NC START

RHA HEALTH SERVICES

The **NC START** (Systemic Therapeutic Assessment Resources Treatment) program helps people with intellectual/developmental disabilities and complex behavioral needs through crisis response, training, and education. The aim is to build a support system that can address crises within the community. Keeping people in their homes or communities is the focus, with personalized support being a top priority.

Services are for people facing frequent crises endangering themselves or others in the community. While someone doesn't have to be in an immediate crisis to get NC START services, those who benefit most often face repeated hospitalizations, disruptions in living situations, or encounters with law enforcement.

THE NC START PHILOSOPHY

Services are most effective when everyone involved in care and treatment actively participates in treatment planning and service decisions. NC START services work in conjunction with all other services and systems of care. Driven by a person's needs, NC START offers proactive, clinically based consultation and training for crisis prevention and intervention.

Role of NC START Team

- Provide on-going crisis support and consultation
- Engage the system of care
- Create and maintain linkages and relationships with community partners
- Coordinate support meetings and cross systems crisis prevention and intervention plans
- Provide training and consultation to community partners

Individual Outcomes

- Increase expertise in MH/IDD service delivery
- Implement community resources and collaboratives
- Increase natural resources
- Decrease state facility and hospital utilization

Community Outcomes

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

NC START offers services for people ages 6 and up. To qualify, a person needs a documented intellectual/developmental disability or autism spectrum disorder and either a mental health diagnosis or a complex behavioral challenge.

For Eligible People Age 6-20 Years: Referrals must be made by contacting the MCO. Once the MCO receives the referral, a clinical team will review the referral and take the necessary steps to get it to the appropriate NC START team.

For Eligible People Age 21 Years and Older: Referrals can be made by anyone who knows the person well, with an understanding of the person's current support needs can refer them to NC START using the appropriate region's 24-hour access line. The START team will also need a recent psychological evaluation in order to determine eligibility.

To learn more, visit rhahealth.org/ncstart or scan the QR code.

SERVICES: WHAT NC START CAN DO

Crisis Support Continuum

- Behavioral support and crisis consultation to the treatment team and service providers
- Provide service recommendations and complete START assessments to maintain fidelity to START model
- Facilitate communication across all systems/networks
- Develop comprehensive crisis plans to use across all systems
- Coordinate team meetings to enhance communication, relationships and recommendations for crisis prevention to promote overall wellness

Training and Consultation

- Provide training to providers, families and other community partners
- Provide on-going consultation as needed to maintain community placement
- Medication consultation to the primary service provider for medication management, when requested

WEST TEAM | RHA

Resource Center Site - Statesville, NC
Crisis/Referral Line: (888) 974-2937

CENTRAL TEAM | ES/PORT Health

Resource Center Site - Durham, NC
Crisis/Referral Line: (919) 865-8730

EAST TEAM | RHA

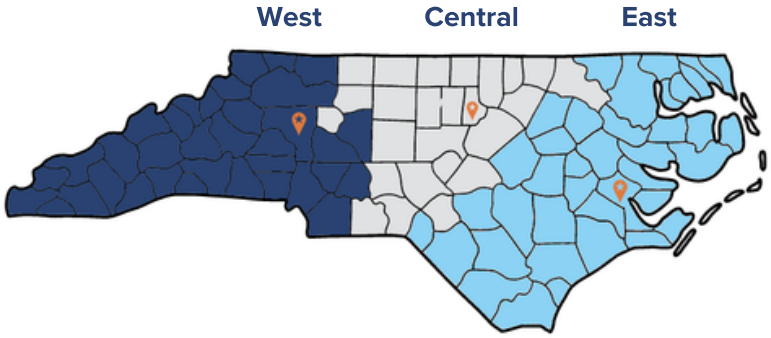
Resource Center Site - New Bern, NC
Crisis/Referral Line: (888) 962-3782

START Resource Center

Each NC START region operates a 4-bed therapeutic home called a Resource Center for people 18 years and older who are currently enrolled in NC START. Beds in these homes are triaged by the NC START clinical teams for people in the highest need and can be utilized for planned or emergency stays. The Resource Center is an alternative temporary setting to prevent unnecessary inpatient admissions and support adults who may be experiencing distress utilizing a strengths-based approach. On-going assessment and data is gathered in order to better inform systems of strategies for crisis prevention and to increase overall wellness.

START Therapeutic Coaching

Each region offers START Therapeutic Coaching to people enrolled in NC START. This program offers coaching techniques in the community (home, schools, day programs, etc.). Coaching can be provided as a planned or emergency service and is based on the person's needs. Coaching is provided in conjunction with another member of the person's team, to help teach techniques learned. Coaching does not replace a service in the system and is a short-term service depending upon therapeutic goals identified.



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