

TERROS

INSPIRING CHANGE FOR LIFE
DEVELOPMENTAL
DISABILITY
SERVICES

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TERROS D1 Team

Purpose

Provide crisis intervention and prevention services to dually diagnosed children and adults experiencing a mental health crisis.

Services

Crisis response, positive behavioral support, transition planning, crisis plans, emergency contact sheet, advocacy

Outcomes

Keep person in the home, reduce police involvement, 95% customer satisfaction

TERROS Special Assistance Team

Purpose

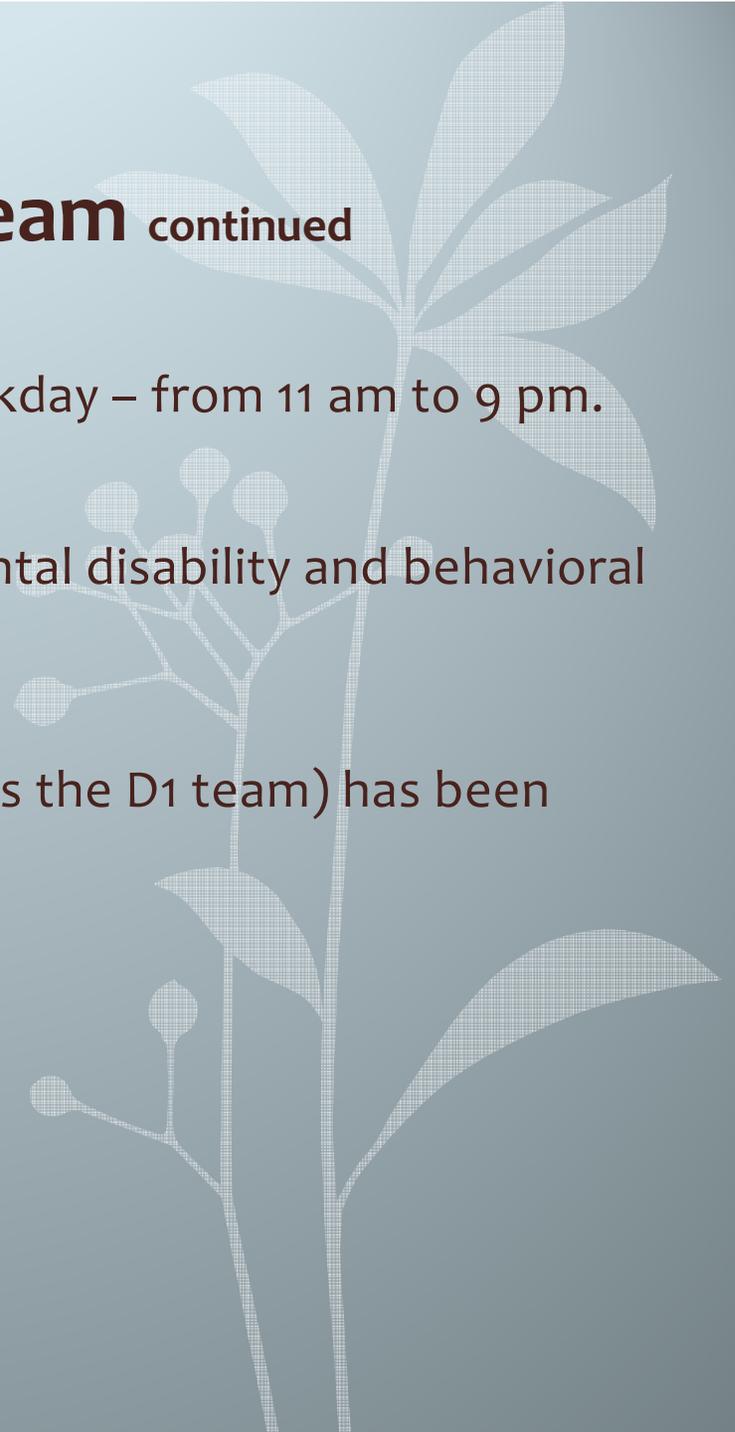
Serve individuals with developmental disabilities who are experiencing a mental health crisis that can lead to emotional and functional distress .

The service is delivered by a mobile crisis team specialized in working with the dually diagnosed by attending to their specific needs and supporting them in their homes and community.

- Responds to crisis dispatches from the Crisis Response Network (CRN).
- Receives referral requests from the Department of Developmental Disabilities (DDD) and other stakeholders.

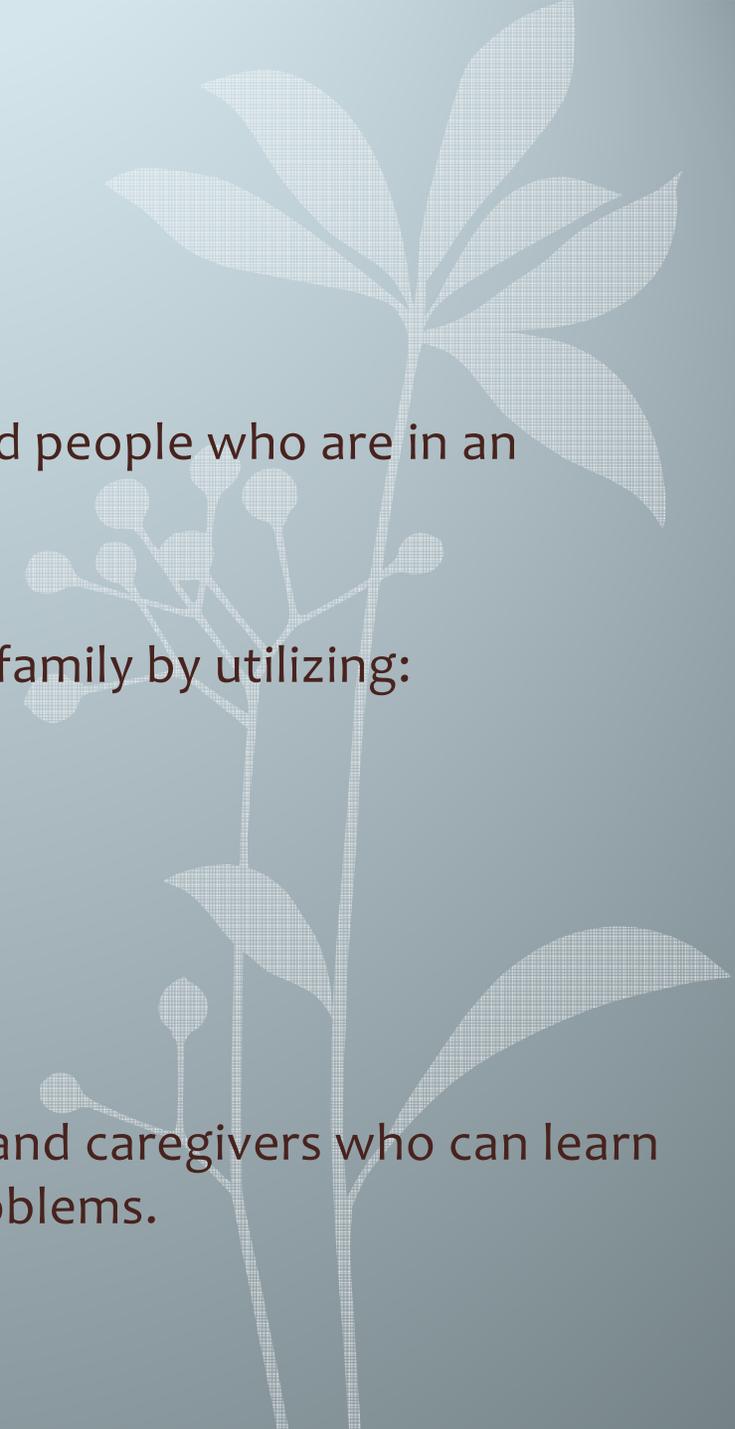
TERROS Special Assistance Team continued

- Operates as a two-person team every weekday – from 11 am to 9 pm.
- More than 1,250 people with a developmental disability and behavioral health challenges have received services.
- The special assistance team (also known as the D1 team) has been providing services since March 2002.



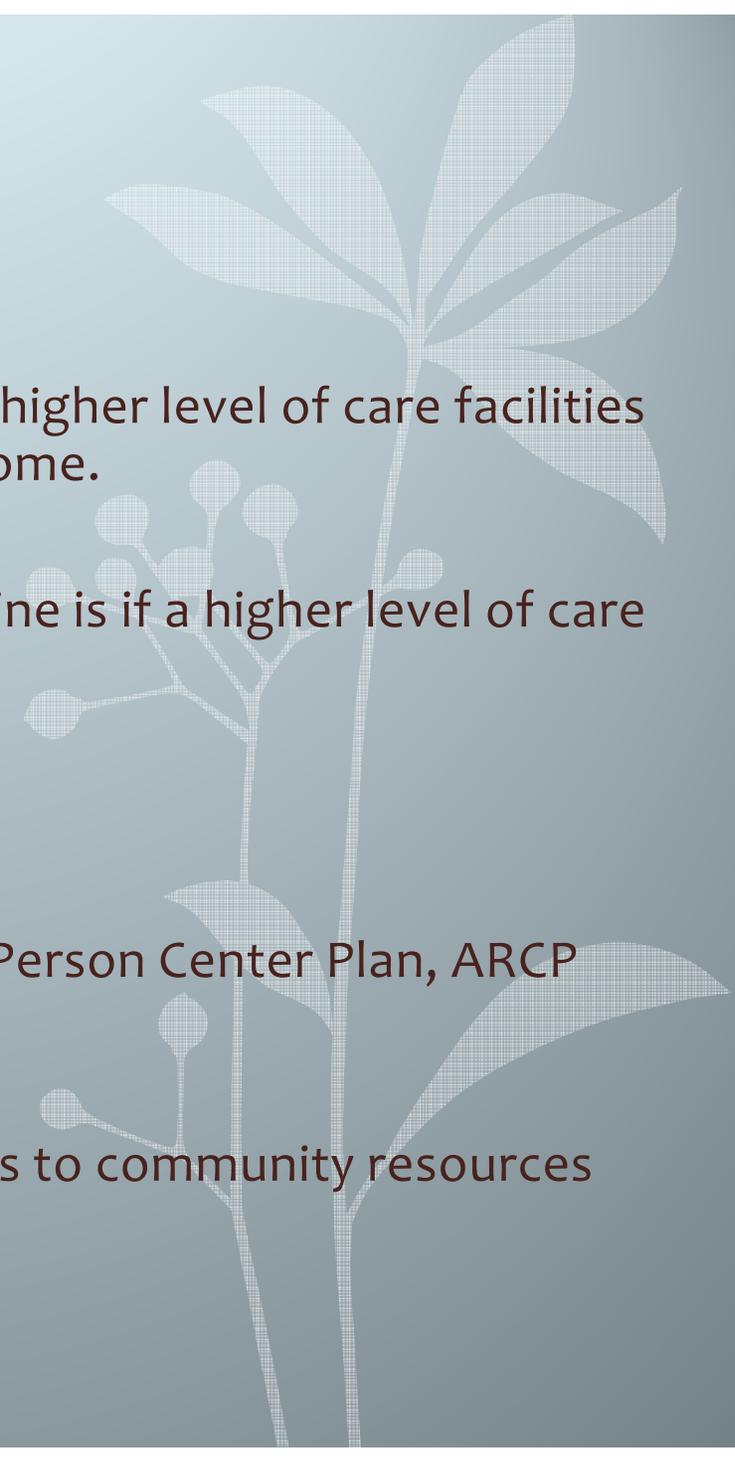
Special Assistance Team

Services

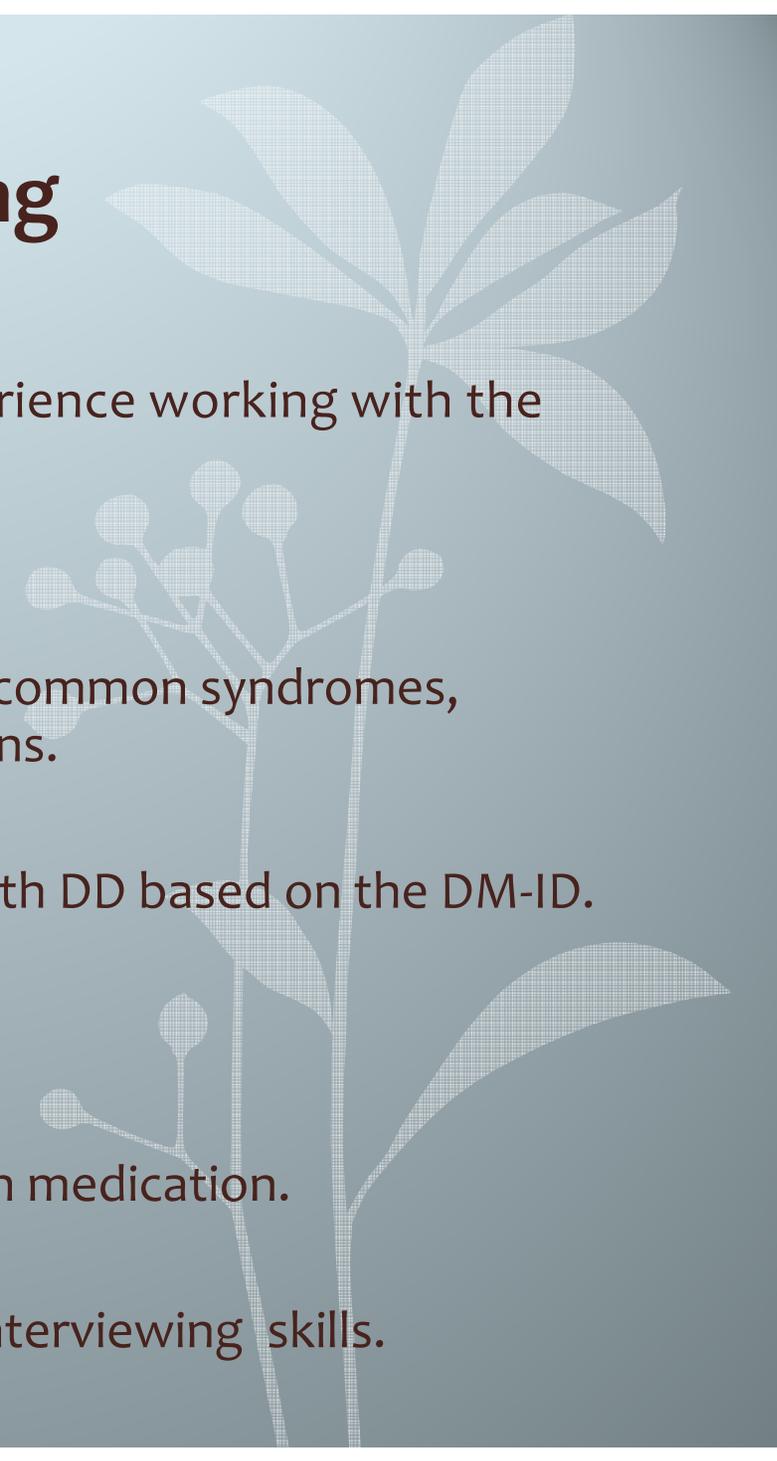
- Responding to developmentally disabled people who are in an emotional crisis. Dispatched by CRN.
 - Providing support to the individual and family by utilizing:
 - positive behavioral support
 - motivation
 - coaching
 - healthy life style education
 - Demonstrating interventions to clients and caregivers who can learn behaviors from the team to manage problems.
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Special Assistance Team

Services continued

- Participating in discharge planning from higher level of care facilities and providing follow-up at the client's home.
 - Providing on-site assessment to determine if a higher level of care is needed.
 - Participating in high-risk case staffing.
 - Participating in the development of the Person Center Plan, ARCP and the emergency contact sheet.
 - Advocating and helping with connections to community resources and continuation of care.
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Team Readiness and Training



- **Readiness**

Candidates for positions have experience working with the dually diagnosed.

- **Training**

Types of developmental disabilities, common syndromes, characteristics and clinical implications.

Mental health disorders in people with DD based on the DM-ID.

Challenging behaviors.

The main classes of behavioral health medication.

Specific Intervention methods and interviewing skills.

Team Readiness and Training continued

- **Training**

 - Functional behavior analysis and positive behavioral support

 - DDD Prevention and Support (CIT)

 - Article 9

 - DDD core training

 - Training required by Mobile Crisis Teams

- Note: Over 100 hours of DD specific training is followed by a comprehensive competency test.

- Additionally: The team has access to scientific literature and publications provided by national organizations such as the NADD.

Special Assistance Team

Outcomes

- Helping clients live in their homes. (Attested by DDD)
- Helping reduce unnecessary police involvements.
- Providing training to police departments on interacting with developmentally disabled people.
- The low rate of staff turnover provides stability in client care that establishes rapport, trust, familiarity and therapeutic alliance.

Special Assistance Team

Outcomes continued

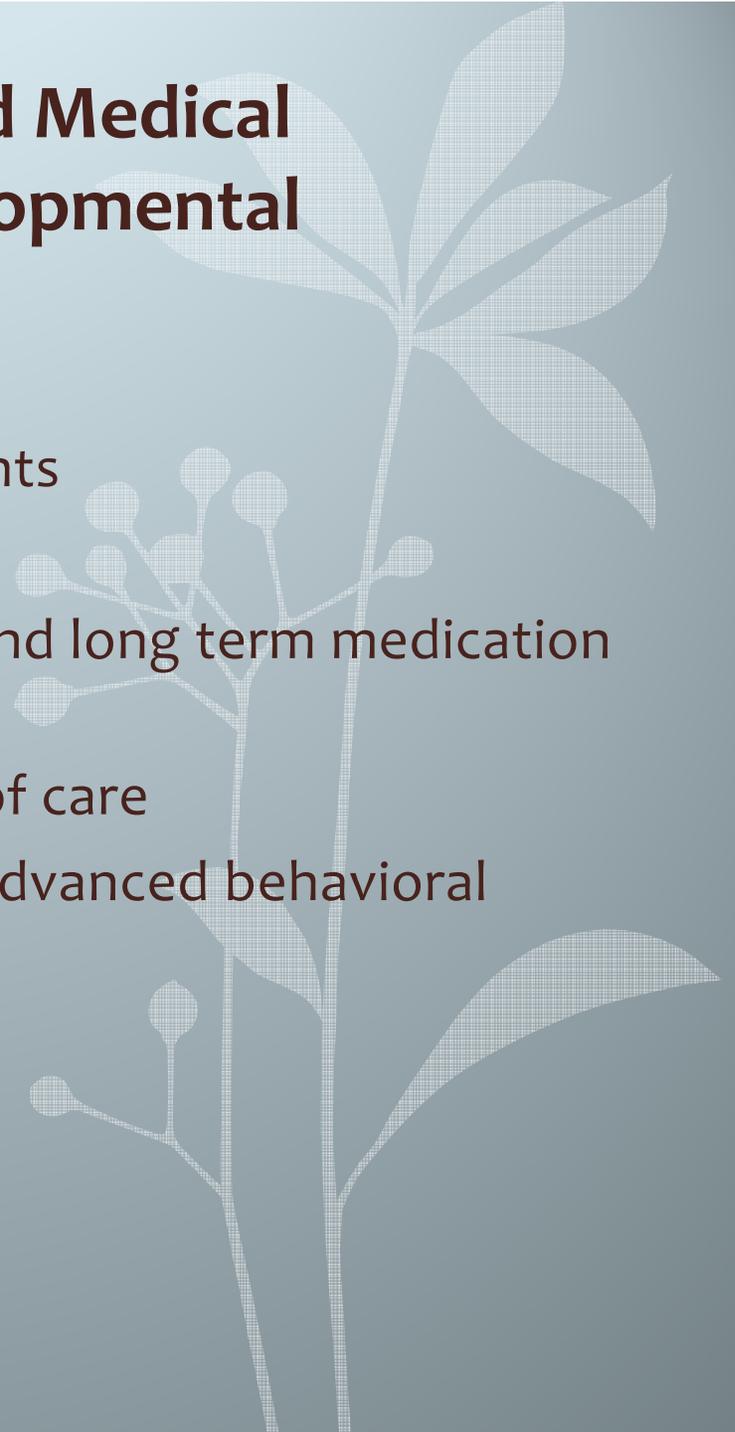
- Client satisfaction rate over 95% - obtained from clients, families, care givers and support coordinators.
- Client satisfaction based on:
 - Meeting immediate needs
 - Helping overcome challenging behaviors
 - Helping utilize healthy coping skills and choices
 - Helping in acquiring interpersonal skills
 - Helping in accessing the community and resources
 - Experiencing more hope

Autism and Development Support Team- Direct Support to Quality Care Network (QCN)

- Support to children with high and complex needs, focusing on strengths, motivational and behavioral approaches and coaching.
- Accessible, timely and individualized services connect with natural supports - activity interests, school and vocational environments.
- Child and Family Team Process helps improve functional outcomes with changing needs and environments.
- Transition to adulthood planning includes employment, budgeting, education, transportation skills and homemaking.
- The team collaborates to ensure continuation of care and planning for safety and crisis response.

TERROS Outpatient Clinical and Medical Services for People with Developmental Disabilities

- Comprehensive psych-social assessments
- Psychiatric assessments
- Medication assessments, prescribing and long term medication management
- Treatment planning and coordination of care
- Referrals to D-I team for support and advanced behavioral planning





Vision of the future:

Increased collaboration

Serve more families in need