

# Mental Health Outreach

Institute for Regional Excellence (IRE)

Human Services Policy Committee

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Metropolitan  
Washington  
Council of  
Governments

THE GEORGE  
WASHINGTON  
UNIVERSITY

WASHINGTON, DC

We are participants in the Council of Governments (COG) Regional Executive Development Program. The purpose of our project is to improve outreach to and engagement with underrepresented and marginalized communities through the dissemination of mental health resource information.



**Daud Harris**  
Fairfax County



**Helen Lee**  
City of  
Alexandria



**Robert Love**  
City of Laurel



**Gurjit Chima**  
Arlington  
County



**Shantee Jackson**  
Montgomery  
County



**Josh Lee**  
Prince William  
County



**Bart Stromer**  
Prince William  
County

# Interviewees

## Jurisdictions

- City of Alexandria 3-1-1
- City of Alexandria DCHS and MARCUS Alert coordinator
- Fairfax County Falls Church Community Service Board
- Fairfax County Police Department - Crisis Intervention Team
- Prince George's County Local Behavioral Health Authority
- Prince William County Department of Social Services
- Prince William County Community Services, Community Services- Youth
- District of Columbia Behavioral Health
- Arlington County Police Department and Department of Human Resources.
- Laurel Helping Hands
- Laurel Police Department
- Montgomery County Local Behavioral Health Authority

## Non-Profits & Other Regional Partners

- REACH (Regional, Education, Assessment, Crisis Services, Habilitation)
- Community Regional Crisis Response (CR2)
- Crisis Diversion Programs for Region
- Trillium Center Inc.
- Healing Youth Alliance
- Laurel Advocacy & Referral Services (LARS)
- Marriage and Family Therapy Solutions
- Improving Outcomes, LLC
- The Vine Church



# Interview Trends

- Mental health resources abound but access to them is limited by transportation concerns, the inability to take time off from work, childcare issues and lack of medical insurance
- Insufficient outreach (number of staff with non-English language skills and overall number of staff) to patients regarding available resources

# Interview Trends Continued

- Significant barriers to mental health outreach exist including the following:
  - Language barriers-Ineffective language lines and lack of non-English speaking therapists
  - Cultural barriers-Fear of government, fear of family separation, fear of deportation, stigmas associated with getting help, reliance on prayer alone
  - Lack of effective communication down the chain from non-profit executives to front-line staff such as police officers, dispatch staff, EMS staff and nurses
  - Recruitment challenges and lack of potential staff “pipeline”

## Recommended Solutions from Interviewees

- More accessibility-there is **no “wrong door”**
- The creation of an application that provides all mental health **information/resources for the region**
- The creation of a **digital card, QR Code**, or informational **“cheat sheet”** as a quick resource that can be used when mental health issues arise unexpectedly during a conversation
- Communicating **one regional message** to allow for easier navigation to mental health resources for DC, MD and VA residents.
- Establishing a **regional 9-8-8 call crisis center**
- Obtaining **frontline involvement**
- **Increased funding** for community-based agencies that provide low to no-cost service
- **Incentivizing recruitment** of Spanish-speaking therapists through educational grants and scholarships
- Advocating to improve **mental health laws**
- Increasing **availability of hospital beds** to treat patients in behavioral health crises

# Short-Term Solution: Regional Map / Directory

The screenshot shows the homepage of the Metropolitan Washington Council of Governments (MWCOCG). The navigation bar includes links for Planning Areas, News, Plans, Programs, Data & Tools, Meetings & Events, Publications, Committees, and About. The main content area features a large image of a cityscape with a bridge over a river. Below the image, there is a section titled "Environment - Planning Areas" with a sub-section for "Builders Recycling Guide". The page includes search filters for location and materials, and a list of links for various recycling services.

Metropolitan Washington Council of Governments

Home » Environment » Planning Areas » Recycling & Solid Waste » Builders Recycling Guide

### Environment - Planning Areas

Water Resources  
Air Quality  
Climate & Energy  
Recycling & Solid Waste  
America Recycles Day  
Go Recycle Campaign  
Links  
Builders Recycling Guide  
Agriculture & Forestry

### Builders Recycling Guide

Use our advanced search below for a listing of companies that recycle construction and demolition (C&D) materials in the DC Metro area.

**Filters:**

ENTER LOCATION (Street Address, City, State w/ Zip) SEARCH RADIUS  
Search by Street, City, State or Zip Change Radius

**MATERIALS**

<input type="checkbox"/> Antiques and architectural salvage	<input type="checkbox"/> Ceramics	<input type="checkbox"/> Mobile Crushing & Processing
<input type="checkbox"/> Appliances	<input type="checkbox"/> Concrete	<input type="checkbox"/> Non-ferrous metals only
<input type="checkbox"/> Asphalt/pavement	<input type="checkbox"/> Demolition Services	<input type="checkbox"/> Other reusable building supplies
<input type="checkbox"/> Bricks	<input type="checkbox"/> Dirt/sand/loam-fill	<input type="checkbox"/> Paint
<input type="checkbox"/> Bricks/blocks	<input type="checkbox"/> Doors and windows	<input type="checkbox"/> Pulpies

The screenshot shows a Google Map of the Washington, DC area, highlighting the locations of Purple Glass Only Drop-Off Bins. The map is overlaid with a grid of purple pins, each labeled with a number. A search bar at the top left shows the search results for "Purple Can Club Glass Recovery ...". The map includes a sidebar with a list of locations, categorized by "City of Alexandria" and "Fairfax County".

Purple Can Club Glass Recovery ...  
Locations of Purple Glass Only Drop-Off Bins in Virginia

more  
1,919,792 views  
Last edit was on November 9, 2022

Add layer Share Preview

City of Alexandria

- South Royal Street & Jones ...
- 4251 Eisenhower Ave
- 1224 Colton St
- Tower Court & South Whiting...
- MOM's Organic Market

Fairfax County

- 166 Transfer Station
- Fairfax County Recycling an...
- Mount Vernon District Govern...
- Springfield District Govern...
- Mason District Governmental ...
- Sully District Governmental ...
- Providence Community Center
- Franconia Governmental Cen...
- Fairfax County Governmental ...
- Reston South Park and Ride
- Dolley Madison Library
- Great Falls Library
- Wakefield Park
- Baron Cameron Park
- Shirley Loring Education Center





# Mid to Long-Term Solution: MARCUS ALERT Implementation

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**Mental (Health) Awareness Response and Community Understanding  
Services Alert System (“MARCUS ALERT”)**

## **WHAT IS MARCUS ALERT?**


The Marcus Alert is named after Marcus-David Peters, a young, black biology teacher who was killed by Richmond police in 2018 while having a mental health crisis. The goal of Marcus Alert is to provide a behavioral health response to behavioral health emergencies.

Marcus Alert enhances services for people experiencing a crisis related to mental health, substance use, or developmental disabilities by creating coordination between 911 and regional crisis call centers and establishing a specialized behavioral health response from law enforcement when responding to a behavioral health situation.



# Mid to Long-Term Solution (Continued): MARCUS ALERT

Planning and design: Create a task force to study the current mental health crisis response system and benchmark best practices from other jurisdictions that have implemented the Marcus Alert to guide framework design for the new system.



Training: De-escalation techniques, crisis intervention, and cultural competency training for mental health professionals, law enforcement officers, and dispatcher



Community engagement: Public meetings, community outreach, and media campaigns designed to educate the public on how the new system works.



Implementation: Updating policies and procedures, acquiring new equipment, and recruitment.



Ongoing maintenance and evaluation: Regular training and re-evaluation of policies and procedures. Costs to be determined by jurisdiction-specific needs.

Involve Behavioral Health As Soon As Possible

Behavioral Health Remote Engagement During Transit If Possible

Assess Need For Medical Attention

<u>Level 1 - Routine</u>	<u>Level 2 - Moderate</u>	<u>Level 3 - Urgent</u>	<u>Level 4 - Emergent</u>
<p>911 PSAPS refer to 988 regional call centers</p> <ul style="list-style-type: none"><li>▪ Distressed caller appropriate for phone intervention with trained behavioral health professional; with referrals for service within 72 hours.</li><li>▪ No homicidal thoughts, intent, or behavior</li><li>▪ Suicidal thoughts acceptable, if no plan and/or means</li></ul>	<ul style="list-style-type: none"><li>▪ Distressed caller with imminent need of in-person behavioral health support</li><li>▪ No homicidal thoughts, intent, or behavior</li><li>▪ Suicidal thoughts with no plan or no direct access to lethal weapons</li><li>▪ Minor self-injurious behavior</li></ul>	<ul style="list-style-type: none"><li>▪ Active aggression</li><li>▪ Florid psychosis</li><li>▪ Homicidal thoughts with no active behaviors or intent</li><li>▪ Active cutting (self-injurious behavior) with concern for medical risk</li><li>▪ Suicidal thoughts with plan and access to lethal weapons</li><li>▪ Magistrate-issued emergency custody order(ECO), if available and requested by law enforcement</li></ul>	<p>911 PSAPS dispatch law enforcement, EMS, and/or fire without delay</p> <ul style="list-style-type: none"><li>▪ Direct, immediate threats to life</li><li>▪ Active suicide attempt</li><li>▪ Active assault on others with ability to cause significant harm</li><li>▪ Any gun present and accessible</li><li>▪ Magistrate – issued emergency custody order (ECO) with immediate security threat</li></ul>

# Understanding MARCUS ALERT

## Triage Framework

Questions? Feedback?