

AN OVERVIEW

Crisis Services for Individuals with Disabilities Virginia

If there is imminent danger: Call 911 to connect with emergency services. (You can request a Crisis Intervention Team Member that is a specially trained law enforcement officer that works with those needing Mental Health support). Do not leave the person alone if you can help it, and take them to the nearest hospital emergency room if you believe you can do so safely.

What Is the Crisis System in Virginia?

The Division of Crisis Services within the Virginia Department of Behavioral Health and Developmental Services (DBHDS) oversees a statewide crisis continuum of care.

Key Crisis Services Available:



988 Suicide & Crisis Lifeline If the threat is not imminent, but you need immediate support (For Anyone in Mental Health Crisis)

- Dial 988 to access 24/7 support from trained crisis counselors.
- Call, text, or chat options are available for mental health emergencies, emotional distress, or suicidal thoughts.
- The 988 system <https://988va.org/> is integrated into Virginia's broader crisis-response infrastructure.
- Your regional Crisis Contact Center manages local calls and coordinates with mobile teams and providers.



REACH Program (for Developmental Disabilities)

REACH = Regional Education Assessment Crisis Services Habilitation

- Who it serves: Individuals of all ages with developmental disabilities (DD) experiencing a behavioral or psychiatric crisis. Assessment for REACH program eligibility is conducted at the regional level. No qualifying individual will be turned away due to an inability to pay for services.
- [VIEW What is REACH video](#)

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REACH Services Offered

24/7 Mobile Crisis Response

Crisis assessment and intervention in the community.

Community-based Stabilization

Short-term (non-residential) help to stabilize.

Crisis Therapeutic Homes (CTH)

Residential setting for stabilization when community-based support isn't sufficient.

Safety Planning

Development of individualized Crisis Education and Prevention Plan (CEPP) to prevent or manage future crises. Training is provided to clients and their care provider(s) in implementing the CEPP.



Eligibility & Cost

No disqualification due to inability to pay; free access when eligible.

Response time: The goal is to have staff on site within 1 hour, though this may vary.

Regions

Statewide; divided into 5 regions.

Regional contact Lines:

- Region I (Western)
 - Adult REACH Hotline: (855) 917-8278
 - Children REACH Hotline: (888) 908-0486
- Region II (Northern VA): 855-897-8278
- Region III (South West): 855-887-8278
- Region IV (Central): 855- 282-1006
- Region V (Tidewater): 888-255-2989

This fact sheet was developed with support from REACH Program Representatives. The information provided is for educational and informational purposes only and is not intended to replace professional medical, diagnostic, or therapeutic advice. Always consult with a qualified healthcare provider or specialist regarding any questions or concerns about a medical condition or treatment.

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Peer Support: Warm Line (Non-Emergency Emotional Support)

Mental Health Virginia Peer-Run Warm Line

- 866-400-6428 [Mental Health Virginia](#)

Hours:

- Mon–Fri: 9 AM – 9 PM
- Weekends & holidays: 5 PM – 9 PM
- This is not for emergencies but provides non-judgmental peer support, coping strategies, and resource connections.



Advocacy & Complaint Resources (Persons with I/DD Needing Systemic Support)

disAbility Law Center of Virginia (dLCV)

- I/DD Self-Advocacy & Complaint Portal helps individuals with developmental/intellectual disabilities raise issues about crisis services, including REACH.
- dLCV provides information for filing complaints about institutionalization, service quality, or crisis response. [dLCV complaint portal](#)



Important Notes & Tips

- Always call 911 for true medical emergencies or immediate danger, even if a behavioral health crisis is involved.
- If someone has a developmental disability and is in crisis: reaching out to REACH early (before things escalate) is recommended.
- Make use of pre-crisis planning: Crisis Education & Prevention Plans (CEPP) can reduce the risk and impact of future crises.
- For ongoing support: explore [My Life, My Community](#), a DBHDS tool that helps individuals and families find waiver support, local providers, and resources.
- If you are not sure about whom to call in your area: use your local Community Services Board (CSB). Their contact info is listed on DBHDS's "[Need Help](#)" page.
- Long Term Care Ombudsman Program Ombudsmen advocate for older persons and those with disabilities receiving long term care services, whether the care is provided in a nursing home or assisted living facility, or through community-based services. Ask to speak to an Ombudsman (800)- 552-5019.