



Report to Iowa Advisory Council on Brain Injuries  
January 20, 2012

### **Brain Injury Support Network (BISN Peer – Peer Mentoring)**

Summary: BIA-IA maintains staff assigned to the program in line with the flow of training and matching of mentors. More than 1000 BISN information mailing and emails have been distributed year to date. The program has experienced a significant response. However there is a large screen-out and/or drop-out as the mentor requirements are not insignificant (this in order to achieve the goals of the program).

1. **Effectiveness:** Evaluations show 85 – 100% overall positive feedback and are used to adjust the program on an ongoing basis.
2. **Efficiency:** The amount of interest has increased over the YTD with more than 300 inquires. Individuals who are not eligible or interested in BISN will often use NRF to meet their needs or are referred to support groups or other appropriate venues. The program currently has 20 active matches with 61% of mentors survivors and the remainder family members, caregivers or friends. The next BISN training is scheduled for March of 2012 in SE Iowa (Iowa City) to respond the level of interest / inquiry from that part of the state.
3. **Access:** All inquiries receive a response within 72 hours. The geographical spread of mentors and mentees shows statewidedness.

### **Neuro-Resource Facilitation**

Summary: The program continues to see more than 25,000 calls and contacts annually.

1. **Effectiveness:** The Services Obstacle Scale has been used to measure effectiveness. Data continues to indicate that NRF is succeeding in its goal and efforts to better connect Iowans with brain injury and their families to services and supports. However in an effort to deploy a more comprehensive and robust measure of effectiveness BIA-Iowa plans to upgrade its data collection system and deploy a version of the Mayo-Portland Adaptability Measure. This is a valid and reliable tool from the COMBI database.
2. **Efficiency:** Referrals mainly come from the Professionals (18%); Community Providers, the TBI Registry Letter, friends and the BIA-Iowa website. More than 95% of NRF clients receive a follow up call at 3 and 6 months. Some have moved or voluntarily discontinued services.
3. **Access:** 100% of calls and contacts are responded to within 24 business hours. The geographical spread of NRF clients shows statewidedness and is concentrated in Iowa, as expected, with a significant range of inquiries from across the nation. Many of these are family members of persons or families with brain injury in Iowa. We do not serve non-

Iowans with NRF supports. Finally the program has seen a consistent increase in clients (n=2120) with the ratio of clients to the # of staff (currently 530/staff). This continues to be a concern.

### **Training and Education**

Summary: BIA-Iowa staff continue to respond to requests for brain injury training and consultation. There has been an expected decrease in the ability of the Association to train and travel as NRF caseload demand has increased.

1. **Effectiveness:** Participant evaluations are consistently positive with measures in the 85% - 100% range.
2. **Efficiency:** The number of trainings across the past four years has been 78, 46 and 35 respectively. YTD this year we have provided 17 trainings so this trend appears to be stabilizing. 1,224 individuals have been trained YTD. There has been a concurrent decrease in the total number of individuals trained over this period as anticipated with the increasing NRF caseload.
3. **Access:** The geographic distribution of trainings YTD have NOT been statewide but have been in response to specific requests.

### **Tote Bags**

Summary: The Tote bag program is still well received and evaluated. It has been replicated in a number of other locations around the country. Tote distribution is consistent and includes Level 1 and 2 trauma centers. A consumer and family directed review of the tote bag contents is planned for this summer.

1. **Effectiveness:** Tote bag evaluation cards continue to indicate a very positive response. A majority of respondents (>60%) indicate that they would “have liked the option of contacting another family who has experienced brain injury”. This is an ongoing challenge for BIA-IA and is being addressed, in part by the BISN program. Specific tote bag contents are preferred over others and this feedback has been used to adjust content over time. There was a tote bag review and update late in 2011.
2. **Efficiency:** A cost analysis of tote bags is ongoing. The average cost for totes is ~ \$14.00 (Appendix L).
3. **Access:** Overall annual number of totes distributed has ranged from 1597 – 2164. Current YTD distribution is 624 and is in line with expectations. IBIRN sites are number 134 at present and are spread across the state.