



# WHAT IS MARCUS ALERT?

Marcus Alert is Arlington's **Behavioral Health Crisis Response System**, ensuring that individuals experiencing a crisis related to mental health, substance use, or a developmental disability receive the collaborative behavioral health response that is needed for the crisis they are experiencing. Marcus Alert also ensures access to racially responsive crisis supports, focusing on equity and safety.



## Partners

Emergency Communications Center (ECC)/911 Dispatch, Regional Crisis Call Center (HopeLink Behavioral Health/988), Law Enforcement (safety), Fire Department (medical care and transportation), Human Services (DHS) (behavioral health)



## Protocols 1, 2, & 3: Ensuring the Right Response

- 1: ECC diversion to regional crisis care call center (988)
- 2: Mobile crisis response - behavioral health, law enforcement, or co-response
- 3: Specialized law enforcement response - de-escalation, crisis intervention



## Role of the Emergency Communications Center (911)

Ensure calls are properly assessed and triaged to initiate the proper response

- Level One (Routine): Telephone behavioral health response
- Level Two (Moderate): Mobile behavioral health response
- Level Three (Urgent): Behavioral health and law enforcement co-response
- Level Four (Emergent): Law enforcement led



## Behavioral Health Crisis Response System Foundation

- **Someone to talk to:** Call HopeLink at 988 or 703-527-4077, or DHS Emergency Services at 703-228-5160
- **Someone to respond:** Call 911 for someone to come to you, including DHS Mobile Outreach Support Team (MOST) or regional partners
- **Somewhere to go:** DHS Crisis Intervention Center, 2120 Washington Blvd., Arlington VA 22204

