# Meeting Clients Needs and Enhancing Communities Capacity Peggy Reisher, MSW

Chair, United States Brain Injury Alliance Executive Director, Brain Injury Alliance of Nebraska





## **Brain Injury Alliance of NE**

- Mission:
  - To create a better future for all Nebraskans through brain injury prevention, education, support, and advocacy
- Statewide Non-Profit
- Support individuals with Acquired Brain Injury
- No charge for services
- Staff size- 10 FTE
- Special focus on high-risk populations



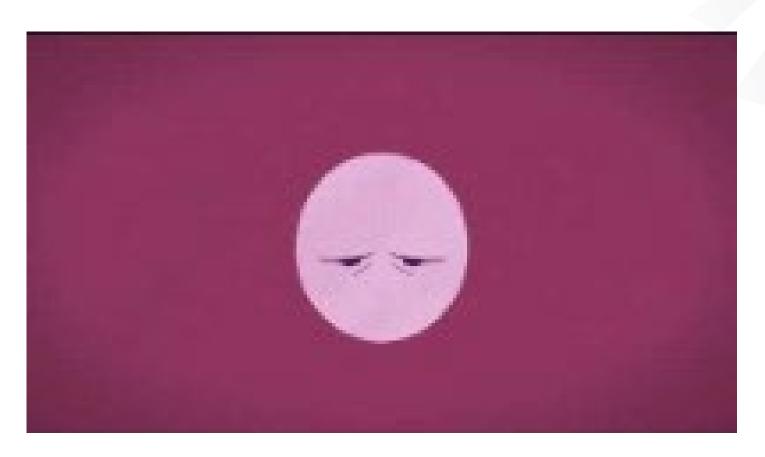
# **Brain Injury Alliance of Nebraska - Resource Facilitation**

- Supporting clients
  - Brain injury-specific education
  - Connecting to support and services
- Building Systems
   Capacity
  - Education
  - Screening





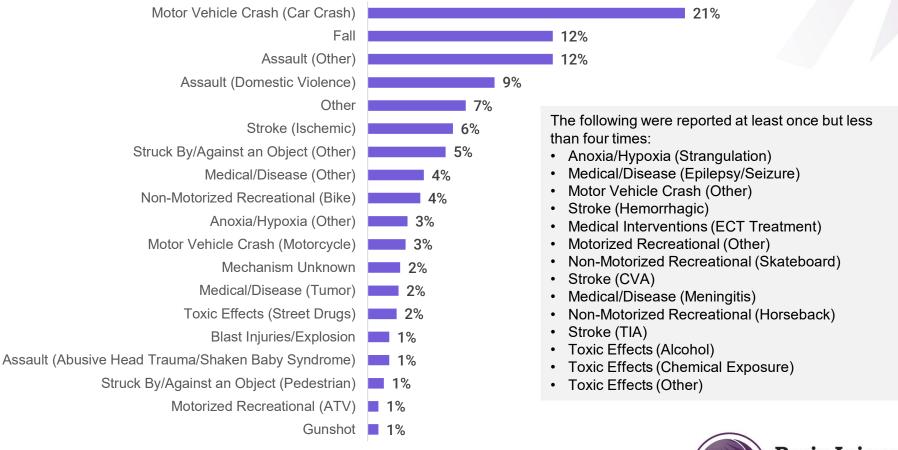
# **BIA-NE Resource Facilitation**





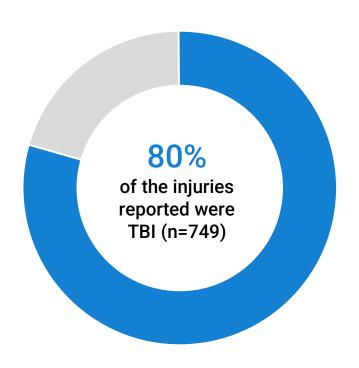
### Cause of Injury

Motor vehicle crash is the top reported cause of injury among 627 clients since July 1, 2021 (n=821 injuries)



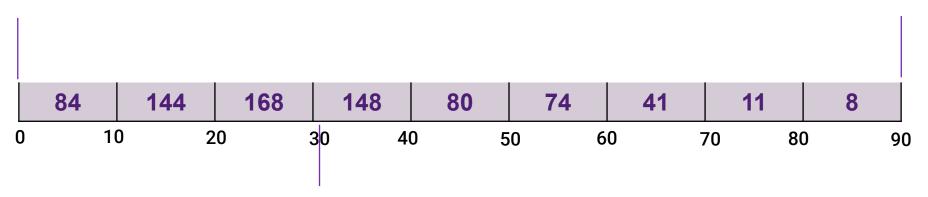


# Serving all Acquired Brain Injuries





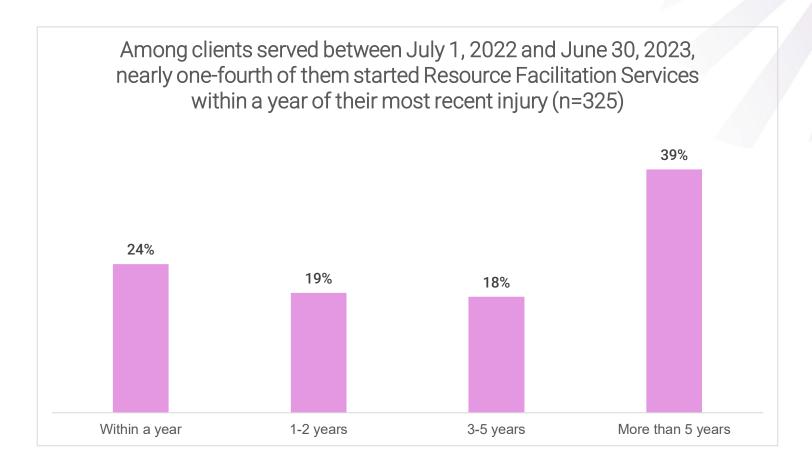
### Age at Time of Injury



Average Age: 31.2



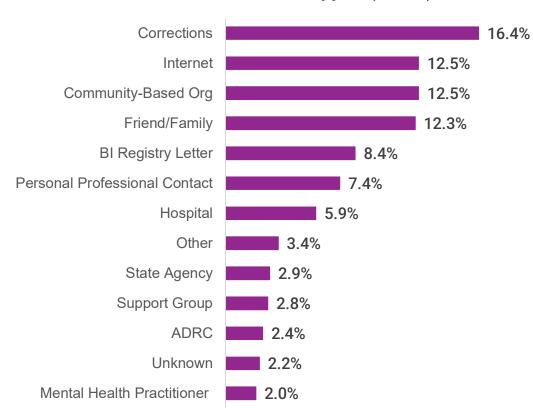
## **Time Since Injury**





### **Hearing about BIA-NE**

Corrections is the most common way people hear about the BIA-NE, likely due to efforts happening in western Nebraska with county jails (n=902)



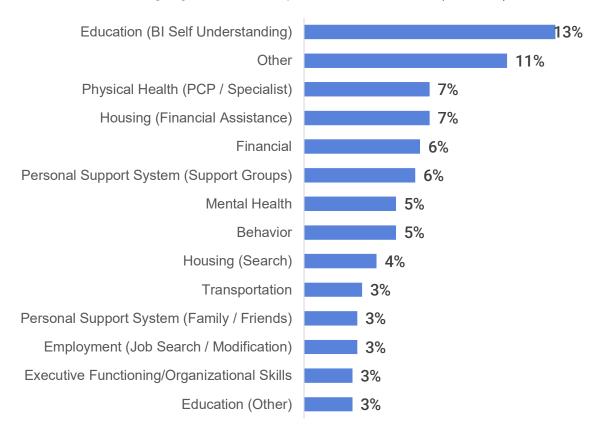
The following were reported at least once but less than 15 times, making it less than 2%:

- · Domestic Violence Shelter
- · Media Other
- Agency on Aging
- Skilled or Long-Term Care Nursing Home
- Presentation/Event
- Primary Care Provider
- School
- · Veteran's Affairs
- · US-BIA Affiliates
- Legal
- Media TV
- Early Development Network



#### **Areas of Need**

The most common area of need among clients related to needing to better understand their brain injury and its impact on their life (n=397)

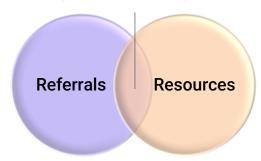




#### Referrals & Resources

Resource Facilitators also provide their own expertise based on previous training, skills, and life experiences.

Referrals connect a client to a specific person or organization in which they can receive services or additional support.



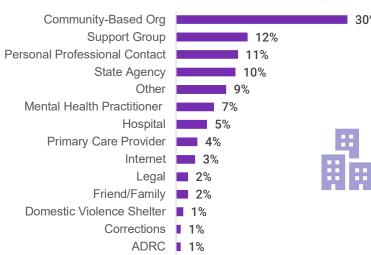
These are informative or self-directed activities that a client can choose to use. Examples include a website link, handout, recorded training, or pamphlet.

**124** 



resource shares were documented between July 1, 2022 and June 30, 2023

The most common referral provided to clients was to community-based organizations (n=243)



Clients were referred to

112

different organizations



# **Building Systems Capacity**



# Populations at High Risk

#### Nebraska Data

- Victims of Domestic Violence- 58%
- Youth in Juvenile Detention- 67%
- Mental Health Programs- 77%

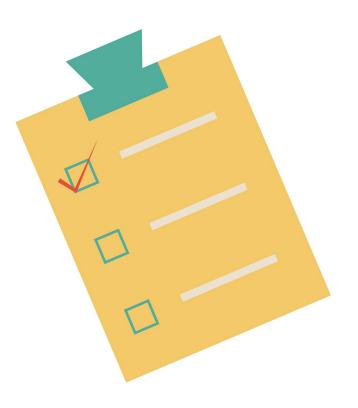




# Modified OSU-Brain Injury Screening Tool

A script as you talk to someone about the possibility of a brain injury

 This screening tool is not a medical evaluation and does not provide a diagnosis.







### Symptoms Questionnaire

https://mindsourcecolorado.org/juvenilesymptom-questionnaire/

- Memory Concerns
- Delayed Processing
- Attention
- Inhibition
- Physical and Sensorimotor
- Language
- Organization
- Mental Flexibility
- Emotional



DEFICIT	PROBLEMS ARISING	MANAGEMENT STRATEGIES
	The person may	You can
Speed of Information Processing	<ul> <li>Take longer to complete tasks</li> <li>Take longer to answer questions</li> <li>Be unable to keep track of lengthy conversations</li> </ul>	<ul> <li>Make allowances and give the person extra time</li> <li>Present only one thing at a time</li> <li>Not interrupt or answer for the person</li> <li>Verify that the person is keeping up with the</li> <li>conversation</li> </ul>
Fatigue	<ul> <li>Tire quickly (physically &amp; mentally)</li> <li>Have reduced tolerance/ability to cope</li> <li>Become irritable</li> <li>Have other problems exacerbated</li> </ul>	<ul> <li>Encourage the person to take breaks</li> <li>Schedule more demanding or essential tasks</li> <li>when the person is at their best</li> </ul>
Mental Tracking	<ul> <li>Have difficulty following instructions</li> <li>Lose track of what they are thinking or doing</li> <li>Get information confused</li> </ul>	<ul> <li>Keep activities short and uncomplicated</li> <li>Ask specific or direct questions</li> <li>Provide reminders of the next step or task</li> </ul>
Memory	<ul> <li>Have difficulty learning new things</li> <li>Be forgetful</li> <li>Lose items</li> <li>Have difficulty recalling what they've learned</li> </ul>	<ul> <li>Repeat information as necessary</li> <li>Encourage use of external memory aids (journals, calendars, time tables, etc.)</li> <li>Maintain 'special places' for belongings</li> <li>Give reminders and prompts to assist recall</li> </ul>
Attention	<ul> <li>Appear not to listen and miss details</li> <li>Forget what people have said</li> <li>Have difficulties concentrating</li> <li>Be unable to cope with more than one thing at a time</li> <li>Be easily distracted</li> <li>Change the subject often or get bored</li> </ul>	<ul> <li>Shorten instructions/activities so they can be completed</li> <li>Write down instructions accurately and in a way that can be easily understood later</li> <li>Encourage the person to engage in only one activity at a time</li> <li>Reduce external distractions</li> <li>Bring the person's focus back to current task</li> </ul>
Problem Solving	<ul> <li>Have difficulty working out solutions to problems</li> <li>Be unable to generate new ideas</li> <li>Have a disordered approach to problemsolving</li> </ul>	<ul> <li>Help identify an achievable outcome for the task;</li> <li>ensure there is a purpose</li> <li>Avoid giving open-ended tasks</li> <li>Assist the person to break a task down into smaller components (one thing at a time)</li> <li>Reduce the demands made upon the person</li> </ul>

Communication	<ul> <li>Have trouble initiating conversation</li> <li>Have trouble understanding non-verbal communication/body language; take statements literally</li> </ul>	<ul> <li>Encourage participation by asking "What do you think about that?"; use open-ended statements such as "Tell me about"</li> <li>Give verbal cues to communicate intent of conversation</li> <li>Use simple and direct language and avoid talking in abstract terms; avoid sarcasm</li> </ul>
Planning & Organizing	<ul> <li>Have difficulty preparing for a task</li> <li>Be unable to work out the steps involved</li> <li>Have problems with organizing thoughts and explaining things to others</li> </ul>	<ul> <li>Provide a written structure or guideline outlining the steps in order</li> <li>Help develop a timetable (weekly, daily) to estalish a routine of activities</li> <li>Encourage the person to take time/think before they speak</li> </ul>
Reasoning	<ul> <li>Have a rigid and concrete thinking style; take statements literally</li> <li>Are resistant to change</li> <li>Have simplistic understanding of emotions</li> <li>Show poor judgment and poor decision making skills</li> </ul>	<ul> <li>Explain changes in routine in advance, giving reasons</li> <li>Avoid using emotional undertones</li> <li>Provide real-life examples when offering explanations</li> </ul>
Self-Monitoring	<ul> <li>Show poor adherence to rules</li> <li>Not realize they have made errors</li> <li>'Hog' conversations; be verbose; keep talking when others are not interested</li> <li>Have a lower tolerance for frustrating situations</li> </ul>	<ul> <li>Provide feedback promptly and in a respectful manner when errors occur</li> <li>Create and use signals to let them know when they are talking too much</li> <li>Encourage taking turns in conversations</li> <li>Gently redirect behavior to a different topic or activity</li> </ul>

Content courtesy BIA-VA



# Wish List



## **Training Gaps**

- Brain Injury Training
  - BI-specific training for medical professionals
  - Clients/patients be provided BI-specific handouts at medical appointments or upon discharge from the hospital
  - Partner with Advocacy Organizations (BIAA, USBIA) in your state to assist with training for community providers



# Community-Based Bl Program Data Evaluation

10 States (BIAA and USBIA) are using SalesForce to collect data on

- Cause of injury
- Gender
- Race/ethnicity

The potential of also getting data from

· Areas of need

States using SalesForce are:

 Colorado, Nebraska, Vermont, Arizona, Arkansas, North Dakota, New York, New Jersey, Iowa, and Maryland



# Thank you for your attention. Questions?

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