

"The Ohio Plan: Building Ramps to the Human Service System for People with Brain Injury"

One
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Toll-free Statewide Helpline



Operated by BIAOH

Two
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Community Support Networks



Three
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Individual Service Coordination



Only a few programs exist in Ohio offering Individual Resource Facilitation Services (case management); access to programs serving other disability populations is limited due to eligibility criteria that often excludes people w/BI.

Infrastructure Support Functions (ISF)

Administrative: Administrative support for the system's first two program components (Helpline and Community Support Networks), provided by the Brain Injury Association of Ohio, includes financial and personnel management, and maintenance of the Information Management System.

Information Management System: At the system's center are relational databases maintained on a server and accessible to Helpline and Community Support Network staff via the Internet. Information stored in the databases includes a statewide inventory of 72 types of programs and services, locations and meeting times for support groups around the state, contact information for distributing educational materials and event notices, and records on individuals seeking assistance through the program – the nature of their needs, how they learned about the service, how helpful they found it to be, etc. The IMS supports management, evaluation, reporting and development aspects of the program.

Communication & Outreach: The system's primary "point of entry" is through the toll-free Helpline. Its number is included in various resource directories, and is publicized through public service announcements, at trainings and events and through literature distribution. Our website is also available to provide useful information, a schedule of upcoming events and links to vital services.

Education & Training: Is required for: 1) resource facilitation personnel at each of the systems' three levels; 2) professionals and service providers within established systems; and 3) individuals with long-term needs due to trauma, their families and advocates. Content should include: causes, consequences of injuries due to trauma, risks and prevention strategies for secondary complications, person-centered planning, understanding the current service system and how to navigate it, natural supports, basic advocacy skills and assistance available through the Resource Facilitation System.

Interagency Collaboration: The system relies heavily on cross-system, interdisciplinary collaboration in its design, development and maintenance. Informal networking as well as formalized agreements to collaborate in areas of training, planning, problem solving, resource sharing and development and coordination of services at an individual level are essential to the System's success.

Advocacy: "System" advocacy to influence adaptation and development of public policy responsive to the needs of individuals with brain injury and their families. Also advocacy on an individual level, for example, training or assisting individuals and families to understand and pursue services and supports for which they are entitled or may qualify.

Resource Development: Identification and acquisition of federal, state and local (formula and fee-for-service) funding, supplemented with private sector support from diverse sources.