

Where is NYSTART Available?

Western NY

Allegany, Cattaraugus, Chautauqua, Chemung, Erie, Genesee, Livingston, Monroe, Niagara, Ontario, Orleans, Schuyler, Seneca, Steuben, Wayne, Wyoming, and Yates

1-844-567-8278

Capital District

Albany, Columbia, Dutchess, Fulton, Greene, Montgomery, Orange, Putnam, Rensselaer, Rockland, Saratoga, Schenectady, Schoharie, Sullivan, Ulster, Warren, Washington, and Westchester

1-844-782-7880

New York City

Brooklyn & Staten Island

1-646-565-5890

Bronx, Manhattan & Queens

1-212-273-6300

Long Island

Nassau and Suffolk

(516) 870-1647

Coming soon:

Central New York

Broome, Cayuga, Chenango, Clinton, Cortland, Delaware, Essex, Franklin, Hamilton, Herkimer, Jefferson, Lewis, Madison, Oneida, Onondaga, Oswego, Otsego, St. Lawrence, Tioga, Tompkins



Office for People With
Developmental Disabilities

44 Holland Avenue
Albany, NY 12229-0001



NYSTART
Systemic, Therapeutic, Assessment,
Resources and Treatment



NYSTART

Crisis Prevention and Response
for People with Developmental
Disabilities and the People
that Support Them



An initiative of the New York State Office
for People With Developmental Disabilities

(866) 946-9733 | NY Relay System 711

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NYSTART community-based supports for people with developmental disabilities and behavioral health needs

NYSTART offers crisis prevention and response services to people with developmental disabilities and complex behavioral health needs, as well as their families and those who provide supports.

The goal of the START program is to build relationships and supports across service systems to help people remain in their homes and communities, and enhance the ability of the community to support them.

NYSTART emphasizes the development of cross systems relationships, training and education, as well as crisis prevention and response supports.

What does NYSTART Offer?

The NYSTART program offers:

- consultation, education, and training
- cross-system partnerships
- crisis plan development
- short-term therapeutic in-home supports
- short-term therapeutic emergency and planned Resource Center services
- crisis response for people receiving NYSTART services

Consultation and Training

NYSTART provides consultation, training, and technical assistance to community partners and organizations to create a well-trained network at the community level that can better support individuals in their home.

Community Partnerships

NYSTART facilitates communication and partnerships across developmental disability, mental health, community and family networks to improve outpatient supports and community connections, improve treatment outcomes, and decrease the need for hospitalization and loss of community placement.

Crisis Plan Development

NYSTART Coordinators work with individuals, families, and service providers to develop a crisis plan for the person. The planning process includes reviewing current systems of care, recommending potential preventive and coping strategies for the person and caregivers, and agreeing on a process to access supports.

Short-Term Therapeutic Supports

NYSTART can provide short-term therapeutic in-home supports for people age 6 and over who are enrolled. Additionally, short-term therapeutic Resource Center services are available for people age 21 and over.

Crisis Response

The NYSTART clinical team is available to help assess emergencies and provide support at times of crisis. In-person assessment within two hours is available for individuals enrolled in NYSTART services.

NYSTART Eligibility

NYSTART services are available for individuals age 6 and over who have a developmental disability and complex behavioral health needs. An OPWDD eligibility determination is required in order to receive the full array of NYSTART services.

Who can make a referral?

The NYSTART team accepts referrals from multiple sources including, but not limited to:

- self-referrals
- families
- service providers
- hospitals
- psychiatric centers
- other crisis services
- OPWDD Regional Office

Additional Information

Additional information can be found at the NYSTART webpage at: <http://www.opwdd.ny.gov/ny-start/home>

