START (Systemic, Therapeutic, Assessment, Resources and Treatment)

The National Center for START Services (since 2009) at the UNH Institute on Disability/UCED is an organization of experts in the mental health aspects of IDD who develop innovative MHIDD training programs, conduct research, and facilitate the development of START programs across the country.

START is an evidence-based model of cross system crisis prevention & intervention services for individuals aged 6 and older with intellectual and developmental disabilities and mental health needs. START was first developed in 1988.
UNH/IOD National Center for START Services Building Capacity
Why Do We Use a Fidelity Based Model?

- Evidence-based
- What you receive should not depend on where you live
- Building capacity

What does this mean?

- Adherence to guiding principles
- Evidence-based
- Effective integration in local systems is needed
START Model Overview
Integrated Health
Bio-Psycho-Social approach (Engel, 1979) considers the biological, psychological and social strengths and vulnerabilities related to mental wellness and how these different factors might contribute and impact one another.

The Goal is PERMA
Positive Emotion-Engagement-Relationships-Meaning-Achievement

Methods include assessment and coaching, linkages and collaboration

A highly skilled workforce

Therapeutic coaching to build capacity

Cross systems crisis prevention and intervention planning
Outcomes Associated with START

Health and service data on all individuals enrolled in START programs are entered into SIRS and analyzed to measure outcomes and trends. **Across the US, individuals enrolled in START have shown improvements in several key outcome measures including:**

- High rates of stabilization following crisis
- Reduced psychiatric hospitalization and ED usage
- Increased satisfaction with mental health and support services
START Services 2021

Visit the Center for START Services website for the most up-to-date map of START Services nationwide

https://centerforstartservices.org/locations
Bringing START to Tennessee
## Justification: DIDD FY21 Crisis Data

<table>
<thead>
<tr>
<th>Type of Incident</th>
<th>East</th>
<th>Middle</th>
<th>West</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>911 Calls</td>
<td>1014</td>
<td>1506</td>
<td>907</td>
<td>3427</td>
</tr>
<tr>
<td>Police on Scene</td>
<td>492</td>
<td>687</td>
<td>609</td>
<td>1788</td>
</tr>
<tr>
<td>Incarceration</td>
<td>18</td>
<td>23</td>
<td>25</td>
<td>66</td>
</tr>
<tr>
<td>Mobile Crisis Calls</td>
<td>124</td>
<td>162</td>
<td>232</td>
<td>518</td>
</tr>
<tr>
<td>Psychiatric Hospitalizations</td>
<td>99</td>
<td>134</td>
<td>129</td>
<td>362</td>
</tr>
</tbody>
</table>
Current Crisis System

• Mental Health Hospitals
• Mobile Crisis
• Professional Clinical Services
• Behavioral Health Benefits
• Therapeutic (Behavior) Respite
• Harold Jordan Center
• ECF Group 7 & 8 Services
• Clinical Consultation & Education
• NEW: TN START AST
TN START AST

- MHIDDD
- Statewide Coverage
- 5 Teams across 5 regions
TN START AST Service Objectives

- Greater involvement in crisis stabilization
- 24/7 Crisis Response & Consultation
- Comprehensive assessment
- Cross-systems stabilization planning
- Strong community inclusion values
TN START AST Systemic Objectives

• Clinical consultation, education & training
• Formalized network building
• Systemic analysis, consultation, & support
• Referrals & Phased roll out
TN START AST Phased Roll Out Plan

Phase 1
- Accepting Referrals
- Building small caseloads (3-5)
- Eligible: Individuals 6 years of age or older currently enrolled in the following Medicaid waivers:
  - 1915c
  - ECF Choices
- On call crisis response ONLY for individuals on TN START AST caseload

Phase 2
- Accepting Referrals
- Gradual increase of caseloads (10-15)
- Eligible: Individuals 6 years of age or older currently enrolled in ALL Medicaid waiver service
  - 1915c
  - ECF Choices
- Katie Beckett
- ICF
- On call crisis response ONLY for individuals on TN START AST caseload

Phase 3
- Accepting Referrals
- Full caseloads (20-30)
- Eligible: Individuals 6 years of age or older currently enrolled or eligible for enrollment in ALL Medicaid waiver service
  - 1915c
  - ECF Choices
- Katie Beckett
- ICF
- On call crisis response for individuals on TN START AST caseload

Phase 4
- Accepting Referrals
- Full caseloads
- Eligible: Individuals 6 years of age or older currently enrolled or eligible for enrollment in ALL Medicaid waiver service
  - 1915c
  - ECF Choices
- Katie Beckett
- ICF
- On call crisis response for individuals on TN START AST caseload

Phase 5
- Accepting Referrals
- Full caseloads
- Eligible: Individuals 6 years of age or older with a suspected or confirmed IDD diagnosis
- On call crisis response for individuals on TN START AST caseload
- On call crisis consultation for ALL emergency or crisis service providers for individuals with IDD
Where Are We Now?

• Launched phase 1 on July 21\textsuperscript{st} – accepting referrals

• Annual State and Federal Funding. Funding also provided for training by the Council on Developmental Disabilities

• All staff undergo internal training & Certification Training with START
Where Are We Now?

• TN START AST Advisory Council – Meets Quarterly

• Ongoing System Analysis & Systems Change
  – Addition of three TN START Resource Center locations
  – Training & Collaboration with existing Behavior Respite locations

• Continuation of Systemic Collaboration & Support to
  – Identify gaps in the crisis system for individuals with IDD
  – Establish inter-agency partnership agreements
  – Offer MHIDDD training

• TN START Training
For more information:

Visit our website:
https://www.tn.gov/didd/ast

Michelle Bagby, M.A., LBA, BCBA
Director of Behavioral Health & Crisis Services
TN START Clinical Director
(615) 913-0352
Michelle.Bagby@tn.gov
Things Do Not Change: We Change

The world as we have created it is a process of our thinking. It cannot be changed without changing our thinking.

Albert Einstein