



Causes of Traumatic Brain Injuries

Have you or someone you care about ever suffered from:

- Anoxia?
- Encephalitis?
- A stroke?
- A brain tumor?
- Other head or brain injury?

Other common causes of head or brain injuries include:

- Motor vehicle accidents
- Near drownings
- Major falls
- Sports injuries

Pathways, Inc. can help you or a loved one secure the supports and services necessary to foster independence and productive living.

Please contact our Intake Coordinator for an eligibility assessment or for more information at (607) 937-3296.

Traumatic Brain Injury (TBI) Service Coordination

Contacts

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“Pathways provides children, adults, and families with specialized programs and services in developmental disabilities, mental health, family support, traumatic brain injury, nursing home alternatives, home care, and child care. We hold ourselves accountable for meeting the expressed needs of those we support and for offering them meaningful opportunities to develop their own capabilities.”



Traumatic Brain Injury (TBI) Service Coordination

Pathways, Inc. has been serving individuals with traumatic brain injury since 1976 and has been working specifically with the Department of Health's Traumatic Brain Injury (DOH-TBI) Waiver Program since 1995.

Our Service Coordination Department currently supports individuals through the DOH-TBI Waiver in Broome, Chemung, Schuyler, Steuben, Tioga, and Tompkins Counties. The average caseload for our Service Coordinators is about 15 people.

Service Coordination

The Service Coordinator's primary role is to assist individuals in exploring and securing supports and services that best meet their needs and desires and allow them to live as independently and productively as possible. The Service Coordinator works in partnership with the individual and acts as an "advocate" and a "service broker." This may include securing a residence, linkage to a variety of rehabilitative supports, exploring recreational and/or educational avenues, and providing information regarding benefits and entitlements. Additionally, Service Coordinators coordinate assessments, make referrals, and develop, monitor, and maintain most services and supports as they apply to each person.

Service Coordinators are trained to have a clear understanding of the service delivery system including federal, state, waiver, community, and natural supports. They understand the eligibility criteria and application processes necessary to assist with obtaining supports and services.

The Service Coordinator:

- Uses a "person-centered approach" that includes the family in the planning process to ensure the needs and desires of the individual are met
- Assists with securing assessments as needed
- Promotes choice
- Provides linkage to providers, medical or otherwise
- Assists with obtaining transportation
- Ensures satisfaction with services
- Assists in resolving problems with service providers
- Assists with changing service providers if necessary
- Assists in obtaining and maintaining benefits and entitlements
- Meets with you in your home

Questions to ask a Prospective Service Coordinator

- What is your experience in working with people with a brain injury?
- What are your qualifications?
- Have you received any professional training in service coordination? If so, please describe.
- What will you do for my family member as his or her service coordinator?
- How can I be certain that the services my family member requires will be provided?
- How much involvement will I have in making decisions that involve my family member?
- How will you communicate with me and how often?
- If I am not my relative's legal guardian, will my opinion count if my family member and I disagree about how a situation should be handled?
- How will you include me in the planning and implementation of his or her service plan?
- Who is your supervisor? What is his or her experience?
- How familiar are you with community resources? Can you name some local supports you might refer to?
- How often will you visit my relative in his or her home?
- What is a service plan (SP)?

