



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

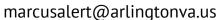
Behavioral Health Crisis Response System Foundation

- **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











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