

This resource sheet provides additional information regarding terms used in the tool titled *Responding to Self-Injurious Behaviors: A Tool for Support Staff*.

What is 988?

- With this three-digit code, calls that were once made to 911 for law enforcement dispatch are now directed to a trained mental health crisis worker.
- When you call 988, a trained crisis worker will be on the line to listen and support you with your situation. But that help isn't limited to one phone call. 988 can also be the entry point to Virginia's Crisis Services, a support system that offers a continuum of care to Virginians who are experiencing mental health distress.
- Crisis workers in Virginia's 24/7 call centers are trained to help callers with appropriate care over the phone. They can also help connect the caller to local behavioral health services. If a threat to life or active suicide is in progress, 988 will contact 911.

Source: About 988 - Virginia 988 Suicide & Crisis Lifeline - <https://988va.org/about-988/>

What are Virginia's Crisis Services?

Along with 988, Virginia's Crisis Services include:

- Mobile Crisis Response, which comes to the person in crisis to help with on-scene evaluation, treatment, and intervention.
- Community-Based Stabilization, which includes support following an initial crisis either with services available in the community or via referral to a Crisis Stabilization Unit.
- Crisis Stabilization Units, which operate much like a hospital emergency department specifically for people in a mental health crisis. Typically, this involves a short-term stay (under 24 hours).
- Emergency Services, which are code-mandated services providing screening assessments to anyone who is identified as experiencing a behavioral health crisis who meets the criteria for involuntary commitment.
- REACH, the statewide crisis system of care for people with developmental disabilities.

Source: About 988 - Virginia 988 Suicide & Crisis Lifeline - <https://988va.org/about-988/>

What is REACH?

The Regional Education Crisis Services Habilitation (REACH) program is the Statewide crisis system that is designed to meet the crisis support needs of individuals who have a developmental disability and are experiencing crisis events that put them at risk for homelessness, incarceration, hospitalization, and/or danger to self or others.

Source: My Life, My Community Website - <https://mylifemycommunityvirginia.org/program/79818/regional-education-assessment-crisis-services-habilitation-reach>

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DBHDS Therapeutic Behavioral Consultation Search Engine

• <https://dbhds.virginia.gov/developmental-services/behavioral-services/>

• Use the link above, or the QR code to the left to access a search engine of available Therapeutic Behavioral Consultation providers.



DBHDS Office of Provider Network Supports

• <https://dbhds.virginia.gov/provider-network-supports-for-developmental-services/>

• Use the link above, or the QR code to the left to access the DBHDS website to learn more about Community Resource Consultants and available services.

Available supports that may be considered:

1. Therapeutic behavioral consultation (TC) and/or a trained professional develops a behavior support plan.
2. Medication management / psychiatry / psychology / counseling.
3. Insurance based applied behavior analysis (ABA). (NOTE: Refer to state and Medicaid guidelines for applicable restrictions.)
4. Other specific TC services: speech and occupational therapy

Please note: These supports must be requested by the Support Coordinator or Qualified Developmental Disability Professional.

If the individual and /or guardian declines a referral for therapeutic consultation services, consider consultation with DBHDS Community Resource Consultant for next steps.

Keep in mind *Responding to Self-Injurious Behaviors: A Tool for Support Staff* is meant to be used proactively to reduce and address self-injurious behaviors. It is recommended that a copy of your agency specific protocol, a copy of *Responding to Self-Injurious Behaviors: A Tool for Support Staff*, and a copy of this Resource Sheet are all stored together for easy access in case of a more urgent need.

State and Medicaid guidelines can be found on the [DMAS manual website](#) in [Chapter 9: Appendix D: Intensive Community Based Support Youth](#).