
IDDEAS (I/DD Mill Levy) START Mental Health Contracts

Safety, Housing, Education, & Homelessness Committee
September 1, 2021
Denver Human Services

What is START?

The START (Systemic, Therapeutic, Assessment, Resources, and Treatment) model is a comprehensive model of mental health service supports that optimizes independence, treatment, and community living for persons with IDD and mental health (IDD-MH) needs.



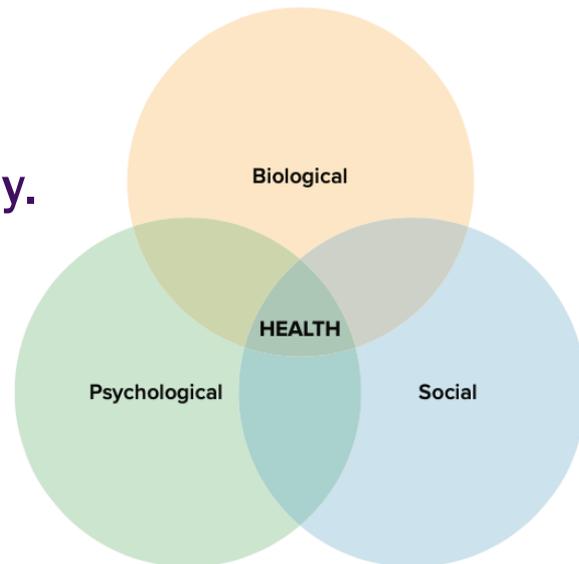
**THE CENTER FOR
START SERVICES**
*Institute on Disability / UCED
University of New Hampshire*

The Center for START Services (CSS) was founded at the University System of New Hampshire (USNH) in 2009.

What is START?

The Center for START Services (CSS) partners with agencies across the nation to improve efficiencies and strengthen outcomes in IDD-MH service delivery.

- Biopsychosocial approach to IDD-MH needs.
- Investment in effective cross systems crisis prevention and intervention approaches; community partnerships and capacity building are critical.



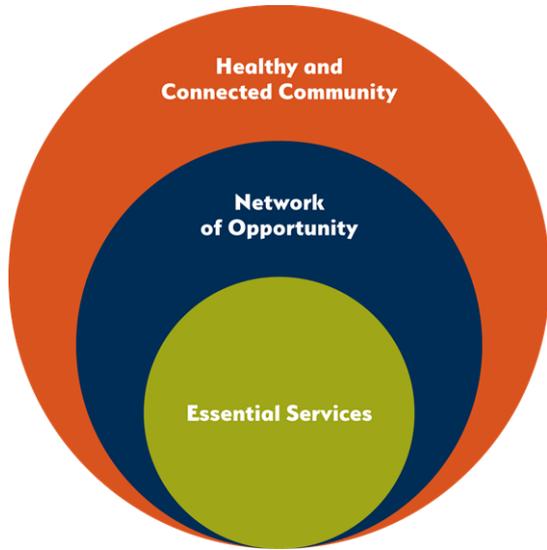
Systems Gap in Services

“The dearth of mental health services is partly due to the lack of mental health professionals trained to treat [individuals with IDD] (Krahn et al., 2006). **Even when services are available, caregivers describe their experiences with the mental health service system as fragmented, unresponsive, and insufficient (Krahn et al., 2006). The START program is specifically designed to address these concerns.”**

Improvement in Mental Health Outcomes and Caregiver Service Experiences Associated With the START Program Luther G. Kalb, Joan Beasley, Andrea Caoili, and Ann Klein

Source: the American Journal on Intellectual and Developmental Disabilities (2019, Vol. 124, No. 1, 25-34)

Values and Service Alignment

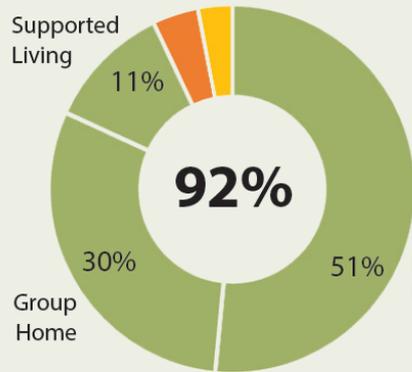


The Denver START program is expected to strengthen our city's safety net for people with I/DD in crisis.

START aligns with the Denver Human Services Human *Together* strategic framework and city values. Cultural humility and equity approach is expected and required as part of this person-centered model.

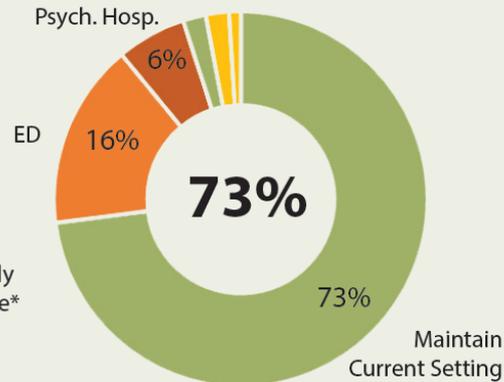
Proven START Model Outcomes

92% of START service users live in the community

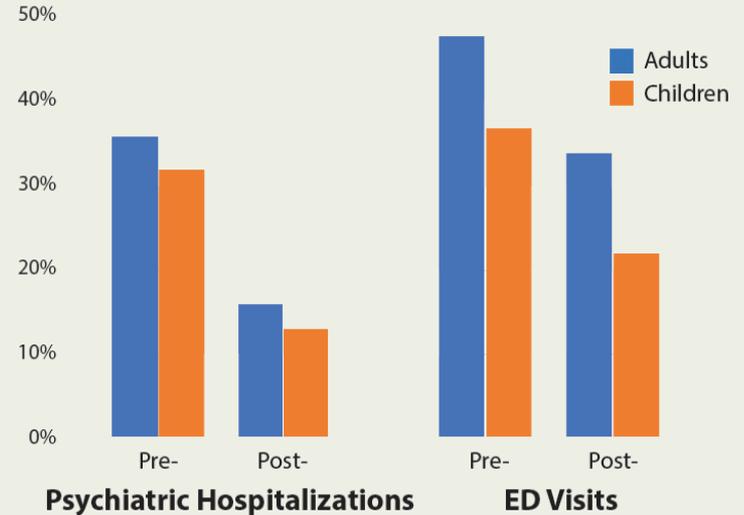


*includes Alternative Family Living and foster care

73% of crisis contacts result in stabilization in current setting



Changes in Emergency Service Utilization Pre- and Post- START Enrollment



Source: Center for START Services research flyer.

Community-Driven Programming

In our 2018 Needs Assessment
for Residents with I/DD,
**65% of respondents indicated
adequate mental health services
as a “big problem”**

The logo for Health Management Associates (HMA) features the letters 'HMA' in a large, serif font, centered between two horizontal lines.

HEALTH MANAGEMENT ASSOCIATES
HMA COMMUNITY STRATEGIES

*Needs Assessment for
Residents with Intellectual and
Developmental Disabilities*

PREPARED FOR THE
CITY AND COUNTY OF DENVER
DEPARTMENT OF HUMAN SERVICES

Community-Driven Programming



ACCESS TO SERVICES & COMMUNITY LIFE

IDDEAS Pillars of Service

Mental health is vital to well-being, stability, and quality of life. It is also one of the five pillars that guide IDDEAS program service development.

START Request for Proposal (RFP)

DHS received **3** proposals, two from local providers and one from out of state.

RFP Review Committee

The Denver START RFP review committee was comprised of seven (7) DHS employees, with a representative from CSS as a non-scoring consultant.

Other supportive personnel, including contract administration professionals and an assistant city attorney, facilitated the START RFP review committee meetings.

START Request for Proposal (RFP)

Proposals were evaluated and prioritized based on the following:

- Prior mental health experience/expertise and IDD experience/expertise
- Interest and energy in developing new approaches; commitment to national START model for local program implementation
- Ability to collaborate and partner with other community providers
- Demonstration of cultural humility and equity lens for existing work
- Fiscal feasibility of proposed budget

Ultimately, the review committee selected the provider that demonstrated the local relationships essential to making this program a success.

Implementation in Denver

Rocky Mountain Human Services (RMHS) won the competitive bid. Over the next three (3) years, RMHS will actively participate in training with the Center for START Services, developing a Denver START Clinical Team with ~14.25 FTE.

- CSS implements START locally through a training and apprenticeship model (services for Denver clients should begin within 4-6 months)
- START provides tools in the IDD-MH service toolbelt through training and support for individuals, families, caregivers, and community professionals across Denver
- The RMHS START contract includes 24/7 crisis support for Denver START clients

Denver START Contracts

| Vendor | Term | Budget | Purpose |
|---|----------------------------------|-------------|---|
| USNH Center for START Services <i>(Subject matter expert with sole ownership of model)</i> | Sept 1, 2021- August 31, 2024 | \$599,072 | Training, resources, consultation, and local program evaluation. |
| Rocky Mountain Human Services <i>(Local provider)</i> | Sept 1, 2021- August 31, 2024 | \$5,578,000 | Implement START locally in Denver; become a START certified program. |
| TOTAL | 3 years* | \$6.1M | |

**Evaluation of local program for certification to occur towards the end of year three.*

Collaboration & Oversight



Anticipated Benefit

Local implementation of this national model will strengthen Denver's safety net for persons with I/DD and mental health.

- Reduced use of emergency services and state facility/hospital stays.
- Cost-effective service delivery across community systems.
- Increased community involvement and crisis expertise in communities.
- Strengthened linkages that enrich systems, increase resources, and fill service gaps.
- Overall **higher rates of satisfaction and wellbeing** by families and care recipients.

Sustainability Beyond Year 3

Based on the successful implementation of the START model in Denver, Denver Human Services expects to work with the local provider (RMHS) to continue services, develop efficiencies, and explore funding opportunities beyond mill levy.

- RMHS will engage CSS as well as START programs across the nation to consider and pursue new avenues of funding for START services in Denver.
- Additional mill levy funding for this program is contingent on service development and performance, including positive outcomes for individuals and their families.



Appendix

Safety, Housing, Education, & Homelessness Committee
September 1, 2021
Denver Human Services

Local Program Investigation

October 2019
Advisory Council
recommendation

March 2020
Public meeting on
START model

September 2021
Contracts before City
Council for approval

2018
DHS I/DD Needs
Assessment

Winter 19/20
Program investigation
of START model efficacy

January-August 2021
CSS consultation for RFP to
select local provider

Fall 2021
Hiring/
services begin

START Request for Proposal (RFP)

