Systemic Therapeutic Assessment Respite and Treatment (START)

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A Few Key Points…

- START is not a separate system.
- START does not replace any current emergency services providers.
- Every step in the START process involves a thorough and clinical assessments.
- START emphasizes crisis PREVENTION through early identification of individuals at high risk.
- When fully operational, all START programs will be able to respond by phone 24/7 and face to face within 3 hours.
Who is Eligible for START?

- At least 18 years of age
- A supported diagnosis of intellectual disability/developmental disability is required, and
- Have a co-occurring mental illness or significant challenging behaviors
- START admissions are approved based on the team’s review of individual needs, situation, and assessment information
START Services

- Cross Systems Crisis Prevention and Intervention Plans
- Comprehensive Service Evaluations
- Assessments, including MD and PHD

Therapeutic Respite Services
  - Crisis and Planned
    - Community In-Home
    - 6-Bed site in each region
  - Separate Advisory Council for each region
Virginia START Locations

Region I - Charlottesville
Region II - Fairfax County
Region III - New River Valley
Region IV - Richmond
Region V - Hampton/Newport News
1) Easter Seals’ P&P are currently under review by Licensing; they are offering consultation to region until Licensed.

2) Staff in Place and Receiving On-Going Training: Medical Director, Respite Director, Assistant Respite Director, all 6 Coordinators and 9 Respite Staff.  
   Position to fill: Clinical Director.

3) Staff have been meeting and educating the CSB’s and other stakeholders in the region.

4) Therapeutic Respite House in Charlottesville is completed and furnished.
1) Easter Seals’ P&P are currently under review by Licensing, offering consultation to region until licensed.

2) Staff in Place and Receiving Training: Clinical Director, Medical Director, Respite Director, 5 Coordinators. Position to Fill: Assistant Respite Director.

3) Staff have been meeting and educating the CSB’s and other stakeholders in the region.

4) Therapeutic Respite House, located in Woodbridge, expected to be ready for guests this fall.
New River Valley Community Services  
Denise Hall, LCSW START Director  
info@swvastart.org 1-855-88-START (855) 887-8278

1) Staff in Place: Medical Director, Respite and Assistant Respite Director, Team Leader, 6 Coordinators and 15 Respite staff. Staff to Fill: Clinical Director.

2) Responding to crisis calls 24-7.

3) Have received over 150 referrals.

4) In-Home Therapeutic Respite has been provided throughout the region, helping to prevent out-of-home placement.

5) Therapeutic Respite House in Radford to open 11/1.
Richmond Behavioral Health Authority  
Ron Lucas, START Director  
lucasr@rbha.org 1-855-282-1006

1) Staff in Place and Receiving Training: Clinical Director, Respite Director, Team leader all 4 Coordinators.  
Position to Fill: Medical Director.

2) Responding to crisis calls 24/7.

3) Have received over 80 referrals and are working with individuals and families in developing crisis plans.

4) Therapeutic Respite House in Richmond will be renovated and ready for guests early 2013.

5) Will begin hiring and training respite staff this fall.
Hampton-Newport News CSB
Dona M. Sterling-Perdue START Director
donas@hnncsb.org 1-855-80-START 855-807-8278

1) Staff in Place and Receiving Training: Clinical Director, Respite Director, 7 Coordinators. Position to Fill: Medical Director

2) Responding to crisis calls 24/7.

3) Have received over 50 referrals and are working with individuals and families in developing crisis plans.

4) Therapeutic Respite House in Hampton will be built and ready for guests spring/summer 2013.

5) Will begin hiring and training respite staff this fall.
Challenges Encountered

- Education and Training for all START staff.
- Identifying specialized staff 24/7 coverage over a wide area.
- Education and Training needed for Stakeholders (CSB’s, DD CM’s, individuals, families, private providers) - ASAP!
- Regions I and II START projects went through a bidding process, which caused a 4-6 month delay.
- The START Therapeutic Respite Houses in all regions experienced delays in opening (due to A&E requirements).
Solutions to Challenges

- Consultant provides regular training and feedback to all programs.
- DBHDS presents START at many conferences, trainings and workshops statewide.
- In Region I and II, though delayed, receive experienced guidance from NC Easter Seals START (which has been operating for over 4 years).
- All 5 regions will have very well designed homes to ensure consistent service delivery statewide.
Data Collection

• Working with UNH, a new MIS was created to collect detailed client information and is connected to staff working in the field.

• The system tracks all services that the individual receives in real time.

• Data is shared with the Advisory Councils which review START goals, objectives and outcomes, and provide feedback to enhance the capacity and effectiveness of the program.
Office of Developmental Services

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For updated information please see the following web page: