



2019 Year in Review



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A Message from Leadership

Dear partners, clients, supporters, and friends,

Neuro Community Care is proud to say that we are going into our ninth year in business. This has been a truly incredible journey and I am inspired by all the great work our team has done. Through their efforts we have served over 1200 clients and that number continues to grow.

As we enter a new decade, I feel a sense of excitement and confidence that Neuro Community Care is well positioned for continued growth. I am thrilled to tell you that we are developing a number of new initiatives that will both enhance and add to the types services we currently offer in an effort to meet the ever-changing needs of those we serve.

When I opened NCC in 2011, my goal was to fill the gap most individuals experience after an injury as they navigate the complexities at home and in the community. The premise has always been simple: focus on the person where they are because the most important place for someone to feel successful and confident is in their own environment.

It is an ongoing 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! We invite you to follow us on our website and social media accounts for upcoming exciting updates at NCC.

Sincerely,

Helaine M. Bilz



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

Improvement Year

Neuro Community Care continues to focus efforts on providing quality outcomes for our clients. 2019 proved to be a year of changes for the organization with ongoing enhancements to many of our processes. We would like to take this opportunity to thank everyone for your support and collaboration during our year of changes!



Streamlined
Provider Training

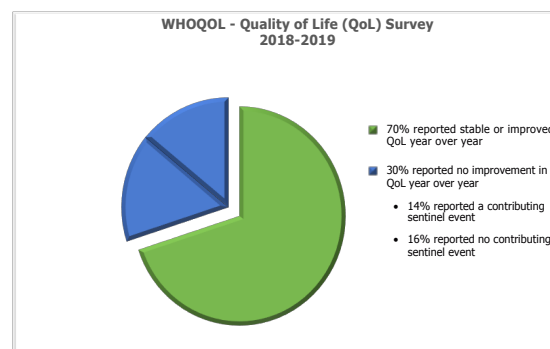
Improved Program
Efficiencies

Referral Statistics

In 2019 NCC received:
61 Total Referrals

Outcome Measures

NCC is committed to providing quality care to all of our clients. In an effort to measure our successes a Quality of Life (QoL) Survey is provided and collected from clients. There are now two or more surveys available for at least 50 warriors. This allows NCC staff to compare year over year data to provide more accurate results.



Lisa Gonzales, CM, attended a conference on CARF Outcomes Training which helped define the CARF goals in relation to our current outcome surveys.

Client Satisfaction Comments

We really enjoy working with our CSS and Shawn Chase at NCC. He is the bomb!

I think Lisa does an awesome job and I have recommended the Independence Program to other Wounded Warriors.

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 31st, 2019, **100%** of NCC's clinical staff had achieved their CBIS certification, bringing our total number of certified staff members to **24!** 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 over **350** years of combined experience in brain injury services.

Provider Relations

Training

In addition to streamlining our provider training process, we rolled out Netsuite to all of our providers. This program allows for enhanced billing practices. Despite initial challenges, the program is running at full function and has improved processes all around.

In 2019, NCC Case managers facilitated six live webinars. Each of these webinars are available on the website for on-demand viewing.

In an effort to enhance awareness of NCC services and supports, Leslie and Jenny presented at the International Association of Rehabilitation Professional's meeting in NC.

NCC was proud to host a luncheon for external Case Managers on-site this year. The Ethics presentation provided 1 CPE credit hour to each attendee. Ongoing lunch and learns will assist in strengthening our partnerships with referring case managers in the community.

Provider Satisfaction

NCC values our relationships with all of our providers. In an effort to gauge satisfaction, provider satisfaction surveys are distributed annually. NCC staff encourages feedback from all providers in an effort to enhance our partnerships and to provide optimal services to our clients. The feedback we received was fantastic!

We love having the opportunity to work with NCC to serve our heroes. Everyone responds immediately to any questions we have, and we feel very connected. Our only complaint is that we would like to work with more warriors!

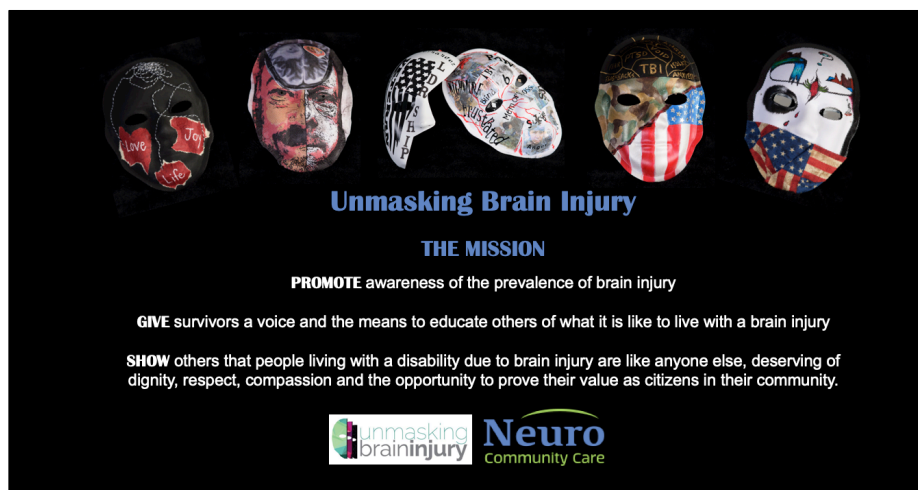
Each of the CM's are wonderful to work with. We appreciate the opportunity to work with them to serve the warriors.

Industry Involvement and Special Events

The staff at NCC continue to be committed to being leaders in the industry of brain injury. Our focus on improving awareness and enhancing services leads us to unlimited opportunities for partnerships within the community. We strive to participate in brain injury conferences, educational discussions in neurological services, awareness presentations, skills validation seminars and so much more. Networking opens the doors to enhanced opportunities within the community to serve those with brain injuries and improve quality all around.

Unmasking Brain Injury

NCC has partnered with the Unmasking Brain Injury Project to showcase the talents of our clients. These masks have been displayed at local conferences, and art show in Tampa, FL, and through the NCC website as well as social media outlets. They have been well received in all of these venues and asked to be displayed at several future events.



Wounded Warrior Project Courage Awards



NCC was a proud sponsor of the 2019 Wounded Warrior Project's annual Courage awards. Several staff members joined Helaine Bilos, NCC's president, in an effort to show pride in the partnership we have with WWP's Independence Program. This wonderful event was enjoyed by all!

Social Media Presence

Shannon Graham, Marketing and Business Development Manager, took over the NCC Facebook page and created Instagram, Linked In and You Tube accounts for NCC. In the changing times of the technology age, social media presence is important to remain in the forefront. Each link is constantly being updated with current media and events. Check them out!

[Facebook](#)



[Linked In](#)



[Instagram](#)



[You Tube](#)



Conferences



Conferences Attended by NCC in 2019

World Congress on Brain Injury in Toronto
TBI Hill Day in Washington DC
BIANC Family Conference in Greensboro
Georgia WC Conference
Warrior Community Integration Symposium
NC Industrial Commission
SC WC Educational Assoc
Virginia WC
ACRM- Chicago
BIANC Professional Conf - Asheville

Making NCC a Great Place to Work



NCC prides itself on being an employer of choice. The leadership team goes above and beyond to ensure staff engagement, professional development and employee satisfaction for the whole team. 2019 saw multiple events geared at team building and we're all excited to see what 2020 will offer!

Employee Satisfaction Survey

*In **2018**, 93.74% of participants
rated a satisfaction of 6 or
better*

*In **2019**, 95.83% of participants
rated a satisfaction of 7 or
better*

Moving into the New Building!

NCC moved into our new building in May of 2019. Even though the move was only a few hundred feet away from the previous location, the additional square footage has allowed an opportunity for collaboration between all departments.



New Faces

NCC was proud to welcome some new faces to the team in 2019! These new team members joined an already successful group and they have hit the ground running! The NCC team has welcomed them with open arms and everyone is eager for new growth potential.



Shannon Graham, MSW – Marketing and
Business Development Manager

Greta White joined the Finance Team





Aspen Hastings joined us for an internship over the summer to assist the finance team!

Staff Appreciation

NCC hosted multiple staff appreciation events throughout the year. Each event brought this tightknit team even closer together.

Teamwork is imperative when working with the many challenges our clients face. Everyone on staff works cohesively to ensure the success of our clients and teambuilding activities assist in expanding the trust within the team.

The staff is extremely grateful for the support of the leadership team as they promote both team building and show extensive appreciation to the entire office.



Giving Back

NCC is proud to give back to our local community. Throughout the year NCC hosted drives to donate needed items to the local community. During the holiday season, NCC adopted multiple families/individuals and provided meals/gifts to ensure they had an enjoyable holiday. NCC is constantly looking for additional opportunities to support both the local community and the larger brain injury community. We look forward to that same commitment in 2020.

Looking Ahead

2019 proved to be a year of change for Neuro Community Care. Each enhancement to our process is paving the way towards future growth. In 2020, NCC will continue to provide quality service to our clients as well as seek additional opportunities to expand our current purview. Some of the goals for the year 2020 include:

- Launching the new website
- Growing our client base growth through diversified avenues
- Continuing to track outcomes in an effort to track long-term data in Quality of Life measures
- Improving technology through utilizing Netsuite to its fullest potential