

Admissions Department April 1, 2015– March 31, 2016

Introduction

The Admission Committee met monthly. Voting members on the committee are: Ms. Jan Narduzzi, chief executive officer, Ms. Candy Sarraf, director, rehabilitative services, and Mr. Vlad Bartchouk, director, transitional living services. Detailed meeting minutes are kept and archived.

Aggregate Data

Applications approved

service	applications approved 2014/15		applications approved 2015/16	
JRC	6		6	
TLS	1		1	
Group	25		20	
Outreach - Hamilton	55	total 75	45	total 65
Outreach - Brant	8		13	
Outreach – Haldimand	8		2	
Outreach - Norfolk	4		5	

The committee approved 92 applicants for Local Health Integration Network (LHIN) funded service. The number has decrease slightly over the past three years; 107 in 2014/15 and 121 in 2013/14. The highest percentage increase in applications was for outreach services in Brant County. Lowest referrals were for outreach services in Haldimand County. The number of applications received for the other services remained consistent with the previous year.

The Admissions Committee declined two applicants. One applicant was declined because the application did not provide evidence of a brain injury and no medical status form was received. The other applicant was declined because the individual was receiving services from the developmental sector and there was not an identified role for our agency's services.

Admitted into service

service	admitted from waitlist		transferred from another service	
	2014/15	2015/16	2014/15	2015/16
JRC	0	0	0	0
TLS	1	1	1	0
Group	18	13	2	0
Outreach - Hamilton	5	14	15	5
Outreach - Brant	3	3	0	0
Outreach – Haldimand	2	2		
Outreach - Norfolk	2	2		
Outreach totals	12	21	15	5
Totals	31	35	18	5

The data in the table above does not include fee for service clients or clients who received concussion management services as they are not vetted through the Admissions Committee. However, outreach served three fee for service clients and six clients received service to manage their concussion symptoms. Transfers to a higher level of service was vetted by the committee and are reported in the table. Outreach Services in Hamilton admitted approximately the same number of people in the past two years; however, the point of entry differs. Last year the majority of clients transferred from Group Services, this year they were admitted from the waitlist. The commonality between the two years is the client’s placement on the waitlist.

Waitlist

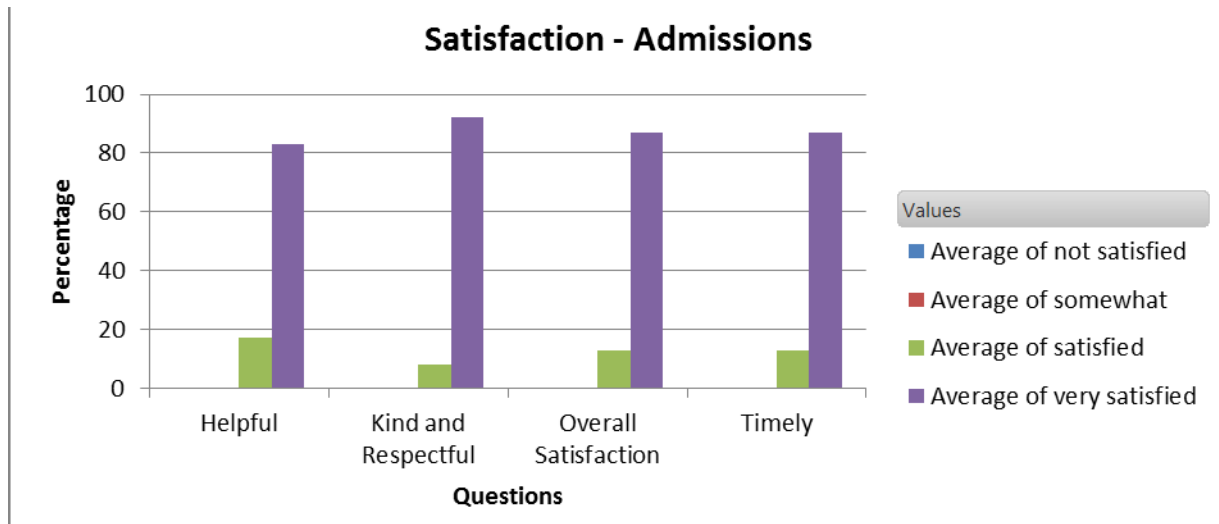
service	applicants on waitlist as of March 2015	applicants on waitlist as of March 2016
JRC	32	37
TLS	3	1
Group	6	2
Outreach - Hamilton	78	81
Outreach - Brant	14	22
Outreach – Haldimand	9	5
Outreach - Norfolk	5	5

With the exception of Brant County, the number of applicants waiting across services is generally consistent when comparing yearly data. Applicants who declined service; however, requested to remain on the waitlist are not reflected in these numbers as their file on CRMS has been noted as “start delay of service”.

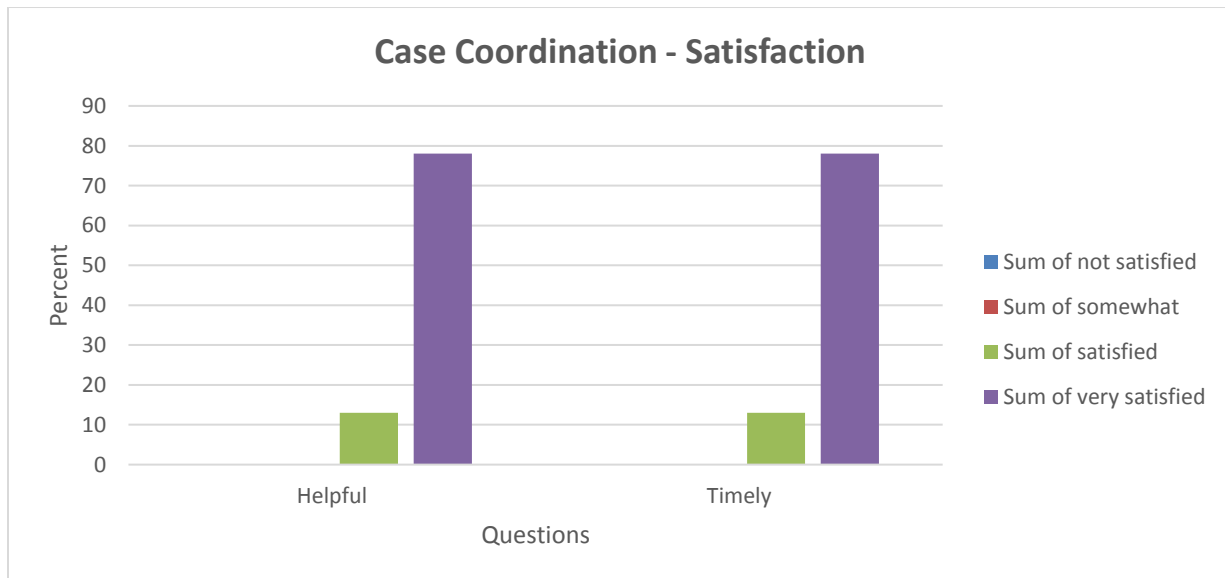
Case Coordination services were offered to waitlisted applicants and clients in Group Services. From the waitlist, the case facilitators provided assistance to 77 applicants.

Satisfaction Surveys

Of the 35 new admissions from the waitlist, 24 completed a satisfaction survey, a 68 percent return rate. This is a similar return rate to last year.



All individuals surveyed either were satisfied or very satisfied with the service they received. No concerns were raised in the comments, only praise.

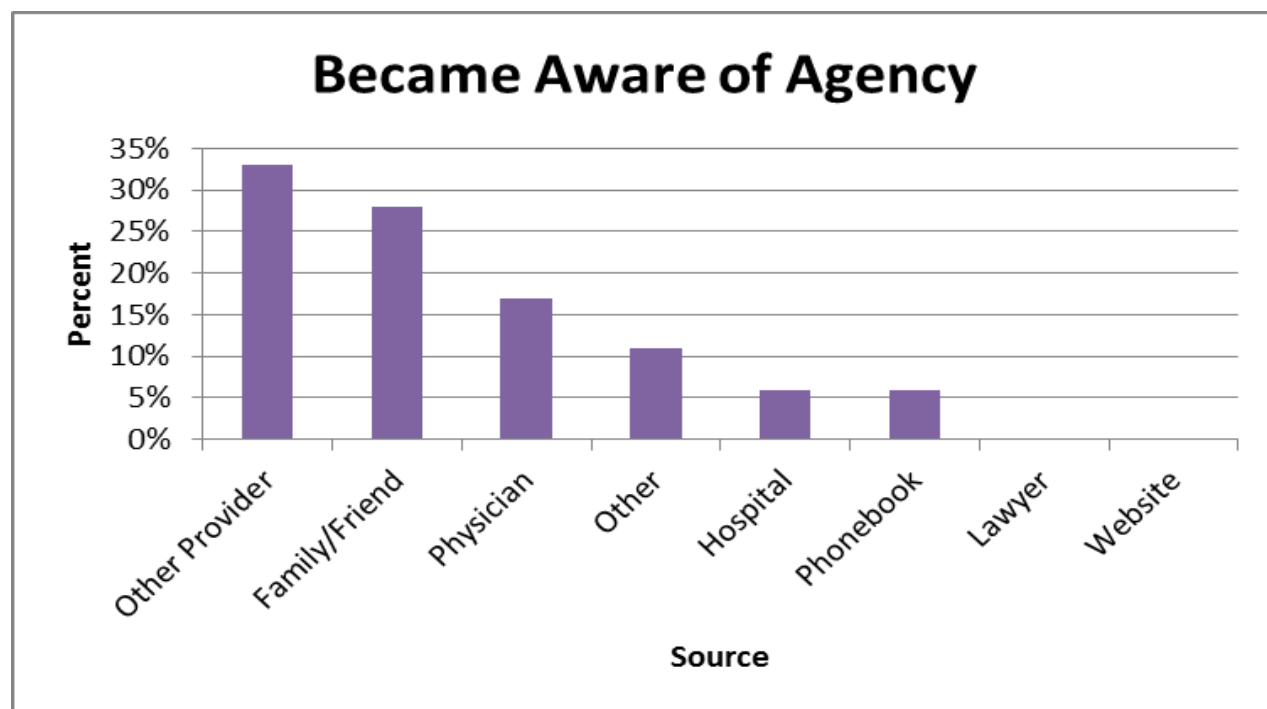


Of those surveyed 14 applicants or 58 percent, stated they had received assistance from case coordination services while on the waitlist. All felt satisfied or very satisfied with the timeliness and assistance received.

Comments

- Looking forward to attending programs available.
- The people are awesome. All my questions were answered.
- Everything has been great so far. Look forward to future dealings. Thank you.
- So far so good.
- She was very good.
- Overall, good experience, very helpful.
- This is a big step for me to get help to be the best I can be after my brain injury.
- Thank you for your help.
- I look forward to future involvement with Brain Injury Services. It provides me with additional community support that will enhance my well-being.
- Had a very hard time finding your service. Confused with Erie North Shores brain injury support group.

Became Aware of Brain Injury Services



The ways applicants became aware of Brain Injury Services is similar to last year's results. Again this year the greatest percentage of people reported learning about the agency from another social service provider at 33 percent.