

URGENT CARE CENTER FOR ADULTS EXPERIENCING A BEHAVIORAL HEALTH OR SUBSTANCE USE CRISIS



23- HOUR CRISIS OBSERVATION PROGRAM

This program serves adults (18+) and provides rapid and comprehensive short-term, intensive services designed to stabilize individuals in behavioral health crisis up to 23 hours.

Services provided:

- Crisis Assessment · Nursing Assessment · Psychiatric Evaluation
- Care Coordination · Nursing and medical screening · Counseling
- Peer Recovery Services · Skill Restoration · Health Literacy Education
- Assistance with referrals and resources

REGIONAL CRISIS STABILIZATION CENTER 24/7/365 RESIDENTIAL TREATMENT PROGRAM

The RCSC is a 16-bed facility for adults (18+) experiencing acute mental health or co-occurring substance use crises. It provides short-term stabilization in single-occupancy rooms. Admission requires acute dysfunction or distress, risk hospitalization, step-down from higher care, or behavioral impairments.

Medically monitored withdrawal and detox services are available for qualifying psychiatric admissions.

MARCUS ALERT

Suicide/Crisis Lifeline: 988
To access mobile crisis services,
call 988 or 911.

EMERGENCY SERVICES

Emergency Services (ES) provides 24/7 response to psychiatric crises. ES clinicians assess for immediate psychiatric intervention to include issuance of temporary detention orders (TDO) for individuals in need of mandated treatment in a psychiatric hospital.

24/7 Crisis Line: 757-788-0011

Marcus Alert and
Emergency Services serve
children, adolescents, and adults and
operate 24 hours a day, 7 days a week
The 23-Hr. Program and the Regional Crisis
Stabilization Center serve adults 18+,
24 hours a day, 7 days a week.

ABOUT HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

Our mission is to provide a comprehensive continuum of services and support promoting prevention, recovery, and self-determination for people affected by mental illness, substance use, and developmental disabilities, and advancing the well-being of the communities we serve.

Individuals (18+) who are experiencing a behavioral health or substance use crisis are eligible for services. Walk-In Services for Behavioral Health Crisis Assessment and services are provided 24 hours a day, seven days a week.