



North Carolina Department of Health and Human Services

DMH/DD/SUS BIAC Update

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Agenda—DMHDDSUS Updates

- TBI Action Plan
- State Dollars for TBI
- ACL Grant
- Data Dashboard
 - One Early Insight from Analysis

NC TBI State Action Plan *Draft* Objectives

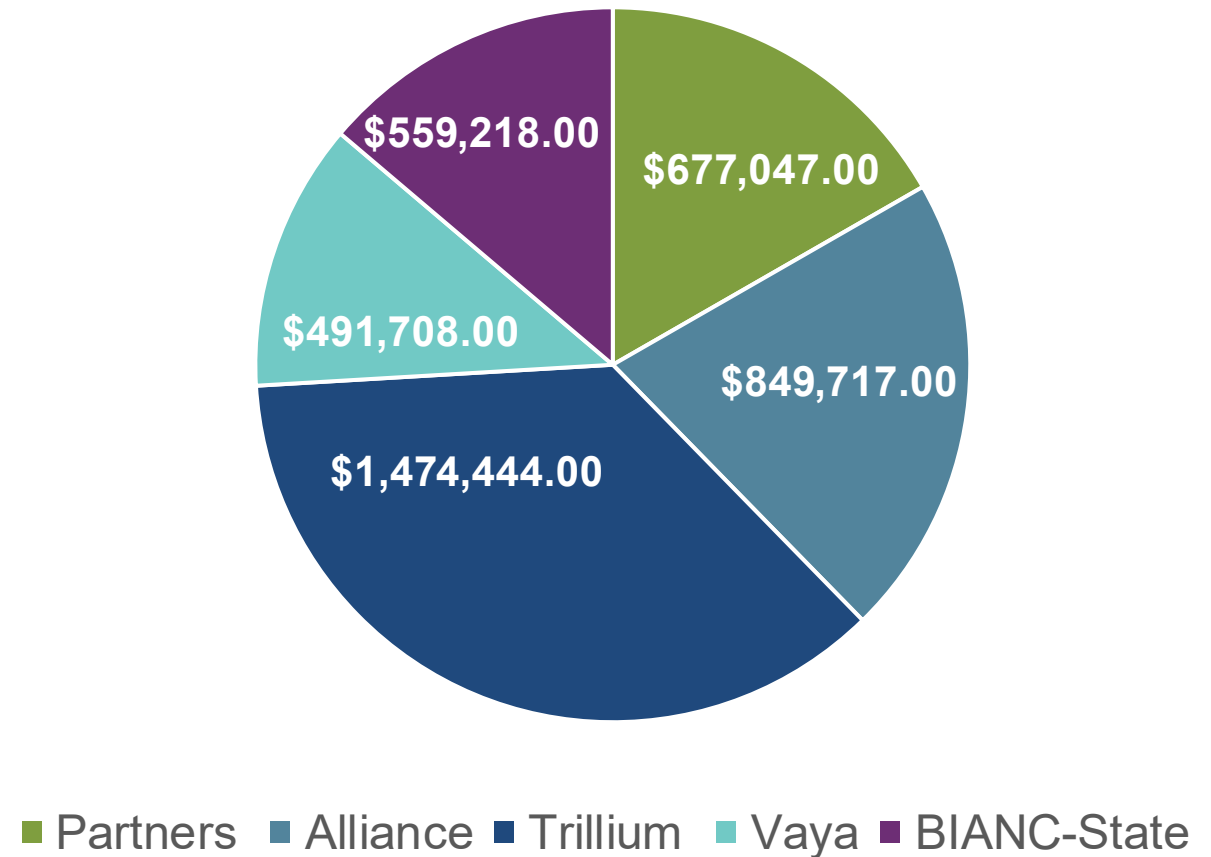
- Statewide expansion of TBI Waiver
- Increase access to high-quality services
 - 1915i
 - State-Funded Services
 - Tailored Care Management
 - Employment
- Optimize use of state appropriated funds
- Enhance provider quality and capacity
- More support for families and people with lived experience
- Improve data collection and reporting

Advisory Committee
Announcement/Interest Form
to go out next month

TBI Appropriated State Funding

- **\$3,973,086** annually to support services and supports for people with TBIs
- Services in FY24-25 included:
 - Residential Services
 - Day Supports
 - Personal Care
 - Transportation
 - Case Management
 - Equipment
 - Day Supports
 - Clubhouse

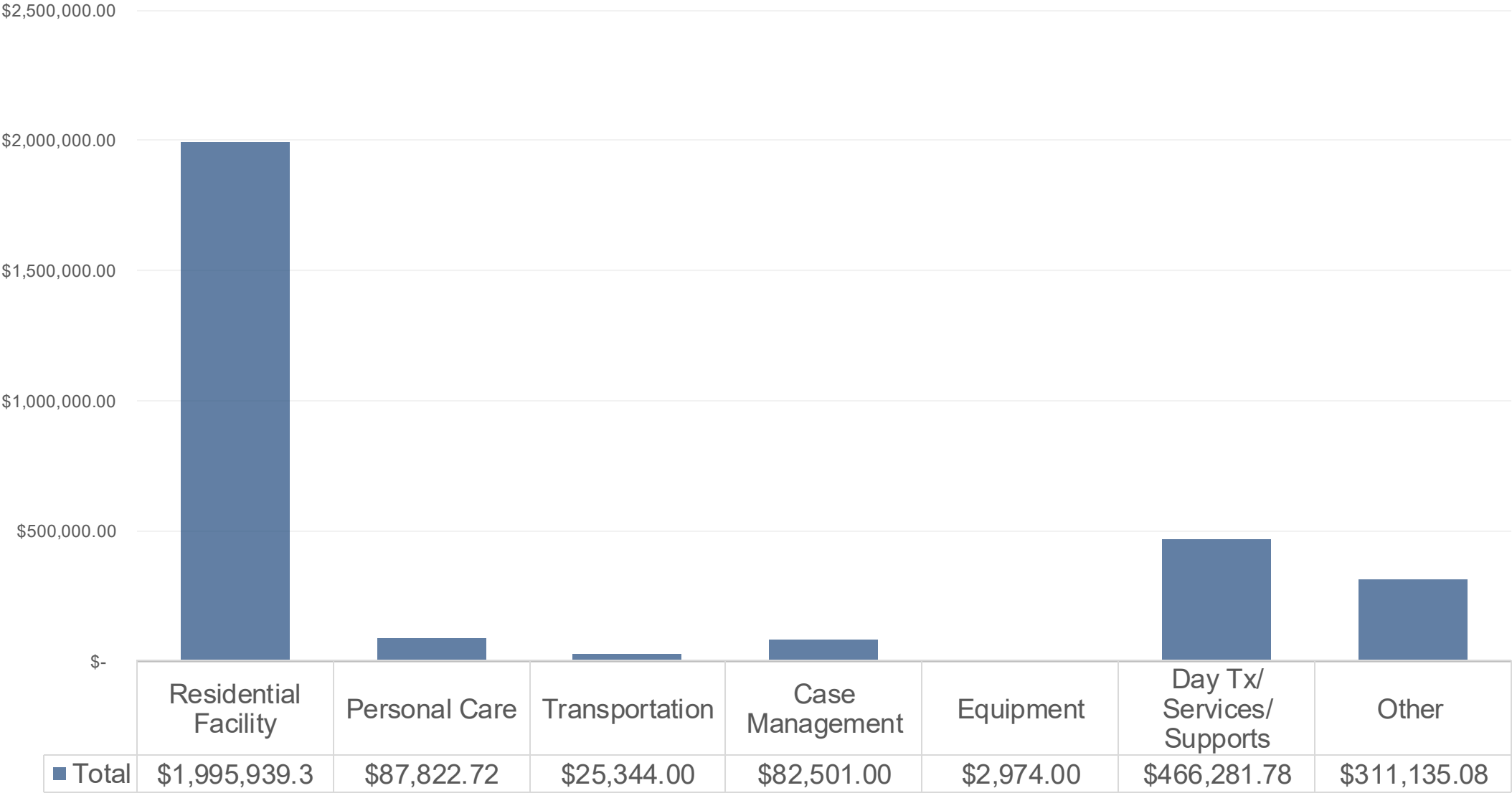
TBI Appropriated State Funding*



Total Appropriations by Tailored Plan FY24-25



State Appropriations by Service



Coming Soon!! TBI Dashboard

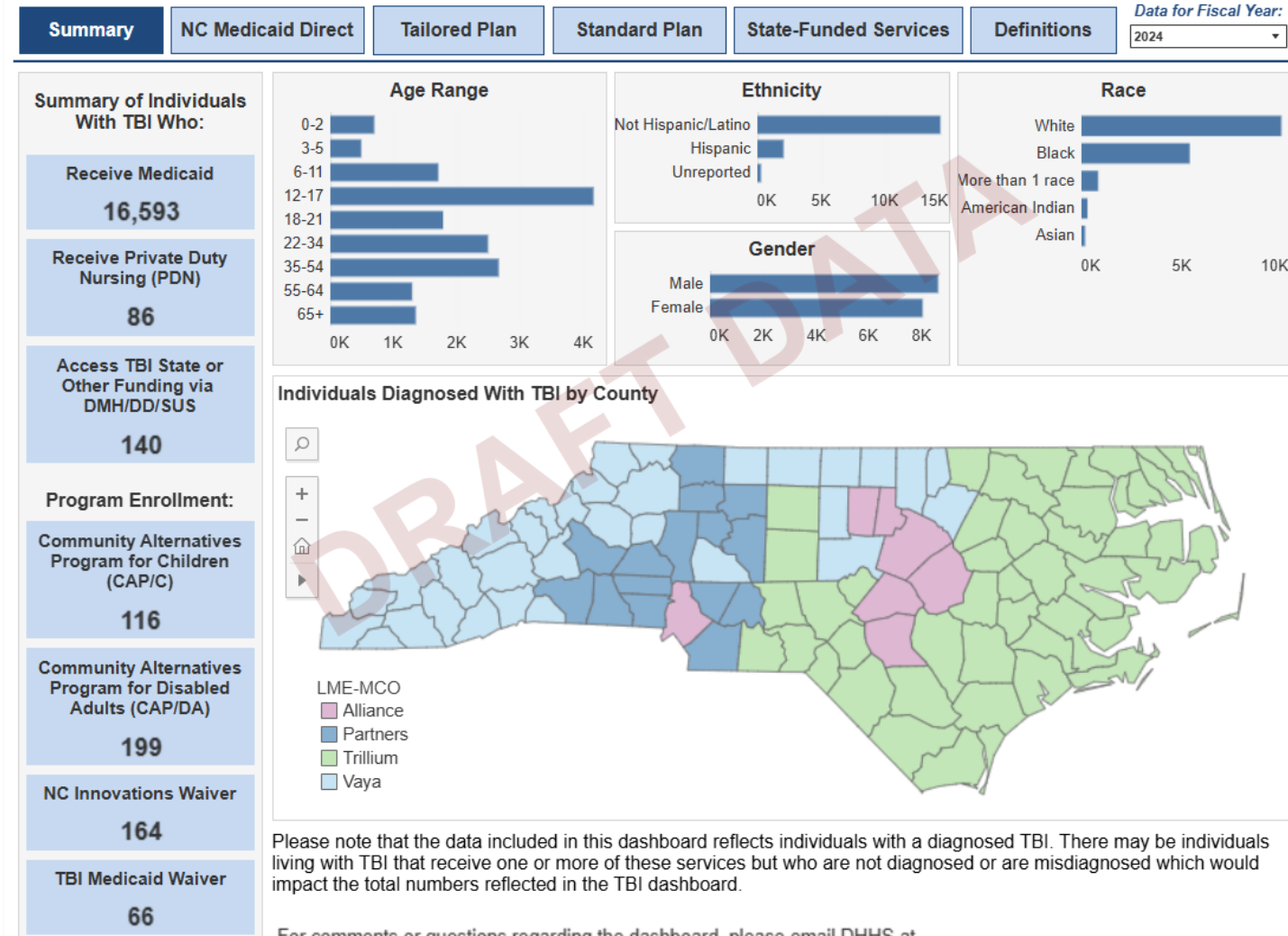
- Medicaid Services
- State-Funded Services
- Demographics
- County/TP-level data



Traumatic Brain Injury Summary [UAT/Dev v5]

Last update: 6/18/2025. This data represents individuals with a TBI diagnosis accessing services across Medicaid and State-Funded services. This data is pulled every six months and could include overlap of services. The dashboard shows data pulled for the previous 6-month period, based on how services were used. Sometimes, not all data is shown because of delays or program rules. Also, to protect privacy, some numbers may be hidden or shown as "<11".

Select a health plan below to view statistics



Data Insight: 1915(i) Services for Traumatic Brain Injury

These 1915(i) services are for people with traumatic brain injuries. This condition can cause someone to need help with activities in their home and communities. The types of skills taught depend on the person's own goals.

❑ Examples include a brain injury due to a fall, car accident or sport injury.

Skills and supports for living in your home or community



Community Living and Supports gives you a trained worker to help with daily activities and life skills.

Job coaching



Supported Employment helps you find and keep a job that's right for you.

Breaks for you and your caregivers



Respite gives caregivers a break, knowing their loved one is cared for.

Supports for moving to your own home



Community Transition gives you up to \$5,000 added to help you move from an approved setting to your own home.



Goal: Raise awareness and increase use of 1915i services for people with TBI.

ACL TBI Grant Updates

- State of NC was awarded a 5-year grant in the amount of \$200,179 per year for the period of 8/1/2021 thru 7/31/2026.
 - DMHDD SUS contracts with BIANC for most grant deliverables (next slide).
- Grant Steering Committee meets quarterly- We want your input!
 - tbicontact@dhhs.nc.gov to attend
- Next grant cycle is expected to be three years
 - Planning is starting now
- Membership for two BIAC members to join National Association of State Head Injury Administrators (NASHIA)

ACL TBI Grant Activities

- A new Symptoms Questionnaire (SQ)
- Additional Online Support Group(s)
- Training for mental health providers
- Community Training, education, and Outreach
- TBI Screening & Referral
- New employment and SUD trainings
- Updated TBI Needs Assessment
- Neuro-Resource Facilitation



Qualitative Results from the Gaps and Needs Survey

Brain Injury Association of North
Carolina (BIANC)

Date: September 2025

Presenter: Libby Wilhelmson

Introduction

- Purpose of the survey
- Who was surveyed: survivors, caregivers, and family members
- How results will be used to improve services and support

What Are Qualitative Results?

- Definition: Non-numerical, descriptive data capturing experiences and feelings
- Provides context and personal stories behind the numbers
- Helps identify gaps and needs not visible in quantitative data

Survey Methodology

- Data collected through open-ended questions and surveys
- Number of participants and demographics
- Confidentiality and response handling

Overview of Survey Topics

- Access to services and supports
- Barriers to care
- Community awareness
- Resources needed for survivors and families

Question with Written Responses

Question 12.d: Is there anything else you would like to share about justice involvement?

- There needs to be more treatment for convicts besides incarceration.
- There is no coordination or willingness to accept the person's difficulties just they committed a crime and they need to serve the time
- America needs more treatment for substance abuse besides incarceration.

Question with Written Responses

Question 18.9: As a person living with a brain injury, what kind of assistance did you need when you first learned of your brain injury?

- Locating a competent Neuro.
- Understanding getting state services to make it easier for me to understand things. Finding lawyers to understand my injury. I have a wife that is very knowledgeable and a great caregiver.
- I didn't have the ability to research or make phone calls. I didn't have the ability to ask for help.

Question with Written Responses

Question 20.11: Which brain injury-related services do you currently receive?- Other, please describe

- Specialized consultative services for occupational, recreational, and speech therapies but they are taking away.
- Botox for leg spasticity
- Did receive HBOT one time(30 days) worked great, but doesn't last, and very expensive. VA does not pay for it.
- Gateway Clubhouse
- NOTHING!! I STRUGGLE TO ACHIEVE FUNCTIONABILITY!
- Have been trying to find mental health counseling
- TBI Waiver services

Question with Written Responses

Question 23.6: How do you get to and from your appointments for services for your brain injury?

- Online services
- DO NOT DRIVE UNLESS I MUST BUT SOMETIMES ALL OF THE OPTIONS MARKED ABOVE FAIL TO FOLLOW THROUGH.
- GO RALEIGH
- Medicaid services
- Live in nursing home and they provide transportation
- Recently cleared for driving
- I sometimes drive or my daughters take me to my appointments. Sometimes we have to leave my car, due to my TBI.

Question with Written Responses

Question 24/24a: Services you received in the past that were beneficial, If yes, please describe

- PT and OT Speech therapy and cognitive retraining therapy have been priceless. Support groups.
- Community supports to help rebuild within a community setting.
- Community Partnerships Brain Injury Support Services program helped me get back into the workforce after attending the program.
- Innovations waiver. Cognitive rehabilitation, physical/occupational/speech therapies. Support groups. Specialized Consultative Services- Applied Behavior Analysis with BCBA
- HELP WITH COOKING AND CLEANING.

Question with Written Responses

Question 25.13: If brain injury-related services you received in the past ended, why did they end? (Select all that apply.) - Other

- Lack of medical improvement, therapies are not covered for maintenance level.
- Doctors did not release to go back to work full-time
- Lack of medical improvement, therapies are not covered for maintenance level
- did PT for a period of time as a child and adult, stopped due to provider suggestion that I work
- Therapist said I have recovered sufficiently.

Question with Written Responses

Question 26.1: Are there any brain injury-related services you currently need that you are not receiving? Yes, please describe

- More therapy and may be Neuro doctors to get a better understanding and how to heal if possible.
- Need day programs for socialization. I also could use day programming to help me deal with my brain injury.
- Job related
- We would LOVE more ongoing therapies and non-traditional therapies to be covered at least in part by insurance.
- Trainers (not PT/OT) in a gym environment to gain strength.

Question with Written Responses

Question 27.6: Who assists you with navigating the system (e.g., getting services, figuring out insurance issues/needs, etc.)? (Select all that apply.) - Other, please describe

- Psychologist
- I have a care manager but they don't help at all.
- I do it myself. Old school out of pocket cognitive rehab and TBI support groups
- Mother assists when needed
- cell phone calendar is the other side of my memory
- No one. I find the system too difficult to navigate, so I do nothing.
- Social worker at DSS

Question with Written Responses

Question 28.1: When contacting your Local Management Entity/Managed Care Organization/Tailored Plan (LME/MCO/TP) for assistance, does a representative from the LME/MCO/TP return your call? Yes, describe your experience

- Yes but they just add unnecessary extra steps, so I gave up.
- Sometimes but they run into the same problems I do and can't find any help
- Often the person is not very knowledgeable regarding the condition and/or services to treat the various associated problems.
- Calls are sometimes or eventually or never returned
- Our care manager has been very responsive.
- Usually good. Thought often lots of red tape calling around and confusion

Question with Written Responses

Question 31.7: What challenges do you face in getting support as someone with a brain injury (select all that apply) - Other, please describe

- Navigating the worker's compensation system for doctor prescribed care. Doctors can prescribe care but that does not mean the care will be approved/provided/paid for.
- Ongoing staffing issues limit opportunities and options. Daily life takes most of my energy and time.
- My brain injury prevents me from understanding the system
- There is a need for professionals that have real experience and real understanding of brain injury
- Support in maintaining a job

Question with Written Responses

Question 32.6:: Which routine services specific to mental health are available in your community? (Select all that apply.) - Other, please describe

- No programs for enhanced needs or dual diagnosis
- DO NOT NEED EMOTIONAL SUPPORT NEED SERVICES TO IMPROVE QUALITY OF LIFE.
- Specific counseling by trained professionals who u destined brain injuries.
- My husband does online med management and counseling due to lack of services in the area
- Still on the waiting list for psychological counseling
- There are acute care services but not rehabilitative services

Question with Written Responses

Question 39: What programs do you think would be helpful?

- Services provided by Deaf counselors
- Housing and daily activity programs
- Group counseling
- Support group in my area.
- Exercise programs for individual with disabilities due to brain injury
- More online options since I have to rely on other to get places
- A Supported Employment program would be helpful to help me find a full time position not just a part time role.
- Community Involvement/ recreational opportunities with people who have similar injuries to mine.

Question with Written Responses

Question 40: Is there anything else you would like to share?

- I have a TBI and I always tell others especially if you have a TBI to stay positive, change what you can and accept the rest. In support group I attended.
- I would like to see a check list of programs/events / recreational opportunities available published monthly. It seems to be very hit or miss.
- Family and natural supports really get over stretched to support family members with a brain injury.
- We need help that is clear and easy to access
- More publicity/education/resources

Question with Written Responses

Question 40: Is there anything else you would like to share?

- There needs to be more guidance given at the start by medical providers
- I want to go home to live if I can get guaranteed in home CNA services
- Thank you for your work.
- Services and support are so limited for individuals with anoxic brain Injury.
- Perhaps a virtual town hall would be an option to explore in the future in addition to the surveys - for instance, a town hall discussing the findings/patterns of the survey and what ways BIANC intends to address/incorporate them moving forward.
- What happened to me can happen to anyone at any time. I learned to appreciate and celebrate life the hard way.

What's Next

- The quantitative and qualitative reports will be posted on the BIANC website: bianc.net
- BIANC will create programming to address many of the gaps and needs identified in the survey
- A webinar will be held in early 2026 to discuss the results and outline our programming plans



Questions About the Qualitative Report from the 2025 Gaps and Needs Survey



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