Stakeholder Group and gather community input to identify local opportunities, goals, and capacity, and then draft a Marcus Alert Local Plan

Introduction to the Marcus-David Peters Act & Marcus Alert



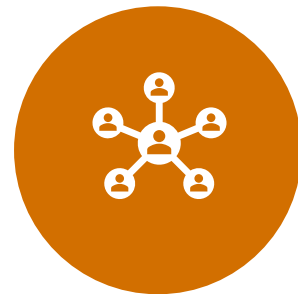
Black and minority individuals are less likely to access behavioral health resources, and experience worse treatment outcomes, than their peers in other demographic groups



Black and minority individuals also more frequently experience adverse outcomes during behavioral health crisis responses



Success of the Marcus-David Peters Act relies on increasing the availability of, and access to, racially responsive crisis supports, with a focus on equity and safety to ensure the most optimal outcomes



Virginia's Equity at Intercept 0 Initiative focuses on addressing racial bias in behavioral health crisis response services, providing culturally informed crisis care, and developing Black-led, BIPOC-led, and peer-led crisis services and supports

Introduction to the Marcus-David Peters Act & Marcus Alert

▪ **Arlington County's Equity Work**

- Adoption of an Arlington County Equity Resolution
- Creation of a Race & Equity Officer position
- Creation of a Racial Equity Core Team (RECT)
- Development of a Countywide Racial Equity Framework
- Development of various staff trainings, workshops, listening sessions, and dialogues
- Six dialogues on Race & Equity held in partnership with Challenging Racism
- Development of a Race & Ethnicity Data Dashboard
- Development of a Racial History Timeline

Introduction to Arlington's Department of Human Services

The Arlington County Department of Human Services is an integrated health and human services agency with more than 145 programs serving babies to older adults across five service divisions:

Aging & Disability Services

Help people maintain their independence & enhance their quality of life

Behavioral Healthcare

Help people overcome or better manage their mental health & substance use issues

Child & Family Services

Strengthen Arlington families

Economic Independence

Help people with short-term needs like employment, food, childcare, rent, & utilities

Public Health

Protect the health of those who live, work, play, & learn in Arlington

Introduction to Arlington's Department of Human Services

Vision:

A just and equitable community that is healthy, safe, and economically secure, and free of systemic racism.

Mission:

In solidarity with Black, Indigenous, and People of Color, create equitable access to the resources and opportunities needed for every community member to be healthy, safe, and economically secure.

Introduction to Arlington's Department of Human Services

Values:

- **Racial Equity:** DHS intentionally removes structural and historical barriers for Black, Indigenous, and People of Color, and provides the resources and supports that meet each person's unique circumstances and needs.
- **Access:** DHS customers receive equity-driven services with ease, choice, and dignity.
- **Inclusion:** DHS programs are stronger when they honor and recognize the diverse voices, cultures, and individuality in the community and Department. DHS responds to community and staff needs by building relationships, listening to lived experiences, and taking meaningful action to ensure equitable representation, participation, and decision-making.
- **Authenticity:** DHS values the voices of its staff, and is invested in creating a work environment in which employees are supported, passionate about what they do, and empowered to be their authentic selves.
- **Accountability:** DHS pursues continuous improvement, shares information in a transparent manner, and collaboratively works toward outcomes that eliminate racial inequities.

Introduction to the Marcus-David Peters Act & Marcus Alert



Introduction to the Marcus-David Peters Act & Marcus Alert

Arlington's Marcus Alert Stakeholder Group is divided into two groups:



Mission Group

- Sets priorities and establishes timelines
 - Reviews progress
- Makes recommendations to Arlington County leadership based on Technical Group's feedback
- Approves Marcus Alert Local Plan prior to submission to the State



Technical Group

- Examines current behavioral health crisis system
 - Gathers community input
- Uses input to make recommendations to the Mission Group
- Drafts Marcus Alert Local Plan

Introduction to the Marcus-David Peters Act & Marcus Alert

Arlington's Marcus Alert Stakeholder Group includes representation from:

- Community Services Board members
- Local private mental health providers
- Emergency Services
- Crisis Intervention Team
- Law Enforcement
- Social Services, including Adult and Child Services
- Rehabilitation and Aging
- Fire/EMS
- Emergency Communications Center

Introduction to the Marcus-David Peters Act & Marcus Alert

Arlington's Marcus Alert Stakeholder Group includes representation from (continued):

- Arlington Public Schools
- Justice System Partners
- County Manager's Office
- Behavioral Health Advocacy Groups
- Citizens or non-governmental stakeholders representing social determinants of health outside of behavioral health
- Organizations advocating for racial justice and social justice
- Individuals and families with lived experience with behavioral health crises and/or law enforcement

Introduction to the Marcus-David Peters Act & Marcus Alert

To date, Arlington's Marcus Alert Stakeholder Group has:

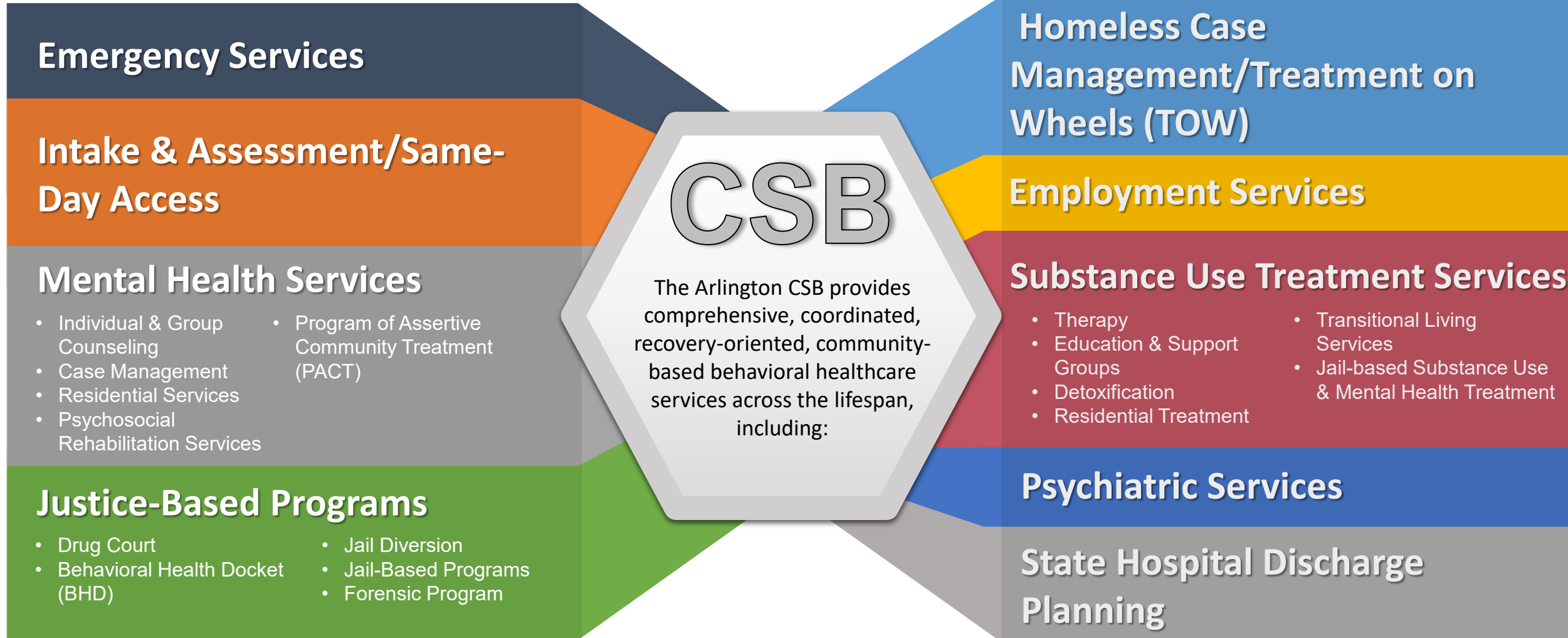
- Conducted research and discovery to inform Arlington's planning process
- Developed a draft vision, mission, and set of values to guide Arlington's Marcus Alert work
- Generated a list of opportunities to improve Arlington's behavioral health crisis response system
- Conducted outreach and started to gather input and feedback, including the development of a community survey

Introduction to the Marcus-David Peters Act & Marcus Alert

Arlington's Marcus Alert Stakeholder Group Values:

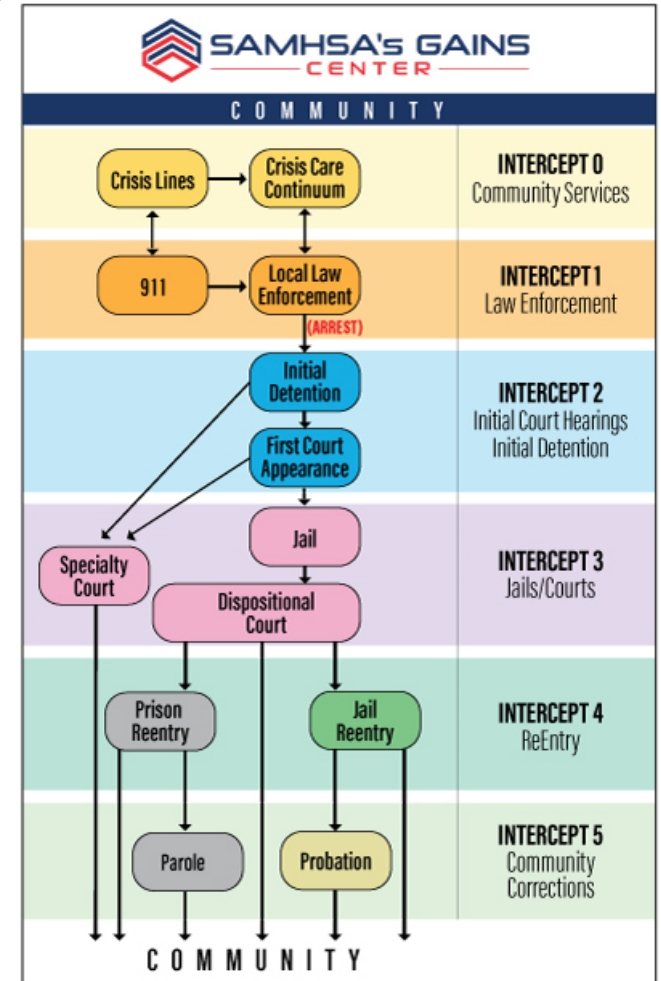
- Compassion
- Racial Equity
- Dignity
- Empathy
- Respect
- Accountability
- Trauma-informed
- Collaboration

Introduction to Arlington's Community Services Board (CSB)



About the Sequential Intercept Model

- The Sequential Intercept Model details how individuals with behavioral health disorders come into contact with and move through the criminal justice system
- The Model has six intercepts: 0 – 5
- Each intercept is a point at which behavioral health services can be targeted to decrease involvement in the criminal justice system
- Marcus Alert is focused on Intercepts 0 and 1:
 - Intercept 0 services: Community Services
 - Connect individuals to treatment or services without law enforcement involvement or 9-1-1 referral
 - Intercept 1 services: Law Enforcement
 - Police or other first responders divert individuals to treatment or services instead of arresting or booking into jail



Existing Behavioral Health Crisis Response Services: Intercept 0

▪ **CrisisLink Hotline & Textline**

- Provides a hotline and textline offering crisis intervention, suicide prevention, support, and information about community resources to individuals experiencing emotional trauma, personal crises, and family crises
- Available to anyone who calls **703-527-4077** or **1-800-273-TALK (8255)**; or anyone who texts **CONNECT to 855-11**
- Operated by nonprofit partner, PRS, and staffed by highly trained paraprofessional volunteers and crisis line workers 24 hours a day, 7 days a week, 365 days a year

Existing Behavioral Health Crisis Response Services: Intercept 0

- **Community Regional Crisis Response (“CR2”)**
 - Provides mobile crisis response to children, youth, and adults experiencing a mental health and/or substance use emergency that puts them at risk of hospitalization
 - Available via phone, video conferencing, or in-person to anyone of any age who calls **844-N-CRISIS (844-627-4747)** or **571-364-7390**
 - Operated by the National Counseling Group, and staffed by highly trained, bilingual counselors 24 hours a day, 7 days a week, 365 days a year
 - If responding in-person, team ideally responds to the individual experiencing a mental health and/or substance use crisis within one hour

Existing Behavioral Health Crisis Response Services: Intercept 0

▪ REACH

- Provides mobile crisis response to individuals with an intellectual and/or developmental disability (e.g., Autism Spectrum Disorders, Down's Syndrome) experiencing a behavioral health emergency
- Available via phone or in-person to anyone of any age with an intellectual and/or developmental disability who calls **855-897-8278**
- Operated by nonprofit partner, Easterseals, and staffed 24 hours a day, 7 days a week, 365 days a year
- Team ideally responds to the individual experiencing a crisis within one hour

Existing Behavioral Health Crisis Response Services: Intercept 0/1

▪ **Emergency Services**

- Provides 24/7 rapid assessment, intervention, and stabilization for mental health emergencies
- Referrals can be made by anyone in Arlington who calls **703-228-5160**, including family, friends, hospitals, police, fire/EMS, schools, and self-referrals
- Operated by Department of Human Services staff 24 hours a day, 7 days a week, 365 days a year

Existing Behavioral Health Crisis Response Services: Intercept 0/1

▪ **Crisis Intervention Center (CIC)**

- Provides short-term services to individuals experiencing a mental health emergency, including assessment, up to 23-hour stabilization, peer (i.e., individuals with lived experience) support, and referral to other services
- Available to individuals of any age in a community-based setting
- Referrals can be made by anyone in Arlington who calls **703-228-5160**, including family, friends, hospitals, police, fire/EMS, schools, and self-referrals; also accepts walk-ins/drop-offs
- Operated by Department of Human Services staff

Existing Behavioral Health Crisis Response Services: Intercept 0/1

▪ Crisis Stabilization Units (CSUs)

- CSUs are small facilities that provide a diversion or step-down from inpatient psychiatric hospitalization for adults experiencing a mental health emergency
- Northern Virginia has two regionally-funded CSUs
- Referrals must be made through Arlington's Emergency Services by calling **703-228-5160**

Existing Behavioral Health Crisis Response Services: Intercept 1

▪ Crisis Intervention Team (CIT) Training

- Trains first responders in crisis de-escalation and active listening so they can respond more effectively to individuals experiencing behavioral health crises
- The Arlington County Police Department (ACPD) provides introductory CIT training to **all** officers at the Academy
- 40-hour CIT training is conducted jointly by DHS and ACPD staff
- 73% of ACPD patrol officers & 53% of all ACPD officers have completed the 40-hour CIT training
- Additional multi-year de-escalation training program started by ACPD in 2021
- Advanced & Refresher CIT trainings currently in the planning stages

Coming Soon: Additional Behavioral Health Crisis Response Resources

- Emergency Call Center Voluntary Database, RapidSOS (emergencyprofile.org)
- Regional Residential Crisis Stabilization Units, operated by RI International, in Chantilly
- Regional Crisis Call Center, operated by PRS
- 9-8-8 National Mental Health Crisis and Suicide Prevention hotline

Opportunities for Arlington's Behavioral Health Crisis Response System

- **24/7 Staffing at the Crisis Intervention Center (CIC) at Sequoia Plaza**
 - Provide more robust, dedicated 24/7 staffing to offer comprehensive walk-in psychiatric emergency services, medical clearance, and enhanced safety
- **Community Care Teams**
 - Creation of multidisciplinary teams that incorporate a range of clinical and non-clinical partners to address each individual's unique needs

Opportunities for Arlington's Behavioral Health Crisis Response System

▪ **Outreach & Engagement**

- Creation of a Mobile Outreach Team to conduct prevention and early intervention through community education, and individual and neighborhood outreach

▪ **24/7 Behavioral Health Clinician at the Emergency Communications Center**

- Embed a behavioral health clinician at the 9-1-1 call center 24/7 to help triage behavioral health calls and provide consultation to call takers

Opportunities for Arlington's Behavioral Health Crisis Response System

▪ **Regional Crisis Receiving Center**

- Creation of a psychiatric emergency department/inpatient center to provide rapid assessment and stabilization for high acuity individuals experiencing a behavioral health crisis, in order to divert these individuals away from jails, police custody, and hospitals

▪ **Expanded Substance Use Services**

- Creation of treatment services for minors
- Creation of sober living communities

Opportunities for Arlington's Behavioral Health Crisis Response System

- **Peer (i.e., individuals with lived experience) or Staff Navigator**
 - Assist individuals and their families post-discharge from the hospital, jail, or crisis system and help connect to available services
- **Additional Resources for Loved Ones**
 - Create Restorative Support Circles for loved ones
 - Create a liaison position to support individuals with treatment-resistant loved ones

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Please choose up to five of the following new services or initiatives that should be prioritized for implementation in Arlington County.

ⓘ Start presenting to display the poll results on this slide.

Next Steps

- **Development of Arlington's Marcus Alert Protocols**
 - Protocol 1: How Arlington will transfer calls from 9-1-1 to 9-8-8
 - Protocol 2: Agreement between mobile crisis regional hub and law enforcement
 - Protocol 3: Specialized response for law enforcement when responding to a behavioral health emergency

Next Steps

- **Community Survey & Focus Groups**

- Community Survey: late February to mid-March
- Focus Groups: early- to mid-March

- **Finalize & Submit Arlington's Local Plan**

- Due to Virginia Department of Behavioral Health & Developmental Services by May 22, 2022

Are you interested in participating in a Marcus Alert survey and/or focus group?

**Email us:
marcusalert@arlingtonva.us**



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