

2019 Missouri Traumatic Brain Injury Targeted Needs Assessment: Key Findings Report

*Report on the Community Service Providers and Professionals Needs
Assessment Survey*


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Submitted to:



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Background

In 2018, The Missouri Department of Health and Senior Services (DHSS) was awarded the three-year Missouri Traumatic Brain Injury (TBI) Partnership Grant, funded by the U.S. Department of Health and Human Resources, Administration for Community Living (ACL) by the Missouri Department of Health and Senior Services.

The Missouri DHSS, in partnership with the Missouri Brain Injury Advisory Council (MBIAC), the Brain Injury Association of Missouri (BIA-MO), the University of Missouri Kansas City Institute for Human Development (UMKC-IHD), and other key stakeholders will, in the course of this three-year project, expand access to a comprehensive and coordinated system of services and supports for individuals with traumatic brain injury (TBI). Individuals with TBI and their families will be involved in all aspects of this initiative as advisors, staff, and as participants in topical workgroups. The overall goal of the project is “to maximize the independence, well-being, and health of individuals with TBIs and their families within Missouri.” Project objectives and outcomes include 1) increasing collaborations, 2) enhancing Missouri’s person-centered system of services, 3) improving individual and family supports; access to local, state and federal resources; and the capacity of professionals to serve individuals with TBI and their families, 4) linking of individuals with TBI to needed services through an enhanced State Registry, and 5) promoting ongoing quality improvement and sustainability.

Targeted Annual Needs Assessment

For each year of the proposed project, the evaluation team at UMKC-IHD will gather targeted assessment data for priority areas where we have gaps in information; we will use the results to draft an *Annual State Plan*.

Project partners identified community service providers and professionals as the target population for Year 1 of the Targeted Annual Needs Assessment, based on results from a statewide needs assessment conducted in 2017 with Missouri’s TBI survivors, their families, and service professionals (Gotto, Barton, Chiang, & Clark, 2018). While response rates were relatively low from this population, community service providers and professionals were identified in results related to the gaps and barriers in the current service system. Gaps and barriers identified in the 2017 Needs Assessments include the following:

- Barriers to Access: Among survivors and families, the top barrier to accessing services was difficulty understanding the process (43.1%) followed by unaware of services (40.2%) and inability to pay (31.2%).
- Survivor and Family Support: The most frequently cited “services needed but not received” by survivors/families included recreation services (30%), assistance with financial management (29%), TBI support groups (28.6%), and service coordination (24%).
- Professional Training: Most survivor/family respondents (82.3%) said that professionals need more general knowledge about TBI, especially on managing cognitive changes (76.2%) and available services for TBI (76.2%). The most frequently identified professionals who need to learn more about TBI include educators (76.8%) and first responders (72.4%).

The target population and survey objectives will vary each year based on statewide priority areas and identified gaps in knowledge, as well as input from the Missouri Brain Injury Advisory Council (MBIAC) and other project partners. The intended target population for Year 2 is TBI survivors and their families. Project partners will consult the MBIAC at their upcoming meeting to identify Year 2 Targeted Needs Assessment objectives.

Methods

The Missouri Targeted Annual Needs Assessment included questions about professional affiliation, services provided, knowledge, training needs, and perception of barriers and gaps in service related to TBI. While the target population for this survey was community service providers and professionals, in order to ensure a broad reach within this population, the web link to the electronic questionnaire was distributed to a wide group of professionals. Project partners and members of the MBIAC disseminated survey links between late January 2019 and early May 2019 to their respective organizational listservs, which include medical personnel, school nurses, educators, veteran service personnel, vocational rehabilitation staff, and a number of general community groups, such as first responders and law enforcement personnel.

Key Findings

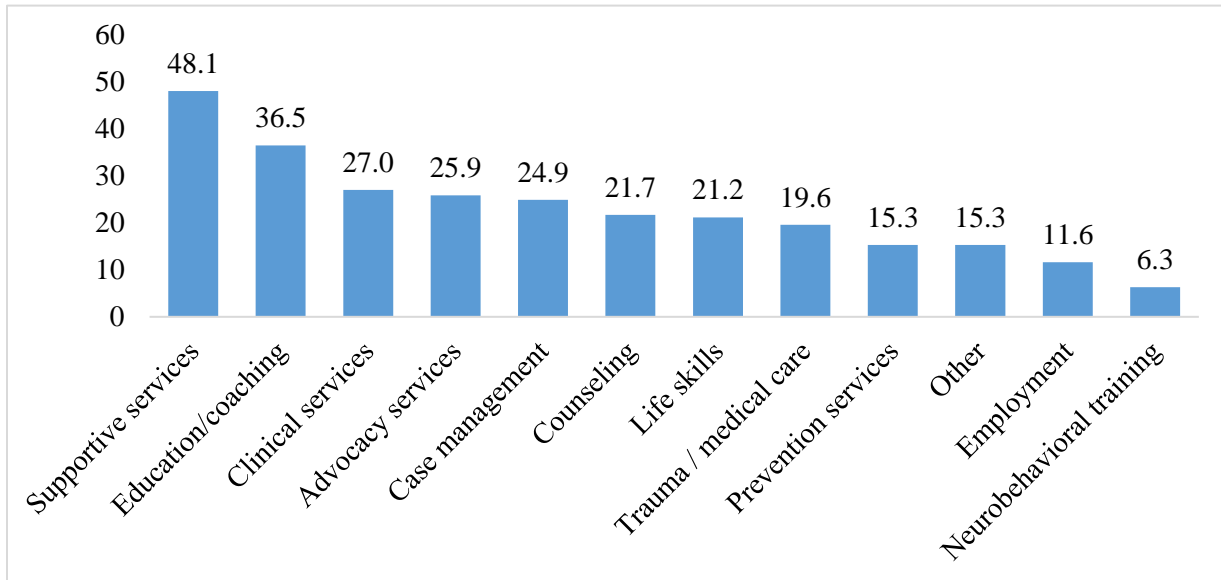
As indicated in Table 1, the broad dissemination strategies of project partners yielded responses from $n = 80$ professionals who identified as one of the community service provider and professional positions listed on the survey. The remaining professionals identified as “other advocate” ($n = 87$; total sample size: $n = 167$). The majority of other advocates who responded to the follow-up open-ended question identified as school nurses.

Table 1. Which position best describes you?

Professional Position	<i>n</i>	<i>%</i>
Adult brain injury program provider	20	12
Mental health professional	15	9.0
Law enforcement personnel	14	8.4
First responder	10	6.0
Caseworker	7	4.2
Social worker	5	3.0
Vocational rehabilitation personnel	5	3.0
Department of corrections personnel	2	1.2
Attorney	1	0.6
Youth club coach	1	0.6
In home care provider	0	0.0
Other advocate	87	52.1

In addition, respondents reported being in their current position for an average of 10.7 years, with responses ranging from three months to 39 years. Most respondents (92.5%) reported that they provide supports and services to others in addition to people with TBI. Over 60% of respondents reported serving or having contact with between one and 10 individuals with TBI in the last year, about one-quarter reported contact with between 11 and 100 individuals with TBI, and 14% reported no contact. As shown in Figure 1, about 48% of respondents provide supportive services, followed by education / coaching (36.5%), clinical services, (27.0%), advocacy services (25.9%), and case management (24.9%).

Figure 1. Please indicate what type of services you and/or your organization provide to people with TBI



Results by professional position

Table 2 indicates that almost 37% of community service providers and professionals and 60% of other advocates reported having minimal or no knowledge of available services and supports for individuals with TBI.

Table 2. Please rate your knowledge of available services and supports for individuals with TBI and their families

Responses	Community service providers and professionals <i>n</i> = 79		Other advocates <i>n</i> = 100	
	<i>n</i>	%	<i>n</i>	%
A great deal of knowledge	18	22.8	4	4.0
Moderate knowledge	32	40.5	36	36.0
Minimal knowledge	20	25.3	58	58.0
No knowledge	9	11.4	2	2.0

According to Table 3, among those community service providers and professionals who reported having moderate or a great deal of knowledge of available services and supports for individuals

with TBI ($n = 49$), almost 43% rated recreation services as very or somewhat inadequate and 30.6% rated recreation services as very or somewhat adequate. Among those other advocates who reported having moderate or a great deal of knowledge of available services and supports for individuals with TBI ($n = 39$), about 43% rated recreation services as very or somewhat inadequate and only 10.3% rated recreation services as very or somewhat adequate. Interestingly, over one-quarter (26.5%) of community service providers and professionals and over 46% of other advocates reported that they “don’t know” about the adequacy of recreation services for individuals with TBI, suggesting a need for increased education.

Table 3. Adequacy ratings: recreation services

Responses	Community service providers and professionals $n = 49$		Other advocates $n = 39$	
	<i>n</i>	%	<i>n</i>	%
Very inadequate	5	10.2	7	17.9
Somewhat inadequate	16	32.7	10	25.6
Somewhat adequate	10	20.4	4	10.3
Very adequate	5	10.2	0	0.0
Don't know	13	26.5	18	46.2

Table 4 shows that among those community service providers and professionals who reported having moderate or a great deal of knowledge of available services and supports for individuals with TBI ($n = 48$), almost 42% rated continuing education related to TBI as very or somewhat inadequate and another 42% rated continuing education related to TBI as very or somewhat adequate. Among those other advocates who reported having moderate or a great deal of knowledge of available services and supports for individuals with TBI ($n = 40$), about 43% rated continuing education related to TBI as very or somewhat inadequate and 25% rated continuing education related to TBI as very or somewhat adequate. Almost 17% of community service providers and professionals and over 32% of other advocates reported that they “don’t know” about the adequacy of continuing education related to TBI.

Table 4. Adequacy ratings: Continuing education related to TBI

Responses	Community service providers and professionals n = 48		Other advocates n = 40	
	<i>n</i>	%	<i>n</i>	%
Very inadequate	8	16.7	5	12.5
Somewhat inadequate	12	25.0	12	30.0
Somewhat adequate	12	25.0	8	20.0
Very adequate	8	16.7	2	5.0
Don't know	8	16.7	13	32.5

Table 5 shows that among those community service providers and professionals who reported having moderate or a great deal of knowledge of available services and supports for individuals with TBI ($n = 48$), almost 44% rated information and referral services as very or somewhat inadequate and about 40% rated information and referral services as very or somewhat adequate. Among those other advocates who reported having moderate or a great deal of knowledge of available services and supports for individuals with TBI ($n = 40$), 30% rated information and referral services as very or somewhat inadequate and 35% rated information and referral services as very or somewhat adequate. Almost 15% of community service providers and professionals and 35% of other advocates reported that they “don’t know” about the adequacy of information and referral services.

Table 5. Adequacy ratings: Information and referral

Responses	Community service providers and professionals n = 48		Other advocates n = 40	
	<i>n</i>	%	<i>n</i>	%
Very inadequate	4	8.3	4	10.0
Somewhat inadequate	18	37.5	8	20.0
Somewhat adequate	11	22.9	14	35.0
Very adequate	8	16.7	0	0.0
Don't know	7	14.6	14	35.0

As shown in Figure 2, most community service providers and professionals (80.0%) and other advocates (70.6%) identified lack of awareness as a barrier to individuals with TBI and their families face in accessing services and supports. Further, while almost 74% of community service providers and professionals identified cognitive limitations as a barrier to accessing services and supports, only 37.6% of other advocates responded similarly. Interestingly, compared to other advocates, a greater percentage of community service providers and professionals selected each barrier listed on the survey, except for one (“Difficulty with English language”).

Figure 2. In your opinion, what barriers do individuals with TBI and their families face in accessing services and supports? (%)

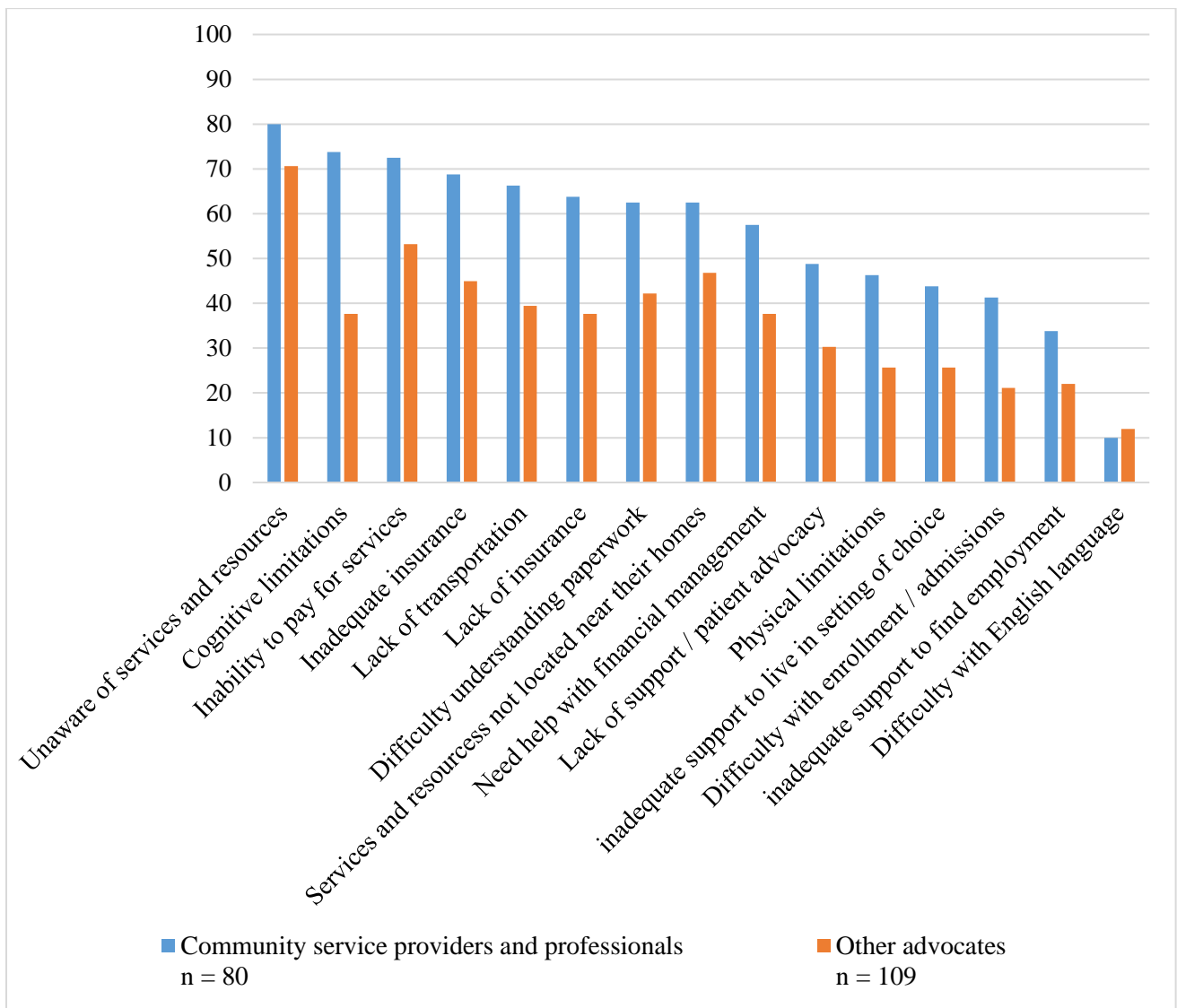


Figure 3 shows that 57.5% of community service providers and professionals and 45.0% of other advocates received TBI training as part of their professional training.

Figure 3. Did you receive TBI training as part of your professional / job training? (%)

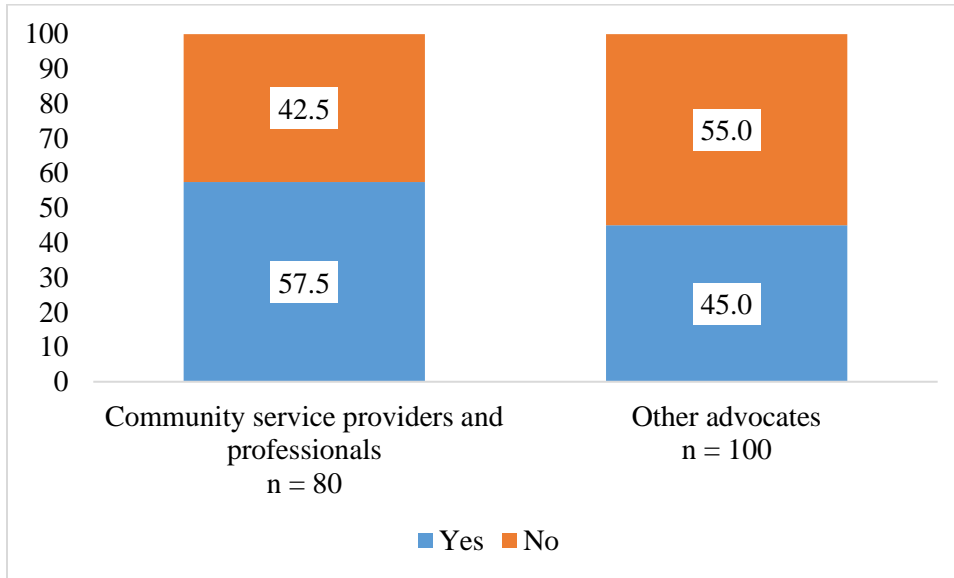


Figure 4 shows that 55.0% of community service providers and professionals and 65.0% of other advocates indicated that their organization does not currently offer TBI training and information to staff. Additionally, almost 13% of community service providers and professionals and 14.0% of other advocates reported that they were unsure if their organization currently offers TBI training and information to staff.

Figure 4. Does your organization currently offer TBI training and information to staff (not from outside sources)? (%)

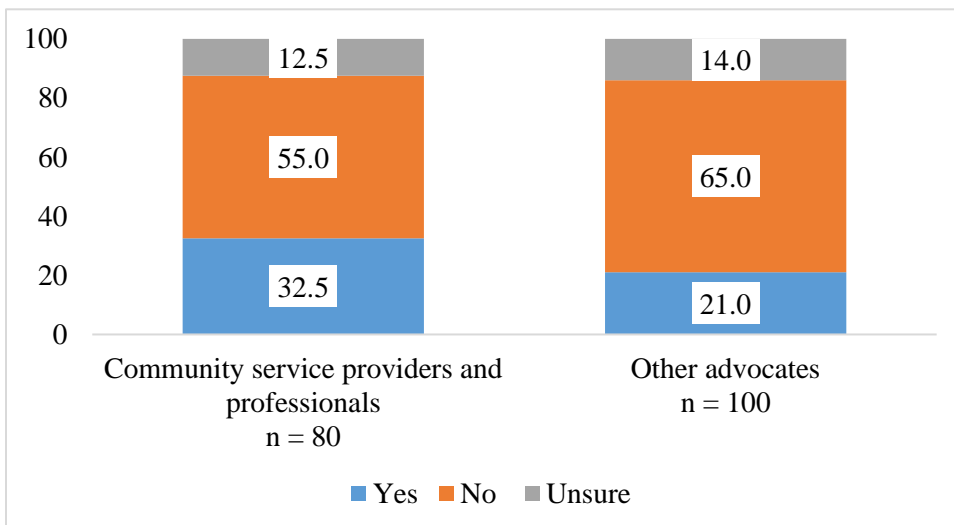


Figure 5 shows that 61.3% of community service providers and professionals and 54.0% of other advocates indicated that staff within their organization access training or information regarding TBI from external sources, whereas an additional 8.8% and 25.0%, respectively, reported that they were unsure if staff within their organization access external training or information regarding TBI.

Figure 5. Do you or other staff within your organization access training or information regarding TBI from external sources? (%)

