



Crisis Services for Individuals with Intellectual and/or Developmental Disabilities (NYSTART/CSIDD)



What is NYSTART/CSIDD?

Crisis Services for Individuals with Intellectual and/or Developmental Disabilities (NYSTART/CSIDD) offers crisis prevention and response services to people who have both developmental disabilities and complex behavioral needs, as well as to their families and those who provide supports.

Services are available 24 hours a day, 7 days a week to OPWDD eligible individuals age 6 and over who meet NYSTART/CSIDD eligibility.

The goal of NYSTART/CSIDD 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.

Working Together

NYSTART/CSIDD Teams Provide:

- Community partnerships and systems linkages
- Skill building, medication monitoring, and counseling to assist the individual and their family/caregiver with effectively responding to triggers and restoring stability while remaining in their current setting
- Treatment and discharge planning
- Community training and education
- Mobile crisis support and response
- Outreach and follow up

All NYSTART/CSIDD Teams are certified by the Center for START services.

NYSTART/CSIDD Eligibility

Individuals with intellectual disability and/or developmental disabilities with significant behavioral or mental health needs who are likely to benefit from NYSTART/CSIDD may be eligible.

The primary goal of NYSTART/CSIDD is to support and assist the individual's family/caregiver(s) and support system so that they can better support and assist the individual to remain in their current setting. Therefore, NYSTART/CSIDD may not be appropriate if the support system and/or family are not interested or able to participate. NYSTART/CSIDD does not replace services already available in the community.

In addition to the factors listed above, to be eligible for NYSTART/CSIDD an individual must:

- Be enrolled in Medicaid;
- Be 6 years of age or older; and
- Meet the Medical Necessity Criteria:
 - Determined eligible for OPWDD services, and
 - Determined to exhibit significant behavioral and/or mental health needs.

Referral Process

Referrals can be made by individuals seeking services, families, service providers, hospitals, psychiatric centers and other crisis services. If appropriate, the NYSTART/CSIDD Provider will reach out to begin the assessment process within 2 hours of referral.

NYSTART/CSIDD is an initiative of the New York State Office for People With Developmental Disabilities.

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To make a referral, please contact the Provider in your area:

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

CSIDD Provider:



Office for People With Developmental Disabilities

NYSTART/CSIDD Contact Number: 1-844-782-7880