

Support Service Teams

Bureau of Clinical Services
Division of Developmental Disabilities
Illinois Department of Human Services

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What is SST?

The Support Service Teams (SSTs) provide an interdisciplinary technical assistance and training response to persons with a developmental disability in behavioral or medical situation that challenges their ability to live and thrive in the community.

- Illinois Crisis Prevention Network
 - Trinity Services, Inc
 - The Hope Institute
- First adult referrals accepted in August 2010

- 2,300 referrals opened

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Who makes up an SST?

- Each team is comprised of staff from a variety of professional disciplines: psychologists, board certified behavior analysts, behavior specialists, licensed clinical therapists, qualified intellectual disability professionals, registered nurses and social workers.
- Consulting pharmacist and medical doctor with extensive experience in the field of developmental disabilities.
- Team size varies as well as the composition of the professionals working in each team.
- Not every professional discipline is needed for each referral.
- Teams are diverse, comprised of staff with various backgrounds and skills.

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Illinois Crisis Prevention Network

SST Team Map



Where are they located?

- Rockford
- Chicago
- New Lenox
- Peoria
- Springfield
- Carbondale

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What counties are covered by each team?

- **Rockford-** Boone, Bureau, Carroll, Dekalb, Henry, Jo Daviess, Kane, Lake, Lee, Mchenry, Mercer, Ogle, Rock Island, Stephenson, Whiteside, & Winnebago
- **Chicago-** Cook (Loop, north of Kennedy, west of Rt. 43, Oak Park, Maywood, Hillside north)
- **New Lenox-** Champaign, Cook (south the Loop, south of the Kennedy, east of Rt. 43, Cicero, Forest park, Broadview and south), Dupage, Ford, Grundy, Iroquois, Kankakee, Kendall, Vermillion, & Will.
- **Peoria-** Fulton, Henderson, Knox, LaSalle, Livingston, Marshall, Mason, McDonough, Mclean, Peoria, Putnam, Stark, Tazewell, Warren, & Woodford.
- **Springfield-** Adams, Bond, Brown, Calhoun, Cass, Christian, Clark, Coles, Crawford, Cumberland, DeWitt, Douglas, Edgar, Effingham, Fayette, Greene, Hancock, Jasper, Jersey, Logan, Macon, Macoupin, Madison, Menard, Montgomery, Morgan, Moultrie, Piatt, Pike, Sangamon, Schuyler, Scott, & Shelby.
- **Carbondale-** Alexander, Clay, Clinton, Edwards, Franklin, Gallatin, Hamilton, Hardin, Jackson, Jefferson, Johnson, Lawrence, Marlon, Massac, Monroe, Perry, Pope, Pulaski, Randolph, Richland, Saline, St. Clair, Union, Wabash, Washington, Wayne, White, & Williamson.

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Who do they work with?

Individuals with developmental disabilities who are experiencing an unresponsive behavioral or medical concern which jeopardizes their community placement.

- All adults with a developmental disability qualify regardless of:
 - Medicaid or Waiver status
 - Community agency involvement
 - Residential setting
 - Hospitalization or incarceration
- Children and adolescents with a developmental disability qualify only if they receive DDD funding:
 - Children's Home and Community Based Services waiver
 - Children's Residential Services waiver
 - Other DHS funded services considered

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What are the Numbers?

FY15 Service Statistics

484 total referrals opened from July 2014 – June 2015

- **Gender**
 - Male 67%
 - Female 33%
- **Age**
 - 0 – 17 14%
 - 18 – 24 26%
 - 25 – 44 40%
 - 45 – 64 16%
 - 65 – over 2%
- **Residential Setting**
 - CILA 52%
 - ICF/DD 16 8%
 - Family Home 36%
 - Children Group Home 2%
 - Other 2%
- **Diagnosis**
 - Mild ID 28%
 - Moderate ID 20%
 - Severe ID 13%
 - Profound ID 5%
 - Other 32%
 - Axis I Diagnosis reported 99%


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How to make a referral?

- An SST referral can be initiated by family, guardian, provider agency, school, ISC, or DDD.
- ISC discusses the need for a referral with DDD and submits 2-page referral form.
- IL462-1299
<http://www.dhs.state.il.us/page.aspx?item=61585>
- If an individual lives in an ICF/DD without an ISC, facility staff should directly contact DDD.
- The triage meeting is held Monday morning with DDD staff. Emergency referrals may be considered throughout the week.
- Chosen referrals will be submitted to SST by DDD.
- SST will respond to the referral within 24 hours by phone and 72 hours on-site.


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 State of Illinois
 Department of Human Services
Support Services Teams Referral Form 7/15

SST Receiving Referral	County of Person's Residence	Date of Referral	Time of Referral
			<input type="checkbox"/> Female <input type="checkbox"/> Male
Last Name of Person Referred	First Name of Person Referred	Birthdate	Age
Social Security Number	SSN	Medicare Number, if known	Type of Living Arrangement
Address of Current Residence		How long at this residence, if known	
Where is the Person Right Now?	Person's Communication Method	Provider FEIN	
Provider Name		Provider Address	
Executive Director Name	Executive Director Phone Number	Executive Director Email Address	
Provider Contact Name	Provider Contact Phone Number	Provider Contact Email Address	
FAS/SCSSA Agency Name	FAS/SCSSA Contact Name	Contact Phone Number	
Guardianship Status	Guardian Name & Contact Information		
Name and Contact Information of Family Contact (if different from the Guardian listed above)			
Referring DDD Staff Name	DDD Bureau	Specific DDD Unit Assignment	DDD Staff Phone Number

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Reason for Referral	Frequency	Severity
Reason for Referral	Frequency	Severity
Reason for Referral	Frequency	Severity
Reason for Referral	Frequency	Severity

Indict a brief narrative describing the person being referred and the reasons for referral:

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Why make a referral?

- Self abuse
- Physical aggression
- Verbal aggression
- Elopement
- Inappropriate sexual behavior
- Property destruction
- Eating non-food items (pica)
- Overutilization of emergency services
- Recurrent psychiatric hospitalization
- Negative community contacts
- Other behavior concerns
- Medical non-compliance
- Unexplained physical deterioration
- Other medical concerns not listed

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How do you rate behavior?

Frequency

- 0- Not applicable
- 1- Less than once a month
- 2- One to three times a month
- 3- One to six times a week
- 4- One to ten times a day
- 5- One or more times per hour

Severity

- 0- Not serious, not a problem
- 1- Slightly serious, a mild problem
- 2- Moderately serious, a moderate problem
- 3- Very serious, a serious problem
- 4- extremely serious, a critical problem

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What do they do?

- Meet with the individual and the important people in his/her life to begin building relationships and gain understanding of the situation.
- Request standard documentation such as psychological report, service plan, social history, behavioral data, etc.
- Initial recommendations in some situations.
- Complete observations in various settings; conduct formal/informal assessments; gather &/or verify information; work with friends, family, & staff; regularly meet with the individual; obtain outside consultation.
- Present formal recommendations.
- Provide training, coaching, counseling, service linkage and resources/information.

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What don't they do?

- Not crisis response teams
- Don't provide direct care or support
- Don't seek vocational or residential placement
- Not an investigatory authority
- Don't replace PASS/ISC/ISSA or DDD
- Don't evaluate compliance with rules, regulations, etc (with the exception of being mandated reporters)

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How long do services last?

- Referral Length
 - Undetermined length of time
 - Individualized process
 - 63% closed in 9 months
 - 80% closed in 12 months
 - 93% closed in 18 months
 - Average referral 256 days
- Delays in closure
 - Transition to a new provider
 - Unresponsive staff or family
 - SODC admission
- Follow-up
 - One month
 - Individuals can have multiple referrals

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Why close a referral?

- Medical/dental needs met
- Clinically appropriate medication adjustment
- Staff training needs met
- Behavior plan successfully implemented
- Frequency of behavior reduced
- Severity of behavior reduced
- Needed resource identified and linked
- Person acquired new skill
- Person goal(s) achieved
- Person moved
- Staff added
- Agency/family request
- Person deceased
- Person incarcerated
- Limited consultation
- Ready to close, not responsive
- Agency/family non-responsive to training
- Agency/family non-compliant
- Reasons for SODC admission resolved, placement not imminent
- Reasons for SODC not resolved & not expected to resolve in near future

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Questions?

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