



CONNECT Training Evaluation Summary Report

July 2020 – September 2021



Connecting to Care is a partnership that focuses on coordinating access to quality care through a youth-guided and family-driven approach. To improve behavioral health outcomes for children in Connecticut, Connecting to Care seeks to change the way that the system operates so that all children have the opportunity to thrive.



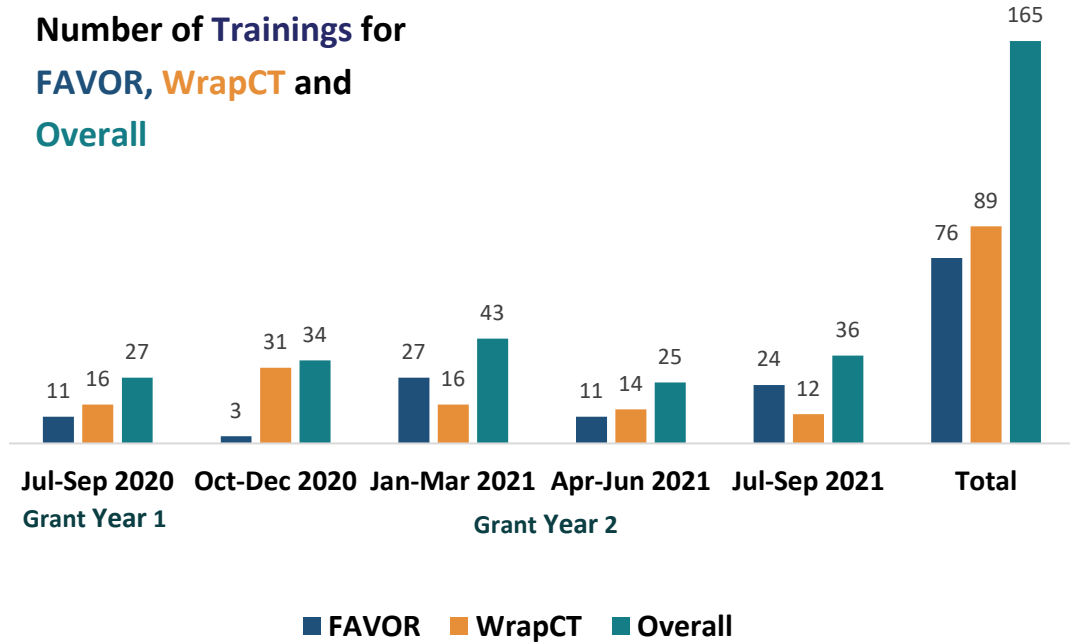
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Partner Organizations



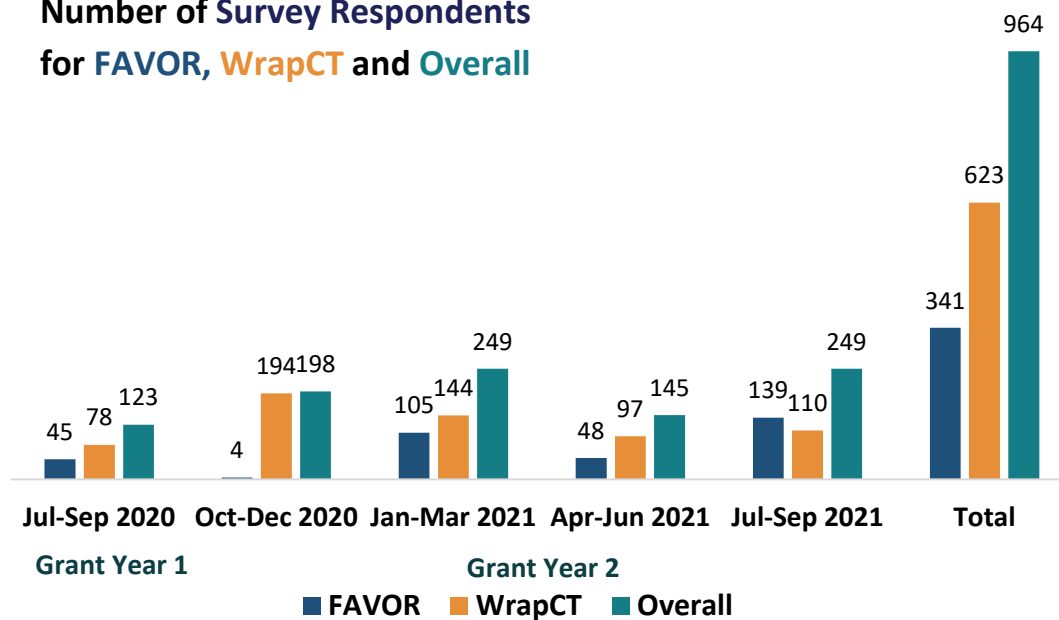
CONNECT TRAINING EVALUATION SURVEY REPORT

CONNECT began the systematic collection of participant perceptions of workforce development training in July of 2020. Since that time there has been a total of roughly **165 trainings** offered to caregivers, family members and professionals. 76 of the trainings have been offered by **FAVOR, Inc.** and 89 trainings have been offered by **WrapCT**. Since the onset of the COVID-19 pandemic in March of 2020, all trainings have been presented virtually. A voluntary post-training evaluation survey is distributed to all training attendees through an electronic survey platform. The survey consists of a series of satisfaction questions regarding the content, clarity, and effectiveness of the training attended and asks participants to assess their knowledge level both prior to and after participation in the training. **This report reflects the information provided by the participants who chose to complete the post-training evaluation survey.**



Since the start of data collection in July 2020, a total of **964 individuals** completed the post-training survey. Overall, there were 623 respondents for **WrapCT** and 341 respondents for **FAVOR**. Generally, both agencies provide trainings for professionals and providers, parents and caregivers, and youth.

Number of Survey Respondents for FAVOR, WrapCT and Overall



TRAINING AND ATTENDANCE FREQUENCIES

Table 1 shows the **number of total trainings given** by FAVOR and WrapCT by quarter. Table 2 shows the **number of total attendees who completed the evaluation survey for each training** given by FAVOR and WrapCT in each quarter. Please note that the training and attendee totals provided are **based on those participants that completed the evaluation survey and may not be indicative of the total number** of attendees at the trainings.

Since data collection began in July 2020, **FAVOR** conducted a total of **76 trainings** with **12 training topics** and a total of **341 attendees** who completed the evaluation survey across all trainings. **FAVOR** offered training topics including *Youth Mental Health First Aid*, *Persuasive Storytelling*, *Network of Care-Agents of Change*, *Support Group Facilitation*, and a series of four introductory data interpretation courses. The **most frequently given training** was *Engaging Families*, which was given 16 times. The FAVOR training with the **most attendees** completing the training survey was *How to be Your Child's Best Advocate* with a total of 123 attendees across all quarters.

WrapCT conducted a total of **86 trainings** with **12 training topics** that included a total of **623 attendees** who completed the evaluation survey during this time. **WrapCT** offered trainings including *One Day Wraparound Overview in Spanish*, *Team Facilitation Skills*, *Building Child and Family Teams Using Natural & Informal Supports*, *Conflict Resolution*, *Crafting Meaningful Needs and Benchmarks*, *System of Care*, and *Engaging Families*. The **most frequently given training** was *One Day Wraparound Overview*, which was given 20 times. The training with the **most attendees** completing the training survey for WrapCT was *One Day Wraparound Overview* with a total of 126 attendees.

Table 1. Number of Trainings by Quarter

Agency	Trainings	GY1	GY2				Total
		Jul - Sep 2020	Oct- Dec 2020	Jan - Mar 2021	Apr - Jun 2021	Jul - Sep 2021	
FAVOR	CONNECTing Youth	5	-	2	1	2	10
	Youth Mental Health First Aid	-	-	2	-	1	3
	How to be Your Child's Best Advocate	4	-	5	2	3	14
	Persuasive Storytelling	-	-	1	1	1	3
	Network of Care-Agents of Change	-	1	2	1	3	7
	Engaging Families	2	2	7	2	3	16
	Support Group Facilitation	-	-	1	1	2	4
	Persuasive Storytelling - What's Your Story	-	-	-	-	1	1
	Data 101: Part 1	-	-	1	1	1	3
	Data 101: Part 2	-	-	2	-	4	6
	Data 201: Part 1	-	-	2	1	2	5
	Data 201: Part 2	-	-	2	1	1	4
	Total Number of Trainings	11	3	27	11	24	76
WrapCT	One Day Wraparound Overview in Spanish	-	3	-	-	-	3
	Utilizing the Wraparound Planning Process	1	8	4	2	4	19
	Crisis Safety Planning	3	2	1	2	1	9
	Team Meeting Facilitation	-	2	3	1	1	7
	Strength-Based Documentation, Telling the New Story	5	-	2	2	1	10
	Conflict Resolution	-	1	-	2	-	3
	Transition Planning	-	-	-	-	-	-
	Crafting Meaningful Needs and Benchmarks	-	3	1	1	1	6
	System of Care	-	1	1	3	-	5
	Changing Agency Culture	-	-	-	-	-	-
	One Day Wraparound Overview	7	10	2	-	1	20
	Engaging Families	-	1	2	1	3	7
	Total Number of Trainings	16	31	16	14	12	89

Please note: **Table 1** refers to the number of times a training topic was given based on the dates listed by the training respondents themselves. If survey respondents put an incorrect date for their training, these frequencies may not be indicative of the true number of trainings given.

Table 2. Number of Attendees Completing the Evaluation Survey by Training and Quarter

Agency	Trainings	GY1	GY2				Total
		Jul - Sep 2020	Oct- Dec 2020	Jan - Mar 2021	Apr - Jun 2021	Jul - Sep 2021	
FAVOR	CONNECTing Youth	8	-	23	2	11	44
	Youth Mental Health First Aid	-	-	2	-	1	3
	How to be Your Child's Best Advocate	26	-	35	32	30	123
	Persuasive Storytelling	-	-	4	2	11	17
	Network of Care-Agents of Change	-	2	7	1	22	32
	Engaging Families	11	2	14	4	12	43
	Support Group Facilitation	-	-	4	1	5	10
	Persuasive Storytelling - What's Your Story	-	-	-	-	6	6
	Data 101: Part 1	-	-	8	3	12	23
	Data 101: Part 2	-	-	2	-	15	17
	Data 201: Part 1	-	-	3	2	13	18
	Data 201: Part 2	-	-	3	1	1	5
	Total Number of Attendees	45	4	105	48	139	341
WrapCT	One Day Wraparound Overview in Spanish	-	9	-	-	-	9
	Utilizing the Wraparound Planning Process	1	39	24	16	29	109
	Crisis Safety Planning	7	30	23	14	5	79
	Team Meeting Facilitation	-	2	18	1	1	22
	Strength-Based Documentation, Telling the New Story	52	-	17	12	12	93
	Conflict Resolution	-	18	-	11	-	29
	Transition Planning	-	-	-	-	-	-
	Crafting Meaningful Needs and Benchmarks	-	25	26	15	20	86
	System of Care	-	1	1	19	-	21
	Changing Agency Culture	-	-	-	-	-	-
	One Day Wraparound Overview	18	68	14	-	26	126
	Engaging Families	-	2	21	9	17	49
	Total Number of Attendees	78	194	144	97	110	623

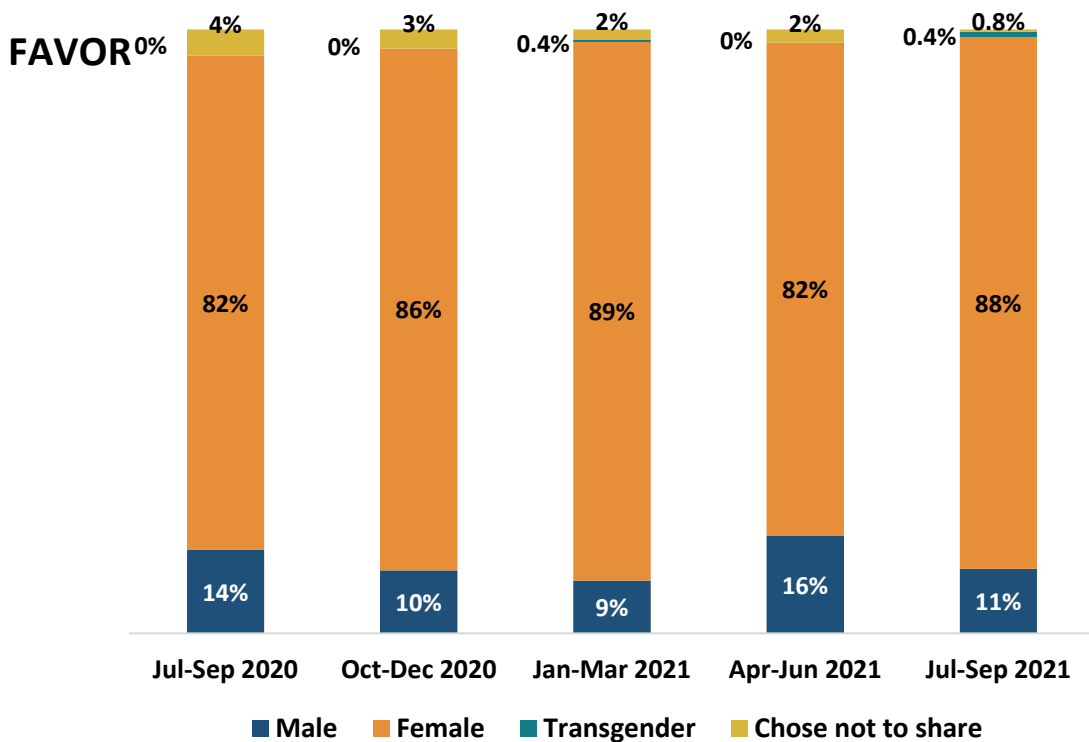
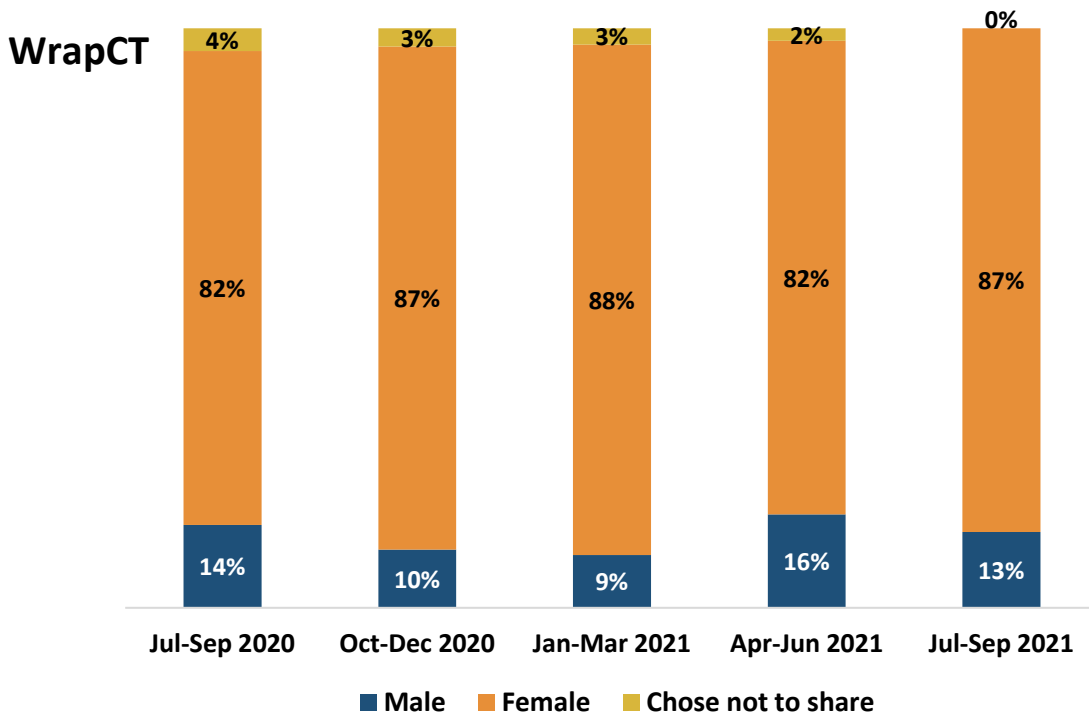
RESPONDENT DEMOGRAPHICS

Since July 2020 when data collection began, there have been 964 total training attendees who completed the evaluation survey. Overall, there were **623 survey respondents for WrapCT** and **341 survey respondents for FAVOR**.

GENDER IDENTITY

Survey respondents were presented the option to select their gender identity as male, female, transgender, other, or to choose not to share their gender identity. For both **WrapCT** and **FAVOR**, the majority of respondents were

women. From January 2021 – September 2021, a total of three FAVOR respondents identified as **transgender**. Overall, 15 respondents for WrapCT and 4 respondents for FAVOR **chose not to share** their gender identity. No survey respondents indicated “other” for their gender identity. The charts below show gender identity per quarter.



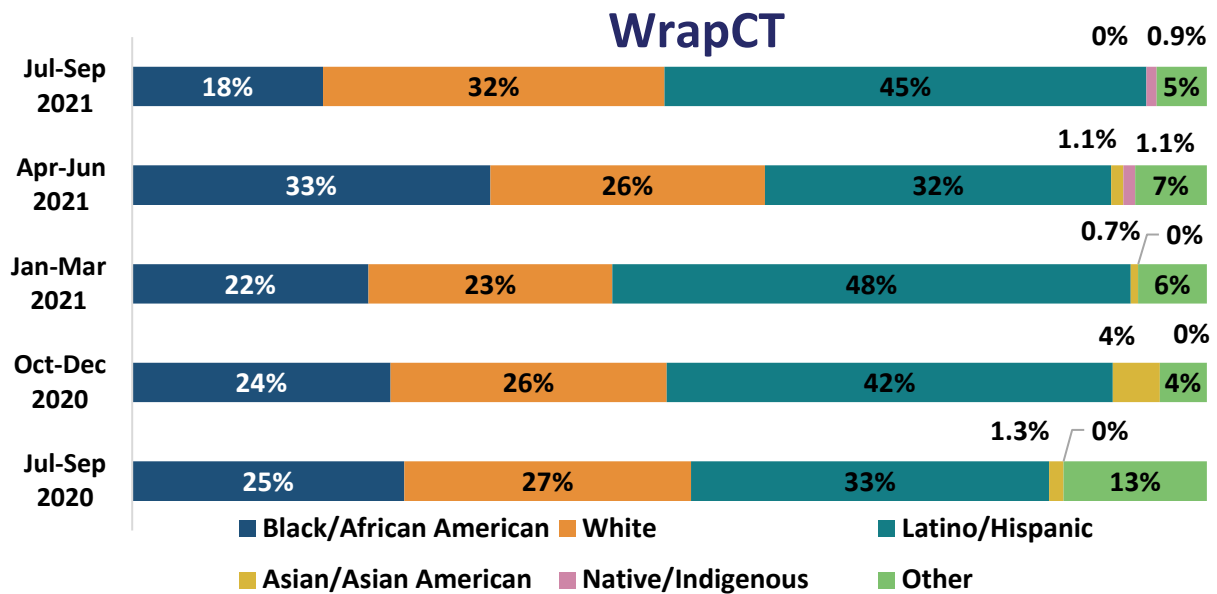
RACE AND ETHNICITY

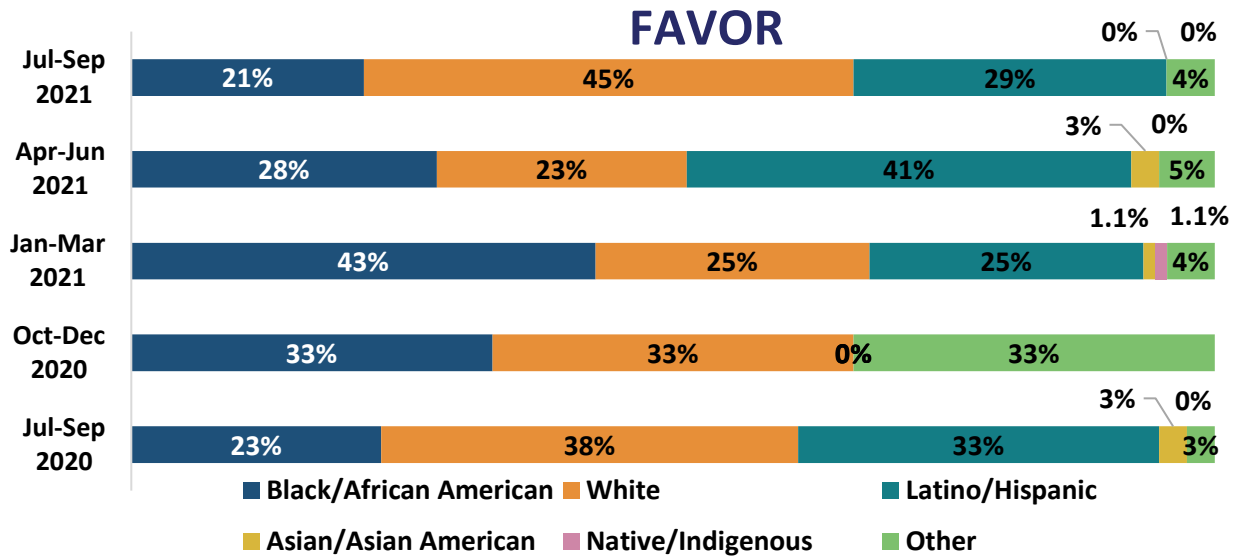
Survey respondents were asked to select the best description of their racial/ethnic identity. In October 2020, an additional choice to identify as Native or Indigenous was added to the survey.

Of the survey respondents from July 2020 – September 2021 for **WrapCT**, 24.0% were Black or African American, 26.2% were White, 41.3% were Latino or Hispanic, 1.8% were Asian or Asian American, 0.3% Native or Indigenous, and 6.4% identified as Other (indicating multiracial identity or another race or ethnicity not listed).

For **FAVOR** respondents (from July 2020 – September 2021), 29.0% were Black or African American, 35.5% were White, 29.6% were Latino or Hispanic, 1.0% were Asian or Asian American, 0.3% Native or Indigenous, and 4.6% identified as Other.

The charts below show respondent race/ethnicity by quarter for each agency.

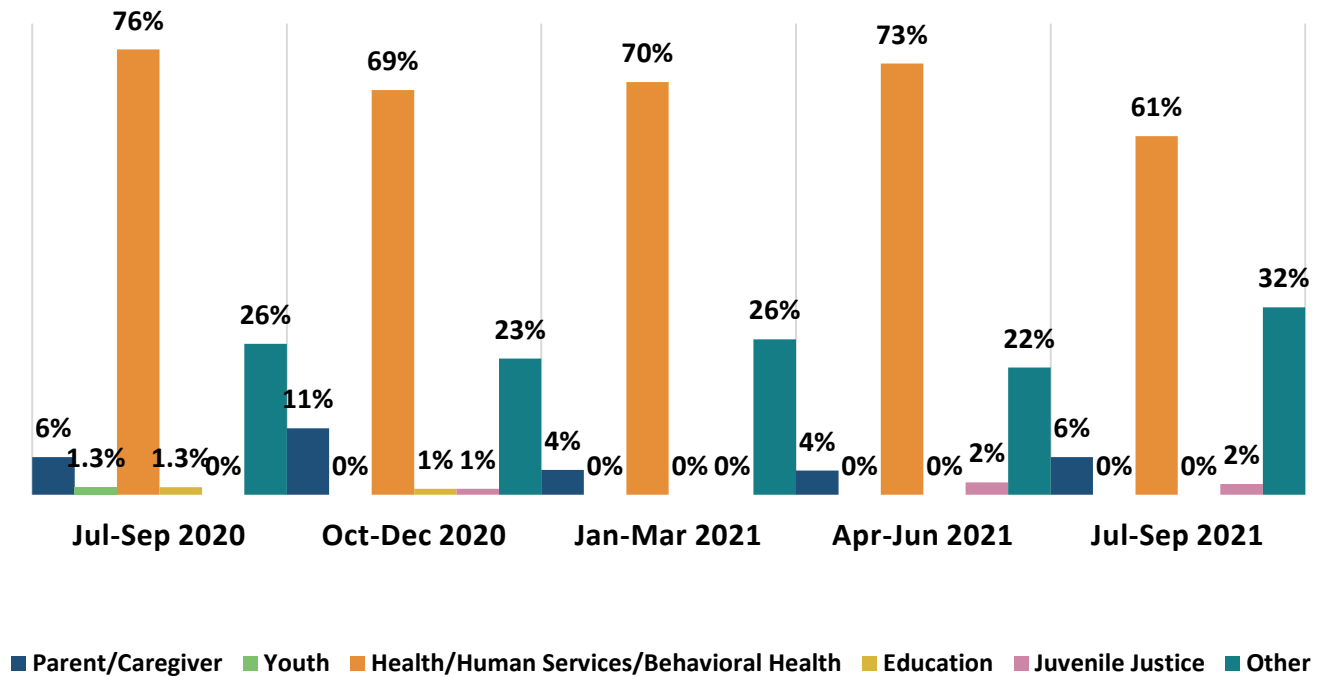




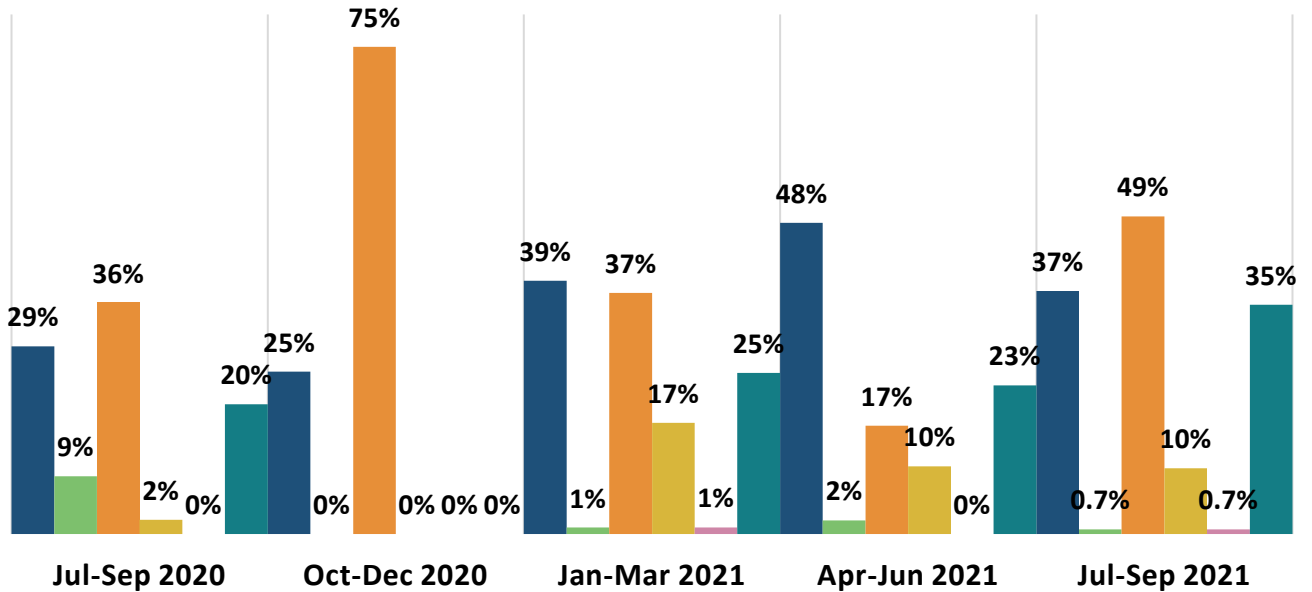
ROLE IN THE NETWORK OF CARE

Survey respondents were asked to identify themselves in terms of their community involvement and/or occupation. **WrapCT training attendees have primarily been health/behavioral health and human services professionals**, whereas for **FAVOR attendees have been a mix of parents and caregivers and health/behavioral health and human services professionals**. The tables below show responses for each quarter for both agencies.

WrapCT



FAVOR




■ Parent/Caregiver ■ Youth ■ Health/Human Services/Behavioral Health ■ Education ■ Juvenile Justice ■ Other

TRAINING EVALUATION SCORES AND RESPONSES

OVERALL SCORES BETWEEN AGENCIES

Tables 3 and 4 show training evaluation responses by agency and training topic in each quarter. Survey respondents were asked to answer questions on a scale of 1 (Strongly Disagree) to 5 (Strongly Agree). Overall, the average score across trainings for **WrapCT** was 4.66, and the average score across trainings for **FAVOR** was 4.61. Survey respondents who attended trainings by either FAVOR or WrapCT mostly selected “Agree” (4) and “Strongly Agree” (5) on the survey questions. Statistical analyses show that there are no significant differences between FAVOR and WrapCT trainings, showing that families and professionals attending these trainings feel favorably about the trainings offered by both agencies. **FAVOR** and **WrapCT** survey respondents reported feeling that the trainings were clear, informative, participatory, engaging, relevant to their work or lives, and that their trainers were organized and prepared. Further, the majority of survey respondents from FAVOR and WrapCT reported that they would recommend the training(s) to others.

 **88% of FAVOR and 94% of WrapCT**

respondents would recommend the training to others

OVERALL SCORES BY GENDER

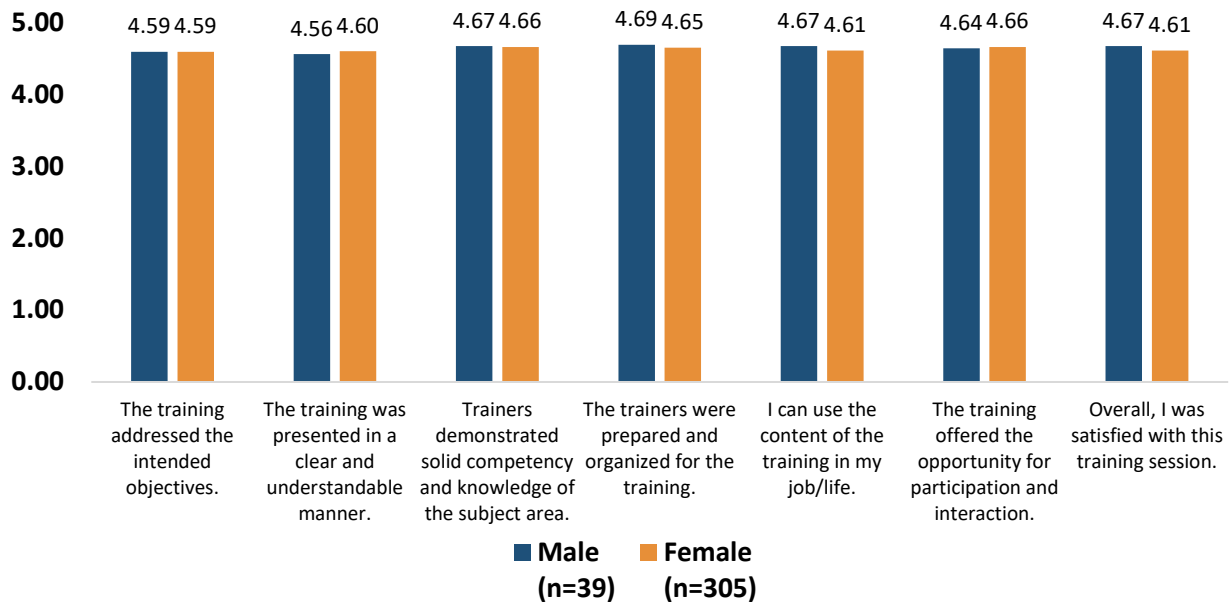
Men and women’s scores of all the trainings combined were compared within each agency to explore potential differences in the perceptions of the trainings. As there were only three individuals who identified as transgender, they could not be included in any analyses.

There were no statistically significant differences between male or female respondents in how they rated the trainings for **FAVOR** respondents. For **WrapCT** respondents, there **were statistically significant differences** between male and female respondents across several evaluation questions:

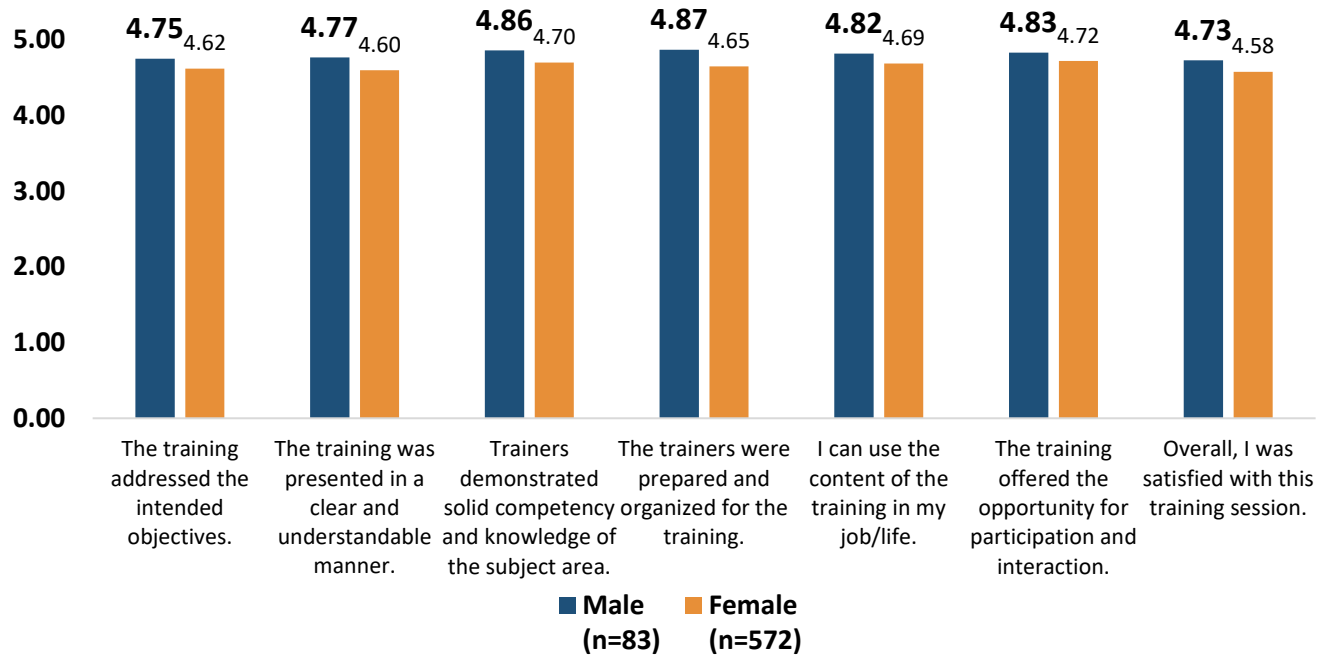
- Men were *more likely to agree* that the training addressed the intended objectives ($p=0.032$) than women.
- Men were *more likely to agree* that the material was presented in a clear and understandable manner ($p=0.002$) than women.
- Men were *more likely to agree* that the trainers demonstrated solid competency and knowledge on the subject ($p<0.001$).
- Men were *more likely to agree* that the trainers were prepared and organized ($p<0.001$).
- Men were *more likely to agree* that the training content was relevant to their job/life ($p=0.010$) than women.
- Men were *more likely to agree* that the training offered the opportunity for participation and interaction ($p=0.022$) than women.
- Men were *more satisfied* overall with the training session ($p=0.006$) than women.

The charts below show the average score for each question by gender for each agency. Note that average scores in bold represent statistically significant differences.

There were **no differences** in how **FAVOR** trainings were rated between men and women.



In **WrapCT** trainings, **men** were more likely to agree that the training **addressed intended objectives**, the presentation was **clear** and **interactive**, trainers were **competent** and **organized**, and the **content was relevant** to their jobs/lives than women.



OVERALL SCORES BY RACE/ETHNICITY

Black/African American, White, and Latinx/Hispanic scores of all the trainings were compared within each agency to explore potential differences in the perceptions of the trainings. There were not enough respondents of the Asian/Asian American, Native/Indigenous, and Other groups to include them in this analysis.

For **FAVOR** survey respondents, there were some statistically significant differences between racial and ethnic groups:

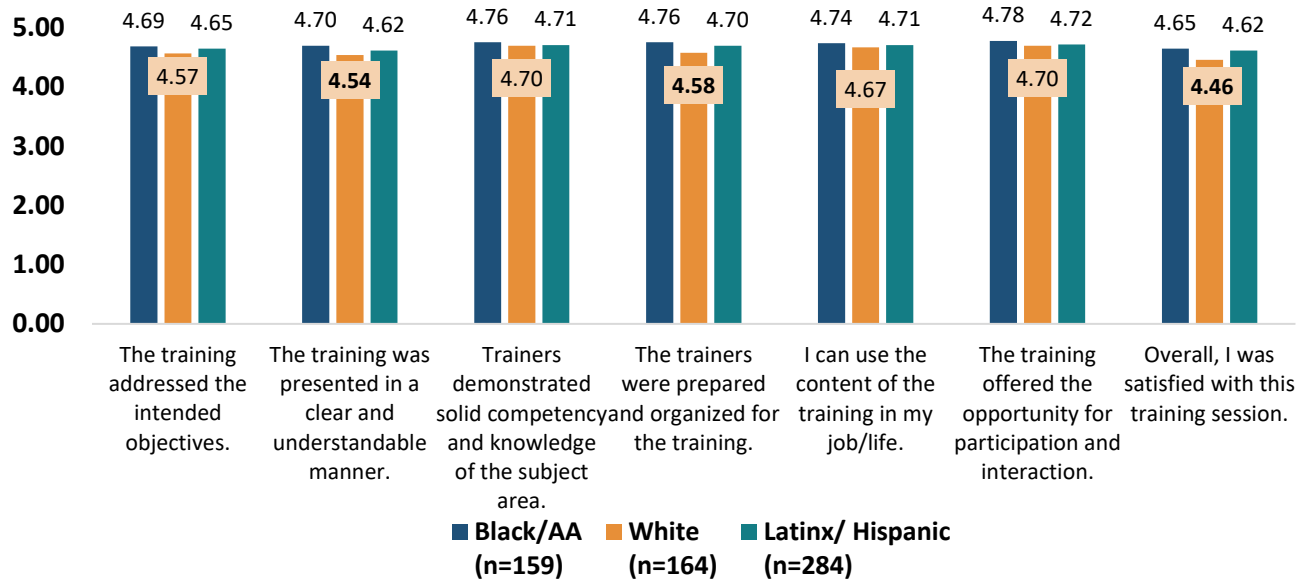
- White participants were *less likely to agree* that they could use the content in their daily life than Black/AA or Latinx participants (p=0.023)
- White participants were *less likely to agree* that the training offered the opportunity for participation than Black/AA or Latinx participants (p=0.007)

For **WrapCT** survey respondents, there were some statistically significant differences between racial and ethnic groups:

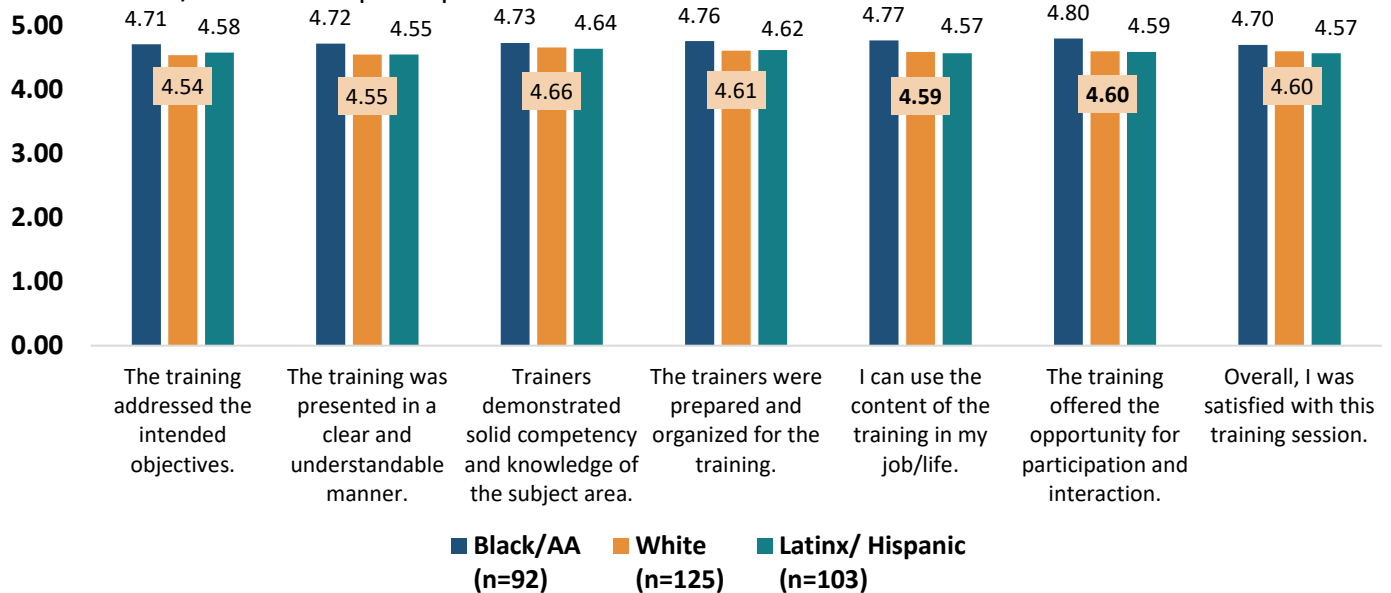
- White participants were *less likely to agree* the training was presented in an understandable manner than Black/AA participants (p=0.040)
- White participants were *less likely to agree* that trainers were prepared and organized than Black/AA participants (p=0.036)
- White participants were *less likely to agree* that they were satisfied with the training than Black/AA or Latinx participants (p=0.024).

The charts below show the average score for each question by race/ethnicity for each agency. Note that scores in bold represent statistically significant differences.

In **WrapCT** trainings, **white** participants were **less likely to agree** that the training was **presented in an understandable manner**, that **trainers were prepared** and organized, and were **less likely to be satisfied** with the training than Black/AA or Latinx participants.



In **FAVOR** trainings, **white** participants were **less likely to agree** that they could **use the content in their daily life** and **less likely to less agree** that the **training offered the opportunity for participation** than Black/AA or Latinx participants.

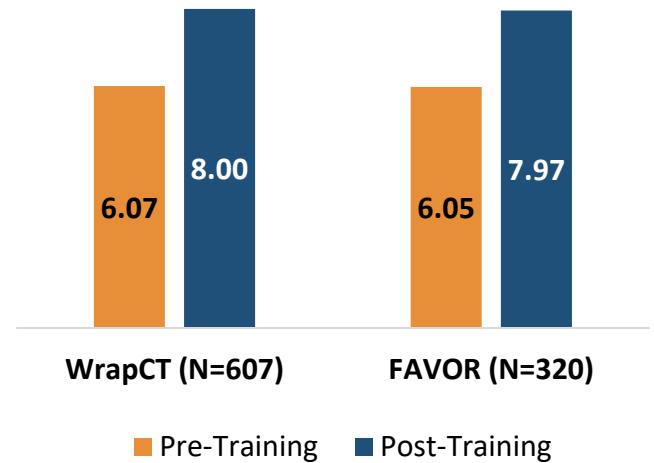


Survey respondents were also asked to report their level of knowledge on the topic both before and after their training session. Statistical analyses show significant differences between pre- and post-training knowledge of the material for FAVOR ($p < .001$) and for WrapCT ($p < .001$).

On a scale of 0 (little knowledge) to 10 (advanced/expert), the average score pre-training for **FAVOR** respondents was 6.05, and the average score for post-training for **FAVOR** was 7.97. Knowledge of the material increased from pre- to post-training by 1.9 points (out of 10).

For **WrapCT** respondents, the average score pre-training was 6.07 and post-training was 8.0. Knowledge of the material increased from pre- to post-training by 1.9 points (out of 10).

Participants reported an **increased knowledge** of post training for both **WrapCT** and **FAVOR**.



OPEN-ENDED RESPONSES

At the end of the evaluation section of the survey, respondents were asked if there is anything else they would like to learn about their training topic. Several themes emerged from the 1,117 open-ended responses:

Opportunities for Advanced Training

Respondents felt that elements introduced in the trainings could be elaborated on in future trainings or as an advanced series. Some topics mentioned across training topics were measuring and utilizing benchmarks, more strategies for planning and implementing elements learned, and how to make the language more comprehensible for community members and families. Almost all trainings for both FAVOR and WrapCT had feedback for adding more practice time to apply the newly learned material and to have more trainings in Spanish.

"I would like to attend this training in Spanish and see what terminology translates and what are better ways of wording certain things when translating."

– Attendee from WrapCT's *Crisis Safety Planning*

"I would love to learn more about benchmarks in order to expand my knowledge and awareness on how to properly document within the family's file."

– Attendee from WrapCT's *Utilizing the Wraparound Planning Process*

Suggestions for New Training Topics

Some respondents suggested more trainings could be made available on various topics. For WrapCT trainings, topic suggestions include the healing process and cultural humility, work remotely and/or with distant families, peer supports, engaging teens, and addressing burnout as workers. For FAVOR, topic suggestions include de-escalation skills for families, more projects to connect youth, understanding the school report system, and more advocacy and data courses tailored to the school system.

“Quizás más detalles leyes que le asisten, recursos para los niños, y también recursos para padres para poder ayudar con las terapias en la casa. Quizás entrenamientos para los padres y caregivers que es fundamental para dar soporte al niño...”

Translation: “Perhaps more detailed laws that assist you, resources for children, and also resources for parents to help with therapies at home. Perhaps training for parents and caregivers that is essential to support the child...”

– Attendee from FAVOR’s *How to be Your Child’s Best Advocate*

General Training Feedback

Respondents also used this chance to report back on the trainings. Overall, many felt their trainers were competent and the trainings were engaging, and helpful. Several respondents felt the trainings were too long for the virtual setting. Some also mentioned that having a set agenda or detailed outline for participants would make the trainings more cohesive.

“I think the topic would have been better received if it addressed a specific agenda and stuck with it.”

– Attendee from WrapCT’s *Engaging Families*

“All areas were covered and extremely informational. We can use everything provided today to better help the families we serve.”

– Attendee from WrapCT’s *Crafting Meaningful Needs and Benchmarks*

“The training was great. I’m not sure that virtual is the best way of going about it if it means 7 hours of zoom. Even with breaks, it’s just been a long year, and it felt very much like we were trying to jam one last thing in. I didn’t feel very wrapped around. That said, the information is solid and should be taught far and wide. I appreciate very much what we learned.”

– Attendee from WrapCT’s *Crisis Safety Planning*

CONCLUSIONS

Trainings delivered by WrapCT and FAVOR were generally given high scores and good feedback by the attendees who completed the evaluation surveys. The majority (88% or greater) reported that **they would recommend the training they attended to others**. Almost all (94%) reported feeling satisfied with the training. Open ended comments revealed that many wished they had more practice time, or that there had been more time to delve into pieces of the topics that were of interest to them. Some also voiced the need for my trainings to be done in Spanish. Others had difficulty with the training having too much information to be covered in one online session and recommended breaking it into two sessions. Survey respondents also took the opportunity to praise trainers on their engagement, knowledge, and the training content. **Overall, the sentiment was that the trainings were both informational and helpful.**

Table 3. WrapCT Training Evaluation Mean Scores by Quarter

Evaluation Question	Q4	Q1	Q2	Q3	Q4	Overall
1. The training addressed the intended objectives.	4.62	4.66	4.44	4.72	4.75	4.64
2. The training was presented in a clear and understandable manner.	4.58	4.62	4.45	4.75	4.74	4.63
3. Trainers demonstrated solid competency and knowledge of the subject area.	4.68	4.73	4.58	4.79	4.83	4.72
4. The trainers were prepared and organized for the training.	4.61	4.69	4.53	4.71	4.82	4.67
5. I can use the content of the training in my job/life.	4.65	4.73	4.60	4.71	4.79	4.70
6. The training offered the opportunity for participation and interaction.	4.62	4.76	4.65	4.82	4.79	4.73
7. Overall, I was satisfied with this training session.	4.55	4.62	4.41	4.66	4.71	4.59
8. Would you recommend this training to others? (Yes [1] or No [0])	1.00	1.02	1.02	1.03	1.02	1.02
9. Before attending this workshop, my level of understanding of the subject matter was... (Scale of 0-10)	6.45	6.12	6.24	6.19	6.00	6.20
10. After attending this workshop, my level of understanding of the subject matter is... (Scale of 0-10)	8.25	8.03	7.94	7.94	8.12	8.06
Total Mean Score (excluding pre/post questions):	4.62	4.69	4.52	4.74	4.78	4.67

Table 4. FAVOR Training Evaluation Mean Scores by Quarter

Evaluation Question	Q4	Q1	Q2	Q3	Q4	Overall
1. The training addressed the intended objectives.	4.57	4.33	4.63	4.51	4.63	4.53
2. The training was presented in a clear and understandable manner.	4.64	4.67	4.61	4.53	4.62	4.61
3. Trainers demonstrated solid competency and knowledge of the subject area.	4.57	4.67	4.72	4.63	4.68	4.65
4. The trainers were prepared and organized for the training.	4.57	4.67	4.69	4.53	4.65	4.62
5. I can use the content of the training in my job/life.	4.71	4.33	4.62	4.58	4.66	4.58
6. The training offered the opportunity for participation and interaction.	4.52	4.00	4.67	4.63	4.71	4.51
7. Overall, I was satisfied with this training session.	4.57	4.33	4.64	4.60	4.64	4.56
8. Would you recommend this training to others? (Yes [1] or No [0])	1.02	1.00	1.01	1.02	1.01	1.01
9. Before attending this workshop, my level of understanding of the subject matter was... (Scale of 0-10)	5.56	6.33	5.91	5.74	6.49	6.01
10. After attending this workshop, my level of understanding of the subject matter is... (Scale of 0-10)	8.05	8.33	7.88	7.88	8.10	8.05
Total Mean Score (excluding pre/post questions):	4.60	4.43	4.65	4.57	4.66	4.58

For Questions 1-7, respondents answered on a 5-point scale from Strongly Agree (5) to Strongly Disagree (1).

For Question 8, respondents selected Yes (1) or No (0).

For Questions 9 and 10, respondents answered using a sliding scale from 0 (Little knowledge) to 10 (Advanced/expert).