

STATE OF NEW HAMPSHIRE
RESPONSE TO RFP VR2023-IL Part B
Independent Living Part B

Table of Contents

Glossary of Common Terms.....3

Company Profile/Background.....7

Key Personnel.....9

Project & Service Provision Summary.....10

Implementation Plan.....11

Project Summary.....13

Organizational Resources and Contributions.....16

References.....19

Resumes.....20

Job Descriptions.....21

Surveys.....22

Neuro-Resource Facilitation Applications.....23

Glossary of Common Terms

ACQUIRED BRAIN INJURY/ACQUIRED BRAIN DISORDER (ABI/ABD) – The implication of this term is that the individual experienced normal growth and development from conception through birth, until sustaining an insult to the brain at some later time which resulted in impairment of brain function.

ADMINISTRATION FOR COMMUNITY LIVING (ACL) - The Administration for Community Living was created around the fundamental principle that older adults and people of all ages with disabilities should be able to live where they choose, with the people they choose, and with the ability to participate fully in their communities.

AREA AGENCY – Ten (10) regional Area Agencies determine eligibility for state waived services. Individuals living with a brain injury or developmental/intellectual disability may be found eligible for case management, family support, early supports and services, residential, respite or day services. All developmental services offered are provided by contractual agreement between the Bureau of Developmental Services and designated non-profit area agencies located throughout New Hampshire. These agencies are committed to strengthening and supporting individuals and families within the context of their lives and within their own communities (DHHS Website).

BUREAU OF DRUG AND ALCOHOL SERVICES (BDAS) - BDAS serves as the NH Department of Health and Human Services (DHHS) program that oversees the growth, improvement, and success of substance misuse services across the continuum of care. In part, BDAS accomplishes this by providing contract funding and oversight of various programs to promote and deliver substance misuse information, programs and services.

BUREAU OF DEVELOPMENTAL SERVICES (BDS) – The NH developmental services system offers individuals with developmental disabilities and acquired brain disorders a wide range of supports and services within their own communities. BDS is comprised of a main office in Concord and ten (10) designated non-profit area agencies that represent specific geographic regions of NH.

BRAIN INJURY COMMUNITY SUPPORT PROGRAM (BICSP) – Provides direct financial assistance for special needs/services not covered by other sources. Eligibility for this program is injury/diagnosis after the age of 22 and prior to age 60; cognitive change; have one of the following: Traumatic Brain Injury, Acquired Brain Injury, Huntington's Disease or Multiple Sclerosis.

CERTIFIED BRAIN INJURY SPECIALIST/TRAINER (CBIS/T) – Acquiring the Certified Brain Injury Specialist (CBIS) credential is the next step in ensuring staff remain a valuable, marketable, and well-informed asset in the field of brain injury services. Applicants must have had five hundred (500) hours of currently verifiable direct contact experience with an individual or individuals with brain injury; qualifying experience must have included formal supervision or have been conducted while the applicant operated under a professional license. Volunteer work does not qualify; applicants must have a high school diploma

or equivalent. CBIS/T are nationally recognized certifications requiring annual completion of CEU's certified through the Brain Injury Association of America.

CBIST – Has shown proficiency regarding training in brain injury and stroke as well as training for the CBIS course.

CENTER FOR MEDICARE AND MEDICAID SERVICES (CMS) - CMS serves the public as a trusted partner and steward, dedicated to advancing health equity, expanding coverage, and improving health outcomes.

CHAMPION - Natural support person that the Brain Injury Association of New Hampshire is allowed to speak with on behalf of the individual living with a brain injury; cannot be a professional or hired assistant. Examples include spouse, friend, brother/sister, co-worker, etc.

CLOSED HEAD INJURY – Trauma to the head which does not penetrate the skull but which damages the brain. Occurs when the head accelerates and then rapidly decelerates or collides with another object and brain tissue is damaged by violent smashing, stretching or twisting of brain tissue (example: hitting the windshield of a car).

COGNITION – “Thinking” skills such as being able to organize, solve problems, follow directions, etc.

COGNITIVE DEFICIT – A reduction in one or more “thinking” skills which include: attention, concentration, memory, sequential thought, organization, judgment, reasoning, and problem-solving.

COMMUNITY CARE WAIVER (CCW) – Provides home and community based services that assist individuals living with disabilities to live independently in their own home and community.

COOKIE - HTTP cookies (also called web cookies, Internet cookies, browser cookies, or simply cookies) are small blocks of data created by a web server while a user is browsing a website and placed on the user's computer or other device by the user's web browser. Cookies are placed on the device used to access a website, and more than one cookie may be placed on a user's device during a session. If an individual does not accept the Cookies setting, they are not identified and counted as a hit to the site.

FAMILY NEURO-RESOURCE FACILITATION (FNRF) – Assisting families to access needed services and supports for their family member who is living with a brain injury or stroke. This program works only with the family member and not the person living with a brain injury.

GLASGOW COMA SCALE (GCS) - A neurological evaluation tool that physicians use to evaluate the level of consciousness of a person with brain damage. It allows us to explore or quantify three parameters or criteria for observation. They are: 1) eye response, 2) verbal response, and 3) motor response (Exploring Your Mind).

HYPOXIA – Condition in which the body or region of the body is deprived of adequate oxygen supply at the tissue level. Hypoxia may be classified as either generalized, affecting the whole body or local, affecting a region of the body (Medical Wikipedia).

INFORMATION AND RESOURCES (I&R) – Assists individuals to remain independent in their communities by providing local and state resources.

MILD TRAUMATIC BRAIN INJURY (mTBI) – A patient with a mild traumatic brain injury is a person who has had a traumatically-induced physiological disruption of brain function, as manifested by at least one of the following: 1) any period of loss of consciousness; 2) any loss of memory for events immediately before or after the accident; 3) any alteration in mental state at the time of the accident (e.g. feeling dazed, disoriented or confused); 4) focal neurological deficit(s) which may or may not be transient; but where the severity of the injury does not exceed the following: a) loss of consciousness of approximately 30 minutes or less; b) after 30 minutes, an initial Glasgow Coma Scale score of 1-15; c) Post Traumatic Amnesia not greater than 24 hours.

NEURO-RESOURCE FACILITATION (NRF) – Assists survivors and families to access needed services and supports in their own home and community. This is a free service.

NEUROPSYCHOLOGIST – A psychologist who specializes in evaluating (by tests) brain/behavior relationships, develops training programs to help the survivor of brain injury return to normal functioning and recommending alternative cognitive and behavioral strategies to minimize the effects of brain injury. Often works closely with schools and employers as well as with family members of the injured person.

POLYTRAUMA PROGRAM (Manchester VA) – Offers assessment and treatment by staff Psychiatrist, Neurologist, and Neuropsychologist. Also on staff is a full-time Social Worker to assess and assist with psycho-social issues and a full rehab team to assess and treat for physical injury and/or functional loss. Polytrauma Support Clinic Teams (PSCT) provide interdisciplinary outpatient rehabilitation services in their catchment areas for Veterans and Service Members with mild and/or stable impairments from polytrauma and TBI. Services include comprehensive TBI evaluations, outpatient therapy services, management of stable rehabilitation plans referred from Polytrauma Rehabilitation Centers (PRC) and Polytrauma Network Sites (PNS), coordinating access to VA and non-VA services, and follow-up care and case management for ongoing rehabilitation needs.

POST-CONCUSSIVE SYNDROME – A medical problem that persists for a period of time after a head injury has occurred. This period of time can range from weeks to months (WebMD).

POST-TRAUMATIC STRESS DISORDER (PTSD) – Psychiatric disorder that can occur in people who have experienced or witnessed a traumatic event such as a natural disaster, a serious accident, a terrorist act, war/combat, rape or other violent personal assault (American Psychiatric Association).

SHORT TERM MEMORY – A system for temporarily storing and managing information required to carry out complex cognitive tasks such as learning, reasoning, and comprehension. Short-term memory is involved in the selection, initiation, and termination of information-processing functions such as encoding, storing, and retrieving data (MedicineNet).

SUBSTANCE USE DISORDER (SUD) – Substance use disorders occur when the recurrent use of alcohol and/or drugs causes clinically and functionally significant impairment, such as health problems, disability and failure to meet major responsibilities at work, school or home.

TRAUMATIC BRAIN INJURY (TBI) – Damage to living brain tissue caused by an external, mechanical force. It is usually characterized by a period of altered consciousness (amnesia or coma) that can be very brief (minutes) or very long (months, indefinitely). The specific disabling condition(s) may be orthopedic, visual, aural, neurologic, perceptive/cognitive, or mental/emotional in nature. The term does not include brain injuries that are caused by insufficient blood supply, toxic substances, malignancy, disease-producing organisms, congenital disorders, birth trauma, or degenerative processes.

TRANSITION POINT - A single point in time where an individual is moved to a different system or living arrangement. Providing realistic, actionable information with which individuals and family members can make a wide range of decisions.

Company Profile/Background

The Brain Injury Association of New Hampshire (BIANH), located in Concord, New Hampshire, is a statewide charitable organization (501c3) that supports individuals living with a brain injury or stroke, their family members and professionals working within the field of brain injury. With nearly thirteen thousand (13,000) individuals diagnosed with an acquired brain disorder (stroke, brain tumor, cerebrovascular disruption, etc.) and over eight thousand (8,000) traumatic brain injuries occurring in New Hampshire on a yearly basis, there continues to be a growing need for the Association. All services provided by the Association are available statewide.

Since opening the doors in 1983, the Brain Injury Association of New Hampshire has worked with children, teens and adults living with the effects of post-concussive syndrome and other more serious and long-term disorders resulting from brain injuries. BIANH sees firsthand the impact these injuries have on individuals and their families.

The overall mission of the Association is to provide care and support for brain injured children and adults in the state and to create a better future through brain injury prevention, education, advocacy and support. BIANH is the only organization in the state dedicated to serving young people with acquired brain disorders from mild to severe.

BIANH was founded forty (40) years ago, by New Hampshire parents who joined together to help bring home their severely brain injured children from nursing homes and out-of-state residential care facilities. Today, through memberships, BIANH represents over nine thousand (9,000) New Hampshire families and brain injury survivors. The Association has remained a grassroots organization, led by a dedicated team of parents, survivors and caregivers.

The main office of the Association is located in Concord, New Hampshire. Services provided by the Association are available statewide. The majority of services provided by the Association are supported through donations and fundraising. BIANH currently employs thirty (30) staff with an average of ten (10) years of service. All Neuro-Resource Facilitation staff are Certified Brain Injury Specialists (CBIS) or in the process of becoming certified. The Senior Director is a Certified Brain Injury Specialist Trainer (CBIST).

The Association has received national awards for innovation regarding supports and services.

- 2010 – Award for Excellence – Fundraising
Brain Injury Association of America
- 2012 – Award for Excellence – Fundraising and Development
Brain Injury Association of America
- 2013 - Award for Excellence – Advocacy/Transitions
Brain Injury Association of America
- 2014 – Outstanding Implementation of the *Period of Purple Crying* Program
National Center on Shaken Baby Syndrome
- 2015, 2016, 2017, 2018, 2019 and 2020 - Award for Excellence
Program and Services Brain Injury Assoc. of America

Current statewide Programs and Services provided by the Association are as follows: Information and Resources; Toll-free Family Helpline; Family/Professional Training and Education; Individual and Family Advocacy; Statewide Brain Injury Resource Directory; Association Website; Veterans Website; Peer Support Groups for Survivors, Caregivers, Family Members and Friends; Neuro-Resource Facilitation; Family Neuro-Resource Facilitation; Case Management/Service Coordination under all State Community Care Waiver Programs; Private Case Management Services; Monthly Educational Training through *Brain Matters* Workshops; Hospital/Rehab Clinics; Transitional Services; Education and Awareness Programs; Annual Caregiver Conference; Annual Professional Conference; Prevention Programs; New Hampshire Brain Injury Legislative Contact Network; *Headway* Newsletter; and representative payee services to individuals who receive Case Management/Service Coordination services through the Association. The Association works collaboratively with the Brain Injury Association of America – Maine Chapter, as well as the Brain Injury Association of America.

The governing board for the SILC grant is made up of the Brain Injury Survivor Council. At least one (1) member of the Council is on the BIANH Board of Directors and Executive Committee.

The Brain Injury Association of New Hampshire is a licensed Case Management Organization in the State of New Hampshire holding License Number 03055. Licensing by the state occurs annually and shows that BIANH has met the level of competency to provide Case Management services in the State of New Hampshire.

Key Personnel

Erin Hall, MS, CBIST, Senior Director: Ms. Hall has over thirty (30) years' experience working in the brain injury field and over thirty-five (35) years' working in the human services field. She volunteers as a Trained Educational Surrogate to children within the school system, specializing in supporting older students who are transitioning out of school. She has been employed at the Brain Injury Association of New Hampshire since October 1999.

Krystal Chase, MSW, LICSW, CBIS, Director of Programs and Services: Ms. Chase has been employed by the Brain Injury Association since September 2017. She earned her Master of Social Work degree from the University of New Hampshire in 2014 and received her LICSW in 2021. She has been working in human services since 2009, with experience ranging from community mental health care to inpatient medical, psychiatric and substance abuse care.

Katy Bizier, M.Ed., Neuro-Resource Facilitator: Ms. Bizier works as a Neuro-Resource Facilitator for BIANH where she helps connect survivors and their family and friends with supports and resources so they can live their most fulfilled lives in the community. Ms. Bizier has a background in science education, working with a wide variety of students in ages and backgrounds. Her experience includes educational leadership, grant management and writing, as well as promoting equity and access for all.

Jennifer Waterhouse, CBIS, Information and Resource Coordinator: Ms. Waterhouse has worked for BIANH for six (6) years. She began working as a case management and then transitioned to Information and Resource Specialist. Ms. Waterhouse assists community members and/or their families living with a brain injury in identifying information of where to get the help they need.

Morgan Ring, BS, Program Assistant: Ms. Ring began working for BIANH in 2023 and has been in the field of human service since 2012. She comes with an extensive background supporting individuals living with a disability in the community. Ms. Ring graduated from Colby-Sawyer College in 2012 with a Bachelor's of Science with the goal of assisting individuals accomplish their dreams and goals through exercise and positive energy.

Joselito Yatco, MBA, Advanced Certificate in CIS, IT Manager: Mr. Yatco has been employed at BIANH since October 2009, two (2) of those years as an outside technical support/consultant. He currently manages and supports the organization's networking, including hardware and software. Mr. Yatco manages and maintains the websites, social media, and multiple registrations online for events for the organization. He is responsible for all technical security for the Association. Mr. Yatco will be responsible for the oversight of consultants regarding the updating of the Veteran's website.

Project & Service Provision Summary

The following projects will be supported under the Statewide Independent Living Council grant:

1. Information and Resource Services: providing information and resources to individuals, family members, veterans and professionals across disabilities;
2. Neuro-Resource Facilitation: providing support to assist individuals, veterans and their family members in navigating the New Hampshire service system to become more independent;
3. Family Neuro-Resource Facilitation: providing support to assist families, whose family member is not interested or unable to work with the Association, in navigating the New Hampshire service system to assist their family member to become more independent;
4. Transitional Services: providing specific transitional supports to assist individuals, veterans and their family members in navigating the New Hampshire service system to become more independent. This program is across disabilities and age groups, i.e. school to adulthood; skilled nursing facility to the community;
5. Armed Forces Brain Injury and Post Traumatic Stress Disorder (PTSD) Online Resource Center: providing one “clearing house” website for our servicemen and women and their families.

All above services will have an underlying focus on the current opioid crisis in New Hampshire.

BIANH is requesting one hundred fifty thousand, one hundred twenty dollars (\$150,120) for FY 24 and one hundred forty-three thousand, seven hundred twenty dollars (\$143,720) for each subsequent year of the grant to support the above projects. If awarded a SILC grant, the Association will accept the terms and conditions of the State of New Hampshire’s standard Contract Agreement/General Provisions. The Association will also comply with the provisions of the US Code of Federal Regulations 34 CFR 364 and the following US Circular if applicable: Office of Management and Budget (OMB) Circular A-110-“Uniform Administrative Requirements for Grants and Agreements with Institutions of Higher Education, Hospitals and Other Non-Profit Organizations.” The Association shall not make any award or permit any award (sub grant or contract) at any tier to any party which is debarred or suspended or is otherwise excluded from or ineligible for participation in Federal assistance programs under Executive Order 12549, “Debarment and Suspension.”

Implementation Plan

In 2002, the New Hampshire State Legislature authorized funding for a Neuro-Resource Facilitation Program that is contracted to the Brain Injury Association of New Hampshire through the Bureau of Developmental Services (BDS). The Association continues to receive level funding even with the increase of need. Neuro-Resource Facilitators (NRF) work from their home office as well as in their local community settings. These settings can include but are not limited to local libraries, Area Agencies, Granite State Independent Living satellite offices, etc. Neuro-Resource Facilitators have built a network of local supports and resources and have developed local points of contact drawn from the community agencies and groups such as the following: State Agencies, Area Agencies, Community Behavioral Health Centers, School Districts, Housing Agencies, Vocational Services, Healthcare Organizations/Managed Care Organizations, Support Groups and others. In-service training, resource packets and consultation are provided by the local NRF to these agencies to better increase their knowledge of independent living. Outreach packets are available to families at time of the health incident through area hospitals and rehabs. The NRF is available to meet with families in the hospital or rehab setting as needed. BIANH provides clinics at Northeast Rehabilitation Hospital Network (NRHN), Encompass Health Rehabilitation Hospital, St. Joseph's Hospital and Catholic Medical Center to further connect individuals with the Neuro-Resource Facilitation Program. The facility Case Managers schedule appointments with the NRF to discuss returning home and needed supports and services of individuals about to be discharged. BIANH has worked with over nine hundred (900) individuals since the inception of the clinics. BIANH is also collaborating with Northeast Rehabilitation Hospital Network (NRHN) regarding working with individuals prior to entering NRHN. NRHN identified the challenges when an individual is unable to return home and is "stuck" in a facility. BIANH and NRHN are working to better assist individuals who are entering the facility to move through the continuum of care and have a successful return home. Since October 2018, over four hundred (400) individuals have been assisted through the Northeast Rehabilitation Hospital Network NRF program. This program assists all individuals no matter their diagnosis.

To access NRF services or Family NRF services, an individual completes a short application, which is sent to the BIANH Information and Resource Coordinator. Applications are available by contacting the main office or can be downloaded from the Association's website. The Coordinator contacts either the individual or their "Champion." Medical documentation of the brain injury is requested and reviewed for the NRF application. Medical documents are not required for the Family NRF application. At this point during the application process, eligibility for Part B Services is determined. Once found eligible, the individual or family member is assigned to the NRF who contacts the individual or designated contact person and sets up a meeting to begin working with the individual and their family members. All services are provided in the community.

The Association provides Information and Resources (I&R) not referrals. Requests for assistance are received via phone, email and in person. Individuals receive a minimum of three resources when requesting

specific services as to not overwhelm the individual. If needed, three more resources will be provided. The I&R Specialist will also provide guidance as well as a place for people to call to discuss issues. They provide assistance with identifying needed services such as transitional services (i.e. school to adult services, facility to community, moving to/from NH) assistive technology services and transportation as well as benefits assistance, funding resources and employment. On average, there are one hundred (100) I&R calls into the office on a monthly basis.

The Director of Programs and Services has been part of the Opioid Task Force which is part of the Governor's Commission on Alcohol and Drug Abuse, Prevention, Intervention, Treatment and Recovery. They are working with St. Joseph's Hospital and the Bureau of Drug and Alcohol Services (BDAS) regarding the intersection of substance use and brain injury.

The Senior Director continues to work closely with Manchester VA Case Managers and is a member of the Governor's Commission on PTSD/TBI. BIANH has also developed a relationship with the NH Office of Veterans Services and is an active member of the NH TBI Military and Civilian Committee. This Committee looks at the effects of service-connected post-traumatic stress disorder and TBI suffered in the line of duty by members of the armed forces and veterans. The Information and Resource Specialist is part of the Veteran Community Partnership, a group that is made up of community and veterans organizations working together to increase independent living for veterans. Targeted fundraising events allow BIANH to have financial assistance available specifically for veterans.

The Veterans Online Resource Center developed by BIANH continues to be marketed through different venues including, but not limited to, the Association's quarterly newsletter, Facebook and Twitter. There is a direct link from the BIANH website to the veteran website. Other Part B Contractors and interested parties have been asked to provide a link to BIANH programs from their websites.

The Brain Injury Association of NH applied for and received an American Recovery and Reinvestment Act (ARRA) Grant in 2010 to develop the Transition Program. This funding allowed BIANH to further its Transition Program and become a leader regarding transitioning individual from facilities to the community through the Bureau of Elderly and Adult Services (BEAS) *Passport Program/Money Follow's the Person* Program. During this time, BIANH worked closely with BEAS and assisted over three hundred (300) individuals to successfully transition back into their communities. BIANH was also the fiscal agent for the *Passport Program/Money Follow's the Person Program*. In 2022, the State of NH received a grant to re-evaluate the *Money Follow's the Person Program* and BIANH was invited to be a committee member.

The State of NH is currently under a corrective action with the Center for Medicare and Medicaid Services (CMS) regarding NH Community Care Waiver services. BIANH is seen as a leader regarding assisting the state to become in compliance with CMS regulations.

Project Summary

Prior Experience

The Brain Injury Association of New Hampshire (BIANH) received a Statewide Independent Living Grant (SILC) in 2021. The grant is currently supporting five (5) projects: Information and Resource Program, Armed Forces Brain Injury and Post Traumatic Stress Disorder Website, Neuro-Resource Facilitation Program (NRF), Family Neuro-Resource Facilitation Program (FNRF) and Transitional Services.

Information and Resources (I&R) has been a part of BIANH since the Association began in 1983. Families, survivors and professionals need an organization that is able to provide up-to-date information regarding brain injury and stroke services. Funding from SILC has enabled BIANH to better serve survivors, family members, veterans and professionals in the state regarding information and resources for individuals to remain independent within their communities. During this current SILC grant, BIANH has supported one thousand, four hundred fifty-six (1,456) individuals through the I&R program. Six hundred eight (680) individuals were new to BIANH. Of these new contacts, two hundred seventeen (217) were survivors, two hundred fifty-two (252) were family members and two hundred eleven (211) were professionals. This is an increase in contacts since the last project period. These calls do not constitute the exact number of calls that were handled by BIANH staff. Individuals are counted only once no matter how many times they call/contact the office. It should be noted that our I&R program supports individuals statewide and across all disabilities. BIANH will assist anyone who calls the office looking for support or assistance.

The Neuro-Resource Facilitation Program was developed in 2002 after a 1999 Statewide Needs Assessment identified that Case Management/Neuro-Resource Facilitation was the greatest need for families and individuals living with a brain injury. With the past SILC grant funding, the NRF program has increased the ability of the Neuro-Resource Facilitators to assist individuals in becoming independent in their communities. This program also includes supporting and developing an individual's self-advocacy skills. During this SILC grant, the NRF program supported a total of eighty-five (85) individuals. A total of twenty-seven (27) individuals who were identified as veterans received direct supports. Thirty-two (32) individuals have been identified as receiving their brain injury due to substance misuse. The NRF program has supported over one thousand, four hundred (1,400) individuals since it began in 2002.

The Family Neuro-Resource Facilitation (FNRF) Program began in 2013 when the need was brought to the attention of the Association regarding families whose loved ones did not feel the need to connect or were unable to work with the Association. This program allows families to work closely with the FNRF program to help assist them in developing community connections for themselves and on behalf of their family member. During this SILC grant, fifty (50) new families were served through the program. Nine (9) families were identified as having a military connection, while twenty (20) families were identified as supporting an individual who received their brain injury due to substance misuse. This is an increase of over 100%

regarding families identified as supporting a family member living with substance use disorder and a brain injury. The FNRF program has supported over two hundred (200) families since it began in 2013.

Transitional Services have been providing assistance to individuals since its inception in 2010. During this SILC grant, BIANH has assisted two hundred forty-six (246) individuals in navigating the New Hampshire service system for a successful transition. This has doubled since the last grant.

Since the deployment of NH servicemen and women to the Middle East, BIANH developed a working relationship with the New Hampshire National Guard (NHNG) and the Manchester Veterans Administration (VA) Polytrauma Program to support soldiers. Two hundred thirty-nine (239) military individuals and families have been supported directly since the program began targeting military personnel in 2008. The Veterans Online Resource Center has been accessed by individuals from around the world. During this SILC grant, the website has received seven hundred (700) visits with one thousand, nine hundred twenty-eight (1,928) webpage visits with an average of 71% being new visitors. Due to Federal "Cookies" settings, BIANH began to report on total number of hits to the main page. Since tracking these numbers, BIANH had three thousand eighty-nine hits (3,089) with nine thousand eight hundred forty-four (9,844) page visits with an average of 74% being new visitors. It is believed that some of these individuals did visit the veteran's page without being counted. The website can be viewed at www.nh-veteran.com.

Overall satisfaction for these programs was 98%.

Performance Goals and Measurements

Project 1: Increase BIANH Information and Resource (I&R) capacity to meet the increased requests for support. Information and Resource support is an important and essential function of the Association. The I&R Specialist is at the "Front line" of the Association and explains BIANH services as well as services available throughout the state, including identifying individuals who could benefit from the NRF/FNRF programs. It is anticipated that I&R staff will handle a minimum of one thousand (1,000) calls per fiscal year during the grant period.

Project 2: Enhance the current Neuro-Resource Facilitation program to assist individuals living with a brain injury and family members in identifying and accessing community supports and resources to assist with remaining independent within their community. The Neuro-Resource Facilitators work individuals and their Champion to assist in coping with the consequences and impact of brain injury, including secondary issues, as well as providing responsive service coordination and resources. Neuro-Resource Facilitators are able to provide this by networking with community health care providers and community support service agencies including the Manchester VA. Neuro-Resource Facilitators work closely with all local support groups to increase outreach and technical assistance regarding member recruitment, training and information. The NRF's main goal is to promote independent living. The NRF also works closely with the State Vocational Rehabilitation Program to ensure better employment outcomes. NRF's will actively work with eighty-five (85) individuals per fiscal year during the grant period.

Project 3: Enhance the current Family Neuro-Resource Facilitation program to assist families directly in identifying and accessing community supports, resources, assistance and information. The Family Neuro-Resource Facilitators (FNRF) work with the survivor's families to assist the families in coping with the consequences and impact of brain injury as well as providing responsive service coordination and resources. Family Neuro-Resource Facilitators are able to provide this by networking with community health care/behavioral health providers and community support service agencies. The FNRF's main goal is to assist the families in assisting their family member regarding independent living. FNRF will work with fifty (50) families per fiscal year during the grant period.

Project 4: Enhance Transitional Services to assist families and individuals at any point of transition. Transition points can be a time of frustration, confusion and fear of the unknown. The BIANH Transition Program assists individuals, family members and facility staff during those times. The Transition Coordinator works to develop an individualized transition plan focusing on independent living. This program works across disabilities and with all age groups. The Transition Program will assist seventy-five (75) individuals/families during a transition point per fiscal year during the grant period.

Project 5: Update and expand the Online Resource Center directed towards providing information to our servicemen and women regarding brain injury and post-traumatic stress disorder. The website provides information and links regarding brain injury and post-traumatic stress disorder specific to our servicemen and woman. The site has been maintained over the years, but has not had a full update since its inception. IT will work with a web design consultant to update the site. The first year will be updating and marketing of the updated site. Specific key works will be targeted to increase traffic to the site. It is anticipated that after the updating of the site and marketing, there will be a 50% increase in hits to the site in FY 25. Subsequent years, it is anticipated that the BIANH main page will receive three thousand (3,000) hits per fiscal year, with the Veteran's site receiving seven hundred (700) hits per year. Due to regulations regarding "Cookies", the BIANH Veteran website has seen a decrease in countable visits. This does not mean that individuals are not visiting the site, this means that when an individual goes directly to the Veteran page on the BIANH website, if they do not accept the "Cookies", they will not be counted. BIANH is unable to count individuals who go from the BIANH main page to the Veteran page. Do to this issue, BIANH will be reporting on number of visits to the main website along with direct visits to the Veteran page. It is believed that some individuals who visit the main page do go to the Veteran page.

Evaluation of the outcomes will address whether the individuals who received the services and supports were satisfied with the service they received from the Neuro-Resource Facilitation, Family Neuro-Resource Facilitation, Transition Services and I&R Programs. Evaluations currently exist to measure the quality of the programs and consumer satisfaction with all phases of the programs, including the staffs' knowledge of local, state and federal resources and services, flexibility of the staff to meet and work with the individual and family members, and overall satisfaction with the process. Surveys also ask the usefulness of the information, ask whether the individuals would use BIANH again for information, was the response time

adequate, and was the staff helpful. Surveys are sent out on a quarterly basis. Support will be available for individuals in completing the survey if needed. The Senior Director is responsible for the review of the surveys and any follow-up regarding displeasure with services. Data collection from surveys will be tabulated, analyzed and disseminated in report form to the Survivor Council for review. Feedback from the Council will be sought. All collected information will be used to modify and improve the programs. Specific corrective action plans will be developed as needed. Actions could be education regarding services, increased outreach, shifting of resources, etc. A successful outcome will be a positive rating of 95%. Over the past year, BIANH has exceeded the 95% satisfaction rating.

The Veterans Online Resource Center will be evaluated by the number of hits this website receives. A successful outcome will be seven hundred (700) hits to the website and three thousand (3,000) hits to the BIANH main page.

Organizational Resources and Contributions

BIANH is a Medicaid provider for Case Management Services under all State Community Care Waiver Programs. Due to these billable services, BIANH is able to support over one thousand (1,000) individuals annually under Service Coordination/Case Management. Case Management billing generates over one million dollars (\$1,000,000) of revenue per year. In May 2023, BIANH was awarded a state contract with the Bureau of Developmental Services (BDS) for over three hundred seventy-five thousand dollars (\$375,000+) to support individuals within their communities. BIANH is working in partnership with St. Joseph's hospital regarding the intersection of substance use and brain injury. BIANH and St. Joseph's received an eighty thousand dollar (\$80,000) grant from the NH Charitable Foundation to support individuals who are identified in the emergency department of substance use and brain injury. BIANH has also received a two hundred thousand dollar (\$200,000) grant from the Bureau of Drug and Alcohol Services (BDAS) to educate professionals regarding the intersection of substance use and brain injury.

In addition, BIANH is able to bill under the State Medicaid Plan for Target Case Management. Fundraising and BIANH membership will continue to be the major funding sources of the Association. Annual fundraising events include: a golf tournament, educational conference, Walk-by-the-Sea, Texas Hold'em, and Bowling for Brain Injury. The anticipated income from these fundraising events is in excess of five hundred thousand dollars (\$500,000+) annually. BIANH has been awarded over three hundred fifty thousand dollars (\$350,000+) from other community and federal grants. Membership and other donations combined amount is over one hundred thousand dollars (\$100,000+) per year. BIANH continues to pursue other grants from the state, federal and private entities.

The Association is also able to tap into volunteers and interns. Over five hundred (500) members volunteered their time to the Association each year. Over the past sixteen (16) years, BIANH has provided an internship site for students in the Psychology Department and Human Services program at New

Hampshire Universities and other institutions throughout the Northeast. This enables the Association to provide increased I&R and Neuro-Resource Facilitation services.

The Brain Injury Association of New Hampshire has an active and very involved Board of Directors along with the BIANH staff. The Board members and staff are active in all fundraising events and promoting the work of the Association.

BIANH has developed and maintains collaborations with other agencies throughout the state. Each NRF has a direct working relationship with the local Area Agency within their assigned regions. NRF's also work closely with the area hospitals, rehabs and community medical and behavioral health providers. Each medical facility has outreach packets available for families. The Association has worked closely with other Part B Funding Contractors. During this SILC grant, eighty-seven (87) referrals have been made to the other Part B Contractors as well as thirty-one (31) contacts of information exchanges occurring. BIANH works closely with other financial grant programs including the Harry Gregg Foundation, Woman Aid, Mary Gail Foundation and Granite State Independent Living to name a few.

BIANH is the fiscal agent for the Brain Injury Community Support Program (BICSP). This grant program offers individuals up to two thousand dollars (\$2,000) to assist individuals in becoming more independent within their communities. The grant review committee is made up of community members including individuals from the State and Area Agencies.

The Manchester VA Case Manager is invited to the NRF monthly team meetings. BIANH meets quarterly with the three (3) Managed Care Agencies in New Hampshire. BIANH has a positive working relationship with the Bureau of Developmental Services. BIANH works closely with other state agencies including Bureau of Elderly and Adult Services, Bureau of Drug and Alcohol Services, Vocational Rehab, Housing, Department of Health and Human Services, Behavioral Health Agencies, NH Stroke Collaborative, as well as, town and city agencies. Working with all agencies within the State of New Hampshire allows BIANH to maximize Part B funding.

BIANH is also working with a collaborative team of Independent Case Management Organizations and the Managed Care Companies. These agencies are working together to better ensure that NH residents will remain independent and living within their communities.

Appendix

References

Resumes

Job Descriptions

Surveys

Neuro-Resource Facilitation Applications

References

May 24, 2023

Steve Wade Executive Director

Brain Injury Association

52 Pleasant Street

Concord NH 03301

Dear Steve,

I am the Director of Care Coordination at St. Joseph Hospital in Nashua. I have been working closely with the Brain Injury Association (BIA) for approximately two years. We started working together within a grant for substance misuse patient with brain injury. We collaborated to form a partnership to address the needs of patient with a brain injury who also suffer from substance misuse.

We developed criteria for review and assessment with the goal of outreach to these people to offer resources. A member of the BIA came onsite and met all the care coordination staff to explain the program to be offered to patients. Once the established criteria were met, the case manager and/or social worker would reach out to the BIA staff member. The staff member would then engage with the patient. Feedback from these patients was positive. They felt good that someone reached out to them after they had left the hospital thereby enhancing the successful transition of care from hospital to community.

I write this letter of support to highlight the enhanced communication and collaboration between hospital and community which is so very important for positive outcomes.

Please reach out if you need any further information

Respectfully,

Cathy McNamara MM BSN RN NE-BC ACM-RN

Director of Care Coordination

St. Joseph Hospital

A Member of Covenant Health

172 Kinsley Street

Nashua, NH 03060

603-884-4040 Direct

To whom it may concern,

I have been working with the Brain Injury Association of NH for quite a few years since my son's accident. He suffered a TBI while skateboarding without a helmet. I had originally began working with another Agency in my area, after a few years it became clear that BIANH was more of an advocate for my son, they made phone calls in a time manner, they pursued any avenues to help him be successful. I never have to wonder if they're going to follow through because they always do, and it's in a timely manner, which makes my life easier. I would highly recommend the BIANH for you, your family members and the community.

Kim Bouffard
4 Marion Street
Concord, NH 03301
344-4050

5/30/2023

To Whom It May Concern:

My name is Kathleen Valpey. I am a retired physical therapist of 35 years. I find it very difficult to write this reference letter for Krystal Chase and the Brain Injury Association of New Hampshire, not because I don't have any positive things to say, but rather to attempt to condense her many accolades to less than a novel!

That being said, I will begin with the reason I was fortunate to meet Krystal and become involved with BIANH. In June 2017, I was involved in a head-on car accident which resulted in a shattered pelvis, nine broken ribs, and a head injury. In the following two years I underwent seven pelvic surgeries. After my first surgery, I went to an acute rehab for approximately 7 weeks to relearn all functional mobility skills for a safe return to home, alone, with services. I was non-weight-bearing and thus, wheelchair bound. Just prior to my discharge from rehab, home modifications needed to be completed with appropriate assistive devices put into place, including a ramp to enter/exit my home. My caseworker at the rehab had a family emergency and was not available to complete these modifications. When I was discharged from the rehab, I returned home by ambulance, (no ramp was installed at my home), and they had to carry me in the wheelchair, up five steps to the porch and into my home.

As I understand it, Brain Injury of New Hampshire was contacted to request, desperately needed Case Management Services to provide support. I believe it was at this time I was assigned Krystal Chase as my case manager. Krystal has been a relentless advocate for me throughout these past several years. Given my somewhat tragic past, culminating in the horrific car accident that killed my beloved husband/ best friend in 2011, Krystal has always been the uplifting, empathetic, support that I needed and could rely on. Thanks to her I am a survivor!

Following my car accident, with the obvious physical disabilities, I also suffered from brain injury issues. I continued to have difficulty processing, comprehending, and completing necessary paperwork requested to obtain various services. Without Krystal's patience and assistance with navigating the mindblowing, Medicare/ Medicaid systems, this would not have been possible for me. Due to my physical and mental disabilities, I could no longer work in my profession of Physical Therapy. I was thus, forced to retire and go on permanent disability. Again, Krystal was instrumental in obtaining my disability status, thus helping me receive appropriate benefits. Also, at about this time, follow up, rehab lab work (with DNA testing), revealed I had Muscular Dystrophy. I was devastated and struggling! With Krystal's patience, empathy, and support, I was able to piece together a life to go forward

Krystal also recognized my need for several pieces of adaptive equipment, ie; wheelchair, ramps, stairlift, commode, tub bench, reachers, Etc.. and she was able to obtain all equipment I needed so I could live alone, safely, and as functionally independent as possible.

Krystal also put into place, support services such as VNA, homemaker, LNA, meals on wheels, and various Therapies, to mention a few. She also was able to set me up with a help alarm system that I could access at any time if needed. Unfortunately, all of my family live out of state and are unable to assist with a lot of my needs.

Most recently, I drastically downsized and moved to a wonderful, small, elderly, financially assisted, apartment on Suncook Pond. Krystal was directly responsible for making this possible. Last June, 2022, after Krystal completed all required applications necessarily to move to this Retirement Community that has a two to three YEAR wait list, I was contacted 3

MONTHS later with an offer for residency, immediately! AMAZING! Krystal had the forethought that, due to the progressive nature of my disabilities, and my financial status, I would probably soon need to downsize and change my living situation. I am very happy with my new accommodations, thanks, once again, to Krystal.

I am sure I have not even touched on the many other things Krystal has done for me throughout the last 6 years. I was asked to write a reference letter for my case worker, however, I have a difficult time referring to, and acknowledging Krystal, with that title. Rather, I feel that Krystal has always gone above and beyond in all aspects of her position. Therefore, I consider her family, friend, and confidant. The support Krystal and BIANH has given me throughout the years has definitely given my life meaning and purpose to go forward, despite my disability. I feel she and BIANH need SPECIAL RECOGNITION!

Sincerely,
Kathy Valpey

Resumes

ERIN P. HALL

PROFESSIONAL EXPERIENCE

1999 – Present

BRAIN INJURY ASSOCIATION OF NEW HAMPSHIRE

Senior Director
CONCORD, NH

- ◆ Organize and coordinate operations of Neuro-Resource Facilitation Program
- ◆ Provide overall support and supervision to Neuro-Resource Facilitators
- ◆ Work with other states regarding Neuro-Resource Facilitation Program
- ◆ Develop in-service educational training programs
- ◆ Supervise college interns
- ◆ Coordinate with Bureau of Developmental Services on brain injury issues
- ◆ Provide information and referral assistance to survivors, family members and professionals
- ◆ Provide training to school systems
- ◆ Coordinate Brain Injury Community Support Program

1998 - 1999

BUREAU OF DEVELOPMENTAL SERVICES

TBI PLANNING GRANT PROJECT COORDINATOR
CONCORD, NH

- ◆ Organized and coordinate day to day operation of planning process for federal grant
- ◆ Developed comprehensive work plan
- ◆ Assisted in development of Advisory Board
- ◆ Coordinated activities and serve as staff to Advisory Board
- ◆ Worked with contracted consultants to plan, developed and subsequently implement comprehensive needs assessment to address supports, services and consumer satisfaction
- ◆ Assisted in planning regional public forums
- ◆ Performed 1:1 interviews with experts in the field
- ◆ Facilitated group discussions regarding needs in the State of New Hampshire
- ◆ Acted as liaison between consultants and project staff
- ◆ Coordinated grant evaluation plan activities
- ◆ Assisted in recruitment of participants for grant
- ◆ Assisted in development of statewide action plan
- ◆ Worked with Division, Area Agencies and consultants in identifying and addressing needs of survivors and families
- ◆ Participated on the Acquired Brain Injury Community Care Waiver Review Committee

1994-1998

HEART SYSTEM, INC/COMMUNITY CROSSROADS REGION 10

SUPPORT COORDINATOR
DERRY, NH

- ◆ Organized resources and supports for individuals with an Acquired Brain Disorder
- ◆ Hired and supervised support staff for HEART System, Inc.
- ◆ Presented to organizations regarding brain injury and HEART System, Inc.
- ◆ Provided supports to school age children
- ◆ Developed and negotiated program budgets
- ◆ Monitored vendor programs to ensure compliance with contracts
- ◆ Assisted individuals regarding Medicare/Medicaid benefits

VOLUNTEER ACTIVITIES

1999 – Present Parent Information Center
Educational Surrogate for individuals in school system who have a disability

EDUCATION

2004 American Academy for the Certification of Brain Injury Specialists
Brain Injury Association of America
Certified Brain Injury Specialist (CBIS)

1990-1994 Salem State College, Salem, MA
Master of Science in Counseling and Psychological Services
Concentration: Industrial/Organizational Psychology

1986-1989 Northeastern University, Boston, MA
Bachelor of Science in Sociology/Anthropology
Concentration: Human Services

AWARDS/PRESENTATIONS

2008 Vermont's 20th Annual Brain Injury Conference, Burlington, Vermont Workshop:
"Who's Caring for the Caregiver?"

New England Residential Service Coordinators Annual Conference, North Conway, New
Hampshire Workshop: "Climbing Together – Supporting People Living with a Brain
Injury or Stroke"

Brain Injury Association of New Hampshire 25TH Annual Brain Injury & Stroke
Conference, Manchester, New Hampshire Workshop: "I Just Don't Know What to Do or
Where to Go? Come Find Out!"

Brain Injury Association of Pennsylvania 2008 Annual Conference, Harrisburg,
Pennsylvania, Keynote Speaker: "Neuro-Resource Facilitation – Getting Started"

2007 In-service Training Austin House, Webster, NH: "Living with an individual who is living
with a Brain Injury"

2006 Annual Adult Day Conference, Salem, New Hampshire Workshop: "Alzheimer's Disease and
Brain Injury: A Closer Look"

2005 Brain Injury Association of New Hampshire 22nd Annual Brain Injury and Stroke Conference,
Concord, New Hampshire Workshop: "Who's Caring for the Caregiver? Creative Ideas and
Integrative Solutions"

Housing Services Training Session Connecting the Dots: Key Disability Resources, Bedford, New
Hampshire Workshop: "Brain Injury Association of New Hampshire: Who We Are and What We
Do"

2004 Annual Brain Injury Conference, Columbia, South Carolina Workshop: "Who's Caring for the
Caregiver? Creative Ideas and Integrative Solutions"

2002 Adjunct Professor Springfield College School of Humans Services, Manchester New Hampshire
Workshop: "But He Looks Fine...Invisible Trauma"

AWARDS/PRESENTATIONS (cont.)

- 2001 Brain Injury Association of New Hampshire 18th Annual Conference, Concord New Hampshire Workshop: “Navigating Benefits: Making Sense of the Alphabet Soup & Getting What You’re Entitled To”
- Brain Injury Association of America 20th Annual Symposium, Atlanta, GA Workshop “Families Helping Families”
- 2000 Adjunct Professor Springfield College School of Human Services, Manchester New Hampshire Workshop: “But He Looks Fine...Invisible Trauma”
- Springfield College School of Human Services, Manchester New Hampshire Workshop “Trends in Human Services”
- Head and Spinal Cord Injury Division Service Coordination Conference Myrtle Beach, South Carolina Workshop “Creativity and Courage in Service Coordination: Supporting People to New Ways of Thinking and Being After a Brain Injury”
- 1999 Brain Injury Association of New Hampshire Annual Conference Workshop “Special Workshop for Survivors and Families”
- 1997 In-service regarding HEART System, Inc. and Traumatic Brain Injury Hampstead Hospital, Hampstead, NH
- 1996 “Causes and Consequences of Brain Injury: Implications for Caregivers” Sponsored by Brain Injury Services of New Hampshire Division of Mental Health and Developmental Services and the Brain Injury Association of New Hampshire Workshop “Understanding and Meeting the Special Needs of Families”
- 1995 Brain Injury Association of New Hampshire Annual Conference Workshop “Supported Employment for ABI (Acquired Brain Injury)”
- 1993 Massachusetts Association for Persons in Supported Employment Annual Conference Presented original work “Small Team Approach”
- 1992 and 1993 Statewide Head Injury Program (SHIP) Vendor Conference
1993 Social Security Work Incentives - Plans for Achieving Self Support (PASS)
Impairment-Related Work Expenses (IRWE)
1992 Programmatic Innovated Ideas
- 1992 Outstanding Job Coach for the Northeast Region
Presented by the Massachusetts Rehabilitation Commission (MRC) and Office of Employment Services (OMS)

PROFESSIONAL AFFILIATIONS

Case Management Society of America
Case Management Society of New England
Statewide Independent Living Council (SILC)
2nd Chair 2008, 1st Chair 2009, Chair 2010-2012
Governors Task Force on Employment
New Hampshire Benefits Planners

Brain Injury and Substance Abuse Council
Consumer Policy Advisory Board
National Association of State Head Injury Administrators (NASHIA)
Moore Center Services Human Rights Committee

Krystal Chase

Education

Master of Social Work | September 2011-May 2014 | University of New Hampshire – Manchester, NH

- Major: Social Work
- Related coursework: Human Behavior and the Social Environment, Race, Culture & Oppression, Social Welfare Policy, Child Welfare Policy, Assessment of Addictions, Treatment of Addictions, Statistics, Program Evaluation

Bachelor of Science | September 2006-May 2009 | Suffolk University – Boston, MA

- Major: Psychology
- Related coursework: Developmental Psychopathology, Abnormal Psychology, Cognitive Neuroscience, Industrial-Organizational Psychology, Ethics, Sensation & Perception, Child Development

High School Diploma | August 2001-June 2005 | Pinkerton Academy – Derry, NH

Certifications and Licenses

- Licensed Independent Clinical Social Worker | 2021-present
- Certified Brain Injury Specialist | 2018-present
- Perinatal Bereavement Coordinator | 2016

Professional Experience

Social Worker (per diem) | Pathways Healthcare – Londonderry, NH | April 2021-present

- Provide social work intervention to active clients/patients and family members.
- Assess clients'/patients' psychosocial, environmental, financial and functional status in order to coordinate appropriate plans.
- Plan and implement patient care in collaboration with the physician and other disciplines (PT, OT, RN).
- Document social work interventions in the patient's medical record pertaining to the referral source, reason for referral, issues, recommendations and a treatment plan resulting in an established outcome.
- Communicate appropriate information to patients, peers, managers, physicians, department and other agencies involved.
- Integrate problem solving methodology and quality improvement in approaching problem areas related to patient care and organizational processes.

Director of Programs and Services | Brain Injury Association of New Hampshire – Concord, NH | September 2017-present

- Director at a nonprofit advocacy and education organization serving the entire state, primarily focused on oversight of the Continuing Care Waiver programs, which provides case management for over 600 consumers.
- Oversight of all documentation to ensure compliance with local and federal regulatory standards, including ensuring successful audits with CMS and NH DHHS as well as participation in annual quality audits
- Direct supervision of 10+ case managers and supervisors to include assistance with locating resources for home care for eligible consumers, monthly supervision contact, administrative duties, and regular meetings with the State of NH to ensure quality service provision.

- Responsible for providing person-centered services to eligible consumers as well as collaboration with managed care organizations, adult protective services, mental health, primary care and other community based supports.
- Management of caseloads and all hiring/personnel duties related to the case managers and administrative staff.
- Spearheaded implementation of an electronic medical record including complete clinical development of the program.
- Lead on multiple projects related to the intersection of traumatic brain injury and substance use disorder, including development and facilitation of presentations on this topic.

Social Worker (float) | St. Joseph Hospital – Nashua, NH | August 2015-December 2019

- Psychiatric social worker responsible for crisis evaluation in an emergency room setting, as well as management of patients within the hospital with mental health and/or substance use disorders
 - Crisis assessment and referral for inpatient psychiatric hospitalization or detox for adults and children, coordination of services with outpatient providers, linking to community resources, collaboration with an interdisciplinary team, and family support services.
- Medical social worker responsible for service coordination and discharge planning in the Emergency Department, ICU and on medical/surgical floors, to include referral for appropriate community support, facilitating Medicare/Medicaid covered services, family support, bereavement and end of life care and planning, coordination with an interdisciplinary team for appropriate delivery of care.
- Perinatal bereavement support to women experiencing ectopic pregnancy loss, miscarriage, or stillbirth. Provision of bereavement support and ongoing follow up support post discharge and link to community resources for grief management.

Social Worker | Hampstead Hospital – Hampstead, NH | January 2013-February 2017

- Clinical social worker at a 60-bed psychiatric facility serving children, adolescents, and adults where programs of admission include developmental, psychiatric, and substance abuse services.
- Telephonic crisis intervention, review of clinical information to determine appropriate placement at the hospital, upkeep of clinical documentation, face-to-face level of care evaluations for admission, collaboration between service providers, link to appropriate aftercare services, coordination with outpatient providers, utilization reviews with insurance companies for initial and continued hospitalization coverage, and administrative tasks.

Social Worker | St. Mary's General Hospital – Passaic, NJ | September 2014-August 2015

- Social worker for a large medical hospital serving the emergency room, ICU, maternal and child health, and medical/surgical units.
- Responsibilities include provision of assistance to patients with social, psychological, financial, and hospital discharge planning issues.
- Working with patients, families, and physicians to ensure an appropriate plan of care upon discharge as well as providing crisis intervention, planning and arranging for short-term rehabilitation programs and long-term care, referral to appropriate community resources, collaboration between service providers, and completion of advanced directives and end-of-life planning and care.

PACT Wellness Clinician | Bridgeway Behavioral Health Services – Jersey City, NJ | July 2014-August 2015

- Clinical lead for a team providing mental health services for over 70 adults with severe and persistent mental illness and co-occurring substance use disorders through the Program for Assertive Community Treatment.
- Provider of community based recovery-oriented services including wellness initiatives, job development, and dual disorder treatment.
- Responsible for community outreach, medication education, upkeep of clinical documentation including individual recovery plans and psychosocial assessments, completion of intakes and review of referrals from higher levels of care.
- Responsible for supervision, skill assessment and teaching for team members, and ensuring that interventions are effective and recovery oriented.

Mental Health Clinician (2nd year MSW Internship) | Arbour Counseling – Haverhill, MA | September 2013-May 2014

- Clinician at a partial hospitalization program serving adults. Responsible for group facilitation for up to 20 participants of the program enrolled for mental health and/or substance abuse issues, as well as individual therapy for clients of the program on a weekly basis.
- Facilitated psychotherapeutic, psychoeducational, and expressive therapy groups.
- Other responsibilities include coordination with medication providers and other clinicians, upkeep of clinical documentation, family meetings, assisting the program director with admissions, psychosocial assessments and administrative duties.

Social Worker (1st year MSW internship) | Southern New Hampshire Medical Center Behavioral Healthcare Unit – Nashua, NH | September 2012-May 2013

- Social worker on a 13-bed inpatient psychiatric unit serving adults in emergent psychiatric situations.
- Responsible for care coordination with outside providers and discharge planning including referrals to social service agencies and other community resources, family meetings, psychosocial assessments, facilitation of psychotherapeutic groups, upkeep of clinical documentation through use of an electronic medical record, and administrative duties.

Psychiatric Rehabilitation Specialist | Greater Nashua Mental Health Center – Nashua, NH | March 2010-December 2012

- Clinical case manager for a caseload of 50 adults with severe and persistent mental illness. Responsibilities include provision of community-based support for clients suffering from extreme mental health and/or substance abuse issues, upkeep of clinical documentation through use of an electronic medical record, and administrative duties.
- Certified provider of functional support services, supported employment, illness management and recovery, as well as case management. Case management duties included referrals to other community resources to best meet the needs of clients served.
- Responsible for facilitation of a weekly psychotherapeutic group addressing women's mental health issues.

Research Assistant | Suffolk University – Boston, MA | September 2008-May 2009

- Research assistant in the cognitive neuroscience department at a major university.
- Responsible for evaluation of MRI data to determine a neurological basis for creativity using a specialized computer program for volumetric analysis.

- Other responsibilities included development of a poster and presentation as well as input for publication.

Awards & Honors

- Phi Alpha Honor Society | January 2012-May 2014
- Phi Sigma Alpha Honor Society | January 2008-May 2008

Publications & Papers

Exploring creativity and its neural bases. A poster presented at the Massachusetts Institute of Technology Science Symposium. May 2009. Cobb, E., Susmaras, T., Wiebe-Moore, D., Flint (Chase), K. & Gansler, D.

References

Available upon request

Kathryn Bizier

PROFESSIONAL EXPERIENCE

Brain Injury Association of America - Maine Chapter, Augusta *- NeuroResource Facilitator*

February 2020 - PRESENT

Work with survivors and their support systems to help navigate systems and access resources, Maintain Maine Database, Liaison for New England Rehab Hospital Acute Rehab, ME Childrens Workgroup

Brain Injury Association of New Hampshire, Concord - *NeuroResource Facilitator*

January 2021 - PRESENT

Work with survivors and their support systems to help navigate systems and access resources in NH, Information and Resource Specialist Calls

RSU 5 Community Programs, Freeport — Adult Education *Coordinator*

June 2020 - December 2020

Manage day to day running of High School Diploma, ESOL, Job Skills, and Enrichment programs for Regional School Unit 5

Portland Adult Education, Portland — Instructor

April 2018 - June 2020

Instructor for chemistry, general science, and readings in science to a diverse student body consisting primarily of refugees and asylum seekers

LearningWorks, South Portland — 21st Century Community *Learning Center Director*

October 2017 - June 2020

LearningWorks Director, South Portland - Supervised and evaluated 11 staff, managed federal grant, maintained database and grant reports

Malden Public Schools, Malden, MA — Science Teacher Leader *& Educator*

July 2014 - June 2017

Managed department; designed and led professional development; member of school leadership team, hiring committees & Google 1:1 implementation team; mentored staff; led adoption of NGSS standards; instructor of biology, pathology, environmental science, forensics & chemistry

SKILLS

Resource facilitation

Database management

Supervisory experience

Community partner outreach, engagement, and education

Grant writing, review, & scoring

Federal budget management

Educational leadership

Professional conference presentations

Professional development planning and implementation

CERTIFICATIONS

CITI Training

NAMI Certified - Adult Mental Health First Aid

National Institute for School Leadership's Executive Development Program

Massachusetts Life Sciences Teaching License

Trauma-Informed Resilient Schools Part 1

**Bunker Hill Community College, Boston, MA — Adjunct
Biology Professor**

January 2013 - July 2017

EDUCATION

**University of Southern Maine, Portland, ME — Master of Public
Health; Certificate in Healthcare Quality & Patient Safety**

January 2021 - Present (Expected December 2023)

Current 4.0 GPA; Graduate Research Assistant with Dr. Brenda Joly - Public Health
Evaluation of Northern New England Clinical and Translational Research Center

**Boston College, Chestnut Hill, MA — Master of Education in
Curriculum and Instruction**

August 2008 - December 2009

Earned “Distinction” on Masters Thesis, Awarded Bank of America and
Duvnjak Fellowships, Graduate Assistantship in Study Abroad Office

Colby College, Waterville, ME — Bachelor of Arts

September 2004 - May 2008

Majored in Cellular-Molecular Biology & Biochemistry; Semester Abroad at
The University of Edinburgh, Scotland, President of Colby Dancers, Tutor &
Teaching Lab Assistant Chemistry Department, Admissions Office Employee

PROFESSIONAL DEVELOPMENT & VOLUNTEER WORK

**The Brunswick Landing YMCA - Advisory Board
Member, December 2022 - Present**

**University of Southern Maine - Public Health Advisory
Committee - Member, Student Representative, November 2021 -
Present**

Provide feedback and advice to USM Muskie School Faculty on MPH Program

**The Bicycle Coalition of Maine— Member, Board of Directors,
September 2021 - Present (3 Year Term)**

Governance Committee Member

**MidCoast Hospital - Maine Health Mass COVID Vaccination
Clinic — Volunteer Clinic Manager, February 2021 - October 2021**

Co-manage mass vaccination clinic with Maine Health staff - served as
point person for any issues, assisted with pharmacy admin and more

Jennifer A. Waterhouse

Professional Summary

Team oriented professional with strong track record of establishing solid relationships with clients, coworkers, administration and local agencies.

Skill Highlights

- Critical thinker
- Detail oriented
- Planning/coordination
- Team leadership
- Professional demeanor
- Computer skills

Professional Experiences

11/2022 to present

Information and Resource Specialist
Brain Injury Association- Concord N.H.

Assist Brain Injured individuals with resources to connect them to others who can assist with day to day living. Take data for each person spoken to whether via email, or call. Head a grant program designed for brain injured individuals to help settle a financial burden, and present it to the committee for approval. Reach out to individuals on the NRF program to check in on their needs. Any other tasks requested by management.

5/2017 to 11/2022

Case Manager
Brain Injury Association-Concord N.H.

Facilitate, advocate and give service option in the best interest of clients. Write case notes, create care plans, help get in services as needed per client, track progress, make changes as needed to care plans, speak with team members to ensure the best care is provided.

03/2014 to 04/2017

Behavioral Program Manager
Community Bridges-Concord N.H.

Fill out and maintain client-related paperwork, including federal- and state-mandated forms, client diagnostic records, and progress notes.

Prepare and maintain all required treatment records and reports.

Monitor clients' use of medications.

Maintain confidentiality of records relating to clients' treatment.

Serve as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems.

Perform difficult staffing duties, including dealing with understaffing, refereeing disputes, firing employees, and administering disciplinary procedures.

Identify staff vacancies and recruit, interview and select applicants.

Provide current and prospective employees with information about policies, job duties, working conditions, wages, opportunities for promotion and employee benefits.

Conduct exit interviews to identify reasons for employee termination.

04/2010 to 3/2014

Direct Support Professional/ Resource DSP
Community Bridges-Concord N.H.

I am responsible for covering staff that are out, Mentoring other DSP's, Assist new staff on how to use Time America, write daily data and progress notes, Assist Program Managers with a variety of day to day tasks, write profiles, Cover office staff vacations, Scheduling, On call coverage, Variety of tasks given by directors, TAE, matching staff with individuals, printing reports, researching information.

I have a certificate in DSP work, I help run a DSP council to help staff get help get through work struggles, and I am part of a Peer Support Network that contacts all new staff to help with any problems that they may be encountering.

5/2007 to 4/2010

Personal Care
Concord Regional Visiting Nurses- Concord NH

I was responsible for calling in every night to check workload for next day. Traveling throughout NH to provide personal care to elderly in their homes and nursing homes,

completing day to day paperwork, communicating with nurses and family members, reporting any concerns to management.

08/2002 to 03/2007

Paraprofessional
Pittsfield Elementary School- Pittsfield NH

I was responsible for monitoring all students during grade level free time, preparing/modifying school work for children with learning disabilities, assisting students with completing their school work, assist teachers in meeting and classroom prep, and covering other staff that were out.

Education and Training

2013 Certificate: Direct Support
NHTI Concord NH

I took a 20 week course to learn how to build better relationships and better supports for people with disabilities.

October 22, 2013 .6 CEU credit

UNH Promoted From Within: Stepping Up to Supervisor

I took a 1 day leadership class to learn more about how to handle I new position within a company, and how to handle it.

May 22, 2014 .6 CEU credit

UNH Critical Thinking Class

I took a 1 day class on critical thinking and learned how to expand my view and way of thinking in different situations.

June 22, 2018 CBIS

Morgan Ring

Obtain a position in which I can make a positive contribution to the community and organization as a whole.

Experience

JANUARY 2023 - PRESENT

Program Assistant/Brain Injury Association, Concord, NH

- Support Service Coordinators in a multiplicity of tasks.
- Conduct intakes as needed for new persons within the waived service.
- Track and Organize annual paperwork received and needed for our organization.
- Oversee billing for one of our waived services.

AUGUST 2018 – JANUARY 2023

EFC Program Manager/Community Choices, Concord, NH

- Oversaw home care providers as they supported individual within the homes by doing monthly visits, reviewing paperwork and ensuring the safety and state requirements are met.
- Communicate daily with members of each team which included the individuals, case manager, guardians and other various program managers.
- Initiate and problem solve on an assortment of concerns.

APRIL 2016 – FEBRUARY 2018

Campus Coordinator/Northwestern Mutual, Manchester, NH

- Supported all recruiting efforts of Northwestern Mutual in Northern New England.
- Prepared marketing materials for class talks and career fairs.
- Created prospective referral lists from social media sites (LinkedIn, Facebook, Etc.)
- Promoted the internship opportunity by keeping internet posting up to date and attending career fairs.

SEPTEMBER 2012 – APRIL 2016

Child Care/Day Camp Registrar/The Granite YMCA, Goffstown, NH

- Oversaw billing, registration and general inquiries regarding Child Care and Day Camp Registration.
- Managed an assortment of accounts with multiple components attached with them.
- Trained new members at the Welcome Center as well as being a Professional on Duty when needed.

Skills

- Microsoft Office
- Communication Skills
- Interpersonal Skills
- Problem Solving
- Detailed Orientated
- Organizational Skills
- Leadership Skills
- Ability to delegate and make decisions

Education

MAY 2012

Bachelor of Exercise Science/Colby-Sawyer College, New London, NH

Joselito M. Yatco

Computer Related Experience

- Nov. 2009 - Present
Brain Injury Association of New Hampshire - Concord, New Hampshire
IT Manager Setup, manage and maintain computer hardware and software including voice and networking. Support and train all users. Manages and maintain database including web sites, social media, and registration online events.
- Oct. 2004 - Present
IHM - Concord, New Hampshire
IT Coordinator Manage, maintain and support company's network (WAN/LAN) including hardware and software. Also, manages and maintain web sites.
- Apr. 2002 – Jan. 2006
University of Phoenix Online - Phoenix, Arizona
Online Faculty ITS Online Faculty for graduate and under-graduate students.
- Jun. 2000 - Oct. 2004
Pragmatech Software - Amherst, New Hampshire
IT Administrator Develop, plan, and implement company's overall strategy goals of IT infrastructure. Plan, direct, and manage daily operations of companies overall systems and networks (LAN/WAN). Responsible for implementing long range policy and internal information and systems infrastructure, including goals and objectives. Provide support and consultation to all departments including outside sales, training facilities, and assisting the companies' software development in a variety of projects. Manage company's security and telecommunication.
- Dec. 1998 – May 2000
D.G. O'Brien Inc. - Seabrook, New Hampshire
I.S. Administrator/Supervisor Plan organizes, manage, and control over-all activities of Information Systems (I.S.). Analyze and implement department short and long term projects like LAN/WAN, multiple applications, programming and computer operation activities through manage subordinates and by direct supervision.. Design, develop and maintained company's Internet/Intranet web sites. Manage company telecommunications.
- Jan. 1994 – Jan. 1999
Havenwood - Heritage Heights - Concord, New Hampshire -
M.I.S. Network Coordinator Administer LAN/WAN for multi-flat forms, multi-protocols including TCP/IP, NOS, network security, systems backup and disaster-recovery procedures. Coordinated application development and installation and monitored computer operations. Provide training and support for users such as word processing, spreadsheet, database, and related applications used by the company. Administer and update network database containing hardware, software, manual and preventive maintenance scheduling information. Develop in-house database using MS Access for Staff Development.
- Oct. 1989 - Dec. 1993
Connecticut Plastic Surgery Center - Ridgefield, Connecticut
M.I.S. Manager Reported directly to the President. Responsible for overall operations, installations, and maintenance of computer systems. Implement and maintain Novell Local/Remote area network. Evaluate computer hardware/software for main and regional offices. Train and supported computer users. Develop in-house database using Dbase IV for Inventory and tax purposes. Trouble shoots both hardware and software.

Sept. 1988 - Oct. 1989

Manchester Boys & Girls Club - Manchester, New Hampshire

Computer Instructor Develop and initiate an instructional computer program, from beginner's level to advance uses of computer. Responsible for training and assisting staff member. Installed and maintained computer systems using Apple and Mac systems as well as hardware and software compatibility and configurations.

May 1986 - Sept. 1988

Southern New Hampshire University - Manchester, New Hampshire

Computer Lab. Consultant. Provide consultation to Graduates/Undergraduates students, using IBM, PS/2 Series, PC compatibles, Mini VAX, IBM 3208 main frames, including the use of software such as word processing, spreadsheets and database. Assist Instructors for Lab classes.

Education and Training

- Windows Server 2003 and 2008
- Windows 10, 8.1, 7 and XP
- HTML for Windows
- System Administration for MS SQL Server
- TCP/IP for Windows NT 4.x
- Windows WorkStation and Server
- Microsoft Exchange Server Support 5.x

International Correspondence Schools (ICS)

Scranton, Pennsylvania - PC Repair

New Hampshire College (Southern New Hampshire University)

Manchester, New Hampshire - Master of Business Administration (MBA)
- Advance Certificate in CIS.

Software and Hardware

Windows 2000/2008 Server (Active Directory) and Windows Small Business Server

Windows 10, 7, 8, 2003, XP, NT, Novell 2.11/3.1x and 4.x, Unix (RS 6000), IBM 36

MS Office Professional and Microsoft BackOffice (Exchange, IIS and SQL)

ERP/CRM (Logos, Epicor, GoldMine, SalesLogix, and Microsoft)

Accounting (Peachtree, ACCPAC, Genesis, Real World, QuickBooks Enterprise, Logos)

Utilities/Others – Adobe Suite CS6, PageMaker, WinZip, Norton Symantec, Veritas

PC/Laptops – i3, i5, i7, Pentiums, Apple, Power Macs, Copiers, Printers and Tape Backups

Job Descriptions

Senior Director

Reports to:

Brain Injury Assoc. of NH Executive Director

Duties:

- Organize and coordinate operations of Neuro-Resource Facilitation Services
- Coordinate Choices for Independence Community Care Waiver Services
- Oversee Support Group Coordinators
- Reviews all referrals to program
- Notifies individuals/family of eligibility determination
- Oversee daily operations of Neuro-Resource Facilitation Services
- Provide overall support and supervision to Neuro-Resource Facilitators
- Provide conflict resolution
- Facilitate training for Neuro-Resource Facilitators
- Develop Community Connections with health care facilities
- Expand referral resources
- Market Neuro-Resource Facilitation Services to health care companies including lawyers, insurance companies, hospitals, etc.
- Maintain confidentiality and standards of ethical practice
- Oversee billing to Private/Public Insurance, private pay, etc.
- Maintain central records
- Expand funding stream

Qualifications:

- Masters Degree Required in Counseling, Social Work, Psychology, Sociology or Related Field
- Understanding of disability issues
- Excellent communication skills necessary both written and verbal
- Computer skills
- Ability to work independently

Director of Programs and Services

Reports to:

Brain Injury Assoc. of NH Senior Director

Duties:

- Organize and coordinate operations of Neuro-Resource Facilitation Services
- Coordinate Choices for Independence Community Care Waiver Services
- Oversee Support Group Coordinators
- Reviews all referrals to program
- Notifies individuals/family of eligibility determination
- Oversee daily operations of Neuro-Resource Facilitation Services
- Provide overall support and supervision to Neuro-Resource Facilitators
- Provide conflict resolution
- Facilitate training for Neuro-Resource Facilitators
- Develop Community Connections with health care facilities
- Expand referral resources
- Market Neuro-Resource Facilitation Services to health care companies including lawyers, insurance companies, hospitals, etc.
- Maintain confidentiality and standards of ethical practice
- Oversee billing to Private/Public Insurance, private pay, etc.
- Maintain central records
- Expand funding stream

Qualifications:

- Masters Degree Required in Counseling, Social Work, Psychology, Sociology or Related Field
- Understanding of disability issues
- Excellent communication skills necessary both written and verbal
- Computer skills
- Ability to work independently

NRF/Case Manager Job Description

Reports to:

Brain Injury Assoc. of NH Senior Director

Duties:

Direct Services

- Work with individuals and families who are living with a brain injury
- Work closely with local Discharge Planners
- Meet with individuals and families in their homes to develop a plan of care
- Gathers pertinent information and records pertaining to the individual
- Reviews and organizes information gathered from various sources
- Consult with the individual/family to identify concerns and needed/requested services
- Conduct ongoing assessment and update planning document as needed
- Coordinate the delivery of services to meet identified goals and objectives
- Advocate for equal access to services to maximize individual functioning and opportunities for inclusion
- Consult with individual/family to ensure that services being received are appropriate, timely and meeting identified goals and objectives
- Consult with providers to ensure that the services provided are appropriate, timely and meet identified goals and objectives
- Guide individuals/family in resolving difficulties with agencies, access to services and/or service delivery
- Supports self-advocacy efforts
- Maintains information and records in accordance with established policies and procedures

Indirect Services

- Serves as a consultant on brain injury issues for agencies and providers to ensure equal access to services and equitable treatment for all individuals
- Monitor Family Information Program at area hospitals and rehabs
- Liaison for Peer Support Volunteers
- Support Group Liaison
- Provide training and outreach to community agencies
- Provide Information and Resource supports to individuals
- Maintains confidentiality and standards of ethical practice

Qualifications:

- Preferred Masters Degree in Counseling, Social Work, Psychology, Sociology or Related Field; Minimum Bachelors Degree required
- Understanding of disability issues
- Excellent communication skills necessary both written and verbal
- Computer skills
- Ability to work independently

I&R Specialist/Resource Specialist

Reports to:

Senior Director

Duties:

- Provide information and resources to individuals, family members and professionals
- Prepare and mail information materials to assist brain injury survivors and their families
- Maintain basic information packets and library literature in sufficient quantities for quick distribution
- File and photocopy resource information and enter information into office data base
- Provide education to schools and community regarding brain injury prevention including health/school fairs
- Responsible for updating and maintaining of Resource Library
- Responsible for family outreach calls
- Coordinate The Elliott Memory and Mobility Clinic
- Coordinate Brain Injury Community Support Program - financial program
- Back-up for incoming phone calls
- Support Case Managers/Neuro-Resource Facilitators regarding resources
- Provide information/resources/materials to Support Group Facilitators as requested

Skills Needed:

- Degree in Human Services
- Understanding of disability issues
- Excellent telephone and communication skills necessary
- Computer skills

Transition Coordinator

Reports to:

Brain Injury Assoc. of NH Director of Programs and Services

Duties:

Direct Services

- Work with individuals and families who are transitioning into the community
- Work closely with local Discharge Planners
- Meet with individuals and families to develop a plan of care
- Gathers pertinent information and records pertaining to the individual
- Reviews and organizes information gathered from various sources
- Consult with the individual/family to identify concerns and needed/requested services
- Assist with transition to other case management or programs as needed
- Work collaboratively with other service agencies
- Maintains information and records in accordance with established policies and procedures

Indirect Services

- Serves as a consultant on brain injury issues for agencies and providers to ensure equal access to services and equitable treatment for all individuals
- Provide training and outreach to community agencies
- Provide Information and Resource supports to individuals
- Maintains confidentiality and standards of ethical practice

Qualifications:

- Degree in Human Service Field or equivalent work experience
- Understanding of disability issues
- Excellent communication skills necessary both written and verbal
- Computer skills
- Ability to work independently

IT Manager

Reports to:

Brain Injury Assoc. of NH Executive Director

Duties:

Manage and maintain company's databases (e.g. Main Database and NRF database)

- Plans database upgrades by maintaining, evaluating, and improving a transaction processing
- Supports database performance by monitoring database performance; evaluating and resolving processing and programming problems; designing database management tools; answering user questions.
- Secures database by preparing access and control policies and procedures; implementing disaster recovery procedures.
- Identifies database requirements by analyzing department applications, programming, and operations; evaluating existing systems and designing proposed systems.
- Recommends solutions by defining database physical structure and functional capabilities, database security, data back-up, and recovery specifications.
- Supports database functions by designing and coding utilities
- Supports application design by contributing expertise to applications, operations, and technical support teams.

Manage and maintain Web based programs and online database (e.g. Cloud, Fundraising, Social Media, Salsa)

Create, manage, setup, multiple website (e.g. BIANH, NH-Veteran, Walk-by-the-Sea, heads up).

- Create and design website
- Maintains Web system performance by performing system monitoring and analysis.
- Secures Web system by developing system access, monitoring, control, and evaluation; establishing and testing disaster recovery policies and procedures; completing back-ups; maintaining documentation.
- Update library

Manage and maintain multiple domain:

- Bianh.org
- Bianh.net
- NH-Veteran.com
- Headsuphalfmarathon.org

Manage and maintain company's email.

- Setup individual email

Implemented, setup, manage, and maintain network:

- Network Access
- Protects system by defining access privileges, control structures, and resources.
- Implements security improvements by assessing current situation; evaluating trends; anticipating requirements.
- Upgrades system by implementing and maintaining security controls.

Setup and maintain hardware and software:

- Manage and maintain Network Server and cloud base.
- Manage and maintain Desktops, Laptops, and cell phones
- Manage modem, router, Dropbox (cloud), switch, hubs, external hard drive
- Manage and maintain VPN
- Install, maintain and upgrade required company software
- Install and upgrade hardware and software

Manage and maintain WIFI access

Backup Server's and individual information

Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.

Qualifications: System Administration, Network Security, Problem Solving, Information Security Policies, Informing Others, Process Improvement, On-Call, Network Troubleshooting, Hardware Troubleshooting (servers, desktop, laptop), Helpdesk and call Support, Firewall Administration, Network Protocols, Routers, Hubs, and Switches, Telecommunications Technology (including company cell phones), VPN

Surveys

Dear

A goal of the Brain Injury Association of New Hampshire is to provide information and resource services to people with brain injuries, their families, and to people who are working within the human service field.

Recently you called and requested information and we would like to know how our response was to your request. Please take a few moments to fill out the following questionnaire. Feel free to add any comments or suggestions you have *on the back* of this sheet. Return this questionnaire with the enclosed envelope.

Thank you for taking the time to give us feedback.

Are you a: Survivor Family/Friend Professional Other

What was the purpose of your call? Check all that apply.

Brain Injury Information Support Group Information Benefits/Services Information
 Brain Injury/Children Legal Information Other (describe)

Based on my experience requesting information, I would rate each of the following:

Helpfulness of the information	Excellent	Good	Fair	Poor
Timeliness w/providing info	Excellent	Good	Fair	Poor
Accuracy of the info	Excellent	Good	Fair	Poor
Supportiveness of staff	Excellent	Good	Fair	Poor

Would you call the Brain Injury Association again? Yes No (Why or why not)

Of the information you received, what was most useful?

What could we do to improve our service?

Optional: If you would like the Brain Injury Association to contact you to discuss your concerns and opinions, or if you have questions, please include your name and phone number. If you wish to call us you can do so at: 1800773-8400.

Name: _____

Address: _____

Phone: _____

Additional comments or concerns:



**BRAIN INJURY
ASSOCIATION
OF NEW HAMPSHIRE**

52 Pleasant Street
Concord, NH 03301

Dir: (800) 773-8400
Tel: (603) 225-8400
Fax: (603) 228-6749
E-mail: mail@bianh.org

Dear Participant:

The Brain Injury Association of New Hampshire would like to hear from you about your recent transition. Please complete the following survey and return it using the enclosed envelope. If you have any questions, please call Barbara Howard at 603-225-8400. Thank you.

* * * * *

I was kept informed of the transition process.

YES _____ NO _____

This transition was the right choice for me.

YES _____ NO _____

The Transition Coordinator was helpful.

YES _____ NO _____

I received a follow-up call on my transition.

YES _____ NO _____

Comments:

Brain Injury Association of New Hampshire Neuro-Resource Facilitation Program

Name of Family Member/Significant Other(optional)_____

Neuro-Resource Facilitator:_____ Date:_____

Your Name(optional)_____

Address:_____

City, State, Zip:_____

Phone:_____

We would like your feedback on the services your family member/significant other received through the Neuro-Resource Facilitation Program.

**Please rate the following statements using this scale:
(circle one)**

	Strongly Disagree	Disagree	Agree	Strongly Agree
1. The Neuro-Resource Facilitator helped my family member/significant other address his/her personal goals.	1	2	3	4
2. The Neuro-Resource Facilitator is knowledgeable regarding the resources and services available to individuals with brain injury in my community.	1	2	3	4
3. The Neuro-Resource Facilitator helped my family member/significant other to identify and access resources and services in the community that helped him/her to meet their goals.	1	2	3	4
4. The Neuro-Resource Facilitator was flexible in his/her approach to meeting my family member/significant other's needs/goals.	1	2	3	4

Overall, I would rate the Neuro-Resource Facilitation services my family member or significant other received as: (circle one)

Poor Fair Average Good Excellent

Survey continued on back...

1. Is your family member/significant other currently receiving services in your community? (Please circle one)

Yes No

If yes, please list the services your family member/significant other is currently receiving:

2. Which if any of these services did the Neuro-Resource Facilitator help your family member/significant other to access? _____

3. Are there any services or supports that your family member/significant other still needs?

4. How satisfied are you with the quality of your family member/significant other's life at this time? (circle one)

Very satisfied Satisfied Not very satisfied Very unsatisfied

5. Please feel free to make any additional comments or suggestions regarding the Neuro-Resource Facilitation services received. _____

Thank You

Brain Injury Association of New Hampshire Neuro-Resource Facilitation Program

Neuro-Resource Facilitator: _____

Date: _____

Your Name:(optional)_____

Address:_____

City, State, Zip:_____

Phone:_____

We would like your feedback on the services you received through the Neuro-Resource Facilitation Program.

Please rate the following statements. (circle one)

	Strongly Disagree	Disagree	Agree	Strongly Agree
1. My Neuro-Resource Facilitator helped me address my personal goals.	1	2	3	4
2. My Neuro-Resource Facilitator is knowledgeable regarding the resources and services available to individuals with brain injury in my community.	1	2	3	4
3. My Neuro-Resource Facilitator helped me to identify and access resources and services in the community that helped me to meet my goals.	1	2	3	4
4. The Neuro-Resource Facilitator was flexible in his/her approach to meeting my family member/significant other's needs/goals.	1	2	3	4

Overall, I would rate the Neuro-Resource Facilitation Program as: (circle one)

Poor Fair Average Good Excellent

Survey continued on back side...

1. Are you currently receiving services in your community? (circle one)

Yes **No**

If yes, please list the services you are currently receiving: _____

2. Which if any of these services did your Neuro-Resource Facilitator help you to access? _____

3. Are there any services or supports that you still need? _____

4. How satisfied are you with the quality of your life at this time? (circle one)

Very satisfied **Satisfied** **Not very satisfied** **Very unsatisfied**

5. Please feel free to make any additional comments or suggestions regarding the Neuro-Resource Facilitation services you received. _____

Thank You



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Concord, NH 03301

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Tel: (603) 225-8400
Fax: (603) 228-6749
E-mail: mail@bianh.org

Facility Address

RE: Individual's Name

To Whom It May Concern:

Recently the Brain Injury Association of New Hampshire assisted in the transition of the above mentioned individual from your facility back into the community. Completing the survey below will help ensure the continuation of funding for this program. Individual responses are kept confidential. If you have any questions please call Barbara Howard at 603-225-8400. We thank you in advance for your feedback.

* * * * *

Please circle the response that closest represents your opinion of the statements below.

The Transition Coordinator was helpful in the transition process.
Strongly agree Agree No Opinion Strongly disagree Disagree

I was kept informed during the transition process.
Strongly agree Agree No Opinion Strongly disagree Disagree

The transition plan was designed to the meet needs of the individual.
Strongly agree Agree No Opinion Strongly disagree Disagree

The transition process was completed without unnecessary delays.
Strongly agree Agree No Opinion Strongly disagree Disagree

Comments:

Neuro-Resource Facilitation Applications

Dear Applicant,

Thank you for your interest in The Brain Injury Association of NH's Neuro-Resource Facilitation Program. This program aims to assist families and individuals who have experienced a brain injury or stroke.

The Neuro-Resource Facilitation Program has come about from the passing of Senate Bill 182. This bill appropriates funding to provide a statewide program to assist families and survivors with identifying and accessing resources in their community.

If you are struggling with attaining the appropriate services, we ask that you fill out the enclosed application and release form. The Neuro-Resource Facilitation Coordinator will contact you to further discuss how this program works.

To be eligible for the program you need be a legal resident of New Hampshire, have experienced a brain injury or stroke before the age of 60, be expected to benefit from the services, have a personal champion⁽¹⁾ or guardian, and have goals or objectives you would like our assistance with.

If you have any questions regarding the Brain Injury Association of New Hampshire's Neuro-Resource Facilitation Program, please feel free to call 603-225-8400 or 800-773-8400.

Sincerely,

Brain Injury Association of New Hampshire

Enc. Program Resource Sheet
Application (Intake Form)
Release of Information

(1) Champion: Def. Natural support person that the Brain Injury Association of NH is allowed to speak with on your behalf; cannot be a professional or hired assistance. Examples include spouse, friend, brother/sister, co-worker, etc.

Neuro-Resource Facilitation Program Resource Sheet

Neuro-Resource Facilitation: Def. A partnership that assists individuals to receive information that will enable them to make informed choices for services and supports in meeting their individual needs.

This involves individuals living with brain injury or stroke and their personal support systems working in partnership with Neuro-Resource Facilitators who provide assistance in navigating systems and acquiring services and support to achieve agreed upon goals. We do not directly provide the services, but the support and resources in acquiring them.

Eligibility:

- Legal Resident of NH.
- Have experienced a Brain Injury or Stroke before the age of 60.
- Be expected to benefit from the services.
- Have a personal champion or guardian.
- Have goals or objectives that they would like us to assist them with.

Neuro-Resource Facilitation Activities may include:

- Completing an intake form including identifying information, participant's needs and current resources.
- Educating the community and personal support system(s) to understand how barriers may impact the lives of the participants.
- Planning mutually agreed upon goals with services and/or supports needed to reach them.
- Identifying and locating resources, services and supports.
- Facilitate access through the development and/or referral of resources, services and supports.
- Monitoring the status of the goals and the quality and appropriateness of services and supports. Adjusting services and supports as needed to attain goals.
- Provide outreach services to help identify individuals who could benefit from this program.
- Assisting participants to advocate for themselves.

The Neuro-Resource Facilitation Program does not provide any direct services.

If you have a referral or questions about the Brain Injury Association's Neuro-Resource Facilitation Program, please call (603) 255-8400 or (800) 773-8400.



52 Pleasant Street | Concord, NH 03301
Help line: (800) 773-8400
Tel: (603) 225-8400
Fax: (603) 228-6749
www.bianh.org

THE VOICE OF BRAIN INJURY

NEURO-RESOURCE FACILITATION INTAKE FORM

Name:
Address:
Phone Number:

E-Mail Address:
Date of Birth:
S.S.#:
Application Completion Date:

How did you receive your injury?
Date of your injury:
How old were you at the time of your injury?

REQUIRED

Guardian or Champion Name:
Phone #:
Relationship: Champion or Guardian (please provide documentation)

Are you receiving Area Agency Services? Y N
Have you ever served in the Military or National Guard? Y N

Doctors/Facilities Attended:

Table with 3 columns: NAME, ADDRESS, PHONE#

Benefits you are receiving:

SSI Y N Medicaid Y N (If Yes, Medicaid #)
SSDI Y N Medicare Y N
APTD Y N Private Ins. Y N

Interested in assistance with (circle all that apply):

- Benefits, Housing, Advocacy, Financial Assistance, Transportation, Counseling, Doctors, Legal, Employment, Respite, Day Services, Therapy, Other:

How did you hear about this program (please circle one)?

- Called the office
- Training/workshop
- Flyer
- Social Worker/Case Manager
- Someone else

Is someone filling out this form on your behalf? Y N

If yes, who? _____

We understand that a referral has been sent to the Brain Injury Association of NH for the Neuro-Resource Facilitation Program. We understand that signing this form does not mean that we need to participate in the program.

Individual/Guardian Signature: _____

Champion or Ward Signature: _____

Is there anything you would like us to know?



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THE VOICE OF BRAIN INJURY

NEURO-RESOURCE FACILITATION

PROFESSIONAL AUTHORIZATION
FOR RELEASE OF INFORMATION

I _____ authorize the Brain Injury Association of NH
(Individual's Name/Guardian)
to review and obtain copies of all medical, hospital or other pertinent records or information in order to assist in providing services and in developing a service plan for

(Individual's Name)

SS#

DOB)

I authorize the Brain Injury Association of NH to share information received with any institution that through a private or public funded program is a consideration for or is actually paying for all or part of my program.

I also give permission to discuss any medical, hospital or other pertinent records or information with any contact you provide to us to assist in seeking services and payments for such services.

I have had this form read and explained to me and understand its contents. I agree that a photocopy of this authorization be accepted with the same authority as the original.

I permit the use of facsimile or other electronic devices in transferring my records as needed. Sender assures all due care to protect confidentiality of records in using electronic devices.

This consent shall expire on _____

Signed _____

Date _____

Self or Guardian – please circle one

Guardian/Individual Phone # _____

Individual's Address _____

Signed _____

Date _____

Champion or Ward –please circle one

Champion / Ward Phone # _____



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THE VOICE OF BRAIN INJURY

Dear Family Member,

Thank you for your interest in the Brain Injury Association of NH's Neuro-Resource Facilitation Family Program. This program aims to assist families who's loved one has experienced a brain injury or stroke.

The Neuro-Resource Facilitation Family Program came about from the passing of Senate Bill 182. This Bill appropriates funding to provide a statewide program to assist families and survivors with identifying and accessing resources in their community.

If your family member is struggling with attaining the appropriate services or if you have questions regarding brain injury, we ask that you fill out the enclosed application. The Neuro-Resource Facilitation Coordinator will contact you to further discuss how this program can assist you and your loved one.

If you have any questions regarding the Brain Injury Association of New Hampshire's Neuro-Resource Facilitation Family Program, please feel free to call 603-225-8400 or 800-773-8400.

Sincerely,

Brain Injury Association of New Hampshire

Enclosure - Application

NEURO-RESOURCE FACILITATION - FAMILY MEMBER INTEREST FORM – CONT.

How did you hear about this program (please circle one)?

- Called the office
- Training/workshop
- Flyer
- Social Worker/Case Manager
- Other: _____

I understand that a referral has been sent to the Brain Injury Association of NH for the Neuro-Resource Facilitation Family Program. I understand that signing this form does not mean that the survivor needs to participate in the program.

Family Member Signature: _____

Is there anything you would like us to know?



**BRAIN INJURY
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Transition Program

The Brain Injury Association of New Hampshire is a private, non-profit, survivor, and family run organization representing over 15,000 NH residents who are experiencing an acquired brain injury or stroke. The Association was founded in 1983 by NH parents seeking to bring their children home from out of state facilities.

In 2009, The Brain Injury Association of New Hampshire added a Transition Program to their list of offered supports. The Transition Program specializes, but is not limited to helping those with a diagnosis of brain injury, MS, Huntington's, or Stroke. Assistance to any individual with health issues to transition from any facility back into their community is available. The Transition Coordinator works with individuals to carry out their discharge plan. Participants work in collaboration with the Transition Coordinator and their team to ensure a successful transition. Post transition follow-up calls and/or visits are provided.

Who is Eligible?

Anyone whom is: a New Hampshire resident; living with a health issue, and/or individuals participating in the Community Passport or Choices for Independence Programs of the Bureau of Elderly and Adult Services of NH.

What Community Services will be Explored?

Services may include, but are not limited to, exploring funding and resources for home modifications, personal care services, homemaker services, transportation coordination, housing needs, healthcare needs, and other supports as identified for the individual.

How can a Referral be made?

Referrals to the Transition Program can be made by individuals, family members, facility staff, advocates, or medical staff. Referrals can be made by calling or visiting www.Bianh.org, 603-225-8400 or 1-800-773-8400 (NH only)

Transition Program Application

Name: _____ E-Mail Address: _____
Address: _____ Date of Birth: _____

S.S. #: _____
Phone Number: _____

How did you receive your injury? _____
Date of your injury: _____
How old were you at the time of your injury? _____

Guardian/Contact Name: _____
Phone #: _____ Best Time to Call: _____
Relationship: _____

Are you receiving Area Agency Services? Y N
Have you ever served in the Military or National Guard? Y N

Doctors/Facilities Attended:

<u>NAME</u>	<u>ADDRESS</u>	<u>PHONE #</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

Benefits you are receiving:

SSDI	Y	N	Medicaid	Y	N
SSI	Y	N	Medicare	Y	N
APTD	Y	N	Private Ins.	Y	N

MCO: _____

I need assistance with (circle all that applies):

Benefits _____ Other _____
Housing _____
Advocacy _____
Financial Assistance _____
Transportation _____
Legal _____
Employment _____
Respite _____
Day Services _____
Therapy _____
Counseling _____
Doctors _____

How did you hear about the Transition Program (please circle one)?

Called the office

Training/workshop

Flyer

Social Worker/Case Manager

Someone else

Is someone filling out this form on your behalf? Y N

If yes, who? _____

I understand that a referral has been sent to the Brain Injury Association of NH for the Resource Facilitation Program. I understand that signing this form does not mean that I have to participate in the program.

Individuals/Guardians Signature _____

Is there anything you would like us to know?

