

# Who We Are

Neuro Community Care, LLC is an independent provider of community Care Management, Case Management and Community Support Services for persons with brain injury and other neurological conditions (e.g., stroke, brain tumor, ALS, spinal cord injury). NCC's services are provided in an individual's home or community and are functionally based.

## This translates to:

- Real-life skill development and stabilization
- Increased likelihood of independence
- Minimized risk of decline and/or crises
- Reduced frequency of need for costly rehabilitation and residential services
- Improved quality of life
- Decreased isolation

over  
**85%** of NCC's  
clinical staff  
are *Certified*  
**Brain Injury  
Specialist**

# Vision

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

NCC believes high standards help provide clients the best possible care. We have built a team of passionate, professionally diverse, and experienced teammates prepared to address the individual needs of our clients. NCC provides ongoing training to ensure staff are up-to-date with the latest information on neurological care and conditions. We encourage you to explore our staff directory at [Neurocc.com/team](http://Neurocc.com/team).



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# Neuro

Community Care

# Mission

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



Commission on  
Accreditation of Rehab Facilities

# CARE MANAGEMENT/ CASE MANAGEMENT

NCC's community Care Managers and Case Managers develop individualized goals designed to meet the needs of each person we serve. Our specialized services act as a bridge, helping our clients transition to the next phase of their lives.

**Services may be short-term or long-term in duration and include:**

- In-depth home assessment
- Development of functional goals
- Collaboration with the client, family, and their care team
- Client and family education
- Advocacy
- Support through life's changes and challenges
- Crisis management
- Family support to ease transitions

NCC has made a HUGE impact on my life. They've helped me to get BACK INTO THE COMMUNITY and made me realize I still have a life. Thanks a lot guys, I'm BLESSED to be part of this program.

- NCC Client

# COMMUNITY SUPPORT SERVICES

NCC's Community Support Specialists (CSS) provide individualized skill development for clients in their own environment. A CSS facilitates functional skill building and models everyday problem solving.

**CSS services facilitate:**

- Compensatory strategy development
- Instrumental Activities of Daily Living
- Scheduling and structured routine
- Volunteer exploration
- Cognitive skill training
- Health and wellness activities
- Social and recreational activities
- Connecting to natural supports

“ We can't thank you enough and appreciate all the help you've provided for my son. His Community Support Specialist is beyond wonderful. She's a breath of fresh air and has expanded his universe to include a variety of community and outdoor experiences. Kudos!

- Parent of NCC Client ”

## The NCC Story

Helaine Biles, President of Neuro Community Care LLC (NCC), launched her business in January of 2011 with the intention of filling the gap of community services for those with brain injury and other neurological conditions. She wanted to provide support for clients and families who often felt overwhelmed in dealing with the complicated issues associated with brain injury on their own.

NCC employs a staff of experienced professionals, both clinical and administrative, whose talents support clients and their families, as well as the overall program. Over 500 clients are presently benefiting from NCC's services nationwide.

In addition to our core staff, NCC has developed a national network of over 130 specialized providers that are contracted to deliver high-quality and cost-effective services across the U.S. and its territories.

## Value

After a costly hospital or rehabilitation stay, supporting clients in their own communities and homes is vastly more economical. Services rendered in the community are less expensive than facilities and clients can utilize skills learned in rehab in their natural settings. Our staff supports and guides clients and families toward independence and community integration.

## Impact on Clients

The transition after a brain injury to the unpredictable reality of home often proves challenging for the individual, family, and caregivers. Clients and their families appreciate NCC's progressive approach in preparing them for future needs.