



The Center for START Services at the Institute on Disability/UCED at the University of New Hampshire is a national initiative that works to strengthen efficiencies and service outcomes for individuals with intellectual and developmental disabilities (IDD) and behavioral health needs in the community.

The START program model was implemented in 1988 by Dr. Joan Beasley and her team to provide community-based crisis intervention for individuals with IDD and mental health needs. It is a person-centered, solutions-focused approach that employs positive psychology and other evidence-based practices.

The Center for START Services provides technical support, clinical expertise, and training and consultation services that support the development of:

- Comprehensive Evaluation of Services & Systems of Care (local and state)
- A systems linkage approach to service provision
- Expert Assessment & Clinical Support
- Outcomes-Based Research & Evaluation
- Short-Term Therapeutic Resources and Opportunities
- Cross Systems Crisis Prevention & Intervention Planning
- Family Support, Education & Outreach
- Interdisciplinary Collaboration

Values

START includes the following values in daily practice through decision-making, work contributions, and interpersonal interactions:

- **Service recipients and their families are our most valued partners.**
- **Capacity building begins with positive engagement** - whether it is an individual or a large system. We emphasize building upon abilities in each individual and in their system of support.
- **Help begins with providing oxygen** - helping to resolve an immediate destabilizing situation allows for hope and change going forward.
- **Networking** - increases depth of knowledge and capacity to provide services for all.
- **We must all be open to learning and teaching** - through continuous assessment of outcomes along with educational opportunities with easily accessible local, regional, statewide, national forums, study groups and training materials.
- **The three A's of service effectiveness** - Access, Appropriateness and Accountability.
- **Tertiary crisis intervention approach to supporting vulnerable populations** - building capacity through primary interventions, including secondary interventions with expertise for specialized approaches, and including a safety net for emergency interventions are all part of the solution focused approach.
- **Team effort** - we work as a team to create opportunities. This includes mutual respect that allows for team input to help the program continue to improve and change over time.
- **Community** - develop and maintain fellowship with others that share common attitudes, values, interests, and goals.
- **Fidelity** - provide training and consultation to support the integrity of activities that make the START Model effective and directly impact the success of desired outcomes.
- **Humanity** - conduct all activities with compassion, understanding, and kindness.

The START Effect

Documented benefits and outcomes of the START model, which are supported by advisory councils, clinical education teams, research, and data analysis, include:

- | | |
|--|---|
| ● Reduced use of emergency services and state facility/hospital stays | ● Improved expertise across systems of care |
| ● High rates of satisfaction by families and care recipients | ● Use of “generic” services whenever possible |
| ● Cost-effective service delivery | ● “Special” services provided for those who need them |
| ● Increased professional and logistic “linkages” between service providers in multiple disciplines | ● Sustainable blended funding |
| | ● Services designed to fill service gaps |



NYSTART

**Systemic, Therapeutic, Assessment,
Resources and Treatment**

An initiative of the New York State Office for People With Developmental Disabilities

Clinical Education Team (CET) Resources

Clinical Education Teams (CETs) are an educational forum designed to improve the capacity of the local community to provide supports to individuals with IDD and behavioral health needs by teaching through discussion of a case. A case is presented to all trainees and clinical staff using this clinical teaching model: those present ask questions, propose diagnoses and treatment options, and they discuss and learn together. The CET typically lasts 1 ½-2 hours and includes presentation of a brief follow-up from the previous month, a presentation of a new case and a didactic training based on the case presentation. Time is also left for discussion, problem solving and recommendations. The coordinator provides a brief summary at the conclusion of the CET. The goal of the CET is to help service system providers learn how to best support people while improving the capacity of the system as a whole through information sharing, learning, and collaboration. CETs are held at least monthly and led by the START Clinical Director. Following the CET, recommendations are reviewed by the Coordinator and Clinical Director, a note is written and a plan to follow-up with the person's system of support is made.



NYSTART

**Systemic, Therapeutic, Assessment,
Resources and Treatment**

What is NY START?

NY START is a community-based OPWDD program that offers crisis prevention and response services to individuals with intellectual/developmental disabilities and complex behavioral health needs, as well as to their families and those who provide support.

NY START emphasizes the development of cross systems relationships, trainings and education, as well as crisis prevention and response supports. Its goals include helping individuals remain in their homes and communities, and enhancing their opportunities for leading healthy, successful and richer lives.

What does NY START offer?

The NY START program offers training, consultation, therapeutic services and technical assistance to enhance the ability of the community to support individuals with intellectual/developmental disabilities and complex behavioral health needs, and focuses on establishing integrated services with providers.

Who is eligible for referral to NY START?

NY START services are available to individuals age 6 and over who have an intellectual/developmental disability and complex behavioral health needs. An OPWDD eligibility determination is required in order to receive NY START services.

Where is NY START available?

Fully operational NY START teams are available in the Western New York, Finger Lakes, Capital District, Taconic and Hudson Valley regions of NYS. The NY START teams in NYC are in the initial stages of implementation and it is anticipated that they will begin taking referrals in mid-2016. NY START teams in Long Island and Central New York will become available as statewide implementation continues.

Who can make a referral and what is the process?

Referrals are accepted from individuals, families, service providers (I/DD & mental health), hospitals, psychiatric centers and other crisis services. Contact information for operational NY START teams can be found online at: <http://www.opwdd.ny.gov/ny-start/home>

Where can I learn more about NY START?

Additional information can be found at the NY START webpage at:

<http://www.opwdd.ny.gov/ny-start/home>

Where is NYSTART Available?

Western NY

Allegany, Cattaraugus, Chautauqua, Chemung, Erie, Genesee, Livingston, Monroe, Niagara, Ontario, Orleans, Schuyler, Seneca, Steuben, Wayne, Wyoming, and Yates

1-844-567-8278

Capital District

Albany, Columbia, Dutchess, Fulton, Greene, Montgomery, Orange, Putnam, Rensselaer, Rockland, Saratoga, Schenectady, Schoharie, Sullivan, Ulster, Warren, Washington, and Westchester

1-844-782-7880

Coming Soon

New York City

Bronx, Brooklyn, Manhattan, Queens, Staten Island

Long Island

Nassau and Suffolk

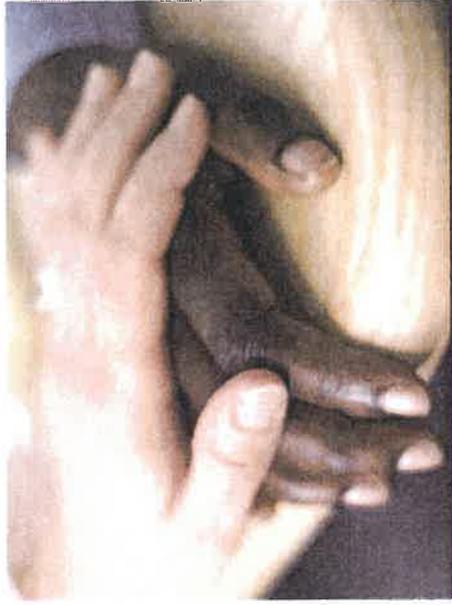
Central New York

Broome, Cayuga, Chenango, Clinton, Cortland, Delaware, Essex, Franklin, Hamilton, Herkimer, Jefferson, Lewis, Madison, Oneida, Onondaga, Oswego, Otsego, St. Lawrence, Tioga, Tompkins



NYSTART

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NYSTART

Crisis Prevention and Response
for People with Developmental
Disabilities and the People
that Support Them



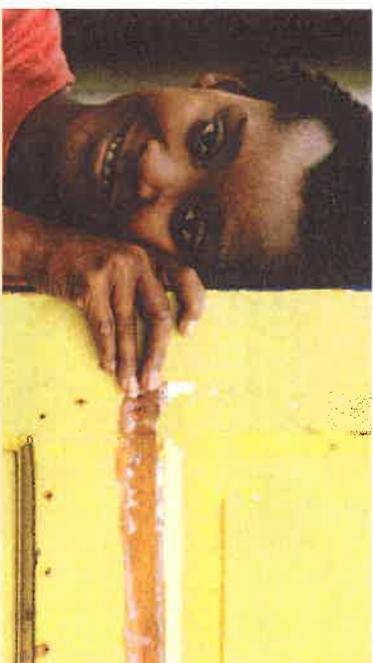
An Initiative of the New York State Office
for People With Developmental Disabilities

(866) 946-9733 | www.opwdd.ny.gov



NEW YORK
STATE OF
OPPORTUNITY
Office for People With
Developmental Disabilities

44 Holland Avenue
Albany, NY 12229-0001



NYSTART community-based supports for people with developmental disabilities and behavioral health needs

NYSTART offers crisis prevention and response services to people with developmental disabilities and complex behavioral health needs, as well as their families and those who provide supports.

The goal of the START program is to build relationships and supports across service systems to help people remain in their homes and communities, and enhance the ability of the community to support them.

NYSTART emphasizes the development of cross systems relationships, training and education, as well as crisis prevention and response supports.

What does NYSTART Offer?

The NYSTART program offers:

- consultation, education, and training
- cross-system partnerships
- crisis plan development
- short-term therapeutic in-home supports
- short-term therapeutic emergency and planned Resource Center services
- crisis response for people receiving NYSTART services

Consultation and Training

NYSTART provides consultation, training, and technical assistance to community partners and organizations to create a well-trained network at the community level that can better support individuals in their home.

Community Partnerships

NYSTART facilitates communication and partnerships across developmental disability, mental health, community and family networks to improve outpatient supports and community connections, improve treatment outcomes, and decrease the need for hospitalization and loss of community placement.

Crisis Plan Development

NYSTART Coordinators work with individuals, families, and service providers to develop a crisis plan for the person. The planning process includes reviewing current systems of care, recommending potential preventive and coping strategies for the person and caregivers, and agreeing on a process to access supports.

Short-Term Therapeutic Supports

NYSTART can provide short-term therapeutic in-home supports for people age 6 and over who are enrolled. Additionally, short-term therapeutic Resource Center services are available for people age 21 and over.

Crisis Response

The NYSTART clinical team is available to help assess emergencies and provide support at times of crisis. In-person assessment within two hours is available for individuals enrolled in NYSTART services.

NYSTART Eligibility

NYSTART services are available for individuals age 6 and over who have a developmental disability and complex behavioral health needs. An OPWDD eligibility determination is required in order to receive the full array of NYSTART services.

Who can make a referral?

The NYSTART team accepts referrals from multiple sources including, but not limited to:

- self-referrals
- families
- service providers
- hospitals
- psychiatric centers
- other crisis services
- OPWDD Regional Office

Additional Information

Additional information can be found at the NYSTART webpage at: <http://www.opwdd.ny.gov/ny-start/home>





NEW YORK
STATE OF
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**Office for People With
Developmental Disabilities**

NY START
Systemic, Therapeutic, Assessment, Resources & Treatment

Dr. Ros Burton-Robertson, CPC
Director

Nadine Wilches, LCSW
Clinical Director

01/10/2016 2

NY START Mission

NY START will increase the community capacity to provide an integrated response to people with intellectual/developmental disabilities and behavioral health needs, as well as their families and those who provide support. This will occur through cross systems relationships, training, education, and crisis prevention and response in order to enhance opportunities for healthy, successful and richer lives.



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08/10/2016 7

NY START

- OPWDD has begun implementation of START, a statewide crisis prevention and response model, which is focused on ensuring effective treatment and reducing dependency on higher levels of service.
- START is a National, Evidence Informed Model that has demonstrated effectiveness and focuses on capacity building for the system. START services began nationally in 1988 by Dr. Joan Beasley, The Center for START Service UNH.
- NY START will provide community-based crisis prevention and intervention services for individuals with intellectual/developmental disabilities (I/DD) and co-occurring mental health (MH) and behavioral health needs.
- NY START will help individuals to obtain adequate treatment options when they need them most in the least restrictive setting possible.



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Developmental Disabilities**



Status of Operational Teams Region 4 New York City

- This region will operate as one START team but will be made up of two teams that will be operated by two provider agencies.
- **Richmond Kings Team will operate in Brooklyn and Staten Island.**
- Tri-Borough Team will operate in Bronx, Manhattan and Queens.
- Each START clinical team will be overseen by a START Director, Assistant Director and Clinical Director.
- There will be 9 Team Leaders and 36-54 Coordinators for the delivery of START Coordination and Community Education and Outreach.
- Each team will have available, for those enrolled in START, START clinical services, short term therapeutic in-home support services and a Therapeutic Resource Center for planned and emergency use.



Who Qualifies?

“An OPWDD eligibility determination is required in order to receive the full array of NY START services”

What services can a person access until OPWDD eligibility is determined?

How Do I Make a Referral?
A NYC START 24hr Crisis Number will be available upon roll-out in the fall



06/10/2016

Core START Elements

- Trained Linkage Coordinators;
- Augments existing system of support, START does not replace it;
- Multi-level cross system linkages (local, statewide, national)

For Individuals Enrolled in START Services the following START services may be appropriate based on individual assessment and need:

- In-home therapeutic supports (ages 6 – adult);
- Site based Therapeutic Resource Centers (ages 21 +) for planned and emergency use;
- Mobile community based response services, as needed, with a 24 hour, 7 day per week availability within a 2 hour response time;



06/10/2016

START Components (cont'd)

- Consultation, assessment, and service evaluation;
- Biopsychosocial model
- Employs data driven, evidence-informed practices and outcome measures;
- Clinical education teams and online training forums;
- Family support and education;
- Technical support to maintain program integrity and fidelity to the START model;
- Person-centered focus; Strength-based; Positive Psychology; Culturally Competent and
- Focus on understanding problems in the context of the system of support.



06/10/2016

Developing Capacity and Partnership

Linkage Agreements help to

- establish a cross systems collaborative framework and define expectations;
- improve outpatient supports, community linkages, treatment outcomes; and
- decrease the need for hospitalization and/or the loss of community placement.



CETs

- Clinical Education for primary team and network
- Case based
- Expertise from MD and Clinical Director
- Systemic analysis from START leadership
- CEUs
- Important collaborative monthly forum



**The START Resource Center
and
In Home Supports
Spring of 2017**

**4 Bedroom Home
2 Crisis Beds
2 Planned Beds**



**Differences Between Planned
and Emergency**

- Scheduled vs. acute need
- Length of stay
- Who receives services
- Why both are needed



Mobile In-Home Supports (Crisis)

- Assistance in home at time of crisis
- Works closely with START Coordinator and Clinical Director to define immediate goals and objectives
- Does not replace existing support system enhances
- Up to 72 hours



Resources and Additional Information

Additional Information on the Center for START Services and NY START can be found on the OPWDD website at the following link:

<http://www.opwdd.ny.gov/ny-start/home>
<http://www.centerforstartservices.org/>





A person-centered, solutions-focused approach that employs positive psychology and other evidence-based

START Mission & Values

MISSION: The UNH/IOD Center for START (Systemic, Therapeutic, Assessment, Resources, and Treatment) Services aims to improve the lives of persons with IDD and behavioral health needs and their families through fidelity to the START model with exemplary services and supports that emphasize local, person-centered, positive, multidisciplinary, cost-effective and evidence-informed practices.

VALUES: START includes the following values in daily practice through decision-making, work contributions, and interpersonal interactions:

Service recipients and their families are our most valued partners.

Capacity building begins with positive engagement -- whether it is an individual or a large system. We emphasize building upon abilities in each individual and in their system of support.

Help begins with providing oxygen -- helping to resolve an immediate destabilizing situation allows for hope and change going forward.

Networking -- increases depth of knowledge and capacity to provide services for all.

We must all be open to learning and teaching -- through continuous assessment of outcomes along with educational opportunities with easily accessible local, regional, statewide, national forums, study groups and training materials.

The three A's of service effectiveness – Access, Appropriateness and Accountability.

Tertiary crisis intervention approach to supporting vulnerable populations – building capacity through primary interventions, including secondary interventions with expertise for specialized approaches, and including a safety net for emergency interventions are all part of the solution-focused approach.

Team effort -- we work as a team to create opportunities. This includes mutual respect that allows for team input to help the program continue to improve and change over time.

Community -- develop and maintain fellowship with others that share common attitudes, values, interests, and goals.

Fidelity -- provide training and consultation to support the integrity of activities that make the START Model effective and directly impact the success of desired outcomes.

Humanity -- conduct all activities with compassion, understanding, and kindness.

Nationally Recognized Program Model Since 1988

The START program model was implemented in 1988 by Dr. Joan Beasley and her team to provide community-based crisis intervention and prevention services for individuals with intellectual and developmental disabilities (IDD) and mental health needs.

Cited as a model program in the 2002 U.S. Surgeon General’s Report on mental health disparities for persons with IDD, START is a comprehensive model of service supports that optimizes independence, treatment, and community living for individuals with IDD and behavioral health needs.

START is an evidence-informed model that utilizes a national database. The Center for START Services was established in 2009 at the University of New Hampshire’s Institute on Disability/UCED.

Public Health Model & START: Numbers Benefitting from



START Model: Systems Linkage Approach

Key Components:

- Positive strength based approaches
- Enrich the system (avoid strain)
- Resources allocated to promote linkages (i.e. the use of a linkage “team”)
- Resources allocated to fill in service gaps
- Services provided across systems
- Expertise improves capacity
- Outreach is key
- Develop a common language

START Model Outcomes:

- Strengthened systems linkages that enrich systems, increase resources, and fill in service gaps
- Increased professional and logistic linkages between service providers in multiple disciplines
- Use of community services whenever possible
- Specialized services provided for those who need them
- A growing local, regional, statewide, and national learning community dedicated to evidence-based practices in mental health and IDD



The START program model is nationally proven to provide collaborative, cost-effective support to individuals with intellectual and developmental disabilities and their families through exemplary clinical services, education and training, with attention on service outcomes.

For More Information:

NYSTART Tri-Borough
New York, NY 10001
212-273-6100

www.centerforstartservices.org

*START is a program of the
Institute on Disability/UCED at:*

