



Report on Effectiveness, Efficiency and Access NRF contract July 19, 2013

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. Informational emails have been distributed via e-newsletter (BrainStorming and Neuro Nuggets) as well mailings to those on BIA IA mailing lists throughout the year. The program continues to have a positive response with several referrals per month. During this funding year, there were 38 attempted matches and there have been 46 people trained since the inception of BISN.

1. **Effectiveness:** Evaluations this year show 96% overall positive feedback and are used to adjust the program on an ongoing basis (3, 6 and 12 months). Since the inception of the feedback form for BISN, 28 responses have been received.
2. **Efficiency:** The amount of interest has increased over the YTD with more than 600 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 for this funding year had 5 active matches with 80% of mentors survivors and the remainder family members, caregivers or friends.
3. **Access:** All inquiries receive a response within 72 hours. The geographical spread of mentors and mentees shows statewide spread. Webinars training have occurred for certain mentors. The Alliance Ambassador, along with other sources, such as website and monthly Brain Storming e-newsletter and monthly e-Neuro-Nuggets newsletter, also markets this program and create referral and intake accessibility.

Neuro-Resource Facilitation

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

1. **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. Staff had been utilizing the Mayo Portland Assessment to show effectiveness; however this tool has not shown to assess

true need for NRF clients, therefore NRF staff have returned to using the COMBI SOS for NRF assessment. This is a valid and reliable tool and can be accessed at <http://tbims.org/combi/sos/>. This effort began June 1, 2013 and continues today. Data will be analyzed in the near future.

2. **Efficiency:** Referrals mainly come from the Iowa Brain Injury Resource Network, Professionals, Community Providers, Hospitals/Rehab Facility, 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 new calls and contacts are responded to within 24 business hours. The geographical spread of NRF clients shows statewide spread and is concentrated in Iowa, as expected, with a significant range of inquiries from across the nation. Many of these are professionals; followed persons with brain injury in Iowa. If non-Iowans call for Neuro-Resource Facilitation support, they are given adequate brain injury information, then linked with supports in their own state, the United States Brain Injury Alliance or with the Brain Injury Association of America. Finally the program has seen a slight decline, starting this FY with the ratio of clients to staff being 588 clients/NRF staff and ended this FY at 581 clients/staff. Several NRF clients have been able to close out their files with NRF, and therefore will remain in the database for future need, however are not listed as current at this time. National ratio averages for NRF are anywhere from 30 to 400 per NRF. Iowa continues to exceed most states' ratios.

Training and Education

Summary: BIA-Iowa staff continues to respond to requests for brain injury training and consultation. There has been an expected decrease in the ability of the Alliance to train and travel as NRF caseload demand has increased; however webinar-based trainings are now occurring with more frequency.

1. **Effectiveness:** Participant evaluations are consistently positive with measures in the 80% - 100% range. Staff utilizes the Academy for Certified Brain Injury Specialists (ACBIS) training guidelines for technical trainings.
2. **Efficiency:** The number of trainings per quarter of this fiscal year is as follows: 10, 11, 6, and 3 for a total of 30. The total number of people trained was 1458 (reflects BIA IA conference as well). This number represents professionals, survivors, family members and other community partners trained. Case Consultations this year totaled 2, 2, 2 and 4 for a total of 10 consultations and 45 people participating in these consultations.

3. **Access:** The geographic distribution of trainings of this specific year has been both in pinpointed destinations as well as statewide, through the use of webinar and Internet access as well as onsite trainings.

Tote Bags

Summary: The Tote Bag program reevaluated their program through a statewide needs assessment in November 2012. This needs assessment was extended to Iowa Brain Injury Resource Network sites, as well as support groups, members, and others. The Tote Bag has been updated with materials that reflect current, precise, clear information in a form that family members and survivors felt was appropriate. Tote distribution is consistent and includes all IBIRN sites, including Level 1 and 2 trauma centers.

1. **Effectiveness:** Tote bag evaluation cards continue to indicate a very positive response. 75% of people strongly agreed that the tote bag contained information that was useful and beneficial to their understanding of brain injury. 58% of people strongly agreed that the tote bag contained information that helped them access services and supports. The items ranked with highest necessity were the two books geared towards families. A majority of respondents 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, as well as the Ambassador program that was established January 2013. Specific tote bag contents are preferred over others and this feedback has been refined and used in consideration of the tote bag update.
2. **Efficiency:** A tote bag webinar was held and offered to all IBIRN sites. This webinar explained changes and updates to the tote, and created a feedback from IBIRN sites. A cost analysis of tote bags is ongoing. Due to changing shipping companies, the Alliance has been able to cut shipping costs from the previous year; however printing charges have increased, as many of the resources that were previously free for use and print and now being left up to others to reproduce. During this quarter, The Advisory Council on Brain Injuries, through the Department of Public Health, has collaborated in reproducing many of the materials used in the totes. The average cost per tote is \$16.00.
3. **Access:** The number of totes distributed during this funding year was 1274. This meets current projections for tote distribution. IBIRN sites are number 150 for this funding year, which is an increase throughout the year of 7 IBIRN sites. Both are at a significant increase since last year.