



Crossroads

to Brain Injury Recovery, Inc.

Brain Injury Services of the Shenandoah Valley

Fiscal Year

2017

Annual Report



The **mission** of Crossroads to Brain Injury Recovery, Inc. is to improve the quality of life for those affected by brain injury by ensuring that individuals and their caregivers have access to the information, resources and services they need to lead more independent and productive lives.

Core Values include:

- Respect
- Collaboration
- Integrity
- Innovation
- Cost-Effectiveness

Crossroads to Brain Injury Recovery, Inc.

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Executive Summary

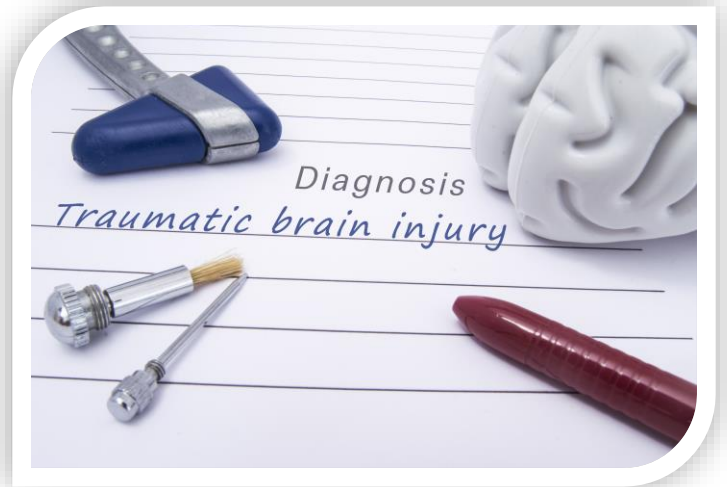
Crossroads to Brain Injury Recovery, Inc. is delighted to provide the following annual progress report for your review. We are excited to highlight our results as the persons served continue to make great strides in maintaining independence and increasing participation in productive activities.

Crossroads provides community-based services for individuals affected by brain injury in the Central Shenandoah Valley. Services may include:

- Case Management
- Community Support Services (Life Skills Training)
- Behavioral Support Facilitation
- Education, Outreach and Advocacy
- Professional & Case Consultation

An Acquired Brain Injury (ABI) is defined as “an injury to the brain that has occurred after birth and is not hereditary, congenital or degenerative. The injury commonly results in a change in neuronal activity, which affects the physical integrity, the metabolic activity, or the functional ability of the cell. The term does not refer to brain injuries induced by birth trauma.”

A Traumatic Brain Injury (TBI) is a type of ABI. TBI is defined as “an insult to the brain, not of a degenerative or congenital nature but caused by an external force, that may produce a diminished or altered state of consciousness, which results in an impairment of cognitive abilities and/or physical functioning. It can also result in the disturbance of behavioral or emotional functioning. These may be either temporary or permanent and cause partial or total functional disability or psychosocial maladjustment” (Brain Injury Association of America, The Essential Brain Injury Guide, Edition 4.0).

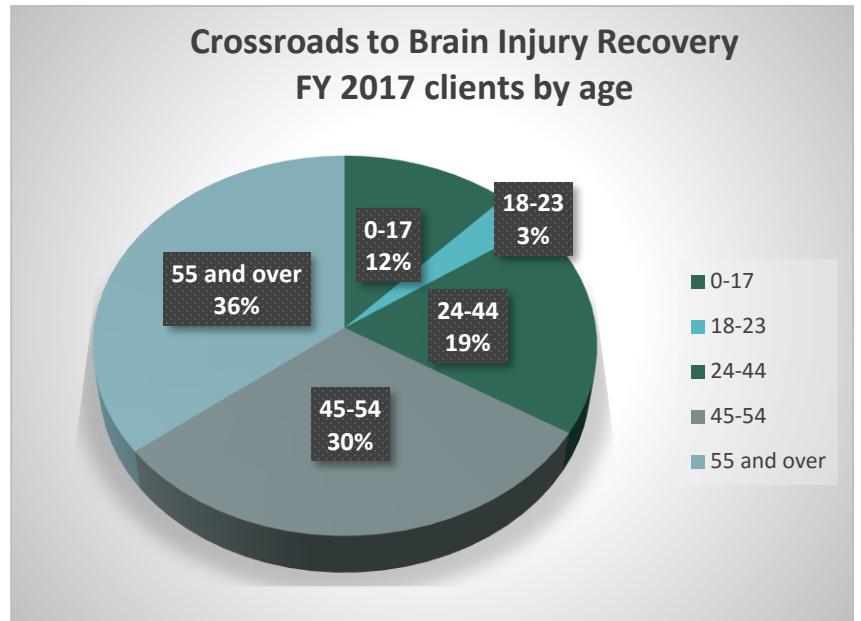


Did you know an estimated 5,000 people in the Central Shenandoah Valley are affected by brain injury?

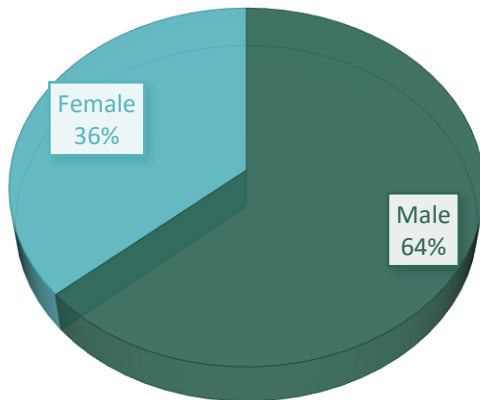
Crossroads served a total of 63 unique individuals during Fiscal Year 2017.

FACT: Children aged 0 to 4 years, older adolescents aged 15 to 19 years, and adults aged 65 years and older are most likely to sustain a TBI.

<https://www.brainline.org/article/get-stats-traumatic-brain-injury-united-states-2002%E2%80%942006>



**Crossroads to Brain Injury Recovery
FY 2017 Client Information**

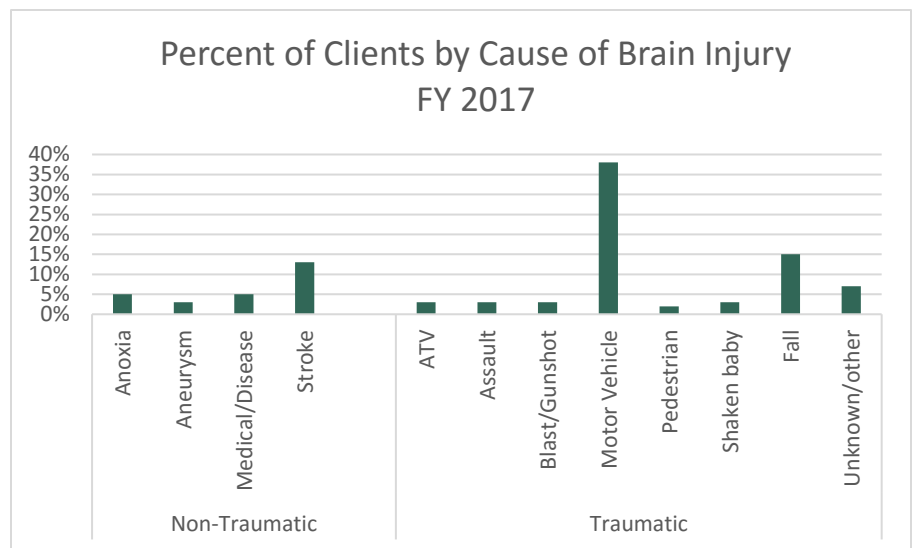


FACT: In every age group, TBI rates are higher for males than for females.

<https://www.brainline.org/article/get-stats-traumatic-brain-injury-united-states-2002%E2%80%942006>

FACT: Motor vehicle-traffic injury is the leading cause of TBI-related death. Rates are highest for adults aged 20-24 years.

<https://www.brainline.org/article/get-stats-traumatic-brain-injury-united-states-2002%E2%80%942006>



Operating Highlights

There is no cost to the individual for case management services, and we are committed to serving those with the greatest need and the least resources first.

In Fiscal Year (FY)¹ 2017 Crossroads Case Managers conducted more than 402 client meetings (272 home, school and worksite, 83 office and 47 team meetings), and were available to assist clients by phone 464 different times. Crossroads provided information and referral and/or consultation for 61 individuals/callers to our offices.

During 2017 we ensured all clients had an Individualized Service Plan (ISP) that demonstrated involvement of persons served. Examples of success include:

- 4 clients returned to, or have maintained employment;
- 8 are attending school or training;
- 2 volunteer in the community;
- Crossroads provided a total of 20 instances of moving clients to safer housing, home modifications and/or assistive technology to ensure safe and accessible residence.

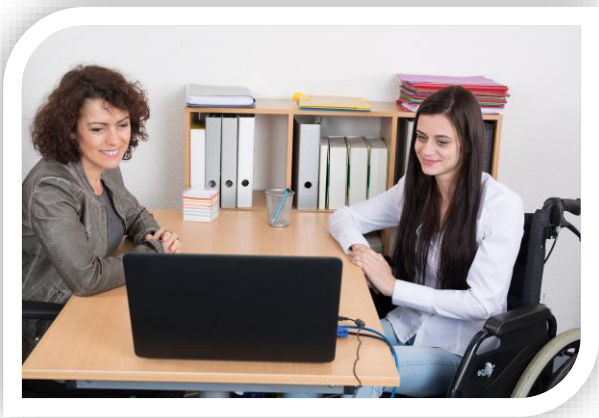
Client goals related to Productive Activity, Independent Living, and Residential Setting that were targeted for completion were achieved at an astounding rate.

Total Goals Achieved For the FY 2017

- Independent Living: 94%
- Productive Activity: 100%
- Residential Setting: 100%

Every year we conduct an annual client satisfaction survey. During FY 2017:

- 90% of clients reported being satisfied with the quality and type of services received;
- 90% of clients reported Crossroads' services met or exceeded their expectations;
- 93% of clients reported feeling his/her case manager understands his/her needs; and
- 85% of clients reported his/her case manager has made it easier for them to access information and services about brain injury.



Annual Community Impact Activities

Overall, Crossroads participated in 48 “community impact” activities during the year.

Education: Crossroads staff provided 14 presentations/in-service trainings to local providers and community groups, reaching more than 650 people. Examples of trainings include:

- Facilitated a Chronic Disease Self-Management Workshop series called “Live Well, Virginia!” in collaboration with Valley Program for Aging Services (VPAS);

¹ Crossroads to Brain Injury Recovery, Inc. operates on a fiscal year that is from July 1 until June 30.

- Crisis Intervention Team (CIT) trainings with law enforcement; and
- In-service training on domestic violence and brain injury with a local housing authority and women's shelter.

Outreach: Participated in 23 activities/events reaching an estimated 227 people. Includes support groups in the Harrisonburg/Rockingham County Area and the Augusta County area facilitated by Crossroads staff.

Public Awareness: Crossroads participated in more than 11 public awareness activities during the year reaching an estimated 8,787 individuals. We hosted a viewing and discussion of "Head Games," a documentary of concussions in sports.

Client Profile

"Robert" is a husband and father of two young children. One day after work, a sudden and unexpected stroke changed his life. In the early prime of his career, he found himself in a hospital room, unable to walk, talk, read, focus, or even eat properly. When he left the hospital he was released home to his family. He became completely reliant on his wife for everything, from medication management to caring of their young kids. His children at first were afraid of him because he was in a wheelchair and unable to speak. Robert struggled with memory, organization, balance, navigating new environments, and numbness in one arm.



Robert contacted Crossroads. We provided Case Management and he started Community Support Services (CSS) and life skills training. The CSS specialist developed memory and organization strategies for Robert to be able to pay bills and learn to cook independently utilizing adaptive kitchen equipment. He got a medication manager with alarm reminders and an automatic dispenser which eliminated dependence on his wife for managing his medications. Robert worked hard to learn how to access and utilize public transportation, which gave him the freedom to participate in the community. He overcame his anxiety of going grocery shopping, and is now able to grocery shop independently for his family. Robert faithfully attended outpatient physical, occupational, and speech therapies, slowly gaining strength, endurance, and confidence in his abilities.

Robert now loves being a motivational speaker and sharing his personal story to inspire and motivate others. His goals include returning to work, and specifically working with at-risk youth. He also has on his long-term goals to maybe someday run a marathon. Recently he ran his first consecutive mile without stopping since he had his stroke. He is now also able to make a peanut butter sandwich for his children again.

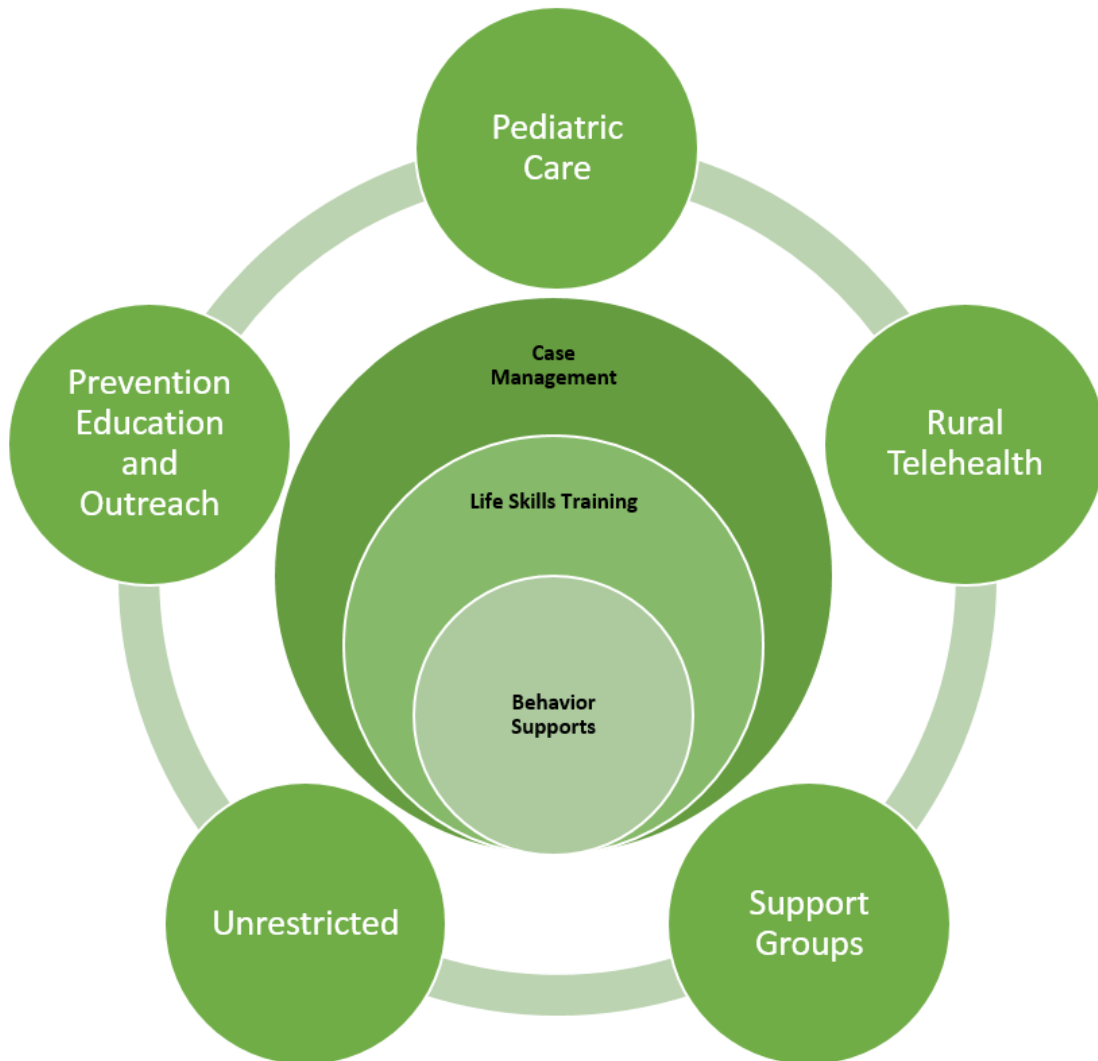
Other client assistance included:

- Crossroads was awarded funds to purchase a mobility carrier and a hitch for a pediatric client so caregivers can transport the needed power chair. This provides an opportunity for the child to have more socialization and participate in a greater number of activities.

- Crossroads acquired an iPad for a client. The device will increase her quality of life by allowing her to access community resources, services, and events/activities. In addition, utilizing the Siri feature on the iPad eliminates her need to type with one hand. It also provides enlarged pages and text to accommodate her visual impairments.
- Crossroads staff helped another client obtain a clothes dryer. The client was not able to safely dry clothing in her home and was not able to easily find transportation to a laundry mat given her disability.

Looking Ahead to 2018 and Beyond

Our main program of support provided to clients is our “Circles of Support.” This combines intensive case management, life skills training, and behavior supports for persons with brain injury. In FY 2018 we would like to grow sponsorship for our entire program, and specifically increase resources for our pediatric clients, rural health needs, and outreach focusing on prevention and education.



Funding

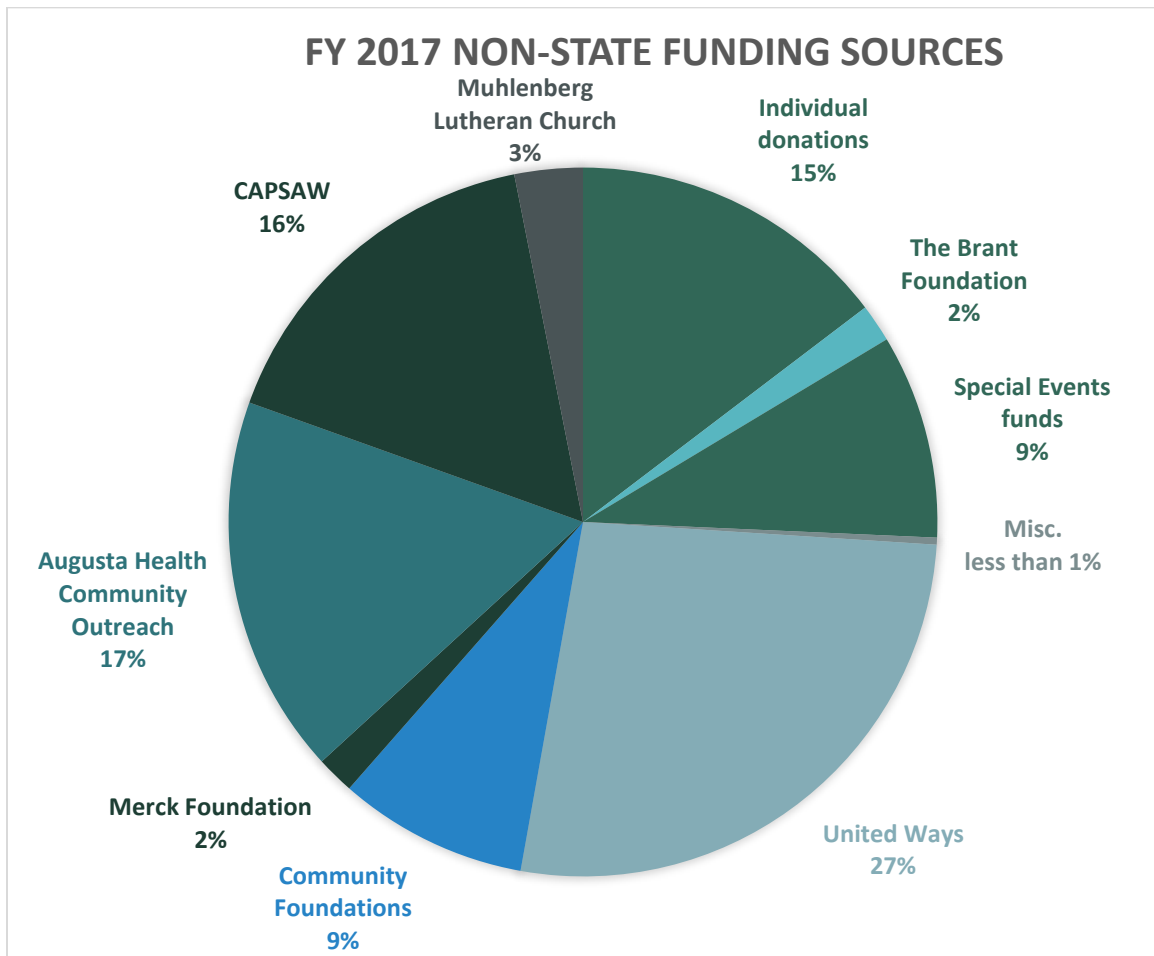
Crossroads to Brain Injury Recovery, Inc. receives about 77% of our funding for core services through an appropriation of state general funds administered by the **Virginia Department for Aging & Rehabilitation Services (DARS)**, through the Brain Injury Services Coordination (BISC) Unit.



We are committed to building a true public-private partnership and creating a sustainable source of funding for our services, which is also a requirement from the state funding source.

Major Non-state funders and donors include:

- Augusta Health
- The Brant Foundation
- Community Action Partnership of Staunton, Augusta, and Waynesboro (CAPSAW)
- The Community Foundation of the Central Blue Ridge
- The Community Foundation of Harrisonburg and Rockingham County
- Merck Foundation
- United Way of Greater Augusta
- United Way of Harrisonburg and Rockingham County



FY 2017 Board of Directors

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<p>Cindy O'Donoghue Department Head and JMU Professor of Communication Sciences & Disorders</p>
<p>Keith Zimmerman UVA, Research and Laboratory Specialist</p>



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