

# Training Program Impacts within an Early Childhood Ecosystem of Care

## Introduction

Health Net of West Michigan provides outreach and navigation with a model centered on equity and empowerment, and a structured approach for equipping both frontline staff and their supervisors to be successful. By promoting and facilitating the use of this model throughout the community, we increase the quality and efficiency of services to clients and families and contribute to better outcomes for all community members.

Health Net was funded by First Steps Kent to provide training opportunities that build communities of practice to foster increasing knowledge and expertise. The Care Model® Training and Supervisor Learning Cohorts were a part of the Ready by Five network consisting of 39 programs from a variety of community organizations. Each program is aimed at improving the health and well-being of expectant parents and the development and early learning of children through age five in Kent County, MI.

The **Care Model® Training** is focused on core helping skills for successful client engagement and navigation. Instructors share knowledge to equip Ready by Five professionals with sustainable best practices to increase families' access to and engagement with services. The training provides a foundation for strengths-based, person-centered empowerment practice that all participants can utilize within their programs.

The **Supervisor Learning Cohort** encourages relationships across partner agencies, shares best practices, and creates an environment for increased collaboration where supervisors identify a framework for supervision and develop new competencies to be successful in their crucial roles. Supervision is a key component to effective service delivery and staff engagement and retention.

## Procedures

### Hypothesis

Participation in the Care Model® Training Series and the Supervisor Learning Cohort will result in provider organizations having well-trained staff members. Well-trained staff will reduce turnover and increase staff engagement as well as enable staff to connect more clients to meaningful resources and result in need resolution.

### Research Questions

How has the Care Model® Training Series and the Supervisor Learning Cohort impacted provider organizations, staff, and clients? Are there differences in learning outcomes, impacts, or applicability related to demographic factors?

### Focus Group

There was one in-person focus group of Ready by Five Program Leads from 4 different local agencies.

### Participant Survey Feedback

**Level one - Initial Survey:** Participants receive this at the conclusion of each session/topic of their cohort. This is intended to measure the achievement of learning objectives and get immediate feedback for improvement, as well as any anticipated impact on client service.

**Level two - Impact Survey:** Participants receive this 4-6 weeks after the training session to measure the actual impact or application of the training content on their daily work.

**Level three - Cohort Survey:** Participants receive this at the end of their entire training cohort series. This is intended to measure trainer competencies and includes items relating to staff engagement. Health Net is using the survey results for data analysis of impact and the implementation of a continuous quality improvement plan.

### Methods

Surveys were implemented via Microsoft Forms, with an automated process for data compilation, storage, and quantitative analysis in MS Excel and MS SharePoint. Qualitative analysis was completed through identification of themes and categorization.

### Study Limitations

Currently, group sizes are limitations to drawing strong conclusions about how groups based on demographic factors or organization type and tenure may be applying both the Care Model® Training Series and Supervisor Learning Cohort content differently. The Supervisor Learning Cohorts are still in progress, therefore full results are not available. Data collection and analysis will continue.

## Acknowledgments

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## Results

### Focus Group Care Model® Training

<b>Main theme</b> Consistency (language, terminology, best practices) across the programs and network was cited as a benefit by all participants
<b>Second theme</b> Addressing gaps in training through specific topics and skills such as boundaries, interpretation, motivational interviewing, and strengths-based documentation
<b>Third theme</b> Networking

### Supervisor Learning Cohort

<b>Main theme</b> Collaborative learning
<b>Second theme</b> Addressing gaps in training such as giving and receiving feedback, cross-cultural supervision, stress and burnout prevention, and communication skills

*"I have one of my staff who told me, 'I've seen a change in you. You seem more confident in your style, in the things that you're doing and saying.' ... I was really happy for her to see that and to see that growth in me that I didn't see in myself."*

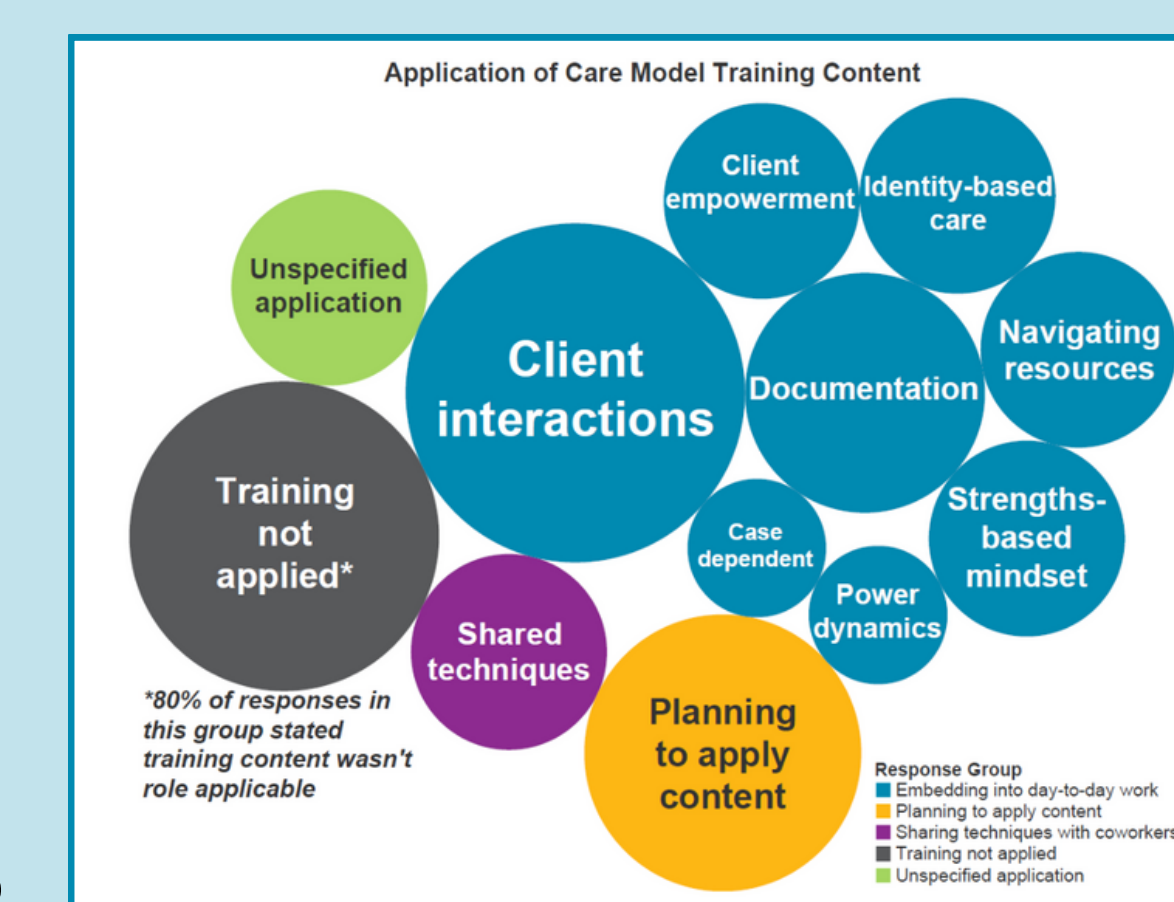
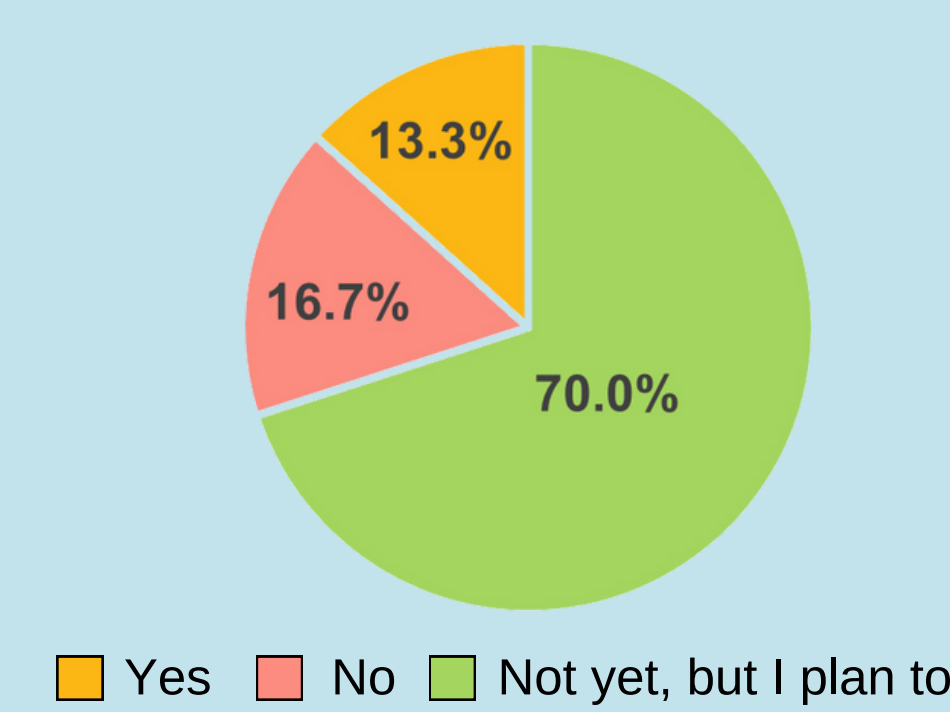
### Participant Survey Feedback Care Model® Training

**214** Total survey responses  
 ★★★★★ Achievement of learning objective rating 4.6/5  
**96.7%** participants would recommend this training to others  
**71.4%** stated it differed from other programs mainly by:

- use of various interactive teaching styles
- the pace of time in between sessions
- remaining in the same cohort for the whole series
- comprehensive, practical, and in-depth content

Unanticipated benefit: Relationship building shared by 15 participants

#### Have you applied Care Model training content in your Ready by Five work?



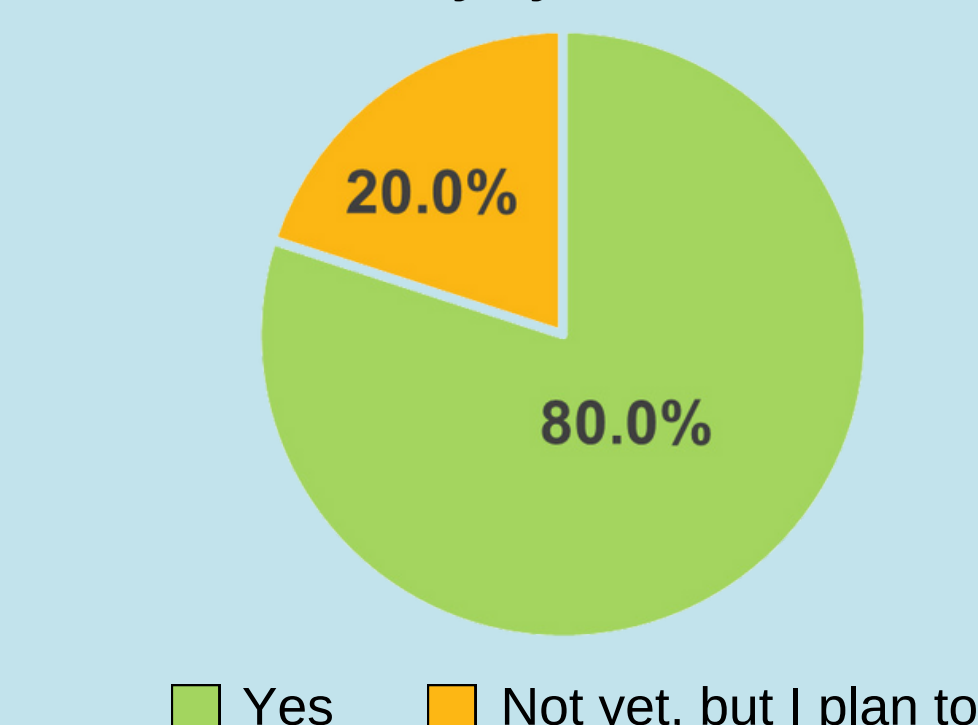
*"This training is crucial to navigation services, practices in dealing with clients/providers, understanding and identifying needs and wants, professional boundaries, strengths and what resources are out there in the community. I would recommend it without any hesitation."*

### Supervisor Learning Cohort

**135** Total survey responses  
 ★★★★★ Achievement of learning objective rating 4.7/5  
**100%** of participants would recommend this training and listed the following benefits:

- an opportunity for individual professional development
- unique methods such as sharing examples with peers and role-playing techniques presented
- enhances supervisees' or team's experience by building relationships and making sure the group operates effectively

#### Have you applied Supervisor Series training content in your Ready by Five work?



*"I've found it very helpful as a new supervisor. A lot of these things were never taught in school or on the job. I've been learning as I go in this role. The information is broken down and presented in ways that are easy to understand. The atmosphere in class is open and welcoming."*

## Conclusions

The preliminary results of piloting the Care Model® Training Series and Supervisor Learning Cohort within the Ready by Five network are **positive**. Survey data indicates achievement of learning objectives, satisfaction with training, and application of the training content into daily work after training completion.

The measurement of **training application** after returning to work via Impact Surveys was a key strategy for evaluation. The most effective training not only meets immediate learning objectives within the classroom, but also helps learners apply new information and skills to their daily practice or in their workplace, a concept known as learning transfer (HHS, 2023). **Training design** is the key factor that Health Net utilizes to actualize learning transfer with external partners by incorporating modeling, practice opportunities, and feedback over the course of a learning cohort series.

**Relationship-building** emerged as a theme and benefit in all training groups. Participants noted that the ability to learn about other programs, network with peers, and share in collaborative learning was advantageous. Health Net will continue to collect evaluation data, including demographic variables, to ensure ongoing positive results as well as assess any potential differences in outcomes for continuous quality improvement.

Reference: U.S. Department of Health & Human Services (HHS). (2023, April 12). *Training effectiveness*. Centers for Disease Control and Prevention. <https://www.cdc.gov/training/development/evaluate/training-effectiveness.html>



Scan the QR code to view our Care Model® Training video.

