



OMB Approval No.: 0980-0162

Expiration Date: pending

# PATBI Project Performance Report

## For Year 2017

## Individual Advocacy (Non-Case Services)

### Information and Referral Services (I&R)

\* - Required field

Information and Referral Services (I&R)

I&R	Total Number
Total Individuals Receiving I&R Services*	20
Total Number of I&R requests during the Fiscal Year*	23

### Training Activities

\* - Required field

Number of Trainings Presented by Staff\* 8

Number of Individuals Who Attended These Trainings\* 166

**Describe at least two (2) trainings presented by the staff. Be sure to include information about the topics covered, the purpose of the training, and a description of the attendees**

Training Event #1

#### Topics Covered\*

Family Bistro- Provided information to parents of children with disabilities about their rights under the Individuals with Disabilities Education Act (IDEA) and Section 504 of the Rehabilitation Act of 1973, including rights regarding LRE, discipline, and restraint and seclusion.

#### The Purpose of the Training\*

To assist parents whose children have sustained a TBI with problems they are encountering in accessing educational supports and services.

**A Description of the Attendees\***

Parents of children with disabilities, including TBI.

Training Event #2

**Topics Covered\***

Department of Human Services (DHS) Division of Childcare Training- Conducted a presentation about DRA and its services to one of the five divisions of DHS Division of Childcare Services workers, to educate these DHS employees about DRA so they can refer their clients to DRA as appropriate.

**The Purpose of the Training\***

To educate professionals who work with childcare providers so that they will know how to use DRA as a resource for parents of children with disabilities, including children who have sustained a traumatic brain injury.

**A Description of the Attendees\***

Professionals who work with childcare providers.

## Public Relations and Outreach

\* - Required field

### Describe the agency's outreach efforts to previously unserved or underserved individuals including minority communities \*

DRA conducted a training about DRA and its services to a group of Arkansas Department of Human Services Division of Childcare staff; one of the caseworkers, who was not familiar with DRA, indicated her clients were almost exclusively Hispanic, so this was an effective avenue for reaching at least some of the Hispanic population in Arkansas.

DRA also conducted a training about DRA and its services, with a focus on special education and IDEA, to military families stationed at Little Rock Air Force base (LRAFB). Military families, because of frequent moves and deployments, often end up being underserved. The family support group at LRAFB who requested the training filmed the presentation and indicated they intend to post it to their Facebook page for those families who were not able to attend (and also for future families who are not yet at LRAFB).

While the African-American community has not been unserved/underserved by DRA, efforts specifically towards this community include presenting at the annual Arkansas NAACP Conference, with the objective of reaching out to African-American communities around the state, particularly rural areas, by providing their designee to the conference with information about DRA and how we serve individuals with disabilities.

### Public Relations and Outreach

Method of Dissemination	Total number of each method used by your agency during the reporting period to distribute information to the public
Radio and TV Appearances by Agency staff*	5
Newspaper/Magazine/Journal articles Prepared by Agency Staff*	11
PSAs/videos Aired by the Agency*	0
Website Hits*	27000
Publications/Booklets/Brochures Disseminated by the Agency*	731

## External Media Coverage of Agency Activities

\* - Required field

### Radio/TV coverage

DRA staff were interviewed and/or DRA was mentioned five times during FY17 in radio/TV broadcasts.

### Newspapers/Magazines/Journals

DRA staff were interviewed and/or DRA was mentioned 11 times during FY17 in newspaper articles.

### PSAs/Videos

N/A

### Publications/Booklets/Brochures

DRA has a brochure specific to PATBI that is distributed at all outreach events, and is included in information packets distributed during training events.

## Individual Advocacy (Case Services)

### Individuals Served

\* - Required field

Individuals Served

What to Count	Number
Individuals served as of October 1 (Carried over from previous FY).*	3
Additional individuals served during the year.*	8
<b>Total individuals served during the year.*</b>	11
Individuals with more than one (1) intervention opened/closed FY.*	8
Individuals served as of September 30.*	3

### Problem Areas/Complaints of Individuals Served

\* - Required field

Problem Areas/Complaints of Individuals Served

Problem Areas/Complaints	Number
<b>Abuse (total)</b>	0
<b>1. Inappropriate Use of Restraint &amp; Seclusion*</b>	0
<b>2. Involuntary Treatment*</b>	0
<b>3. Physical, Verbal, &amp; Sexual Assault*</b>	0
<b>4. Excessive Medication*</b>	0
<b>5. Financial Exploitation*</b>	0
<b>6. Other*</b>	0
<b>Access to Administrative or Judicial Processes*</b>	0

<b>Problem Areas/Complaints</b>	<b>Number</b>
<b>Access to Records*</b>	0
<b>Advance Directives*</b>	0
<b>Architectural Accessibility*</b>	0
<b>Assistive Technology (total)</b>	0
<b>1. Augmentative Communication Devices*</b>	0
<b>2. Durable Medical Equipment*</b>	0
<b>3. Vehicle Modification/ Transportation*</b>	0
<b>4. Other*</b>	0
<b>Aversives (including ECT)</b>	0
<b>Civil Commitment</b>	0
<b>Criminal Justice</b>	0
<b>Custody/Parental Rights*</b>	0
<b>Education (total)</b>	2
<b>1. FAPE: IEP/IFSP Planning/ Development/ Implementation*</b>	0
<b>2. FAPE: Discipline/ Procedural Safeguards*</b>	1
<b>3. FAPE: Eligibility*</b>	0
<b>4. FAPE: Least Restrictive Environment*</b>	1
<b>5. FAPE: Multi-disciplinary Evaluation/Assessments*</b>	0
<b>6. FAPE: Transition Services*</b>	0
<b>7. Other*</b>	0
<b>Employment Discrimination (total)</b>	0
<b>1. Benefits *</b>	0

<b>Problem Areas/Complaints</b>	<b>Number</b>
<b>2. Hiring/Termination*</b>	0
<b>3. Reasonable Accommodations*</b>	0
<b>4. Service Provider Issues*</b>	0
<b>5. Supported Employment*</b>	0
<b>6. Wage and Hour Issues*</b>	0
<b>7. Other*</b>	0
<b>Employment Preparation*</b>	0
<b>Financial Benefits (total)</b>	0
<b>1. SSDI Work Incentives*</b>	0
<b>2. SSI Eligibility*</b>	0
<b>3. SSI Work Incentives*</b>	0
<b>4. Social Security Benefits Cessation*</b>	0
<b>5. Welfare Reform*</b>	0
<b>6. Work Related Overpayments*</b>	0
<b>7. Other Financial Entitlements*</b>	0
<b>Forensic Commitment*</b>	0
<b>Government Benefits/Services*</b>	1
<b>Guardianship/Conservatorship/Substitute Decision Maker*</b>	2
<b>Home &amp; Community Based Services including Discharge Planning Transition Follow-up*</b>	0
<b>Healthcare (total)</b>	4
<b>1. General Healthcare*</b>	0
<b>2. Medicaid*</b>	4
<b>3. Medicare*</b>	0

<b>Problem Areas/Complaints</b>	<b>Number</b>
<b>4. Private Medical Insurance*</b>	0
<b>5. Other*</b>	0
<b>Housing (total)</b>	0
<b>1. Accommodations*</b>	0
<b>2. Architectural Barriers*</b>	0
<b>3. Landlord/Tenant*</b>	0
<b>4. Modifications*</b>	0
<b>5. Rental Denial/ Termination*</b>	0
<b>6. Sales/Contracts/ Ownership*</b>	0
<b>7. Subsidized Housing/ Section 8*</b>	0
<b>8. Zoning/Restrictive Covenants*</b>	0
<b>9. Other*</b>	0
<b>Immigration *</b>	0
<b>Juvenile Justice*</b>	0
<b>Neglect (total)</b>	2
<b>1. Failure to Provide Necessary or Appropriate Medical Treatment*</b>	1
<b>2. Failure to Provide Necessary or Appropriate Mental Health Treatment*</b>	0
<b>3. Failure to Provide Necessary or Appropriate Personal Care &amp; Safety*</b>	1
<b>4. Other*</b>	0
<b>Post-Secondary Education*</b>	0

<b>Problem Areas/Complaints</b>	<b>Number</b>
<b>Non-Medical Insurance*</b>	0
<b>Privacy Rights*</b>	0
<b>Public Accommodations*</b>	1
<b>Rehabilitation Services (total)</b>	0
<b>1. Communications Problems (Individuals/ Counselor)*</b>	0
<b>2. Conflict About Services To Be Provided*</b>	0
<b>3. Individual Requests Information*</b>	0
<b>4. Non-Rehabilitation Act*</b>	0
<b>5. Private Providers*</b>	0
<b>6. Related to Application/ Eligibility Process*</b>	0
<b>7. Related to IWRP Development/ Implementation*</b>	0
<b>8. Related to Title I of ADA*</b>	0
<b>9. Other Rehabilitation Act-related problems*</b>	0
<b>Suspicious Death*</b>	0
<b>Transportation (total)</b>	0
<b>1. Air Carrier*</b>	0
<b>2. Paratransit*</b>	0
<b>3. Public Transportation*</b>	0
<b>4. Other*</b>	0
<b>Unnecessary Institutionalization including identification and assessment*</b>	1
<b>Voting (total)</b>	0

<b>Problem Areas/Complaints</b>	<b>Number</b>
<b>1. Accessible Polling Place / Equipment*</b>	0
<b>2. Registration*</b>	0
<b>3. Other*</b>	0
<b>Other*</b>	0

## Reasons for Closing

\* - Required field

### Reasons for Closing

<b>Reasons for Closing Individual Advocacy Case File</b>	<b>Number</b>
<b>All Issues Resolved in Client's Favor*</b>	5
<b>Some Issues Resolved in Client's Favor*</b>	0
<b>Other Representation Found*</b>	2
<b>Individual Withdrew Complaint*</b>	1
<b>Services Not Needed Due to Death or Relocation*</b>	1
<b>Individual Not Responsive to Agency*</b>	0
<b>Individual's Case Lacked Merit*</b>	0
<b>Conflict of Interest*</b>	0
<b>Agency Withdrew from Case*</b>	1
<b>Lack of Resources*</b>	0
<b>Not Within Priorities*</b>	0
<b>Issue Not Resolved in Client's Favor*</b>	0
<b>Other*</b>	0
<b>Total</b>	10

## Intervention Strategies Used in Serving Individuals

\* - Required field

### Intervention Strategies Used in Serving Individuals

<b>Individual Advocacy Service</b>	<b>Number</b>
<b>Short Term Assistance*</b>	7
<b>Systemic/Policy Activities*</b>	0
<b>Investigation/Monitoring*</b>	1
<b>Negotiation*</b>	0
<b>Mediation/Alternative Dispute Resolution*</b>	0
<b>Administrative Hearing*</b>	2
<b>Individual Investigation*</b>	0
<b>Legal Remedy/Litigation*</b>	0
<b>Class Action Suits*</b>	0
<b>Total</b>	10

## Investigations of Abuse and Neglect

\* - Required field

**Describe any full investigations conducted by the agency by providing the major areas of investigation and the groups likely to be affected. Address the major outcomes of the investigations during the fiscal year. Be sure to include at least three case examples that demonstrate the impact of the agency's investigations.\***

N/A

Death Investigations

Type of Death	Total Number
Number of Formal Death Reports Received*	0
Number of Informal/External Death Reports Received*	0
Number of Death Investigations*	0

**Describe any death investigations conducted by the agency during the fiscal year and any subsequent activities resulting from these investigations. Also include the major outcomes of the death investigations.\***

N/A

## Monitoring

\* - Required field

**Describe any monitoring conducted by the agency by providing the major areas of non-litigation-related monitoring activities and the groups likely to be affected. Address the major outcomes of the monitoring activities during the fiscal year. Be sure to include at least three case examples that demonstrate the impact of the agency's monitoring activities.\***

DRA continued monitoring the five HDC's in the state, whose population includes a small number of individuals who have sustained a traumatic brain injury. DRA monitored these facilities for abuse/neglect, restraint/seclusion, issues with discharge planning, rights violations, and access to active treatment including assistive technology, with the ultimate goal of ensuring that the residents' rights were being respected and they were safe from abuse and neglect. DRA routinely received and reviewed surveys and deficiency reports from the state's Office of Long Term Care (OLTC). Through a review of these reports, DRA became aware of deficiencies in long-term-care facilities and gleaned information from these reports that assisted in determining which facilities DRA needed to prioritize for monitoring efforts. DRA attended regular meetings of the Trauma Advisory Council's Rehabilitation Subcommittee meeting; this was a very effective way to keep abreast of activities by the state agency that works with citizens who have sustained a traumatic brain injury, and was a very good resource for understanding the impact of traumatic brain injury in Arkansas via a review of their quarterly statistics, which are tabulated from data that hospitals statewide submit to the Trauma Rehabilitation Program.

**Describe any monitoring conducted by the agency related to court orders or case settlements by providing the major areas of monitoring and the groups likely to be affected. Address the major outcomes of the litigation-related monitoring during the fiscal year. Be sure to include at least three case examples that demonstrate the impact of the agency's litigation-related monitoring.\***

N/A- no court orders or case settlements to monitor.

## Systemic Litigation

\* - Required field

### 1. Total Number of Non-Class Action Lawsuits Filed\*0

#### a. Number of Non-Class Action Lawsuits Filed During Fiscal Year (new for fiscal year)\*0

#### b. Number of Non-Class Action Lawsuits Filed at Start of Fiscal Year (carryover from prior fiscal year)\*

0

### 2. Total Number of Class Action Lawsuits Filed\*0

#### a. Number of Class Action Lawsuits Filed During Fiscal Year (new for fiscal year)\*0

#### b. Number of Class Action Lawsuits Filed at Start of Fiscal Year (carryover from prior fiscal year)\*

0

### 3. Describe the agency's litigation/class action activities. Explain how individuals with disabilities benefited from such litigation. If possible, estimate the number of individuals potentially impacted by changes resulting from the litigation. Be sure to include at least three case examples that demonstrate the impact of the agency's litigation.\*

N/A

## Group Advocacy

### Other Non-Litigation Systemic Advocacy

\* - Required field

#### 1. Number of Policies/Practices Changed as a Result of Non-Litigation Systemic Activities\*

1

2. Describe the agency's systemic activities. Be sure to include information about the policies that were changed and how these changes benefit individuals with disabilities. If possible, estimate the number of individuals potentially impacted by such policy changes. Also include at least three case examples of how the agency's systemic activities impacted individuals served.

#### Policy/Practice Changed 1 \*

DRA worked to address the issue of inadequate educational services being provided in the state's Division of Youth Services (DYS) facilities, with the objective of effectuating changes in the DYS system to ensure the child find requirement of the Individuals with Disabilities Education Act (IDEA) is implemented, and that all youth with disabilities in the DYS system (including those with a traumatic brain injury) have access to a free, appropriate, public education in the least restrictive environment. DRA advocated for these changes through participation in a correctional educational task force, where DYS acknowledged the need for, and committed to, consideration of a new child find protocol.

DRA also monitored proposed rules and policy changes impacting Medicaid, and drafted/ submitted public comments as appropriate, regarding systemic changes to Medicaid services, supports, and benefits that impact persons with disabilities. While not specific to PATBI, and while no actual changes occurred this fiscal year, this systemic work does impact the health and well-being of individuals with traumatic brain injuries who access services through Medicaid, as decision-makers are required to give consideration to the public input they receive prior to making changes to services.

DRA continued to monitor the Arkansas Legislature's Human Development Center (HDC) Subcommittee meetings to monitor any proposed changes to the policies and operations of the state's five public institutions. While the brain injured population at these facilities is small, there are individuals who reside at these facilities due to a diagnosis of traumatic brain injury that occurred prior to the age of 22. No major changes were recommended or implemented this fiscal year by this subcommittee; however, DRA's monitoring will ensure DRA will be aware of any changes being recommended prior to implementation.

# Priorities and Objectives

## Report on Priorities

\* - Required field

1. Priority #1: Abuse, Neglect, Exploitation- Individuals with disabilities will be protected from abuse, neglect, and exploitation.

### Priority Number/Name

Priority #1: Abuse, Neglect, Exploitation- Individuals with disabilities will be protected from abuse, neglect, and exploitation.

### Describe the Need, Issue, or Barrier Addressed

Individuals with disabilities receiving services, particularly residential services, are at risk of abuse, neglect, and exploitation; depending on the setting, they may be subject to the inappropriate use of restraint and/or seclusion.

### Indicators

PATBI determines a successful outcome based on whether the complaint of the individual was substantiated.

PATBI determines a successful outcome based on whether the complaint of the individual was remedied to reduce the risk of recurrence.

### Outcome (Check one below)

Partially Met / Continuing

### Describe any external or internal implementation problems for outcomes marked “not met” or “partially met.”

No issues with implementation, but DRA considers the priority partially met because DRA was likely not aware of some incidents of abuse and neglect that occurred during FY2017, and would not claim to have substantiated/remedied all possible cases. Work under this priority will also continue into future fiscal years.

### Total Number of Cases Handled

2

### Illustrative Cases (at least one specific case description showing the success)

1) DRA investigated a report of neglect involving a PATBI-eligible client at an inpatient facility. The client was a resident of this facility for less than two weeks. A DRA advocate investigated the allegation but was unable to substantiate neglect. 2) A PATBI-eligible individual who was an inmate at a state correctional facility was allegedly not receiving needed occupational therapy (OT) services. DRA assisted the client's mother with understanding the Department of Correction's process for requesting occupational and other therapies, and facilitated communication between the client's mother and the facility staff. Ultimately, the client did not qualify for OT services, but was released from prison shortly thereafter, rendering the issue moot. The client was subsequently able to access OT services in the community.

**2. Priority #2: Community Integration and Access-** Individuals with disabilities will be integrated into the community and have access to programs and services in the community.

**Priority Number/Name**

Priority #2: Community Integration and Access- Individuals with disabilities will be integrated into the community and have access to programs and services in the community.

**Describe the Need, Issue, or Barrier Addressed**

Individuals with disabilities receiving services, particularly those who are institutionalized but wish to live in the community and those who live in the community but are at risk of institutionalization, often face daunting obstacles in transitioning to a community setting and/or accessing services sufficient in scope to optimize their chances of success in a community setting. A particular barrier for people with traumatic brain injuries is the absence of a TBI commission, and the lack of a TBI Waiver program. Additionally, people with disabilities often face barriers in community settings, both architectural and programmatic, that infringe on their rights under the ADA to access businesses, facilities, and even polling sites.

**Indicators**

PATBI determines a successful outcome based on whether the complaint of the individual was substantiated and remedied to reduce the risk of recurrence

PATBI determines a successful outcome based on whether sufficient services are provided, appropriate transition plans are developed, and barriers to access are reduced or eliminated.

**Outcome (Check one below)**

Achieved

**Total Number of Cases Handled**

6

**Illustrative Cases (at least one specific case description showing the success)**

A PATBI client requested assistance from DRA in appealing a reduction in his Medicaid Waiver services. DRA represented the client through the appeal process, and the client's services were restored. A PATBI client requested assistance from DRA in appealing a determination that the client was ineligible for Medicaid Waiver services. A DRA attorney drafted the request for an administrative review of the decision and the client was ultimately deemed eligible for services. A veteran who had sustained a TBI requested assistance with addressing an incident where the veteran was informed by restaurant staff he that he would have to remove his sunglasses to be served. The restaurant had a policy that banned sunglasses in their establishments, despite the client wearing sunglasses because of vision issues associated with his brain injury. DRA contacted the corporate office of this restaurant, and was advised this was a single incident and the staff have been retrained.

**3. Priority #3: Employment-** Individuals with disabilities will have access to vocational rehabilitation services, employment and post-secondary education.

**Priority Number/Name**

Priority #3: Employment- Individuals with disabilities will have access to vocational rehabilitation services, employment and post-secondary education.

**Describe the Need, Issue, or Barrier Addressed**

Meaningful employment is very important to many individuals with disabilities living in the community. Any impediments to accessing vocational rehabilitation services, or to acquiring reasonable accommodations at the post-secondary level or in a workplace setting, can significantly limit an individual's potential to be self-supporting and otherwise successful in a community setting. DRA finds that individuals in Arkansas do sometimes have difficulty securing needed accommodations in employment and post-secondary settings, and are sometimes unable to access the full scope of vocational rehabilitation services, primarily due to a lack of knowledge on the part of the individual about their rights.

**Indicators**

PATBI determines a successful outcome based on whether the complaint of the individual was substantiated.

PATBI determines a successful outcome based on whether the complaint of the individual was remedied, and the risk of recurrence reduced.

**Outcome (Check one below)**

Not Met

**Describe any external or internal implementation problems for outcomes marked “not met” or “partially met.”**

DRA did not receive any requests for assistance regarding employment, post-secondary education, or vocational rehabilitation services issues that were funded by the PATBI grant; however, this does not mean that individuals with traumatic brain injuries weren't served under this priority. Four clients with traumatic brain injuries, in five cases, were assisted with employment or vocational rehabilitation services issues; two cases were funded under the Client Assistance Program (CAP) grant, and three cases were funded under the Protection and Advocacy for Beneficiaries of Social Security (PABSS) grant.

**Total Number of Cases Handled**

0

4. Education- Youth with disabilities will have access to a free appropriate public education in the least restrictive environment and to transition planning and services.

**Priority Number/Name**

Education- Youth with disabilities will have access to a free appropriate public education in the least restrictive environment and to transition planning and services.

**Describe the Need, Issue, or Barrier Addressed**

The educational system in Arkansas continues to fall short in meeting the needs of students with disabilities in the public school system, particularly with regards to exclusion from school in response to behaviors that are a manifestation of their disability but are not identified as

such, the under-identification of students in need of specialized services, placements in more restrictive environments than necessary and appropriate to meet the students' needs, and a lack of meaningful transition services. The primary barrier to ensuring all eligible students receive appropriate services is the overwhelming number of requests for services both DRA and the Parent Training Information Center (PTI) receive.

**Indicators**

PATBI determines a successful outcome based on the appropriate identification of students in need of services.

PATBI determines a successful outcome based on the return to a school setting with appropriate services for students who have been excluded from school, and on the placement of students in lesser restrictive settings than the placement of the students at the time assistance was requested from DRA.

**Outcome (Check one below)**

Partially Met / Continuing

**Describe any external or internal implementation problems for outcomes marked “not met” or “partially met.”**

There were no implementation problems with this priority; ultimately, DRA understands that not all children eligible to be served under this priority know to reach out to DRA (or some other appropriate entity) for assistance. This is an ongoing issue, and so DRA will continue this priority into future fiscal years.

**Total Number of Cases Handled**

2

**Illustrative Cases (at least one specific case description showing the success)**

The parent of an 11-year-old student who sustained a TBI as a toddler requested DRA’s assistance with obtaining appropriate services from the student’s school. The student was being educated in a self-contained classroom, and had an individualized education program (IEP) that focused on reading, writing, and math. The parent felt reading and writing was emphasized to the exclusion of math, and the student was regressing in math and also exhibiting frustration in the classroom because of this. The parent reported numerous attempts to address their concerns with the school staff, to no avail. DRA requested educational records from the school district, reviewed the IEP, and recommended the parent request a functional behavior assessment (FBA), a CIRCUIT referral, and a sensory plan developed by an occupational therapist. The school obtained the evaluations and brought in a TBI specialist to evaluate the student and the school setting to make recommendations to the IEP team.

## Agency Accomplishments

\* - Required field

### Describe the most significant accomplishments of the agency during the fiscal year\*

The most significant accomplishment for FY2017 in the PATBI program remains the continuation of the annual Brain Injury Survivors Conference, in collaboration with the Arkansas Trauma Rehabilitation Program (ATRP) and the Neuro-Restorative Program at Timber Ridge. The Baptist Rehabilitation Institute, one of the few post-acute TBI rehabilitation programs in the state, joined in this collaborative effort in FY2017, which greatly assisted in reducing the cost of the conference. The collaborators wanted to keep the conference free for individuals who have sustained a brain injury and their families and caregivers; however, previous funding had ended. The new collaborator was able to secure a venue for the conference at no charge, and funds were raised for the sole cost of the conference, which was lunch (provided free to attendees). This third annual conference, "Thriving in the Community", was successful despite the funding challenges, and very positive feedback was received from those who attended. The sessions, as noted in an earlier narrative of this report, focused on therapies and assistive technology, as well as survivor stories. Several vendors also participated, including (in addition to the agencies with presenters) a state assistive technology program, a couple of independent living programs, the Social Security Administration, and another hospital-based rehabilitation program.

DRA continued in FY2017 to attend a monthly TBI support group meeting at the Baptist Rehabilitation Institute. Because the group of attendees is constantly evolving, with newly admitted patients and new hospital staff rotating through the rehabilitation program, there are always new attendees who are not familiar with DRA. DRA staff is introduced at every meeting, and always remain after the meeting to visit with any patients who want to learn more about DRA services.

## Agency Administration

### Grievances Filed Against the Agency

\* - Required field

#### 1. PATBI grievances filed against the agency during the fiscal year \*

0

## Collaborative Efforts

\* - Required field

#### 1. Identify issues selected for network collaboration: \*

DRA continues to identify issues for network collaboration across grants; however, there were no network collaborations in FY2017 specific to the PATBI grant. DRA did collaborate with agencies outside the network, as described in the agency accomplishments section of this report.

**2. Describe any coordination with programs that are not part of the agency (e.g. state long-term care programs, etc.): \***

As reported under agency accomplishments, DRA collaborated with post-acute rehabilitation programs and a state trauma agency to co-sponsor the third annual Brain Injury Survivors conference. This conference, which is free for individuals who have sustained a TBI as well as their family and caregivers, is a day long conference that focuses on various aspects of healing and recovery. This year's conference focused on "thriving in the community", with sessions on pet therapy and music therapy, smart phone apps that can assist individuals who have memory impairments, and a time for individuals to share their stories and what helps them in their post-injury life.

## General Program Information

### General Program Information

\* - Required field

#### P&A Identification

**Name of state, territory or jurisdiction\*** Arkansas

**Name of P&A system\*** Disability Rights Arkansas

#### Main Office

**Mailing Address\*** 400 West Capitol Avenue, Suite 1200

**Phone Number of Main Office\*** <501-296-1775

#### Satellite Offices (If Any) (Add rows if needed)

##### Satellite Office #1

**Name** N/A

**Mailing Address** N/A

#### CEO Contact Information

**Name\*** Tom Masseau

**Phone Number\*** <501-492-5750

#### PPR Preparer Contact Information

**Name\*** Susan Pierce

**Title\*** Director of Policy and Planning

**Phone Number\*** <501-492-5760