



BEHAVIORAL HEALTH SYSTEM FOR FUTURE GENERATIONS RECOMMENDATION #3: EXPAND THE SERVICE DELIVERY SYSTEM TO SUPPORT INDIVIDUALS WITH COMPLEX NEEDS

Recommendation Overview:

People with complex behavioral or medical needs often require specialized support such as higher staffing ratios and staff with specific qualifications. However, **these needs may not be fully met by the existing service array within the developmental disabilities system** and the 0208 Comprehensive Waiver. Additionally, the current behavioral health crisis response system does not specifically target supporting people with developmental disabilities. **Due to these existing limitations, people continue to be served at the Intensive Behavior Center (IBC), at other state-run facilities, or through out-of-state placements because the current system lacks capacity to serve people with the most complex needs.**

This recommendation takes a three-pronged approach to increasing access to complex care services. **The first is piloting a nationally recognized model called the START (Systemic, Therapeutic, Assessment, Resources, and Treatment) Program**, which utilizes a clinical team who provides services and therapeutic support to people in crisis. This model also includes a resource center, which provides a short-term stabilization option. **The second is procuring comprehensive training and on-demand technical assistance** to assist the developmental disabilities provider network supporting people with complex needs. **The third is developing an Enhanced Community Living Service to provide specialized Residential Habilitation for people with complex medical or behavioral health needs in the 0208 Comprehensive Waiver.** Together, this approach supports people with complex needs in their communities, helping to prevent crises and provide timely interventions when needed.

Intended Impact:

This recommendation focuses on supporting people with the most complex support needs, including those with dual diagnoses. Example performance measures for this recommendation may include:

- Decreased out-of-state placements.
- Decreased reliance on state-operated facilities.

Governor’s Budget Amounts:

Funding by Year ¹		Funding Sources ²	
SFY26	SFY27	State Special Revenue	Federal Funds
\$10.6M	\$8.8M	\$14.0M	\$5.4M





This recommendation includes piloting the START model, providing training and technical assistance to the developmental disabilities provider network, and implementing a new 0208 waiver service. The BHSFG funding request will support contracting with the National Center



for START Services (NCSS) and procuring a START resource center facility as well as initial operations funding for all programs in the recommendation. Following implementation of the recommendation, annual recurring funding is required for covering the increased program cost of each of the three parts of the recommendation.³ Federal funding for this recommendation assumes the approval of a Medicaid waiver amendment by CMS.

Implementation Considerations:

The BHSFG Commission identified this Phase 2 recommendation as a leading focus area that may be influenced by the completion of a foundational recommendation and/or are non-foundational in nature.⁴ It is designated to receive funding in both SFY26 and SFY27 in the Governor’s Budget.

Project Requirements	Project Needs
Staffing 	<ul style="list-style-type: none"> • Provide a part-time Project Manager.
System / Infrastructure 	<ul style="list-style-type: none"> • Procure an NCSS contract and identify START pilot scope. • Add Medicaid Management Information System service codes and modifiers. • Revise the personal support planning process.
Legislative / Regulatory 	<ul style="list-style-type: none"> • Establish and update DDP operating policies and the 0208 Comprehensive Waiver Provider Manual. • Revise the Medicaid Management Information System if necessary. • Establish new operating policies for new services and update the provider manual. • Revise the Medicaid Management Information System and Administrative Rules of Montana (ARMs).
Finance / Sustainability 	<ul style="list-style-type: none"> • Establish updated rates and total start-up costs. • A phased implementation plan may be needed to support transition to the new rates and services.

¹ In November 2024, Governor Gianforte authorized \$100M for SFY26 and SFY27 to implement 10 recommendations identified by the BHSFG Commission. The cost estimates for this recommendation in the BHSFG final report may vary due to the timing of projected expenditures and additional adjustments.

² Federal match is projected to cover part of ongoing costs but is not expected to begin immediately.

³ All long-term recurring program costs are assumed to be eligible for federal matching.

⁴ The BHSFG recommendations included in the Governor’s budget are all eight Phase 1 recommendations and two Phase 2 recommendations. Phase 1 Foundational Recommendations are those that build the needed infrastructure for subsequent recommendations to succeed and/or are critical to strengthening and sustaining system operations.