

Evaluation Shows QC3's Training Methods Are Successful
A QC3 Training Update for DHS County Offices January 2010

The Michigan Quality Community Care Council (QC3) contracted with the Developmental Disabilities Institute(DDI) at Wayne State University for an independent evaluation of our trainings. We wanted to test our delivery methods, develop survey instruments that helped us evaluate trainings and trainers on an ongoing basis, and determine the level of knowledge retention over time. Eight trainings covering three topics were chosen for the evaluation. The topics were Dementia II, Dementia III, Home Skills: Culture of Cleaning, and Home Skills: Meal Planning, Shopping and Food Safety.

The QC3 uses adult-centered learning techniques to deliver trainings. The individuals delivering our trainings include university professors, QC3 staff, peer trainers and outside contractors. Training participants are given satisfaction surveys which ask about the different tools used during the training as well as their sense of the knowledge and skill of the instructor(s). Additionally, there were pre-and post-tests based on the actual content of the training followed by a phone call one month later to see what content had been retained.

Overall, the results showed that participants retained content knowledge from the trainings, and that they agreed or strongly agreed that the instructors and tools contributed to their learning the material. DDI was able to make suggestions on areas of improvement as well. Areas of improvement included clarifying the survey questions and strengthening sections of the curricula where there was some indication that the key points of that section were not being absorbed. Staff are working on the areas of improvement while continuing to plan high quality trainings for Providers and Consumers of Home Help.

Last year, Providers from the following counties attended a QC3 training: Genesee, Wayne, Oakland, Macomb, Kent, Saginaw, Muskegon, Bay, Van Buren, Otsego, Ionia, Montcalm, Newaygo, Allegan, St. Joseph, Cass, Montmorency, Antrim, and Crawford. This year's training schedule is equally broad. The QC3 is able to deliver these trainings thanks to the support of the Michigan Department of Community Health and local partners. For questions or additional information, please contact Marilyn Arndt, Outreach and Project Director, at marndt@mqccc.org or 1-800-979-4662, ext. 113.