

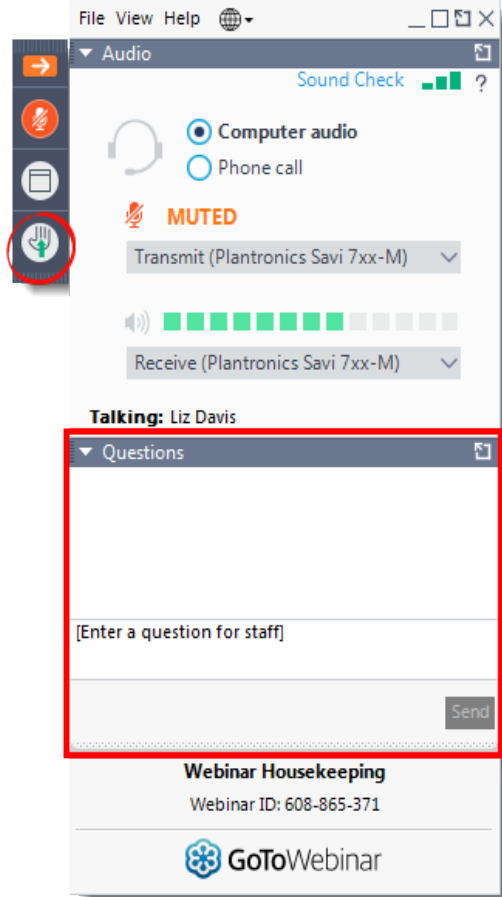
Getting Back to Normal

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GoToWebinar Housekeeping

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- Questions can be asked any time during this webinar
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NC START

- Statewide crisis prevention and intervention service to consult with the whole system of care
- Ages 6 and older with documented I/DD diagnosis and Co-occurring MH diagnosis or complex behavioral need
- Referrals for EAST: All referrals can be made by calling toll free number provided.
- Referrals for WEST and CENTRAL: Adults: 21 and older: Please call toll free number provided. For Children ages 6-20: Referrals flow through the LME/MCO's. Calls will need to be made to each LME/MCO to initiate a START referral. If there are questions, please call our toll free numbers and we can assist

Most Common MH Diagnoses in People with IDD

- Anxiety
- Depression
- Trauma

Symptoms Reported Increased

- Agitation, irritability, worry (anxiety)
- Sadness, fatigue, loss of interest, sleep problems (depression)
- Fear, stress (trauma)

- Not surprising these symptoms are being reported more often right now! For all of us, right?

Increase in Challenges? OBVIOUSLY!

- So, we should NOT always jump to assumption that individual needs increase in medication or new medication
- Medications CAN be helpful, look at in conjunction with possible therapy (different models)
- Look at all areas of individual's life: Bio-psycho-social approach
- Must focus on positives: strength based approach, positive psychology
- Any individual who has family relies on them for support: family support has changed during COVID and individual may not understand

How do we navigate?


- Increased communication
- Visits? Schedule what is allowable
- Schedule phone calls/face time/zoom, write letters, send pictures or gifts
- Advocate for staff not to focus/talk about COVID/fears around individuals
- Advocate what info is shared with doctors/other appointments if you aren't able to attend: plan with your team in advance
- Advocate for more assessments: care manager, group home, provider, START
- Collaboration: work together to create opportunities through mutual respect

What we have learned

- Our system of support needs a common understanding of presenting problems and ways to address
- Education and training of providers and families will increase the likelihood of planned service use and decrease the use of emergency services
- Coordinated care with the system will decrease the use of emergency services over time
- Families: our service system may ask many questions, be patient with us. We need your expertise, help and support to put all the pieces together. After all, you know the individual the best!

Perspective Taking

WHAT ARE WE HEARING FROM FAMILIES?	WHAT ARE WE HEARING FROM PROVIDERS?
-I miss my loved one but providers don't want me to talk to them because they will "act out"	-It's really hard to keep other residents safe when one is "acting out," it's easier if they don't get to talk to their family members because they trigger them.
-I want to help with caring for my loved one, but I don't know how.	-Caring for this individual is difficult right now, I wish we had more help.
-I'm worried about my loved one being over-medicated, but I don't know how to help from far away.	-I'm worried about this person being over-medicated, but I don't know how to help them calm down.
-I feel stuck.	-We feel stuck.



DO THE BEST
YOU CAN UNTIL
YOU KNOW BETTER.
THEN, WHEN
YOU KNOW BETTER,
DO BETTER.

MAYA ANGELOU



WEST TEAM

888-974-2937

Serving the 37 counties of Western North Carolina

EAST TEAM

888-962-3782

Serving the 38 counties of Eastern North Carolina

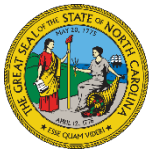
CENTRAL TEAM

(Easter Seals Program)

800-662-7119 ext. 8730

Serving the 25 counties of Central North Carolina

rhahealthservices.org/nc-start



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

[NCDHHS NC START Web Page](#)



centerforstartservices.org



Questions and Answers



For more information visit our websites:

www.ncdhhs.gov/divisions/public-health/covid19

Comments, questions and feedback are welcome at:

- www.ncdhhs.gov/divisions/mhddsas
- BHIDD.COVID.Qs@dhhs.nc.gov
- Medicaid.COVID19@dhhs.nc.gov

Awareness, Managing Crisis, Resiliency

- Hope4NC Helpline (1-855-587-3463)
- Hope4Healers Helpline (919-226-2002)