



Admissions Department April 1, 2016– March 31, 2017

Introduction

The Admission Committee met monthly. Voting members on the committee were: Ms. Jan Narduzzi, Chief Executive Officer, Ms. Candy Sarraf, director, Rehabilitative Services, and Mr. Vlad Bartchouk, director, Transitional Living Services. Detailed meeting minutes were kept and saved electronically using the portable document format (PDF).

Aggregate Data

Applications approved

service	applications approved 2015/16		applications approved 2016/17	
JRC	6		5	
TLS	1		3	
Group	20		20	
Outreach - Hamilton	45	total 65	49	Total 64
Outreach - Brant	13		5	
Outreach – Haldimand	2		2	
Outreach - Norfolk	5		8	

The committee approved 92 applications for Local Health Integration Network (LHIN) funded services. The number is unchanged from last year and a slight decrease from the years before that; 107 in 2014/15, and 121 in 2013/14. Clients transferring to a higher level of service were vetted by the committee and are reported in the table. Clients who transferred from Outreach Services to Group Services, a less level of service, were not brought to the committee.

The Admissions Committee declined seven applicants, up from two in the previous fiscal year. Five applicants were declined because the supporting documents accompanying their application did not support a primary diagnosis of a brain injury. The other two applicants had previously received service and were reapplying over a year following their discharge. One applicant was declined because her service needs exceeded what Outreach Services is able to provide. The other person was declined because the gentleman had received service twice in the past with limited success. In addition, it was unlikely that staff resources could have impacted his reasons for service.

The data in the table above does not include fee for service clients or clients who received concussion management services as they were not brought to the Admissions Committee for consideration.

Admitted into service

service	admitted from waitlist		transferred from another service	
	2015/16	2016/17	2015/16	2016/17
JRC	0	0	0	0
TLS	1	0	0	0
Group	13	14	0	3
Outreach - Hamilton	14	17	5	6
Outreach - Brant	3	4	0	0
Outreach – Haldimand	2	2	0	0
Outreach - Norfolk	2	3	0	0
Outreach totals	21	26	5	6
Totals	35	40	5	9

A total of 40 applicants received first service into a LHIN funded program. Nine clients transferred within the agency to a service that was more aligned to their needs.

A new service, under the broader category of Personal Support/Independent Training, was added to CRMS this year, Concussion Services. Eight clients who had been diagnosed by their medical practitioner to have sustained a concussion received service. Service focused on: concussion education, assistance to navigate the health care system, assistance to implement symptom management strategies in conjunction with your physician, and guidance and advocacy to return to school, sports, and social activities.

26 clients were discharged from Community Services, which includes Outreach and Group Services.

Waitlist

service	applicants on waitlist as of March 31, 2016	applicants on waitlist as of March 31, 2017
JRC	37	35
TLS	1	3
Group	2	3
Outreach - Hamilton	81	82
Outreach - Brant	22	18
Outreach – Haldimand	5	7
Outreach - Norfolk	5	7

Applicants who declined service; however, requested to remain on the waitlist are not reflected in the table as their CRMS file is noted as “start delay of service”.

Case Coordination Services

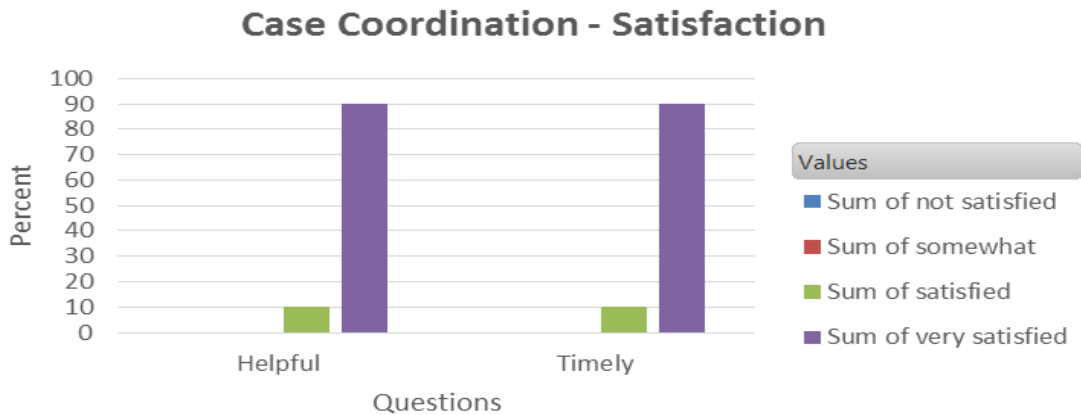
Case Coordination Services were offered to waitlisted applicants and clients in Group Services. From the waitlist, the case facilitators provided assistance to 87 applicants, an increase of 10 people from last year’s totals.

Satisfaction Surveys

Of the 40 new admissions from the waitlist, 18 completed a satisfaction survey. This is a 45 percent return rate, a drop from last year’s 65 percent.



No applicant scored any question below satisfied. The overwhelming majority were very satisfied in all areas. No concerns were raised in the comments, only praise.

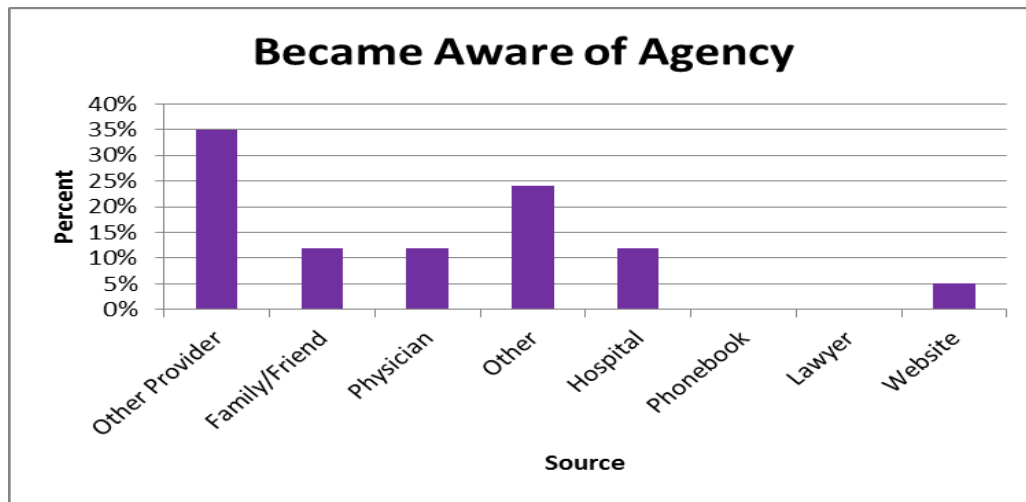


Of those surveyed 10 applicants, or 55 percent, stated they had received assistance from Case Coordination Services while on the waitlist. All felt satisfied or very satisfied with the timeliness and assistance received.

Comments Written on the Surveys

- The staff was great.
- Thanks very much.
- The staff is very helpful. Courtney is the best. Answered all my questions.
- Stacie and Courtney were very helpful. Kept me informed of my spot on the waitlist. Offers to help if need while on waitlist.

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 35 percent.