



NC START with results in mind.



Individual Outcomes

- Maintain stable community residence
- Access and engage resources
- Decrease crises
- Decrease behavioral challenges
- Decrease mental health symptoms
- Decrease state facility and hospital utilization
- Increase community involvement

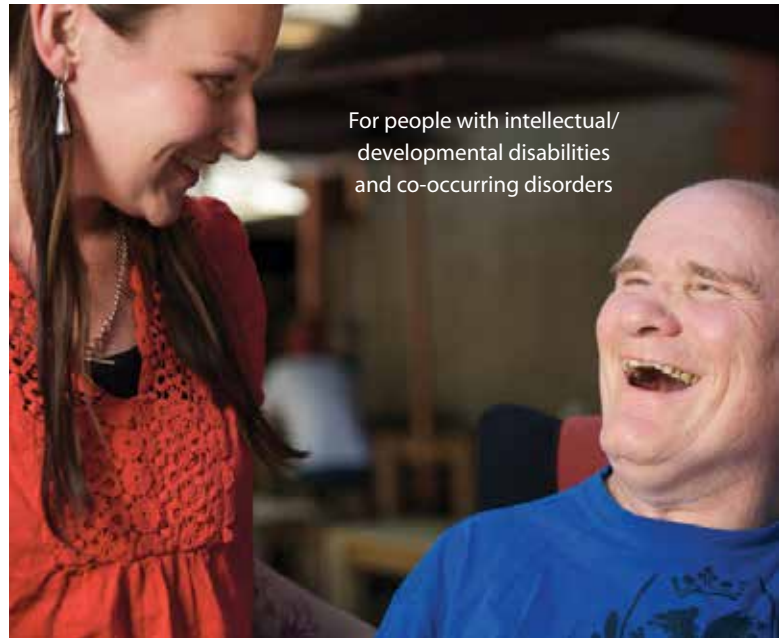
Community Outcomes

- Increase crisis expertise in the community
- Implement and maintain community collaboratives
- Utilization of community resources
- Increased natural resources
- Decrease state facility and hospital utilization

START was originally funded by the Massachusetts Department of Mental Retardation and operated by GLMHRA under the direction of Dr. Joan Beasley. NC START, based on Massachusetts START model, represents a collaboration between Dr. Beasley, the North Carolina Division of MH/DD/SAS, LMEs/MCOs and providers.



NC START East 888-962-3782
NC START Central 800-662-7119 ext. 8730
 or 919-865-8730 (alternative crisis number)
NC START West 888-974-2937



For people with intellectual/
developmental disabilities
and co-occurring disorders

NC START: North Carolina Systemic Therapeutic Assessment Resources Treatment

The **NC START** Model provides prevention and intervention services to individuals with with intellectual/developmental disabilities and complex behavioral needs through crisis response, training, consultation, and respite. The goal is to create a support network that is able to respond to crisis needs at the community level. Providing community based, person centered supports that enable an individual to remain in their home or community placement is the first priority.

The NC START Philosophy

Services are most effective when everyone involved in care and treatment actively participates in treatment planning and service decisions. (The whole is greater than the sum of its parts.)



Role of NC START Team

Provide on-going consultation to providers and/or families

Provide support and technical assistance to Mobile Crisis Teams

Create and maintain linkages and relationships with community partners

Coordinate support meetings and cross systems crisis plans for individuals

Provide training and technical assistance to community partners

Why use NC START?

NC START services work in conjunction with all other services including community-based services (ACTT, CST, Care Coordination, Innovation Services, Mobile Crisis Management, etc.) Driven by a person's needs, NC START offers proactive, clinically-based consultation and training for crisis prevention and intervention.



NC START receives referrals from multiple sources, including providers, families, and crisis services such as Mobile Crisis Management (MCM) Teams. In the case of a crisis referral, NC START will provide immediate technical assistance to the MCM team, the family, and provider in order to stabilize the individual. Within 24 hours, the NC START team member will begin the process of prevention and intervention planning for the individual. Routine referrals will be staffed for meeting admittance criteria with the team within 24 hours and disposition communicated to the referral agent.

Who is eligible for NC START?

NC START services are available to people who are at least 18 years of age and who have an intellectual/developmental disability and co-occurring mental illness or significantly challenging behaviors. Services are provided based on individual needs, situation and assessment. Availability of service is dependent upon:

Emergency – a situation where, because of a person's challenging behavioral issues, there is a need for (1) immediate specialized clinical services or (2) crisis/respite service.

At Risk – A situation where a specific or time-limited problem resulting from behaviors or situational factors disrupts a person's optimal functioning in his/her place of residence or habilitation program and causes the person to be at risk of losing his/her services.

Short-Term Assistance – A situation where 24-hour linkage and referral services are needed for ongoing services by the family/primary caregiver to address a person's behavior or situation.

SERVICES AVAILABLE

■ Crisis Support Continuum

Psychological, behavioral support and crisis consultation to the treatment team and primary service providers

Psychiatric consultation to the treatment team and primary service providers

Facilitate communication across intellectual/developmental disability, mental health, community and family networks

■ Clinical Support – Assessment & Treatment Planning

Conduct functional behavioral assessment to gather information for plan

Develop prevention and intervention plan involving parents, caregivers, and/or providers

Facilitate emergency meetings among service providers, treatment and crisis teams, and families

■ Training and Consultation

Provide training to providers, families and other community partners

Provide on-going consultation as needed to maintain community placement

■ Collaboration

Access and link families and providers to community services and supports

Work with care coordinator as service provider on planning for future needs

Maintain relationships with community partners to enhance ability of the community to respond to crisis

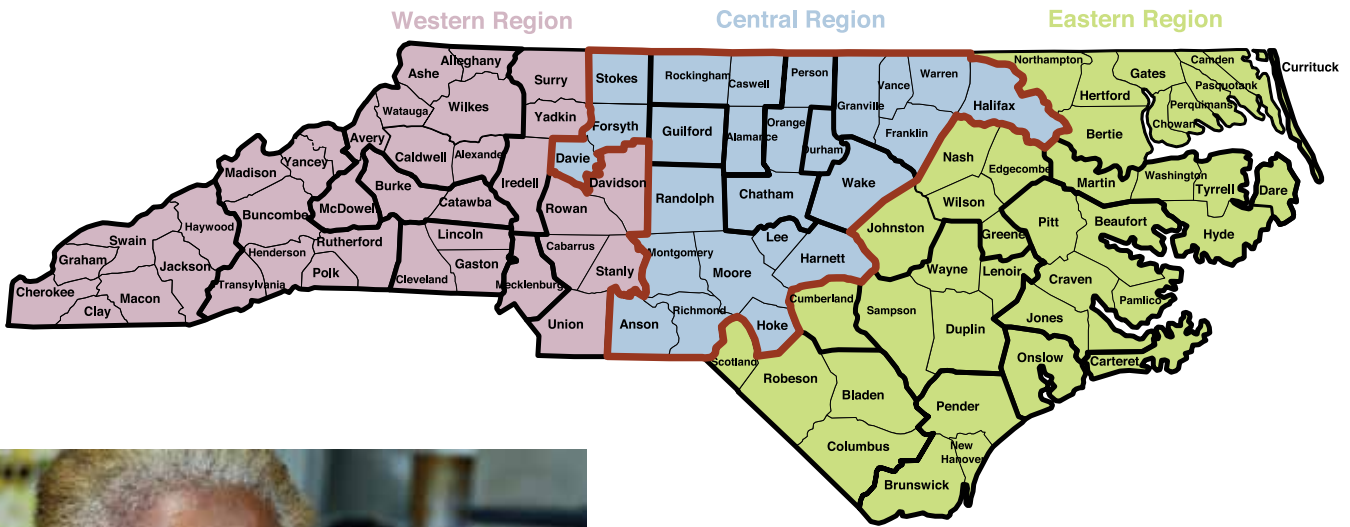
■ Short Term Respite

Planned respite is available to NC START consumers who live at home with their family and are unable to access traditional respite due to behavioral needs.

Emergency respite is available in crisis situations that cannot be addressed in the current placement. The team member will begin transition planning upon admission.



SERVICE AREA



Training can be at home, residence, or in a day program. Services are based on individual needs, situation and assessment.

NC START does not replace any element of the current service continuum but works in conjunction with all other services including community based services through consultation and training.

WEST TEAM (888) 974-2937

Asheville
Kannapolis/Concord
West House (Resource Center Site)
 Statesville, NC

CENTRAL TEAM (800) 662-7119 EXT. 8730
or 919-865-8730 (alternative crisis number)

Durham
Central House (Resource Center Site)
 Durham, NC

EAST TEAM (888) 962-3782

New Bern
Wilmington
East House (Resource Center Site)
 New Bern, NC