



REACH:

Regional Education, Assessment, Crisis Services, and Habilitation

The REACH program is designed to meet the crisis support needs of individuals with I/DD and behavioral health needs that are experiencing a crisis and at risk for homelessness, incarceration, hospitalization, and/or danger to self or others.

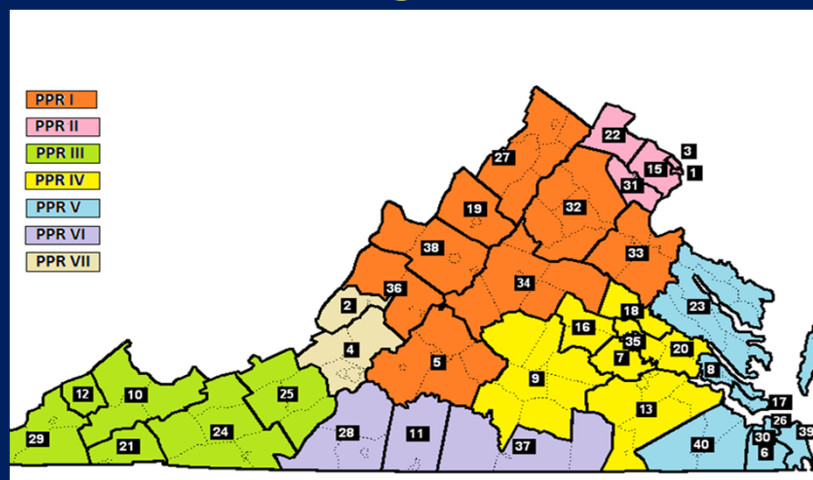
What is REACH?

- REACH is an integral part of the VA I/DD Crisis Response System (DDCRS)
- Individuals who benefit from REACH have intellectual or developmental disability and mental health conditions or challenging behavior that is affecting their quality of life
- REACH supports individuals 18 years old and up.
- REACH provides mobile, in-home, and community-based crisis assessment and immediate crisis services designed to reduce the risk of removal of individuals from their current living arrangement.

REACH'S ORIGIN

- REACH was developed as a result of Virginia's desire to develop community crisis services that met the Department of Justice standards outlined in our Settlement Agreement while also balancing the current system of care in Virginia.
 - REACH is offered Statewide.
 - The Core Elements must be provided in every region.
 - Each region may adapt additional services to meet the needs of their system.

Virginia's Health Planning Regions



Who Operates REACH?

- Regions I and II contracted with a private provider following an RFP process. Easterseals UCP was chosen as the vendor for both regions
- Regions III, IV and V operate REACH themselves

Who Operates REACH?

- Region I Adult: Leela White, LPC, RTCSB
Larisa Terwilliger, Easterseals UCP
- Region I Children: Amanda Cunningham, LPC, HBH
- Region II: Randy Buckland, Fairfax CSB
Liv O'Neale, Easterseals
- Region III: Denise Hall, Director, New River Valley CSB
- Region IV: Autumn Richardson, RBHA
- Region V: Brandon Rodgers, Western Tidewater CSB

REACH Directors

- **Region I Adult: Larisa Terwilliger**
larisa.terwilliger@eastersealsucp.com, 1-855-917-8278
- **Region I Child: Amanda Cunningham, LPC**
Amanda.Cunningham@horizonhb.org, 1-888-908-0486
- **Region II: Liv O'Neale, MA**
liv.oneale@eastersealsucp.com, 1-855-897-8278
- **Region III: Denise Hall, LCSW - 1-855-887-8278**
- **Region IV: Autumn Richardson, MSW**
richardsona@rbha.org, 1- 855-282-1006
- **Region V: Brandon Rodgers**
brodgers@wtcsb.org, (855-807-8278)

Virginia Department of Behavioral Health and Developmental Services Office of Developmental Services

Director of Community Operations: Heather Norton
Regional Crisis Systems Manager Regions I & II:
Sharon Bonaventura, BCBA, LBA/ Bill Howard

Regional Crisis Systems Manager Regions III, IV, V:
Nathan Habel, M.Ed., BCBA, LBA

Health Planning Region I

- HPR I is comprised of:
 - ❖ Horizon Behavioral Health
 - ❖ Harrisonburg-Rockingham CSB
 - ❖ Northwestern Community Services
 - ❖ Rappahannock Area CSB
 - ❖ Rappahannock Rapidan Community Services
 - ❖ Region Ten CSB (*Lead Agency for REACH Services)
 - ❖ Rockbridge Area Community Services
 - ❖ Valley CSB
 - ❖ Alleghany Highlands CSB

The Basics



Essential Elements of REACH

- Provide timely and accessible support to individuals with intellectual and developmental disabilities aged 18 and above, and their support systems, who are experiencing crisis due to behavioral or psychiatric issues.
- Provide in-home and community-based crisis services that are directed at resolving crises and preventing the removal of the individual from his or her current placement.

Essential Elements of REACH

- Collaborate with the treatment team including the individual, case manager, providers, family, guardian, etc. to develop a comprehensive crisis plan providing guidance to the system of care regarding subsequent crisis situations.
- Identify training and support needs for individuals referred that would provide the greatest chance of on-going success to maintain.
- Provide services to include crisis prevention and stabilization in the community and in the Crisis Therapeutic Home.

Essential Elements of REACH

- Provide planned admissions to the Crisis Therapeutic Home as indicated to support the individual and system of care until services are available and scheduled through another community provider.
- Provide or identify resources to meet the training needs of the system of care to increase the capacity to serve individuals.
- Provide consultation to case managers in their proactive planning and ongoing monitoring to avoid potential crises in the future.

Essential Elements of REACH

- Promote the development of least-restrictive, life-enhancing services and supports to the individuals referred for services.
- Measure outcomes and modify strategies to meet the goals of REACH.

A Few Key Points...

- REACH is a systems focused program, which focuses on linkage and support of the current system of care.
- REACH staff will respond by phone 24/7 and face to face within 2 hours whenever possible;
- REACH does not replace any current emergency services providers, but serves as a consulting, clinically-based support for individuals, emergency and clinical providers, and other support systems;
- REACH emphasizes crisis prevention through early identification of individuals at high risk, involvement in development of crisis response plans, training and technical assistance.

A Few Key Points...

- Regional Protocol to Contact REACH via the Crisis Line for adults with IDD or suspected IDD that are experiencing a crisis event
- Emphasis on calling early rather than waiting until an TDO has been issued
- Note that on-call staff are Coordinators that take 24 hour on-call shifts in addition to regular duties
- REACH will partner with ES in the assessment process to determine appropriate crisis response

A Few Key Points...

- The REACH model highly values the input and engagement of the Case Manager and the goal is to foster collaboration with the current support system.
- Partnering with REACH to identify system gaps will encourage system change to better support people utilizing less resources.

A Few Key Points...

- Tertiary Care and Emphasis on Prevention and Early Intervention
- Trainings and Case Consultation
 - * Autism
 - * Sensory Integration
 - * Self-Injurious Issues
 - * Trauma
 - * Personality Disorders in the IDD Population
 - * Co-Morbid Mental Health Needs
 - * Positive Behavior Support
 - * Neurological Disorders
 - * Genetic Disorders
 - * Sexuality

REACH Coordinators

- REACH Coordinators are the primary point of entry into each REACH program
- REACH Coordinators help individuals, families and providers to identify, link and strengthen the network of supports
- They provide emergency assessments and evaluation for REACH Crisis Therapeutic Home and other services available to those in need
- They receive ongoing training to enhance their knowledge and expertise in dual diagnosis

REACH Referrals

- The REACH Information and Referral line for HPR is staffed 24/7
- Non-acute referral and admission through early identification is preferred
- REACH Coordinators are located throughout the region for timely response
- The REACH Coordinators' role is to help individuals, families and providers to identify, link and strengthen the network of supports

How to make a REACH Referral

- Adult Crisis Referral
 - Call the REACH 24/7 Crisis Line at 1-855-917-8278
- Adult Non-Crisis Referral Call the REACH 24/7 Crisis Line at 1-855-917-8278 or Sarah.Emigh@eastersealsucp.com
- Children's REACH Referral line 1-888-908-0486

Who is eligible for REACH?

- At least 18 years of age
- A supported diagnosis of intellectual or developmental disability is required
- Co-occurring mental illness or significant challenging behaviors
- REACH admissions are approved based on the team's review of individual needs, situation, and assessment information

Mobile Crisis Support Services

- The first step will be to try to help individuals and families resolve crises at home.
- A REACH Coordinator will provide evaluation and develop a plan of service including hours and days of service that may be required to accomplish the plan goals.
- Intensive Mobile Crisis Support services may last up to 15 days.
- Less intensive crisis services may last for up to 30 days.

Residential Crisis Supports

- Provided in a six bed home located in Albemarle County for individuals in Emergency or for planned service.
- Emergency admissions will be provided for individuals who are experiencing an identified mental health and/or behavioral challenge that is preventing them from reaching stability within their home setting.
- Planned admissions will be provided to individuals who are receiving ongoing REACH services and need temporary, therapeutic interventions outside of their home setting to maintain stability.

Crisis Therapeutic Home (CTH) Charlottesville, VA



Advisory Councils

- Critical to ensuring effective service delivery in the context of the REACH program is the REACH Advisory Council.
- Each Region has a separate Advisory Council consisting of stakeholders, experts and REACH personnel.
- The Councils meet quarterly to provide REACH teams feedback, review outcome data, and assist with planning for the future.

Anticipated Outcomes...

- Positive engagement in services and resources
- Decreased behavioral challenges and mental health symptoms
- Decreased facility and hospital utilization
- Increased community participation
- Successful and healthy lives



Questions?



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