

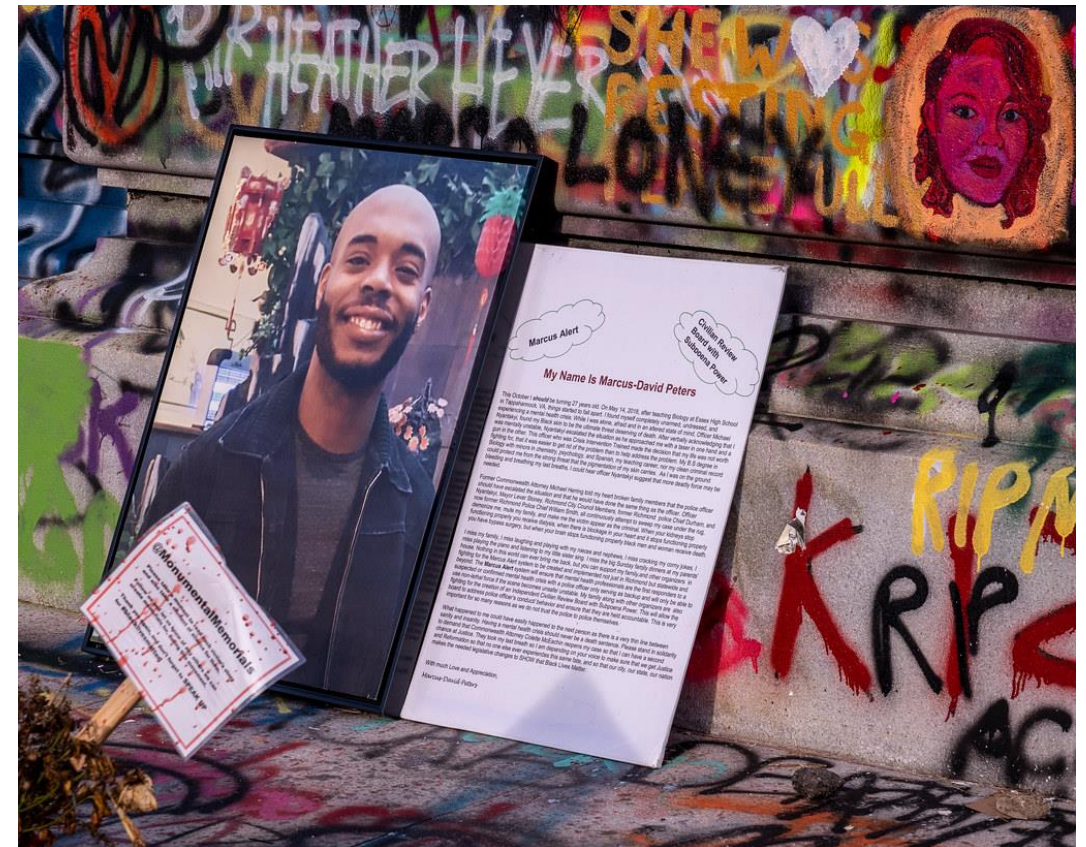
Update on Richmond Marcus Alert Implementation

Presentation to the
Public Safety Committee
of the
Richmond City Council

February 28, 2023

OVERVIEW OF MARCUS ALERT

- ❖ 2020 Virginia law named for Marcus-David Peters, a 24-year-old teacher living in Richmond who was killed while in a mental health crisis by a Richmond City Police officer on May 14, 2018.
- ❖ Comprehensive, systems-wide approach to reducing Virginia's reliance on law enforcement in behavioral health emergencies. It includes changes at the state and local levels.
- ❖ Richmond is one of the first five localities to implement the framework.



WHAT ARE THE GOALS OF THE MARCUS ALERT?

- ❖ Diminish the role of police in response to behavioral health crises.
- ❖ Shift primary response to qualified behavioral health professionals.
- ❖ Involve police in a supporting role, when necessary, for public safety.
 - ❖ Prioritize de-escalation and non-lethal force.
 - ❖ Decriminalize behavioral health crises and reduce stigma.
- ❖ Reduce arrests and traumatization; increase treatment and support.

STATE PLAN

Collaboration between:

- ❖ Virginia Department of Behavioral Health and Developmental Services (DBHDS)
- ❖ Virginia Department of Criminal Justice Services
- ❖ Other state agency partners
- ❖ Marcus Alert State Planning Stakeholder Group



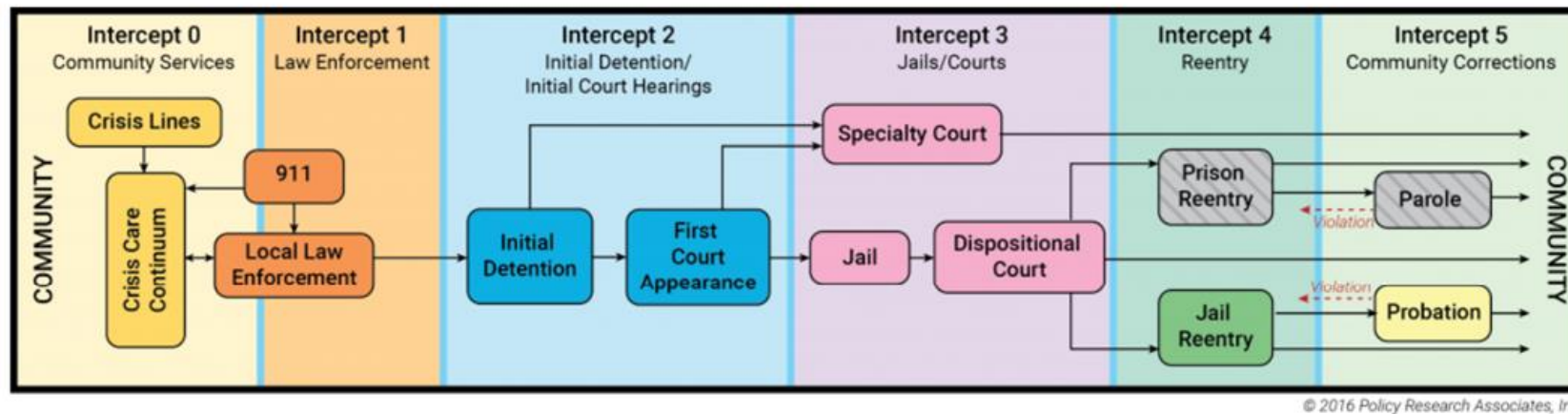
RICHMOND PLAN

Collaboration between:

- ❖ Richmond Behavioral Health Authority (RBHA)
- ❖ Richmond Police Department
- ❖ Richmond Department of Emergency Communications (911)
- ❖ Local Planning Stakeholder Group



MARCUS ALERT FRAMEWORK



Intercept 0 Key Issues

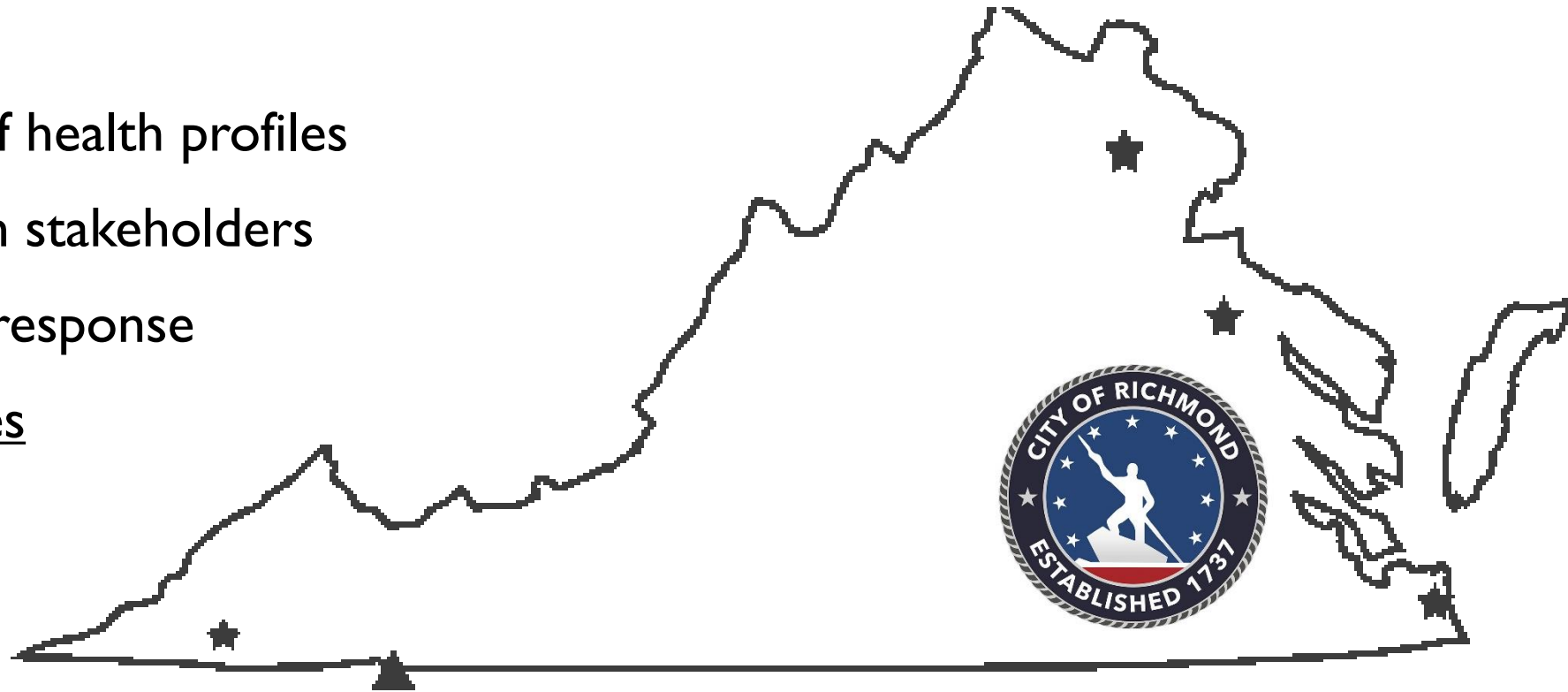
- ❖ Mobile crisis outreach teams and co-responders
 - ❖ Emergency Department Diversion
 - ❖ Police-Behavioral health collaboration

Intercept 1 Key Issues

- ❖ Dispatcher Training
- ❖ Specialized Police Response
- ❖ Intervening with Frequent Utilizers
- ❖ Providing follow up after the crisis

KEY ELEMENTS OF RICHMOND PLAN

- ❖ Voluntary database of health profiles
- ❖ Planning process with stakeholders
- ❖ Three protocols for response
- ❖ Community resources



KEY ELEMENTS: VOLUNTARY DATABASE

**Voluntary database
health profiles
offered beginning
July 2021**

**Protect yourself
and your
loved ones**

**Create your FREE emergency health profile to send life-saving
information to 911 and first responders in an emergency.**

**Create your FREE health profile
TODAY at**

<https://www.emergencyprofile.org/>

Find out more at

www.rva.gov/911/healthprofile

Provided by RapidSOS
for the City of Richmond, Virginia,
Department of
Emergency Communications



KEY ELEMENTS: PLANNING PROCESS

2019-2020	Richmond internal group met with members of Marcus-David Peters family and community advocates
Jan. 2021	Richmond Planning Group begins meeting semi-weekly
May 2021	Invited community and organizational Stakeholders begin meeting quarterly with Planning Group
Ongoing	Richmond Planning Group and Stakeholders continue to meet on a regular basis

- ❖ **Richmond Planning Group meets twice monthly** to discuss implementation of protocols across agencies
- ❖ **Community updates** have been provided via virtual and hybrid formats to stakeholders leading up to and since December 2021 launch
- ❖ **Next community update:** March 15, 2023 to Local Planning Stakeholder Group

KEY ELEMENTS: THREE PROTOCOLS FOR RESPONSE

Protocol 1

Agreement and procedures on transferring calls from 911 to Regional Crisis Call Centers.
Requires a framework for decision-making and dispatch from 911.

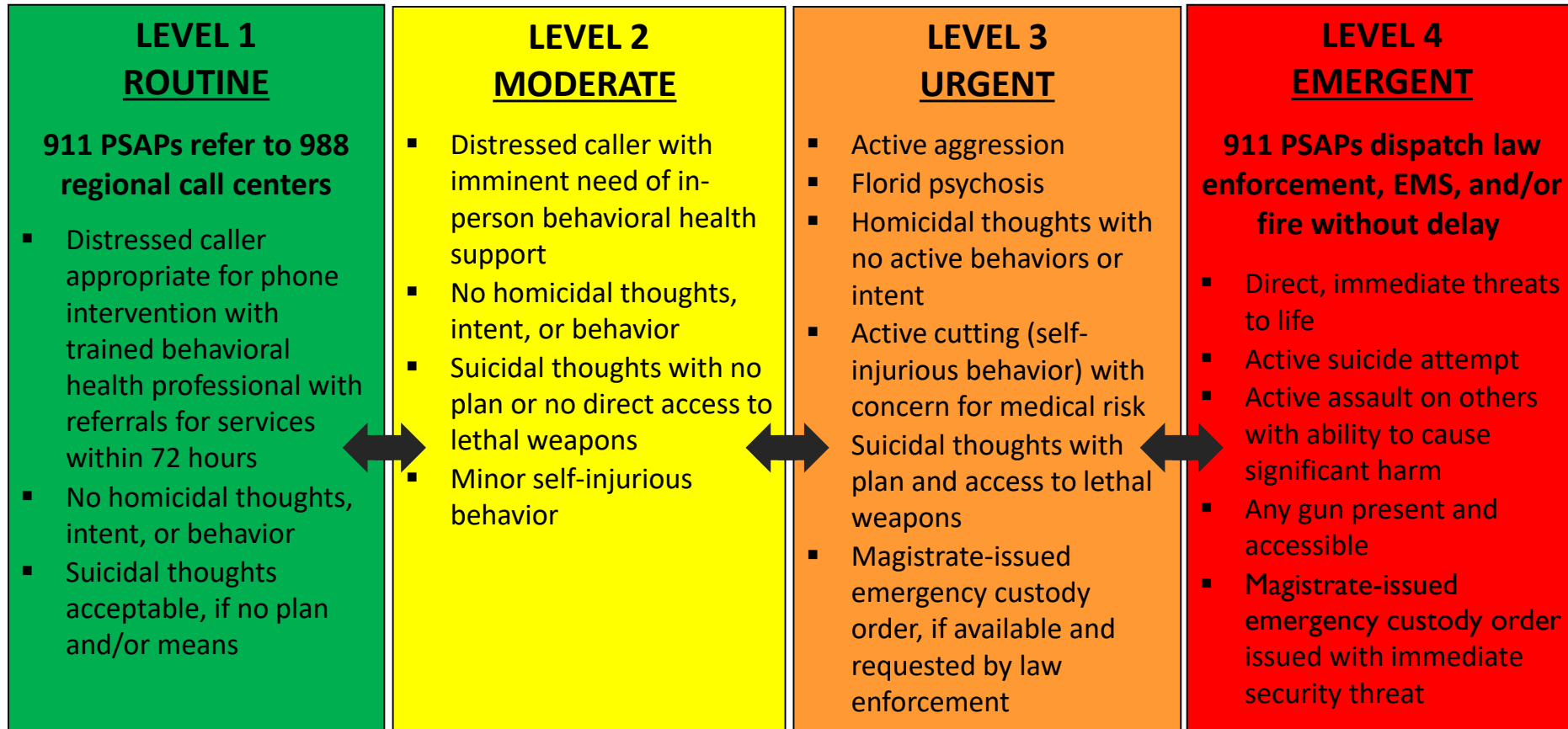
Protocol 2

Agreement and procedures on using law enforcement as a back-up to mobile crisis teams.

Protocol 3

Specialized procedures for law enforcement responding to behavioral health emergencies.

PROTOCOL I FOUR-LEVEL TRIAGE



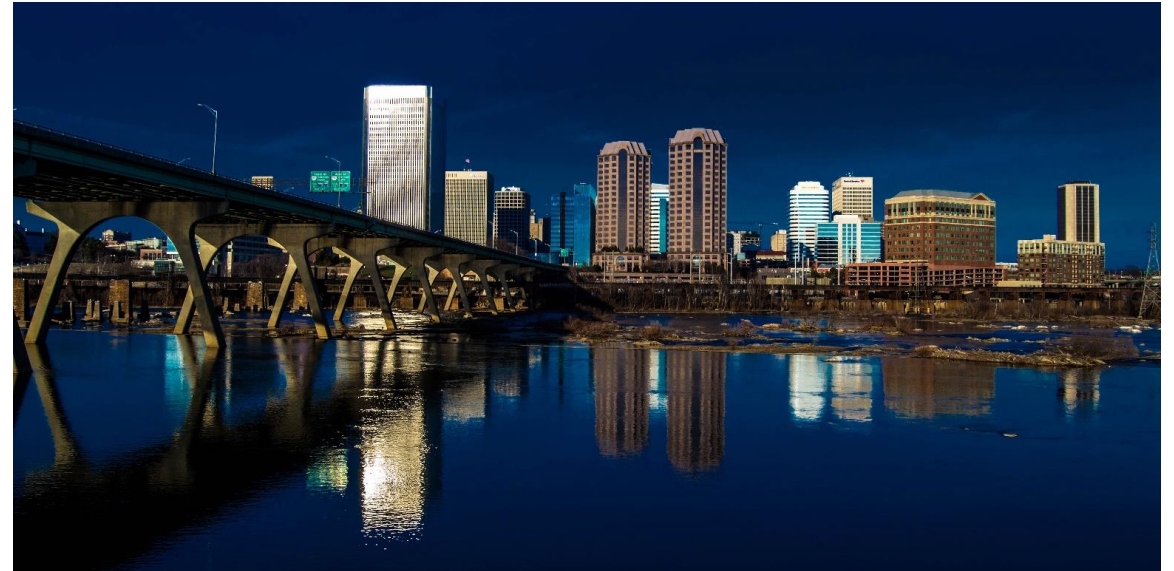
KEY ELEMENTS: COMMUNITY RESOURCES

These services are currently in place:

- ❖ RBHA Emergency Services
- ❖ Richmond Community Response Team
- ❖ Regional Crisis Call Center (988)
- ❖ Regional Mobile Crisis Teams
- ❖ Residential Crisis Stabilization Units
- ❖ Crisis Triage Center

This service is in development:

- ❖ RBHA 23-hour observation center



RICHMOND MARCUS ALERT IN ACTION



9-1-1 CALL TRANSFER IN ACTION

LEVEL 1 ROUTINE

911 PSAPs refer to 988 regional call centers

- Distressed caller appropriate for phone intervention with trained behavioral health professional with referrals for services within 72 hours
- No homicidal thoughts, intent, or behavior
- Suicidal thoughts acceptable, if no plan and/or means

LEVEL 2 MODERATE

- Distressed caller with imminent need of in-person behavioral health support
- No homicidal thoughts, intent, or behavior
- Suicidal thoughts with no plan or no direct access to lethal weapons
- Minor self-injurious behavior

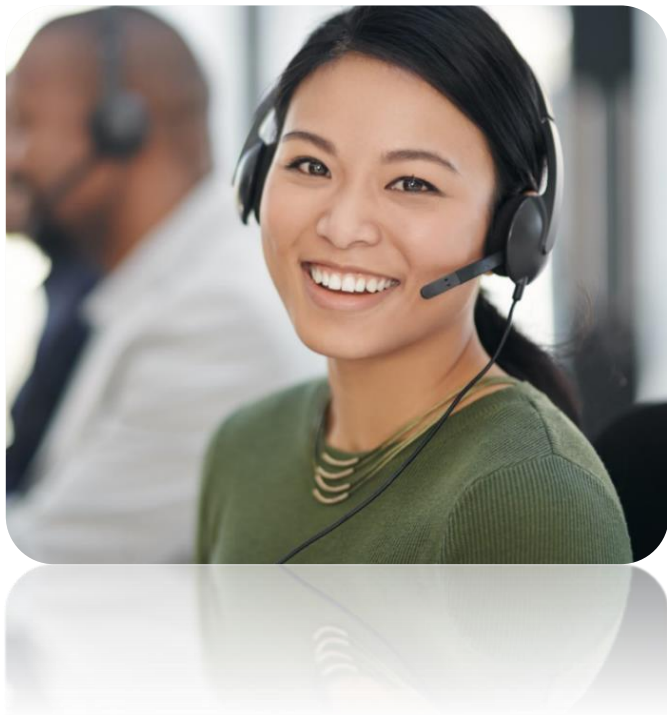


Richmond Department of Emergency Communications (911) began transferring calls for Level 1 and 2 to the Regional Crisis Call Center (988) on Dec. 1, 2021

- ❖ **911 to 988 recorded transfers:**
 - ❖ July-September 2022: **51 calls**
 - ❖ October-December 2022: **38 calls**
- ❖ **October 2022:** Richmond 911 Computer Aided Dispatch (CAD) questioning protocol update; additional training of staff on Marcus Alert protocols
- ❖ **January 2023:** New academy to train dispatch employees initiated

REGIONAL CRISIS CALL CENTER

24/7 clinically staffed crisis call center provides clinical triage capabilities via phone, text and chat; credentialed as National Suicide Prevention Lifeline (NSPL)



Contact via 1-800-273-TALK or 988

- ❖ RBHA/Region 4 has partnered with PRS CrisisLink as the call center vendor for our region.
- ❖ PRS also serves as the vendor for the regional crisis call centers in every other region of Virginia besides southwest Virginia.
- ❖ **Call Center in Action:** 8559 calls received at the regional crisis call center from July 2022-Dec 2022. **Over 97% of those calls were either maintained at the call center with no response or received a mobile crisis response (0.6%)**

RICHMOND COMMUNITY RESPONSE TEAM

The Community Response Team (CRT) is a specialized CIT-trained unit consisting of behavioral health clinicians paired with law enforcement officers:

- ❖ dispatched by 911 operators to Level 3 calls
- ❖ first of two CRT teams launched on 8/15/22 and second followed on 10/11/22

Goals of CRT:

- ❖ **Behavioral health professionals are primary response to mental and behavioral health crises.**
- ❖ CRT Police officers provide a supporting role by prioritizing de-escalation and non-lethal force to maintain public safety, reduce arrests and traumatization, and increase treatment and support.
- ❖ The team further aims to decriminalize behavioral health crises and reduce stigma.



CRT Operating Hours: Monday-Friday, with fluctuating coverage from 9:30am-2am within City of Richmond limits.

COMMUNITY RESPONSE TEAM IN ACTION

- ❖ CRT responded to **227 calls** for service from Aug-Dec 2022
- ❖ **91% diversion rate (21 TDOs issued)**
- ❖ **2 arrests (domestic – required)**
- ❖ **0 use of force/injury**



PARTNERSHIP IN ACTION

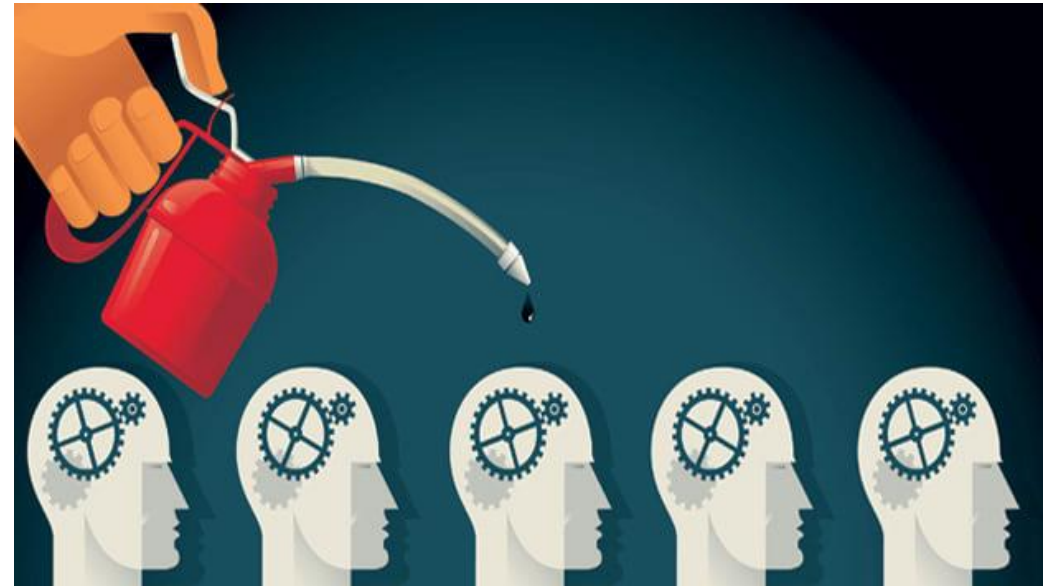
Protocol 2 requires formal agreements **between Law Enforcement and behavioral health mobile crisis teams** to provide back up as needed

- ⑩ Clear expectations between the mobile crisis regional hub and any law enforcement backup
- ⑩ The regional mobile crisis hubs will take the lead on structuring these agreements with law enforcement partners

FY 23 Marcus Alert MOU currently being circulated among City leadership

TRAINING IN ACTION

- ❖ CRT specific training completed includes:
 - ❖ Mental Health First Aid
 - ❖ Trauma-informed care
 - ❖ Narcan administration
 - ❖ Suicide Prevention
 - ❖ Cultural Competence/Implicit Bias/Gender Responsivity
- ❖ Richmond CIT Training July-Dec 2022:
 - ❖ Continue to offer up to 6 classes/year
- ❖ RPD has received more than a dozen CRT/Marcus Alert briefings via daily “roll call” at precincts
- ❖ CRT has joined Chief Community Walks



RICHMOND MARCUS ALERT NEXT STEPS

- ❖ Exploring funding for more CRTs
- ❖ Marcus Alert Public Information Campaign
- ❖ Ongoing communications with community stakeholders
- ❖ Enhance data collection and reporting



Questions?

Thank you.