

Appendix G: Frequency and Duration of Contacts between patients and the Support Specialist and Areas of Need

Table 1. Frequency and duration of contacts with patients in the intervention group (n=72)

Statistic	Number of all contacts	Number of in-person contacts	Duration of contacts in minutes
Mean	27.3	2.4	274.2
Median	25.5	2.0	218.5
Std. Deviation	11.9	2.3	175.9
Minimum	10.0	0	49
Maximum	77.0	14.0	1030.0

Figure 1. Distribution of the frequency of all contacts with patients in the intervention group (n=72)

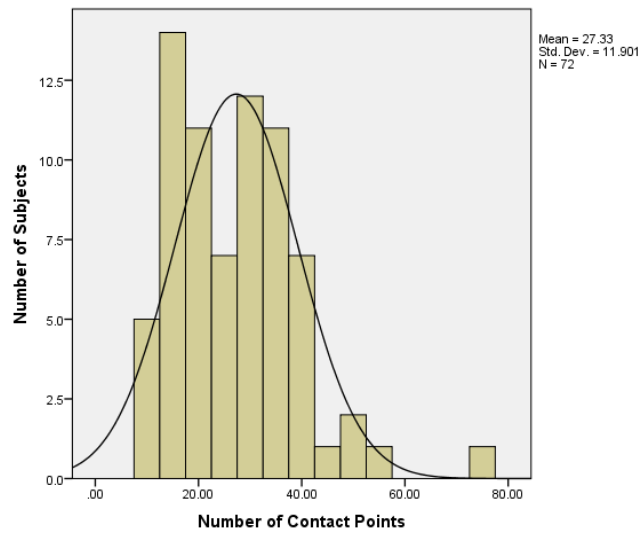


Figure 2. Distribution of the frequency of in-person contacts with patients in the intervention group (n=72)

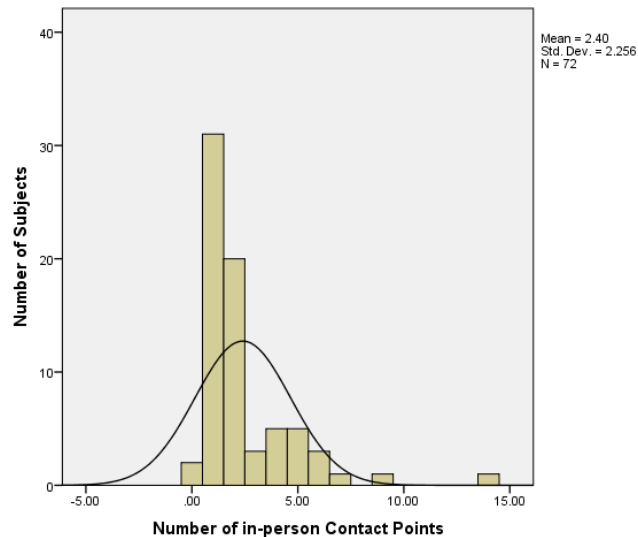


Figure 3. Distribution of the duration of all contacts with patients in the intervention group (n=72)

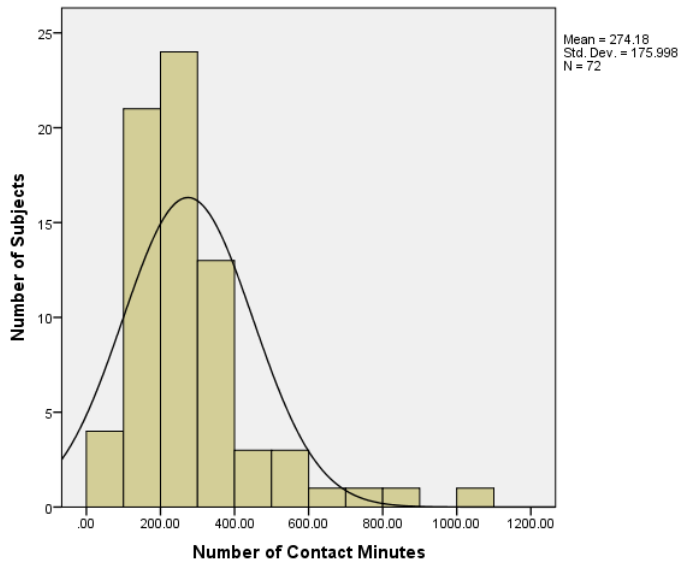


Table 2. Descriptive summary of identified goals among patients receiving CTI (n=73)

Goal Domain	Example	Patients Reporting Domain, %
Money management	Assistance with crime victims' compensation	84.79
Getting back to normal	Re-established pre-injury routine and physical activity	46.6
Housing crisis prevention and management	Referral to short- and long-term housing services	43.8
Mental health management and care	Referral to treatment Assistance with treatment entry or forms Practice self-calming techniques	37.0
Employment	Working with employers to allow leave time for injury recovery	28.8
Legal issues	Referral to legal service	23.3
Education	Assistance with enrolling in training or educational programs to address post-injury needs	13.7
Self-improvement	Assistance with making lifestyle changes spurred by events of the injury	12.3
Family intervention	Facilitating discussion of post-injury needs with family members and caregivers Referral of family members to counseling	5.5
Substance use	Referral to counseling or treatment	5.5
Time management	Help setting and attending appointments related to post-injury needs	1.4
Daily living skills training	Finding help to address basic tasks after injury	1.4