

## NM START Service Description

NM START is a mental health support service for people with Developmental Disabilities (DD). NM START's goal is for people with DD and behavioral health needs to live a full and meaningful life in the community and avoid crises that can disrupt their lives. NM START team members have training and expertise in DD and mental health and focus on people's strengths. People are typically enrolled in NM START for about 12-18 months. NM START is a little different than other services. The NM START team will work with other providers (school, health care providers, psychiatrist, etc.) so that everyone is on the same page and working towards the same goals. NM START doesn't replace anyone you already work with. The goal of NM START is to help support the system of care in understanding how best to support people with complex needs even after NM START is no longer involved.

The role of a NM START coordinator is to learn as much as they can about a person so they can help the team work together in understanding how best to support them. NM START uses a biopsychosocial approach. This means that NM START will ask questions about how physical health, diagnoses, and social and cultural factors may impact their daily life. This helps everyone work together as a team to understand how to be effective in putting proactive strategies in place to decrease challenges. The NM START Coordinator will work closely with team members and to develop a NM START Cross System Crisis Prevention and Intervention Plan, which is like a road map for the team to prevent and respond to a crisis.

The NM START team has a lot of resources like a medical director and clinical director that provide input to the NM START team and system of care. The NM START Coordinator can provide information on specific diagnoses, positive support strategies and other helpful topics that the team may be interested in. They can also attend meetings or appointments with caregivers. The NM START Coordinator uses outreach visits to work with all parts of the system and observe the person in different settings. This is very helpful to learn what is working and where we can all work together to improve things.

## **Who Should Be Referred to NM START?**

The NM START Model provides prevention and intervention services to people ages 6+ with ASD, ASD/IDD, IDD and complex behavioral health needs through crisis planning and response, education, consultation, and coaching. Services are based upon a comprehensive biopsychosocial assessment and are available to individuals living within two hours of Albuquerque. The NM START model conceptualizes presenting problems within the context of the environment in which the person lives, works, and interacts with those around them.

The goal of the NM START program is to build capacity through relationships across service systems to help people remain in their homes and communities and enhance the ability of the community to best support them. NM START teams base their work and approaches on recognized best practices.

**Consider making a referral to NM START if you are supporting a person in any of these situations:**

- Is currently in crisis and meets the criteria for NM START enrollment
- Is currently at or has been to a psychiatric hospital within the past 24 months
- Has been referred for additional staffing or has been receiving enhanced (one-to-one or more) staffing for an extended period
- Has a history of multiple community placements over the past 12 months due to challenging behavioral presentation
- Has complex mental health needs that have required crisis intervention, calls to 911, and/or frequent medication changes within the last 12 months
- Has an unclear diagnoses and treatment formulation
- Is at risk of losing their work, home, community services due to behavioral presentation or unmet mental health needs
- Is presenting with complex behavioral, medical, and/or trauma-related issues

**NM 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 NM 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
- Limited (M-F 8-5) crisis stabilization and support for the system of care for persons enrolled with NM START.