Summit Evaluation Report

PLANTING THE SEEDS FOR WORKFORCE DEVELOPMENT: EDUCATION, INNOVATION, AND COLLABORATION

September 28, 2017 | Turf Valley Resort, Ellicott City, Maryland

Convened by the Paul R. Willging Endowment and the Erickson School of Aging Services

Background

The "Planting the Seeds for Direct Care and Para-Professional Workforce Development Summit" was held on September 28, 2017, by the Paul R. Willging Endowment and The Erickson School, UMBC. The Summit's goals were to elevate attention to the critical issue related to the shortage of direct care workers in Maryland and to lay the foundation for an action plan to assure the availability of trained direct care workers needed in the care of older adults and persons with disabilities.

Survey Purpose and Methodology

This Survey was conducted for the purpose of assessing whether and to what extent the Summit accomplished its goals. All attendees were asked to complete the survey. Sixty-one individuals, or 31% of those who attended, responded.

A Likert scale was used to measure a participant's level of satisfaction. A "strongly disagree" rating was given a weight of 1, and a "strongly agree" a weight of 5 for determining the level of satisfaction.

Survey Results

Overall, the data showed that participants were "very satisfied" with the Summit.

Each program presentation and panel discussion had a stated set of "learning objectives". Attendees were asked to assess each session. Individual ratings by session fell between 4 "agree" and 5 "strongly agree".

Program Session: "Descriptive Assessment of Challenges, Barriers and Opportunities in the Care of Older Adults" - Learning Objectives

Question: "How well did the speaker address the "learning objective?"

Speaker: Scott Townsley, J.D.

Table 1. Learning Objectives

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion
The changing demographics of the aging population in relation to the human capital needed to care for this population	2%	0%	10%	37%	47%	4%
The changes in health care delivery systems that impact older adults and the people who care for them	2%	0%	18%	33%	43%	4%

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion
The strategic assessment of the human capital needed to meet the changing needs of the aging population	2%	0%	18%	35%	42%	4%

Survey Participant Comments

Overall, the feedback from participants was positive. Some participants said they felt the presentation covered information that was well-established in the healthcare field. Others noted that the solutions offered addressed new ways to approach workforce development, e.g., an employer's role in promoting a positive work experience for entry-level workers.

Speaker: Dr. Robyn Stone

Table 2. Learning Objectives

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion
Research initiatives in workforce development issues that find new approaches to recruiting in long term services and supports	0%	3%	16%	22%	59%	0%
Research initiatives in workforce development issues that find new approaches to employee retention in LTSS	0%	5%	8%	22%	65%	0%

Survey Participant Comments

Dr. Stone received the highest ratings of the conference. Multiple Participants noted her presentation was inspiring and applauded Dr. Stone's clear description of current and future needs and barriers.

Panel: "Models of Success" – Dr. William Leahy, Julie Parks and Nina Roa

Table 3. Learning Objectives

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion
Recruitment and retention incentives that are proving effective	0%	3%	8%	35%	51%	3%
Training tools that produced the skilled workers needed by employers of long term care services	0%	5%	11%	29%	52%	3%
Ways and means to build a well-coordinated employer/educator partnership	1%	1%	8%	26%	61%	3%
Steps that create career pathways that work	0%	1%	11%	28%	55%	5%

Survey Participant Comments

The panel first panel received the most 4-5 ratings of the panel sessions. Participants comments stated that the panel was effective in its mission to provide transferable models of success for future innovations.

Panel: "Resources to Jumpstart Workforce Training" – Capt. Young Song, Peggy Powell and Laura Ginsburg

Table 4. Learning Objectives

Learning Objectives	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion
The availability of resources and how they can be effectively accessed	0%	10%	26%	38%	23%	3%
A working knowledge of newly funded programs and the goals they hope to achieve	0%	5%	25%	34%	33%	3%
The key elements for a successful workforce development and training initiative	7%	0%	32%	26%	28%	7%

Survey Participant Comments

The presentations usefully explained how to build on resources described by panel members. However, some felt the information presented, while important, was too detailed and could have been shortened.

Panel: "Sustainable Solutions and Urgent Opportunities" – Michael DiGiacomo, Kathleen Hebbel, Veronica Cool, Daniel Bustillo

Table 5. Panel Three Learning Objectives

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion
Funding opportunities to address workforce development issues	0%	5%	16%	23%	33%	20%
How addressing the different diversity issues in the workforce will decrease barriers to sustainable solutions	0%	2%	12%	29%	37%	20%
Synergistic opportunities for **concrete "next steps" that I** would participate in	0%	3%	16%	29%	32%	20%

Survey Participant Comments

Attendees felt they benefited by the facilitated discussion format of the panel. It received the greatest number of comments and complimented the exchange of questions and comments between the panel and the audience.

Section 2: Overall Program Evaluation

The evaluation invited an assessment of the total program.

The first question asked attendees, "Did the summit address each of its goals?" Table 6 displays their responses.

Table 6. Summit Goals

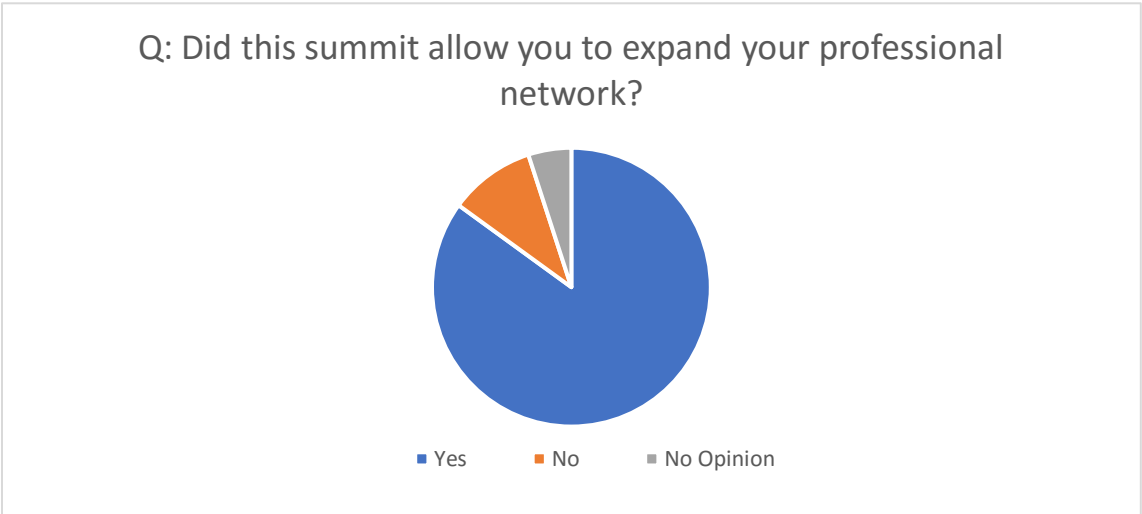|	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion
Did the summit present the challenges and the opportunities in order to increase the supply of skilled direct care and paraprofessional healthcare workers in my organization?	0%	0%	7%	40%	46%	7%
Did the Summit introduce selected innovative and effective community/area wide workforce initiatives that are proving effective and offer the prospect of replicability?	0%	2%	10%	35%	45%	8%
Did the summit present major						

financial and in-kind resources together with information as to how they can be accessed?	0%	2%	33%	30%	23%	12%
Did the Summit present initial ideas for an action plan in place that will address barriers to recruitment, retention, and career path development?	0%	2%	21%	30%	35%	12%

Survey Participant Comments

Attendees believed that the Summit accomplished its goals. However, several felt the Summit fell short in not focusing on issues related to persons with disabilities.

Quantitative Questions

Participants were asked two "yes/no" questions regarding achievement of Summit goals. The percentages of response are represented in the Charts below.

Q: Did this summit allow you to expand your professional network?

■ Yes   ■ No   ■ No Opinion

Q: Do you feel you received the tools necessary to implement change?

■ Yes   ■ No   ■ No Opinion
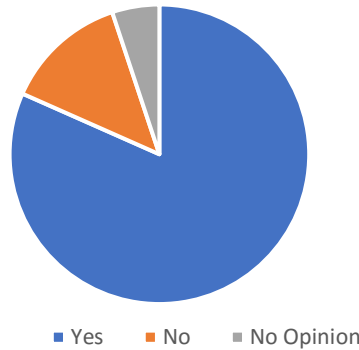
Table 7. Overall Summit Rating

Clearly Addressed:	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion
What is your overall rating of the Workforce Development Summit?	0%	1%	13%	43%	40%	3%

Table 8. Quality Measures

	Low 1	2	3	4	High 5	No Opinion
Please rate the level of service you received from our team:						
Pre-Program communications	0%	0%	3%	21%	63%	13%
Level of service/support during program delivery	0%	0%	0%	30%	60%	5%
Please rate the quality:						
Hotel/Location	0%	0%	5%	15%	65%	15%
Meeting Space/ Cleanliness/Temperature	8%	8%	16%	22%	36%	10%
Length of session/symposium	2%	2%	10%	35%	41%	10%
Meal quality, variety, and presentation	0%	0%	7%	23%	63%	7%
Hotel service and attentiveness	0%	0%	3%	30%	46%	21%

Survey Participant Comments

The facilities and the site location were both highly rated. While the facilities temperature was a bit cool, all else was very pleasant.

Qualitative Data

Attendees were asked to respond to: "If you were to recommend improvements for this program, what changes would you make? What topic/s would you add or delete?"

Observations and Recommendations:

1. Some recommended that there be more time to network with opportunities for facilitated discussions amongst attendees.
2. There was a call for more information regarding tools that are providing effective toward enhancing the recruitment and retention of direct care workers.
3. Requests were made as to how information and resource materials used and referenced by presenters will be made available.

Next Steps

A Steering Committee will be convened in December to develop an Action Plan that addresses the several issues identified at the Summit. The Plan is expected to be completed for implementation by the Spring of 2018.

For the report covering the Summit proceedings, the power point presentations used at the Summit plus all reference and resource materials will be available on the Willging website at http://www.paulwillgingendowment.org/2017summit.