

# BIA-NE Resource Facilitation

Resource Facilitation (RF) is a free service through the Brain Injury Alliance of Nebraska (BIA-NE). Resource Facilitators provide support, resources, and referrals to 1) individuals with brain injury; 2) family members and caregivers; and 3) health care or other social service professionals related to brain injury. Beyond helping individuals identify and navigate resources, Resource Facilitators assist with monitoring an individual's progress.

## Clients Served During Year



**349**  
people served<sup>1</sup>

**60**

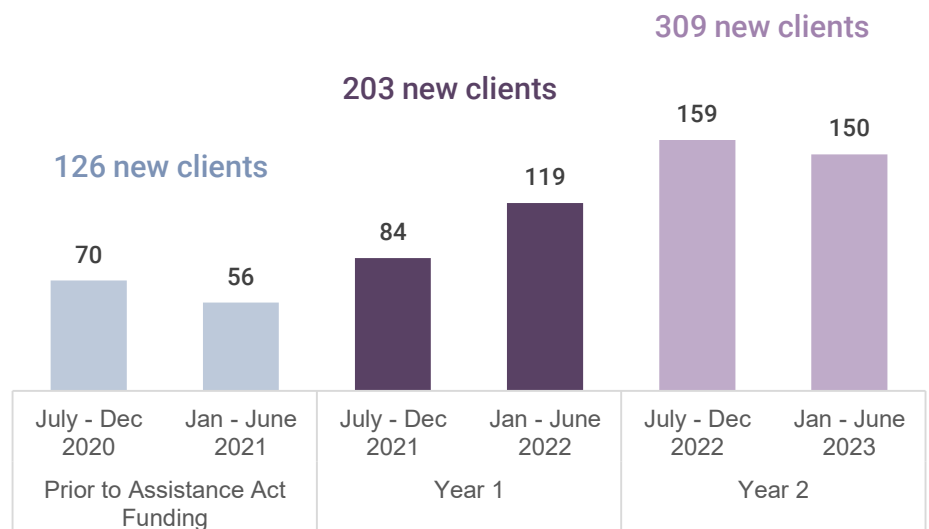
average number of cases each Resource Facilitator had<sup>2</sup>



**80%**

of client cases were closed after their identified needs are met through RF

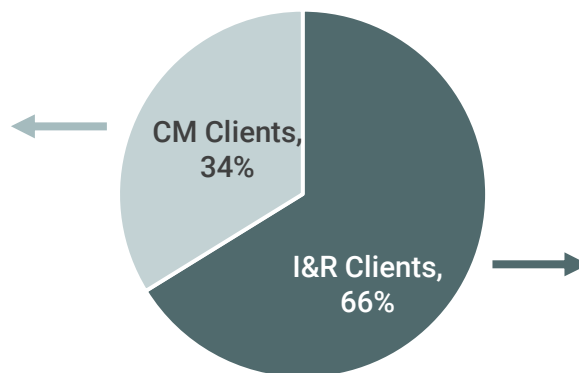
Support from the Brain Injury Assistance Act allowed BIA-NE to increase the number of new clients served<sup>3</sup>



## Levels of Resource Facilitation

About one-third of the Resource Facilitation cases during the year were for case management (n=359)

**Case Management**  
A more intensive level of RF where people develop a personalized plan that includes setting goals, monitoring progress, and evaluating outcomes. These are generally clients that need more than just resources or referrals.



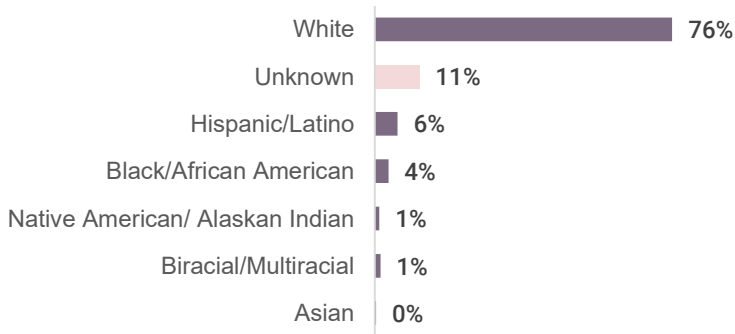
**I&R Services**  
This refers to Intake or Information & Referral. Interactions at this level may be a one-time interaction through a hotline call, or as many as five or six interactions to get initial connections to resources and referrals.

<sup>1</sup> The new database allows the BIA-NE to track new and existing clients served during a specific time period. Previous reporting primarily included new clients.

<sup>2</sup> For most of the year, the BIA-NE team had 6 Resource Facilitators. However, one is primary focused on projects related to brain injury screening and does not have a substantial number of client cases.

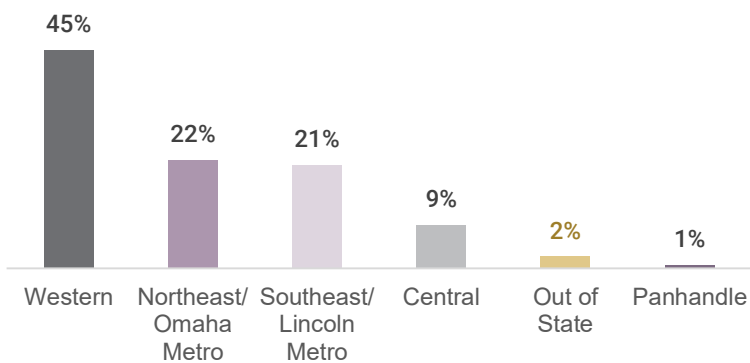
<sup>3</sup> This number does not include individuals that may have been assisted through other agencies (i.e., an agency contacts the BIA-NE to get resources, information, or recommendations related to brain injury for one of their clients). The data included in the figure only reflected BIA-NE clients who were considered "in service" as a Resource Facilitation client in the database. Services offered to agencies to assist their clients will be tracked during the next year of funding.

A majority of clients served during the year reported being white (n=341)



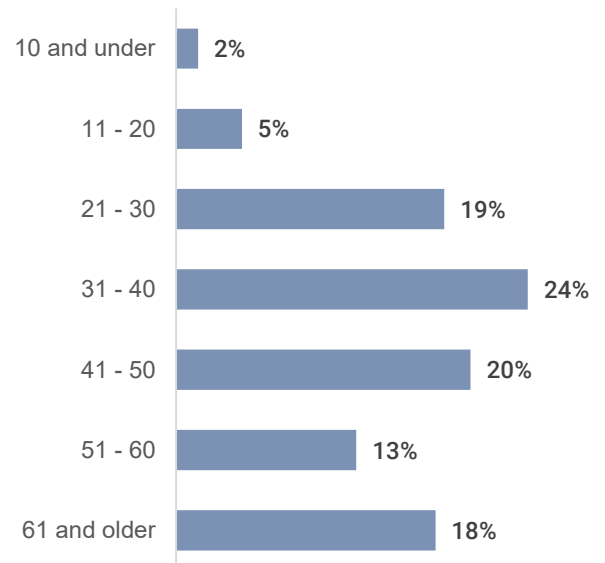
**51% male**  **49% female** 

Nearly half of the clients served resided in counties in the western part of the state (n=293)<sup>4,5</sup>

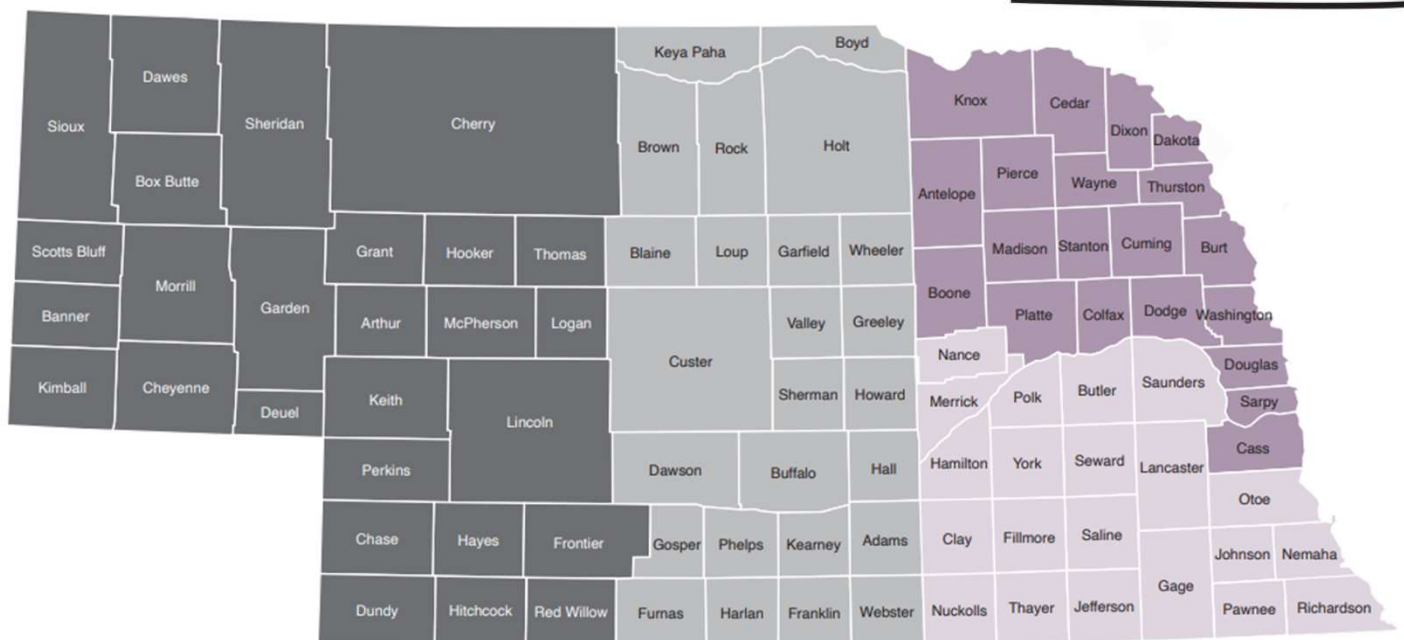


## Demographics of Clients Served

Clients served during the year were between the ages of 2 and 89, with the average age being 43 (n=328)



Clients were from **41 counties** in Nebraska

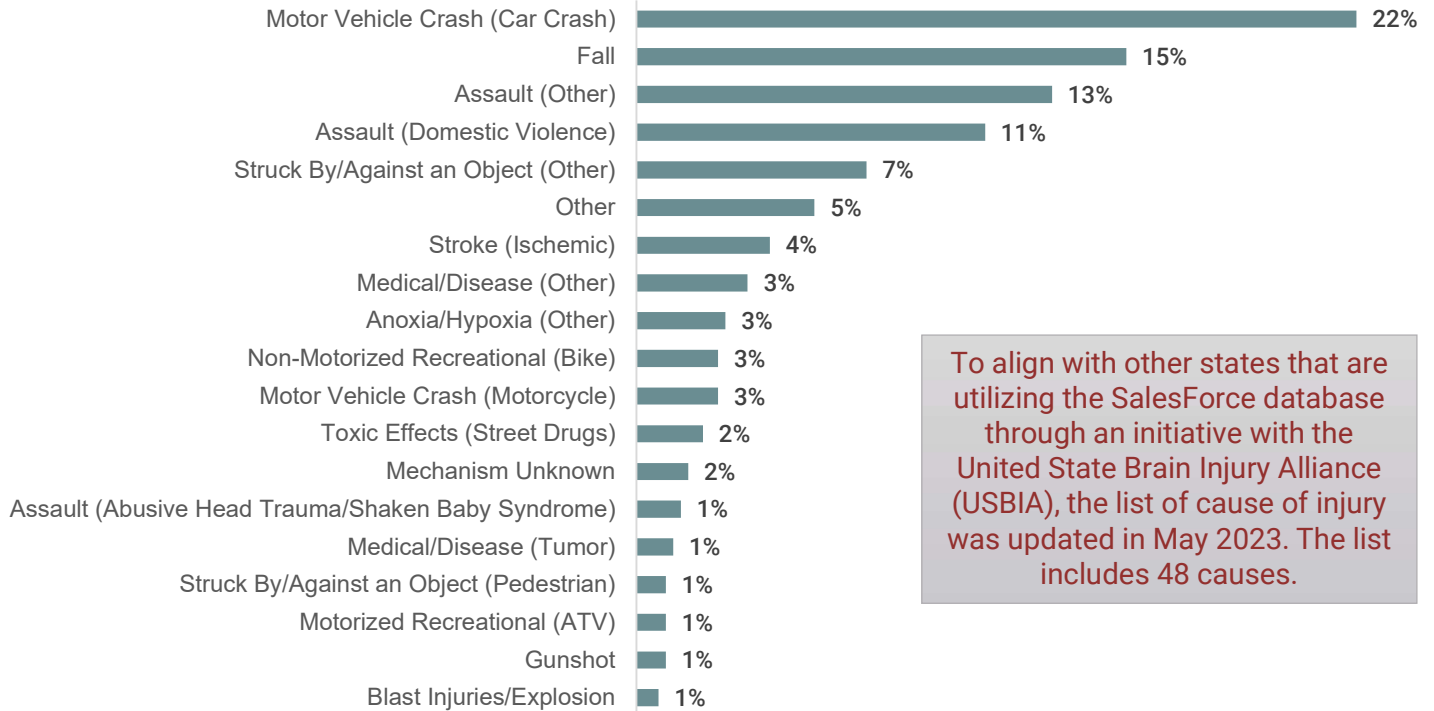


<sup>4</sup> Two Resource Facilitators are in the western area of the state and work directly with the Lincoln County Jail, which results in a higher number of clients being served in Lincoln county.

<sup>5</sup> With the new database, counties in the Panhandle (11 in total) were distinguished from the 16 counties in the Western region to better understand service provision and needs.

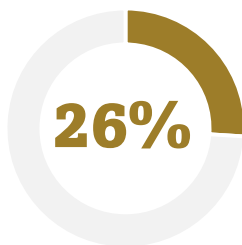
## Injury Details

One in five of the causes of injury from clients served during the previous year were due to motor vehicle crashes (n=437)<sup>6</sup>

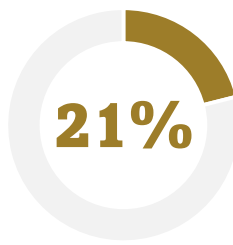


To align with other states that are utilizing the Salesforce database through an initiative with the United State Brain Injury Alliance (USBIA), the list of cause of injury was updated in May 2023. The list includes 48 causes.

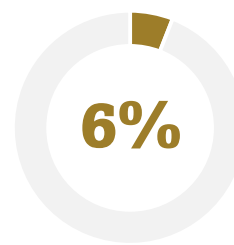
Among the 437 injuries



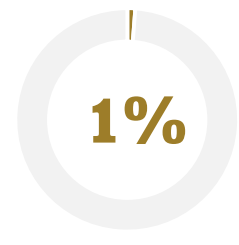
reported feeling dazed or having a memory gap



were repeated injuries with unknown dates

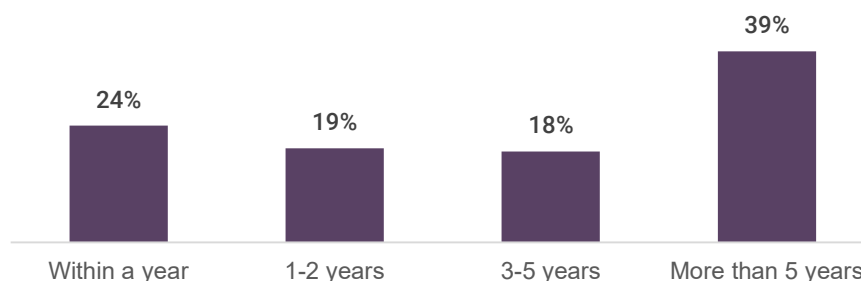


of the injuries occurred while playing a sport



were tied to an attempt of suicide or self-harm

About one in four clients served started Resource Facilitation Services within a year of their most recent injury (n=325)<sup>7</sup>



**31 years**

was the average age of injury (n=403)

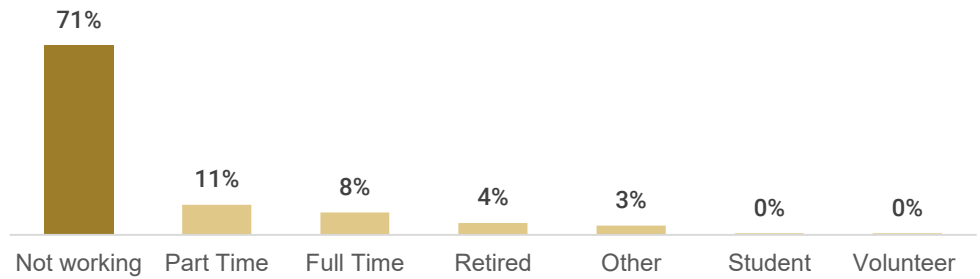
<sup>6</sup> The remaining 29 causes of injury are not included in the figure as they were not selected by any of the clients served between July 1, 2022 and June 30, 2023.

<sup>7</sup> Data is based on a calculation between the service start date and the date of most recent injury. The client may have experienced other brain injuries. Three clients also had their most recent brain injury while already in services.

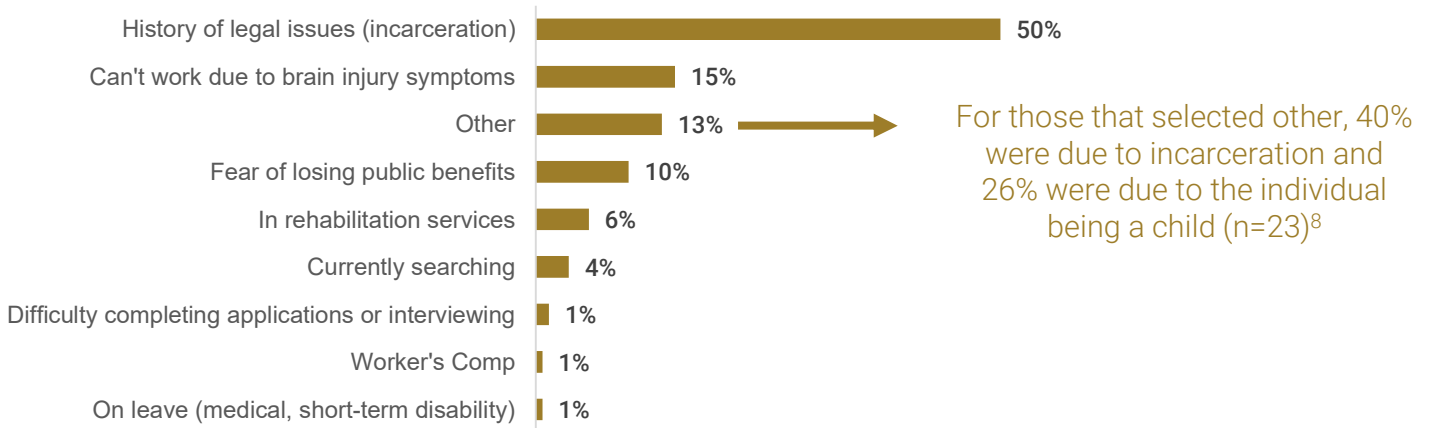
## Employment

In March 2023, BIA-NE added a field to capture reasons a client was not working. There are currently 14 response options, including an "other" category.

A majority of the clients served during the year were reported as not working (n=203)



History of legal issues (incarceration) was the most common reason listed for clients not working (n=141)



## Hearing about BIA-NE

Clients were referred to BIA-NE by

**28**

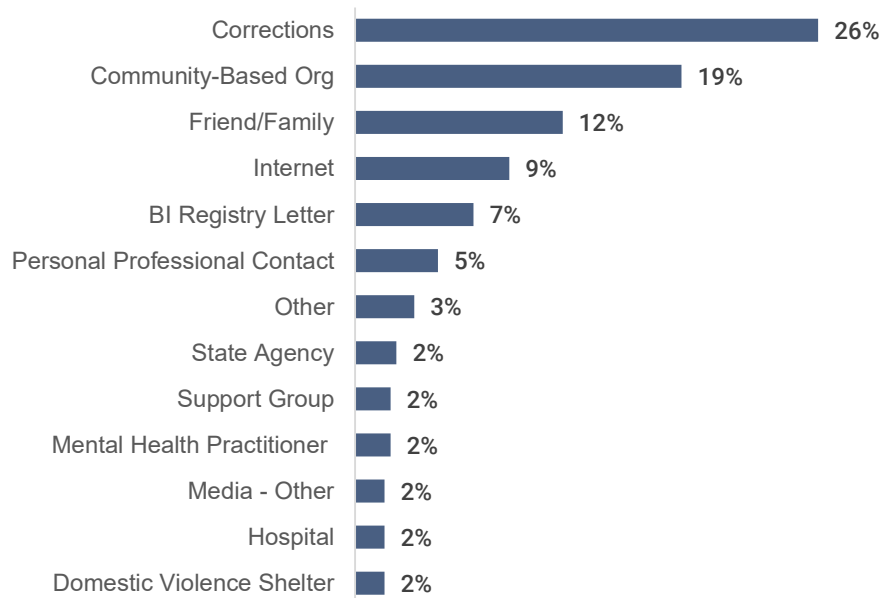
organizations



The organization that clients reported most commonly hearing about the BIA-NE from included:

- Families 1<sup>st</sup> Partnership (24)
- Nebraska VR (8)
- Madonna Rehabilitation Hospital, CenterPointe, and NE Department of Health and Human Services (3)

About one in four clients heard about the BIA-NE through Corrections (n=296)<sup>9</sup>



<sup>8</sup> The high percentage of clients being unable to work due to incarceration is likely due to the work two Resource Facilitators are doing with the Lincoln County Jail.

<sup>9</sup> The following accounted for 1% of the inbound referrals: Primary Care Provider; US-BIA Affiliates; ADRC; Skilled or Long-Term Care Nursing Home; Unknown; Agency on Aging; and Presentation/Event.

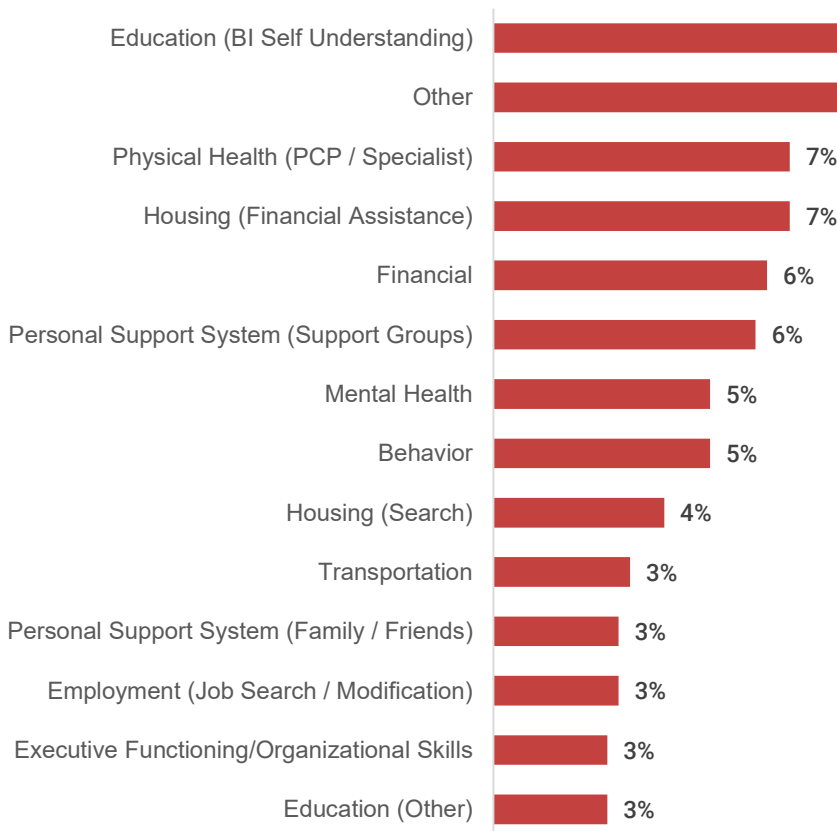
## Areas of Need<sup>10</sup>



**205**

**clients had at least one area of need documented**

The most common area of need among clients related to needing to better understand their brain injury and its impact on their life (n=397)<sup>11</sup>



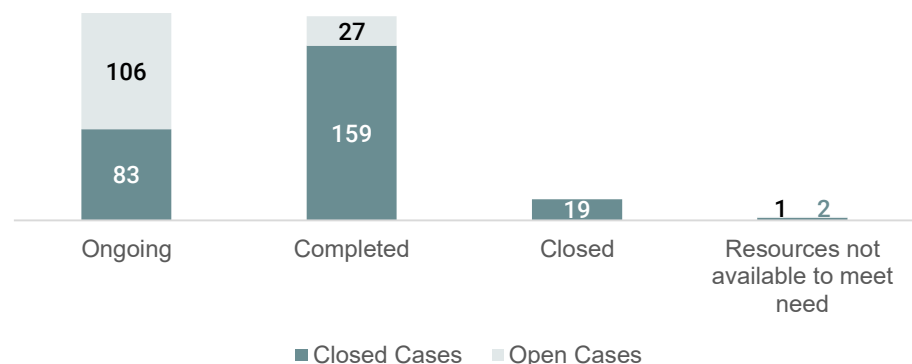
**26**

**of those clients had 4 or more areas of need documented**

As part of Resource Facilitation, clients can note multiple areas of need. The Resource Facilitator provides support based on the client's top or most pressing area(s) of need, which is prioritized by the client. Resource Facilitators have a guidance document that defines each category and includes potential resources or referrals related to that that need.

During the next funding year, a "future needs" status will be available for Resource Facilitators to indicate areas of need that are noted by the client but may not be priority or addressed in the immediate future.

Among the areas of need documented, 48% are ongoing while 47% were addressed through Resource Facilitation (n=398)<sup>12</sup>



<sup>10</sup> The areas of need in this report are primarily from clients served in 2023 based on fields available in the new database.

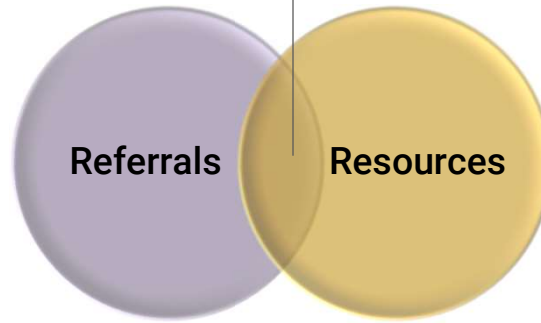
<sup>11</sup> The following categories were selected 2% of the time (n=6): Communication; Education (Pre-K -12); Employment (Accommodations); Home (Repair / Modification / Maintenance); Physical Health (Other); Health Insurance/Long Term Care; Housing (Stability); Personal Support System (Professionals). The following categories were selected 1% of the time (n=2): Employment (Other); Home (Other); Intimate Partner Violence / Human Trafficking; Self-Care/Daily Routine; Volunteering; Education (Higher Education); Food / Nutrition; Physical Health (Dental); Housing (Other); Legal (Family / Guardianship / POA); Legal (Other); Substance Use

<sup>12</sup> Closed cases indicate the client is not actively being served by a Resource Facilitator while open cases indicate the client is still receiving support from the Resource Facilitator to address their areas of need.

## Referrals & Resources

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

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



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



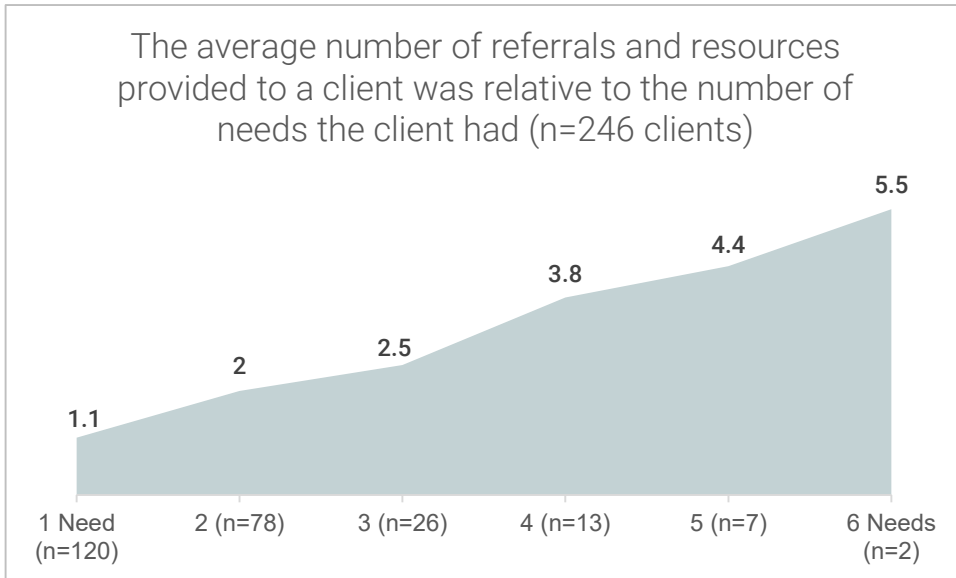
# 124

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

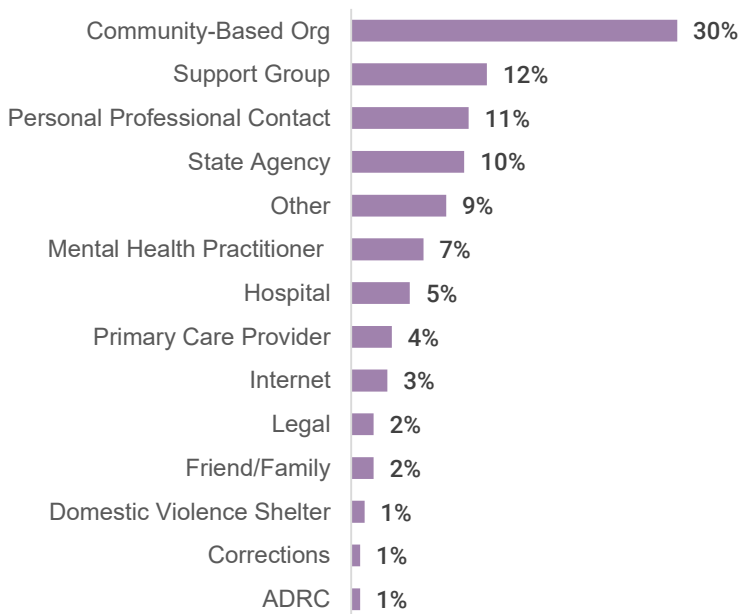
The most common resources included:

- Resource Facilitation Brochure (27 shares)
- Brain Injury Module Follow-up Tipsheet (17 shares)
- Nebraska Support Group Listing (13 shares)
- BI Comprehensive Symptom Checklist (11 shares)

The average number of referrals and resources provided to a client was relative to the number of needs the client had (n=246 clients)



The most common referral provided to clients was to community-based organizations (n=243)<sup>13</sup>



Clients were referred to

# 112

**different organizations**

The most common organizations that clients were referred to during the year included

- Families 1<sup>st</sup> Partnership (22 referrals)
- Madonna Rehabilitation Hospital (15 referrals)
- Prevention APS (10 referrals)
- CHI Health Immanuel (6 referrals)

<sup>13</sup> The referrals included in this report are primarily from clients served in 2023 to reflect the new data collection mechanism for tracking referrals.