

## Disability Concerns Subcommittee

### 1. The New Mexico Brain Injury Resource Center

#### a. Who we are?

- i. The New Mexico Brain Injury Resource Center (NMBIRC) is a one-stop shop for information and referrals on a wide variety of topics related to brain injury including services, supports, and education about brain injury.
- ii. ARCA is committed to increase current and develop new services that can assist New Mexicans living with brain injury. With this great responsibility ARCA ABI Division has increased its level competency by employing a veteran with thirty-three years of brain injury rehabilitation service experience. I have developed four residential programs and the founder of Texas Hill Country School. I was also a CBIS Trainer and one of the original CBIS Clinical Examiner at Tangram Rehabilitation Network. We have retained a Certified Brain Injury Specialist Trainer (CBIST) as a consultant for our ABI Division and the New Mexico Brain Injury Resource Center.
- iii. The New Mexico Brain Injury Resource Center (NMBIRC) is one of the seven standalone resource centers dedicated to provide information and referral services in the United States.
- iv. Persons with a brain injury, family, friends and professionals can use this FREE statewide service (via phone, email, or in person) to answer questions, find brain injury support resources, navigate through a complicated systems and assist with educating family, employers and professionals about living with a brain injury.
- v. ARCA first was awarded the contract to manage the New Mexico Brain Injury Resource Center operations in October 2016. The contract was renewed as of July 2017.

#### b. Services

Information and Referral – Our brain injury information specialist is available Monday through Friday, from 8:30 a.m. to 3:30 p.m. to answer questions and provide support for those New Mexicans that have been touched by Brain Injury. It is a FREE statewide telephone or in person use to answer any individualized questions to find brain injury support resources, and also assist in educating families and professionals as they guide through the complex system.

- i. Resource Facilitation - Resource Facilitation is a follow up service to make sure the person contacting the New Mexico Brain Injury Resource Center was able to access the information and/or followed up with reaching out to access the services they were seeking. Resource Facilitation provides information and support so that each person can actively guide and direct his or her rehabilitation process.
- ii. Online Resource Center - It provides New Mexicans living with brain injury, families, caregivers, funding sources, governing bodies, advocacy groups, and any other stakeholder with the tools, information and guidance they need to find the resources available for Brain Injury Survivors in the state.
- iii. On-site library - Library services are provided free of charge to Brain Injury Survivors, families, caregivers, and other stakeholders. The books and equipment are provided free to those utilizing the library, and free delivery services of books/magazines, dvd's will be also available for those utilizing the library.
- iv. Outreach and Education - Our Outreach/Public Awareness program conducts educational (talks and presentations), media stories, and exhibit attendance to increase awareness of brain injury causes and symptoms.

Public Awareness publications will be available at the Brain Injury Resource Center to help New Mexicans living with brain injury and their families become aware of available services, and to reach professionals with information about brain injury.

- v. Community Center – Under the a “club house model” ARCA developed a community center component to the New Mexico Brain Injury Resource Center; New Mexicans living with brain injury and their family members can come to our metro location (7,700 sq.ft space) to socialize, recreate, attend support groups, access the library, access computers, receive social skill training, and attend any other event taking place. All the operational cost of the community center is covered by ARCA.

c. Facts and Figures

- In 176 days of operation from October 2016 to June 2017 the New Mexico Brain Injury Resource Center (NMBIRC) had 2,445 contacts between phone call received and visits to the site (that is an average of 15 contacts per day).
- Calls to the center came from all areas of New Mexico, Texas, Iowa, Michigan, and Florida during this period.
- From October 2016 to June 2017 the New Mexico Brain Injury Resource Center provided services to 567 people.
- First Quarter this year 1063 contact ( call or Visit)
- 166 person that have called or visit this quarter first timer
- Averages 55 new people per month first timer
- NMBIRC has served 723 actual New Mexican’s living with a brain injury.

d. Collaborations with expertise

- HSD
- Bernalillo County Detention Center
- Bernalillo County District Attorney Office
- Bernalillo County Housing Authority
- Bernalillo Probation and Parole
- Care Coordination from Molina, United, Blue Cross, and Presbyterian
- Eight different Long Term Care Facilities (Nursing Homes) in the state
- Goodwill
- Santa Fe School for the Art and Sciences
- Social Security Administration
- Supportive Housing Coalition

- The Albuquerque Crisis Outreach and Support Team (COAST)
- The Albuquerque Police Department Crisis Intervention Team (Consultant)
- The Brain Injury Association of America
- The City of Albuquerque
- The New Mexico Department of Vocational Rehabilitation
- The University of New Mexico Forensic Case Management
- The Veterans Affairs Department – New Mexico
- UNM center for Brain Recovery and Repair

d. Success Story

**2. Brain Injury Rehabilitation Continuum of Care in New Mexico**

- a. New Mexicans that sustained a brain injury (and have the means to pay for rehabilitation services) are forced to seek services Post-Acute and Long Term Care services outside New Mexico, due to the scarcity of services in the state. Once the Post-Acute services are completed many return to the state, but there is no follow-up in the local community for patients to strengthen the clinical gains made in the post-acute setting.
- b. New Mexico has the acute care step of the continuum covered, and somewhat part of the post-acute stage (the reality is that a vast majority of the New Mexicans that have the means to cover specialized brain injury rehabilitative services will end up in Colorado, Oklahoma, or Texas). And specialized long term home and community treatment options for New Mexicans living with brain injury are nonexistent at this time (again, those that have the means to cover the cost of specialized services will end up either in Colorado, Oklahoma, or Texas).
- c. Funding – it is important to bring all involved parties to the table to discuss this matter and find prompt solutions; for the last two years ARCA has been working arduously to establish post-acute and long term home and community treatment options in New Mexico, working closely with renowned organizations from Texas to make this services a reality.

- d. Our goal should be that those living with brain injury receive the proper rehabilitation early, but also we should focus on setting up the infrastructure that will allow them to fully re-integrate into their communities and maintain the skills regained during their rehabilitation process.
- e. Are focused would person centered residential services, community base, and family based services.