

NC START Frequently Asked Questions – Accessing NC START Services

*** Who is eligible for the NC START Program?**

The NC START (North Carolina Systemic, Therapeutic Assessment, Respite and Treatment) Program is exclusively available to serve adults (age 18 y/o and above) that have a primary diagnosis of Developmental Disability (DD) and challenging behaviors, often with a co-occurring mental illness.

*** What does the NC START Program do?**

The NC START program is divided into three regions (East, Central and West) and each region consists of two clinical teams and one respite home. The two clinical teams provide 24/7 crisis response and consultation as well as on-going preventative cross-systems crisis planning for eligible individuals. The crisis prevention component of NC START also involves working with the existing DD and mental health systems of care to provide technical assistance, consultation and support when working with individuals eligible for NC START.

The NC START clinical teams will continue to work with referred individuals and their service/support system up to one year following a referral. Within that time the NC START team will work with the individual and their system of services and supports to systemically prepare for crises and reduce the frequency of restrictive interventions, hospital admissions and overall crisis events.

The NC START regional respite homes each have two beds reserved for eligible individuals in crisis and two beds reserved for planned caregiver respite of eligible individuals* (4 beds total). Access to the respite home will be governed by the regional clinical teams and respite directors.

*** What is the difference between the NC START Clinical Teams and established/upcoming Mobile Crisis Management Teams and First Responder?**

NC START DOES NOT REPLACE MOBILE CRISIS MANAGEMENT or FIRST RESPONDER. Although the NC START Clinical Teams are available for assistance/support/consultation at any time during a crisis response, the first responder and mobile crisis teams retain their roles and responsibilities, NC START Clinical teams are intended to support not replace these functions.

An eligible individual will continue to access mobile crisis management via the established DMH/DD/SAS Crisis Service Protocol. Eligible individuals will still be required to “go through” their clinical homes/first responders (if applicable) prior to accessing Mobile Crisis Management. Once an eligible individual is seen by a Mobile Crisis Management team member, that team member should contact the regional NC START program for a potential referral and telephonic/on-site assistance (if indicated).

For individuals previously known to an NC START region, their clinical home providers and/or natural supports may contact NC START at any time for information, consultation and assistance deescalating individuals experiencing minor difficulties and/or crises. This assistance/availability of NC START clinical team staff is intended to help deescalate situations before the level of need becomes “emergent” necessitating a mobile crisis intervention.

*** How do I refer an eligible individual to NC START?**

Each NC START region has a central access number for information and referral (see following page for geographic and contact information).

Referrals to NC START for eligible individuals can be made by anyone known to the individual with an understanding of the individual’s current status and treatment, support and behavioral history and the applicable legal consent for referral. Referral sources often include the following individuals/groups: Individuals themselves, Parents and other natural supports, Legal guardians, LME staff, Case Management provider staff, Mobile Crisis Management team staff, Clinical home provider staff, Hospital staff, Community Mental Health provider staff, etc.

Referrals for eligible individuals not experiencing crises at the time of referral should be made during business hours (8:00 AM – 5:00 PM EST) to appropriate NC START team access number

Referrals for eligible individuals experiencing crises at the time of referral may be made at any time of day/night (24/7/365) to the appropriate NC START team access number.

***NC START planned respite beds are only available to eligible individuals living with natural supports**

NC START

Systemic, Therapeutic Assessment, Respite and Treatment

Statewide community crisis supports for individuals* with developmental disabilities and complex behavioral or mental health needs.

Crisis prevention and intervention provided through crisis response, clinical consultation, training and respite.

NC START West

START Teams

- Asheville
- Concord

START Respite

- Statesville

(888) 974- 2937

*RHA and
Western Highlands*

NC START Central

START Teams

- Durham
- Greensboro

START Respite

- Franklinton

(919) 865-8730
(800) 662-7119, x8730

*Easter Seals UCP &
Alliance Behavioral
Healthcare*

NC START East

START Teams

- New Bern
- Wilmington

START Respite

- New Bern

(252) 571-9039

RHA & ECBH

**ages 18 and over*