



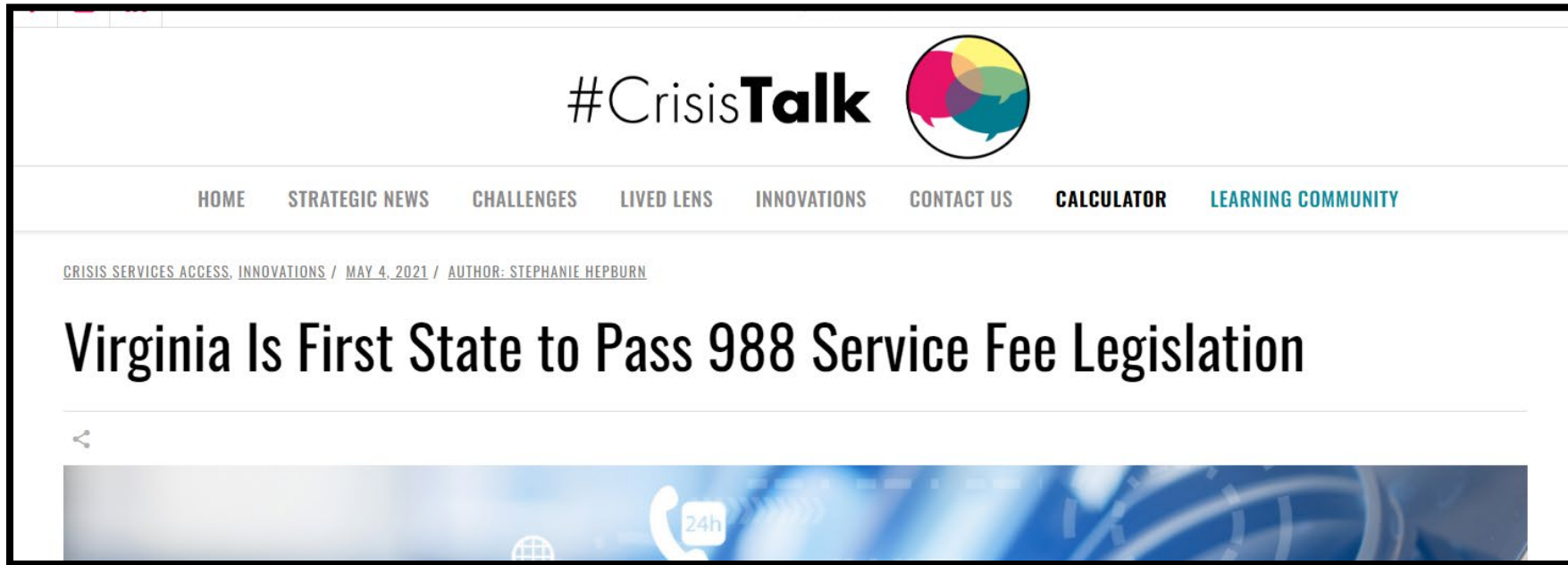
# Virginia's Marcus Alert: 911 Call Triage

988: It Is NOT Just A Number  
January 23, 2023

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Virginia Department of Behavioral Health and Developmental Services

# 988 Legislation

- SB 1302 Crisis Call Center Fund
  - <https://talk.crisisnow.com/virginia-is-first-state-to-pass-988-service-fee-legislation/>



- 988 supported by two primary call center vendors PRS Crisis Link and Frontier Health

# Marcus Alert Legislation

- [HB 5043](#) Mental health crises; DCJS to assist DBHDS with development of Marcus alert system.
  - [Virginia Develops Statewide 911 Call Matrix to Divert Mental Health and Substance Use Crises - #CrisisTalk \(crisisnow.com\)](#)

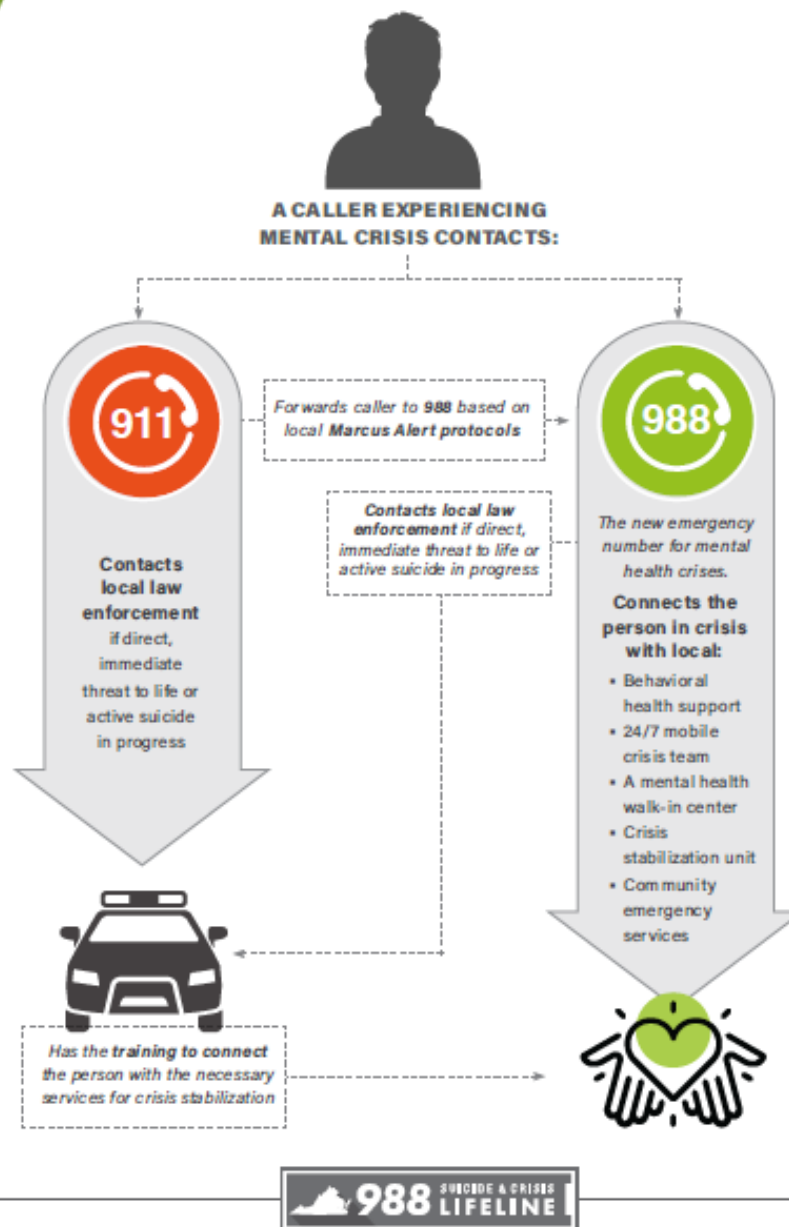
Phased Statewide approach requires 3 protocols:

1. 911 diversion to 988
2. Law Enforcement Backup to Mobile Crisis Teams
3. Specialized Response to Behavioral Health Crisis

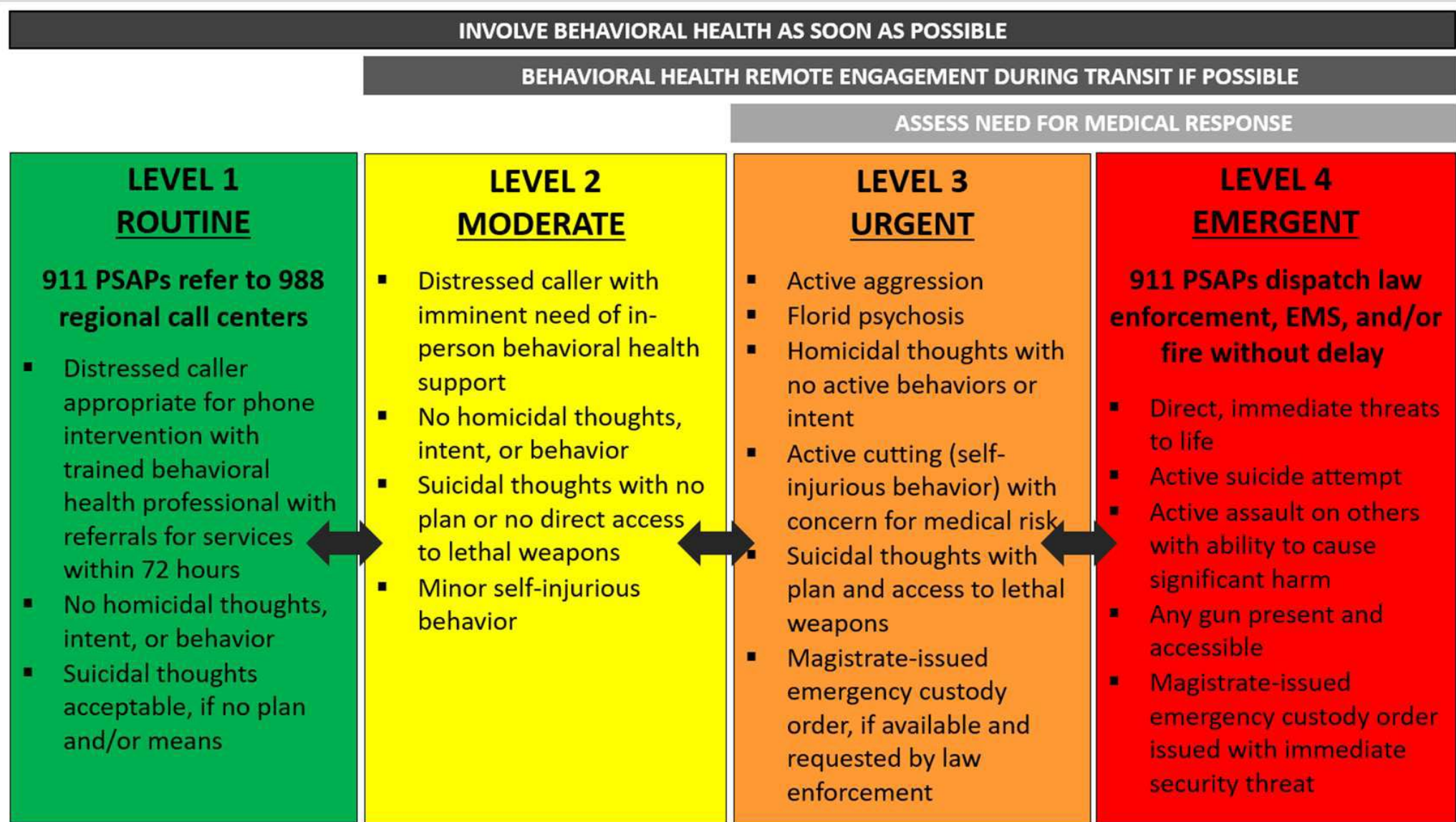
And Phased-in 24/7 Community Coverage of Behavioral Health Teams



## THE MARCUS ALERT: Working together to respond to Virginia's mental health emergencies.



# Four Level Triage Framework



# Marcus Alert Call Flow

