



# 2018 Year in Review



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## A Message from Leadership

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Dear partners, clients, supporters, and friends,

When I first started Neuro Community Care in 2011, I didn't know how the organization would evolve over time. I only knew there was a need to fill a major gap in brain injury care by helping clients transition successfully back into life with services provided in their homes and communities. As I reflect back on all we have accomplished, I know our true success is in the achievements of the clients we've helped in their journeys to find meaning and purpose after injury.



I primarily credit our growth and success to having the right team in place. It is a privilege to work with an incredible group of Case Managers, Community Support Specialists, staff, and providers to bring these important services to market. As you read through this report and learn how we have helped clients, improved processes, and worked to make NCC a premier provider of brain injury services, I hope our passion, dedication, and persistence are evident. Thank you for all of your support and interest in furthering Neuro Community Care's mission. We look forward to many more successful years to come!

Sincerely,

A handwritten signature in black ink that reads "Helaine M. Bilos".

Helaine M. Bilos  
President, Neuro Community Care

### Our Mission

*To provide individualized, functional supports to persons with brain injury and other neurological conditions with a focus on successful transitions into their communities.*

### Our Vision

*Empower persons with brain injury to maximize their independence and quality of life in their own communities.*

## Service Excellence

Our top priority is providing quality care which optimizes outcomes for clients. In 2018, we reached an important and exciting milestone in NCC history with the achievement of CARF accreditation. We're also celebrating the accomplishments of our clients and staff.



### CARF Accreditation

In February 2018, NCC was fully accredited by the Commission on Accreditation of Rehab Facilities (CARF). This exciting achievement underscores our commitment to continually improving services, encouraging and incorporating feedback into our processes, and serving the brain injury community with excellence and professionalism.

### CBIS Certifications

The Academy of Certified Brain Injury Specialists (ACBIS) established Certified Brain Injury Specialist (CBIS) certification as a way for professionals to showcase advanced training and knowledge to provide rehabilitation services to brain injury patients. Applicants for certification learn important information about brain injury and then demonstrate that learning in a written examination to earn a nationally recognized credential. Areas of focus for CBIS certification include:

- Cognitive, psychological and social consequences of brain injury
- Behavioral approach for managing challenging behaviors and promoting positive skills
- Techniques for effectively working with families



As of December 31<sup>st</sup>, 2018, **96%** of NCC's clinical staff had achieved their CBIS certification, bringing our total number of certified staff members to **27**! We are proud to have such a significant number of brain injury experts providing the best care to our clients.

In total, NCC staff have almost **350** years of combined experience in brain injury services.

### Client Satisfaction Survey

*"[My Case Manager] has been exemplary in his work with me. In my view he sets the gold standard for compassion and care. I wouldn't be hopeful for readjustment and recovery if it were not for him."*

Every year, NCC sends a survey to all our clients to measure their levels of satisfaction with our case management and community support services. The survey gives us a chance to reflect on the quality of our work and ensure we are helping our clients achieve the outcomes they most desire.



This year, when presented with the statement, “I am satisfied with the case management services provided to myself/my family by Neuro Community Care,” we were encouraged to see that **88%** of respondents said they agreed or strongly agreed with the statement. We will be working to incorporate feedback from this survey in our efforts to continuously improve our services in the future.

## Provider Relations

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### Training Process

In addition to rolling out a streamlined provider application process in 2018, we also added a provider training portal to the NCC website. This allows agencies we work with to have easy access to training materials that can be updated in real time.



### Webinars and Education Credits

This year, NCC staff facilitated **four webinars** on various aspects of care management, providing Continuing Education Units (CEUs) for partners currently working with clients. The webinars addressed the following core topics:

- Crisis Management
- Building Relationships After Brain Injury
- Progressing After Brain Injury: The Uniqueness of the CSS Role (presented twice)

Additionally, as part of ongoing provider training efforts, NCC staff facilitate two peer mentor webinars every month.

## Industry Involvement & Special Events

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*“The organization is professional, dedicated, committed, patient care is excellent, and restoration is paramount. Neuro Care sets the positive high standards for others to emulate.”*

NCC staff and leadership strive to be viewed as thought leaders in brain injury care. On any given day, you can find our staff members delivering special presentations, attending brain injury-related conferences, and networking at special events.

## Wounded Warrior Project Courage Awards

In May, NCC was a proud sponsor of Wounded Warrior Project's annual [Courage Awards](#). Helaine Bilos, NCC's president, attended the annual gala in New York with several NCC staff members. This event "recognizes the service and dedication of those who make WWP's mission possible and inspire others to do more for our nation's wounded warriors." It was a certainly a night to remember! We remain proud of the work we have done to improve the lives of thousands of injured veterans through the [Independence Program](#).



## Conferences

NCC exhibits could be found at thirteen conferences throughout 2018. These include America's Warrior Partnership's 2018 annual Symposium and the North Carolina Industrial Commission's Workers' Compensation Education Conference. These events are a great opportunity to expand our network and educate others about NCC services.

## Seminars and Presentations

Several NCC staff members led or participated in industry seminars and presentations in 2018:

- In September, Case Manager Steve Johnson participated in a panel discussion and President Helaine Bilos presented at Wounded Warrior Project's Mental Health and Wellness Community Forum.
- Case Manager Jenny Abramson facilitated an Ethics training seminar to Certified Case Managers (CCMs) and Certified Rehab Counselors (CRCs) entitled, "Ethics in Practice: Real Life Considerations for TBI/ABI Professionals" in October. Jenny also presented on NCC's services at the International Symposium on Cognitive Research & Disorders (ISCRD) alongside Alex Balbir of Wounded Warrior Project.
- In April, Director of Client and Provider Services Leslie Johnson presented at the BIANC Family/Caregiver Conference on "Community Based Services: Improving Independence and Building Relationships."
- Case Manager Kristen Harper was featured on a podcast with Military Family Learning Network entitled, "Bridging the Gaps: Helping Wounded Warriors Heal at Home" in June.

# Making NCC a Great Place to Work

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In addition to striving for excellence in the services we provide for our clients, NCC leadership hopes to foster a workplace for our staff which encourages professional development, employee satisfaction and engagement, and a generous culture. Fortunately, we saw progress in all of these areas this year.

## Employee Satisfaction Survey

When asked to rank their happiness at work on a scale of 1-10 (lowest to highest), **91%** of NCC employees reported a score of **seven or above**.

## Technology Enhancements

Technology is an important part of our organizational operations. In 2018, we implemented a new and improved patient tracking database and will continue to explore the analytics and reporting capabilities throughout the coming year.

## Staff Professional Development

In 2018, NCC staff received more than a dozen professional development trainings and classes, covering topics such as ethics, cultural competency, client rights, and military culture.

## Giving Back

Providing for others' needs is not only core to our work, it is also core to our company's culture. We weave efforts to give back to our community into everything we do. In 2018, NCC employees and the corporate giving fund donated to 40 different charitable causes, including local hurricane relief and sponsorship of three families for the holiday season.



# Looking Ahead

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## Enabling Growth

In 2019, NCC will continue to improve and enhance our services, working environment, and use of technology to support our growth and advancement goals. Some of our 2019 plans include:

- Expanding the work done by our Outcomes Committee, tracking long-term data measuring success against Quality of Life outcomes
- Enhancing our internal use of technology, including implementing a new ERP system
- Continuing to update and leverage our client database and analytic/reporting tools
- Moving to a new building to better accommodate our growing staff and team-building efforts
- Revamping our website

We look forward to continuing to provide excellent services to persons with brain injury, leading the industry with our staff's and partners' expertise, and remaining a great place to work in 2019 and beyond.

*For more information, visit [www.neurocc.com](http://www.neurocc.com)*