



2022 Year in Review



# A Message From Leadership

*Dear partners, clients, supporters, and friends,*

*2022 was an exciting year for NCC. Our Team grew with the addition of exceptional Case Managers and administrative staff. Each staff brought a unique perspective and passion to their work which benefits those we serve and NCC as an organization. Our outcomes data for the past three years showed the immense support and impact our services provide our clients. We are proud that during COVID we created and provided programs and services that continued to change lives.*

*Thank you for all your support and interest in furthering Neuro Community Care's mission! We invite you to follow us on our website and social media accounts for upcoming exciting updates at NCC.*

*Helaine M. Bilos*

Helaine M. Bilos  
President, Neuro Community Care

# NCC Programs

BRAIN BOOSTER



**Provider  
Spotlight**



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# VIRTUAL INDEPENDENCE PROGRAM

## 2022 VIP events:

Open Mic  
Open Kitchen  
Open Gallery  
Warrior Workshops  
Art Therapy  
Writing Circles  
Lego Club  
Sounds for Soldiers  
Movie Club

VIP events are online sessions and workshops specifically designed for warriors, caregivers, and families in the Independence Program.





## OPEN KITCHEN: SPRING EDITION



In this VIP event, warriors and family members will share recipes and tips for Spring inspired food and treats. There is something for everyone in this foodie-focused session!

Thursday, April 21<sup>st</sup> at  
12pm ET / 9am PT  
Registration Required:  
<https://bit.ly/35VNYUs>



There is that in  
me----I do not  
know what it is--  
but I know  
it is in me.

Walt Whitman,  
"Leaves of Grass"

## VIP OPEN MIC

NCC is hosting open mic events quarterly for IP Warriors and families. This is an opportunity to share your poetry, comedy, music, etc. with other Warriors. We would love to see you there!

Let your case manager know if you would like to perform or join us as an audience member to enjoy the talent of your fellow warriors.

Thursday, March 31<sup>st</sup> 2022 at  
3 pm ET / 12 am PT  
Registration required:

[https://neurocc.zoom.us/meeting/register/tZUvc-GsrzsjGd24Y\\_QBxVx8NC8F3QXLLXL](https://neurocc.zoom.us/meeting/register/tZUvc-GsrzsjGd24Y_QBxVx8NC8F3QXLLXL)



## VIP : OPEN GALLERY

In this VIP event, warriors and caregivers share a personal art project and provide a brief tutorial on how to recreate these projects at home.

All levels welcome -- join this event to bring your artistic knowledge or simply for artist inspiration!

THURSDAY OCTOBER 28, 2022  
at 12pm ET



## VIP : Lego Club

Relieve your stress! Lego your worries away. Come on out for our VIP Lego club. We will be sharing favorite Lego builds and planning for upcoming activities, speakers, and projects! Lego puns guaranteed.



Operation RISE is a program designed for caregivers with the Wounded Warrior Project's Independence Program.

This program offers caregivers an opportunity to come together to learn new tools, share ideas, and build connection.



R- Respite & Wellness  
I- Information & Resources  
S- Support  
E- Engagement & Encouragement

## 2022 Themes:

January/February: Gratitude

March/April: Mindfulness

May/June: Simplify

Sept/Oct: Find your Fun

Dec: End of the year Favorites  
Party



Join us for our first OR session of 2022! We plan to bring together caregivers for 3 hands-on workshops to learn and share with one another. We'll be incorporating creative projects to:

## Explore, Embrace, and Engage in the practice of Gratitude

Group size for January session: Each program session will be limited to 20 caregiver participants to allow for discussion and relationship building. *(additional opportunities and sessions coming in 2022)*

Contact Jenny Abramson 984-220-0410 if you have additional questions related to

*Operation RISE*

# OPERATION RISE 2022: GRATITUDE

## MINDFUL MOMENTS

### Resources

Choose Your Own (Mindful) Adventure:

1 new mindful tool to try over the next month or try a new tool each week:

#### Mindful Movement

[LYB free Meditation library](#)

[LYB free Yoga library](#)

[Yoga with Adriene](#) ([pick](#) and choose or participate in her [30 days of yoga](#)).

#### Zentangle

[Zentangle / Art](#)

[Daily Art Challenge](#)

[Michelle the Painter on Youtube](#)

#### Journaling

Prompts on page 2

[10 Mindfulness Prompts](#)

#### Mindfulness

The Calm App (Free for 7 days) // Daily Calm, Daily Move, Daily Trip

Hoffman Process audio meditations:

<https://www.hoffmanprocess.com.au/audio/>

Insight Timer app: <https://insighttimer.com/>

# BRAIN BOOSTER



## Session 1 Organization - “Let’s Get it Started” Tuesday Aug 23, 1pm ET

Participants will learn to use a written tool as a strategy to facilitate organization, problem solving, time management, recall and overall productivity when performing functional activities.

## Session 2 Prioritization - “Get’er Done “ Tuesday Sep 20, 1pm ET

Participants will learn strategies to prioritize daily tasks/ activities based on level of importance

## Session 3 Scheduling - “Working 9-5” Tuesday Oct 18, 1pm ET

Participants will understand the value of using a planner for daily routine to facilitate time management in daily routines.

## Session 4 Tech/Apps - There’s an App for That” Tuesday Nov 15, 1pm ET

Participants will learn to add technology and applications into daily routines to assist with task completion, attention and recall.

A series of 4 sessions introducing functional strategies to empower warriors to be more focused, productive, purposefully engaged and in control of daily activities.



## Provider Spotlight



Neuro Community Care is proud to recognize Laura Theismann as this month's Provider Spotlight recipient!

Laura Theismann graduated from the University of Alabama and began working at Key Changes Therapy Services in Columbia, SC in 2012. As a Board-Certified Music Therapist, she has served a variety of populations within that role. Over the past few months, she has a Community Support Specialist and has developed a great rapport with the warriors she works with. Laura helps address goals in a creative way to help elevate the warriors' progress. She is able to work with warriors "where they are", and also identify when a little nudge is needed. She is dedicated to the success of her warriors, and is a great motivator and cheerleader. Laura is professional, patient and passionate about helping warriors make change that to improve their quality of life and independence.

NCC is honored to work with staff like Laura because of her positive energy and dedication to serving our warriors. Congratulations Laura and thank you so much for your great work! We appreciate you!

April 2022

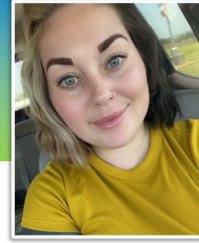
Neuro Community Care  
is proud to announce April's  
Provider Spotlight recipient!

Laura Theismann

From

Key Changes  
Therapy Services

## Provider Spotlight



Neuro Community Care is proud to recognize Angel Edwards as this month's Provider Spotlight recipient!

Over the past few months as a Community Support Specialist, Angel has developed a great rapport with the Warriors she works with. Angel not only helps her Warriors reach their goals, but she encourages them to exceed their own expectations. She has provided remarkable support to one of her Warriors as they reach their goal of getting organized. Angel has made a tremendous impact in the lives of the Warriors she serves, providing invaluable emotional support through difficult life transitions. She goes above and beyond and has even supported her Warrior in completing applications that ultimately provided valuable financial assistance to the Warrior and their family. Angel provided this quote to describe her unique dedication to the Community Support Specialist role:

*"There are many reasons why I chose this path of service. The first reason is that I am a disabled Army veteran who has served and knows the culture and lifestyle of the military. Life after serving in the military has many challenges and adjustments that are hard to face on one's own. Being a disabled veteran makes the journey even harder. I saw this opportunity to help those in need and jumped at the opportunity to serve. The daily processes of life for wounded warriors is difficult and I enjoy being the person that can help someone regain control of their lives."*

NCC is honored to partner with agencies such as Simple Steps, and with individuals like Angel, who dedicate their lives to helping make other's lives better. Congratulations Angel and thank you for your commitment to our Warriors!

July 1, 2022

Neuro Community Care is proud to  
announce July's Provider Spotlight  
recipient!

Angel  
Edwards

from

Simple Steps

## Provider Spotlight



Quintell has been a stellar CSS to his warrior, Steven, throughout the past 2.5 years. He has worked with him through major life events and changes in family dynamics by being a consistent and steady support for the warrior. Quintell has connected Steven to multiple VSOs in the Atlanta area that have provided opportunities and support for the warrior. He recently coordinated several agencies to complete modifications in the warrior's house to ensure the warrior's safety and comfort throughout his home.

In addition, Quintell and Steven enjoy participating in WWP events including swimming with the sharks at the Atlanta aquarium, attending a Physical Health & Wellness Expo in Birmingham, AL, and connecting with vets in his local community.

As a veteran himself, Quintell is passionate about his role as a CSS and sharing his skills and knowledge with IP veterans. Thank you for all you do, Q!

May 1, 2022

Neuro Community Care is proud to  
announce May's Provider Spotlight  
recipients!

Warrior Life  
Services'

Quintell  
Saunders

## Provider Spotlight



Neuro Community Care is proud to recognize Christine Rivera-Clay as this month's Provider Spotlight recipient!

Christine has a Master's degree in organizational management, a Bachelor's in human services and her Associates (which serves as her foundation) in Mental Health and Substance Use. Her experience varies from community outreach to child welfare and hospital management for medical detox. While working with a company in North Carolina that serves people with TBI in a residential placement she found her ministry of love. She learned how the brain works when it is traumatized, the behaviors that can be observed, and the different characters and personalities which comes with each person. She has experienced so much growth and has learned new ways of handling her day-to-day life and has been able to see the growth in her warrior.

Christine has been working with her warrior, who suffers from MS, for several months now and goes above and beyond in her work with the warrior in demonstrating her vast knowledge and experience in the field. She demonstrates professionalism, patience and empathy at all times and encourages the warrior to reach not only her targeted goals, but encourages her to always exceed her own expectations.

NCC is honored to partner with agencies such as The Bindu Institute and with individuals like Christine because of their dedication to serving those with brain injuries without limitations. Congratulations Christine and thank you for your commitment to excellence!

March 2022

Neuro Community Care  
is proud to announce March's  
Provider Spotlight recipient!

Christine  
Rivera-Clay

From

The  
Bindu Institute

# Provider Spotlight

NCC CONTINUED TO HOST THE PROVIDER SPOTLIGHT CAMPAIGN 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

# WWP 101 Nov 2022

WWP 101 was an opportunity for Independence Program warriors, family members, and caregivers to hear and learn about other programs available to them through WWP. At these virtual events, you will get a basic overview of our programs and have an opportunity to have a question-and-answer session with each presenter.

## Program Briefs:

- Physical Health & Wellness
- Adaptive Sports
- Government Relations
- Community Partnerships
- WWP Talk

## Program Briefs:

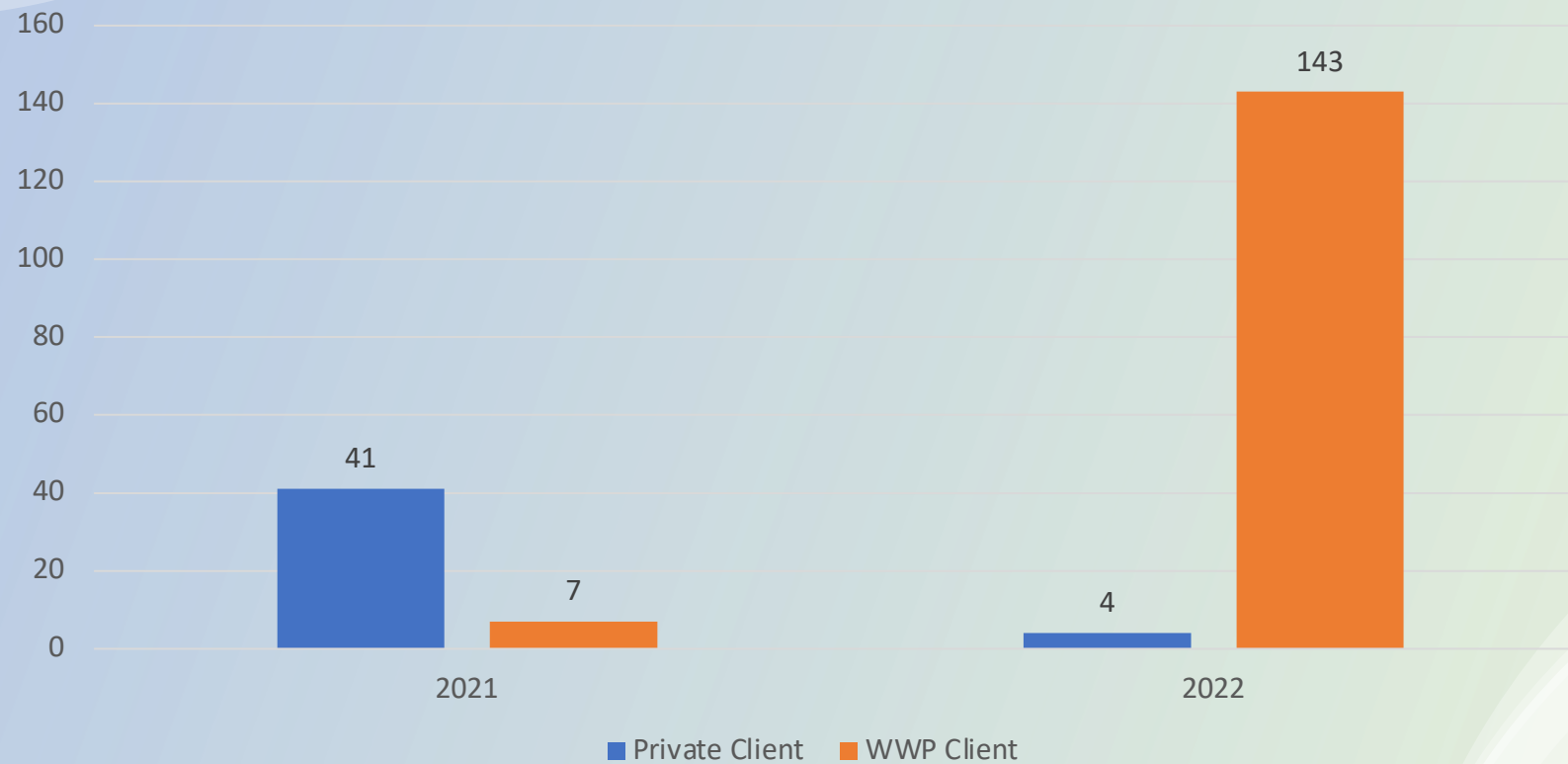
- Continuous Care Services
- Benefits/Continuous Services
- Soldier Ride
- Connecting with Peers
- Resource Center

NCC ran a Spinal Cord Injury pilot group in 2022. They met 1x monthly with 5 warriors. With the completion of six pilot meetings, we received feedback that they have enjoyed connecting with others who understand their physical challenges when navigating everyday life and relationships. The warriors have been transparent with their feelings, expressed a tremendous desire to meet with more newly diagnosed SCI's to provide resources/assistance, and are open to learning from those more experienced than them. Given this feedback, it has been decided to open up the flood gates and let all who are interested join this group in 2023!



# Referral Statistics

2021- 2022 Intake Comparison





# Conferences

Collaborate with WWVP on multiple special events / hybrid events:

- NCC staff led virtual sessions leading up to Caregiver retreats in March (NC) and September (CO) and program manager supported and led activities in person at events
- NCC managers attended 'Taste of IP' event in Asheville, NC in December 2022 and led activity, shared information with warriors and CGs about VIP, Operation RISE, and Brain Booster
- Management team met with WWVP IP managers in Jacksonville in November 2023
- NCC, NRM, WWVP – met in Raleigh, NC for 3 day Huddle to review best practices, participate in team building

\*\*Warrior masks – displayed in 2 Art Shows in 2022

# Unmasking Brain Injury

*The broken gears represent how my cognition/thinking is not the same is now broken.  
The wires crossed (red and yellow) and expose represent how things can or do get confusing.  
The exposed green wire that is burned represents how \_\_\_\_\_ I can easily get frustrated.  
The melted fuse represents when I lose my temper.  
The stitches of the mouth represent my struggles to communicate my emotions.  
The rope represents my thoughts of suicide and thoughts of self-harm.  
The camouflage and American flag represent my service.  
The broken clock face (green and black) represents loss of time and the struggle of the concept of time. (How much time has passed or when something happened)  
The tears represent my pain both physical and emotional. They represent my struggle with my own emotions and thoughts.”*

**Name:** Jimmy

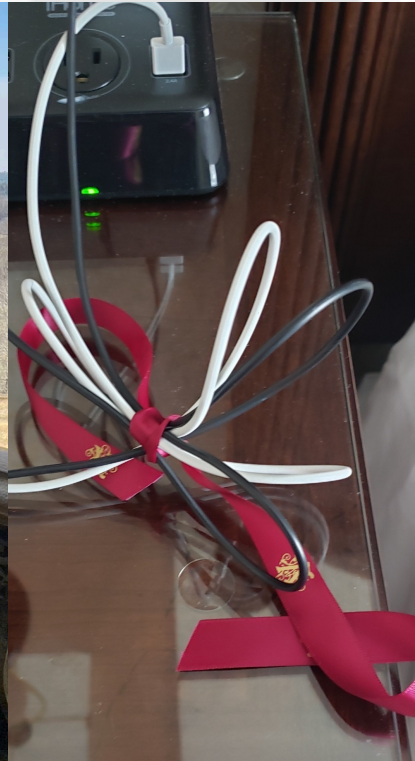
**Date of Injury:** Multiple blast injuries from 2005 – 2007

**My Story:** Brain Injury: Traumatic Brain Injury/Post Traumatic Stress Disorder from combat. Iraq 2005 and 2007.





# NCC Caregiver Retreat





# Website and Social Media

NCC's website launched in January of 2020 and has continued to grow over the years. The website has been a great platform for information relay to our partner providers, warriors and the general public which has been crucial to our service delivery. The website is linked to our social media accounts to grow awareness. Follow each of our platforms and visit the website to increase our virtual footprint and increase visibility.

[Facebook](#)



[Linked In](#)



[Instagram](#)





# 2022 Trainings

- Behavior Analysis and TBI
- SLP / Aphasia Specialist
- Stress & the Brain (Emotion-based Coping with Stress: Techniques to Support Clients and their families)
- SafeTALK Suicide Alertness Workshop
- Updates on VA programs, benefits
- CBIS training (led by our CBIS-T on our CM team) for new 2 CMs (in NC) and WWVP IP Teammates (in JAX)



Tainisha Johnson  
CaseManager



Lukas Parkin  
Case Manager



Chelsea Calnan  
Case Manager



Robyn Woodhouse  
Case Manager

# New Faces

NCC added 10 new members to its team in 2022!



Katrina McFarland  
Case Manager



Nerissa Behrmann  
Case Manager



Rachael Edens  
Case Manager



Sade Harrison  
Case Manager





Nancy English  
Accounting Specialist



Marni Cahill  
Senior Clinical Program Director



# NCC Volunteer Day

“My volunteer day was a boot on the ground search group for a local child in Wendell, who went missing. Thankfully, he was located.”

- Sally Massey

“I did my volunteer day at the Durham County Animal Shelter.”

- Sean Dowdell

“On my volunteer day I assisted in my Cary Park neighborhood community with the collection of old sheets, towels, pillows for delivery to a local pet shelter. We picked up and delivered donations to a specific neighbor who then delivered the many trash bags full of used supplies to the shelter she works at.”

-Denise Alba





2023 is looking  
bright!



**Neuro**  
Community Care