



CHILDREN'S CRISIS SERVICES

Fact Sheet for Providers

Who is eligible?

Individuals under 18 years of age with a documented intellectual or developmental disability and experiencing mental health or challenging behavioral needs. REACH admissions are approved based on the team's review of individual needs, situation, and assessment information.

What will REACH Children's Crisis Services do?

REACH children's providers will be available 24/7 to provide mobile crisis intervention and stabilization as well as on-call services to eligible youth and their families. REACH does not offer out of home residential crisis placement to individuals under the age of 18 years.

Services may consist of:

- Phone Triage
- On-site crisis stabilization
- *Short-term* follow-up/linkages to services

REACH's Role with Emergency Services

REACH staff are *not* certified pre-screeners and will *not* replace Emergency Services (ES) for mental health crises. REACH will collaborate with ES to help stabilize individuals in crisis and decrease need for hospitalization.

During a crisis, REACH may:

- Provide consultation and on-site support during ES pre-screens
- Assist with crisis de-escalation, engage in problem solving, and assist individuals with use of coping strategies
- Provide family support and education
- Connect families with additional local services

The goal of REACH Children's Crisis Services is to partner with families and providers throughout the region to strengthen supports, increase access to services, reduce risk of hospitalization, and keep youth in their homes.

How to make a referral to REACH Children's Crisis Services:

Contact the toll free information and crisis line 1.855.887.8278 or email info@swvareach.org. Referrals submitted by email must be encrypted for protection of Private Health Information. If you do not have the ability to encrypt emails, please submit a fax to 540.267.3403.

Questions?

REACH Region III

824 W. Main St., Radford, VA 24141

Toll Free Information & Crisis Line: 1.855.887.8278
