




Brain Injury Connections


of the Shenandoah Valley


ANNUAL REPORT

Fiscal Year 2019

Brain Injury Connections of the Shenandoah Valley, Inc.

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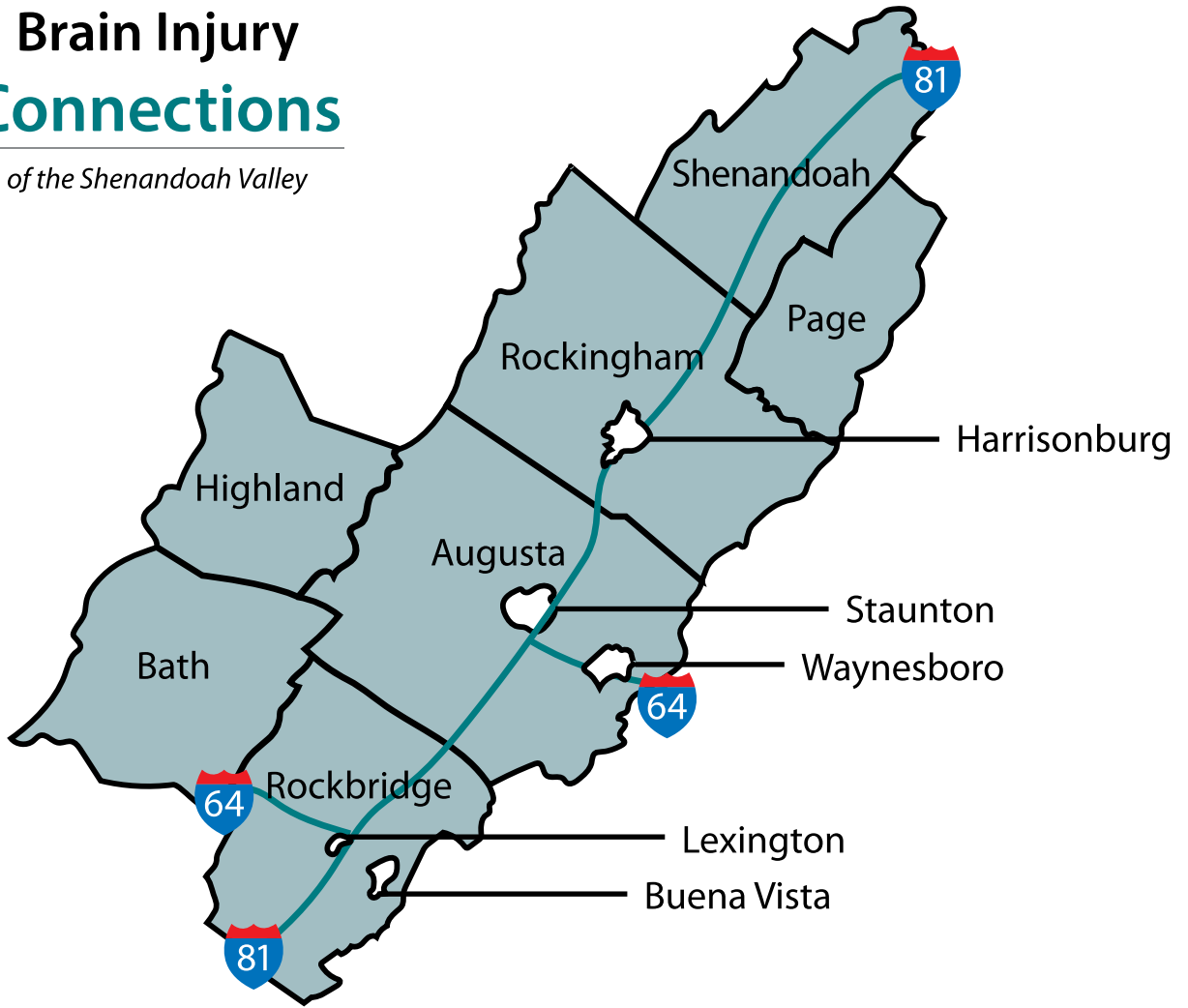


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YEARLY HIGHLIGHTS

Fiscal Year 2019 brought significant changes to our organization. Brain Injury Connections became the new name from Crossroads to Brain Injury Recovery. We extended our service area to include Page and Shenandoah Counties, as well as the five original counties of Augusta, Bath, Highland, Rockbridge, and Rockingham and the cities located within. We also successfully achieved a three-year grant from the Commonwealth Neurotrauma Initiative (CNI) that allowed us to expand our pediatric services.

Annual Client Satisfaction Survey Results

Annually BICSV surveys clients and caregivers to assess our programs. We hire external contractors to complete the survey by phone with anyone who needs additional assistance. The external contractors encourage clients to feel open to discussing our services and providing both positive and negative feedback.

Our Fiscal Year 2019 survey results are as follows:

- Overall client quality of life has improved since working with BICSV.
- **91%** of respondents stated they are satisfied with the quality of services from BICSV.
- **86%** of respondents indicated that BICSV made it easier to access information, services, and resources.
- **86%** of respondents replied that the services they receive from BICSV met their expectations.
- **83%** of clients surveyed stated their Case Manager understands their needs.
- **80%** of survey respondents stated BICSV helped them to be more independent.

MISSION:

“Enhancing the lives of individuals affected by brain injury through cultivating connections with information, services and resources.”

Clients Served During Fiscal Year 2019:

54 Active



31 Consultation



19 Follow-Along



* BICSV operates on a July 1-June 30 Fiscal Year (FY).

Client Goal Achievement:

During FY2019 Brain Injury Connections staff ensured all clients had a person centered, Individualized Service Plan (ISP) that demonstrated involvement of persons served. Clients achieved goals at an astounding rate.

- Independent Living – clients achieved **99% of goals.**
- Productive Activity – clients achieved **100% of goals.**
- Residential Setting – clients achieved **85% of goals.**
- Social/Emotional/Behavioral Health – clients achieved **100% of goals.**

EXECUTIVE SUMMARY

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

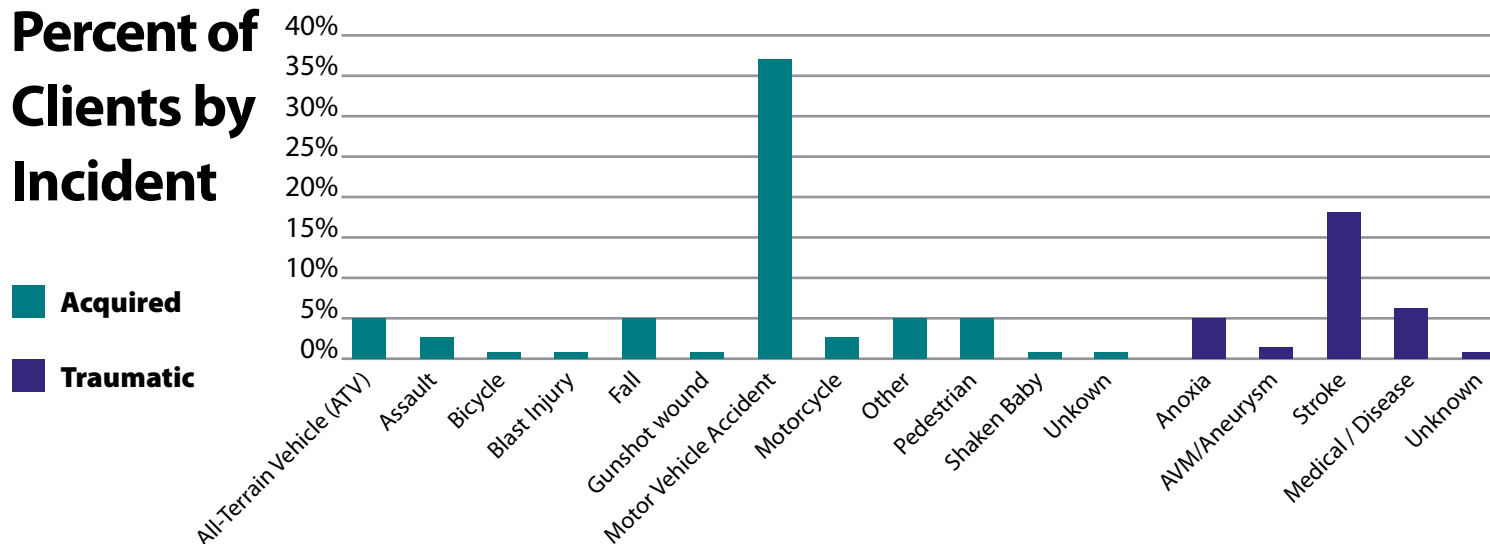
- **Case Management**
- **Community Support Services (Life Skills Training)**
- **Education, Outreach & Advocacy**
- **Professional Case Consultation**
- **Support Groups**

Expanded Staff Expertise

At Brain Injury Connections of the Shenandoah Valley, we are constantly looking for ways to improve our services to our clients and the community. During FY2019, we are pleased to report that our organization:

- Secured a three-year grant to pilot a full-time pediatric case management position.
- Secured additional state funds to expand our service area to include Page and Shenandoah Counties.
- Hired one new full-time Case Manager, one part-time Transition and Support Manager, one part-time administrative assistant and bilingual expert.
- Expanded our Ad-Hoc Science Advisory Committee to include professionals from eight different fields that serve individuals with brain injury.
- Recruited new board members to better include representation from our service area.

Percent of Clients by Incident



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.”*

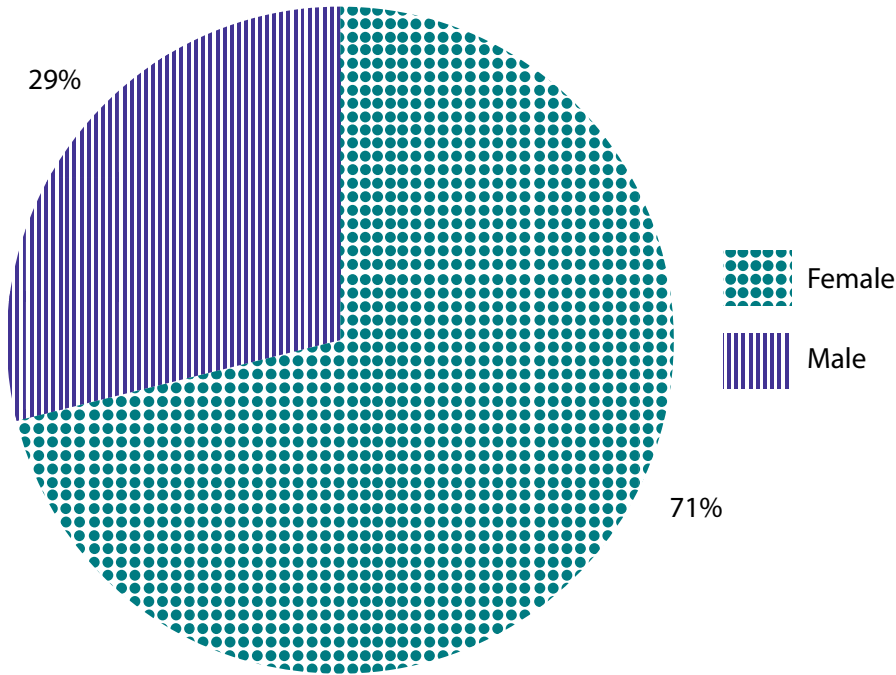
A **Traumatic Brain Injury (TBI)** is a type of Acquired Brain Injury. TBI is defined as “an insult to the brain, not of a degenerative or congenital nature but caused by an external force, that may produce a diminished or altered state of consciousness, which results in an impairment of cognitive abilities 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).

Operating Highlights

When an individual utilizes our program, there is no cost to the individual for case management services at Brain Injury Connections of the Shenandoah Valley, and we are committed to serving those with the greatest need and the least resources first.

Client Gender

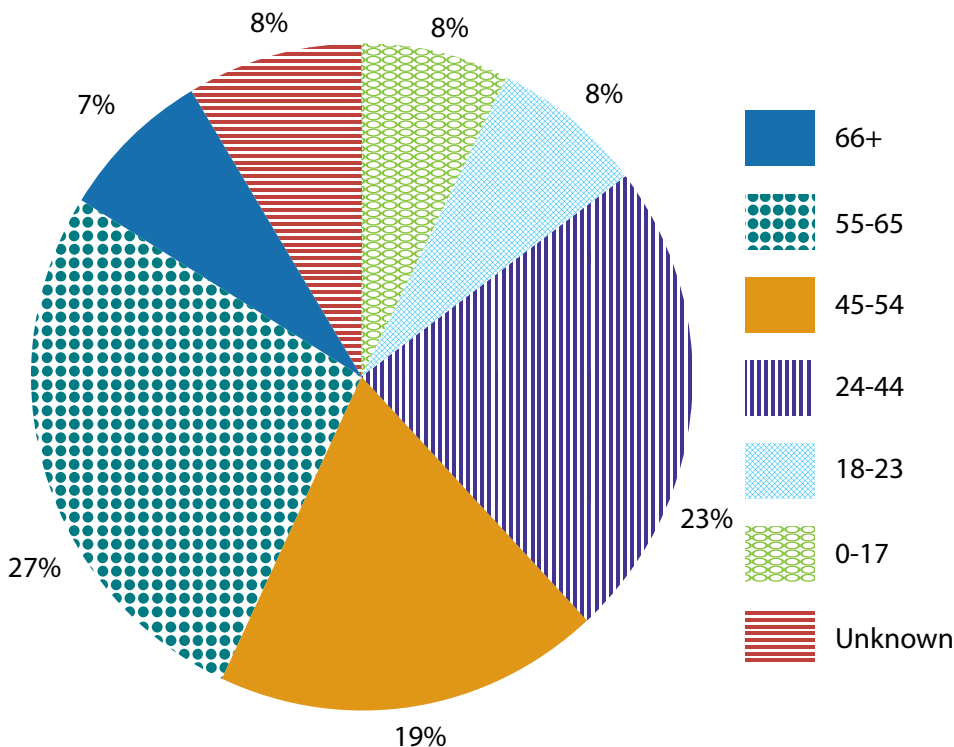


Clients by Gender

Studies show that in general, males are almost twice as likely as females to sustain a TBI. 71% of the FY2019 Brain Injury Connections of the Shenandoah Valley clients were males.

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

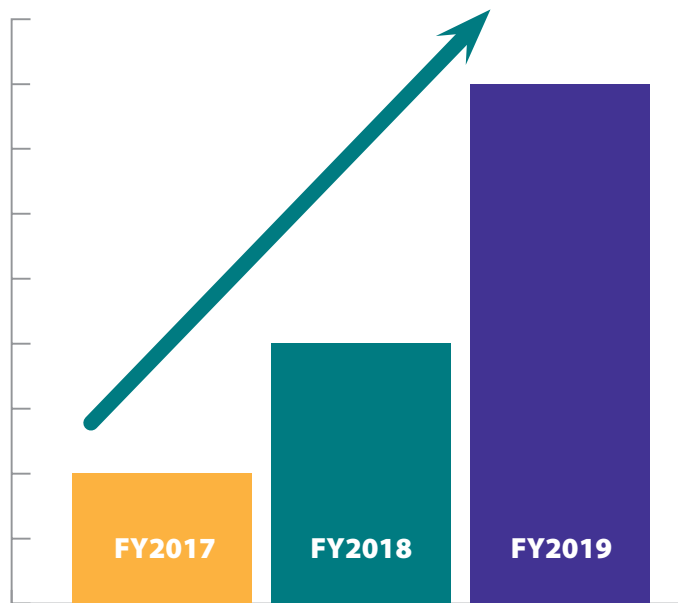
Client Age



Clients by Age

Children aged 0-4 years and adolescents aged 15-19 years sustain Traumatic Brain Injury (TBI) more than any other group. Brain Injury Connections of the Shenandoah Valley is excited to report that we expanded pediatric services in FY2019 thanks to a Commonwealth Neurotrauma Initiative (CNI) Trust Fund grant managed by the Virginia Department of Aging and Rehabilitative Services.

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



Veterans Served

Brain Injury Connections of the Shenandoah Valley experienced a 300% increase in services to our military veterans from FY2017 to FY2019. Thank you for your service, and for including us on your journey!

Client Summary

Peter is a 70-year-old male veteran who sustained an acquired brain injury due to multiple strokes. Peter began services with Brain Injury Connections of the Shenandoah Valley, Inc. (BICSV) in August 2018. When he first applied for case management services, Peter did not have a structure in place to maintain his daily medical needs, and his health insurance options were limited; therefore, several of his medications were not covered by his insurance. He had costly outstanding pharmacy bills, and his health care needs continued to escalate since he did not have a local primary care physician. Peter also did not have transportation to his medical appointments to an out of town VA Community Based Outpatient Clinic.

The BICSV case manager provided education to Peter and his wife about the systems they were navigating and services available to them in their home. BICSV helped develop a re-supplying and ordering schedule for Peter's medications, including printing the correct instructions for taking them. BICSV accompanied Peter to medical appointments and assisted with costs for transportation. BICSV provided Peter with options and information, helping him select a new Primary Care Provider that was easier for him to access. BICSV also assisted Peter in getting a Uniform Assessment Instrument (UAI) screening through the Department of Social Services to provide in-home care during the day while his wife is not at home. BICSV established an appointment with a specialist to ensure that Peter was getting the most out of his Medicare.

Due to BICSV's involvement, Peter and his wife are more aware of health care services and options for his needs following his stroke. They are also able to continue to stay together in their home, which is one of his goals.

SUPPORT GROUP SUMMARY

Brain Injury Connections regularly hosts local support groups for persons with brain injury. The groups hold social and recreational activities in the Central Shenandoah Valley Community. Thanks to the contributions from local business and individuals, our programs have grown! You have helped bolster community integration and connections for persons with brain injury, and strengthened the friendships within the support groups.

Highlights of 2019 Support Group activities have included:



- Therapy Dogs International and Sam's Hot Dog Stand provided a "Double Dog Day."
- American Red Cross discussing disaster preparedness.
- Tour of local fire departments to discuss fire safety for people with disabilities.
- Dr. Fouzia Siddiqui, Sentara Neurology Specialist, providing information on healthy sleep habits.
- Gentle exercises with the Waynesboro YMCA, Sentara RMH Wellness Center, and The Center Yoga.
- Holiday meals and cookie decorating sponsored by Weasie's Kitchen in Waynesboro and Qdoba Harrisonburg.
- Games and fun at Ruby's Arcade in Harrisonburg.
- The Rockingham County Sheriff's Office provided information about internet safety, and we were grateful to Firehouse Subs for snacks.
- Personalized holiday ornaments arranged by You Made It Pottery in Harrisonburg.
- Summer Tie-Dying fun!



Plus so many other activities! Thank you for all the volunteers, donors and specialists who made our groups a success. Many of the snacks provided over the year were made possible, in part due to the generosity of Walmart Community Grants from the Rockingham Neighborhood Market #7177 and one from the Walmart Supercenter #1726 located in Harrisonburg Crossing.



Brain Injury Connections of the Shenandoah Valley held their first pediatric and family support group meeting in April at the Sentara RMH Wellness Center. Families, caregivers, and children all attended. Speakers provided information on local resources, and student volunteers from area universities offered activities for children of all ability levels. Food and door prizes were provided by local businesses. We will host support groups for families, caregivers and children bi-annually. Please contact our office if you are interested in participating.

Community Impact Summary

Brain Injury Connections has participated in and/or conducted 104 Community Impact activities in FY2019, including active participation on community health coalitions, obtaining relevant media coverage for newsworthy events, and outreach to the local Crisis Intervention Training (CIT) trained law enforcement officials. After a CIT training in Spring 2019, BICSV received feedback from one participating police officer that the information on brain injury helped him during a routine traffic stop to ensure safety for all involved as he was quickly able to identify that the driver had a brain injury and was not under the influence. Instead of the officers detaining the individual with a brain injury by the side of the road while they investigated, they were able to inform the individual of local resources that could benefit his needs and “the situation resolved with a handshake.”



October 2018 marked our fourth annual Zombie Run for Brains. Nearly 350 people participated in the event that allowed runners to avoid zombies at Fear Forest. Thank you for an amazing event!

IN THE NEWS

In the past Fiscal Year BICSV has been pleased to have several of our programs highlighted in local media. Please view some of these postings here:

Workers with Disabilities Benefit From Low Jobless Rate

WMRA - July 12, 2019

www.wmra.org/post/workers-disabilities-benefit-low-jobless-rate#stream/0

2 Men With Brain Injuries Work To Find A New Normal

Daily News Record - June 29, 2019

www.dnronline.com/business/men-with-brain-injuries-work-to-find-a-new-normal/article_16240388-c180-5128-8d49-d757b152bda7.html

Local 4-H Members Win Brain Injury Awareness Essay Contest

Daily News Record - Jun 27, 2019

www.dnronline.com/news/rockingham_county/local--h-members-win-brain-injury-awareness-essay-contest/article_030bce26-c89e-5868-bda5-3803219fed2d.html

Nonprofit Expands Services — Brain Injury Support Moves To Page, Shenandoah

Daily News Record - Nov. 13, 2018

www.dnronline.com/news/harrisonburg/nonprofit-expands-services-brain-injury-support-moves-to-page-shenandoah/article_d11a1310-a587-5e38-b820-3ee91e3deae7.html

Brain Injury Connections Awarded 3-Year Accreditation

Daily News Record - Sept. 25, 2018

www.dnronline.com/news/shenandoah_valley_business_journal/brain-injury-connections-awarded--year-accreditation/article_1622e58f-d6c6-5768-9236-61a406ed4dd2.html

Brain Injury Connections Names Dean To Board

Daily News Record - Nov. 1, 2018

www.dnronline.com/business/brain-injury-connections-names-dean-to-board/article_ff387579-269a-5af7-b7a7-1198fe5d3cd6.html

Brain Injury Nonprofit Changes Name

Daily News Record - July 5, 2018

www.dnronline.com/news/harrisonburg/brain-injury-nonprofit-changes-name/article_e019e564-80ce-11e8-9b9b-f384461d9495.html

Zombie Run Benefits Brain Injury Services

Daily News Record - Oct. 14, 2018

www.dnronline.com/news/local/zombie-run-benefits-brain-injury-services/article_7b43ac99-7062-50af-b5fd-681814563f1e.html

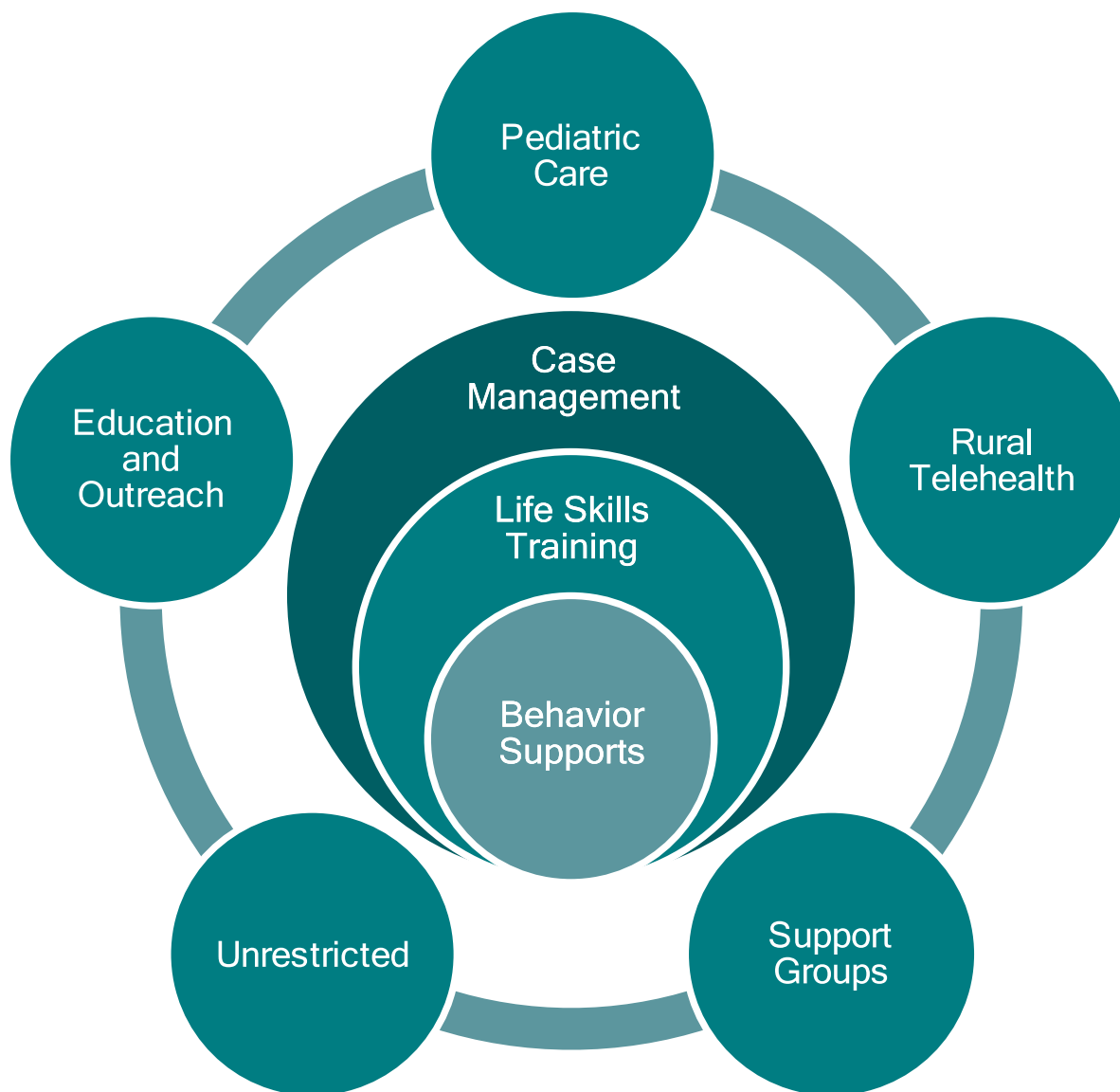
Hundreds Outrun Zombies For Brain Injury Services

Daily News Record - Oct. 21, 2018

www.dnronline.com/news/harrisonburg/hundreds-outrun-zombies-for-brain-injury-services/article_e2d11725-bb02-502b-b7c2-1503be95fa77.html

LOOKING AHEAD TO FY2020

“Circles of Support” is the main service provided to clients. It combines intensive case management, life skills training, and behavior supports for persons with brain injury. In FY2020 we would like to grow sponsorship for our entire program, and specifically increase resources for our pediatric clients, rural health needs, and support group activities.



FY2019 FUNDING PARTNERS

Brain Injury Connections of the Shenandoah Valley, Inc. received about 62% of our funding for core services through an appropriation of state general funds administered by the Virginia Department for Aging & Rehabilitative 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.

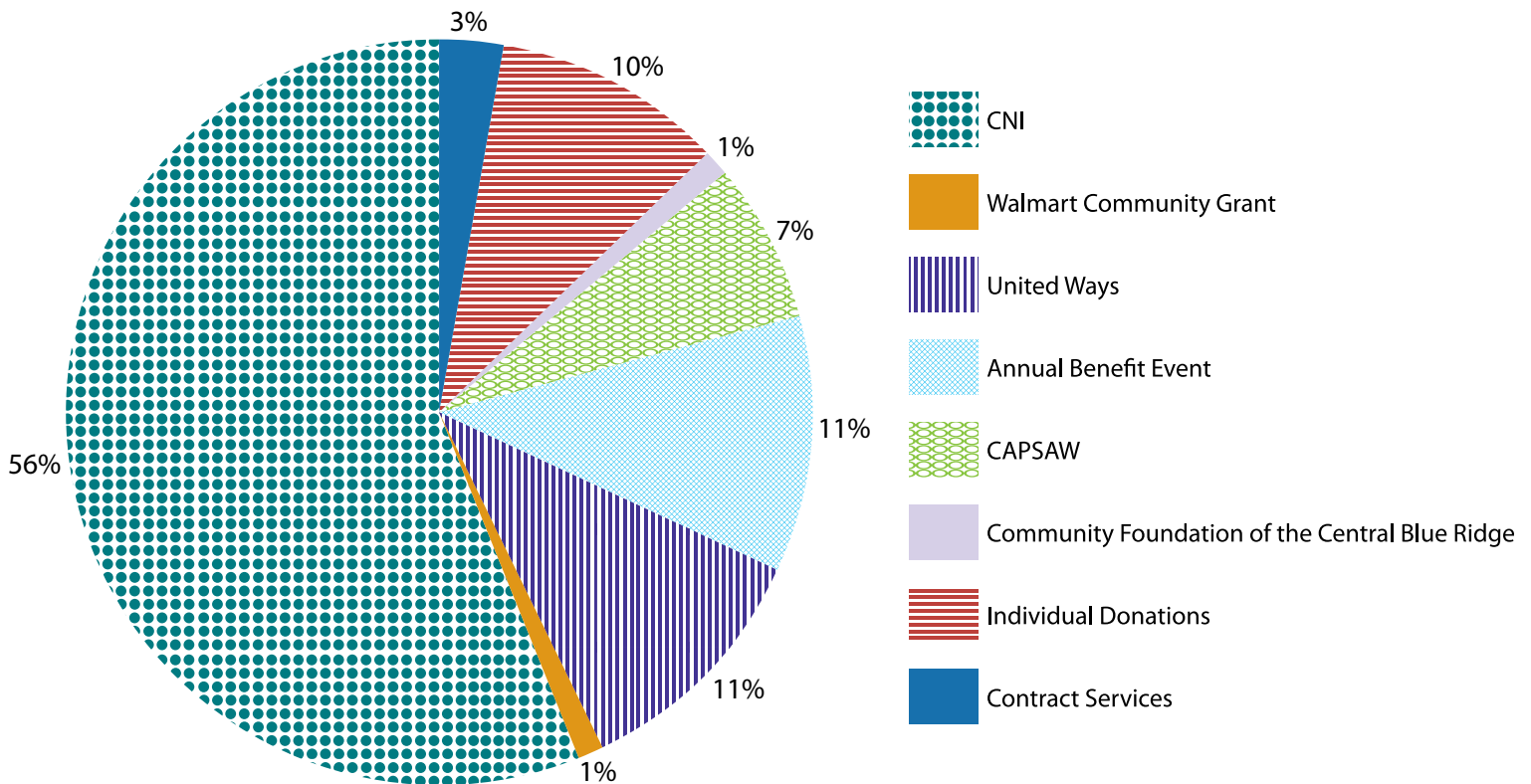


VIRGINIA DEPARTMENT FOR AGING
AND REHABILITATIVE SERVICES

Major Non-state contract funders and donors include:

- Commonwealth Neurotrauma Initiative (CNI),
- 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,
- The Great Community Give,
- Merck Foundation,
- United Way of Greater Augusta,
- United Way of Harrisonburg and Rockingham County,
- Walmart Community Grants, and
- Individual Contributions.

Thank you to all of our sponsors and to great supporters from our community for making our programs possible!



BICSV appreciates the support of individuals and business in our community. How can you help those in our community who have sustained a brain injury?

Become a donor or sponsor with Brain Injury Connections of the Shenandoah Valley! Did you know:

- A \$10 donation will allow a person from our community to participate in a support group activity and strengthen their friendships and community engagement?
- A \$50 donation will help Brain Injury Connections provide resource packets for area schools?
- A \$100 donation can sponsor a community discussion and training session for resource partners.
- A \$250 donation can help provide adaptive equipment (like a tablet) for a person with a brain injury to help them communicate with their support networks.

You can also:

- Volunteer your time by sharing skills and expertise with Brain Injury Connections.
- Connect Brain Injury Connections to your corporate networks for its corporate giving programs and/or corporate matching programs.
- Charitable shopping via Amazon Smile by selecting “Brain Injury Connections of the Shenandoah Valley”

BOARD OF TRUSTEES

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President and QA/QI Committee Chair

Speech-Language Pathologist

Jacob Penrod, Esq.

Past-President (non-voting)

Attorney

Hoover Penrod, PLC

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Board Member

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Brenda Zimmerman

Board Member

Caregiver

Board Member Spotlight

Cheryl Dean, M.Ed.

Brain Injury Connections of the Shenandoah Valley was pleased to welcome Cheryl Dean to the Board of Trustees in FY2019. Cheryl is a brain injury survivor, who spent her career at JMU as an academic advisor and career specialist for undeclared majors and special populations. BICSV is pleased she has brought her enthusiasm, knowledge and background to our organization. Earlier this year, Dr. Dan Gardner interviewed Cheryl as part of his Traumatic Brain Injury Recovery Channel on YouTube. View her compelling story entitled, "Traumatic Brain Injury Recovery: Alive For a Reason! (Survivor Cheryl's Story)" here:

www.youtube.com/watch?v=ib51BpfG1Gg&list=PLIQY3nqaYBmoo8RYuaGS5s154VLTZl6bo&index=15&t=0s

Cheryl also shares her advice for others that "You Are Stronger Than You Think!" – View the clip of her advice here:

www.youtube.com/watch?v=Bw1sGKNDmj8&list=PLIQY3nqaYBmoo8RYuaGS5s154VLTZl6bo

Cheryl also was highlighted in the Summer 2019 newsletter "TBI Today" which is published by the Virginia TBI Model System. You can read her page 3 interview here:

model.tbinc.com/Websites/modeltbincnew/files/Content/4732718/TBI_Today_17-3.pdf