

**PWC Crisis  
Receiving Center  
Community  
Information Session**



# *Goals for Session*

Leave today feeling:

- Informed
- Better connected
- Motivated to support

# Who We Are

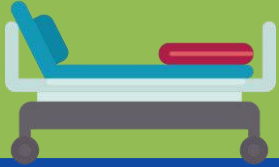


# *How we got here...*

- Pre-COVID VOICE Listening Campaign
- NAMI's many years of service in the community



Warehoused in  
hospital ERs



State psychiatric  
hospital system

**Current Crisis  
System in VA**

Jail



Suffer with  
no support



# *Who This System Harms*

Police

Frontline  
Hospital  
Staff

Our  
Loved  
Ones



# *The Solution: Crisis Now Model*

## Crisis Now Model

### *Behavioral Health Emergency*



People get the right care, in the right setting, when they need it.



# *Crisis Receiving Centers:* *Urgent Care for Mental Health & Substance Abuse*

- Brick & mortar centers, open 24/7
- Staffed by behavioral health professionals
- Police & general public drop-off
- Take anyone (“no wrong door”)





# *CRC Impact*

An analysis of the crisis system in Maricopa County, Arizona, which relies heavily on CRCs, estimated that a \$100 million investment in crisis care resulted in savings of:

- \$260 million in psychiatric inpatient spending
- \$37 million in ED costs
- 45 years of ED psychiatric boarding hours
- 37 full-time equivalents (FTEs) of police officer time and salary





# *PWC CRC Vision*

- Former Gander Mountain store by Potomac Mills
  - Adult & youth components
  - Mix of 23-hour recliners & short-stay beds
  - Connection to wraparound services
  - Regional facility
- Run by Connections Health Solutions

# *Leadership*

- Supervisor Andrea Bailey & BOCS
- PWC Community Services
  - Lisa Madron
- VOICE & NAMI PWC
- Gov. Youngkin & state partners



# *Timeline, etc.*

- Goal is opening mid-2025
  - Remaining hurdles

# *How you can help*

- Volunteer with NAMI
- Volunteer with VOICE
- Spread the word about CRC in your networks
- Help us schedule additional information sessions
- Help ensure there is adequate ongoing funding



# *Questions and Comments?*

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*Please Fill Out The Survey*

