



2020 Year in Review

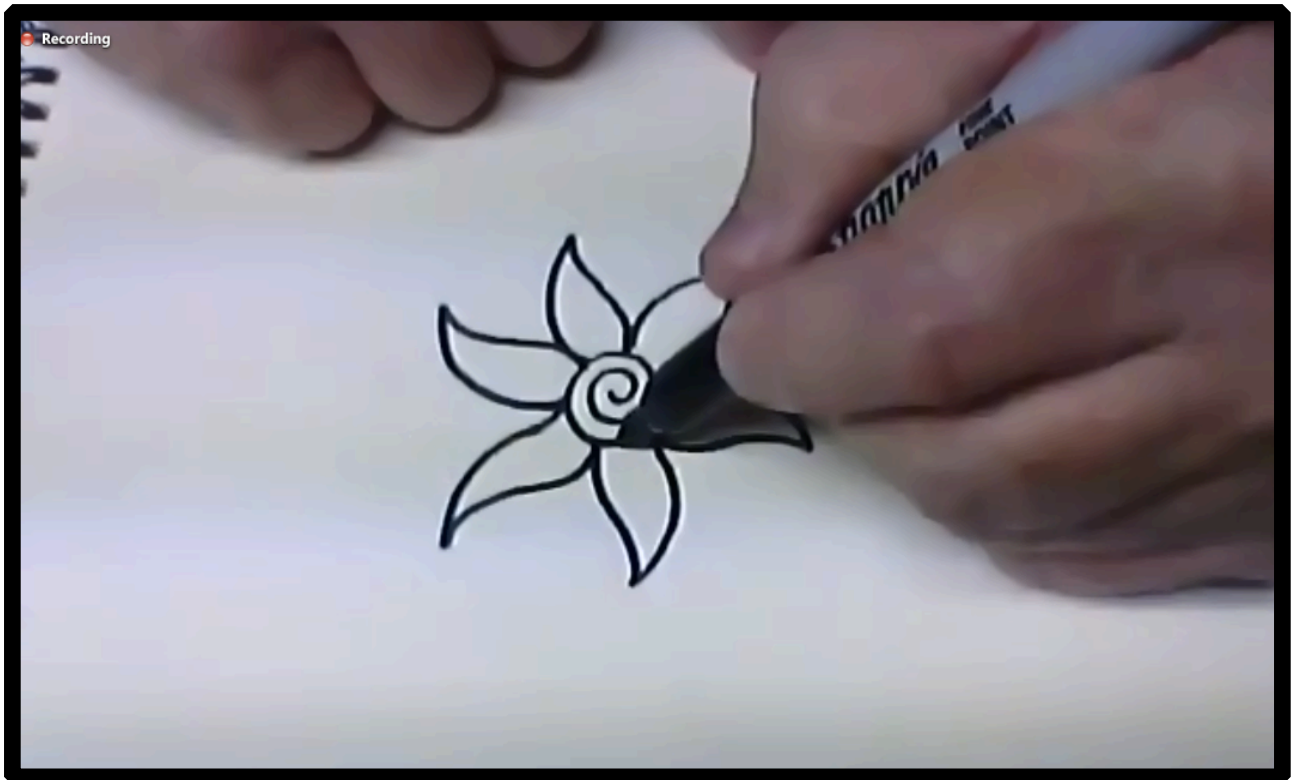


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A Message from Leadership

Dear partners, clients, supporters, and friends,

2020 was a historic year, as the pandemic upended our lives in ways that would have been unimaginable a year ago. NCC met the challenge, and as a team we pivoted our model to meet the needs of those we serve. We had to get creative, and as a result, robust virtual programming was developed for and utilized by our clients successfully.

2021 will mark Neuro Community Care's ten-year anniversary. It's hard to believe how fast this past decade has gone. 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. 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

Year of Unforeseen Opportunity

Neuro Community Care met some unforeseen opportunities in 2020! The global COVID-19 pandemic challenged the NCC team to come up with ways to continue to support our clients in ways that offered safety to both the clients and the staff. The team thrived under strict social distancing orders and created long-lasting programs that will continue to grow.

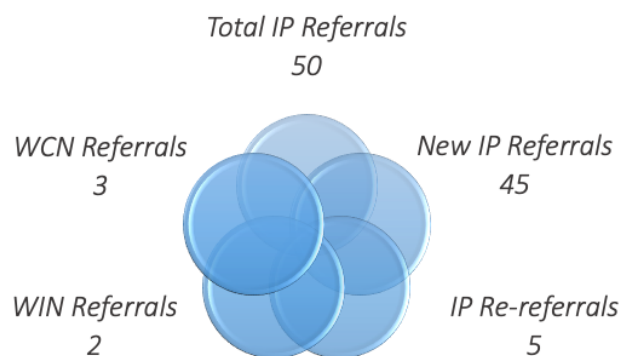
New WEBSITE design



Provider Spotlight
Awards

Referral Statistics

In 2020 NCC received:
50 Total Referrals



Client Satisfaction Comments

*They are priceless people!
They are awesome!*

*You all are fantastic and very helpful. Always
willing to help and I appreciate that.*

VIP Program



We invite you to...

The V.I.P. Experience

Looking for ways to connect?

Join us this Fall for our Virtual Independence

Program experiences including:

Warrior-led Workshops

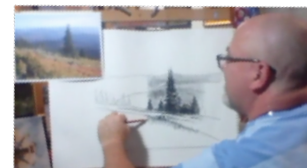
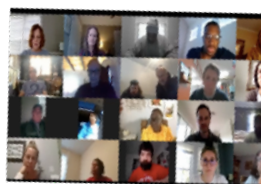
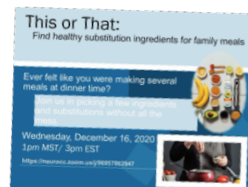
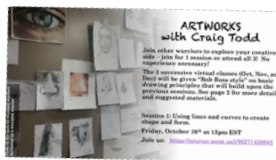
Specialized creative writing, art, and music sessions

Meet-up groups

Open Mic events

Caregiver Engagement Programs

And so much more!



Provider Relations

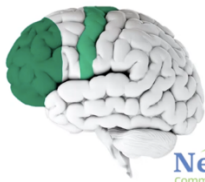
Training

Training opportunities in 2020 transitioned to virtual in March. The COVID-19 pandemic changed how services can be offered to clients and caregivers, which allowed for intensive training opportunities for our partner providers. How does one transition from in-person CSS support to virtual in the field of brain injury?

Throughout the year, NCC was able to offer opportunities to our clients and their families to engage in alternative therapies through a virtual platform. In addition, opportunities were provided to NCC staff for transfer training, resilience in case management. We also were able to provide multiple trainings to our CSS staff and providers to help them with the transition and dynamics of virtual service delivery to our clients.

Frontal Lobe Functions

- Planning
- Organizing
- Problem solving
- Judgment
- Impulse control
- Decision making
- Working memory



Neuro
Community Care

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Preparation is KEY to Safety

Prepare yourself mentally & physically

- ◆ Assess the situation
- ◆ Do not rush into a task to get it done quickly
- ◆ Consider your ability and limitations

STOP & THINK
BEFORE YOU LIFT, MOVE, TRANSFER
OR POSITION A RESIDENT OR OBJECT



NCC was proud to host Terre Michelle from Paradigm in February, as she shared her presentation from the 2019 Paradigm Summit held in Texas. The information she shared to the whole NCC team is timeless. She offered self-care techniques that are lasting and applicable to all those in the human service industry.

Industry Involvement and Special Events

Recognition Program

NCC rolled out the Provider Spotlight campaign in the fall to recognize providers for their exemplary support of clientele. Nomination forms were added to the website in an effort to encourage staff, caregivers and clients to nominate providers to be spotlighted in the monthly newsletter. There has been phenomenal feedback for this recognition program.



Operation RISE

The staff at NCC continue to be committed to being leaders in the industry of brain injury not only for the survivors, but also for their caregivers. In 2020, Operation RISE was developed for caregivers within the Wounded Warrior Project's Independence Program. The program offered 4-week sessions providing information, resources and discussion topics surrounding respite and wellness. It also allowed caregivers the opportunity to support each other and empower themselves.



Respite and wellness **I**nformation and resources **S**upport **E**ngagement and empowerment

Website and Social Media Presence

The new website launched in January of 2020 and has continued to grow and evolve throughout the year. It has been a great platform for training and information relay. The website is linked to our social media accounts to grow awareness. A Google Ad campaign was launched in an effort to grow our media presence and to increase our Search Engine Optimization and Search Engine Marketing efforts. Follow each of our platforms and visit the website to increase our virtual footprint and increase visibility.

[Facebook](#)



[Linked In](#)



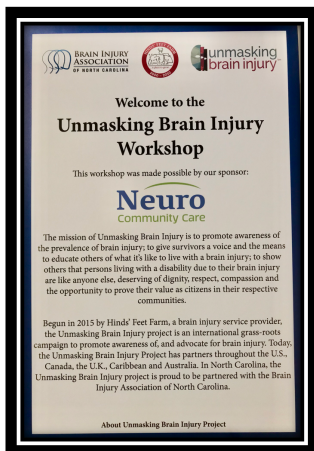
[Instagram](#)



[You Tube](#)

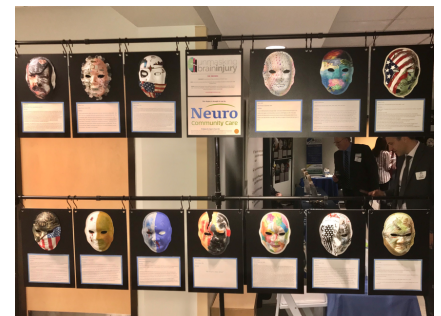


Conferences



Conferences Attended by NCC in 2020

COVID-19 unfortunately shut down in-person conferences in March. Conferences transitioned to a virtual format allowing for new opportunities for networking.



In-person

Shepherd Center Expo -January

NC Bar Association – February

ABI New Orleans – February

BIANC Mask Workshop and Light Up The Night

Virtual

America's Warrior Partnership

NC Workers Comp

BIANC

Making NCC a Great Place to Work



NCC boasts a truly cohesive team that overcomes challenges with the unrelenting support of the leadership team. Throughout 2020, NCC and the leadership team developed virtual opportunities to come together to support both the staff and clients. The leadership team supported the ongoing regulations and safety protocols to ensure the staff stayed safe among a global pandemic. All staff hope to return to in-person environments in 2021!!

In **2020**, 100% of participants rated a satisfaction of 6 or better and the weighted average increased from 7.79% (in 2019) to 8.35%

*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*

New Faces

NCC was proud to welcome some new faces to the team in 2020 prior to and during the pandemic! 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.



John Argenzia
IT and Database Specialist



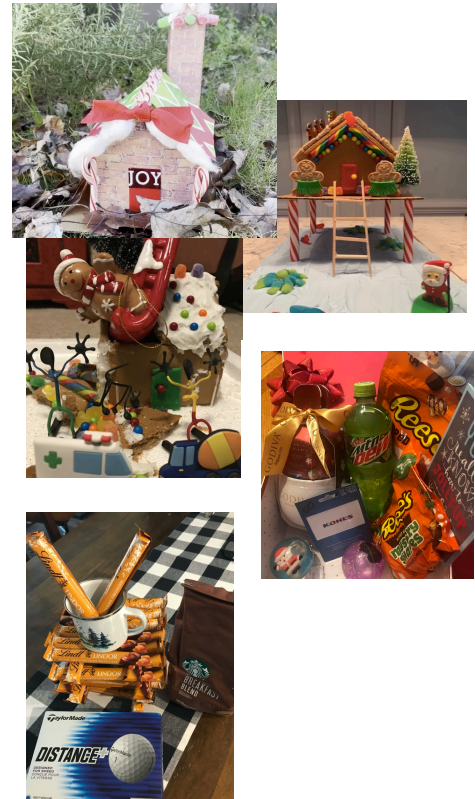
Chrissy Long, BSW Case
Manager

Staff Appreciation

NCC hosted multiple virtual staff appreciation events throughout the year in an effort to keep the team connected during the social distancing order.

It's important to keep the team cohesive, especially during times of forced distance. NCC provided opportunities for virtual events both during work hours and after hours.

The staff at NCC is extremely grateful to both the leadership team and to each other for the out-of-the-box thinking when creating opportunities for team engagement!



Giving Back

NCC is always eager to give back to our local community. 2020 proved to be challenging in terms of in-person opportunities to give back but again NCC prevailed by providing creative opportunities. One of these included offering employees a paid volunteer day to utilize during the year so that employees could volunteer at their own discretion while being paid for their time. NCC supported a local family for the holiday season to ensure this family's needs were met. NCC also provided donation support to the local BIANC chapter. Another In 2021, NCC hopes to further support the community through multiple ventures throughout the year ahead.

Looking Ahead

2020 proved to be a year of unforeseen opportunities for Neuro Community Care. Each enhancement to our virtual services offerings will grow the reach of our organization tenfold. In 2021, NCC will continue to provide quality service to our clients, as well as seek additional opportunities to expand our current purview virtually and beyond. Some of the goals for the year 2020 include:

- Website growth and awareness through SEO/SEM activity
- 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 virtual service offerings through outreach and training programs