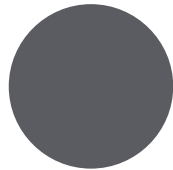
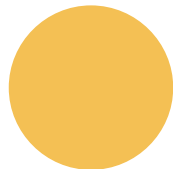
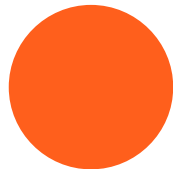
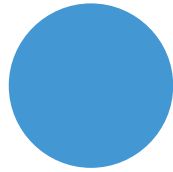
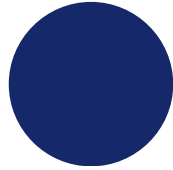


# REACH FOUR-WARD

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A space where growth, compassion, and community come together to highlight the impact of our work and the strength of those we serve.

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2026

# DIRECTOR'S CORNER

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## **STRENGTH IN SERVICE, GROWTH IN IMPACT**

As we move through this fiscal year, I would like to take a moment to share program updates and express appreciation for the continued partnership and collaboration that make this work possible.

During the first half of Fiscal Year 2026, the crisis response system served hundreds of individuals across adult and child populations, providing immediate behavioral health intervention, crisis assessment, and stabilization services. Overall performance demonstrates strong community-based diversion outcomes, limited law enforcement involvement, and high rates of stabilization without inpatient hospitalization.

Demand for services increased slightly in the second quarter, particularly for child crisis services. Across both populations, the majority of crises were managed through mobile crisis intervention, community stabilization supports, or Crisis Therapeutic Home (CTH) placements, reinforcing the system's commitment to least restrictive care.

As we look ahead, our focus remains on strengthening communication, enhancing teamwork, and continuing to refine our service delivery model to meet evolving needs. We are committed to being a reliable, responsive partner and to maintaining transparency in our work and progress.

Thank you for your ongoing collaboration and for the critical role you play in promoting community integration and safety for the people with whom we work.

**TAMMY BECOAT-ECLOU**

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# FY26Q2 KEY SYSTEM METRICS

## Mobile Crisis Response

### Service Demand

- 3.6% increase in call volume from Q1 to Q2

### Hospital Diversion

- Adult: 63.95% stabilized in community
- Child: 86.10% stabilized in community
- Youth crisis response demonstrates very strong hospital diversion outcomes
- Adult outcomes remain stable across quarters

### Law Enforcement Involvement

- 49 calls involved law enforcement across both quarters
- Represents a small percentage of overall crisis responses

### Crisis Response Volume

- Child crisis calls increased 32% from Q1 to Q2
- Adult crisis calls slightly decreased in Q2
- Overall system demand continues to grow

### Crisis Assessment Location

- Youth services remain highly community-based
- Adult crises increasingly originate from ERs and emergency service settings

## Mobile Supports Services

### Hospital Diversion

- Adult: 94% remained in the community
- Child: 100% remained in the community

### Service Utilization

- Adult: 17 clients served at 229.58 hours
- Child: 38 served at 280 hours

### Key Insight

- Child service demand continues to grow with highest hours delivered since FY21.
- Adult service utilization remains steady with consistently strong diversion outcomes.
- The data reflects high clinical effectiveness and strong crisis diversion capacity within the community.

## Adult Crisis Therapeutic Home Services

Admissions Quarter	Crisis Stabilization	Stepdown	Planned
Q1 FY26	14	7	0
Q2 FY26	12	6	1

### Key Insight

- Length of stay decreased in Q2, reflecting faster stabilization and discharge planning.
- 100% of clients receiving residential crisis stabilization services were maintained in the community

## Child Crisis Therapeutic Home Services

Admissions Quarter	Crisis Stabilization	Stepdown	Planned
Q1 FY26	13	3	0
Q2 FY26	25	5	0

### Key Insight

- Significant increase in crisis stabilization admissions in Q2, and length of stay decreased, thereby improving program capacity.
- Maintained 100% community retention across both quarters, signaling strong operational performance despite increased service demand.

## Workforce & Community Training

Professionals trained in crisis response practices:

Partner Type	Individuals Trained
Law Enforcement	5
Case Managers / Service Coordinators	46
ID/DD Providers	36
Emergency Services	17
Other Community Partners	49
<b>Total Individuals Trained</b>	<b>153</b>

# CHILD CRISIS THERAPEUTIC HOME

STAFF AT THE REACH CHILD-CRISIS THERAPEUTIC HOME BROUGHT WARMTH, CREATIVITY, AND A SENSE OF BELONGING TO THE HOLIDAY SEASON THIS WINTER, MAKING SURE EVERY GUEST FELT SEEN, CELEBRATED, AND CARED FOR.



## FEBRUARY: BLENDING CELEBRATION & CULTURE

In February, staff continued their commitment to meaningful engagement by weaving together Valentine's Day themes with Black History Month. Decorations throughout the home highlighted messages of love, community, and cultural pride. This thoughtful blend created opportunities for conversation, learning, and connection, while also bringing color and creativity into shared spaces.

## DECEMBER: HONORING MANY TRADITIONS

Throughout December, staff and guests worked together to decorate the home in ways that reflected the diverse ways people celebrate during the winter holidays. The tree became a centerpiece of inclusion, featuring ornaments and symbols representing different cultural and family traditions. Guests also enjoyed the fun and laughter of the annual "tacky lights" tour that invited smiles from everyone who walked through the door.

For those spending Christmas Day at the CCTH, staff ensured the morning felt special. Guests woke up to an abundance of gifts—each one thoughtfully selected—to open and enjoy, helping create a sense of comfort and celebration even while away from home.



## A SEASON OF CONNECTION

Across both months, the focus remained on creating a therapeutic environment where guests felt valued and supported. Through decorations, shared activities, and intentional celebration, staff helped transform everyday moments into opportunities for joy and healing.

# ADULT TRANSITION HOME

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**A SEASON OF SELF-LOVE, SELF-REFLECTION, AND COMMUNITY  
CONNECTION DRIVING GROWTH AND INDEPENDENCE.**

During the first quarter of the year, the Adult Transition Home (ATH) focused on building a strong foundation of self-love, personal growth, and community engagement. Individuals were encouraged to practice self-reflection, develop healthy coping strategies, and explore their personal goals in a supportive environment.

Residents also spent meaningful time out in the community, participating in activities that promoted social connection, independence, and overall well-being. This balance of internal growth and external engagement has helped foster confidence and continued progress toward successful transitions.



# YOUR NEXT OPPORTUNITY STARTS HERE!



We are looking for you!!! Want to make a difference in helping someone navigate a crisis? Want to help families with needed supports for long term success? Are you license-eligible and looking for supervision hours and experience? Then REACH can help! We are currently hiring for Crisis Clinicians and Coordinators for our Adult and Child teams.

Want to learn more about REACH and what we are all about? We have trainings throughout the year to support our community in learning about REACH and how to support the individuals we serve.

SEE WHAT'S AVAILABLE AND SIGN UP NOW: [REGION 4 | EVENTS](#)



## COMMUNITY CONNECTIONS

Spring is coming! Which means community events. REACH will be attending several community events over the next few months. Come visit with us!

Some of the upcoming events we will be attending:

- ✓ Chesterfield Mental Health Resource Fair- April 9th, 2026
- ✓ 5K, Family Fund Day including First Responder Safety Fair- May 16th, 2026
- ✓ Plus- later in the year you will be able to see us at the RVA Duck Race and the ASCV Trunk or Treat.





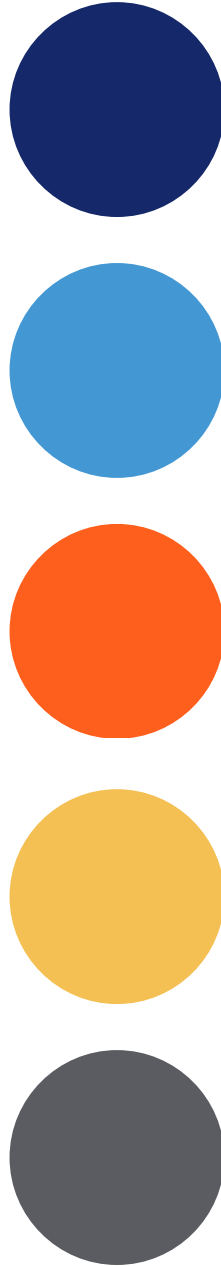
# REACH FOUR-WARD WORD SEARCH

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**REACH | QUALITY | SUCCESS | INTEGRITY  
THERAPEUTIC | COMMUNITY | SUPPORT | HEALTH  
LEADERSHIP | WELLNESS | RECOVERY | CARE  
RBHA | SERVICES | MINDFULNESS | GROWTH  
OUTREACH | TEAMWORK | INCLUSION | EMPOWERMENT**

# REACH FOUR-WARD

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Thank you to our incredible REACH team for your dedication, collaboration, and commitment to moving our mission forward.