

START Program

Systemic **T**herapeutic **A**ssessment **R**esources **T**reatment

What is CA START?

CA START is a mental health program that implements an evidence-based crisis intervention and prevention model. START promotes a system of care in the provision of community services, natural supports and mental health treatment to people with intellectual and developmental disability who present with complex behavioral and mental health needs (IDD/ MH). The goal of the START program is to mitigate crisis, build relationships and supports across service systems to help people remain in their homes and communities, and enhance the ability and capacity of the community to support them.

Systemic

Therapeutic

Assessment

Resources

Treatment

START Model Outcomes

Reduce emergency intervention services.

Increase the utilization of community service providers.

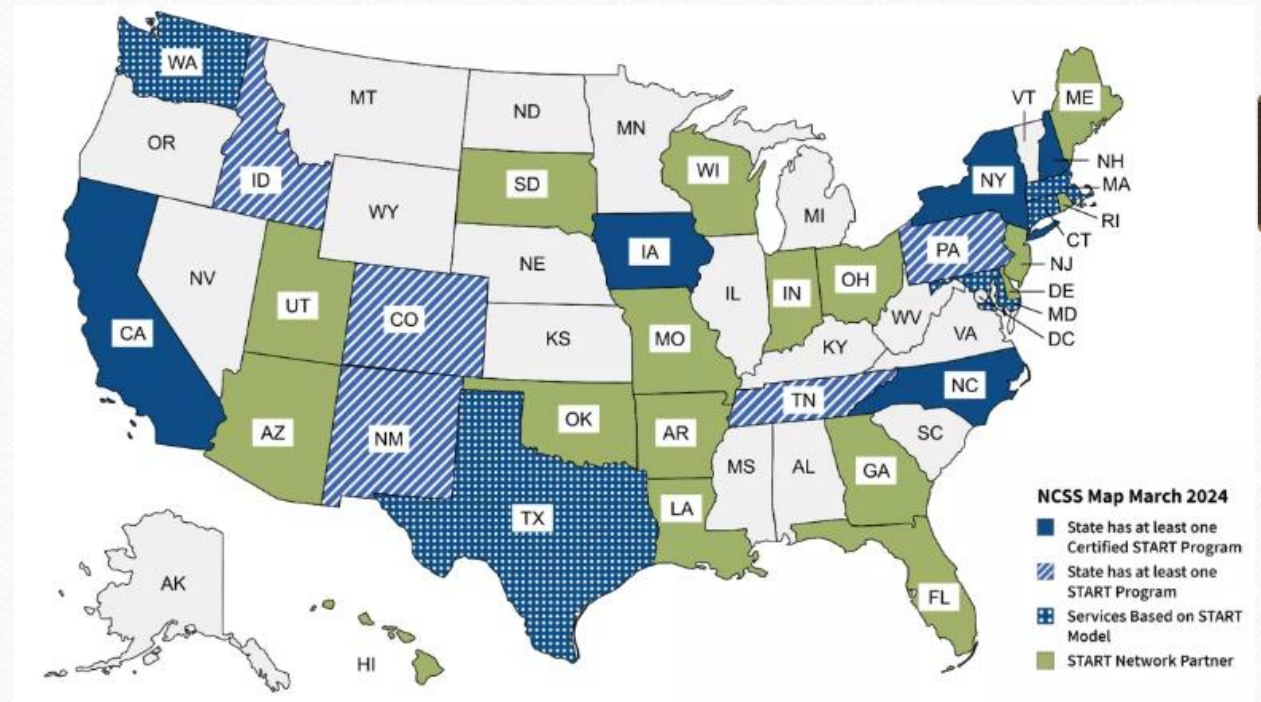
Improve the support system and the individual overall quality of life.

Strengthen systems linkages that bring enrichment, increase resources and builds the capacity.

A growing local, regional, statewide, and national learning community dedicated to evidence-based practices in mental health and IDD.

National Center for START Services (NCSS)

- A Collaborative Initiative With Regional Centers and the Department of Developmental Services
 - Redwood Coast Regional Center
 - Alta Regional Center
 - North Bay Regional Center
 - Golden Gate Regional Center
 - Regional Center of the East Bay
 - San Andreas Regional Center
 - Valley Mountain Regional Center
 - Central Valley Regional Center
 - Tri-Counties Regional Center
 - Eastern LA Regional Center
 - Harbor Regional Center
 - Frank D Lanterman Regional Center
 - San Diego Regional Center
 - South Central Regional Center
- 
- A map of California is shown on the right side of the slide. The state is divided into regions, with the central and southern regions highlighted in blue. A small inset map of the United States is located in the bottom right corner, with California highlighted in blue.



START can provide:

- Engagement of systems around crisis intervention, prevention, and stabilization
- Collaboration with providers in the community, service coordinators, mobile crisis teams, inpatient crisis, hospitals, and prescribers
- Crisis prevention and intervention planning, linkages, outreach, including the development of the START Cross Systems Crisis Prevention and Intervention Plan (CSCPIP)
- Expertise on mental health from a biopsychosocial perspective for persons with intellectual/developmental disabilities
- Outreach and education for families and community partners
- Therapeutic strategies and supports provided in community settings
- 24-hour crisis response for the system of care for persons enrolled with START.

24/7 Crisis Line

Cross System
Crisis Prevention
and Intervention
Plan (CSCPIP)

Clinical Training
and Consultation

Skills Training and
Capacity Building

Community
Linkages

Participation Expectations

- CA START is a short-term voluntary program with individuals enrolled on average 15-18months.
- It takes time to support an individual in being "at their best."
- Buy-in from all members of the system is beneficial.
- It's helpful to implement suggested interventions throughout the day and when service providers/START are not present.
- Monthly contact with the care provider is needed, outreaches are dependent on the level of need for the individual enrolled in START.
- Openness about challenges helps us understand the situation and with the recommendations we provide.
- When in crisis: call the crisis line, not the assigned START Coordinator.
- The CA START team works as a unit, and you may interact with other members of the system during crisis response or service delivery.
- CA START is not a 1-1 service provider and we do not do any physical holds.
- Although there is a 24/7 crisis line, most of our in person meetings occur M-F 9-6pm.

START Guiding Principles

STRENGTHS-BASED POSITIVE PSYCHOLOGY

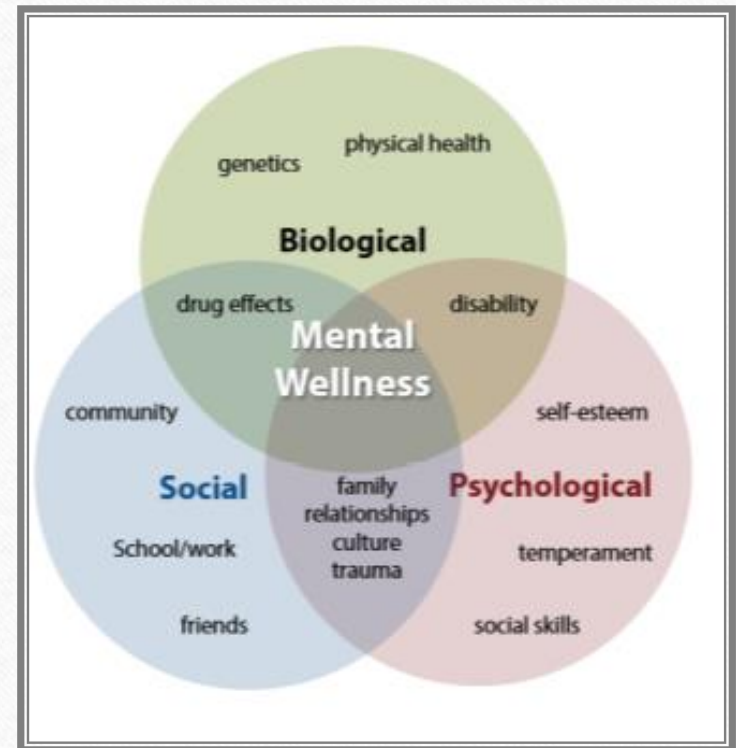
PERSON & FAMILY CENTERED

BIOPSYCHOSOCIAL LENS

TRAUMA INFORMED APPROACH

WELLNESS BASED MODEL – PERMA+

SYSTEMIC APPROACH



Positive Psychology

-VIA Character Strengths

| | | | | | |
|---|--|---|---|--|---|
|  |  |  |  |  |  |
| wisdom | courage | humanity | transcendence | justice | moderation |
| <ul style="list-style-type: none">//creativity//curiosity//judgement//love of learning//perspective | <ul style="list-style-type: none">//bravery//persistence//honesty//zest | <ul style="list-style-type: none">//love//kindness//social intelligence | <ul style="list-style-type: none">//appreciation of beauty//gratitude//hope//humour//spirituality | <ul style="list-style-type: none">//teamwork//fairness//leadership | <ul style="list-style-type: none">//forgiveness//modesty//prudence//self-control |

PERMA+ model of wellness

A core concept of positive psychology is PERMA, which is a theory of well-being that attempts to discover what enables human flourishing and puts a person in flow. The five building blocks of PERMA are: Positive Emotions, Engagement, Positive Relationships, Meaning, and Accomplishment. PERMA Plus (+) incorporates core elements of happiness and health, leading to personal fulfillment, meaning, and well-being.³

Figure 4: PERMA Plus⁵



| | Definition | Example of START Service |
|-----------------|---|--|
| ACCESS | Access to care means providing inclusive, timely, and community-based services. | <ul style="list-style-type: none"> - START's systemic linkage approach improves access to all services - Crisis planning facilitates access to necessary services and resources to intervene and decrease stress |
| APPROPRIATENESS | Appropriateness of care is reflected in the ability of providers to meet the needs of an individual. This requires linkages to service providers who are trained and supported due to the complexity of needs for those served through START | <ul style="list-style-type: none"> - Outreach - Training and coaching - START provides emergency response to assist the system of care in identifying appropriate stabilization services for enrollees. -Linkages to service providers |
| ACCOUNTABILITY | Service systems must be accountable to everyone involved in a person's care, including funding sources. There must be <i>specific and measurable outcomes</i> of care, and an understanding of each partner's role and responsibilities. Outcome measures must be clearly defined, and review of data must be frequent and ongoing. Accountability also means providing cost efficient services. Finally, accountability is a measure of the ability of a system to adapt to changes in individual service needs. | <ul style="list-style-type: none"> - The START Information Reporting System (SIRS) database and regular reporting of outcomes - The START Plan - Linkage Agreements - START Advisory Council |

The 3 A's of Service Delivery

START Therapeutic Coaching (STC)

- Crisis Coaching

- Therapeutic Supports are designed to assess and stabilize an individual in his or her natural setting. This service is part of the mobile crisis capacity of START, and the START Coordinator determines the need for supports.
- Up to 72 hours per intervention period.

- Planned Coaching Sessions

- Aims to identify strengths and vulnerabilities of the system .
- Trains on the effectiveness of communication tools, sensory stimulation and developing therapeutic structure in the setting.
- Works with individual/ system to promote growth and overall well-being

Community Trainings

- Clinical Education Team Meetings (2nd Tuesday of the month)
- Comorbidity of ADHD & ADD
- Anxiety and Depression in individuals with IDD
- Autism Spectrum Disorder vs Obsessive Compulsive Disorder: differentiating diagnoses
- Supporting people with IDD & mental health
- Oppositional Defiant Disorder & IDD
- Polypharmacy & IDD: The bottomless refill
- Psychosis: Supporting people with IDD & mental health
- Reactive Attachment Disorder
- Introduction to START
- Positive Psychology, PERMA, and VIA Character Strengths
- Down Syndrome medical issues
- Grief and loss in individuals with IDD
- Bipolar Disorder
- Delusional disorders
- Rethinking disruptive behavior disorders
- Complex trauma & PTSD
- Fetal Alcohol Spectrum disorder
- Suicide in IDD: Conquering the odds

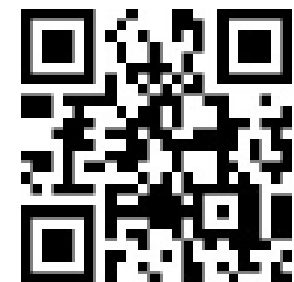
Who is Eligible for START?

CA START services are available to people who are at least 6 years of age and who have a developmental disability and co-occurring mental illness or complex behavioral health need. May reside in any home setting, from family homes to residential homes. Must reside in Merced, Madera, Fresno, Mariposa, Kings, or Tulare County.

Presenting Problems at Referral (check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Aggression (physical, verbal, property destruction, threats) | <input type="checkbox"/> Mental health symptoms |
| <input type="checkbox"/> At risk of losing placement | <input type="checkbox"/> Self-injurious |
| <input type="checkbox"/> Decrease in ability to participate in daily functions | <input type="checkbox"/> Sexualized Behavior |
| <input type="checkbox"/> Diagnosis and treatment plan assistance | <input type="checkbox"/> Suicidal ideation/behavior |
| <input type="checkbox"/> Family needs assistance | <input type="checkbox"/> Transition from hospital |
| <input type="checkbox"/> Leaving unexpectedly | <input type="checkbox"/> Other: |

For Service Coordinators.
Referral Packet:



<https://bit.ly/43ptX08>

How to Make a Referral

Please speak to the assigned Regional Center Service Coordinator for more information about how to be referred to Central Valley CA START. The Service Coordinator then consults with their Program Manager about eligibility criteria and submits a referral to CA START via the intranet on a thereform.

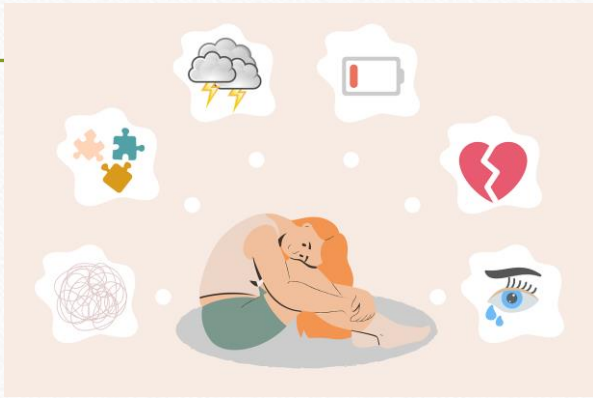
A referral packet can also be obtained by going to this website: <https://bit.ly/43ptX08> once the referral is completed it can be emailed to castartcentralvalley@yai.org

Program Outcomes

| Individuals Enrolled | Crises Responses and Outcomes | Emergency Department Visits | Emergency Department Visits |
|----------------------|------------------------------------|-----------------------------|-----------------------------|
| 79 total | 2022 (62 calls) 2023 (63 calls) | Adult | Children |
| 42 active | Maintained Community Setting | Before START: On Avg: 10 | Before START: On Avg: 6 |
| 9 stabilized (24%) | 2022 (79%) 2023 (83%) | During START: On Avg: 6 | During START: On Avg: 4 |

Accomplishment Story

Before



October 2022 – May of 2023

- 9 Emergency Department Visits
- 5 Psychiatric Hospitalizations
- Transportation Challenges with School and facing suspension

After



June 2023-March of 2024

- 1 Emergency Department Visits >24 hours
- Successful Return to School
- START Therapeutic Coaching
- Clinical/Medical Consultation
- Clinical Education Team Meeting
- Graduated from the START Program

Opportunities for Collaboration and Involvement

- Linkage Agreements:
 - These agreements define partnerships and practices between community service providers and stakeholders with the purpose of building a coordinated and collaborative system of services for persons with IDD-MH. Linkages provide a framework for working together to promote effective support and care across systems and to improve access, appropriateness, and accountability between linkage partners with the goal of improved service outcomes.
- Disability Resources Agency for Independent Living – Independent Living Program Services
- State Council on Developmental Disabilities – Sequoia Regional Office
- Community Vocational Services - Day Program
- JDT Consultants Inc. - Behavioral Services
- Sherril Morris's Residential Home – Residential services
- Inclusive Hearts - ABA services
- T&K Innovators - Crisis Services
- Kingsview Mobile Crisis Team (MCT)- Crisis Services
- Fresno Police Department – Crisis Intervention Team
- Clovis Police Department – Mental Health Team

Opportunities for Collaboration and Involvement

- START Advisory Council:

- START programs convene an Advisory Council which serves as a community champion of the program. Members of the advisory council share their expertise by providing knowledge of constituent perspectives; connections to local, national, or international resources and colleagues; and philanthropic support or other forms of needed assistance.

Representatives from:

- State Council on Developmental Disabilities
- Adult Day Program
- CSU System
- Law Enforcement
- Crisis Services
- Mental Health Services
- IDD Advocacy
- Medical Providers



Next Steps:

- To Sign up for CA START Central Valley's email blasts. Clinical trainings, presentations, and resources are shared with the Central Valley START network.



- To Sign up for the National Online Training Series (NOTS) on the Mental Health Aspects of IDD with the National Center for START Services.



Questions?

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Resources and Additional Information

**National Center for START Services
(NCSS)**

<https://centerforstartservices.org/>

YAI CA START

<http://www.yai.org>

castartcentralvalley@yai.org

Watch the START Documentary film

Now We Have Hope: The Strength of the
START Community

<https://centerforstartservices.org/START-film>