



**Report on Effectiveness, Efficiency and Access
NRF contract
January 17, 2014**

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 and impact. During this quarter, there was 1 match made, 0 mentors has been screened and 4 partners have been screened. There have been 46 people trained since the inception of BISN.

1. **Effectiveness:** Evaluations over the past year continue to show high satisfaction (96%). Overall feedback is 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:** Recruitment and participation have been steady. 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 quarter had 8 active matches with 63% 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 modest statewide-ness. Webinars training have occurred for certain mentors in the past, however, there were no trainings this quarter. The January BIA-Iowa newsletter, “Brainstorming” had a feature on mentoring and we hope for more inquiries into the program. 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 a rate of more than 25,000 calls and contacts annually. BIA-Iowa has identified a need for staff to develop additional skills and subspecialists in certain high-need areas (such as pediatrics, psychiatrics, geriatrics) and are obtaining education and training for these specialties.

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. BIA-Iowa utilized the Services Obstacle Scale from the Combined Center for Outcome Measurement in Brain Injury for outcome 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. Follow up calls are required every 3 months, with this assessment. This is being conducted with all clients and continues to indicate efficacy in key areas such as knowledge of services, satisfaction with services, confidence in services and awareness of services.
2. **Efficiency:** Referrals mainly come from the Iowa Brain Injury Resource Network, Professionals, Community Providers, Hospitals/Rehab Facility, friends and the BIA-Iowa website. We have a greater than 95% success rate at reaching NRF clients for follow up 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. There were 357 new callers served over the past over the past quarter in addition existing clients from prior quarters and year. The geographical spread of NRF clients continues to show statewide-ness with some inquiries from across the nation. Many of these are professionals; followed family members and caregivers of those 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 quarter with the ratio of clients to staff being 497 clients/NRF staff and ended this quarter at 434 clients/staff. National ratio averages for NRF are anywhere from 30 to 400 per NRF. Iowa continues to exceed most states' ratios. NRF Staff have been added in regional offices (Waterloo and Iowa City) to add capacity to people across the state.

Training and Education

Summary: BIA-Iowa staff continues to respond to requests for brain injury training and consultation. The Brain Injury Alliance of Iowa has increased its onsite trainings throughout the state, and has continued to deliver webinars statewide.

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:** Twelve trainings were delivered over the past three months. These were to 8 Iowa Brain Injury Resource Network sites and 4 "out of network sites". The total number of people trained was 774. This number

represents professionals, survivors, family members and other community partners trained. One case consultation was provided this quarter.

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 Brain Injury Resource Network Tote Bag had been updated in 2012. Recently, the Brain Injury Alliance of Iowa has been able to locate and acquire replacement key materials in the tote bags that were lacking, including those for family members and employers. A more comprehensive array of materials are accessible for those who are able to use the Internet and continue to provide alternative forms of brain injury education. 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. Feedback is continuously used in consideration of the tote bag update. IBIRN sites have also been provided the opportunity to view the Tote Bag webinar and provide feedback.
2. **Efficiency:** Totes are currently distributed to all 143 IBIRN locations, disseminated at conferences and events, and provided for all NRF clients. The Virtual Tote Bag is also available on the BIA IA's website. Tote bags are shipped throughout the state as well as to others in bordering states. The average cost per tote is \$20.00.
3. **Access:** The number of totes distributed during this quarter was 255. Our annual goal is no less than 1,000 so this keeps us on track to meet our goal. IBIRN sites are at 143 this quarter, which is a decrease since last quarter as a result of being able to combine some sites, and some sites no longer being active.

Additonal Information from BIA-Iowa / IDPH Contract Outcomes:

Online Caregiver Brain Injury Training

The objective in this goal was to identify an online, on-demand brain injury 101 training for families and caregivers that can be accessed through the BIAIA website. We were also asked to receive input from families and caregivers regarding the training selected

and ways to market it and service resources on the website. We also were asked to develop a feedback mechanism to measure the effectiveness of the training.

1. The curriculum is *“Caregiving and TBI: What you need to know”*. The approach used to choose the video was by extending an opportunity for IBIRN and Support Group members to view options we had located and give feedback for an on-demand Brain Injury 101 training for families and caregivers.
2. The video that received the most “first choice” ratings by the members was chosen and added to the site, and to date (Jan 15, 2014) had 19 viewers.
3. We created a survey for feedback, and to date (Jan 15, 2014) have had 1 viewer give feedback, which was 100% positive.

Needs Assessment

BIA-Iowa deployed a Needs Assessment to the members of our Chapters, Support Groups, Members, and other brain injury allies. To date we have completed 7 group assessments, with 2 remaining and an online survey for individuals that is collecting similar data. The analysis of this effort is in progress.