

**Health Resources and Services  
Administration's Maternal and  
Child Health Bureau Federal  
Traumatic Brain Injury Program**

# **Resource Facilitation Survey Results, 2009**

**NORC**  
at the UNIVERSITY OF CHICAGO

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# EXECUTIVE SUMMARY

## 2008 Survey of States Providing Resource Facilitation for Individuals with Traumatic Brain Injury and Family Members

### Voluntary Resource Facilitation Survey

The TBI Lead Agencies of the 50 States, five Territories and the District of Columbia were invited to participate in a voluntary survey on resource facilitation for individuals with Traumatic Brain Injury (TBI) and family members.

### Survey Process

The survey was conducted through an online format called Survey Monkey. Due to the limitations of the survey instrument only one person was able to enter all the information from the State or Territory.

### Survey Definition

Resource facilitation for Individuals with TBI and Family Members begins with the basic process of assessing an individual's needs and the provision of information and referral. Dependent upon the availability of resources, resource facilitation may also include advocating for, obtaining, and accessing services and supports, routine follow-up, and reassessment to determine additional needs, the efficacy of existing services and supports and/or the termination of services.

### 40 States Provide TBI Resource Facilitation

Forty eight (48) out of 57 potential States/Territories responded to the survey. The “Survey Findings” document reflects the responses of 40 States who indicated they provide resource facilitation for individuals with brain injury and family members.

Two thirds of the respondents were from the States’ Lead Agencies<sup>1</sup> and approximately one third of the respondents were from Brain Injury Association of America (BIAA) Chartered State Affiliates at the request of or on behalf of the State. (See Figure 1)

### Resource Facilitation Services Increase

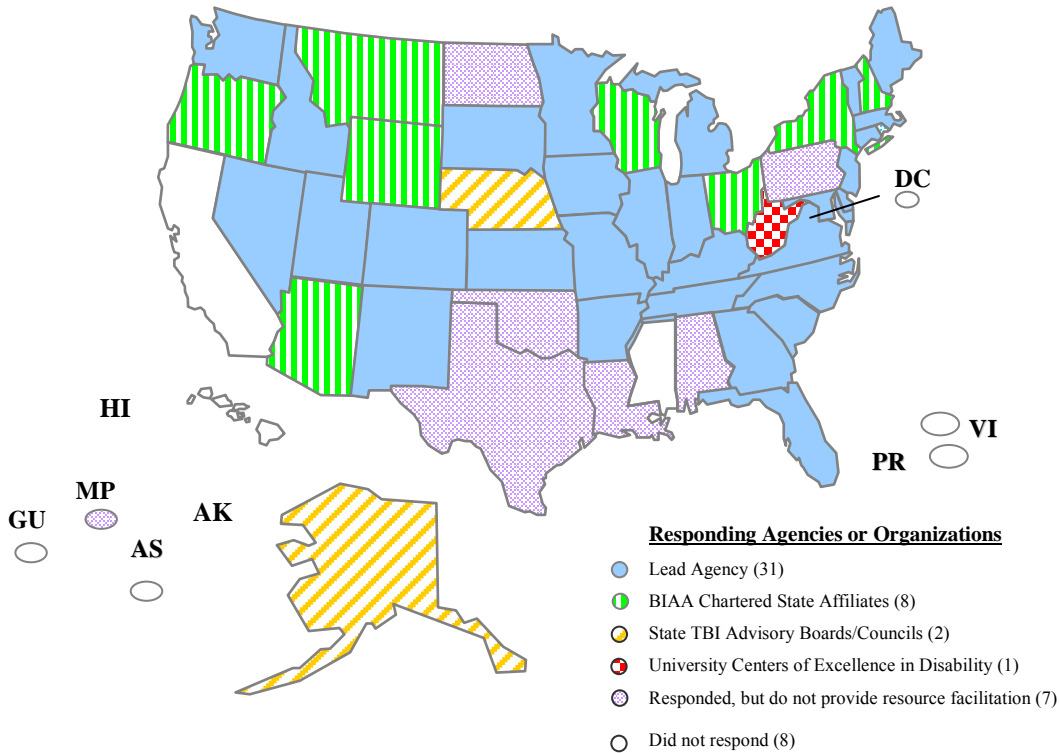
Since the year 2000 publication of the *Resource Facilitation: A Consensus of Principles and Best Practices to Guide Program Development and Operation in Brain Injury*,<sup>2</sup> there appears to be an increase from 28 percent or 16 programs providing resource facilitation to 70 percent in 2008.

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<sup>1</sup> A TBI Lead Agency is the designated State agency that has the primary programmatic role for guiding the development of TBI services and supports in the State by developing and maintaining partnerships with other State agencies and stakeholders and providing leadership for policy development to develop and sustain TBI services and supports

<sup>2</sup> Compiled and published by the Brain Injury Association of America through a cooperative agreement with HRSA’s MCH, Federal TBI Program.

## States' Responses to the Resource Facilitation Survey



**Figure 1**  
**Framing the Resource Facilitation Snapshot**

The goal of the survey was to have a “**snapshot**” of resource facilitation<sup>3</sup> services across the country. To frame this snapshot, eight overarching questions were developed that formed the premise for the subsequent survey instrument.

### Question #1

#### What is going on in the States with respect to resource facilitation?

##### *Responsibility for Planning and Delivery of Resource Facilitation Services*

The planning of resource facilitation appears to be a shared collaboration with multiple partners. The majority of partnerships include the TBI Lead Agency, BIAA Chartered State affiliates and the Statewide TBI Advisory Board or Council. Lead Agencies may be the catalyst for the planning of resource facilitation services, but the BIAA affiliates provide 70 percent of the resource facilitation services across the country. (See Figure 2)

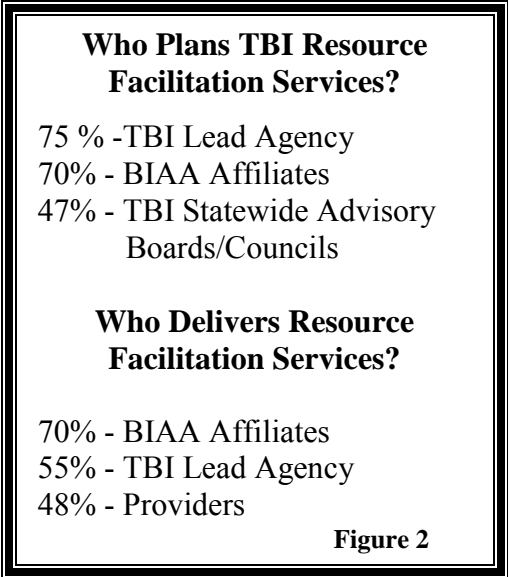
<sup>3</sup> For purposes of brevity, please note that all references to Resource Facilitation services are in the context of providing the services for individuals with TBI and family members.

***Point of Entry/Access to TBI Resource Facilitation Services***

The TBI Lead Agencies provide the largest share of entry or access points for TBI resource facilitation services with the BIAA affiliates as the second most used points of entry. Other entities also provide points of entry indicating there are multiple ways in which individuals with TBI and family members are able to access entry into the State’s resource facilitation services.

***The Funding of TBI Resource Facilitation Services***

The survey results indicate that State general revenue is the primary source of funding for over half (56 percent) of the States. Other funding is provided by a variety of sources ranging from Federal grants, brain injury trust funds, BIAA affiliate operating budgets and/or State agency budgets.



**Question #2**

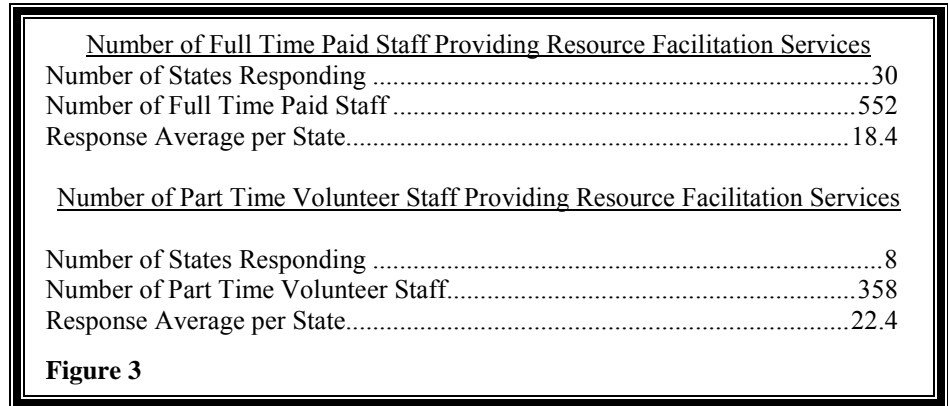
**What are the Numbers (Demographics)?**

***Numbers Being Served and Staff Providing Resource Facilitation Services***

The current nationwide data sample of individuals receiving some type of resource facilitation in 2007 is 40,878 which averages out to 1319 individuals per State. For these 40 thousand plus individuals there is a limited amount of paid full time staff providing resource facilitation services. A significant number of States continue to rely on part time volunteer staff to provide these services. (See Figure 3)

***Data Collection Issues and Methods***

Currently there is no consistent or uniform set of resource facilitation data being collected nationwide. To get a fuller, richer picture of the data, respondents were asked to indicate whether they collect family/caregiver and follow-up data. Fewer than 40 percent of States collect follow up data on the individuals with TBI that receiving resource facilitation services. Slightly more than half of the respondents collect data on issues affecting family and/or caregivers as a result of the brain injury.



**Question #3**  
**What Models Were Used to Develop Resource Facilitation?**

Currently there is no one consistent model being used to develop resource facilitation services but “Consultation with other programs” was reported by 75 percent of the States. This may imply that States are looking to other programs in their own States and by doing so; it may lead to uniformity and continuity of services across State systems as well as a cost saving method as States may not be reinventing the wheel.

**Question #4**  
**What Types of Resource Facilitation Services Are Being Provided Across States?**

There were 27 possible survey choices covering the range of resource facilitation services. The survey results show a distinct difference from the **six** primary resource facilitation services outlined in *Resource Facilitation: A Consensus of Principles and Best Practices to Guide Program Development and Operation in Brain Injury*. States appear to be functioning at a basic level or layer as they are primarily providing information and referral services and have not matured into services that provide a greater level of intensity, depth and resources.

**Question #5**  
**What Information Would Allow for Comparison, Contrast and the Demonstration of Diversity among Resource Facilitation Programs?**

***What’s in a Name?***

States use a variety of names which in many cases are the functions of resource facilitation. The name “Resource Facilitation” may not be more recognizable since the publication of the 2000 *Resource Facilitation: A Consensus of Principles and Best Practices to Guide Program Development and Operation in Brain Injury*, but the survey results indicate these services are being provided regardless of what it is called.

***Person and Family Directed Services***

The telephone is the primary method reported by the States for initial assessment and data collection. This method may be considered one-to-one or person-to-person contact but there is little clarity in the survey results on the depth of person and family directed resource facilitation services and supports provided across the States.

**Question #6**  
**How is Resource Facilitation Carried Out?**

***Collaborations and Contracts***

The backbone of successful resource facilitation is collaboration with a multitude of partners. Over 90 percent of the States have collaborative relationships with sister State agencies, their BIAA Chartered State affiliate and many community partners. In addition to the collaborations, about two thirds of the States have developed a formal contractual relationship with a community based provider and/or the BIA affiliate.

### ***Paying for Resource Facilitation***

Forty percent of the States indicate they use sole source funding. However, it is unclear from the survey results whether the provision of resource facilitation incorporates multiple funding sources as some States marked both sole source and an additional selection. States' responses may also be a reflection of their respective service delivery systems in which TBI resource facilitation is incorporated.

### ***How is Eligibility Determined?***

Eligibility requirements for resource facilitation services appear to range from stringent eligibility criteria to those that are inclusive and broad based.

### ***One-on-One Resource Facilitation Service Delivery***

Sixty four percent of the States indicate they deliver resource facilitation services as a result of a one-on-one process which may be either by telephone or home visitation.

## **Question #7**

### **How is Success Measured?"**

#### ***Risk Management***

Over half of the States indicate they have risk management policies in place which may indicate resource facilitation is more formalized with systems are in place to help reduce liability and track the success resource facilitation services.

#### ***Determining the Individual Has Reached the Desired Outcome***

States use attainment of agreed upon goals or satisfaction surveys to measure success of the service as both methods are indicators of whether a service was beneficial and the desired outcome was reached.

## **Question #8**

### **How are States Strategically Planning for Sustainability of Resource Facilitation Services?**

#### ***Strategically Planning and Eliciting Funding***

The results to this question are somewhat surprising as pre-survey thinking speculated the majority of responses to planning for sustainability would be: "To Continue Funding." Surprisingly, "To Increase Levels of Services" is the most frequently selected response. A presumption can be made that funding for resource facilitation is available therefore increasing services may take precedence. To accomplish their strategic plans for sustainability, 69 percent of the States have both personal meetings with their legislators and provide data to demonstrate the need for resource facilitation services.



## **Observations and Conclusions**

1. There was an exceptional survey response.
2. There is an increase of resource facilitation services since 2000.
3. There is no uniform name by which resource facilitation is recognized State-to-State and within States.
4. Brain injury resource facilitation service delivery is primarily provided by the Brain Injury Association of America Chartered State Affiliates.
5. State general revenue is the primary funding source for resource facilitation.
6. There is no required or uniform data set for resource facilitation services.

### **Many Thousand Thanks to:**

All the States who took the time to provide their State's snapshot of resource facilitation services for individuals with TBI and family members and to the Person and Family Directed Services work group of HRSA's Federal TBI Program's TBI Technical Assistance Center who have given so freely of their time and commitment in developing the survey instrument and in analyzing the results.

## 2008 Survey of States Providing Resource Facilitation for Individuals with Traumatic Brain Injury and Family Members

# I. INTRODUCTION

The Resource Facilitation Committee of the Person and Family Directed Services Focus Area Work Group<sup>4</sup> conducted a voluntary resource facilitation Survey in July, 2008. All 50 States, five Territories and the District of Columbia were invited to participate by providing information on resource facilitation services for individuals with Traumatic Brain Injury (TBI) and family members in their States/Territories.

The goal was to have a snapshot of resource facilitation<sup>5</sup> services across the country. To frame this snapshot, the following eight questions were developed.

1. What is going on in the States with respect to resource facilitation?
2. What are the numbers (demographics)?
3. What models were used to develop resource facilitation?
4. What types of resource facilitation services are being provided across States?
5. What information would allow for comparison, contrast and the demonstration of diversity among resource facilitation programs?
6. How is resource facilitation carried out?
  - a. What collaborations and partnerships are needed - investments with other entities?
  - b. How are resources allocated?
7. How is success measured?
8. How are States strategically planning for sustainability of resource facilitation services?

These eight questions were addressed in three sections with 19 Administrative and Operational Overview questions, four Funding, Sustainability and Strategic Planning questions, and eight in Data Collection for a total of 31 survey questions.

The survey was offered through an online format called Survey Monkey. As the instrument was not designed to sort by the name of the State, only one person from each State entered all the information from the State. For 31 States, the Lead Agency<sup>6</sup> was the respondent. The Lead Agencies were encouraged to invite all the providers of resource facilitation services in their State to participate. However it is unclear if the Lead Agency was able to incorporate information from all the providers of resource facilitation. The same issue is true for the eight States whose Brain Injury Association of America (BIAA) Chartered State affiliates responded

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<sup>4</sup> The work group is based on one of the three guiding principles of the Federal TBI Program: Person and Family Directed Services. The work group's activities and projects are coordinated by HRSA's Federal TBI Program, TBI Technical Assistance Center at NASHIA (National Association of State Head Injury Administrators).

<sup>5</sup> For purposes of brevity, please note that all references to resource facilitation services are in the context of providing the services for individuals with TBI and family members.

<sup>6</sup> A TBI Lead Agency is the designated State agency that has the primary programmatic role for guiding the development of TBI services and supports in the State by developing and maintaining partnerships with other State agencies and stakeholders and providing leadership for policy development to develop and sustain TBI services and supports

on behalf of their respective States. Because of this the entity that is actually providing resource facilitation services is not always clear.

### **Resource Facilitation Definition**

The work group recognized that resource facilitation may be called different names within the State and State-to-State. It is sometimes recognized by the functions that are provided in various contexts. For this reason, the following definition was developed in to have a common reference point for resource facilitation and was provided for respondents at the beginning of the survey instrument.

“Resource Facilitation for Individuals with TBI and Family Members begins with the basic process of assessing an individual's needs and the provision of information and referral. Dependent upon the availability of resources, resource facilitation may also include advocating for, obtaining, and accessing services and supports, routine follow-up, and reassessment to determine additional needs, the efficacy of existing services and supports and/or the termination of services.”

### **Presentation of the Survey Results**

Most of the survey questions had the option to “Check all that apply.” In theory this was an attempt to capture the richest data. In practice it clouded the data on several occasions. Because respondents were able to check all that applied, the average number of responses per question is presented in the narrative and the accompanying tables/charts in the reference section of this document. There is a minimal amount of data filtering only when the data are clean and present a more complete picture.

For readability and a logical flow of information the survey results are presented in the appropriate section that corresponds to one of the eight questions upon which the survey was based. The discussion around each question generally contains only the three most frequently selected responses. To review all the results to a specific question, a table or chart is provided in the reference section along with the full survey instrument at the end of the document.

Many of the questions had a section called “Other” in which respondents could add information, clarify their responses or provide new ideas or methods. These responses are frequently included in the narrative along with the results as a way to provide the richest picture from the responses. These responses will generally be incorporated at the end of a section and the header will read, “Other Responses to the Survey Questions:” followed by the survey question.

These survey results will help to establish the 2008 snapshot of “what is going on with respect to resource facilitation” for individuals with TBI and family members across the country.

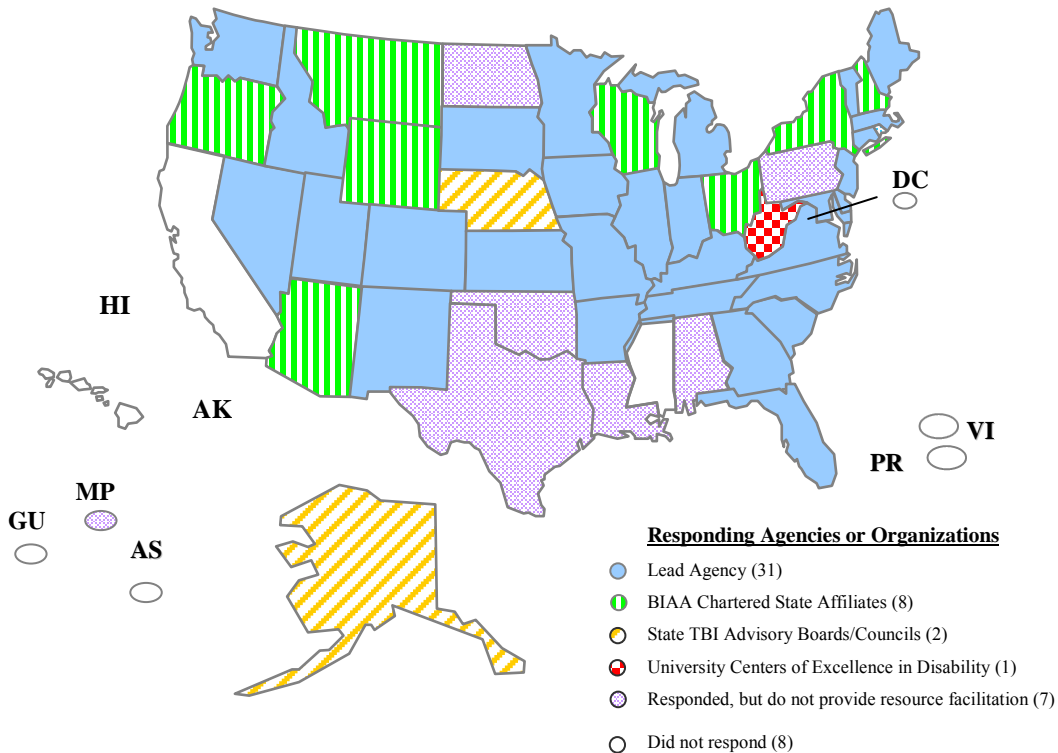
## II. SURVEY FINDINGS

Forty eight (48) out of 57 potential States/Territories responded to the survey which is a response rate of 94 percent. The map shows that 83 three percent of the 48 responding States indicated they provide resource facilitation services in their State. Seven (7) States and one Territory (17 percent) indicated they do not provide services as defined in the resource facilitation Survey.

All the “Findings” in this report are based on 40 States or 83 percent of the total that responded “Yes” to “Is resource facilitation for individuals with brain injury and family members provided in your State?” The responses from the States that are not providing resource facilitation are not included in the findings.

The following map provides the picture of which States/Territories responded and the entity that entered the survey data.

**States’ Responses to the Resource Facilitation Survey**



Since the year 2000, and the publication of the *Resource Facilitation: A Consensus of Principles and Best Practices to Guide Program Development and Operation in Brain Injury*,<sup>7</sup> there appears to be an increase from 28 percent or 16 programs providing resource facilitation for individuals with TBI and family members in 2000 to 70 percent (40 States responding) in 2008.

<sup>7</sup> Compiled and published by the Brain Injury Association of America through a cooperative agreement with HRSA’s MCH, Federal TBI Program.

## 1. What is going on in the States with respect to resource facilitation?

### SURVEY QUESTION:

- i. Which of the following are responsible for planning (question #8) and delivering (question #9) resource facilitation services in your State?

One of the first questions asked was to find out if there is a distinction between who plans resource facilitation services in a State and who delivers these services. All 40 respondents answered this question, “*Who is responsible for planning resource facilitation services in the State?*” The respondents were able to check all that apply which means the average number of responses for this question is 2.6.

In planning resource facilitation services, 75 percent of the State TBI Lead Agencies have taken the primary responsibility which may indicate that States are recognizing their role in the planning of resource facilitation services.

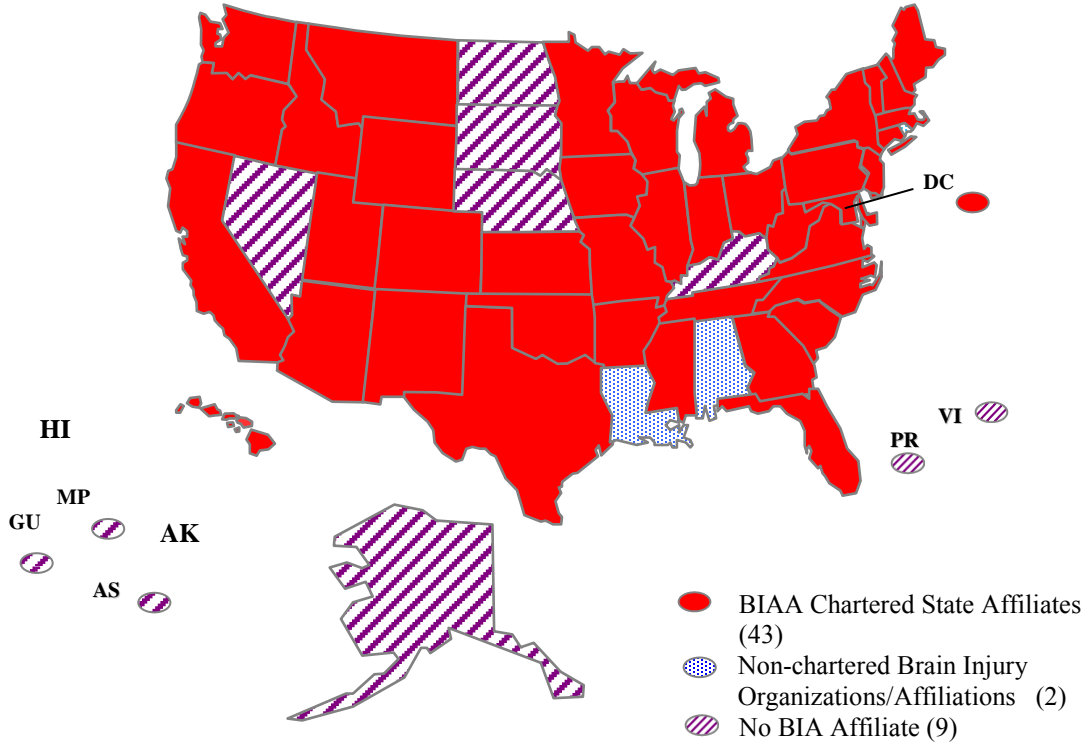
In addition, 70 percent of the BIAA chartered State affiliates and the 48 percent of the TBI statewide advisory boards/councils are identified as the other two primary entities responsible for planning resource facilitation services. (Refer to Table 1, page 34)

The ratio changes when it comes to the delivery of resource facilitation services. The highest percentage of responses is from the 28 States that indicated their BIAA’s or Brain Injury Alliances deliver resource facilitation services. This is a 70 percent response rate from the survey however, when compared to all 43 BIAA Chartered State affiliates (refer to the BIAA chartered State affiliate map below), it is a 65 percent rate. The average response rate as to who is responsible for delivering resource facilitation services is 2.72.

However, when the results for both questions, responsibility for the planning and delivery of resource facilitation services were reviewed, it is the same 28 BIA affiliates that are doing both.

Further results from the question on who is responsible for delivering resource facilitation services reveal that 55 percent (22) of responses indicate the Lead Agencies deliver these services and 48 percent (19) indicate that providers deliver these services. Additionally, there were 17 States who marked the survey selection: “*Other State agencies.*” In this category two more States added that other State agencies provide resource facilitation services for a total of 48 percent. (Refer to Table 2, page 34)

## BIAA Chartered State Affiliates as of 12/08



**“Other” Responses to the Survey Questions: Which of the following are responsible for planning (question #8) and delivering (question #9) resource facilitation services in your State?**

Thirty three States (13 percent) selected “Other” from the survey question: “*Who is responsible for planning resource facilitation services?*” Of these responses, 20 percent (8 States) work with other State agencies, five percent (2 States) indicate the planning includes a university and in two percent (1 State) a provider is involved in the planning.

To the question, “*Who is responsible for delivering resource facilitation services?*” 12 States (30 percent) responded by indicating that eight percent (3 States) deliver services through non-profit organizations/agencies, five percent (2 States) have TBI resource facilitation delivered by other State agencies and the 2-1-1 Information & Referral system was listed in one State’s (2 percent) response.

## **SURVEY QUESTION:**

### **ii. What is the point of entry/access to TBI resource facilitation services?**

Service needs are often not identified until the service system has been entered. Early and correct diagnosis of a TBI is essential as a missed diagnosis or a misdiagnosis leads to absent, inappropriate or denied services and supports. Once a TBI and the ensuing service needs have been identified, it is crucial that families and individuals with traumatic injury have straightforward and readily available information. This information must identify both the point of entry into the State's existing delivery system of services and supports and be user friendly.<sup>8</sup> To best meet the needs of the individual and enhance the efficacy of an agency's ability for assessment the method and tool for in-take, identification of service needs, and/or referral should be consistent or uniform across agency lines.

All 40 States responded to the question of "*What is the point of entry/access to TBI resource facilitation services?*" The responses to this question appear to be reflective of the diversity of the points of entry into States' resource facilitation service delivery systems with TBI Lead Agency as the most frequent response. Thirty States (75 percent) indicated the TBI lead agency is the point of entry or access into the State's resource facilitation services. Sixty five percent or 26 States indicated the BIAA affiliate is the entry point. The toll free helpline is the third most common method of accessing resource facilitation with 63 percent or 25 States marking this response.

There are nine States (23 percent) that either do not have a BIAA Chartered State affiliate or did not include the BIAA's information in their responses. In these States, the State is providing resource facilitation services. In five States (13 percent) the State is providing a 1-800 # helpline.

Of note, 55 percent of States (22) indicated their TBI lead agency is the point of entry/access while 75 percent (30) indicated the TBI lead agency delivers resource facilitation services. As there is an eight State difference between the Lead Agency that serves as the entry point and the agency who delivers the services, possibly, in these States the Lead Agency functions as the entry and referral source for resource facilitation services. (Refer to Bar Chart 1, page 36)

### **“Other” Responses to the Survey Question: What is the point of entry/access to TBI resource facilitation services?**

Three States (8 percent) indicate they use the internet/web as their mechanism for accessing resource facilitation services.

This question's responses appear to be reflective of the diversity of ways in which individuals with TBI and family members are able to access the point of entry into the State's resource facilitation services. However, the complexity of accessing resource facilitation may come from the many points of entry.

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<sup>8</sup> This may include, but not limited to the identification of the physical location, assistance for literacy, language, and cognitive needs, cultural sensitivity, and forms that are easy to use and are not redundant.

**SURVEY QUESTION:**

**iii. How is TBI resource facilitation funded in your State?**

Thirty nine States responded to this question and one skipped it. There were 24 choices from which States could mark all that apply and/or choose to respond to the “Other” question. Twenty two (56 percent) of the States indicate State general revenue is the primary source of funding for resource facilitation. As there is no natural revenue source for TBI services and supports, it is logical that State general revenue would be the leading source of funding resource facilitation services. However, this source of funding is always at risk as the political process and climate may change within a State.

Federal funding is the second most frequently used source of funds at 46 percent (18) of the States, but it is not certain if this is from one Federal source or several. “*TBI Trust Funds*” and “*Contractor: BIAA Affiliate*” are the third most frequently marked funding sources with 39 percent or 15 States. It indicates that the BIAA funds a little more than a third of all the 39 States that responded, yet the BIAA affiliate is responsible for delivering resource facilitation services in 70 percent of the 40 States that responded to: “*Who is responsible for delivering services?*” This may indicate the BIAA affiliates are receiving funding from multiple sources.  
(Refer to Bar Chart 2, page 37)

States were able to check all that applied which indicates they may have multiple funding sources for resource facilitation. The average response rate to this question was 4.87. One significant area that was not included in the question on funding sources was providers.

**“Other” Responses to the Survey Question: How is TBI resource facilitation funded in your State?**

Sixteen States (41 percent) provided additional information. Two States (6 percent) added their State Independent Living Councils fund resource facilitation. This funding source was not one of the 24 pre-selected survey responses. An additional two States (6 percent) indicate that resource facilitation is not a stand-alone program, but is provided as one of the services and supports of a larger program.



## 2. What are the numbers (demographics)?

To find out the demographics or resource facilitation numbers the survey asked questions that not only captured service and staffing numbers but went on to look at the type of data being collected, how it is collected, and purpose for collecting the data. Resource facilitation data collection ranges in States from the very basic activities of the note taking that document an encounter to very sophisticated systems that gather and analyze data.

The data collection section of the survey had the most skipped answers with an average of 6.6 per survey question. The largest amount of skipped questions was 11 in the question: “*Which of the following categories does your program collect information on the individual with brain injury?*”

### **SURVEY QUESTION:**

#### **i. How does your TBI resource facilitation service track data?**

The first question in the data section of the survey asked how States track service data. Thirty seven responded to this question with three skipping it indicating that 93 percent of the States have a method of how they collect data on resource facilitation. States were able to check all that apply.

Sixty eight percent of the States (25) list or describe the database programs they use for collecting resource facilitation data. The most commonly used database is Microsoft Access. The second most commonly used databases were various proprietary systems (Lead Agency, hospital systems, registries, and/or NBIIC<sup>9</sup> of the BIAA).

Eleven (30 percent) States indicate they track data through written notes and 41 percent (15 States) collect data by means of Word or some other computer file document. Seven States (19 percent) indicate they do not collect data.

### **SURVEY QUESTION:**

#### **ii. How did you determine what data to collect?**

Thirty one States responded to this question and nine skipped it. States were able to check all that apply which resulted in an average response rate of 2.1. Fifty eight percent of the States (18) use their State Needs and Resources Assessment process as the primary way in which they determine what data needs to be collected. It is unclear if States are using the questions from the needs and resources assessment tool for the basis of the data to be collected or the results of the needs and resources assessments. However it was understood by the respondents, over half of the 31 States use some form of the needs and resources assessment process to determine what data to collect.

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<sup>9</sup> National Brain Injury Information Center

The other significant way in which States determine what data to collect is by consultation with other resource facilitation programs as 55 percent or 17 States marked this response. These responses appear to correlate with the 77 percent or 30 States that consulted with other programs as they were developing their resource facilitation services.<sup>10</sup> These consultations may lead to a standardization of the process, provide validity, and be useful for multiple initiatives beyond resource facilitation in designing services to meet the needs of individuals with brain injury and family members. (Refer to Table 3, page 34)

### **“Other” Responses to the Survey Question: How did you determine what data to collect?**

Sixteen States (52 percent) of the 31 who responded provided a wealth of other mechanisms or processes from which they determine what data to collect. They are:

- program requirements
- data to be collected stated in contract
- input from the field, stakeholder feedback and/or consultation
- Lead Agency policies and procedures
- input from the Statewide TBI Advisory Board/Council, resource facilitators, staff, and/or program participants

### **SURVEY QUESTION:**

#### **What demographic information do you collect?**

As there is no standardization of the demographic data that are collected in resource facilitation programs across the country this question was an attempt to gain an understanding of the type of information that is currently being collected. Ninety one percent (30) of the States indicate the three most commonly collected data are gender, date of injury, and residency/county. Thirty three States answered this question and seven skipped it. As States could check all that apply the average responses were 6.15. (Refer to Bar Chart 3, page 38)

### **“Other” Responses to the Survey Question: What demographic information do you collect?**

In reviewing the additional items that were added in the “Other” category, there were three States (1 percent) that collect data regarding veterans status. Other areas include co-occurring disorders, income, insurance and/or available benefits, benefits being received, and guardianship or payee status. One State collects data on housing and education and one Lead Agency is in the process of expanding the database for accessibility and tracking by their targeted case managers.

### **SURVEY QUESTION: Which of the following categories does your program collect information on the individual with brain injury?**

Twenty nine States responded to the question and they were able to check all that apply. Functional independence in the home and community was rated the highest of the possible

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<sup>10</sup> Referenced to survey question #11, “What resources did you use to develop your State’s TBI resource facilitation services?” This is discussed under the next section, “What is each Resource Facilitation model based on?”

choices with 80 percent (23) of the States selecting this response. Seventy two percent or 21 States selected access to information as the second most frequent response and 69 percent (20) States responded that employment is the third most frequently gathered information.

(Refer to Bar Chart 4, page 38)

This question had the largest amount of skipped questions with 11 States or 38 percent skipping it. There may be two reasons for this: the question and responses did not work well together or this information may reside with the BIAA affiliate. Consequently, it wasn't clear how much of the BIAA affiliate's information was included.

**“Other” Responses to the Survey Question: Which of the following categories does your program collect information on the individual with brain injury?**

The responses provided from the 12 who added comments in the “Other” category were as varied as the number of responses. One State indicates it collects information on clubs and affiliations while two other States collect a fuller range of information such as changes in living situation, income, entitlements, transition and/or diversion from institutions, assistive technology obtained, goals met/not met and reasons why.

**SURVEY QUESTION:**

**iii. Do you collect caregiver/family data?**

All caregivers were grouped together in this question as it did not distinguish between family caregivers and agency or professional caregivers. Thirty six States responded to this question and four skipped it. Of these, 20 States (56 percent) marked they do not collect caregiver/family data.

Fourteen States indicate they do collect information in the following domains. Those who answered “Yes” were able to check all that apply and their average responses were 7.75.

- 79 percent (11 States).....Resources utilized
- 57 percent (8 States).....Adjustment/coping skills
- 50 percent (7 States).....Ability to maintain pre-injury employment or education (when applicable)
- 36 percent (5 States).....Satisfaction with life

**“Other” Responses to the Survey Question: Do you collect caregiver/family category?**

Sixty four percent (9) of the 14 States, who responded “Yes” provided responses in the “Other” category. The following bullets illustrate their variety of responses.

- Financial status if “cost services” are provided to the family
- Input provided in the assessment and development of their family member’s goals
- Availability of needed resources and supports along with back up plans
- Needs assessment
- Crisis
- Age

**SURVEY QUESTION:**

**iv. Do you collect follow-up data?**

In this question, States were asked indicate whether they collect follow-up data with the individual. For those who do, they were able to check all the responses that applied. Thirty five States responded to the question and five skipped it. Of the 35 who responded there were 12 States (34 percent) who answered “No.” Of the 19 States (54 percent) who responded “Yes” to this question, fifty eight percent<sup>11</sup> (11 States) collect this data annually. Six States (32 percent) collect it monthly and four States (21 percent) collect data twice a year. One State collects data on a weekly basis.

**“Other” Responses to the Survey Question: Do you collect follow-up data?**

There were 12 States that provided additional information in the “Other” category. They explained in more detail the circumstances under which they continue to collect data, not the frequency. Program requirements and the requests for continued services were the other two areas that help drive the collecting of follow-up data.

In this “*Follow-up data*” and “*Family/caregiver*” survey questions, the numbers of skipped and “No” responses appear to be significant as it may indicate more the need for layers and the funding of resource facilitation in order to capture this data than is currently available. The other issue, it is uncertain if there was some confusion with the question or if the respondent did not have access to the information?

**SURVEY QUESTION:**

**v. Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Thirty four States responded to this question and six skipped it. The greatest number of individuals served in one State was 7000 and the least amount served was one State who is serving one person<sup>12</sup>. The respondent who listed 7000 reported the numbers of all the State agencies that provide resource facilitation services for individuals with brain injury. There were 3 States that marked zero therefore; the total average is based on 31.

	<b>Number of States</b>	<b>Total Served</b>	<b>Response Average</b>
<b>Number of People who Received Resource Facilitation Services in calendar year 2007</b>	<b>31</b>	<b>40,878</b>	<b>1318.6</b>
Numbers served from 1-99	4	180	45
Numbers served from 100-499	7	2176	311
Numbers served from 500 - 999	7	4404	629
Numbers served over 1000	13	34118	2624

<sup>11</sup> 19 “Yes” divided by 11 States = 58 percent

<sup>12</sup> When the survey was conducted, this State had just started enrolling individuals for resource facilitation services.

Forty thousand plus appears to be an impressive number of people receiving resource facilitation. The total number of people served changes significantly when the State reporting 7000 served in 2007 is removed. The remaining 33,878 individuals, an average of 1129.2 per State who received resource facilitation services may be under-reported as it is uncertain that the numbers from the BIAA affiliates and providers were available in this data.

**SURVEY QUESTION:**

**vi. Please indicate the number of staff in your State who provide TBI resource facilitation.**

To the overall question, 35 States responded to this question and five skipped it. However, when the results are looked at individually in each of the four categories, the results are as follows: Thirty States responded they have full time paid staff, 13 have paid part time staff, eight have part time volunteer staff, and two have full time volunteer staff. Of these, the highest number of full time paid staff in one State was 175 and the lowest number were six States who each had one full time paid staff. The following charts show the various levels of resource facilitation staffing.

	<b>Number of States</b>	<b>Total Staff</b>	<b>Response Average</b>
<b>Number of Paid Full Time Staff</b>	<b>30</b>	<b>552</b>	<b>18.4</b>
1-5	14	28	2
6-10	7	57	8
11-20	3	46	15
21-50	4	146	37
Over 50	2	275	138

	<b>Number of States</b>	<b>Total Staff</b>	<b>Response Average</b>
<b>Number of Paid Part Time Staff</b>	<b>13</b>	<b>63</b>	<b>4.8</b>
1-5	11	27	2.5
11-20	1	11	11
21-50	1	25	25

	<b>Number of States</b>	<b>Total Staff</b>	<b>Response Average</b>
<b>Number of Volunteer Part Time Staff</b>	<b>8</b>	<b>358</b>	<b>22.4</b>
1-5	6	8	1.3
Over 50	2	350	175

	<b>Number of States</b>	<b>Total Staff</b>	<b>Response Average</b>
<b>Number of Volunteer Full Time Staff</b>	<b>2</b>	<b>2</b>	<b>1.00</b>
1-5	2	2	1.00

Thirty States responded there is full time paid staff providing resource facilitation. When filtered with the results from the survey question, “*Who is responsible for delivering resource facilitation services?*” there are 17 Lead Agencies with a total of 464 staff and 22 BIAA affiliates with 294 staff who indicated there is a least one paid full time staff. There are 12 States that have a total of 725 paid and volunteer staff providing resource facilitation services.

As States were able to check all that apply, there are 11 States that have full time staffing for resource facilitation along with additional part time paid and/or volunteer staff.

### 3. What models were used to develop resource facilitation?

#### SURVEY QUESTION:

##### i. What resources did you use to develop your State's TBI resource facilitation services?

The term resource facilitation has been growing in usage in the States since 2000 when a meeting of stakeholders, individuals with TBI and family members met in Kansas City to work on developing a consensus of what resource facilitation is. It was funded through a cooperative agreement with the Health Resources and Services Administration's Maternal and Child Health Bureau's Federal TBI Program and the Brain Injury Association of America. From this meeting, the following publication was generated: *Resource Facilitation: A Consensus of Principles and Best Practices to Guide Program Development and Operation in Brain Injury*.

This document provided a systems or macro perspective to resource facilitation and for 15 States or 39 percent of the 40 States this was one of the resources used in developing their resource facilitation services. As the *Resource Facilitation: A Consensus...in Brain Injury* was only one resource, it warranted a closer look to find out what other resources are being used to develop a State's resource facilitation services.

Consultation with other programs is done by 75 percent (30 States) which may imply that States are looking to other programs in their own State. By doing so, it may lead to uniformity and continuity of services across State systems as well as a cost saving method as States may not be reinventing the wheel.

The State Needs and Resources Assessment is used by 72 percent (28 States). Consultation with other States was done by 62 percent or 24 States.

#### **“Other” Responses to the Survey Question: What resources did you use to develop your State's TBI resource facilitation services?**

There were three States (8 percent) whose only response to this question was in the “Other” category. Ten States (40 percent) marked one or more of the four choices in the question. The following is a representative sampling of the “Other” responses:

1. Four States (10 percent) indicate experiences in working with individuals and family members.
2. Three States (8 percent) indicate there was a definition or program in place.
3. Five States (13 percent) consult with providers or advisory boards/councils.

#### **4. What types of resource facilitation services are being provided across States?**

##### **SURVEY QUESTION:**

- i. Which of the following services are provided by your state's TBI resource facilitation for individuals with brain injury and family members?**

Resource facilitation covers a wide range of services which were reflected in this survey question. There were 27 possible areas of services provided through resource facilitation from which States could choose. All 40 States responded to this question and they were able to select all that applied to their State.

The survey questions were set up to correlate with the first six functions listed in *Resource Facilitation: A Consensus of Principles and Best Practices to Guide Program Development and Operation in Brain Injury* (aka Resource Facilitation Guide) as the core functions of a comprehensive resource facilitation service delivery system.

They are:

- Assessment
- Planning
- Identification
- Negotiation
- Monitoring
- Reassessment

The States' survey results are considerably different from those first six listed in the Resource Facilitation Guide. Eighty eight percent of the States (35) marked they provide identification of resources followed by 34 States (85 percent) responding they provide information & referral support.

To clarify, information and referral is part of the assessment process and is generally considered to be brief by gathering enough information to fill the immediate need either by providing information and resources or by making a referral to a point of entry to a service delivery system or a provider. In the information and referral phase, frequently printed, audio or internet resources may be provided to the individual or family members who are seeking information.

Generally, identification of resources occurs once the resource facilitation plan has been developed because it involves locating the information, services and supports as outlined in the agreed upon resource facilitation plan. These distinctions were not defined in the survey. This lack of clarity in the survey question responses may have caused some confusion for responders as the results of the survey show there is only a one State difference in the number of States indicating they provide these services. It is speculated the responders considered these two survey selections to be similar or the same.

The third most commonly selected response is a tie with distribution of Educational Materials and Public Awareness. Eighty percent or 32 States see these functions as part of their resource



facilitation services. “*Support Groups*” (75 percent/30 States) and “*Outreach to Targeted Groups*” (73 percent/29 States) are the next two in order of frequency of services provided. “*Assessment*” received 73 percent of the responses from 29 States. With the survey results distinctly different from the basic resource facilitation services outlined in *Resource Facilitation: A Consensus of Principles and Best Practices to Guide Program Development and Operation in Brain Injury* the average depth of the States’ resource facilitation services appear to be functioning at a basic level or layer. (Refer to Bar Chart 5, page 39)

**5. What information would allow for comparison, contrast and the demonstration of diversity among resource facilitation programs?**

**SURVEY QUESTION:**

- i. Resource facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?**

One of the primary areas for comparing and contrasting the diversity among resource facilitation programs/services stems from what resource facilitation is called in each State. This survey attempted to find out the many names by which resource facilitation is known and in doing so it was difficult to distinguish between what the service is called and the function that is provided. All 40 States responded to this question and respondents could check all that apply which led to a response average of 2.9 indicating there are still several names by which these services are known within a State.

The name, resource facilitation, is selected by 28 percent of the States (11) which is just over a quarter of the States. Almost half, 48 percent or 19 States indicate that resource facilitation is called service coordination and in 43 percent or 17 States, the term case management is used.

Information and referral received the largest amount of responses at 73 percent or 29 States. Even though information and referral is not a name but a function it correlated to the responses to the survey question: “Which of the following services are provided by your State’s TBI Resource Facilitation for Individuals with brain injury and family members?” In both of these survey questions, information and referral is selected the most frequently.

“Service Coordination” is the second most frequently selected response with 48 percent or 19 States indicating that resource facilitation is known by this name in their respective States with “Case Management” ranking third at 43 percent or 17 States.

With just under half of the 40 respondents stating their resource facilitation services are also known as case management and service coordination, this may indicate that resource facilitation may be a part of more complex and layered services that are provided through TBI waivers or other State service delivery systems in which individuals with brain injury receive services. This survey was not designed to provide that specific information.

(Refer to Bar Chart 6, page 40)

**“Other” Responses to the Survey Question: Resource facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?**

There are eight States (20 percent) who provided additional information in the “Other” category. This is mix of the BIAA Chartered State affiliates and State agencies explaining in more detail what services are provided rather than what resource facilitation is called in their States. One State said it is sometimes referred to as “crisis case management” and another called it “peer advocacy.”

The term resource facilitation may not be a more recognizable term since the publication of the *Resource Facilitation: A Consensus of Principles and Best Practices to Guide Program Development and Operation in Brain Injury* in 2000, but the survey results tend to indicate these services are being provided regardless of what it is called across States and within States.

**SURVEY QUESTION:**

**ii. How does your TBI resource facilitation service implement person and family directed services?**

Person and Family Directed Services and Supports is a guiding principle of the Federal TBI Program. To help give definition and technical assistance guidance for incorporating these principles into State systems of services and supports, the Person and Family Directed Services Focus Area Work Group was established.

The work group developed their mission<sup>13</sup>, philosophy, and core values, but in doing so, they wanted to know how these might be implemented in service delivery systems across the country. Resource facilitation seemed to be good place to start as it so directly involves the individual with TBI and family members. To get a sense of how States are implementing person and family directed services in their resource facilitation services four possible responses were incorporated into the survey. However, they only skimmed the surface towards finding out the depth of a State's involvement in person and family directed services and supports. There were 37 respondents to these questions and three States skipped them.

One of the first things in providing person and family directed services is to incorporate person centered planning. To accomplish this, the individual's needs are assessed and goals are developed and all parties come to agreement in developing and carrying out the resource facilitation plan with the individual. The survey asked if individuals with brain injury and/or family members identify goals and put them in a written plan with their brain injury resource facilitator. Fifty Seven percent, a little more than half of the States (21) marked that this is done in their resource facilitation services.

When these responses are filtered with the last question of the survey, "*How do you determine the individual has reached the desired outcome? - Attainment of agreed upon goals,*" there are 14 States (66 percent) that do both. By comparing these responses it tends to indicate there is a deeper or more complex level or layer of services that are occurring.

The other most frequently selected response was: "*There is a stakeholder's advisory group which reviews activities, surveys, etc.*" Again, 57 percent (21 States) indicate this is how they provide person and family directed services and supports.

The third most frequently selected response, "*Individuals with brain injury and/or family members participate in the evaluation of the brain injury resource facilitation program*" with 20 States or 54 percent indicating this type participation in the evaluation process.

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<sup>13</sup> The Federal TBI Program recognizes that individuals with Traumatic Brain Injury (TBI) should have the same civil rights, options, and control over choices in their lives as do all other citizens and therefore, promotes the incorporation of Person and Family Directed Core Values in State systems of services and supports for individuals with TBI and their families.

Thirty five percent of the States (13) have individuals with brain injury and family members periodically complete a survey of individual services provided. These activities could have bearing on improving person and family directed services as they are components of an evaluation process, but these responses are not to be viewed through an evaluation lense.

**“Other” Responses to the Survey Question: How does your TBI resource facilitation service implement person and family directed services?**

There were 11 States (30 percent), who responded in the “Other” category. Of these, five States or 13 percent, “Other” was their sole response. The remaining six States (16 percent) provided additive information but did not clarify how the State is incorporating person centered planning and person and family directed services. However, one State indicates they develop a plan with the individual and family members.

**SURVEY QUESTION:**

**iii. What is the process for the initial assessment?**

Thirty nine States responded to this question and one skipped it. As the survey was looking for the mechanism(s) used when individuals with TBI and family members are initially assessed for resource facilitation services the respondents were encouraged to check all that applied which is an average response rate of 2.5. It appears that there may be several mechanisms in a State by which an initial assessment may be done.

Eight five percent of the States (33) indicate the telephone is the method that is used for the initial assessment or in-take. Home visits are the second most commonly used method at 56 percent (22 States). Forty six percent (18 States) conduct the initial assessment in a hospital or rehabilitation facility setting. (Refer to Table 4, page 34)

**“Other” Responses to the Survey Question: What is the process for the initial assessment?**

There were ten States (26 percent) that provided additional information in the “Other” category. They indicate the initial assessment varies from agency to agency. They addressed the process for initial assessment, but not the mechanisms used by the in-take person.

There may have been more clarification in the survey instrument if the word “in-take” was used in place of “initial assessment” as assessment implies the process of determining eligibility.

**SURVEY QUESTION:**

**iv. How do you collect data?**

Thirty three States answered this question and 7 skipped it. Those who responded were able to check all that apply which indicates the average number of responses of 2.18. The telephone is the most frequently used method for collecting data as stated by 79 percent (26) of the States. Fifty five percent of the States (18) use a mail survey to collect their data and 49 percent (16 States) use a home visit. (Refer to Table 5, page 35)

### **“Other” Responses to the Survey Question: How do you collect data?**

Twelve States (37 percent) responded in the “Other” category by adding email, faxes, and/or job site visits as additional ways in which data is collected. There are multiple ways in which data are collected across the States. Of note, the numbers of States who conduct their initial assessment by the telephone (33 States) is not the same as those (26 States) who collect data by use of the phone. This difference may raise questions about the depth of services being provided or the resources available to complete the data collection process as these two activities appear to be directly related.

## 6. How is resource facilitation carried out?

### **SURVEY QUESTION:**

#### **i. With which agencies/organizations has your TBI resource facilitation program established collaborations?**

Building collaborations is the backbone of successful resource facilitation as the following quote<sup>14</sup> sets forth, “To ensure successful TBI systems improvement strategies, identifying partners for collaborative ventures is critical. Partnering and working together allows agencies and organizations to combine talents and resources to accomplish goals that would be difficult to achieve alone.”

Thirty seven (37) States responded to this survey question, three States skipped this question. Respondents were asked to list the collaborations they have established with agencies and organizations in the provision of resource facilitation program. As States were only asked to list their collaborations, there is no detail about the nature or extent of the collaborative relationships. The number of collaborations listed may be reflective of the number of people (one or more contributors) responding to the survey questions.

In tallying up the numbers of collaborations the greatest aggregated number appears to be with a variety of sister State agencies. There are eight States that list State Agency with no specificity given. However many States specifically listed the following sister agencies as collaborators:

- Mental Health and Substance Abuse (15)
- Vocational Rehabilitation (15)
- Human and Social Services (7)
- Aging and Disability Services (5)
- Corrections and/or Law Enforcement (5)
- Education (5)
- Health (5)
- Medicaid (5)
- Developmental Disabilities (3)
- Family Services (3)
- Protective Services – APS/CPS (3)
- Public Health (3)

Community based collaborations are a key to successful delivery of resource facilitation which may be one of the reasons one State wrote, our “...network currently has 110 partners that collaborate with the program.” The following list is a sampling of the agencies and organizations with whom collaborations have been established.

- BIAA Chartered State Affiliates (15)
- Protection and Advocacy Systems (12)

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<sup>14</sup> Federal TBI Technical Assistance Center tool, Collaboration and Coalition Building Grid

<sup>15</sup> Number of States

- Independent Living Centers and/or Independent Living Councils (12)
- Community organizations/agencies (10)
- Public and private providers (10)
- Veterans Administration, National Guard, and Veterans Service Organizations (10)
- Trauma centers and rehabilitation hospitals (8)
- Coalitions and collaboratives (7)
- Disability organizations (7)
- Disability planning councils (7)
- Medicaid (5)
- County health and housing agencies (5)
- School districts (4)
- Statewide Advisory Board/Councils (4)
- 2-1-1 System (2)
- National Institute of Disability Rehabilitation Research (NIDRR) TBI model systems (1)

The ability to collaborate is best said in the words of one of the respondents, there are “too many to list.”

**SURVEY QUESTION:**

**ii. With which agencies/organizations has your TBI resource facilitation program established some type of contractual relationship?**

Establishing a contractual relationship to provide resource facilitation services and supports brings a formality to a relationship and indicates a level of capacity and accountability in the delivery of resource facilitation services. To get a sense of contractual relationships, States were asked only to list them. They were not asked to describe the contractual relationship or services to be provided. As the question was worded there may have been some confusion as the TBI resource facilitation program may have been considered the contracting entity when in reality it may be the contractor. As the survey instrument allowed only one person to enter the data resulting in over 70 percent of the responses from the Lead Agency, it is presumed the contractual relationship listed presents the State as the contracting agency.

Thirty four States (85 percent) responded to the question with six skipping it and an additional six States wrote in they do not have any contractual relationships. This is a total of 12 States (30 percent of 40) who either state they do not have or did not respond to having contractual relationships in place.

As noted in the preceding “*Collaboration*” section, the majority or aggregate of collaborations are with sister State agencies but there is no way of knowing if the collaborations have contractual arrangements as well. In reviewing the responses to this survey question, private and/or community based providers are listed most frequently as 61 percent<sup>16</sup> of the States (17) have contracts. Fifty percent of the 28 States (14) have contracts with their BIAA affiliates. From the survey results we are able to group the following:

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<sup>16</sup> Of the 28 who responded to this question.

- Twenty one percent of 28 or six responses have only one contract.
- Eighty two percent of 28 or 23 responses have contracts with more than one entity.

Of note, one State has a contract with a neuropsychologist to provide free screenings and evaluations.

**SURVEY QUESTION:**

**iii. To fund TBI resource facilitation do you use:**

Thirty five States responded to this question and five skipped it. States were able to check all that apply which made the results less clear. Forty percent of the States (14) indicate they use sole source funding or funding from one source. Of these 14, there are ten States (29 percent) who marked sole source funding and one other type of funding which explains the average responses of 1.3.

The other choices that States had were:

- Blended or pooled funding – funding from more than one sources which is pooled to support staff and services with 14 States or (40 percent) responding.
- Braided funding: funding from more than one source which pays for different components of services with ten States or (29 percent) responding.
- Leveraged funding: using TBI specific funding to obtain commitment from other sources toward TBI specific resources with eight States or 23 percent responding.

It is unclear whether the provision of resource facilitation requires this level of funding complexity or if States are responding to their respective service delivery systems in which TBI resource facilitation may be incorporated. (Refer to Table 6, page 35)

**SURVEY QUESTION:**

**iv. Does your TBI Resource Facilitation have eligibility requirements?**

Thirty nine (39) States responded and one skipped this question. From the results of the survey, eligibility requirements for resource facilitation services appear to range from stringent eligibility criteria to those that are inclusive and broad based. Respondents were able to mark both “Yes” and “Check all that Apply” to one or more of the following five selections for an average of 1.56 responses.

- All Individuals with TBI are Eligible.
- Proof of residency.
- Financial Requirements.
- Functional Status Level.
- Severity of TBI.

As the choices for this survey question were poorly worded the anticipated information was not as clear as the crafters of the survey had hoped. States could select “No” as a response and 15 States or 39 percent did.



There were an additional 39 percent (15 States) that responded to both “*Yes, Check all that Apply*” and “*All individuals with TBI are eligible.*” Upon closer examination of these two questions, there are a total of 20 (51 percent) unduplicated States that responded to both of these questions.

Of these categories, “*Proof of Residency*” is the third most frequently selected response to which 36 percent or 14 States responded. (Refer to Table 7, page 35)

### **“Other” Responses to the Survey Question: Does your TBI Resource Facilitation have eligibility requirements?**

The category that received the highest number of responses is the “Other” section with 20 States (52 percent) many of which require multiple eligibility criteria for their State’s services. Some of the write-in responses provided that are different from the pre-selected choices are:

- Must be less than 18 in one State or have sustained the brain injury prior to turning 22 years of age in other States.
- Demonstrates the ability to progress.
- Voluntary, person’s choice to participate.
- Is not receiving duplicate services through another State agency.
- Must meet the definition of head injury in the State Code.
- Meets the State’s brain injury program requirements.
- Has proof or medical diagnosis of TBI.
- Meets the selection criteria for a resource facilitation research study.
- Meets the BIA’s affiliates eligibility criteria which may are not be the same as the State plan services.

Respondents mention there are other services available in their States which may not have these restrictive eligibility criteria, but the services may not as intense. They indicate the services are generally information and referral, support services and some resource facilitation. It is unclear whether the services of the BIAA affiliates are included in these responses because their eligibility requirements for resource facilitation are frequently different from those of the State.

### **SURVEY QUESTION:**

#### **v. What is the method for delivering resource facilitation services?**

In addition to discovering eligibility criteria for resource facilitation services, respondents were asked how these services are delivered. Thirty nine States responded to this question and one skipped it with the average responses to these questions of 2.13.

Sixty four percent of the States (25) marked they deliver resource facilitation services as a result of a one-on-one process. It is unclear if those who marked this response view one-on-one as face-to-face. For purposes of this survey, it is intended to mean face-to-face. This interpretation is supported by comparing it to the responses from the survey question, “*What is the process for the initial assessment?*” The highest percentages show that the initial assessments transpire in the individual’s home as opposed to office visits or in the hospital or rehabilitation facility. This

may indicate there is more than a basic level of services as 64 percent of the 39 respondents deliver resource facilitation one-on-one (face-to-face).

Fifty six percent of the States (22) indicate they deliver resource facilitation services from multiple locations around the State. This may be an indicator of the size of the resource facilitation program or a preferred way to deliver services, but the survey did not ask for this information. Fifty four percent (21) of the States deliver resource facilitation services by phone from a central location in the State which again may be more of a factor of the size of the program

**“Other” Responses to the Survey Question: What is the method for delivering resource facilitation services?**

Thirty one percent (12) of the States offered information in the “Other” category. Two States provided the following detail on how they deliver resource facilitation services: one indicated the resource facilitators maintain monthly contact with at least one face-to-face contact during the quarter and the other stated that initial inquiries are handled by phone with follow-up materials being sent via mail or email. Once the individual begins receiving resource facilitation the services are one-on-one.

One concern raised by a State in the “Other” responses is regarding the efficacy of these services when multiple agencies/organizations are providing resource facilitation.

## 7. How is success measured?

### **SURVEY QUESTION:**

#### **i. Does your TBI Resource Facilitation have risk management policies and procedures?**

States were asked if they have risk management policy and procedures in place. This is generally understood to mean that the resource facilitation services have policies and procedures in place to reduce liability exposure. Thirty seven States responded to this question and three skipped it. Sixty two percent of the States (23) indicate they have them in place and 38 percent or 14 States marked “No.” As over half indicated they have risk management policies in place this indicates resource facilitation is more formalized as systems are in place to help build towards the success of the program.

### **SURVEY QUESTION:**

#### **ii. How do you determine the individual has reached the desired outcome?**

Attainment of agreed upon goals is the most frequently selected response at 55 percent or 18 States. This question had 33 responses with seven skipping it. As States were able to check all that applied the average response rate was 1.85.

The second most frequently selected response is the use of a “*Satisfaction survey*.” Fifty two percent of the States (17) marked this choice. When comparing the two highest marked areas that States use to determine if the individual has reached the desired outcome with survey question seven, “*How does your TBI resource facilitation service implement person and family directed services?*” 21 States or 57 percent of the 37 indicate they work on developing written goals. When comparing these two responses over half of the States focus on attainment of agreed upon goals and customer satisfaction. Both methods are indicators of whether a service was beneficial and the desired outcome was reached.

The third most frequently selected response was the “*One-on-one interview*.” It was selected by 30 percent or 10 States. (Refer to Table 8, page 35)

#### **“Other” Responses to the Survey Question: How do you determine the individual has reached the desired outcome?**

There are 12 States that responded in the “Other” category but there are no clear practices or methods described.

## **How are States strategically planning for sustainability of resource facilitation services?**

States have been encouraged to maximize their resources to achieve program sustainability. These range from applying for all available State and Federal funding streams to facilitating opportunities for innovation related to cost sharing, coordinating services and supports, and working creatively with funding sources to formally consider and incorporate cost effective suggestions from individuals with TBI, family members and providers. One of the basic components to achieve sustainability and/or increase the level of services is to develop a strategic plan.

### **SURVEY QUESTION:**

#### **iii. Has your agency or partnering agency identified a strategic plan for:**

There were 32 States that responded to this question and eight skipped it. As States were able to check all that applied the average response rate was 1.3. The area with the greatest amount of responses is strategic planning, *“To Increase the Levels of Services,”* with 72 percent or 23 States selecting this response. The number of responses to this question was somewhat surprising as pre-survey thinking speculated the majority of responses would be, *“To Continue Funding”* but it was the second most frequently selected response with 66 percent or 21 States choosing this response. One explanation may be there is some level of presumption that funding for resource facilitation is available and increasing services then takes precedence.

The third most frequently selected response was *“To Increase Accessibility Statewide”* with 63 percent or 20 States responding. The last selection available, *“To Integrate TBI Resource Facilitation into the TBI State Action Plan”* with 44 percent of the States (14) selecting this response. Out of all these responses there are a total of six unduplicated States (19 percent) whose strategic planning is limited to one of the four survey choices.

#### **“Other” Responses to the Survey Question: Has your agency or partnering agency identified a strategic plan for:**

Seven States (22 percent) offered several other areas in which they indicate identifying a strategic plan. They cite long term supports, rehabilitative services, prevention and public education, crisis intervention and response, and Lead Agency budget requests.

### **SURVEY QUESTION:**

#### **iv. What strategies are used to elicit funding from policymakers?**

Thirty five States responded to this question and five skipped it. States were able to check all that apply which gave an average response rate of 2.91. Sixty nine percent of the States (24) have personal meetings with their legislators and use data to demonstrate the need for resource facilitation services.

Of these 24 there are 17 States (49 percent of the total respondents of 35) who use both of these methods to elicit funding. There may be something to be said for having hard data and personal

contacts however, the survey did not ask for the type of data or the results of these strategies. In reviewing the survey responses of the 17 States who use both strategies they all have a TBI advocacy presence in their respective States.

The third most frequently selected response of awareness and fundraising activities was selected by 66 percent or 23 States. (Refer to Table 9, page 36)

**“Other” Responses to the Survey Question: What strategies are used to elicit funding from policymakers?**

Ten States (29 percent) responded in the “Other” category with some additional strategies to elicit funding which are reflected in the following bullet points:

- Funding requests are addressed in the State budget process.
- Direct legislative advocacy by volunteers or paid lobbyist.
- An annual report is submitted by the TBI Statewide Advisory Board.
- A State senator sits on a TBI Statewide Advisory Board.

## 8. Observations

### **Exceptional Survey Response**

The number of States responding to the survey was exceptionally high for a voluntary survey as 48 out of a potential 57 States and Territories responded. From this response it was learned that 40 States in 2008 are providing some form of resource facilitation for individuals with TBI and family members which is a growth rate of 42 percent since 2000.

### **Increase of Resource Facilitation Services**

The name by which resource facilitation is called varies greatly from State to State and within a given State. The survey results revealed more about the provision and functions of resource facilitation than what it is called. Resource facilitation may not be a more recognizable name since the publication of the 2000 *Resource Facilitation: A Consensus of Principles and Best Practices to Guide Program Development and Operation in Brain Injury* but the provision of these services is being recognized as a valuable service occurring in 70 percent of the States.

### **Resource Facilitation Service Delivery Primarily Provided by the Chartered State Brain Injury Association Affiliates**

The survey indicated a mix of Lead Agencies, sister State agencies and providers who provide a significant amount of resource facilitation. However, the organizations which delivers 70 percent of resource facilitation services are the BIAA Chartered State Affiliates. This may stem from one of the BIAA's primary roles to provide information and resources. The downside, the survey questions did not clearly link the types of services provided with a specific agency or organization. What was discovered: there are potentially several entities in a State that provide resource facilitation for individuals with TBI and family members. The trick is finding access to them.

### **State General Revenue is the Primary Resource Facilitation Funding Source**

In most States there is no natural revenue source for TBI services and supports since TBI does not clearly fall into a specific State agency such as mental health, aging, long term care, education, or services for people with disabling conditions. As such, individuals with TBI are receiving services within a variety of agencies and organizations but there may not be funding in the agencies' budgets to support resource facilitation. As a result, agencies and organizations look to State general revenue to fund TBI resource facilitation as was indicated by a little more than half of the States.

General revenue may be a funding stream used by over half of the 40 States, but there are risks associated in relying on it. When State general revenue is the primary source of funding it puts States in a position of continually having to prove that TBI resource facilitation is a worthwhile service. The funding may only be for the current year which makes it relatively short term. Additionally, general revenue spending is always at risk as political climates change within

States on a regular basis which may have an effect on the ability to secure State general revenue dollars.

### **No Required or Uniform Data Sets for Resource Facilitation Services**

The survey instrument's questions were grouped into three sections: Administrative and Operational, Funding/Sustainability/Strategic Planning and Data Collection. Of these three sections, the Data section had the most skipped questions which may indicate States self-select the type and amount of resource facilitation data that are collected. There is no standardized or required data to be collected. Most States marked they collect data on gender, date of injury and residency/country, yet 69 percent of the States indicated they use their data as one of the strategies to elicit funding from policymakers. As over half of the 40 States appear to be having a measure of success in receiving general revenue funding one might conclude that more thorough data collection would improve the chances of obtaining sustained TBI resource facilitation.

### **Many Thousand Thanks to:**

All the States who took the time to provide their State's snapshot of resource facilitation services for individuals with TBI and family members and to the Person and Family Directed Services work group of HRSA's Federal TBI Program's TBI Technical Assistance Center who have given so freely of their time and commitment in developing the survey instrument and in analyzing the results.

### **III. REFERENCE SECTION OF SURVEY TABLES AND CHARTS**



## REFERENCE

**Table 1: Which of the following are responsible for planning TBI Resource Facilitation in your State?** Could check all that apply.

Responsible for Planning Resource Facilitation in the States (Could check all that applied)	Number	Percent of 40 respondents
TBI Lead Agency	30	75%
BIAA Chartered State Affiliate	28	70%
TBI Statewide Advisory Board/Council	19	48%
State Protection & Advocacy System	13	33%
Trust Fund Board	7	18%
Volunteers	6	15%
Number of Responses	103	2.76

**Table 2: Which of the following are responsible for delivering TBI Resource Facilitation Services?** Could check all that apply.

Responsible for Delivering Resource Facilitation in the States	Number	Percent of 40 respondents
BIAA Chartered State Affiliate	28	70%
TBI Lead Agency	22	55%
Providers	19	48%
Other State Agency (ies)	17	43%
State Protection & Advocacy System	13	33%
Volunteers	10	25%
Number of Responses	109	2.72

**Table 3: How did you determine what data was to be collected?**

Could check all that apply..

Determining what Data is to be Collected	Number	Percent of 31 respondents
Needs and Resources Assessment	18	58%
By Consulting Other Resource Facilitation Programs	17	55%
By Consulting Written Materials on Resource Facilitation	16	52%
By Consulting Written Materials on Resource Facilitation	14	46%
Number of Responses	65	2.1

**Table 4: What is the process for the initial assessment?** Could check all that apply.

Process for Initial Assessment	Number	Percent of 40 respondents
Telephone	33	85%
Home Visit	22	56%
Office Visit	19	49%
Hospital or Rehabilitation Facility	18	46%
Mail Survey	4	10%
Number of Responses	96	2.4

**Table 5: How do you collect data?**

Could check all that apply.

How Data is Collected?	Number	Percent of 33 respondents
Telephone	26	79%
Mail Survey	18	55%
Home Visit	16	49%
Office Visit	12	36%
Number of Responses	72	2.18

**Table 6: To fund TBI Resource Facilitation do you use:** Could check all that apply.

TBI Resource Facilitation Funding Methods	Number	Percent of 35 respondents
Blended or pooled funding – funded from more than one sources which is pooled to support staff and services	14	40%
Sole source funding – funding from one source	14	40%
Braided funding – funding from more than one source which pays for different components of services	10	29%
Leveraged funding – using TBI specific funding to obtain commitment from other sources toward TBI specific resources	8	23%
Number of Responses	46	1.31

**Table 7: Does your TBI Resource Facilitation have eligibility requirements?**

Could check all that apply..

Resource Facilitation Eligibility Requirements	Number	Percent of 39 respondents
Yes, Check all the Apply	15	39%
All Individuals with TBI are Eligible	15	39%
Proof of Residency	14	36%
Financial Requirements	9	23%
Functional Status Level	5	13%
Severity of TBI	3	8%
Number of Responses	61	1.56

**Table 8: How do you determine the individual has reached the desired outcome?**

Could check all that apply..

Determining the Individual Has Reached the Desired Outcome	Number	Percent of 33 respondents
Attainment of agreed upon goals	18	55%
Satisfaction survey	17	52%
One-on-one interview	10	30%
Exit interview	6	18%
Family member has been able to maintain education/employment	5	15%
Individual with brain injury has returned to employment	5	15%

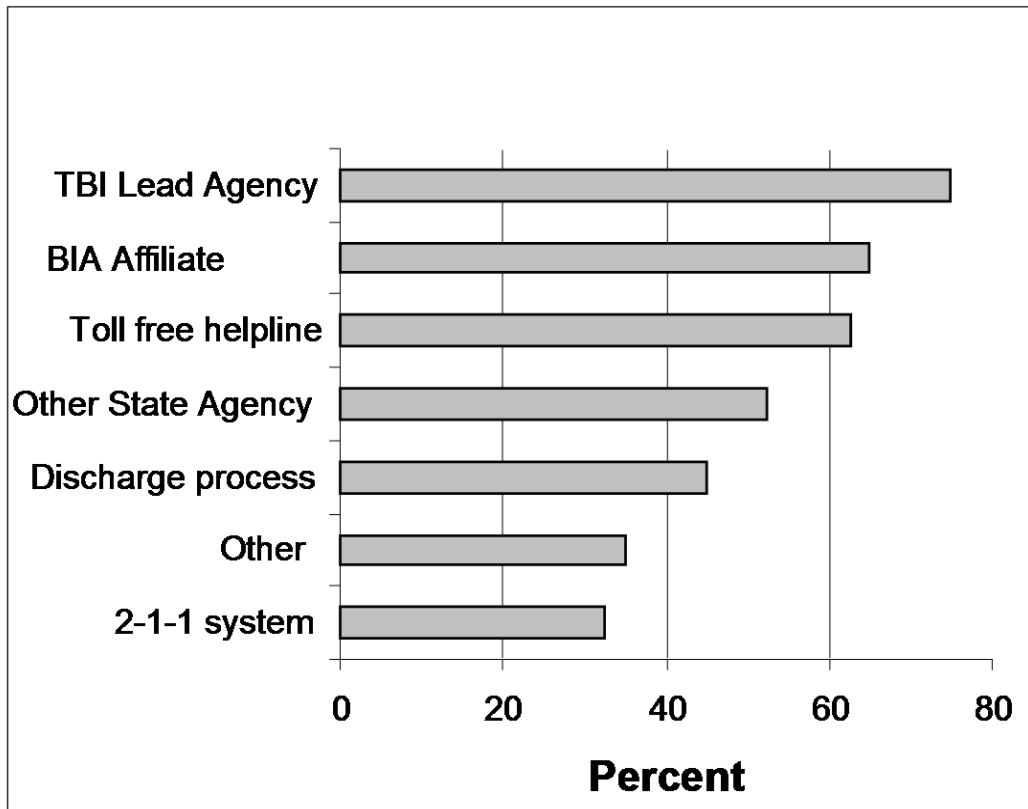
**Table 9: What strategies are used to elicit funding from policymakers?**

Could check all that apply..

Strategies to Elicit Funding from Policymakers	Number	Percent of 35 respondents
Personal Meetings with Legislators	24	69%
Utilization of Data to Demonstrate the Need	24	69%
Awareness and Fundraising Activities	23	66%
Legislative Committee	16	46%
Review of State Action Plan	15	43%
Number of Responses	102	2.91

**Bar Chart 1: What is the point of entry/access to TBI Resource Facilitation Services?**

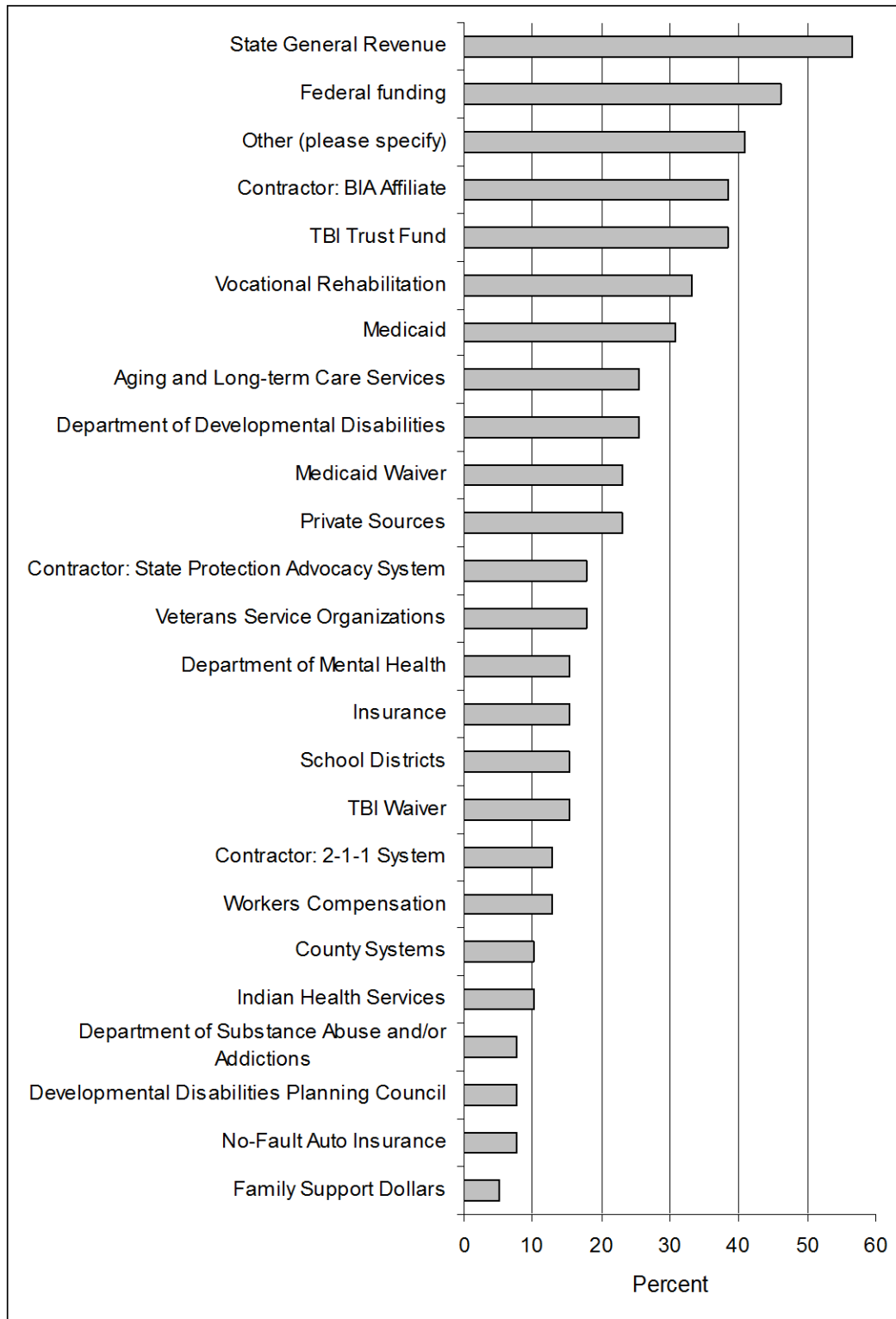
Check all that apply. Average number of responses: 3.33.



**Bar Chart 2: How is TBI Resource Facilitation funded in your State?**

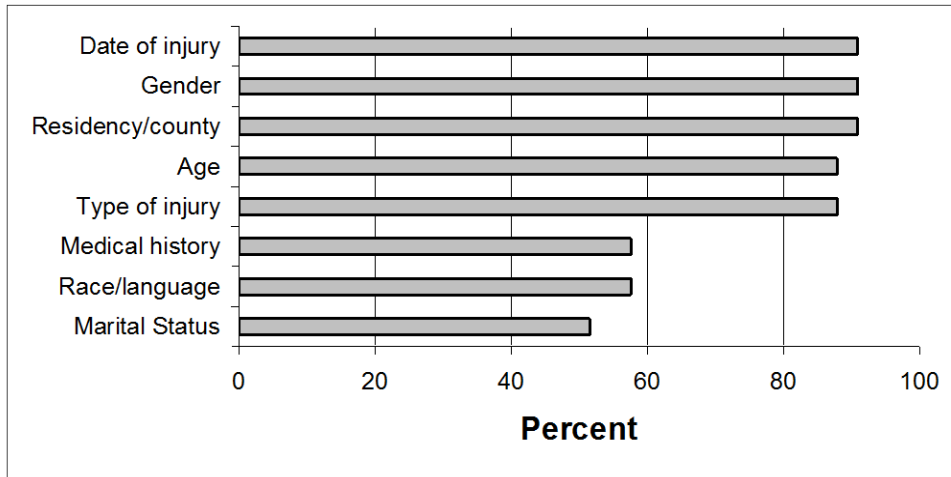
Average number of responses: 4.87

Could check all that apply.



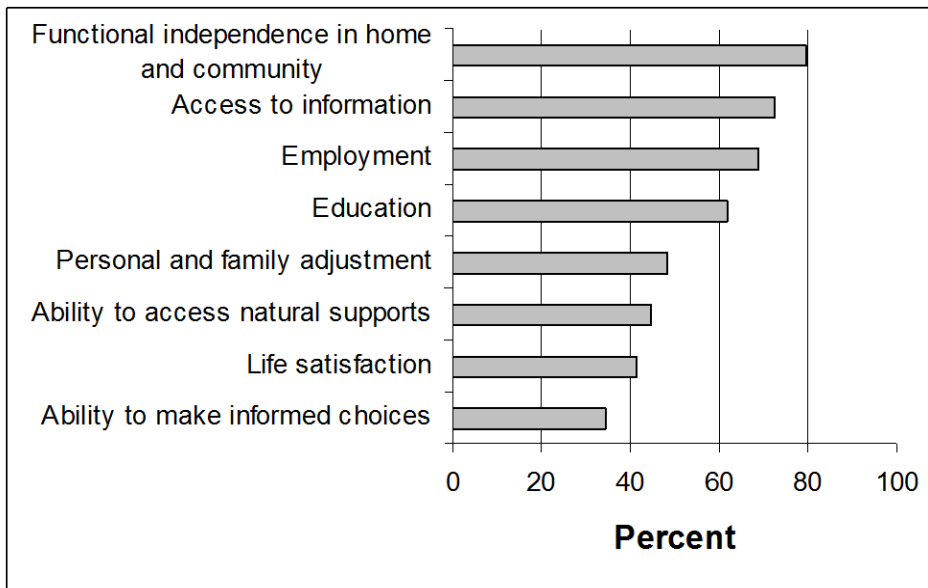
**Bar Chart 3: What demographic information do you collect?**

Average number of responses: 6/15. Could check all that apply.



**Bar Chart 4: In which of the following categories does your program collect information on the individual with brain injury?**

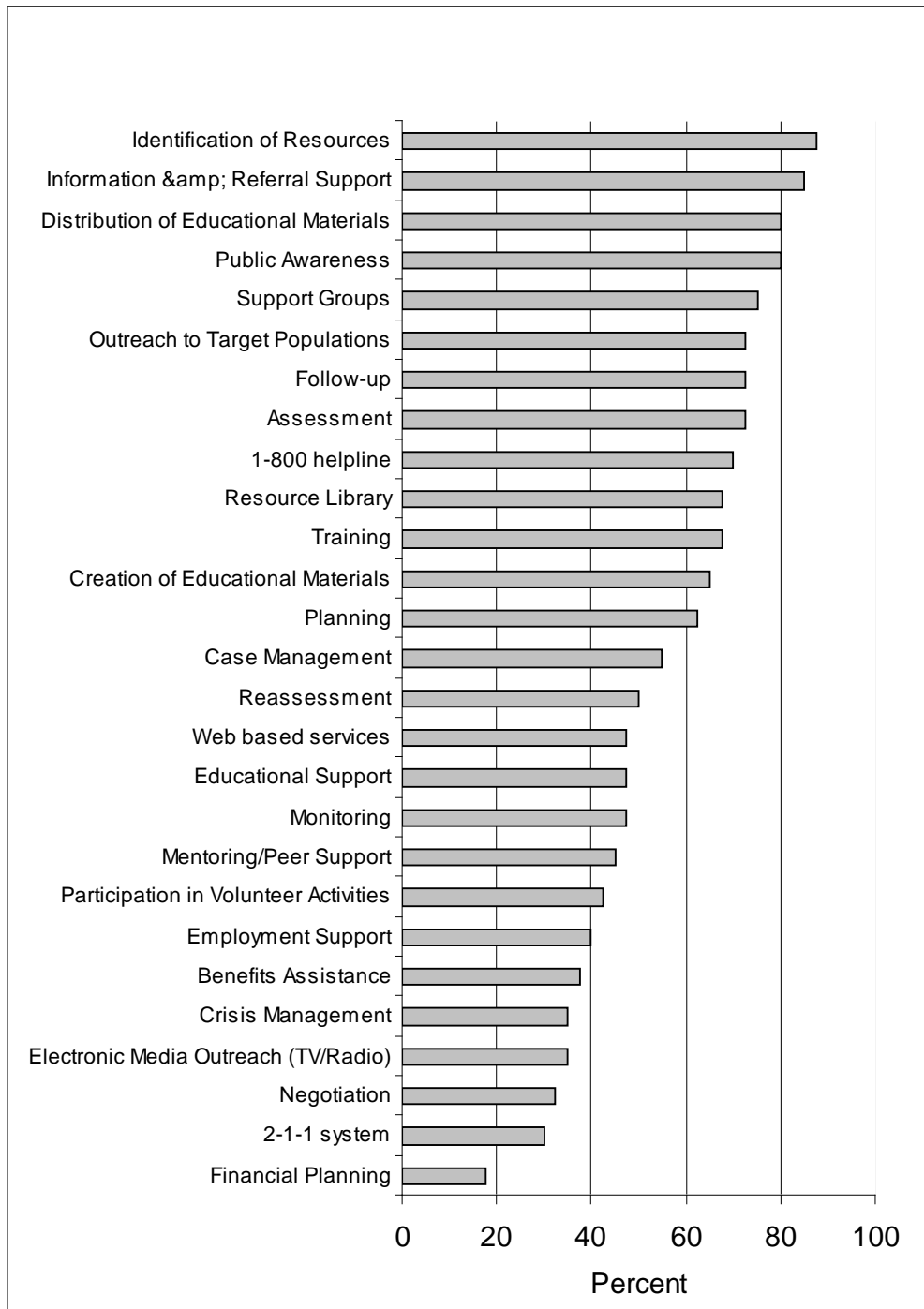
Average number of responses: 4.52. Could check all that apply.



**Bar Chart 5: Which of the following services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?**

Average number of responses: 15.02.

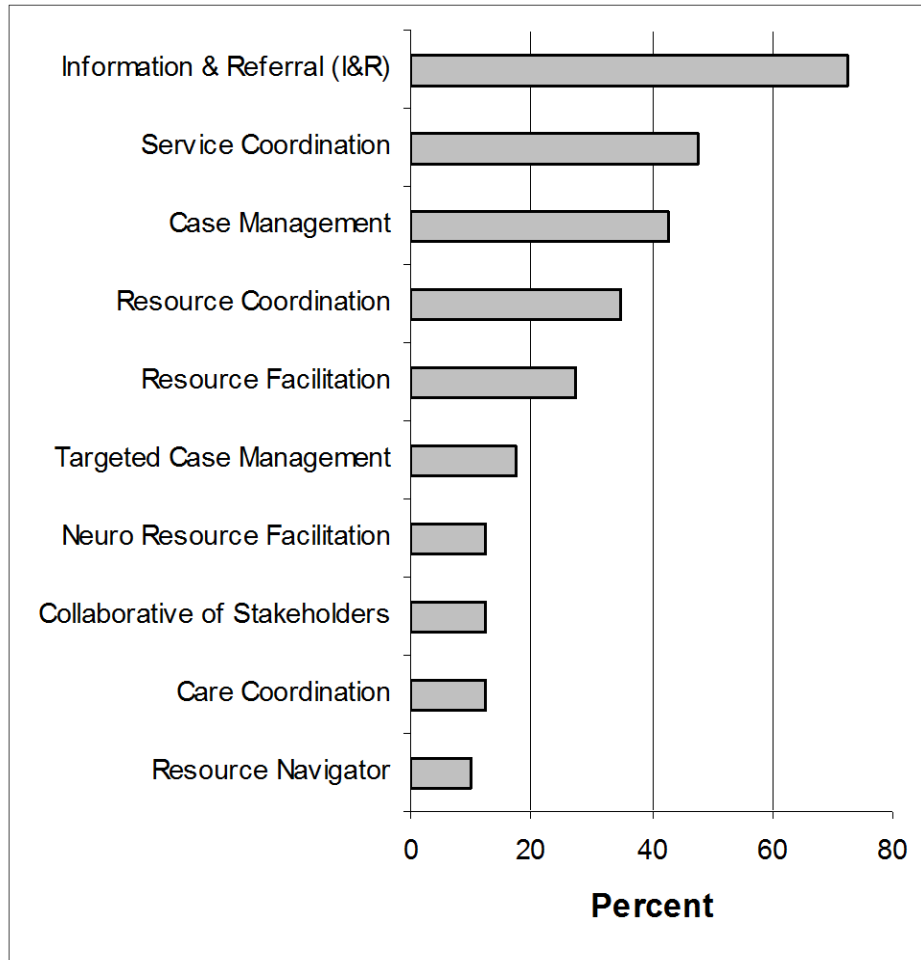
Could check all that apply.



**Bar Graph 6: Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?**

Average number of responses: 2.9.

Could check all that apply.



## **IV. PROFILES OF STATES' RESOURCE FACILITATION SERVICES**



# ALASKA

## Survey Respondent

Jill Hodges  
jill@alaskabraininjury.net  
907-274-2824

## Organization

Alaska Brain Injury Network  
3745 Community Park Loop, Suite 240  
Anchorage, AK 99508

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

Information & Referral (I&R)

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Identification of Resources	Outreach to Target Populations
Mentoring/Peer Support	Creation of Educational Materials
Support Groups	Distribution of Educational Materials
Case Management	Resource Library
Training	Electronic Media Outreach (TV/Radio)
Public Awareness	Crisis Management

## How does your TBI Resource Facilitation Service implement person and family directed services?

There is a stakeholders' advisory group which reviews activities, surveys, etc.

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

State TBI Advisory Board/Council

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

TBI Advisory Board

## What is the point of entry/access to TBI Resource Facilitation Services?

Toll free helpline	Other State Agency
2-1-1 system	Discharge process from hospital or rehabilitation facility
TBI Lead Agency	

## What is the method for delivering resource facilitation services?

Telephone from one statewide location

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served – 215

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

Paid staff full time - 1

**How is TBI Resource Facilitation funded in your State?**

Alaska Mental Health Trust Authority

**Your agency, or a partnering agency, has identified a strategic plan for:**

- Continued funding
- Increasing the levels of services
- Increasing the accessibility statewide
- Integrating TBI Resource Facilitation into your State Action Plan

**What strategies are used to elicit funding from policymakers?**

Legislative committees

Awareness and fundraising activities

Personal meetings with Legislators

Utilization of data to demonstrate the need

Review of State Action Plan

**How does your TBI Resource Facilitation Service track data?**

- Written notes
- Word document or other computer file document
- Database program used: Excel

**Do you collect follow-up data?**

No

**How do you determine the individual has reached the desired outcome?**

Haven't found a mechanism yet.

# ALABAMA

## Survey Respondent

Maria Crowley  
maria.crowley@rehab.alabama.gov  
205-290-4590

## Organization

Alabama Dept. of Rehabilitation Services  
236 Goodwin Crest Drive  
Homewood, AL 35219-0888

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Information & Referral (I&R)
- Service Coordination
- Care Coordination
- Resource Coordination
- Case Management

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	Participation in Volunteer Activities
Planning	Case Management
Identification of Resources	Training
Monitoring	Information & Referral Support
Reassessment	1-800 helpline
Follow-up	Public Awareness
Employment Support	Creation of Educational Materials
Educational Support	Distribution of Educational Materials
Mentoring/Peer Support	Benefits Assistance
Support Groups	Financial Planning

## How does your TBI Resource Facilitation Service implement person and family directed services?

- Individuals with a brain injury and/or family member identify goals in a written plan with the TBI Resource Facilitator
- Individuals with a brain injury and/or family members participate in the evaluation of the TBI Resource Facilitation program
- There is a stakeholders' advisory group which reviews activities, surveys, etc.

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

- TBI Lead Agency
- State Brain Injury Association (BIA) affiliated with Brain Injury Association of America
- State TBI Advisory Board/Council
- Trust Fund Board
- State Protection and Advocacy System

**Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?**

- TBI Lead Agency
- State Brain Injury Association (BIA) affiliated with the Brain Injury Association of America
- State Protection and Advocacy System

**What is the point of entry/access to TBI Resource Facilitation Services?**

- Toll free helpline
- TBI Lead Agency
- State Affiliate BIA
- Discharge process from hospital or rehabilitation facility

**What is the method for delivering resource facilitation services?**

- Telephone from one statewide location
- Telephone from multiple locations
- One-on-one
- Web based

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 2800

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

Paid staff full time - 35

**How is TBI Resource Facilitation funded in your State?**

State General Revenue  
Federal funding  
TBI Trust Fund

Contractor: State Protection & Advocacy System  
Department of Developmental Disabilities  
Vocational Rehabilitation

**Your agency, or a partnering agency, has identified a strategic plan for:**

- Increasing the levels of services
- Increasing the accessibility statewide
- Integrating TBI Resource Facilitation into your State Action Plan

**What strategies are used to elicit funding from policymakers?**

- Legislative committees
- Personal meetings with Legislators
- Review of State Action Plan
- Awareness and fundraising activities

**How does your TBI Resource Facilitation Service track data?**

- Word document or other computer file document
- Database program used: list - hospital system

**Do you collect follow-up data?**

Yes, monthly

**How do you determine the individual has reached the desired outcome?**

- Satisfaction survey
- Attainment of agreed upon goals

# ARIZONA

## Survey Respondent

Mattie Cummins  
mattie@biaaz.org  
602-508-8024

## Organization

Brain Injury Association of Arizona  
777 E. Missouri Avenue, Suite 101  
Phoenix, AZ 85014

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

Information & Referral (I&R)

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Identification of Resources	1-800 helpline
Follow-up	Outreach to Target Populations
Support Groups	Distribution of Educational Materials
Participation in Volunteer Activities	Resource Library
Information & Referral Support	Web based services

## How does your TBI Resource Facilitation Service implement person and family directed services?

Individuals with a brain injury and/or family members participate in the evaluation of the TBI Resource Facilitation program

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

- TBI Lead Agency
- State Brain Injury Association (BIA) affiliated with Brain Injury Association of America
- Trust Fund Board

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

State Brain Injury Association (BIA) affiliated with the Brain Injury Association of America

## What is the point of entry/access to TBI Resource Facilitation Services?

- Toll free helpline
- State Brain Injury Association Affiliated with Brain Injury Association of America

## What is the method for delivering resource facilitation services?

- Telephone from one statewide location
- One-on-one
- Web based

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served – 1628

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

- Paid staff part time - 2
- Paid staff full time - 2

**How is TBI Resource Facilitation funded in your State?**

TBI Trust Fund

**Your agency, or a partnering agency, has identified a strategic plan for:**

- Continued funding
- Increasing the levels of services
- Increasing the accessibility statewide

**What strategies are used to elicit funding from policymakers?**

No Response

**How does your TBI Resource Facilitation Service track data?**

Database program used: customized

**Do you collect follow-up data?**

Yes, specific for each contact

**How do you determine the individual has reached the desired outcome?**

Satisfaction survey

# COLORADO

## Survey Respondent

Sandy McCarthy  
sandy.mccarthy@state.co.us  
303-866-4085

## Organization

CO Department of Human Services  
1575 Sherman Street, 4th Floor  
Denver, CO 80203\

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Information & Referral (I&R)
- Care Coordination
- Resource Navigator
- Case Management
- Also: Peer Advocacy; SAIL Program: Self Advocacy for Independent Life

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	Information & Referral Support
Planning	1-800 helpline
Identification of Resources	2-1-1 system
Negotiation	Public Awareness
Follow-up	Outreach to Target Populations
Employment Support	Creation of Educational Materials
Educational Support	Distribution of Educational Materials
Mentoring/Peer Support	Resource Library
Support Groups	Web based services
Participation in Volunteer Activities	Benefits Assistance
Case Management	Crisis Management
Training	Financial Planning

## How does your TBI Resource Facilitation Service implement person and family directed services?

- Individuals with a brain injury and/or family member identify goals in a written plan with the TBI Resource Facilitator
- Individuals with a brain injury and/or family members participate in the evaluation of the TBI Resource Facilitation program
- There is a stakeholders' advisory group which reviews activities, surveys, etc.



**Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?**

- TBI Lead Agency
- State Brain Injury Association (BIA) affiliated with Brain Injury Association of America
- State TBI Advisory Board/Council
- Trust Fund Board
- Volunteers
- Brain Injury Collaborative, HCBS-BI Case managers, Voc Rehab Counselors, Sec. 8 Housing Coordinators, Hospital Community Reintegration Personnel

**Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?**

TBI Lead Agency	Providers
Other State Agency(ies)	Volunteers
State Affiliate BIA	Private Non-profits doing care coordination for the TBI Trust Fund
State Protection and Advocacy System	

**What is the point of entry/access to TBI Resource Facilitation Services?**

Toll free helpline	Discharge process from hospital or rehabilitation facility
TBI Lead Agency	Website of BIA of Colorado
Other State Agency	TBI Trust Fund
State Affiliate BIA	

**What is the method for delivering resource facilitation services?**

- Telephone from one statewide location
- Telephone from multiple locations
- One-on-one

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 539

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

- Paid staff part time - 2
- Paid staff full time - 19

**How is TBI Resource Facilitation funded in your State?**

Federal funding	Vocational Rehabilitation
TBI Trust Fund	Workers Compensation
Medicaid	Private Sources
TBI Waiver	Veterans Service Organizations
Medicaid Waiver	No-Fault Auto Insurance
Contractor: BIA Affiliate	Insurance

**Your agency, or a partnering agency, has identified a strategic plan for:**

- Continued funding
- Increasing the levels of services
- Increasing the accessibility statewide
- Integrating TBI Resource Facilitation into your State Action Plan

### **What strategies are used to elicit funding from policymakers?**

- Legislative Committees
- Personal meetings with legislators
- Review of State Action Plan
- Awareness and fundraising activities
- Utilization of data to demonstrate the need

### **How does your TBI Resource Facilitation Service track data?**

Written notes

Database program used: Access, CaseTrakker; CHIRP; program-dependent

### **Do you collect follow-up data?**

No

### **How do you determine the individual has reached the desired outcome?**

- Satisfaction survey
- Exit interview
- One on one interview
- Attainment of agreed upon goals
- Also a Transition Plan is built for each client outlining next steps or ongoing community resources, etc.

# CONNECTICUT

## Survey Respondent

Sylvia Gafford-Alexander  
sylvia.gafford-alexander@ct.gov  
860-424-5058

## Organization

CT Department of Social Services  
25 Sigourney St.  
Hartford, CT 06106

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Information & Referral (I&R)
- Access to information is also provided by DSS, 211, etc

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	1-800 helpline
Planning	2-1-1 system
Identification of Resources	Public Awareness
Monitoring	Outreach to Target Populations
Reassessment	Creation of Educational Materials
Follow-up	Distribution of Educational Materials
Employment Support	Resource Library
Support Groups	Electronic Media Outreach (TV/Radio)
Participation in Volunteer Activities	Web based services
Case Management	Benefits Assistance
Training	Crisis Management
Information & Referral Support	Financial Planning

## How does your TBI Resource Facilitation Service implement person and family directed services?

DSS social workers work with the individual and his supports to create the plan; reassessment occurs on a regular basis

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

- TBI Lead Agency
- State Brain Injury Association (BIA) affiliated with Brain Injury Association of America
- State TBI Advisory Board/Council
- State Protection and Advocacy System
- We do not call it resource facilitation

**Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?**

TBI Lead Agency	Providers
Other State Agency(ies)	Volunteers
State Affiliate BIA	2-1-1 System
State Protection and Advocacy System	

**What is the point of entry/access to TBI Resource Facilitation Services?**

Toll free helpline	Other State Agency
2-1-1 system	State Affiliate BIA
TBI Lead Agency	Discharge process from hospital or rehabilitation facility

**What is the method for delivering resource facilitation services?**

Do not understand

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 369

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

No Response

**How is TBI Resource Facilitation funded in your State?**

State General Revenue	Department of Mental Health
Federal funding	Department of Developmental Disabilities
Medicaid	Vocational Rehabilitation
Medicaid Waiver	Veterans Service Organizations
Contractor: BIA Affiliate	Insurance
Contractor: 2-1-1 System	

**Your agency, or a partnering agency, has identified a strategic plan for:**

Increasing the levels of services

**What strategies are used to elicit funding from policymakers?**

- Legislative Committees
- Awareness and fundraising activities
- Utilization of data to demonstrate the need

**How does your TBI Resource Facilitation Service track data?**

Database program used: Data collected from BIACT; DPH collects ER data, DSS and other state agencies collect information from applicants

**Do you collect follow-up data?**

Yes, frequency depends on the program and agency

**How do you determine the individual has reached the desired outcome?**

Attainment of agreed upon goals

# DELAWARE

## Survey Respondent

Lora M. Lewis  
Lora.Lewis@state.de.us  
302-791-2980

## Organization

Division of Public Health, Health and Social Services  
417 Federal Street  
Dover, DE 19901

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Information & Referral (I&R)
- Targeted Case Management

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	Public Awareness
Planning	Outreach to Target Populations
Mentoring/Peer Support	Creation of Educational Materials
Support Groups	Distribution of Educational Materials
Case Management	Electronic Media Outreach (TV/Radio)
Information & Referral Support	Web based services
1-800 helpline	

## How does your TBI Resource Facilitation Service implement person and family directed services?

Individuals with a brain injury and/or family members participate in the evaluation of the TBI Resource Facilitation program  
Individuals with Brain Injury and family members receive information and referral.

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

- State Brain Injury Association (BIA) affiliated with Brain Injury Association of America
- State agencies provide one shop referral processes.

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

- Other State Agency(ies)
- State Brain Injury Association (BIA) affiliated with the Brain Injury Association of America
- Providers
- Volunteers

## What is the point of entry/access to TBI Resource Facilitation Services?

- Toll free helpline
- Other State Agency
- State Brain Injury Association Affiliated with Brain Injury Association of America

**What is the method for delivering resource facilitation services?**

- Telephone from one statewide location
- Telephone from multiple locations
- One-on-one
- Web based

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

No Response

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

No Response

**How is TBI Resource Facilitation funded in your State?**

State General Revenue	Aging and Long-term Care Services
Medicaid	Indian Health Services
Contractor: BIA Affiliate	Insurance
Department of Developmental Disabilities	Child Mental Health

**Your agency, or a partnering agency, has identified a strategic plan for:**

Current advisory group planning to update the statewide action plan.

**What strategies are used to elicit funding from policymakers?**

- Legislative Committees
- Personal meetings with legislators
- Awareness and fundraising activities

**How does your TBI Resource Facilitation Service track data?**

We do not collect data

**Do you collect follow-up data?**

No

**How do you determine the individual has reached the desired outcome?**

Not applicable

# FLORIDA

## Survey Respondent

Kristine Shields  
kris\_shields@doh.state.fl.us  
850-245-4444, ext. 2681

## Organization

FL Dept. of Health  
4052 Bald Cypress Way, BIN C-25  
Tallahassee, FL 32399-1745

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

Information & Referral (I&R)	Resource Coordination
Resource Facilitation	Resource Navigator
Neuro Resource Facilitation	Case Management
Service Coordination	Collaborative of Stakeholders
Care Coordination	

Also accomplished through contracts that the Brain and Spinal Cord Injury Program has with FL's Tech Act program called the Florida Alliance for Assistive Services and Technology, as well as collaboration with the 17 Centers for Independent Living in Florida and their many satellite offices

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	Training
Planning	Information & Referral Support
Identification of Resources	1-800 helpline
Negotiation	Public Awareness
Monitoring	Outreach to Target Populations
Reassessment	Creation of Educational Materials
Follow-up	Distribution of Educational Materials
Employment Support	Resource Library
Educational Support	Electronic Media Outreach (TV/Radio)
Mentoring/Peer Support	Web based services
Support Groups	Benefits Assistance
Case Management	

## How does your TBI Resource Facilitation Service implement person and family directed services?

- Individuals with a brain injury and/or family member identify goals in a written plan with the TBI Resource Facilitator
- Individuals with a brain injury and/or family member periodically complete a survey of individual services provided
- Individuals with a brain injury and/or family members participate in the evaluation of the TBI Resource Facilitation program
- BSCIP has developed a "checklist" of services to guide case assessment, case management, and case closure that is completed with the survivor and family throughout the life of the case. Also,

P&A/Services provided to individuals and families based on service requests, self identified needs, and our staff's expertise.

**Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?**

- TBI Lead Agency
- State Brain Injury Association (BIA) affiliated with Brain Injury Association of America
- State Protection and Advocacy System

**Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?**

- TBI Lead Agency
- Other State Agency(ies)
- State Brain Injury Association (BIA) affiliated with the Brain Injury Association of America
- State Protection and Advocacy System
- Other not-for-profit agencies in FL

**What is the point of entry/access to TBI Resource Facilitation Services?**

Toll free helpline	State Affiliate BIA
TBI Lead Agency	Outreach events and contact with Advocacy Center, home to the P&A program.
Other State Agency	

**What is the method for delivering resource facilitation services?**

- Telephone from one statewide location
- Telephone from multiple locations
- One-on-one
- Web based
- Letters and e-mail correspondence

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 5000

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

Paid staff part time - 5  
Paid staff full time - 100

**How is TBI Resource Facilitation funded in your State?**

State General Revenue	Contractor: BIA Affiliate
Federal funding	Contractor: State Protection & Advocacy System
TBI Trust Fund	Family Support Dollars
Medicaid Waiver	HRSA PATBI Grant and HRSA TBI grant.

**Your agency, or a partnering agency, has identified a strategic plan for:**

- Continued funding
- Increasing the levels of services
- Increasing the accessibility statewide
- Integrating TBI Resource Facilitation into your State Action Plan



**What strategies are used to elicit funding from policymakers?**

- Personal meetings with legislators
- Awareness and fundraising activities
- These activities apply to the BIA of Florida and include the BIA of Florida lobbyist

**How does your TBI Resource Facilitation Service track data?**

No Response

**Do you collect follow-up data?**

No Response

**How do you determine the individual has reached the desired outcome?**

No Response

# IDAHO

## Survey Respondent

Russell C. Spearman  
spearuss@isu.edu  
208-373-1773

## Organization

Idaho State University - Institute of Rural Health  
12301 W. Explorer Dr., Suite 202  
Boise ID 83713

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

Information & Referral (I&R)

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	Training
Identification of Resources	Information & Referral Support
Follow-up	2-1-1 system
Support Groups	Public Awareness

## How does your TBI Resource Facilitation Service implement person and family directed services?

- There is a stakeholders' advisory group which reviews activities, surveys, etc.

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

- State Affiliate BIA
- State Protection and Advocacy System

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

TBI Lead Agency	State Protection and Advocacy System
Other State Agency(ies)	Providers
State Affiliate BIA	Volunteers

## What is the point of entry/access to TBI Resource Facilitation Services?

- TBI Lead Agency
- By default the lead agency and the P&A in Idaho provide the most thorough resource facilitation

## What is the method for delivering resource facilitation services?

- Telephone from multiple locations
- Other (please specify) - When a state has multiple agencies/organizations providing this service the question really becomes how effective is the service

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

No Response

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

- Volunteer staff part time - 1
- Paid staff full time - 2

**How is TBI Resource Facilitation funded in your State?**

- Contractor: State Protection & Advocacy System
- There is no dedicated funding specific to this service. It is one of many supports provided within an agency/organizations federal allocation

**Your agency, or a partnering agency, has identified a strategic plan for:**

No Response

**What strategies are used to elicit funding from policymakers?**

No Response

**How does your TBI Resource Facilitation Service track data?**

We do not collect data

**Do you collect follow-up data?**

Yes, Annually

Comment: As a result of a defined goal over the last six years via the DSA

**How do you determine the individual has reached the desired outcome?**

The DSA collects statewide data annually. To maintain confidentiality/privacy all data is reported in the aggregate

# ILLINOIS

## Survey Respondent

Stanley Williams  
Stanley.Williams@illinois.gov  
217-524-7731

## Organization

IL Department of Human Services  
400 W. Lawrence St.  
Springfield, IL 62794

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Service Coordination
- Case Management

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	Case Management
Planning	Training
Identification of Resources	Information & Referral Support
Reassessment	Public Awareness
Follow-up	Outreach to Target Populations
Employment Support	Creation of Educational Materials
Educational Support	Distribution of Educational Materials
Support Groups	Web based services

## How does your TBI Resource Facilitation Service implement person and family directed services?

- Individuals with a brain injury and/or family member identify goals in a written plan with the TBI Resource Facilitator
- Individuals with a brain injury and/or family members participate in the evaluation of the TBI Resource Facilitation program

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

TBI Lead Agency

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

TBI Lead Agency  
Other State Agency(ies)  
Providers

**What is the point of entry/access to TBI Resource Facilitation Services?**

- TBI Lead Agency
- Other State Agency
- Discharge process from hospital or rehabilitation facility

**What is the method for delivering resource facilitation services?**

- Telephone from one statewide location
- Telephone from multiple locations
- One-on-one
- Web based
- Case Management

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 7000

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

Paid staff full time - 175

**How is TBI Resource Facilitation funded in your State?**

- TBI Waiver
- Vocational Rehabilitation
- Aging and Long-term Care Services
- School Districts

**Your agency, or a partnering agency, has identified a strategic plan for:**

- Continued funding
- Increasing the levels of services
- Increasing the accessibility statewide

**What strategies are used to elicit funding from policymakers?**

- Personal meetings with legislators
- Review of State Action Plan

**How does your TBI Resource Facilitation Service track data?**

- Written notes
- Word document or other computer file document
- Database program used: VCM

**Do you collect follow-up data?**

Yes, monthly and bi-annually

**How do you determine the individual has reached the desired outcome?**

- Exit interview
- One on one interview

# INDIANA

## Survey Respondent

Carole Surratt-Bradley  
Carole.Surratt-Bradley@fssa.in.gov  
317-232-1759

## Organization

Division of Disability and Rehabilitative Services  
402 W. Washington St., W 453  
Indianapolis, IN 46204

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Resource Facilitation
- Brain Injury RF, TBI Grant RF, TBI RF

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	Training
Planning	Information & Referral Support
Identification of Resources	1-800 helpline
Negotiation	2-1-1 system
Monitoring	Public Awareness
Reassessment	Creation of Educational Materials
Follow-up	Distribution of Educational Materials
Employment Support	Resource Library
Educational Support	Benefits Assistance
Support Groups	Crisis Management
Case Management	

## How does your TBI Resource Facilitation Service implement person and family directed services?

- Individuals with a brain injury and/or family member identify goals in a written plan with the TBI Resource Facilitator
- Individuals with a brain injury and/or family member periodically complete a survey of individual services provided
- Individuals with a brain injury and/or family members participate in the evaluation of the TBI Resource Facilitation program
- There is a stakeholders' advisory group which reviews activities, surveys, etc.
- Other (please specify) - One Resource Facilitator is a caregiver for a family member w/ a BI

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

- TBI Lead Agency
- State Brain Injury Association (BIA) affiliated with Brain Injury Association of America
- State TBI Advisory Board/Council
- Staff from the Rehabilitation Hospital of Indiana (RHI), site of participant recruitment

**Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?**

- TBI Lead Agency
- State Brain Injury Association (BIA) affiliated with the Brain Injury Association of America
- Staff from the Rehabilitation Hospital of Indiana (RHI), site of participant recruitment

**What is the point of entry/access to TBI Resource Facilitation Services?**

RHI's clinical staff involved in the RF Pilot Project/Study - Neuropsychologists, Social Worker,

**What is the method for delivering resource facilitation services?**

Meeting and phone

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 0

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

Paid staff part time - 2

**How is TBI Resource Facilitation funded in your State?**

State General Revenue

Federal funding

Medicaid

TBI Waiver

Contractor: 2-1-1 System

Our RF Pilot Program is part of our US DHHS HRSA

TBI Grant (VR checked just #2 federal funding - P & A

checked all others that are checked above)

Vocational Rehabilitation

Aging and Long-term Care Services

School Districts

Veterans Service Organizations

Department of Developmental Disabilities

**Your agency, or a partnering agency, has identified a strategic plan for:**

- Increasing the levels of services
- A Strategic Plan may be developed in the next several months

**What strategies are used to elicit funding from policymakers?**

- Utilization of data to demonstrate the need
- To be developed

**How does your TBI Resource Facilitation Service track data?**

- Written notes
- Word document or other computer file document
- Indiana developed a database specifically for this RF Pilot Project/Study

**Do you collect follow-up data?**

Yes, Contact attempted every 2 weeks with individual with a BI or with Family Member/Caregiver/Care Partner (P & A checked yes and wrote in "weekly", and "client satisfaction surveys upon closure of services.")

### **How do you determine the individual has reached the desired outcome?**

- Satisfaction survey
- Exit interview
- Attainment of agreed upon goals
- The person with a brain injury has re-entered employment or education
- The family member has been able to maintain education/employment
- P & A checked last box and wrote" client is contacted via phone with thank you.")



# IOWA

## Survey Respondent

Ben Woodworth  
bwoodwor@idph.state.ia.us  
515-281-6283

## Organization

Iowa Department of Public Health  
321 East 12 St.  
Des Moines, Iowa 50319-0075

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

Neuro Resource Facilitation

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Planning	Training
Identification of Resources	1-800 helpline
Follow-up	Public Awareness
Employment Support	Creation of Educational Materials
Educational Support	Distribution of Educational Materials
Mentoring/Peer Support	Resource Library
Support Groups	Benefits Assistance

## How does your TBI Resource Facilitation Service implement person and family directed services?

- Individuals with a brain injury and/or family members participate in the evaluation of the TBI Resource Facilitation program
- There is a stakeholders' advisory group which reviews activities, surveys, etc.

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

- TBI Lead Agency
- State Brain Injury Association (BIA) affiliated with Brain Injury Association of America

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

State Brain Injury Association (BIA) affiliated with the Brain Injury Association of America

## What is the point of entry/access to TBI Resource Facilitation Services?

- TBI Lead Agency
- State Brain Injury Association Affiliated with Brain Injury Association of America

## What is the method for delivering resource facilitation services?

Telephone from multiple locations

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 550

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

Paid staff full time - 4

**How is TBI Resource Facilitation funded in your State?**

- State General Revenue
- Federal funding

**Your agency, or a partnering agency, has identified a strategic plan for:**

- Continued funding
- Increasing the levels of services
- Increasing the accessibility statewide
- Integrating TBI Resource Facilitation into your State Action Plan

**What strategies are used to elicit funding from policymakers?**

- Legislative Committees
- Personal meetings with legislators
- Review of State Action Plan
- Awareness and fundraising activities
- Utilization of data to demonstrate the need

**How does your TBI Resource Facilitation Service track data?**

Database program used: NBIC system through BIAA

**Do you collect follow-up data?**

Yes

**How do you determine the individual has reached the desired outcome?**

Attainment of agreed upon goals

# KANSAS

## Survey Respondent

Michael Deegan  
michael.deegan@srs.ks.gov  
785-296-5568

## Organization

Dept. of Social & Rehabilitation Services  
915 SW Harrison St.  
Topeka, KS 66612-1570

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Resource Coordination
- Targeted Case Management

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	Mentoring/Peer Support
Planning	Support Groups
Identification of Resources	Case Management
Monitoring	Information & Referral Support
Reassessment	Resource Library
Follow-up	

## How does your TBI Resource Facilitation Service implement person and family directed services?

- Individuals with a brain injury and/or family member identify goals in a written plan with the TBI Resource Facilitator
- There is a stakeholders' advisory group which reviews activities, surveys, etc.

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

- TBI Lead Agency
- State Brain Injury Association (BIA) affiliated with Brain Injury Association of America
- TBI waiver targeted case management agencies (CILs and home health agencies)

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

- State Brain Injury Association (BIA) affiliated with the Brain Injury Association of America
- Providers

## What is the point of entry/access to TBI Resource Facilitation Services?

- TBI Lead Agency
- State Brain Injury Association Affiliated with Brain Injury Association of America
- TBI waiver service access (TCM) agencies

**What is the method for delivering resource facilitation services?**

One-on-one

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 276

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

Paid staff full time - 50

**How is TBI Resource Facilitation funded in your State?**

- State General Revenue
- Medicaid
- Private funds to BIA affiliate

**Your agency, or a partnering agency, has identified a strategic plan for:**

No Response

**What strategies are used to elicit funding from policymakers?**

As a state plan service, recommendations are made to the Secretary of the Lead Agency who includes funds in the annual budget which is sent to the governor for approval (or not) and on to the legislature for vote. Occasionally, advocates will lobby for increased funding using various methods, including personal meetings with legislators, testimony to relevant subcommittees, and use of data.

**How does your TBI Resource Facilitation Service track data?**

Some related info is reported by providers to the lead agency and entered into Access database

**Do you collect follow-up data?**

- Yes, Annually
- Comment: Individuals receiving TBI waiver services, who are required to receive corresponding TCM services, are re-assessed annually.

**How do you determine the individual has reached the desired outcome?**

Attainment of agreed upon goals

# KENTUCKY

## Survey Respondent

Dana Mckenna  
dana.mckenna@ky.gov  
502-564-5198

## Organization

KY Department of Medicaid Services  
275 East Main Street, 6W-B  
Frankfort, KY 40621

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

Information & Referral (I&R)	Resource Coordination
Resource Facilitation	Case Management
Service Coordination	Targeted Case Management

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	Mentoring/Peer Support
Planning	Support Groups
Identification of Resources	Participation in Volunteer Activities
Monitoring	Case Management
Reassessment	Information & Referral Support
Follow-up	1-800 helpline
Employment Support	Public Awareness
Educational Support	

## How does your TBI Resource Facilitation Service implement person and family directed services?

- Individuals with a brain injury and/or family member identify goals in a written plan with the TBI Resource Facilitator
- Individuals with a brain injury and/or family member periodically complete a survey of individual services provided
- Individuals with a brain injury and/or family members participate in the evaluation of the TBI Resource Facilitation program

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

- TBI Lead Agency
- State Brain Injury Association (BIA) affiliated with Brain Injury Association of America
- Trust Fund Board

**Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?**

- TBI Lead Agency
- Other State Agency(ies)
- State Brain Injury Association (BIA) affiliated with the Brain Injury Association of America
- Providers
- Volunteers

**What is the point of entry/access to TBI Resource Facilitation Services?**

- Toll free helpline
- TBI Lead Agency
- Other State Agency
- State Brain Injury Association Affiliated with Brain Injury Association of America

**What is the method for delivering resource facilitation services?**

- Telephone from multiple locations
- One-on-one

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 1355

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

- Volunteer staff part time - 2
- Volunteer staff full time - 1
- Paid staff full time - 4

**How is TBI Resource Facilitation funded in your State?**

State General Revenue	Department of Mental Health
Federal funding	Vocational Rehabilitation
TBI Trust Fund	Workers Compensation
Medicaid	Private Sources
Medicaid Waiver	Veterans Service Organizations
Contractor: BIA Affiliate	Insurance

**Your agency, or a partnering agency, has identified a strategic plan for:**

- Increasing the accessibility statewide
- Long term supports, Rehabilitative services, Prevention & Public education, Crisis intervention and response.

**What strategies are used to elicit funding from policymakers?**

- Personal meetings with legislators
- Review of State Action Plan
- Utilization of data to demonstrate the need

**How does your TBI Resource Facilitation Service track data?**

Database program used: list - Microsoft Access database

**Do you collect follow-up data?**

No

**How do you determine the individual has reached the desired outcome?**

Telephone

Home Visit

Mail Survey

Face to face

# MAINE

## Survey Respondent

Gary F. Wolcott  
gary.wolcott@maine.gov  
207-287-5851

## Organization

Brain Injury Services  
32 Blossom Lane  
Augusta, ME 04333-0011

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Information & Referral (I&R)
- Service Coordination
- Case Management
- Targeted Case Management
- Collaborative of Stakeholders

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Identification of Resources	2-1-1 system
Follow-up	Public Awareness
Educational Support	Outreach to Target Populations
Support Groups	Creation of Educational Materials
Participation in Volunteer Activities	Distribution of Educational Materials
Case Management	Resource Library
Training	Electronic Media Outreach (TV/Radio)
Information & Referral Support	Web based services
1-800 helpline	Benefits Assistance

## How does your TBI Resource Facilitation Service implement person and family directed services?

There is a stakeholders' advisory group which reviews activities, surveys, etc

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

- TBI Lead Agency
- State Brain Injury Association (BIA) affiliated with Brain Injury Association of America
- State TBI Advisory Board/Council
- State Protection and Advocacy System



**Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?**

- Other State Agency(ies)
- State Brain Injury Association (BIA) affiliated with the Brain Injury Association of America
- State Protection and Advocacy System
- Providers
- Volunteers

**What is the point of entry/access to TBI Resource Facilitation Services?**

Toll free helpline	Other State Agency
2-1-1 system	State Affiliate BIA
TBI Lead Agency	

**What is the method for delivering resource facilitation services?**

Telephone from multiple locations

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 500

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

Paid staff part time - 3

**How is TBI Resource Facilitation funded in your State?**

- Contractor: BIA Affiliate
- Contractor: State Protection & Advocacy System
- Contractor: 2-1-1 System
- Aging and Long-term Care Services

**Your agency, or a partnering agency, has identified a strategic plan for:**

- Continued funding
- Increasing the levels of services
- Increasing the accessibility statewide
- Integrating TBI Resource Facilitation into your State Action Plan

**What strategies are used to elicit funding from policymakers?**

- Review of State Action Plan
- Awareness and fundraising activities
- Utilization of data to demonstrate the need

**How does your TBI Resource Facilitation Service track data?**

- Written notes
- Database program used: proprietary

**Do you collect follow-up data?**

Yes, as time is available

**How do you determine the individual has reached the desired outcome?**

Satisfaction survey

# MARYLAND

## Survey Respondent

Stefani O'Dea  
sodea@dhmh.state.md.us  
410-402-8477

## Organization

Mental Hygiene Administration  
55 Wade Avenue  
Catonsville, MD 21228

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Resource Coordination
- BIA of Maryland provides information and referral services and states that they provide some resource coordination

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	Information & Referral Support
Planning	Public Awareness
Identification of Resources	Outreach to Target Populations
Negotiation	Creation of Educational Materials
Monitoring	Distribution of Educational Materials
Reassessment	Benefits Assistance
Follow-up	Crisis Management
Case Management	Financial Planning
Training	

## How does your TBI Resource Facilitation Service implement person and family directed services?

- Individuals with a brain injury and/or family member identify goals in a written plan with the TBI Resource Facilitator
- Individuals with a brain injury and/or family members participate in the evaluation of the TBI Resource Facilitation program
- There is a stakeholders' advisory group which reviews activities, surveys, etc

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

- TBI Lead Agency
- State TBI Advisory Board/Council

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

- TBI Lead Agency
- BIA of Maryland does not receive funding for this service but states that they provide resource facilitation; case management services are also provided through TBI waiver program.

**What is the point of entry/access to TBI Resource Facilitation Services?**

- TBI Lead Agency
- Direct call to resource coordination

**What is the method for delivering resource facilitation services?**

- Telephone from multiple locations
- One-on-one

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 70

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

- Paid staff part time - 2
- Paid staff full time – 3

**How is TBI Resource Facilitation funded in your State?**

- State General Revenue
- Federal funding
- Case management is funded through TBI waiver

**Your agency, or a partnering agency, has identified a strategic plan for:**

- Continued funding
- Increasing the accessibility statewide

**What strategies are used to elicit funding from policymakers?**

- Personal meetings with legislators
- Annual report from TBI Advisory board

**How does your TBI Resource Facilitation Service track data?**

- Written notes
- Word document or other computer file document
- Database program used: in process of being developed

**Do you collect follow-up data?**

No

**How do you determine the individual has reached the desired outcome?**

Satisfaction survey

Attainment of agreed upon goals

# MASSACHUSETTS

## Survey Respondent

Debra Kamen  
debra.kamen@massmail.state.ma.us  
617-204-3852

## Organization

TBI Multicultural Outreach Program  
27 Wormwood St., Suite 600  
Boston, MA 02210

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Information & Referral (I&R)
- Service Coordination
- Resource Coordination
- Case Management

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	Case Management
Planning	Training
Identification of Resources	1-800 helpline
Negotiation	Public Awareness
Monitoring	Outreach to Target Populations
Reassessment	Creation of Educational Materials
Follow-up	Distribution of Educational Materials
Educational Support	Resource Library
Mentoring/Peer Support	Electronic Media Outreach (TV/Radio)
Support Groups	Web based services
Participation in Volunteer Activities	

## How does your TBI Resource Facilitation Service implement person and family directed services?

- Individuals with a brain injury and/or family member identify goals in a written plan with the TBI Resource Facilitator
- There is a stakeholders' advisory group which reviews activities, surveys, etc.

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

- TBI Lead Agency
- State Brain Injury Association (BIA) affiliated with Brain Injury Association of America
- State TBI Advisory Board/Council

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

- TBI Lead Agency



# MICHIGAN

## Survey Respondent

John Jokisch  
jokisch@michigan.gov  
517-335-0244

## Organization

MI Department of Community Health  
320 S. Walnut St.  
Lansing, MI 48913

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Information & Referral (I&R)
- Service Coordination
- Case Management

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Identification of Resources	Outreach to Target Populations
Support Groups	Creation of Educational Materials
Information & Referral Support	Distribution of Educational Materials
Public Awareness	Web based services

## How does your TBI Resource Facilitation Service implement person and family directed services?

Varies from agency to agency

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

- TBI Lead Agency
- State Brain Injury Association (BIA) affiliated with Brain Injury Association of America
- State TBI Advisory Board/Council
- State Protection and Advocacy System

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

- TBI Lead Agency
- Other State Agency(ies)
- State Brain Injury Association (BIA) affiliated with the Brain Injury Association of America
- State Protection and Advocacy System
- Providers

## What is the point of entry/access to TBI Resource Facilitation Services?

- TBI Lead Agency
- Other State Agency
- State Affiliate BIA

- Discharge process from hospital or rehabilitation facility
- Several agencies in the state can be the point of entry

**What is the method for delivering resource facilitation services?**

- Telephone from one statewide location
- Telephone from multiple locations
- Web based
- Other (please specify) - Varies from agency to agency

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 1

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

- Volunteer staff part time - 1
- Volunteer staff full time - 1
- Paid staff part time - 1
- Paid staff full time - 1

**How is TBI Resource Facilitation funded in your State?**

State General Revenue	Aging and Long-term Care Services
Federal funding	School Districts
Medicaid	County Systems
Contractor: BIA Affiliate	Private Sources
Contractor: State Protection & Advocacy System	Indian Health Services
Department of Mental Health	Veterans Service Organizations
Department of Substance Abuse and/or Addictions	No-Fault Auto Insurance
Vocational Rehabilitation	Insurance

**Your agency, or a partnering agency, has identified a strategic plan for:**

No Response

**What strategies are used to elicit funding from policymakers?**

- Utilization of data to demonstrate the need
- Working on developing a TBI Medicaid Waiver.

**How does your TBI Resource Facilitation Service track data?**

We do not collect data

**Do you collect follow-up data?**

No

**How do you determine the individual has reached the desired outcome?**

No Response

# MINNESOTA

## Survey Respondent

Sharyl Helgeson  
sharyl.helgeson@state.mn.us  
651-431-2234

## Organization

MN Department of Human Services  
540 Cedar Street  
St. Paul, MN 55155

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

Information & Referral (I&R)	Case Management
Resource Facilitation	Targeted Case Management
Service Coordination	Collaborative of Stakeholders
Care Coordination	Items in this section reflect 'universe' of RF available across programs in MN.
Resource Navigator	

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	Information & Referral Support
Planning	1-800 helpline
Identification of Resources	2-1-1 system
Negotiation	Public Awareness
Monitoring	Outreach to Target Populations
Reassessment	Creation of Educational Materials
Follow-up	Distribution of Educational Materials
Employment Support	Resource Library
Educational Support	Electronic Media Outreach (TV/Radio)
Mentoring/Peer Support	Web based services
Support Groups	Benefits Assistance
Participation in Volunteer Activities	Crisis Management
Case Management	Financial Planning
Training	

## How does your TBI Resource Facilitation Service implement person and family directed services?

- Individuals with a brain injury and/or family member identify goals in a written plan with the TBI Resource Facilitator
- Individuals with a brain injury and/or family member periodically complete a survey of individual services provided
- Individuals with a brain injury and/or family members participate in the evaluation of the TBI Resource Facilitation program
- There is a stakeholders' advisory group which reviews activities, surveys, etc



### **Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?**

TBI Lead Agency	Trust Fund Board
State Affiliate BIA	State Protection and Advocacy System
State TBI Advisory Board/Council	Volunteers

### **Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?**

TBI Lead Agency	State Protection and Advocacy System
Other State Agency(ies)	Providers
State Affiliate BIA	Volunteers

### **What is the point of entry/access to TBI Resource Facilitation Services?**

Toll free helpline	State Affiliate BIA
2-1-1 system	Discharge process from hospital or rehabilitation facility
TBI Lead Agency	Other State Agency
TBI Registry administered by the MN Dept. of Health; contact made to offer "RF" the 'program'	

### **What is the method for delivering resource facilitation services?**

- Telephone from one statewide location
- Telephone from multiple locations
- One-on-one
- Web based

### **Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served – 3300

### **Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

- Volunteer staff part time - 2
- Paid staff full time – 8

### **How is TBI Resource Facilitation funded in your State?**

Federal funding	Vocational Rehabilitation
TBI Trust Fund	Aging and Long-term Care Services
Medicaid	School Districts
TBI Waiver	Workers Compensation
Medicaid Waiver	County Systems
Contractor: BIA Affiliate	Private Sources
Contractor: 2-1-1 System	Indian Health Services
Family Support Dollars	Veterans Service Organizations
Department of Mental Health	No-Fault Auto Insurance
Department of Substance Abuse and/or Addictions	Insurance
Department of Developmental Disabilities	Developmental Disabilities Planning Council

Responses for this item relate to all "RF" options; not just "RF" the 'program'. "RF" the 'program' is covered by TBI Dedicated Funds. "Federal Funds" relates to TBI P&A Grant through HRSA.

### **Your agency, or a partnering agency, has identified a strategic plan for:**

- Continued funding
- Increasing the levels of services
- Increasing the accessibility statewide
- Integrating TBI Resource Facilitation into your State Action Plan

### **What strategies are used to elicit funding from policymakers?**

- Legislative Committees
- Personal meetings with legislators
- Review of State Action Plan
- Awareness and fundraising activities
- Utilization of data to demonstrate the need

### **How does your TBI Resource Facilitation Service track data?**

- Word document or other computer file document
- Database program used: Check with BIA of MN

### **Do you collect follow-up data?**

- Yes, Weekly, Monthly, Bi-annually, Annually
- Comment: For "RF" the 'program', MDH contract with BIA of MN requires data reporting for up to 2 years, but BIA of MN may continue "RF" for someone per their request - longer than that; data continues to be collected and could be queried for reports.

### **How do you determine the individual has reached the desired outcome?**

- Satisfaction survey
- Exit interview
- One on one interview
- Attainment of agreed upon goals
- The person with a brain injury has re-entered employment or education
- The family member has been able to maintain education/employment
- For "RF" the 'program', per person's stated choice

# MISSOURI

## Survey Respondent

Lori Brenneke  
Lori.Brenneke@dhss.mo.gov  
573-751-6246

## Organization

Department of Health and Senior Services  
930 Wildwood Drive  
Jefferson City, MO 65102

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

Service Coordination

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	Public Awareness
Planning	Outreach to Target Populations
Identification of Resources	Distribution of Educational Materials
Negotiation	Resource Library
Monitoring	Benefits Assistance
Reassessment	Crisis Management
Follow-up	Financial Planning
Information & Referral Support	

## How does your TBI Resource Facilitation Service implement person and family directed services?

- Individuals with a brain injury and/or family member identify goals in a written plan with the TBI Resource Facilitator
- Individuals with a brain injury and/or family members participate in the evaluation of the TBI Resource Facilitation program

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

TBI Lead Agency

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

TBI Lead Agency

## What is the point of entry/access to TBI Resource Facilitation Services?

- Toll free helpline
- TBI Lead Agency

**What is the method for delivering resource facilitation services?**

- Telephone from multiple locations
- One-on-one

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 615

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

Paid staff full time - 10

**How is TBI Resource Facilitation funded in your State?**

- State General Revenue
- TBI Trust Fund
- Medicaid

**Your agency, or a partnering agency, has identified a strategic plan for:**

No Response

**What strategies are used to elicit funding from policymakers?**

- Utilization of data to demonstrate the need
- Data on outcomes - level of independent living & community participation

**How does your TBI Resource Facilitation Service track data?**

- Database program used: list - MOHSAIC and Access
- Databases - both created in house. Currently working on development of web based record system.

**Do you collect follow-up data?**

Annually, as long as participant is still enrolled in Service Coordination.

**How do you determine the individual has reached the desired outcome?**

- One on one interview
- Attainment of agreed upon goals

# MONTANA

## Survey Respondent

Kristen Morgan  
rfs@biamt.org  
406-541-6442

## Organization

Brain Injury Association of Montana  
1280 S. 3rd West, Suite 4  
Missoula, MT 59801

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Information & Referral (I&R)
- Resource Facilitation
- Resource Coordination

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	Training
Planning	Information & Referral Support
Identification of Resources	1-800 helpline
Negotiation	Public Awareness
Monitoring	Outreach to Target Populations
Reassessment	Distribution of Educational Materials
Follow-up	Resource Library
Employment Support	Electronic Media Outreach (TV/Radio)
Educational Support	Web based services
Mentoring/Peer Support	Benefits Assistance
Support Groups	Crisis Management
Participation in Volunteer Activities	

## How does your TBI Resource Facilitation Service implement person and family directed services?

- Individuals with a brain injury and/or family member identify goals in a written plan with the TBI Resource Facilitator
- There is a stakeholders' advisory group which reviews activities, surveys, etc.

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

- TBI Lead Agency
- State Brain Injury Association (BIA) affiliated with Brain Injury Association of America
- State TBI Advisory Board/Council
- Volunteers
- Montana Center on Disabilities (TBI grant partner)

**Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?**

- State Brain Injury Association (BIA) affiliated with the Brain Injury Association of America

**What is the point of entry/access to TBI Resource Facilitation Services?**

Toll free helpline	Other State Agency
2-1-1 system	State Affiliate BIA
TBI Lead Agency	Discharge process from hospital or rehabilitation facility

**What is the method for delivering resource facilitation services?**

- Telephone from one statewide location
- One-on-one

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 479

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

Paid staff full time - 1

**How is TBI Resource Facilitation funded in your State?**

- State General Revenue
- Contractor: BIA Affiliate
- Contractor: State Protection & Advocacy System
- Aging and Long-term Care Services
- Private Sources

**Your agency, or a partnering agency, has identified a strategic plan for:**

- Increasing the levels of services
- Increasing the accessibility statewide

**What strategies are used to elicit funding from policymakers?**

- Personal meetings with Legislators
- Awareness and fundraising activities
- Utilization of data to demonstrate the need

**How does your TBI Resource Facilitation Service track data?**

- We do not collect data
- Database program used: list - BIA Database

**Do you collect follow-up data?**

- Yes, Bi-annually

**How do you determine the individual has reached the desired outcome?**

- Satisfaction survey
- Exit interview
- One on one interview

- As a participant driven program the achievement of desired outcomes are determined in collaboration with the facilitator and participant.

# NEVADA

## Survey Respondent

Kelleen Preston  
kpreston@dhhs.nv.gov  
775-687-4452

## Organization

NV Office of Disability Services  
3656 Research Way, Suite 32  
Carson, City NV 89706

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Information & Referral (I&R)
- Case Management

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	Support Groups
Planning	Case Management
Employment Support	Training
Mentoring/Peer Support	2-1-1 system

## How does your TBI Resource Facilitation Service implement person and family directed services?

- Individuals with a brain injury and/or family member identify goals in a written plan with the TBI Resource Facilitator
- Individuals with a brain injury and/or family member periodically complete a survey of individual services provided

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

Community Enrichment Program (NCEP)

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

Other State Agency(ies)  
Community Enrichment Program (NCEP)

## What is the point of entry/access to TBI Resource Facilitation Services?

Discharge process from hospital or rehabilitation facility

## What is the method for delivering resource facilitation services?

One-on-one



**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 0

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

- Volunteer staff part time - 0
- Volunteer staff full time - 0
- Paid staff part time - 0
- Paid staff full time - 0

**How is TBI Resource Facilitation funded in your State?**

- State General Revenue
- Medicaid Waiver

**Your agency, or a partnering agency, has identified a strategic plan for:**

Continued funding

**What strategies are used to elicit funding from policymakers?**

- Legislative Committees
- Review of State Action Plan
- Utilization of data to demonstrate the need

**How does your TBI Resource Facilitation Service track data?**

We do not collect data

**Do you collect follow-up data?**

No

**How do you determine the individual has reached the desired outcome?**

- Satisfaction survey
- Attainment of agreed upon goals

# NEW HAMPSHIRE

## Survey Respondent

Erin Hall  
erin@bianh.org  
603-225-8400

## Organization

Brain Injury Association of New Hampshire  
109 North State Street, Ste 2  
Concord, NH 03301

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

Neuro Resource Facilitation

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	Participation in Volunteer Activities
Planning	Training
Identification of Resources	Information & Referral Support
Negotiation	1-800 helpline
Monitoring	Public Awareness
Follow-up	Outreach to Target Populations
Employment Support	Creation of Educational Materials
Educational Support	Distribution of Educational Materials
Mentoring/Peer Support	Resource Library
Support Groups	Benefits Assistance

## How does your TBI Resource Facilitation Service implement person and family directed services?

- Individuals with a brain injury and/or family member identify goals in a written plan with the TBI Resource Facilitator
- Individuals with a brain injury and/or family member periodically complete a survey of individual services provided
- Individuals with a brain injury and/or family members participate in the evaluation of the TBI Resource Facilitation program

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

State Brain Injury Association (BIA) affiliated with Brain Injury Association of America

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

State Brain Injury Association (BIA) affiliated with Brain Injury Association of America

**What is the point of entry/access to TBI Resource Facilitation Services?**

State Brain Injury Association Affiliated with Brain Injury Association of America

**What is the method for delivering resource facilitation services?**

- Telephone from multiple locations
- One-on-one
- NRF's are required to make monthly contact with at least qrt face to face meeting

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 110

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

- Volunteer staff part time - 1
- Paid staff part time - 4
- Paid staff full time - 1

**How is TBI Resource Facilitation funded in your State?**

- State General Revenue
- Statewide Independent Living Council (SILC) Grant

**Your agency, or a partnering agency, has identified a strategic plan for:**

- Continued funding
- Increasing the levels of services

**What strategies are used to elicit funding from policymakers?**

- Personal meetings with Legislators
- Awareness and fundraising activities
- Utilization of data to demonstrate the need

**How does your TBI Resource Facilitation Service track data?**

Database program used: Access - developed by our data person

**Do you collect follow-up data?**

Yes, monthly

**How do you determine the individual has reached the desired outcome?**

- One on one interview
- Attainment of agreed upon goals
- Person informs NRF that they are no longer needed. Person can re-open case at anytime without a new application.

# NEW JERSEY

## Survey Respondent

Amy Taklif  
amy.taklif@dhs.state.nj.us  
609-633-1297

## Organization

NJ Division of Disability Services  
222 S. Warren St.  
Trenton, NJ 08625-0700

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Information & Referral (I&R)
- Service Coordination
- Case Management

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Identification of Resources	Creation of Educational Materials
Follow-up	Distribution of Educational Materials
Information & Referral Support	Resource Library
Outreach to Target Populations	

## How does your TBI Resource Facilitation Service implement person and family directed services?

There is a stakeholders' advisory group which reviews activities, surveys, etc.

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

- TBI Lead Agency
- State Brain Injury Association (BIA) affiliated with Brain Injury Association of America
- State TBI Advisory Board/Council
- State Protection and Advocacy System

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

- TBI Lead Agency
- State Brain Injury Association (BIA) affiliated with the Brain Injury Association of America
- State Protection and Advocacy System

## What is the point of entry/access to TBI Resource Facilitation Services?

- Toll free helpline
- TBI Lead Agency
- State Brain Injury Association Affiliated with Brain Injury Association of America

**What is the method for delivering resource facilitation services?**

- Telephone from one statewide location
- Web based

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 2281

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

Paid staff full time - 12

**How is TBI Resource Facilitation funded in your State?**

- State General Revenue
- TBI Trust Fund

**Your agency, or a partnering agency, has identified a strategic plan for:**

Increasing the levels of services

**What strategies are used to elicit funding from policymakers?**

- Review of State Action Plan
- Awareness and fundraising activities
- Utilization of data to demonstrate the need

**How does your TBI Resource Facilitation Service track data?**

Word document or other computer file document

**Do you collect follow-up data?**

No

**How do you determine the individual has reached the desired outcome?**

No Response

# NEW MEXICO

## Survey Respondent

Scott Pokorny  
Scott.Pokorny@state.nm.us  
505-476-4782

## Organization

NM Aging and Long-Term Services  
2550 Cerrillos Rd.  
Santa Fe, NM 87505

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Resource Facilitation
- Service Coordination

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	Follow-up
Planning	Information & Referral Support
Identification of Resources	Outreach to Target Populations
Monitoring	Distribution of Educational Materials
Reassessment	Crisis Management

## How does your TBI Resource Facilitation Service implement person and family directed services?

There is a stakeholders' advisory group which reviews activities, surveys, etc.

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

- TBI Lead Agency
- Medicaid Waiver Stakeholders workgroups and other State Agencies

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

- TBI Lead Agency
- Other State Agency(ies)
- Providers

## What is the point of entry/access to TBI Resource Facilitation Services?

Eligibility/enrollment into Medicaid Waiver, Application and participation in the Trust Fund.

## What is the method for delivering resource facilitation services?

- Telephone from multiple locations
- One-on-one

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

No Response

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

- Paid staff part time - 25
- Paid staff full time - 10

**How is TBI Resource Facilitation funded in your State?**

- TBI Trust Fund
- Medicaid Waiver

**Your agency, or a partnering agency, has identified a strategic plan for:**

NM is still developing its RF services in the Medicaid Waiver

**What strategies are used to elicit funding from policymakers?**

- Legislative Committees
- Personal meetings with legislators
- Utilization of data to demonstrate the need

**How does your TBI Resource Facilitation Service track data?**

We do not collect data

**Do you collect follow-up data?**

No

**How do you determine the individual has reached the desired outcome?**

No Response

# NEW YORK

## Survey Respondent

Victoria Clingan  
VClingan@bianys.org  
518-459-7911

## Organization

Brain Injury Association of New York State  
10 Colvin Avenue  
Albany, NY 12206-1242

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

Information & Referral (I&R)

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Identification of Resources	Public Awareness
Educational Support	Outreach to Target Populations
Support Groups	Creation of Educational Materials
Training	Distribution of Educational Materials
Information & Referral Support	Resource Library
1-800 helpline	Web based services

## How does your TBI Resource Facilitation Service implement person and family directed services?

No Response

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

State Brain Injury Association (BIA) affiliated with Brain Injury Association of America

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

State Brain Injury Association (BIA) affiliated with Brain Injury Association of America

## What is the point of entry/access to TBI Resource Facilitation Services?

- Toll free helpline
- State Brain Injury Association Affiliated with Brain Injury Association of America

## What is the method for delivering resource facilitation services?

General inquiries are handled via phone, with follow-up materials sent via fax, email, or mail. FACTS Services are ongoing and occur one-on-one.



**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served – 1700

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

- Paid staff part time - 11
- Paid staff full time - 8

**How is TBI Resource Facilitation funded in your State?**

- TBI Waiver
- Contractor: BIA Affiliate
- Developmental Disabilities Planning Council

**Your agency, or a partnering agency, has identified a strategic plan for:**

No Response

**What strategies are used to elicit funding from policymakers?**

- Personal meetings with legislators
- Awareness and fundraising activities

**How does your TBI Resource Facilitation Service track data?**

- Word document or other computer file document
- Database program used: Access

**Do you collect follow-up data?**

Yes, Annually

**How do you determine the individual has reached the desired outcome?**

No Response

# NORTH CAROLINA

## Survey Respondent

Sandy Ellsworth  
Sandy.Ellsworth@ncmail.net  
919-715-2774

## Organization

Division of Mental Health, Developmental Disabilities & Substance Abuse Services  
325 N. Salisbury Street, Suite 612  
Raleigh, NC 27699-3021

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Targeted Case Management
- Resource referral is in conjunction with other disability services. It is not specific for TBI

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

- Assessment
- Information & Referral Support

## How does your TBI Resource Facilitation Service implement person and family directed services?

Individuals will complete a PCP with TCM

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

TBI Lead Agency

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

- TBI Lead Agency
- This is with other services and not specific to TBI

## What is the point of entry/access to TBI Resource Facilitation Services?

TBI Lead Agency

## What is the method for delivering resource facilitation services?

Telephone from multiple locations

## Please indicate the number of people who received resource facilitation services in calendar year 2007.

No Response

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

No Response

**How is TBI Resource Facilitation funded in your State?**

It is in connection with the STR

**Your agency, or a partnering agency, has identified a strategic plan for:**

No Response

**What strategies are used to elicit funding from policymakers?**

No Response

**How does your TBI Resource Facilitation Service track data?**

No Response

**Do you collect follow-up data?**

No Response

**How do you determine the individual has reached the desired outcome?**

Attainment of agreed upon goals

# OHIO

## Survey Respondent

Suzanne Minnich  
sminnich@biaoh.org  
614-481-7100

## Organization

Brain Injury Association of Ohio  
855 Grand View Avenue, suite 225  
Columbus, OH 43215- 1123

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Information & Referral (I&R)
- Resource Facilitation
- Service Coordination
- Resource Coordination
- Case Management

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	Training
Planning	Information & Referral Support
Identification of Resources	1-800 helpline
Negotiation	Public Awareness
Monitoring	Outreach to Target Populations
Reassessment	Creation of Educational Materials
Follow-up	Distribution of Educational Materials
Employment Support	Resource Library
Educational Support	Electronic Media Outreach (TV/Radio)
Mentoring/Peer Support	Web based services
Support Groups	Benefits Assistance
Participation in Volunteer Activities	Crisis Management
Case Management	

## How does your TBI Resource Facilitation Service implement person and family directed services?

- Individuals with a brain injury and/or family member identify goals in a written plan with the TBI Resource Facilitator
- Individuals with a brain injury and/or family member periodically complete a survey of individual services provided
- Individuals with a brain injury and/or family members participate in the evaluation of the TBI Resource Facilitation program
- There is a stakeholders' advisory group which reviews activities, surveys, etc.
- Education and advocacy efforts inform individuals with BI about services and supports, how to access and advocate for what they need. Increasingly, individuals with BI and their families are encouraged to work through established, inter-governmental collaborative groups to address their individual needs. (For example, Ohio's Family & Children First Councils & Dual Diagnosis Task Force groups)

**Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?**

TBI Lead Agency  
State Brain Injury Association (BIA) affiliated with Brain Injury Association of America  
State TBI Advisory Board/Council  
State Protection and Advocacy System  
Ohio's TBI Model Systems Program at the Ohio State University  
Volunteers

**Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?**

- Other State Agency(ies)
- State Brain Injury Association (BIA) affiliated with the Brain Injury Association of America
- State Protection and Advocacy System
- Providers

**What is the point of entry/access to TBI Resource Facilitation Services?**

- Toll free helpline
- State Brain Injury Association Affiliated with Brain Injury Association of America
- Ohio's single pt of entry is a statewide toll-free helpline operated by the Brain Injury Association of Ohio. However, some of the 2-1-1 programs refer people to the Helpline as do other State Agencies, including the TBI Lead Agency, as well as some hospital or rehab discharge planners

**What is the method for delivering resource facilitation services?**

No Response

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

No Response

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

No Response

**How is TBI Resource Facilitation funded in your State?**

No Response

**Your agency, or a partnering agency, has identified a strategic plan for:**

No Response

**What strategies are used to elicit funding from policymakers?**

No Response

**How does your TBI Resource Facilitation Service track data?**

Database program used: list - FileMaker

### **Do you collect follow-up data?**

Yes. For Ohio's Helpline & CSN office components of its RF system, info is recorded on the response (assistance & information) the person received following their request/contact with the Brain Injury Association. Staff members call back on an as-needed-basis to check in with people, encourage them to attend a support group, training, what-have-you. Also, staff attend, lead or provide T.A. to support groups where they have an opportunity to inter-act with a good number of "our constituents". Individuals who have contacted BIAOH's Helpline or CSN offices are added to the organization's mailing list to receive notices about upcoming events, newsletters, etc. The concept being that we are building something of a community around them at the same time encouraging them to participate in the larger community

### **How do you determine the individual has reached the desired outcome?**

- Satisfaction survey
- Attainment of agreed upon goals
- Staff members respond to specific requests/needs presented by providing various forms of assistance. Typically, they will reiterate what they have agreed to do on the person's behalf, and in best case scenarios, record that in their "I & R" file. Once they have followed through with these activities, and ascertained that they have achieved the necessary "linkage" in regard to programs, services, support and/or education opportunities, they close the file as complete. Randomly, individuals receive customer satisfaction surveys in the mail. Data from the surveys is compiled. Service ratings have been consistently positive. Sometimes those receiving the form identify additional needs, or dissatisfaction with services. That results in BIAOH's Ex. Dir., or her designee, following up.

# OKLAHOMA

## Survey Respondent

Ruth Azeredo  
rutha@health.ok.gov  
405-271-3430

## Organization

OK Department of Health  
1000 NE 10th St  
Oklahoma City, OK 73117

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

Information & Referral (I&R)	Care Coordination
Resource Facilitation	Resource Coordination
Service Coordination	Case Management

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	1-800 helpline
Planning	2-1-1 system
Identification of Resources	Public Awareness
Monitoring	Outreach to Target Populations
Reassessment	Creation of Educational Materials
Follow-up	Distribution of Educational Materials
Employment Support	Resource Library
Educational Support	Web based services
Support Groups	Crisis Management
Training	

## How does your TBI Resource Facilitation Service implement person and family directed services?

- Individuals with a brain injury and/or family member identify goals in a written plan with the TBI Resource Facilitator
- Individuals with a brain injury and/or family member periodically complete a survey of individual services provided
- Individuals with a brain injury and/or family members participate in the evaluation of the TBI Resource Facilitation program
- There is a stakeholders' advisory group which reviews activities, surveys, etc.
- Other (please specify) - first but oral

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

- TBI Lead Agency
- State TBI Advisory Board/Council
- State Protection and Advocacy System
- Volunteers

**Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?**

- TBI Lead Agency
- Other State Agency(ies)
- State Protection and Advocacy System
- Providers
- Volunteers

**What is the point of entry/access to TBI Resource Facilitation Services?**

Toll free helpline	Other State Agency
2-1-1 system	Discharge process from hospital or rehabilitation facility
TBI Lead Agency	

**What is the method for delivering resource facilitation services?**

- Telephone from multiple locations
- One-on-one
- Web based

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 2400

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

Volunteer staff part time - 300  
Paid staff full time - 6

**How is TBI Resource Facilitation funded in your State?**

State General Revenue	Developmental Disabilities Planning Council
Federal funding	Vocational Rehabilitation
Medicaid	Aging and Long-term Care Services
Medicaid Waiver	School Districts
Contractor: State Protection & Advocacy System	Workers Compensation
Contractor: 2-1-1 System	County Systems
Department of Mental Health	Private Sources
Department of Substance Abuse and/or Addictions	Indian Health Services
Department of Developmental Disabilities	Veterans Service Organizations

**Your agency, or a partnering agency, has identified a strategic plan for:**

- Increasing the accessibility statewide
- Integrating TBI Resource Facilitation into your State Action Plan

**What strategies are used to elicit funding from policymakers?**

- Personal meetings with legislators
- Review of State Action Plan
- Awareness and fundraising activities
- Utilization of data to demonstrate the need

**How does your TBI Resource Facilitation Service track data?**

No Response



**Do you collect follow-up data?**

No Response

**How do you determine the individual has reached the desired outcome?**

No Response

# OREGON

## Survey Respondent

Sherry Stock  
sherry@biaoregon.org  
503-740-3155

## Organization

Brain Injury Association of Oregon  
2145 NW Overton Street  
Portland, OR 97210

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Information & Referral (I&R)
- Neuro Resource Facilitation

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Identification of Resources	Public Awareness
Mentoring/Peer Support	Outreach to Target Populations
Support Groups	Creation of Educational Materials
Participation in Volunteer Activities	Distribution of Educational Materials
Training	Resource Library
Information & Referral Support	Electronic Media Outreach (TV/Radio)
1-800 helpline	Web based services
2-1-1 system	

## How does your TBI Resource Facilitation Service implement person and family directed services?

Demand driven

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

- State Brain Injury Association (BIA) affiliated with Brain Injury Association of America
- BIAOR works with the lead agency, State Protection & Advocacy and volunteers to meet the needs

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

- State Brain Injury Association (BIA) affiliated with Brain Injury Association of America
- BIAOR works with the lead agency, State Protection & Advocacy and volunteers to meet the needs

## What is the point of entry/access to TBI Resource Facilitation Services?

Toll free helpline	State Affiliate BIA
2-1-1 system	Discharge process from hospital or rehabilitation facility
TBI Lead Agency	Other survivors and family members and general public
Other State Agency	

**What is the method for delivering resource facilitation services?**

Telephone from one statewide location

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 600

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

Paid staff full time - 1

**How is TBI Resource Facilitation funded in your State?**

Donations, membership dues, small grants

**Your agency, or a partnering agency, has identified a strategic plan for:**

- Continued funding
- Increasing the levels of services
- Increasing the accessibility statewide
- Integrating TBI Resource Facilitation into your State Action Plan
- We have six pieces of legislation and a line in Dept of Human services Budget-time will tell

**What strategies are used to elicit funding from policymakers?**

Legislative committees

Utilization of data to demonstrate the need

Personal meetings with Legislators

We have a state Senator on our board

Awareness and fundraising activities

**How does your TBI Resource Facilitation Service track data?**

- Written notes
- Word document or other computer file document

**Do you collect follow-up data?**

No

**How do you determine the individual has reached the desired outcome?**

- As a one person office we are only able to offer as much I&R as we can and link them to other services

# RHODE ISLAND

## Survey Respondent

J. Holly Garvey  
hgarvey@dhs.ri.gov  
401-462-0730

## Organization

RI Dept. of Human Services  
600 New London Avenue  
Cranston, RI 02920

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Information & Referral (I&R)
- Resource Facilitation
- Resource Coordination
- Resource Navigator
- Collaborative of Stakeholders

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Identification of Resources	2-1-1 system
Negotiation	Public Awareness
Reassessment	Outreach to Target Populations
Follow-up	Creation of Educational Materials
Educational Support	Distribution of Educational Materials
Mentoring/Peer Support	Resource Library
Information & Referral Support	Web based services
1-800 helpline	

## How does your TBI Resource Facilitation Service implement person and family directed services?

- Individuals with a brain injury and/or family member periodically complete a survey of individual services provided
- Individuals with a brain injury and/or family members participate in the evaluation of the TBI Resource Facilitation program
- There is a stakeholders' advisory group which reviews activities, surveys, etc.

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

- TBI Lead Agency
- State Brain Injury Association (BIA) affiliated with Brain Injury Association of America
- Department of Health manages the TBI Registry

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

- State Brain Injury Association (BIA) affiliated with the Brain Injury Association of America

- Providers

### **What is the point of entry/access to TBI Resource Facilitation Services?**

- 2-1-1 system
- TBI Lead Agency
- Other State Agency
- State Affiliate BIA
- Discharge process from hospital or rehabilitation facility

### **What is the method for delivering resource facilitation services?**

- Telephone from one statewide location
- One-on-one
- Web based
- Community Forums

### **Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 1154

### **Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

- Paid staff part time - 1
- Paid staff full time - 2

### **How is TBI Resource Facilitation funded in your State?**

- State General Revenue
- Federal funding
- Contractor: BIA Affiliate

### **Your agency, or a partnering agency, has identified a strategic plan for:**

- Continued funding
- Increasing the levels of services
- Increasing the accessibility statewide
- Integrating TBI Resource Facilitation into your State Action Plan

### **What strategies are used to elicit funding from policymakers?**

- Legislative Committees
- Personal meetings with legislators
- Awareness and fundraising activities
- Utilization of data to demonstrate the need

### **How does your TBI Resource Facilitation Service track data?**

Word document or other computer file document

**Do you collect follow-up data?**

Yes, Annually

**How do you determine the individual has reached the desired outcome?**

Satisfaction survey

# SOUTH CAROLINA

## Survey Respondent

Linda C Veldheer, Ph.D.  
LVeldheer@ddsn.sc.gov  
803-898-9789

## Organization

Department of Disabilities and Special Needs  
3440 Harden St. Extension  
Columbia, SC 29203

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Information & Referral (I&R)
- Service Coordination

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	Follow-up
Planning	Information & Referral Support
Identification of Resources	1-800 helpline
Monitoring	Outreach to Target Populations
Reassessment	

## How does your TBI Resource Facilitation Service implement person and family directed services?

Individuals with a brain injury and/or family member identify goals in a written plan with the TBI Resource Facilitator

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

TBI Lead Agency

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

TBI Lead Agency

## What is the point of entry/access to TBI Resource Facilitation Services?

- Toll free helpline
- TBI Lead Agency

## What is the method for delivering resource facilitation services?

- Telephone from multiple locations
- One-on-one

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 800

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

Paid staff full time - 38

**How is TBI Resource Facilitation funded in your State?**

- State General Revenue
- Federal funding
- Medicaid
- SC Department of Disabilities and Special Needs

**Your agency, or a partnering agency, has identified a strategic plan for:**

Lead Agency budget requests

**What strategies are used to elicit funding from policymakers?**

State budget process

**How does your TBI Resource Facilitation Service track data?**

Database program used: Lead Agency data base - CDSS (Consumer Data Support System)

**Do you collect follow-up data?**

At least annually; more often if there is a change in function or circumstances

**How do you determine the individual has reached the desired outcome?**

- Satisfaction survey
- Attainment of agreed upon goals



# SOUTH DAKOTA

## Survey Respondent

Grady Kickul  
grady.kickul@state.sd.us  
605-773-4644

## Organization

Division of Rehabilitation Services  
500 East Capitol  
Pierre, SD 57501

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Service Coordination
- Case Management

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

- Assessment
- Employment Support
- Educational Support
- Case Management
- Training

## How does your TBI Resource Facilitation Service implement person and family directed services?

No Response

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

- TBI Lead Agency
- State Brain Injury Association (BIA) affiliated with Brain Injury Association of America
- State Protection and Advocacy System

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

- TBI Lead Agency
- Other State Agency(ies)
- State Brain Injury Association (BIA) affiliated with the Brain Injury Association of America
- State Protection and Advocacy System
- Providers

## What is the point of entry/access to TBI Resource Facilitation Services?

Other State Agency

**What is the method for delivering resource facilitation services?**

One-on-one

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

No Response

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

No Response

**How is TBI Resource Facilitation funded in your State?**

State General Revenue	Vocational Rehabilitation
Federal funding	Aging and Long-term Care Services
Medicaid	School Districts
Department of Developmental Disabilities	

**Your agency, or a partnering agency, has identified a strategic plan for:**

Continued funding

**What strategies are used to elicit funding from policymakers?**

No Response

**How does your TBI Resource Facilitation Service track data?**

We do not collect data

**Do you collect follow-up data?**

No

**How do you determine the individual has reached the desired outcome?**

- The person with a brain injury has re-entered employment or education
- The family member has been able to maintain education/employment

# TENNESSEE

## Survey Respondent

Jean Doster  
Jean.Doster@state.tn.us  
615-741-1230

## Organization

TN Dept. of Health  
425 Fifth Ave. North  
Nashville, TN 37243

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

Information & Referral (I&R)  
Service Coordination

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	Participation in Volunteer Activities
Planning	Case Management
Identification of Resources	Information & Referral Support
Monitoring	1-800 helpline
Reassessment	Public Awareness
Follow-up	Distribution of Educational Materials
Support Groups	Resource Library

## How does your TBI Resource Facilitation Service implement person and family directed services?

Individuals with a brain injury and/or family member identify goals in a written plan with the TBI Resource Facilitator

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

TBI Lead Agency

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

Service Coordinators via contracts with various organizations

## What is the point of entry/access to TBI Resource Facilitation Services?

- Toll free helpline
- TBI Lead Agency

**What is the method for delivering resource facilitation services?**

- Telephone from one statewide location
- Telephone from multiple locations
- One-on-one
- Web based

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 1000

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

Paid staff full time - 9

**How is TBI Resource Facilitation funded in your State?**

TBI Trust Fund

**Your agency, or a partnering agency, has identified a strategic plan for:**

No Response

**What strategies are used to elicit funding from policymakers?**

- Legislative Committees
- Personal meetings with legislators
- Utilization of data to demonstrate the need

**How does your TBI Resource Facilitation Service track data?**

Written notes

**Do you collect follow-up data?**

Yes, Annually

**How do you determine the individual has reached the desired outcome?**

One on one interview

# UTAH

## Survey Respondent

Steve Wrigley  
swrigley@utah.gov  
801-641-8388

## Organization

Utah Dept. of Human Services  
120 North 200 West #411  
Salt Lake City, UT 84103

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Information & Referral (I&R)
- Service Coordination
- Resource Coordination
- Case Management
- Collaborative of Stakeholders

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	1-800 helpline
Identification of Resources	Public Awareness
Educational Support	Outreach to Target Populations
Support Groups	Distribution of Educational Materials
Participation in Volunteer Activities	Resource Library
Case Management	Electronic Media Outreach (TV/Radio)
Training	Web based services
Information & Referral Support	

## How does your TBI Resource Facilitation Service implement person and family directed services?

- Individuals with a brain injury and/or family member periodically complete a survey of individual services provided
- Individuals with a brain injury and/or family members participate in the evaluation of the TBI Resource Facilitation program
- There is a stakeholders' advisory group which reviews activities, surveys, etc.

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

- TBI Lead Agency
- State Brain Injury Association (BIA) affiliated with Brain Injury Association of America
- State TBI Advisory Board/Council
- Trust Fund Board
- State Protection and Advocacy System

**Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?**

- TBI Lead Agency
- Other State Agency(ies)
- State Brain Injury Association (BIA) affiliated with the Brain Injury Association of America
- Providers
- Volunteers

**What is the point of entry/access to TBI Resource Facilitation Services?**

2-1-1 system	State Affiliate BIA
TBI Lead Agency	Discharge process from hospital or rehabilitation facility
Other State Agency	

**What is the method for delivering resource facilitation services?**

- Telephone from one statewide location
- One-on-one
- Web based

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 3000

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

Volunteer staff part time - 50

**How is TBI Resource Facilitation funded in your State?**

State General Revenue	Department of Developmental Disabilities
Federal funding	Vocational Rehabilitation
TBI Trust Fund	Aging and Long-term Care Services
Contractor: BIA Affiliate	Private Sources

**Your agency, or a partnering agency, has identified a strategic plan for:**

- Continued funding
- Increasing the levels of services
- Integrating TBI Resource Facilitation into your State Action Plan

**What strategies are used to elicit funding from policymakers?**

- Personal meetings with legislators
- Review of State Action Plan
- Awareness and fundraising activities

**How does your TBI Resource Facilitation Service track data?**

Word document or other computer file document

**Do you collect follow-up data?**

Yes, Annually

### **How do you determine the individual has reached the desired outcome?**

- One on one interview
- The family member has been able to maintain education/employment

# VERMONT

## Survey Respondent

Glen McClintock  
glen.mcclintock@ahs.state.vt.us  
802-241-3719

## Organization

Dept. of Aging & Disabilities  
Division of Disability and Aging Services  
TBI Program  
103 S. Main St.  
Waterbury, VT 05671-2303

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

Information & Referral (I&R)	Service Coordination
Resource Facilitation	Case Management
Neuro Resource Facilitation	Targeted Case Management

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Identification of Resources	2-1-1 system
Follow-up	Public Awareness
Support Groups	Outreach to Target Populations
Case Management	Creation of Educational Materials
Training	Distribution of Educational Materials
Information & Referral Support	Resource Library
1-800 helpline	Electronic Media Outreach (TV/Radio)

## How does your TBI Resource Facilitation Service implement person and family directed services?

- Individuals with a brain injury and/or family member identify goals in a written plan with the TBI Resource Facilitator
- Individuals with a brain injury and/or family member periodically complete a survey of individual services provided
- Individuals with a brain injury and/or family members participate in the evaluation of the TBI Resource Facilitation program
- There is a stakeholders' advisory group which reviews activities, surveys, etc.

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

TBI Lead Agency	State Protection and Advocacy System
State Affiliate BIA	Volunteers
State TBI Advisory Board/Council	TBI Fund Review Committee will be established in Fall 08
Trust Fund Board	



### **Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?**

TBI Lead Agency	Providers
State Affiliate BIA	Volunteers
State Protection and Advocacy System	

### **What is the point of entry/access to TBI Resource Facilitation Services?**

Toll free helpline	State Affiliate BIA
2-1-1 system	Discharge process from hospital or rehabilitation facility
TBI Lead Agency	TBI Providers
Other State Agency	

### **What is the method for delivering resource facilitation services?**

- Telephone from one statewide location
- Telephone from multiple locations
- One-on-one
- Web based
- All methods applicable in Fall 08

### **Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 30

### **Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

- Volunteer staff part time - 1
- Paid staff part time - 2
- Paid staff full time - 3

### **How is TBI Resource Facilitation funded in your State?**

- Federal funding
- TBI Trust Fund
- Vocational Rehabilitation
- Private Sources
- Aging and Disability Resource Connections (ADRC)

### **Your agency, or a partnering agency, has identified a strategic plan for:**

- Continued funding
- Increasing the levels of services
- Increasing the accessibility statewide

### **What strategies are used to elicit funding from policymakers?**

- Legislative committees
- Personal meetings with Legislators
- Review of State Action Plan
- Awareness and fundraising activities
- Utilization of data to demonstrate the need

### **How does your TBI Resource Facilitation Service track data?**

Database program used: Access data base for I&R, Veterans Administration Benefits data base

**Do you collect follow-up data?**

Yes, Monthly

**How do you determine the individual has reached the desired outcome?**

- Satisfaction survey
- The person with a brain injury has re-entered employment or education

# VIRGINIA

## Survey Respondent

Patricia Goodall  
Patti.Goodall@drs.virginia.gov  
804-662-7615

## Organization

VA Dept. of Rehabilitative Services  
8004 Franklin Farms Dr  
Richmond, VA 23229

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Information & Referral (I&R)
- Resource Facilitation
- Service Coordination
- Resource Coordination
- Case Management

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	Training
Planning	Information & Referral Support
Identification of Resources	1-800 helpline
Negotiation	2-1-1 system
Monitoring	Public Awareness
Reassessment	Outreach to Target Populations
Follow-up	Creation of Educational Materials
Employment Support	Distribution of Educational Materials
Educational Support	Resource Library
Mentoring/Peer Support	Electronic Media Outreach (TV/Radio)
Support Groups	Benefits Assistance
Participation in Volunteer Activities	Crisis Management
Case Management	Financial Planning

## How does your TBI Resource Facilitation Service implement person and family directed services?

- Individuals with a brain injury and/or family member identify goals in a written plan with the TBI Resource Facilitator
- Individuals with a brain injury and/or family member periodically complete a survey of individual services provided
- Individuals with a brain injury and/or family members participate in the evaluation of the TBI Resource Facilitation program
- There is a stakeholders' advisory group which reviews activities, surveys, etc.

**Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?**

- TBI Lead Agency
- State Brain Injury Association (BIA) affiliated with Brain Injury Association of America
- State TBI Advisory Board/Council

**Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?**

- TBI Lead Agency
- State Brain Injury Association (BIA) affiliated with the Brain Injury Association of America
- Providers

**What is the point of entry/access to TBI Resource Facilitation Services?**

- Toll free helpline
- 2-1-1 system
- TBI Lead Agency
- State Brain Injury Association Affiliated with Brain Injury Association of America

**What is the method for delivering resource facilitation services?**

- Telephone from one statewide location
- Telephone from multiple locations
- One-on-one

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 350

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

Paid staff full time - 15

**How is TBI Resource Facilitation funded in your State?**

State General Revenue	Workers Compensation
Federal funding	County Systems
TBI Trust Fund	Private Sources
Medicaid Waiver	Contractor: BIA Affiliate
Dept of Mental Health, Mental Retardation, & Substance Abuse Services	

**Your agency, or a partnering agency, has identified a strategic plan for:**

- Continued funding
- Increasing the levels of services
- Increasing the accessibility statewide
- Integrating TBI Resource Facilitation into your State Action Plan

**What strategies are used to elicit funding from policymakers?**

- Legislative Committees
- Personal meetings with legislators
- Review of State Action Plan
- Awareness and fundraising activities

- Utilization of data to demonstrate the need

### **How does your TBI Resource Facilitation Service track data?**

- Word document or other computer file document
- Database program used: BIA of Virginia uses MN's database; state-funded programs use two different proprietary systems.

### **Do you collect follow-up data?**

Yes, depending upon the status of the case, could be annually, monthly, weekly, or more or less often.

### **How do you determine the individual has reached the desired outcome?**

- Satisfaction survey
- Exit interview
- One on one interview
- The person with a brain injury has re-entered employment or education
- The family member has been able to maintain education/employment

# WASHINGTON

## Survey Respondent

Traci Adair  
adairt@dshs.wa.gov  
206-341-7653

## Organization

Aging and Disability Services  
PO Box 45600  
Olympia, WA 98504-5600

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

Information & Referral (I&R)

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

- Information & Referral Support
- 1-800 helpline
- Public Awareness

## How does your TBI Resource Facilitation Service implement person and family directed services?

No Response

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

- TBI Lead Agency
- State TBI Advisory Board/Council

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

Contracted through RFP; happens to be BIA-WA

## What is the point of entry/access to TBI Resource Facilitation Services?

Toll free helpline

## What is the method for delivering resource facilitation services?

- Telephone from one statewide location
- Web based

## Please indicate the number of people who received resource facilitation services in calendar year 2007.

Number of individuals served - 0

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

Paid staff part time - 2

**How is TBI Resource Facilitation funded in your State?**

- TBI Trust Fund
- TBI funds authorized for spending on Information and Referral, contracted out

**Your agency, or a partnering agency, has identified a strategic plan for:**

- Continued funding
- Increasing the levels of services
- Increasing the accessibility statewide
- Integrating TBI Resource Facilitation into your State Action Plan

**What strategies are used to elicit funding from policymakers?**

- Review of State Action Plan
- Awareness and fundraising activities
- Utilization of data to demonstrate the need

**How does your TBI Resource Facilitation Service track data?**

Word document or other computer file document

**Do you collect follow-up data?**

No Response

**How do you determine the individual has reached the desired outcome?**

No Response

# WEST VIRGINIA

## Survey Respondent

Lori Risk  
lrisk@hsc.wvu.edu  
304-293-4692, ext. 1113

## Organization

Center for Excellence in Disabilities  
959 Hartman Run Road  
Morgantown, WV 26505

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

Resource Coordination

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	Information & Referral Support
Planning	1-800 helpline
Identification of Resources	Public Awareness
Negotiation	Outreach to Target Populations
Reassessment	Creation of Educational Materials
Follow-up	Distribution of Educational Materials
Case Management	Resource Library
Training	Crisis Management

## How does your TBI Resource Facilitation Service implement person and family directed services?

- Individuals with a brain injury and/or family member identify goals in a written plan with the TBI Resource Facilitator;
- Individuals with a brain injury and/or family member periodically complete a survey of individual services provided;
- Individuals with a brain injury and/or family members participate in the evaluation of the TBI Resource Facilitation program;
- There is a stakeholders' advisory group which reviews activities, surveys, etc

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

- State TBI Advisory Board/Council
- Center for Excellence in Disabilities
- Bureau for Behavioral Health and Health Facilities (Dept. of Health and Human Resources)

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

- Other State Agency(ies)
- Dept. of Health and Human Resources
- Center for Excellence in Disabilities



### **What is the point of entry/access to TBI Resource Facilitation Services?**

Toll free helpline  
2-1-1 system  
TBI Lead Agency

Other State Agency  
State Affiliate BIA  
Discharge process from hospital or rehabilitation facility

### **What is the method for delivering resource facilitation services?**

- Telephone from multiple locations
- One-on-one

### **Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 79

### **Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

Paid staff full time - 6

### **How is TBI Resource Facilitation funded in your State?**

Department of Mental Health

### **Your agency, or a partnering agency, has identified a strategic plan for:**

- Continued funding
- Increasing the levels of services

### **What strategies are used to elicit funding from policymakers?**

- Legislative committees
- Personal meetings with Legislators
- Awareness and fundraising activities
- Utilization of data to demonstrate the need

### **How does your TBI Resource Facilitation Service track data?**

- Written notes
- Database program used: list - Access

### **Do you collect follow-up data?**

Yes -- semi-annually

### **How do you determine the individual has reached the desired outcome?**

- Satisfaction survey
- Attainment of agreed upon goals

# WISCONSIN

## Survey Respondent

Lori Schultz  
lschultz@biaw.org  
262-790-9660

## Organization

Brain Injury Association of Wisconsin  
21100 Capitol Drive, Suite 5  
Pewaukee, WI 53072

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Information & Referral (I&R)
- Resource Coordination

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	Information & Referral Support
Identification of Resources	1-800 helpline
Monitoring	Public Awareness
Follow-up	Outreach to Target Populations
Mentoring/Peer Support	Creation of Educational Materials
Support Groups	Distribution of Educational Materials
Participation in Volunteer Activities	Resource Library
Training	Web based services

## How does your TBI Resource Facilitation Service implement person and family directed services?

Initial contacts are typically made by phone where resource needs are assessed and provided

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

State Brain Injury Association (BIA) affiliated with Brain Injury Association of America

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

State Brain Injury Association (BIA) affiliated with Brain Injury Association of America

## What is the point of entry/access to TBI Resource Facilitation Services?

Toll free helpline	State Affiliate BIA
2-1-1 system	Discharge process from hospital or rehabilitation facility
TBI Lead Agency	Internet, website
Other State Agency	

**What is the method for delivering resource facilitation services?**

- Telephone from one statewide location
- Web based
- Office visit

**Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 800

**Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

- Paid staff part time - 1
- Paid staff full time - 1

**How is TBI Resource Facilitation funded in your State?**

- Federal funding
- Department of Developmental Disabilities

**Your agency, or a partnering agency, has identified a strategic plan for:**

- Continued funding
- Increasing the levels of services
- Increasing the accessibility statewide

**What strategies are used to elicit funding from policymakers?**

- Legislative Committees
- Personal meetings with legislators
- Awareness and fundraising activities

**How does your TBI Resource Facilitation Service track data?**

- Written notes
- Database program used: Access

**Do you collect follow-up data?**

It depends on the situation and if further follow-up is needed

**How do you determine the individual has reached the desired outcome?**

If follow-up was needed, the individual is asked if resource information was helpful

# WYOMING

## Survey Respondent

Dorothy Cronin  
biaw@tribcsp.com  
307-473-1767

## Organization

Brain Injury Association of Wyoming  
111 West 2nd Street  
Suite 106  
Casper, WY 82601

## Resource Facilitation for individuals with brain injury and family members is known by many names. What is it called in your State?

- Information & Referral (I&R)
- We sometimes also refer to it as crisis case management

## Which services are provided by your State's TBI Resource Facilitation for individuals with brain injury and family members?

Assessment	Information & Referral Support
Planning	1-800 helpline
Identification of Resources;	Public Awareness
Support Groups	Outreach to Target Populations
Participation in Volunteer Activities	Creation of Educational Materials
Electronic Media Outreach (TV/Radio)	Distribution of Educational Materials
Benefits Assistance	Resource Library
Web based services	Crisis Management
Training	

## How does your TBI Resource Facilitation Service implement person and family directed services?

Survivors are an integral part of our board of directors, each person who receives a packet of information is sent a satisfaction survey to return to us. We survey support group leaders, members, and survivors and families on our mailing list, we provide conference scholarships for families & survivors and ask for their feedback.

## Which agencies/groups are responsible for planning TBI Resource Facilitation in your State?

State Brain Injury Association (BIA) affiliated with Brain Injury Association of America

## Which agencies/groups are responsible for delivering TBI Resource Facilitation Services?

State Brain Injury Association (BIA) affiliated with the Brain Injury Association of America

### **What is the point of entry/access to TBI Resource Facilitation Services?**

Toll free helpline	Discharge process from hospital or rehabilitation facility
TBI Lead Agency	schools
Other State Agency	DVR
State Affiliate BIA	Dept of health
Independent living programs	We get referrals from doctors, lawyers, rehab staff, out of state, website etc.

### **What is the method for delivering resource facilitation services?**

- Telephone from one statewide location
- We also sometimes answer requests for I&R online from e-mail requestors.

### **Please indicate the number of people who received resource facilitation services in calendar year 2007.**

Number of individuals served - 377

### **Please indicate the number of staff in your State who provide TBI Resource Facilitation for each that apply.**

Paid staff full time - 2

### **How is TBI Resource Facilitation funded in your State?**

- Contractor: BIA Affiliate
- Department of Developmental Disabilities
- Vocational Rehabilitation
- Independent Living Council

### **Your agency, or a partnering agency, has identified a strategic plan for:**

- Increasing the accessibility statewide
- Integrating TBI Resource Facilitation into your State Action Plan
- Other (please specify) - working on continued funding, increased funding, and decreasing dependence on grants

### **What strategies are used to elicit funding from policymakers?**

None at this time

### **How does your TBI Resource Facilitation Service track data?**

- Written notes
- Word document or other computer file document
- Database program used: list - We use Excel spreadsheets at the moment, but have been working for several months on a custom program to track information

### **Do you collect follow-up data?**

No, But those who return for more help will have a case file opened and we will help them as long as they continue to ask

## **How do you determine the individual has reached the desired outcome?**

- Satisfaction survey
- Attainment of agreed upon goals
- We know we need to start tracking outcomes. But we have always offered to leave the door open so people can come back for more help. Although we served 377 new referrals last year, we had more than 1500 calls for information. We add new info to the original referral, and note progress made.

## **V. BIBLIOGRAPHY**

# 1. Resource Facilitation Bibliography

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## 2. Resource Facilitation Bibliography

This partially annotated bibliography contains a variety of materials – books, pamphlets, forms, job descriptions, education and training materials, surveys, and others.

### Books and Pamphlets

#### **Acute Brain Injury: A Guide for Family and Friends**

This digital booklet provides basic information about brain injury and its treatment.

<http://www.uihealthcare.com/topics/medicaldepartments/neurosurgery/braininjury/index.html>

This item can also be found with the *Iowa Virtual Tote Bag*.

#### **Brain Injury Association of Iowa**

This link goes to the home web page of the Brain Injury Association of Iowa.

<http://www.biausa.org/Iowa/>

This item can also be found with the *Iowa Virtual Tote Bag*

#### **Brain Injury Resource Network**

The Iowa Brain Injury Resource Network (IBIRN) is an information and support system created to begin meeting the needs of Iowa families experiencing brain injury and the providers that assist them.

<http://www.biausa.org/Iowa/wecanhhelp.htm>

This item can also be found with the *Iowa Virtual Tote Bag*.

#### **Brain Injury Resources for the World Wide Web**

This link goes to a web page that cites over 100 resources on the Internet.

<http://www.biausa.org/Iowa/links.htm>

This item can also be found with the *Iowa Virtual Tote Bag*.

#### **Brain Injury: A Guide for Families**

This publication is written especially for family members of an individual with TBI.

[http://www.biausa.org/Iowa/docs/bi\\_guide\\_for\\_families.pdf](http://www.biausa.org/Iowa/docs/bi_guide_for_families.pdf)

This item can also be found with the *Iowa Virtual Tote Bag*.

#### **Child Health Specialty Clinics**

This is the website for Child Health Specialty Clinics.

<http://www.uihealthcare.com/depts/state/chsc/index.html>

This item can also be found with the *Iowa Virtual Tote Bag*

#### **Consultation Service for Students with Brain Injury**

This is the web page for the Center for Disabilities and Development, which provides clinical services to children with brain injury through the Pediatric Brain Injury Service.

<http://www.iowa.gov/educate/content/view/578/87/>

This item can also be found with the *Iowa Virtual Tote Bag*.

### **Disability Resource Library (DRL)**

People in Iowa can borrow materials free of charge from this library.

<http://www.healthcare.uiowa.edu/cdd/multiple/drl/drl.asp>

This item can also be found with the *Iowa Virtual Tote Bag*.

### **Family Advocacy, Counseling and Training Services Program: FACTS Program Procedures Manual**

The FACTS Program, a family advocacy program operated by the Brain Injury Association of New York State, is described in this document.

[https://tbitac.norc.org/tbics/download/NY\\_FACTS-manual.doc](https://tbitac.norc.org/tbics/download/NY_FACTS-manual.doc)

[8 pages]

### **How To Get The Services You Need When Your Private Health Plan Tells You "No"**

This guide will tell you what to do if your private health plan says “no” to providing or paying for a health care service.

[https://tbitac.norc.org/tbics/download/AZ\\_when-your-Insurance-says-no.pdf](https://tbitac.norc.org/tbics/download/AZ_when-your-Insurance-says-no.pdf)

[8 pages]

### **Iowa COMPASS**

Iowa COMPASS is a program of the Center for Disabilities and Development, The University of Iowa’s Center of Excellence in Developmental Disabilities; its focus is Assistive Technology.

<http://www.iowacompass.org/>

This item can also be found with the *Iowa Virtual Tote Bag*.

### **Iowa Family Support Network**

The Brain Injury Support Network (BISN) is a unique program that offers support and guidance to families and individuals experiencing brain injury.

<http://www.biausa.org/Iowa/wecanhelp.htm>

This item can also be found with the *Iowa Virtual Tote Bag*.

### **Iowa Protection and Advocacy**

This link goes to Iowa’s Protection and Advocacy web page.

<http://www.ipna.org/>

This item can also be found with the *Iowa Virtual Tote Bag*.

### **Iowa Vocational Rehabilitation Services**

This link goes to Iowa State’s Vocational Rehabilitation Services web page.

<http://www.ivrs.iowa.gov/>

This item can also be found with the *Iowa Virtual Tote Bag*.

### **Lash & Associates Publishing/Training Inc.**

This link goes to the home page of this publisher.

<http://lapublishing.com/>

This item can also be found with the *Iowa Virtual Tote Bag*.

### **Medicaid Home and Community Based Services Brain Injury Waiver**

This is a link to information on this type of waiver:

<http://www.ime.state.ia.us/docs/BIPacket.doc>

This item can also be found with the *Iowa Virtual Tote Bag*.

### **Michigan Resource Guide for Persons with Traumatic Brain Injury and Their Families**

The goal of this guide is to help direct people to appropriate state and local services in Michigan.

[https://tbitac.norc.org/download/MI\\_Resource-Guide.pdf](https://tbitac.norc.org/download/MI_Resource-Guide.pdf)

[116 pages]

### **Michigan Resource Guide for Persons with Traumatic Brain Injury and Their Families**

#### **[Arabic]**

The goal of this guide is to help direct people to appropriate state and local services in Michigan.

It is written in Arabic.

[https://tbitac.norc.org/download/MI\\_Resource-Guide-Arabic.pdf](https://tbitac.norc.org/download/MI_Resource-Guide-Arabic.pdf)

[116 pages]

### **Michigan Resource Guide for Persons with Traumatic Brain Injury and Their Families**

#### **[Spanish]**

The goal of this guide is to help direct people to appropriate state and local services in Michigan.

It is written in Spanish.

[https://tbitac.norc.org/download/MI\\_Resource-Guide-Spanish.pdf](https://tbitac.norc.org/download/MI_Resource-Guide-Spanish.pdf)

[116 pages]

### **Practical Guide to Universal Home Design**

This booklet can help you consider your options and increase the ease and flexibility of your home.

<http://www.uiowa.edu/infotech/universalthomedesign.htm>

This item can also be found with the *Iowa Virtual Tote Bag*.

### **Recovering from Mild Traumatic Brain Injury/Concussion: A Guide for Patients and Their Families**

This booklet provides a few answers to questions commonly asked by patients and family members following a mild traumatic brain injury (TBI) which is also called a concussion.

[https://tbitac.norc.org/download/MI\\_Recovery-Guide.pdf](https://tbitac.norc.org/download/MI_Recovery-Guide.pdf)

[10 pages]

### **Resource Coordination for Individuals with Traumatic Brain Injury: A Handbook for Human Service Professionals**

This booklet is intended to educate and increase the comfort level of professionals when working with individuals with brain injury.

[https://tbitac.norc.org/download/MD\\_tbihandbookrevisededited101204final.pdf](https://tbitac.norc.org/download/MD_tbihandbookrevisededited101204final.pdf)

[49 pages]

**Resource Facilitation: A Consensus of Principles and Best Practices to Guide Program Development and Operation in Brain Injury**

Defining resource facilitation as a partnership that helps individuals and communities choose, get, and keep information, services, and supports to make informed choices and meet their goals, this booklet presents the seven guiding principles necessary for meeting the needs of those with TBI and their families: individualized; accessible; holistic; effective and valued; participant driven; creative and flexible; and building community partnerships.

<https://tbitac.norc.org/download/resfacil.pdf>

[38 pages]

**Resource Facilitation: A Summary of Programs in the United States**

State-by-state program information is provided in this document.

[https://tbitac.norc.org/download/Summary of RF in the US.pdf](https://tbitac.norc.org/download/Summary%20of%20RF%20in%20the%20US.pdf)

[17 pages]

**Resource Facilitation: Providing Free Support for Minnesotans After Brain Injury**

This flyer delineates resources available to citizens of Minnesota.

[https://tbitac.norc.org/download/MN\\_BIA-RF-Flyer-2007.pdf](https://tbitac.norc.org/download/MN_BIA-RF-Flyer-2007.pdf)

[1 page]

**Solutions: Assistive Technology for People with Hidden Disabilities**

This booklet outlines many Assistive Technology devices and aids.

<http://www.uiowa.edu/infotech/Solutions.htm>

This item can also be found with the *Iowa Virtual Tote Bag*.

**Contracts**

**Brain Injury Resource Facilitation Agreement**

This contract, between a Resource Facilitator and an individual, is used by the BIA of Indiana.

[https://tbitac.norc.org/download/IN\\_BIRF Agreement.doc](https://tbitac.norc.org/download/IN_BIRF%20Agreement.doc)

[2 pages]

**Education and Training**

**Attention Veterans**

This document lists signs & symptoms of TBI, and provides contact information for veterans.

[https://tbitac.norc.org/download/ IA\\_Veterans-tote-bag.pdf](https://tbitac.norc.org/download/IA_Veterans-tote-bag.pdf)

[2 pages]

**Definition of Mild Traumatic Brain Injury**

This flyer presents signs and symptoms of concussion.

[https://tbitac.norc.org/download/AZ\\_mild\\_tbi\\_definition.pdf](https://tbitac.norc.org/download/AZ_mild_tbi_definition.pdf)

[2 pages]

### **How To Make Your Health Insurance Work For You**

This publication provides general information and tips to help get needed services.

[https://tbitac.norc.org/download/AZ\\_make-your-insurance-work.pdf](https://tbitac.norc.org/download/AZ_make-your-insurance-work.pdf)

[6 pages]

### **Important information about Working with and Caring for Persons with Brain Injury**

This brochure for service providers describes the signs and symptoms of TBI, and provides helpful tips.

[https://tbitac.norc.org/download/MI\\_Provider-brochure.pdf](https://tbitac.norc.org/download/MI_Provider-brochure.pdf)

[2 pages]

### **In An Instant... For A Lifetime**

This brochure presents information about individuals with brain injury in Alaska, and about the Alaska Brain Injury Network, Inc. (ABIN).

[https://tbitac.norc.org/download/AK\\_ABIN-brochure.pdf](https://tbitac.norc.org/download/AK_ABIN-brochure.pdf)

[2 pages]

### **Iowa Brain Injury Resource Network Virtual Tote Bag**

This flyer lists brochures, books and a video/DVD available from the BIA of Iowa, as well as contact information.

[https://tbitac.norc.org/download/IA\\_virtual\\_tote\\_bag.doc](https://tbitac.norc.org/download/IA_virtual_tote_bag.doc)

[1 page]

### **Looking for Resources and Supports Dealing with Brain Injury?**

This flyer has information about Neuro-resource facilitation.

[https://tbitac.norc.org/download/IA\\_NRF-FLIER.doc](https://tbitac.norc.org/download/IA_NRF-FLIER.doc)

[1 page]

### **Mild TBI Recovery Guide**

Symptoms of a concussion, recovering from a concussion and getting support are described.

[https://tbitac.norc.org/download/MI\\_Recovery-Guide\\_2-page-summary.pdf](https://tbitac.norc.org/download/MI_Recovery-Guide_2-page-summary.pdf)

[2 pages]

### **Neuropsychological Assessment: The Key to Understanding Changes that Result from Brain Injury**

Neuropsychological Assessments are described in this article.

[https://tbitac.norc.org/download/AZ\\_neurological-assessment.pdf](https://tbitac.norc.org/download/AZ_neurological-assessment.pdf)

[3 pages]

### **Resources for Persons with Brain Injury and Their Families**

This brochure describes available resources to citizens of Michigan.

[https://tbitac.norc.org/download/MI\\_Consumer-brochure.pdf](https://tbitac.norc.org/download/MI_Consumer-brochure.pdf)

[2 pages]

**Resources for Persons with Brain Injury and Their Families [Arabic]**

This brochure, in Arabic, describes available resources to citizens of Michigan.

[https://tbitac.norc.org/download/MI\\_Consumer-brochure-Arabic.pdf](https://tbitac.norc.org/download/MI_Consumer-brochure-Arabic.pdf)

[2 pages]

**Resources for Persons with Brain Injury and Their Families [Spanish]**

This brochure, in Spanish, describes available resources to citizens of Michigan.

[https://tbitac.norc.org/download/MI\\_Consumer-brochure-Spanish.pdf](https://tbitac.norc.org/download/MI_Consumer-brochure-Spanish.pdf)

[2 pages]

**Resources for Veterans with Brain Injury and Their Families**

This brochure describes TBI, and lists Michigan resources for veterans.

[https://tbitac.norc.org/download/MI\\_Veteran-brochure.pdf](https://tbitac.norc.org/download/MI_Veteran-brochure.pdf)

[2 pages]

**Resources for Veterans with Brain Injury and Their Families [Arabic]**

This brochure, in Arabic, describes TBI, and lists Michigan resources for veterans.

[https://tbitac.norc.org/download/MI\\_Veteran-brochure-Arabic.pdf](https://tbitac.norc.org/download/MI_Veteran-brochure-Arabic.pdf)

[2 pages]

**Resources for Veterans with Brain Injury and Their Families [Spanish]**

This brochure, in Spanish, describes TBI, and lists Michigan resources for veterans.

[https://tbitac.norc.org/download/MI\\_Veteran-brochure-Spanish.pdf](https://tbitac.norc.org/download/MI_Veteran-brochure-Spanish.pdf)

[2 pages]

**Traumatic Brain Injury: Alaskan Resources**

Contact information for Alaskan support groups is provided.

[https://tbitac.norc.org/download/AK\\_Resources-handout-2003-version.doc](https://tbitac.norc.org/download/AK_Resources-handout-2003-version.doc)

[1 page]

**Versions of the 12 Steps for People With Brain Injuries**

This document provides suggestions for assisting individuals with a brain injury who happen to be a member of Alcoholics Anonymous.

[https://tbitac.norc.org/download/AZ\\_12-steps.pdf](https://tbitac.norc.org/download/AZ_12-steps.pdf)

[6 pages]

**You KNOW Me...[poster]**

This poster was used in Alaska's "You KNOW ME" campaign.

[https://tbitac.norc.org/download/AK\\_you-know-me-poster.pdf](https://tbitac.norc.org/download/AK_you-know-me-poster.pdf)

[1 page]

### **Education & Training: PowerPoint Presentations**

#### **The Indiana Resource Facilitation Study in Brain Injury: Improving Vocational Outcomes**

This presentation outlines a study to improve Vocational Outcomes of individuals with brain injury.

[https://tbitac.norc.org/download/IN\\_lance-march2008.ppt](https://tbitac.norc.org/download/IN_lance-march2008.ppt)

[10 slides]

#### **Indiana's TBI Grant and Brain Injury Resource Facilitation**

This presentation outlines activities performed in the Planning & Implementation Partnership Grant Program.

[https://tbitac.norc.org/download/IN\\_Resource Faciliation.april.2008.ppt](https://tbitac.norc.org/download/IN_Resource%20Facilitation.april.2008.ppt)

[19 slides]

#### **Neuro-Resource Facilitation: Getting Started!**

How to do Neuro-Resource Facilitation in New Hampshire is described.

[https://tbitac.norc.org/download/NH\\_BIAPA-Conf.ppt](https://tbitac.norc.org/download/NH_BIAPA-Conf.ppt)

[16 slides]

#### **Traumatic Brain Injury: An Overview**

This presentation provides a comprehensive introduction to traumatic brain injury. Topics include: incidence, prevalence, definitions, types of brain injuries, sequelae, rehabilitation pathways, the connection to the mental health and substance abuse systems, screening, and resources.

<https://tbitac.norc.org/download/mdtbiooverview.ppt>

[95 slides]

### **Education & Training: Web-based**

#### **Traumatic Brain Injury & Public Service in Michigan**

This is a free training course intended for service providers in Michigan's public service agencies, including: Area Agencies on Aging, Community Mental Health Services Providers, Department of Human Services, MI Choice Waiver Agents, special education professionals in Michigan's schools, and anyone else who serves people with brain injury.

<http://www.mitbitraining.org/>

[1 page]

### **Fact Sheets**

#### **Alaska Brain Injury network [Fact Sheet]**

The Alaska Brain Injury Network, Inc. (ABIN) is described in this document.

[https://tbitac.norc.org/download/AK\\_2008-Brain-Injury-Fact-Sheet.doc](https://tbitac.norc.org/download/AK_2008-Brain-Injury-Fact-Sheet.doc)

[2 pages]

### **The Maryland Traumatic Brain Injury Partnership Implementation Project Fact Sheet**

Maryland's Traumatic Brain Injury Partnership Implementation Project is described.

[https://tbitac.norc.org/download/MD\\_FACTSheet-0907.doc](https://tbitac.norc.org/download/MD_FACTSheet-0907.doc)

[1 page]

### **The Maryland Traumatic Brain Injury Partnership Implementation Project Fact Sheet for Consumers and Their Families**

This document describes how the Maryland Traumatic Brain Injury Partnership Implementation Project can provide help.

[https://tbitac.norc.org/download/MD\\_Implementation-Consumer-factsheet.doc](https://tbitac.norc.org/download/MD_Implementation-Consumer-factsheet.doc)

[2 pages]

### **Some Facts about Traumatic Brain Injury**

This document describes the causes and symptoms of TBI, and outlines how to prevent it.

[https://tbitac.norc.org/download/AZ\\_some-facts-about-tbi.pdf](https://tbitac.norc.org/download/AZ_some-facts-about-tbi.pdf)

[1 page]

### **When Your Child's Head Has Been Hurt**

This publication helps families, school nurses, pediatricians, and other children's health specialists identify post concussive disorders after discharge from the emergency department or hospital.

[https://tbitac.norc.org/download/AZ\\_hurt\\_child.pdf](https://tbitac.norc.org/download/AZ_hurt_child.pdf)

[2 pages]

### **When Your Child's Head Has Been Hurt [Spanish]**

Signs and symptoms of TBI and concussion in children and youth are outlined in Spanish.

[https://tbitac.norc.org/download/AZ\\_cuadosunino\\_childsheadhurt.pdf](https://tbitac.norc.org/download/AZ_cuadosunino_childsheadhurt.pdf)

[2 pages]

### **When Your Head Has Been Hurt**

Signs and symptoms of TBI are outlined.

[https://tbitac.norc.org/download/AK\\_When Your Head.doc](https://tbitac.norc.org/download/AK_When Your Head.doc)

[2 pages]

## **Forms**

This section is concerned with a variety of forms including contact logs, satisfaction surveys, intake forms, and treatment plans.

### **Brain Injury Resource Facilitation Contact Log**

[https://tbitac.norc.org/download/IN\\_BIRF Contact Log.doc](https://tbitac.norc.org/download/IN_BIRF Contact Log.doc)

[1 page]

### **Change Plan Worksheet**

[https://tbitac.norc.org/download/AZ\\_Change-Plan-Wksheet.pdf](https://tbitac.norc.org/download/AZ_Change-Plan-Wksheet.pdf)

[4 pages]



**Consent Form for Resource Coordination Services**

[https://tbitac.norc.org/download/MD\\_Implementation-consent.doc](https://tbitac.norc.org/download/MD_Implementation-consent.doc)

[1 page]

**Consumer Contact Log**

[https://tbitac.norc.org/download/MD\\_Implementation-consumer-contact-log.doc](https://tbitac.norc.org/download/MD_Implementation-consumer-contact-log.doc)

[4 pages]

**Consumer File Review Form**

[https://tbitac.norc.org/download/MD\\_Implementation-consumer-file-review-form.doc](https://tbitac.norc.org/download/MD_Implementation-consumer-file-review-form.doc)

[6 pages]

**Consumer Satisfaction Survey**

[https://tbitac.norc.org/download/MD\\_Implementation-consumer-satisfaction-survey.doc](https://tbitac.norc.org/download/MD_Implementation-consumer-satisfaction-survey.doc)

[3 pages]

**Family Member/Significant Other Satisfaction Survey**

[https://tbitac.norc.org/download/MD\\_Implementation-Family-member-survey.doc](https://tbitac.norc.org/download/MD_Implementation-Family-member-survey.doc)

[3 pages]

**Information & Referral Contact Summary**

[https://tbitac.norc.org/download/VA\\_Contact-Sheet.doc](https://tbitac.norc.org/download/VA_Contact-Sheet.doc)

[3 pages]

**Intake Interview Form**

[https://tbitac.norc.org/download/MD\\_Implementation-Intake-Interview-form.doc](https://tbitac.norc.org/download/MD_Implementation-Intake-Interview-form.doc)

[6 pages]

**Monthly Summary**

[https://tbitac.norc.org/download/MD\\_Implementation-Monthly-summary-707.doc](https://tbitac.norc.org/download/MD_Implementation-Monthly-summary-707.doc)

[1 page]

**NH Neuro-Resource Facilitation Program Intake Form**

[https://tbitac.norc.org/download/NH\\_NRF Intake form for NRF.doc](https://tbitac.norc.org/download/NH_NRF%20Intake%20form%20for%20NRF.doc)

[2 pages]

**PART Measure of Functional Health Status**

[https://tbitac.norc.org/download/MD\\_PART MeasureRev-0622.doc](https://tbitac.norc.org/download/MD_PART%20MeasureRev-0622.doc)

[1 page]

**Quarterly Case Review**

[https://tbitac.norc.org/download/MD\\_Implementation-Quarterly-Review-Form.doc](https://tbitac.norc.org/download/MD_Implementation-Quarterly-Review-Form.doc)

[6 pages]

### **Resource Facilitation Monthly Summary**

[https://tbitac.norc.org/download/NH\\_RF Monthly Summary.doc](https://tbitac.norc.org/download/NH_RF%20Monthly%20Summary.doc)

[1 page]

### **Review of Resource Coordination Procedures**

[https://tbitac.norc.org/download/MD\\_Review-of-Resource-Coordination-Procedures.doc](https://tbitac.norc.org/download/MD_Review-of-Resource-Coordination-Procedures.doc)

[2 pages]

### **Screening for Eligibility**

[https://tbitac.norc.org/download/MD\\_Implementation-eligibility-screening.doc](https://tbitac.norc.org/download/MD_Implementation-eligibility-screening.doc)

[4 pages]

### **Service Coordination Assessment**

[https://tbitac.norc.org/download/MO\\_SCAssessment\(Blank\).pdf](https://tbitac.norc.org/download/MO_SCAssessment(Blank).pdf)

[ pages]

### **Treatment Plan**

[https://tbitac.norc.org/download/MD\\_Implementation-Treatment-Plan-707.doc](https://tbitac.norc.org/download/MD_Implementation-Treatment-Plan-707.doc)

[5 pages]

## **Forms: Checklists**

### **Post Concussive Symptomatology**

[https://tbitac.norc.org/download/AZ\\_post-concussive-card.pdf](https://tbitac.norc.org/download/AZ_post-concussive-card.pdf)

[2 pages]

### **BIRF Checklist**

[https://tbitac.norc.org/download/IN\\_BIRF-Checklist.doc](https://tbitac.norc.org/download/IN_BIRF-Checklist.doc)

[3 pages]

## **Guides and Models**

### **Alliance of Information & Referral Systems (AIRS)**

The mission of AIRS is to provide leadership and support to members and Affiliates to advance the capacity of a Standards-driven Information and Referral industry that brings people and services together.

A link to the AIRS Standards can be found on this web page:

<http://www.airs.org/>

### **National Disability Rights Network (NDRN) Information & Referral/Short-Term Assistance Manual**

These guidelines were developed in response to the increasing role that I&R services play in the provision of quality services provided to individuals with disabilities by each state's P&As.

<https://tbitac.norc.org/download/irstacompletemanual.pdf>

[523 pages]

## **Integrated Programs**

**[NASHIA website with RF resources]**

This link goes to NASHIA's web page of Resources Facilitation documents.

[https://tbitac.norc.org/download/NASHIA URL to RF resources.doc](https://tbitac.norc.org/download/NASHIA_URL_to_RF_resources.doc)

[1 page]

**Promising Practices: State Systems of Coordinated Services and Supports for Individuals with Traumatic Brain Injury and Their Families**

This document describes six Critical Indicators every State needs to address as State Systems of Coordinated Services and Supports are developed, enhanced or sustained. These Indicators can be used to measure a State's success in achieving coordinated systems and as the basis for the core outcomes to be achieved for children, youth, and adults with TBI and their families.

[https://tbitac.norc.org/Promising-Practices\\_CSS.pdf](https://tbitac.norc.org/Promising-Practices_CSS.pdf)

[9 pages]

**Integrated Programs: Mission & Vision Statements**

**Mission Statement**

This is the mission statement and list of core values for Missouri's Adult Head Injury Program.

[https://tbitac.norc.org/download/MO\\_Mission.doc](https://tbitac.norc.org/download/MO_Mission.doc)

[2 pages]

**Operations**

**2005 Missouri TBI Early Referral Program Evaluation**

This booklet describes Missouri's TBI Early Referral Program and its evaluation.

[https://tbitac.norc.org/download/MO\\_TBIEarlyReferral\\_FinalReport.pdf](https://tbitac.norc.org/download/MO_TBIEarlyReferral_FinalReport.pdf)

[80 pages]

**BIAA's National Brain Injury Information Center**

The National Brain Injury Information Center (NBIIIC) program is described in this document.

[https://tbitac.norc.org/download/BIAA\\_sheet.doc](https://tbitac.norc.org/download/BIAA_sheet.doc)

[1 page]

**Brain Injury Association of Iowa Employee Handbook**

This is the manual used by employees of BIA of IA.

[https://tbitac.norc.org/download/BIA\\_IA\\_Handbook\\_2008.doc](https://tbitac.norc.org/download/BIA_IA_Handbook_2008.doc)

[this takes several minutes to download]

[20 pages]

**Brain Injury Resource Facilitation Checklist of Tasks**

Tasks are listed with the concomitant parties responsible and time frames.

[https://tbitac.norc.org/download/IN\\_BIRF Checklist of Tasks.doc](https://tbitac.norc.org/download/IN_BIRF_Checklist_of_Tasks.doc)

[1 page]

**Business Plan Outline**

This outlines the Business Plan for New Hampshire's Brain Injury Association.

[https://tbitac.norc.org/download/NH\\_BUSINESS PLAN.doc](https://tbitac.norc.org/download/NH_BUSINESS_PLAN.doc)

[1 page]

### **Community Services: Request for Response**

This is a Request for Response for Individuals and Provider Organizations describes support services that enhance individuals' ability to lead fulfilling lives in their communities of choice.

[https://tbitac.norc.org/download/MA\\_Community\\_Services\\_RFR\[1\].pdf](https://tbitac.norc.org/download/MA_Community_Services_RFR[1].pdf)

[54 pages]

### **Definition of Services**

Services provided by the Brain Injury Association of Florida are described.

[https://tbitac.norc.org/download/FL-BIA-resfacil\\_def\\_of\\_serv.doc](https://tbitac.norc.org/download/FL-BIA-resfacil_def_of_serv.doc)

[1 page]

### **Grievance Procedure**

The procedure for filing a grievance is noted here.

[https://tbitac.norc.org/download/NH\\_Grievances\\_Records.doc](https://tbitac.norc.org/download/NH_Grievances_Records.doc)

[1 page]

### **Individuals to be Served**

This document outlines who is eligible to be served with Neuro-Resource Facilitation in New Hampshire.

[https://tbitac.norc.org/download/NH\\_Individuals\\_to\\_be\\_served.doc](https://tbitac.norc.org/download/NH_Individuals_to_be_served.doc)

[1 page]

### **Medical Records Needed [New Hampshire]**

This form letter requests that medical records be sent in order to make a determination on a Neuro-Resource Facilitation Application.

[https://tbitac.norc.org/download/NH\\_Medical\\_release\\_not\\_sent\\_back.doc](https://tbitac.norc.org/download/NH_Medical_release_not_sent_back.doc)

[1 page]

### **Neuro-Resource Facilitation Application Letter [New Hampshire]**

This form letter asks that an application be sent in.

[https://tbitac.norc.org/download/NH\\_NRF\\_application\\_not\\_sent\\_back.doc](https://tbitac.norc.org/download/NH_NRF_application_not_sent_back.doc)

[1 page]

### **Neuro-Resource Facilitation (NRF) Policies and Procedures**

These are the Protocols used by the BIA of IA in communicating with callers.

[https://tbitac.norc.org/download/IA\\_Policy-and-Procedures.doc](https://tbitac.norc.org/download/IA_Policy-and-Procedures.doc)

[18 pages]

### **Non-Eligibility Letter [New Hampshire]**

This letter informs a person that he or she is not eligible for Neuro-Resource Facilitation.

[https://tbitac.norc.org/download/NH\\_Not\\_eligible\\_letter\\_example.doc](https://tbitac.norc.org/download/NH_Not_eligible_letter_example.doc)

[1 page]

### **Operational Suggestions for States Implementing Resource Facilitation**

This document lists Basic, Intermediate, and Comprehensive activities that correspond with Functional categories.

[https://tbitac.norc.org/download/pdfs-workgroup\\_BIC.doc](https://tbitac.norc.org/download/pdfs-workgroup_BIC.doc)

[2 pages]

### **Policy and Procedure Training**

This document outlines the types of training that employees of New Hampshire's Brain Injury Association receive.

[https://tbitac.norc.org/download/NH\\_Policy and Procedure training.doc](https://tbitac.norc.org/download/NH_Policy and Procedure training.doc)

[1 page]

### **Policy & Procedures**

This document outlines policy & procedures for employees of New Hampshire's Brain Injury Association.

[https://tbitac.norc.org/download/NH\\_Policy Procedures.doc](https://tbitac.norc.org/download/NH_Policy Procedures.doc)

[1 page]

### **Professional Authorization for Release of Information**

This is a sample release form used by New Hampshire's Brain Injury Association.

[https://tbitac.norc.org/download/NH\\_WRJ VA.doc](https://tbitac.norc.org/download/NH_WRJ VA.doc)

[1 page]

### **Release of Information [New Hampshire]**

This is a sample release letter asking for documents.

[https://tbitac.norc.org/download/NH\\_Info letter example.doc](https://tbitac.norc.org/download/NH_Info letter example.doc)

[1 page]

### **Resource Facilitation Policy Manual**

This is the Brain Injury Association of Minnesota manual of Resource Facilitation.

[https://tbitac.norc.org/download/MN-BIA\\_rfpolicy.pdf](https://tbitac.norc.org/download/MN-BIA_rfpolicy.pdf)

[33 pages]

### **Resource Facilitation Tracking Codes**

These are codes used in New Hampshire for tracking Resource Facilitation.

[https://tbitac.norc.org/download/NH\\_RF Tracking Codes.doc](https://tbitac.norc.org/download/NH_RF Tracking Codes.doc)

[1 page]

### **Sample Medical Release Letter [New Hampshire]**

This form letter requests that medical release forms be sent in.

[https://tbitac.norc.org/download/NH\\_Release Letter for Person example.doc](https://tbitac.norc.org/download/NH_Release Letter for Person example.doc)

[1 page]

### **Service Coordination Competencies**

This document outlines Skill Standards, Activities, and Performance Indicators to be used in Service Coordination efforts.

[https://tbitac.norc.org/download/SC\\_competencies.doc](https://tbitac.norc.org/download/SC_competencies.doc)

[33 pages]

### **Operations: Job Descriptions**

#### **Brain Injury Resource Facilitator: Job Description**

[https://tbitac.norc.org/download/IN\\_BIRF-jobdescription.doc](https://tbitac.norc.org/download/IN_BIRF-jobdescription.doc)

[2 pages]

#### **Brain Injury Resource Facilitation Checklist of Tasks**

Tasks, Responsible Party, and Time Frames are outlined.

[https://tbitac.norc.org/download/IN\\_BIRF Checklist of Tasks.doc](https://tbitac.norc.org/download/IN_BIRF%20Checklist%20of%20Tasks.doc)

[1 page]

#### **Information & Resource Specialist**

[https://tbitac.norc.org/download/FL\\_I+L-specialist.doc](https://tbitac.norc.org/download/FL_I+L-specialist.doc)

[2 pages]

#### **NRF Job Description**

This is a job description for a Neuro-Resource Facilitator in New Hampshire.

[https://tbitac.norc.org/download/NH\\_NRF Job Description.doc](https://tbitac.norc.org/download/NH_NRF%20Job%20Description.doc)

[1 page]

#### **Neuro-Resource Facilitation Coordinator**

This is a job description for the Neuro-Resource Facilitation Coordinator in New Hampshire.

[https://tbitac.norc.org/download/NH\\_NRF Coord Position.doc](https://tbitac.norc.org/download/NH_NRF%20Coord%20Position.doc)

[1 page]

#### **The Role of the Adult Head Injury Program Service Coordinator**

[https://tbitac.norc.org/download/MO\\_HeadInjuryServiceCoordinator.doc](https://tbitac.norc.org/download/MO_HeadInjuryServiceCoordinator.doc)

[1 page]

#### **Regional Resource Coordinator**

[https://tbitac.norc.org/download/VA\\_regional-resource-coord.doc](https://tbitac.norc.org/download/VA_regional-resource-coord.doc)

[2 pages]

## **Operations: Orientation**

### **(Categories of information)**

This document lists Categories of Information offered to Resource Facilitators in the Orientation Manual.

[https://tbitac.norc.org/download/IN\\_Orientation.doc](https://tbitac.norc.org/download/IN_Orientation.doc)

[1 page]

## **Research**

### **Connecting Kids! Effective Recruitment for Resource Facilitation in the Pediatric Population**

This article describes and compares recruitment strategies to Resource Facilitation for children and youth with TBI.

[https://tbitac.norc.org/download/Seymour\\_Connecting-Kids.pdf](https://tbitac.norc.org/download/Seymour_Connecting-Kids.pdf)

[7 pages]

### **Evaluation of the traumatic brain injury early referral program in Missouri**

This study evaluates the impact of the early referral program on service utilization and functional outcomes.

[https://tbitac.norc.org/download/Reid-Arndt\\_Evaluation.pdf](https://tbitac.norc.org/download/Reid-Arndt_Evaluation.pdf)

[9 pages]

## **Surveys**

### **BIAI - Brain Injury Resource Facilitation Program Principal Support/Caregiver Satisfaction Survey**

[https://tbitac.norc.org/download/IN\\_Resource Facilitation Survey-family.doc](https://tbitac.norc.org/download/IN_Resource Facilitation Survey-family.doc)

[2 pages]

### **BIAI - Brain Injury Resource Facilitation Program Satisfaction Survey**

[https://tbitac.norc.org/download/IN\\_Resource Facilitation Survey - Survivor.doc](https://tbitac.norc.org/download/IN_Resource Facilitation Survey - Survivor.doc)

[2 pages]

## **System and Policy Issues**

### **Indiana's Brain Injury Resource Facilitation (BIRF) Pilot Project Study Flow Chart**

This document outlines steps for the Resource Facilitator to take when assisting someone.

[https://tbitac.norc.org/download/IN\\_BIRF\\_flow\\_chart.doc](https://tbitac.norc.org/download/IN_BIRF_flow_chart.doc)

[2 pages]

### **Resource Facilitation Policy Manual**

The Brain Injury Association of Minnesota uses this manual in assisting people.

[https://tbitac.norc.org/download/MN-BIA\\_rfpolicy.pdf](https://tbitac.norc.org/download/MN-BIA_rfpolicy.pdf)

[33 pages]

### **SHCN Service Coordination Model**

This document describes the principles and key components of Service Coordination  
[https://tbitac.norc.org/download/MO\\_SCModel.pdf](https://tbitac.norc.org/download/MO_SCModel.pdf)  
[1 page]

### **Tip Cards**

#### **Domestic Violence Tip Card**

This tip card provides information on TBI, one of the most unrecognized consequences of domestic violence.

<https://tbitac.norc.org/download/AK-Domestic-Violence-TBI-tip-card.doc>  
[1 page]

#### **A free service for you and your family**

This tip card outlines Resource Facilitation Resources available to Minnesotans.

[https://tbitac.norc.org/download/MN\\_RF-Family-tipcard-web.pdf](https://tbitac.norc.org/download/MN_RF-Family-tipcard-web.pdf)  
[2 pages]

#### **Resource Facilitation: Why is it a free service?**

This tip card describes Resource Facilitation to providers.

[https://tbitac.norc.org/download/MN\\_RF-Professional-tipcard-web.pdf](https://tbitac.norc.org/download/MN_RF-Professional-tipcard-web.pdf)  
[2 pages]

### **Examples of Information and Resource Packets**

The following are examples of Resource Facilitation packets from Florida, Iowa, and Wyoming. These are provided upon request to individuals with brain injury, family members and stakeholders seeking information about brain injury and local resources.

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#### **Brain Injury Association of FLORIDA INFORMATION PACKET**

Brain Injury of Florida information packet: 1-800-992-3442 or at [info@biaf.org](mailto:info@biaf.org).

1. **Learning About Traumatic Brain Injury: Signs, Symptoms and Resources** [1 DVD]
2. **Making Life Work After a Brain Injury** [1 DVD]
3. **Learning About Traumatic Brain Injury: The Silent Epidemic** [1 DVD]
4. **Brain Injury: A Family Guide** [1 CD]
5. **Experiencing Brain Injury: Patient Education Video** [1DVD]
6. **Access Guide to Community Services: For Survivors of Traumatic Brain Injuries and Their Families** [222 pages]
7. **Resource Directory: Companion to the Access Guide to Community Services** [56 pages]
8. **Making Life Work After Traumatic Brain Injury: a Family Guide for Life at Home** [45 pages]
9. **The Brain Injury Handbook: An Introduction to Understanding Brain Injury for Vocational Rehabilitation Professionals** [34 pages]



10. **BrainWaves** Volume 22, No. 1 Summer 2008 [16 pages]
  11. **Traumatic Brain (Head) Injury Facts** [1 page]
  12. **A Consumer's Guide for Selecting Appropriate Legal, Medical, and Rehabilitation Professionals after Brain Injury** [14 pages]
  13. **TBI Factbook** [18 pages]
  14. **Glasgow Coma Scale/Rancho Scales** [tip card]
  15. **HELPS: a brief screening device for TBI** [tip card]
  16. **Brain Injury Association of Florida, Inc.** [brochure]
- 
- 

### **Iowa Brain Injury Resource Network Virtual Tote Bag**

<http://www.biausa.org/Iowa/tote.htm>

#### **Acute Brain Injury: A Guide for Family and Friends**

This digital booklet provides basic information about brain injury and its treatment.

<http://www.uihealthcare.com/topics/medicaldepartments/neurosurgery/braininjury/index.html>,

This item can also be found with *Books and Pamphlets*.

#### **Brain Injury Association of Iowa**

This link goes to the home web page of the Brain Injury Association of Iowa.

<http://www.biausa.org/Iowa/>

This item can also be found with *Books and Pamphlets*.

#### **Brain Injury Resource Network**

The Iowa Brain Injury Resource Network (IBIRN) is an information and support system created to begin meeting the needs of Iowa families experiencing brain injury and the providers that assist them.

<http://www.biausa.org/Iowa/wecanhelpt.htm>

This item can also be found with *Books and Pamphlets*.

#### **Brain Injury Resources for the World Wide Web**

<http://www.biausa.org/Iowa/links.htm>

This link goes to a web page citing numerous resources on the Internet.

This item can also be found with *Books and Pamphlets*.

#### **Brain Injury: A Guide for Families**

This publication is written especially for family members of an individual with TBI.

[http://www.biausa.org/Iowa/docs/bi\\_guide\\_for\\_families.pdf](http://www.biausa.org/Iowa/docs/bi_guide_for_families.pdf)

This item can also be found with *Books and Pamphlets*.

#### **Child Health Specialty Clinics**

This is the website for Child Health Specialty Clinics.

<http://www.uihealthcare.com/depts/state/chsc/index.html>

This item can also be found with *Books and Pamphlets*.

### **Consultation Service for Students with Brain Injury**

This is the web page for the Center for Disabilities and Development, which provides clinical services to children with brain injury through the Pediatric Brain Injury Service.

<http://www.iowa.gov/educate/content/view/578/87/>

This item can also be found with *Books and Pamphlets*.

### **Disability Resource Library (DRL)**

People in Iowa can borrow materials free of charge from this library.

<http://www.healthcare.uiowa.edu/cdd/multiple/drl/drl.asp>

This item can also be found with *Books and Pamphlets*.

### **Iowa COMPASS**

Iowa COMPASS is a program of the Center for Disabilities and Development, The University of Iowa's Center of Excellence in Developmental Disabilities; its focus is Assistive Technology.

<http://www.iowacompass.org/>

This item can also be found with *Books and Pamphlets*.

### **Iowa Family Support Network**

The Brain Injury Support Network (BISN) is a unique program that offers support and guidance to families and individuals experiencing brain injury.

<http://www.biausa.org/Iowa/wecanhelp.htm>

This item can also be found with *Books and Pamphlets*.

### **Iowa Protection and Advocacy**

This link goes to Iowa's Protection and Advocacy web page.

<http://www.ipna.org/>

This item can also be found with *Books and Pamphlets*.

### **Iowa Vocational Rehabilitation Services**

This link goes to Iowa State's Vocational Rehabilitation Services web page.

<http://www.ivrs.iowa.gov/>

This item can also be found with *Books and Pamphlets*.

### **Lash & Associates Publishing/Training Inc.**

This link goes to the home page of this publisher.

<http://lapublishing.com/>

This item can also be found with *Books and Pamphlets*.

### **Medicaid Home and Community Based Services Brain Injury Waiver**

This is a link to information on Medicaid waivers.

<http://www.ime.state.ia.us/docs/BIPacket.doc>

This item can also be found with *Books and Pamphlets*.

### **Solutions: Assistive Technology for People with Hidden Disabilities**

This digital booklet outlines many Assistive Technology devices and aids.

<http://www.uiowa.edu/infotech/Solutions.htm>

This item can also be found with *Books and Pamphlets*.

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## **WYOMING BASIC INFORMATION PACKET**

Dorothy Cronin, CBIS, Executive Director  
Brain Injury Association of Wyoming  
Email: [biaw@tribcsp.com](mailto:biaw@tribcsp.com)  
<http://www.biausa.org/Wyoming>

### **BIA WY Brain Injury News: Spring 2008**

This is a sample copy of the Brain Injury Association of WY newsletter.  
[12 pages]

### **Brain Injury Recovery Kit (BIRK)**

This flyer describes the kit, developed as a flexible tool that can provide a realistic path for recovery.  
[4 pages]

### **Brain Map**

These pages outline the functions of different parts of the brain.  
[5 pages]

### **Do you have what it takes to volunteer**

This tip card discusses volunteering at the Brain Injury Association of Wyoming.  
[1 page]

### **Facts About Concussion and Brain Injury: Where to get help**

This booklet outlines signs and symptoms of TBI, and includes tips for healing.  
[18 pages]

### **Facts About Traumatic Brain Injury**

This fact sheet describes TBI along with some statistics.  
[2 page]

### **No matter what you call it...**

This flyer lists contact information for the Brain Injury Association of WY.  
[1 page]

### **Protection & Advocacy System, Inc.**

This document describes the PATBI program in Wyoming.  
[2 pages]

### **A Regional Family Guide to Traumatic Brain Injury**

This booklet covers a wide range of information, including case management, insurance coverage, and a glossary of terms

[123 pages]

### **TBI Incidence**

Statistics are presented to compare TBI with other conditions.

[2 pages]

### **To apply for the ABI Waiver...**

These pages provide contact information for Area Resource Specialists in Wyoming.

[2 pages]

### **Top Ten Things You Should Know**

This flyer lists symptoms of a concussion, and lists program highlights of the BIA of WY.

[2 pages]

### **Traumatic Brain Injury: Hope Through Research**

This booklet describes signs, symptoms and consequences of TBI, and living with a brain injury.

A copy can be downloaded at: [http://www.ninds.nih.gov/disorders/tbi/detail\\_tbi.htm](http://www.ninds.nih.gov/disorders/tbi/detail_tbi.htm)

or it can be ordered at: [https://ice.iqsolutions.com/ninds/orderpubs\\_single.asp?PubID=365](https://ice.iqsolutions.com/ninds/orderpubs_single.asp?PubID=365)

or from BRAIN, P.O. Box5801, Bethesda, MD 20824, 800- 352-9424, [43 pages]

### **Understanding Brain Injury: A Guide for the Family**

This booklet contains information on the human brain, causes of acquired brain injury, the recovery process, and behavior, communication and physical changes after brain injury.

Download a copy from the Mayo Clinic's website at:

<http://www.mayoclinic.org/mcitems/mc1200-mc1299/mc1298-01.pdf>

or call 1-800-291-1128 to speak to a Mayo Clinic Bookstore customer service representative to order a copy. or E-mail: [customerservice@mayopublications.com](mailto:customerservice@mayopublications.com), [64 pages]

### **Wyoming SILC**

This brochure describes the Wyoming Statewide Independent Living Council.

[2 pages]

## **VI. RESOURCE FACILITATION SURVEY INSTRUMENT**

## Survey of Resource Facilitation Services for Individuals with TBI and Family Members

**For purposes of this survey we are using the following definition.**

Resource Facilitation for Individuals with TBI and Family Members begins with the basic process of assessing an individual's needs and the provision of the information and referral. Dependent upon the availability of resources, Resource Facilitation may also include advocating for, obtaining, and accessing services and supports, routine follow-up, and reassessment to determine additional needs, the efficacy of existing services and supports and/or the termination of services.

Resource Facilitation – Administrative & Operational Overview
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1. Person responding to the Survey  
Name \_\_\_\_\_  
Organization \_\_\_\_\_  
State/Territory \_\_\_\_\_  
Email Address \_\_\_\_\_  
Phone Number \_\_\_\_\_
  
2. Is Resource Facilitation for individuals with brain injury and family members provided in your State?
  - No
  - Yes
  
3. Resource Facilitation for individuals with TBI and family members is known by many names – What is it called in your State? Check all that apply.
  - Information and Referral (I & R)
  - Resource Facilitation
  - Neuro Resource Facilitation
  - Service Coordination
  - Care Coordination
  - Resource Coordination
  - Resource Navigator
  - Case Management
  - Targeted Case Management
  - Collaborative of Stakeholders
  - Other\_(Please Specify)\_\_\_\_\_
  
4. What resources did you use to develop your State's TBI Resource Facilitation Services? Check all that apply.
  - Identification of needs in the State through a Needs & Resources Assessment
  - Resource Facilitation: A Consensus of Principles and Best Practices to Guide Program Development and Operation in Brain Injury; May 2001

- o Consultation with other programs: \_\_\_\_\_
- o Consultation with other States: \_\_\_\_\_
- o Other \_\_\_\_\_

5. Which of following services are provided by your State's TBI Resource Facilitation for Individuals with brain injury and family members? Check all that apply.

- o Assessment
- o Planning
- o Identification of Resources
- o Negotiation
- o Monitoring
- o Reassessment
- o Follow-up
- o Employment Support
- o Educational Support
- o Mentoring/Peer Support
- o Support Groups
- o Participation in Volunteer Activities
- o Case Management
- o Training
- o Information & Referral Support
- o 1-800 helpline
- o 2-1-1 system
- o Public Awareness
- o Outreach to Target Populations
- o Creation of Educational Materials
- o Distribution of Educational Materials
- o Resource Library
- o Electronic Media Outreach (TV/Radio)
- o Web based services
- o Benefits Assistance
- o Crisis Management
- o Financial Planning

6. Are Resource Facilitation services provided: Check all that apply.

- o Statewide
- o Regional
- o County
- o Local
- o Other (Please specify) \_\_\_\_\_

7. How does your TBI Resource Facilitation Service implement person and family directed services? Check all that apply.
- Individuals with a brain injury and/or family identify goals in a written plan with the TBI Resource Facilitator
  - Individuals with a brain injury and/or family complete a survey of services provided at intervals
  - Individuals with a brain injury and/or family members participate in TBI Resource Facilitation program evaluation
  - There is a stakeholder's advisory group which reviews activities, surveys, etc.
  - Other ( Please specify) \_\_\_\_\_
8. Which of the following are responsible for **planning** TBI Resource Facilitation in your State? Check all that apply.
- TBI Lead Agency
  - State Brain Injury Association (BIA) – affiliate of Brain Injury Association of America
  - State TBI Advisory Board/Council
  - Trust Fund Board
  - State Protection and Advocacy System
  - Volunteers
  - Other ( Please specify) \_\_\_\_\_
9. Which of the following are responsible for **delivering** TBI Resource Facilitation Services? Check all that apply.
- TBI Lead Agency
  - Other State Agencies
  - State Brain Injury Association (BIA) – affiliate of Brain Injury Association of America
  - State Protection and Advocacy System
  - Providers
  - Volunteers
  - Other (Please specify) \_\_\_\_\_
10. With what agencies/organizations has your TBI Resource Facilitation Program established some type of a contractual relationship? Please list \_\_\_\_\_
11. With which agencies/organizations has your TBI Resource Facilitation Program established some type of contractual relationship? Please list \_\_\_\_\_
12. Does your TBI Resource Facilitation have eligibility requirements?
- No
  - Yes, Check all that apply.
    - All individuals with brain injury are eligible
    - Based on level of severity of brain injury
    - Based on level of functional status
    - Proof of residency
    - Financial eligibility requirements



- Other\_( Please specify)\_\_\_\_\_

13. What is the point of entry/access to TBI Resource Facilitation Services? Check all that apply.

- Toll free helpline
- 2-1-1 system
- TBI Lead Agency
- Other State Agency
- Chartered State Brain Injury Association Affiliate
- Discharge process from hospital or rehabilitation facility
- Other\_( Please specify)\_\_\_\_\_

14. What is the process for the initial assessment? Check all that apply.

- Telephone
- Office Visit
- Home Visit
- Hospital or Rehabilitation Facility Visit
- Mail Survey
- Other (Please specify)\_\_\_\_\_

15. What is the method for delivering resource facilitation services? Check all that apply.

- Telephone from one statewide location
- Telephone from multiple locations
- One-on-one
- Web based
- Other Please specify\_\_\_\_\_

16. Please indicate the number of people who received resource facilitation services in calendar year 2007.

- Number of individuals served

17. Please indicate the number of staff in your State who provide TBI Resource Facilitation. Check all that apply.

- Volunteer staff part-time
- Volunteer staff full-time
- Paid staff – part time
- Paid staff – full time

18. Does your TBI Resource Facilitation Service have educational materials that other state resource facilitation services could utilize?

- No
- Yes

19 .Does your TBI Resource Facilitation Program have a risk management policies and procedures?

- No
- Yes

## Funding, Sustainability & Strategic Planning

20. How is TBI Resource Facilitation funded in your State? Check all that apply.

- State General Revenue
- Federal Funding
- TBI Trust Fund
- Medicaid
- TBI Waiver
- Medicaid Waiver
- Contractor: BIA Affiliate
- Contractor: State Protection & Advocacy System
- Family Support Dollars
- Department of Mental Health
- Department of substance Abuse and/or Addictions
- Department of Developmental Disabilities
- Development Disabilities Planning Council
- Vocational Rehabilitation
- Aging and Long-term Care Services
- Workers Compensation
- County Systems
- Private Sources
- Indian Health Services
- Veterans Service Organizations
- No-Fault Auto Insurance
- Insurance
- Other ( Please specify) \_\_\_\_\_

21. To fund TBI Resource Facilitation do you use. Check all that apply.

- Sole source funding – funding from one source
- Leveraged funding – using TBI specific funding to influence commitment from other sources toward TBI specific services
- Braided funding – funding from more than one source which pays for different components for service delivery
- Blended or pooled funding – funding from more than one source which is pooled to support staff and services

22. Has your agency, or a partnering agency, identified a strategic plan for: Check all that apply.

- Continued funding
- Increasing the levels of services
- Increasing the accessibility statewide
- Integrating TBI Resource Facilitation into your State Action Plan
- Other ( Please specify) \_\_\_\_\_

23. What strategies are used to elicit funding from policy makers? Check all that apply.

- Legislative Committees
- Personal meetings with legislators
- Review of State Action Plan
- Awareness and fund raising activities
- Utilization of data to demonstrate the need
- Other ( Please specify)\_\_\_\_\_

Data Collection
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24. How does your TBI Resource Facilitation Service track data? Check all that apply.

- We do not collect data
- Written notes
- Word document or other computer file document
- Database program used: (list)\_\_\_\_\_

25. How did you determine what data was to be collected? Check all that apply.

- By consulting other Resource Facilitation programs
- Needs and Resources Assessment
- By consulting written materials on Resource Facilitation
- Other ( Please specify)\_\_\_\_\_

26. What demographic information do you collect? Check all that apply.

- Age
- Gender
- Marital Status
- Race/language
- Residency/county
- Type of injury
- Date of injury
- Medical history
- Other (Please specify)\_\_\_\_\_

27. In which of the following categories does your program collect information on the individual with a brain injury? Check all that apply.

- Life satisfaction
- Access to information
- Ability to make informed choices
- Ability to access natural supports
- Employment
- Education
- Functional independence in home and community
- Personal and family adjustment
- Other ( Please specify)\_\_\_\_\_

28. Do you collect caregiver/family data?

- No
- Yes, if yes, what life domains do you measure? Check all that apply.
  - Ability to maintain pre-injury employment or education (when applicable)
  - Satisfaction with life
  - Adjustment/coping skills
  - Resources utilized
  - Other(Please specify) \_\_\_\_\_

29. Do you collect follow-up data?

- No
- Yes, if yes, how often is follow-up data collected? Check all that apply.
  - Weekly
  - Monthly
  - Bi-Annually
  - Annually
  - Other: (Please specify) \_\_\_\_\_

30. How do you collect data? Check all that apply.

- Telephone
- Office Visit
- Home Visit
- Survey
- Other (Please specify) \_\_\_\_\_

31. How do you determine the individual has reached the desired outcome? Check all that apply.

- Satisfaction survey
- Exit interview
- One-on-one interview
- Attainment of agreed upon goals
- The person with a brain injury has re-entered employment or education
- The family member has been able to maintain education/employment
- Other (Please specify) \_\_\_\_\_

## **VII. ABSTRACT**

# **PROSPECTIVE RANDOMIZED CONTROLLED TRIAL OF RESOURCE FACILITATION ON COMMUNITY PARTICIPATION AND VOCATIONAL OUTCOME FOLLOWING BRAIN INJURY**

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Prospective Randomized Controlled Trial of Resource Facilitation on Community  
Participation and Vocational Outcome following Brain Injury

## Abstract

Trexler, LE, Trexler, LC, Klyce, D. and Parrott, D. (in preparation). Prospective Controlled Randomized Study of Resource Facilitation on Vocational Outcome following Brain Injury.

**Objective:** The impact on return to work after brain injury has been noted to be devastating.

Several literature reviews have demonstrated that unemployment after traumatic brain injury was greater than 60% (Wehman, 1993), and may be 90% or higher for people with moderate to

severe brain injury (Ben-Yishay et al., 1987). **Method:** A total of 23 people with acquired brain injury and their caregivers were recruited and randomly assigned to a resource facilitation (RF)

treatment group, or a regular follow-up, control group. All participants received standard follow-up services, but participants in the RF group were also assigned a resource facilitator to assist the

participants in returning to work. **Results:** After six months, 67 % of the participants in the RF group had returned to work compared to 36 % in the control group. A between-subjects

univariate analysis of covariance fixed effects model demonstrated a significant difference ( $F = 27.67, p < .000$ ) between the groups. **Conclusion:** Services framed as “resource facilitation” that

have a clear focus on return to work may have a substantial impact on rate of unemployment after brain injury. **Keywords:** *acquired brain injury, resource facilitation, vocational*

*rehabilitation, rehabilitation*