



NYSTART
Systemic, Therapeutic, Assessment,
Resources and Treatment

NYSTART

April 16, 2018

OPWDD PROVIDER ASSOCIATION MONTHLY MEETING

This Update Includes:

- Status updates on each of the Regional START teams
- Service Outcome Update
- Next Steps

Current Operational Teams in New York

OPWDD has five NY START teams that are in various stages of development at this time.

- Western Finger Lakes NY START Team
- Capital District, Taconic and Hudson Valley NY START Team
- Richmond Kings NY START Team
- Tri-Borough NY START Team
- Long Island NY START Team

Status of Operational Teams

Region 1 Western/Finger Lakes

- This region has been operating one START team since August 2014 and is overseen by Chemung ARC.
- This team provides START Clinical team consultation, In-Home Therapeutic coaching and Therapeutic Resource Center Services.

Region 3 Capital, Hudson Valley, Taconic

- This region has been operating one START team since September 2014.
- This team provides START Clinical team consultation and the Resource Center renovations are almost complete.

Status of Operational Teams

Region 4 New York City

This region operates as one START system but is made up of two teams that are operated by two provider agencies.

- SUS oversees the Richmond/Kings START Team which operates in Brooklyn and Staten Island
- YAI oversees the Tri-Borough START Team which operates in Bronx, Manhattan and Queens
- Both of these teams provide START Clinical team consultation and In-Home Therapeutic coaching
- The Richmond/Kings START Resource Center is operating and the Tri-Borough START Resource Center is almost complete, and expecting to become operational in Spring of 2018

Status of Operational Teams

Region 5 Long Island

- This team is overseen by FREE and began operating in August 2017
- This team operates in Nassau and Suffolk counties
- The team provides START Clinical team consultation and is currently in the hiring process for In-Home Therapeutic Coaching.
- The team is currently working to identify a viable property for the Therapeutic Resource Center.

Region 2 Timeline

- OPWDD is working towards implementation of the last NY START team in Region 2, Broome, Central NY, Sunmount. Service System Analysis is currently underway.
- Tentative timeline for rollout is:
 - May-June 2018 final Service Analysis report will be presented
 - August 2018 – Release the Request for Application
 - December 2018 – Preliminary contract award announced
 - April 2019 – Contract start date

START Team Contact Information

- **Western Finger Lakes START**
1-844-567-8278
- **Capital, Taconic, Hudson Valley START**
1-844-782-7880
- **New York City START**
 - Brooklyn and Staten Island: 646-565-5890
 - Bronx, Manhattan and Queens: 212-273-6300
- **Long Island START**
516-870-1647

Statewide START Outcomes

In reviewing data from all of the teams at the end of 2017, data shows:

Reduction in use of emergency departments

Emergency department usage for children across all 4 teams:

- Pre-START 39% of people reported usage in the past year
- While receiving START services 15% of people reported usage

Emergency department usage for adults across all 4 teams:

- Pre-START 55.5% of people reported usage in the year prior
- While receiving START services 26% of people reported usage

Reduction in psychiatric hospitalizations

Psychiatric Inpatient usage for children across all 4 teams:

- Pre-START 26% of people reported usage in the past year
- While receiving START services 4.5% of people reported psychiatric inpatient usage

Psychiatric Inpatient usage for adults across all 4 teams:

- Pre-START 43.5% of people reported usage in the year prior
- While receiving START services 12% of people reported psychiatric inpatient usage

Statewide START Outcomes

In reviewing data from all of the teams at the end of 2017, data shows:

Linkage Agreements, Outreach, and Training

- START has completed 169 linkage agreements and completed 617 total episodes of outreach and trainings, thus building stronger system capacity to respond to behavioral health crisis needs by linked providers within the OPWDD system and across systems

Increased Community Capacity and Support for Families

- Stronger system capacity to respond to behavioral health crisis needs by continuing to complete linkage agreements and increase the total episodes of outreach and trainings

Statewide START Outcomes

In reviewing data from all of the teams at the end of 2017, data shows:

START Crisis Plan Development

- START crisis plans for children and adults were developed consistent with national START standards.
- These crisis plans define strategies to reduce crisis events and assist the person to maintain clinical stability.
- Provide clear and responsive direction to support givers and to individuals receiving START services
- 86% of children and 85% of adults have implemented plans

Next Steps

- Continue to develop each NY START team to become fully operational to deliver all elements of the START model and achieve START certification
- Seek federal participation for the consistently defined START elements within the 1115 Demonstration Waiver
- Become a certified START state

Resources and Additional Information

Additional Information on the Center for START Services and NYSTART can be found on the OPWDD website at the following link:

<http://www.opwdd.ny.gov/ny-start/home>