

# **The Arizona Governor's Council on Spinal and Head Injuries**

## **Strategies, Key Directions and Tactics**

**PROMOTING QUALITY OF LIFE  
FOR ALL CHILDREN AND ADULTS WITH SPINAL CORD AND BRAIN INJURIES  
AND THEIR FAMILIES**

**BY**

**FACILITATING EMPOWERMENT OF CONSUMERS AND FAMILIES**

**IMPROVING SYSTEM INCLUSIVENESS AND RESPONSIVENESS**

**PROMOTING PREVENTION OF INJURIES AND SUBSEQUENT CONDITIONS**

**STRENGTHENING AND SUSTAINING THE COUNCIL**

STRATEGIC		OPERATIONAL
KEY DIRECTIONS	STRATEGIES	MAJOR ACTIONS
Key Direction 1: Facilitate empowerment of consumers and families	<ul style="list-style-type: none"> <li>• Culturally and linguistically competent outreach and inclusion</li> <li>• Education for consumers and families</li> <li>• Education for caregivers and others who serve persons with spinal cord and brain injuries</li> <li>• Public awareness</li> <li>• Information and referral</li> <li>• Programs and services</li> <li>• Surveillance and data collection</li> <li>• Technical assistance</li> <li>• Planning</li> <li>• Evaluation</li> <li>• Budget and administration of the Council</li> <li>• Partnerships</li> </ul>	<ul style="list-style-type: none"> <li>• Assess, enhance awareness of, and promote cultural<sup>1</sup> and linguistic<sup>2</sup> competency among the Council, staff, contractors, and partners</li> <li>• Plan, conduct, and evaluate regional educational events for persons with brain injuries and their families</li> <li>• Plan, conduct, and evaluate the empowerment course for persons with spinal cord injuries and their families, in partnership with the Arizona Spinal Cord Association</li> <li>• Plan, conduct, and evaluate an annual brain injury conference, in partnership with the Brain Injury Association of Arizona</li> <li>• Support educational conferences for persons with spinal cord injuries and brain injuries and their families</li> <li>• Co-sponsor the Urban American Indian Disability Summit</li> <li>• Support the provision of information and referral services</li> <li>• Support the provision of support groups and peer mentoring</li> <li>• Support recreational and social events for persons with spinal cord and brain injuries, including the wilderness retreats</li> <li>• Support State Associations</li> <li>• Support family resource coordination for children and their families</li> <li>• Support vocational rehabilitation and independent living services for adults</li> <li>• Collaborate with the Arizona Department of Education's Parent Information Network Specialists (PINS)</li> <li>• Collaborate with the Arizona Center for Disability Law (ACDL) to support persons with brain injuries</li> <li>• Conduct outreach visits</li> <li>• Develop and disseminate a systems navigation guide</li> <li>• Provide a Council newsletter and website and collaborate with the State Associations on their websites</li> <li>• Produce, acquire, and disseminate educational materials</li> </ul>

<sup>1</sup> “Cultural competence requires that organizations: have a defined set of values and principles, and demonstrate behaviors, attitudes, policies and structures that enable them to work effectively cross-culturally; have the capacity to 1) value diversity, 2) conduct self-assessment, 3) manage the dynamics of difference, 4) acquire and institutionalize cultural knowledge and 5) adapt to diversity and the cultural contexts of the communities they serve; incorporate the above into all aspects of policy making,

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Key Direction 2: Improve system inclusiveness and responsiveness	<ul style="list-style-type: none"> <li>Promotion of cross-program awareness and opportunities for collaboration</li> <li>Cultural and linguistic competency assessment, education, and facilitation</li> <li>Collaboration on policies, procedures, and practices</li> <li>Education for consumers and families</li> <li>Education for caregivers and others who serve person with spinal cord and brain injuries</li> <li>Public awareness</li> <li>Information and referral</li> <li>Programs and services</li> <li>Surveillance and data collection</li> <li>Technical assistance</li> <li>Planning</li> <li>Evaluation</li> <li>Budget and administration of the Council</li> <li>Partnerships</li> </ul>	<ul style="list-style-type: none"> <li>Assess, enhance awareness of, and promote cultural and linguistic competency among the Council, staff, contractors, and partners</li> <li>Convene the Military Work Group and develop a plan of action</li> <li>Support the Brain Injury Association of Arizona's work to improve treatment of combat veterans in contact with the criminal justice system</li> <li>Convene a bimonthly partners meeting to promote information sharing and collaboration</li> <li>Facilitate the development of cross-agency referral protocols</li> <li>Support the Arizona Department of Education's regional one-day traumatic brain injury workshops and the core curriculum for educators</li> <li>Support State Associations and facilitate evaluation of their work</li> <li>Support family resource coordination for children and their families and facilitate evaluation of their work</li> <li>Support vocational rehabilitation and independent living services for adults and facilitate evaluation of their work</li> <li>Provide feedback from persons with spinal cord and brain injuries who have used funded services to the responsible agencies</li> <li>Provide educational opportunities for professionals and caregivers to improve their services and support to persons with spinal cord and brain injuries</li> <li>Collaborate with the UA Medical School on the integration of traumatic brain injury content into the medical school curriculum and the production of a web-based curriculum that is accessible to all interested parties</li> <li>Collaborate with the Arizona Center for Disability Law on policy work on behalf of persons with brain injuries</li> <li>Collaborate with the Governor's Council on Developmental</li> </ul>

administration, practice, service delivery and involve systematically consumers, key stakeholders and communities." (Source: National Center for Cultural Competence)

<sup>2</sup> Linguistic competence is "the capacity of an organization and its personnel to communicate effectively, and convey information in a manner that is easily understood by diverse audiences including persons of limited English proficiency, those who have low literacy skills or are not literate, and individuals with disabilities." (Source: National Center for Cultural Competence)

STRATEGIC		OPERATIONAL
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		Disabilities on policy work on behalf of persons with spinal cord and brain injuries
Key Direction 3: Promote prevention of injuries and subsequent conditions	<ul style="list-style-type: none"> <li>• Collaboration on policies, procedures, and practices</li> <li>• Public awareness</li> <li>• Programs and services</li> <li>• Surveillance and data collection</li> <li>• Culturally competent use of data and strategy planning</li> <li>• Technical assistance</li> <li>• Planning</li> <li>• Evaluation</li> <li>• Budget and administration of the Council</li> <li>• Partnerships</li> </ul>	<ul style="list-style-type: none"> <li>• Assess, enhance awareness of, and promote cultural and linguistic competency among the Council, staff, contractors, and partners</li> <li>• Collaborate with the Arizona Governor's Office of Highway Safety</li> <li>• Explore other partnerships to promote prevention of spinal cord and brain injuries among children and adults of all ages</li> <li>• Work with the Arizona Department of Health Services, Office of Women's and Children's Health to produce and utilize data on traumatic brain injuries</li> <li>• Support wheelchair skills classes, in partnership with the Arizona Spinal Cord Injury Association and the Phoenix Wheelchair Suns</li> <li>• Support the Drive Safe Campaign and related prevention education</li> <li>• Explore need to continue support for child passenger safety seat installation training</li> </ul>
Key Direction 4: Strengthen and sustain the Council	<ul style="list-style-type: none"> <li>• Cultural and linguistic competency assessment, education, and facilitation</li> <li>• Planning (short term/tactical planning, longer term/strategic planning, and long term sustainability planning)</li> <li>• Evaluation (programs, services, contracts, operations, and strategic plan)</li> <li>• Documentation</li> <li>• Budget and administration of the Council</li> </ul>	<ul style="list-style-type: none"> <li>• Assess, enhance awareness of, and promote cultural and linguistic competency among the Council and staff</li> <li>• Develop a ten-year sustainability plan for the Council</li> <li>• Document Council policies, procedures, processes, and practices</li> <li>• Publish articles in order to share with the field lessons learned from the Council's systems development work</li> <li>• Review and update Council evaluation strategies and approaches</li> <li>• Codify Council contract monitoring processes</li> <li>• Continue to enhance functioning within DES</li> </ul>