

Leadership Academy 2010 Evaluation

May 2010



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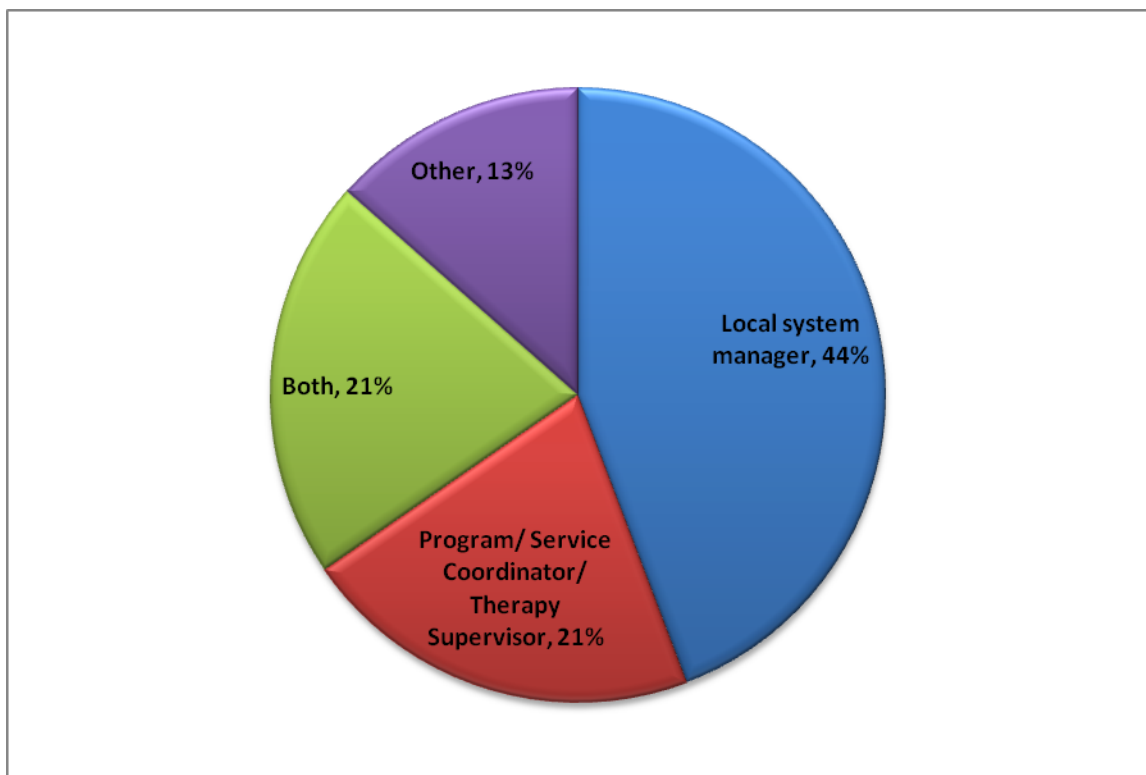
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Leadership Academy 2010 Evaluation

A total of 53 participants of the 2010 Leadership Academy completed an evaluation form of the professional development. Most of the participants are local system managers, as indicated on Chart 1.

CHART 1. PRIMARY ROLE OF LEADERSHIP ACADEMY PARTICIPANTS



Most of the participants have been in this role only a short time. About one-third of the participants have less than four years of experience and another one-third have only 4 – 8 years of experience. Only five participants have at least 20 years of experience.

Ratings of Quality

Table 1 reflects the ratings of the presentations, organization of the Leadership Academy, and accommodations. Among the 53 respondents, the most highly-rated items were the hotel staff and services, the registration process, and the logistics and planning of the Leadership Academy. High ratings were given to the variety of topics, high quality presentations, ability to network, the academy overall, and the academy offering new information and meeting stated objectives.

The specific presentations were also rated high, with the exception of the collaboration panel and the “Dollar and Cents of Fiscal Management” presentations.

TABLE 1. RATINGS OF THE LEADERSHIP ACADEMY PRESENTATIONS, ORGANIZATION, AND ACCOMODATIONS (N = 53)

	Average¹	% Rating Excellent
Hotel staff, services, and amenities	4.81	87%
Registration process	4.88	91%
Logistics and planning	4.88	89%
Presentations offered a variety of topics and content	4.13	34%
Delivered high quality presentations	4.21	36%
Presentations offered new information and ideas	4.08	28%
Academy gave you a chance to network and learn from colleagues	4.30	51%
Keynote session--Walsh	4.23	40%
Keynote session--Catlett	4.08	38%
Collaboration panel	3.67	15%
Part C Data Monitoring and Compliance	4.25	38%
DMAS Data	4.12	34%
Quality Management Review	4.40	45%
Dollars and Cents of Fiscal Management	3.56	15%
Academy met stated objectives	4.02	28%
Overall Leadership Academy	4.02	26%

¹ Excellent=5; Average=3; Poor=1

In contrast to the other presentations, both the collaboration panel and fiscal management presentations received more scores of “average” than “excellent.” It is important to note that although the Fiscal Management presentation was an open Q & A session, few questions were asked and the session ended earlier than anticipated. The lack of questions, coupled with the lower scores of the Fiscal Management session, suggests that the issue was more about participants reaching a level of information saturation than that the session was ineffective. In fact, many participants later suggested more time for Q & A and a need for greater discussion.

Most Useable or Relevant Aspect of the Leadership Academy

In response to the open-ended question about the most useable or relevant aspect of the Leadership Academy, the vast majority commented about the usefulness of the information related to Quality Management Review and DMAS data and reports. “Preparation for QMR—helpful to see review form,” wrote one attendee. Several other participants indicated that the Part C monitoring and compliance presentation was the most relevant and useful. Others commented about the value of learning how to use data for program planning and improvement

Three participants indicated that the entire Leadership Academy was very useful. “I learned a great deal from all the sessions,” wrote one participant. Some other participants commented that learning about EBP and accountability, fiscal management, and leadership was very useful.

A few commented that the most useful or relevant aspect came from the format of the Leadership Academy. Participants indicated how much they liked the small group activity related to funding, while others benefited from the networking opportunities. One wrote, “I liked the mixture of content, the leadership components and the concrete how to. The group problem solving was a great way to present the CQI process.” Another commented that the most useable or relevant aspect was the “Emphasis on drill down and strategic planning as priorities vs reactionary responses.”

Information Participants Would Have Liked at the Leadership Academy

In responding to the question, “What do you wish you would have received from this Leadership Academy?,” the most common responses referred to additional information about DMAS data and reports, budget and expenditures reporting, and Quality Management Review. Several participants indicated that they would have liked the content of the first day shortened and the information from the second day expanded.

Other participants wanted additional information about fiscal management, Part C data monitoring, evidence-based best practices, and how to use data for program

planning and improvement. Several commented that they needed more practical information.

Some of the major points made about what they wished they had received from the Leadership Academy include:

- More time to talk about DMAS data and QMR. Expenditure report information.
- Financial form guidance—help with Med. Reports—cannot access them.
- More details about what will be inferred from the Medicaid claims/enrollment/discharge reports—how will this process work (specifically, will it include the LSM?)
- Less time on the day 1 activities—leadership info. More time on Medicaid forms and that process and the EXPENDITURE REPORTS!
- More of 2nd day items (i.e., more workgroups on each area of CAPSEP) more on budget reporting.
- More sessions like DMAS data and QMR--Practical information is needed.
- Demonstration of leadership from state office, in conjunction with vision, etc. More opportunity for dialogue and Q&A for priorities identified. Professional development plans info. TCM.

Feedback About the Leadership Academy

The evaluation form included the opportunity for participants to provide any kind of feedback about the event. In response, 14 participants wrote about the strengths of the event; four wrote about weaknesses; ten offered suggestions for improvement; and nine indicated that the event was good, but that they needed additional time. The strengths centered around how well the event was organized and planned, while the weaknesses typically referred to feeling a lack of clarity and frustration from not being able to participate in more in-depth discussion.

The suggestions for improvement and those who wrote about needing additional time often referred to needing more of the information being offered on the second day. The second-day presentations about Part C data monitoring and compliance, DMAS data and reporting, and Quality Management Review seemed to be a much more critical need than their need for information about early intervention leadership. Appendix A lists all the feedback provided about the event, grouped by strengths, weaknesses, suggestions for improvement, and comments about the event being good but needing additional information or resources.

Appendix A: Feedback About the Leadership Academy

STRENGTHS:

- Excellent food and service. Nice job to all! Thank you!
- Academy was obviously very well organized and prepared. Presenters were experts in their fields. Appreciate all you've done.
- Very well organized. Kept to schedule, relaxed, and friendly atmosphere.
- Great food, great facility, great training.
- Very informative.
- Thank you for the work and planning, the wonderful food. ☺
- Presenters were very responsive to questions. Handouts are great resources!
- I feel that current early intervention providers in addition to local systems managers and program supervisors will be identified to participate in future leadership academies! Thanks.
- Time was good. I like that there were not lots of scheduled breaks—these always over-run, allowing people to just “break” as needed. Information is pertinent to audience. Good breakouts and activity with challenges/opp/etc. was good.
- Well planned. Very helpful info [?] many pieces of transformation. Liked timing of sessions [?] structured breaks. Very good, new information.

WEAKNESSES:

- I know we are all learning the new EI initiative process, but answers from Part C staff regarding questions are very vague, often needing more consideration. It is very difficult for LSMs/providers/SC, etc. to know what to do when Part C staff often isn't sure either.
- I didn't feel the 1st day was particularly helpful especially evidence based practice.
- Very disappointed that specific needs and questions were not addressed. [the academy] met what you stated [as objectives] but not what was expected after input. Why was our input necessary if not considered.
- Felt like I left with more questions than answers.

GOOD BUT NEEDED MORE TIME ON SOME TOPICS (PARTICULARLY SECOND DAY TOPICS)

- Keynote speakers were very good, but we are at a place right now where we need info on day to day practices. Needed more time for Day 2 topics esp. DMAS.
- Lots of good info—lack of time to fully absorb!
- I think you provided a workshop/conference that met your needs and objectives. However, it really didn't meet my most pressing needs. I appreciate having these 2 days over having nothing and appreciate the staff and presenters. I just feel more overwhelmed now than I did 2 days ago. ☹️
- QMR session was very informative. Panel was good but info was not new and would have liked more time on DMAS reports and QMR.
- Hotel: wonderful! Loved the new chairs, lunch was great. More than enough food. Main room rather cold. Content: I thought that keynote presentations and collaboration panels were fine—nice information and well presented; however this was not the information that I needed. I would have liked more time to address specifics—more time of the concurrent sessions, more information on finances/reporting and more information on QMR. There was not enough new information on the first day to justify the time to attend. I would have liked to use that time to address other areas of need.
- You could tell a lot of hard work [went] into preparing for the two days of the academy, but feel we are going home with more questions than answers.
- 1) Large room/breakout session too cold. 2) Cut back on food—too many snacks, etc. 3) Love, Love, Love Hotel Roanoke 4) 2nd day needed at least 1 formal break—too much info without time to process.
- Critical information, good and useful information. Not enough time to thoroughly explore requirements, make cross references to manuals and ask questions.
- Thanks—this was a meaningful event. An extra training/TA is needed at a separate time. Please involve the TCM reviewers (ID/MH) in this and allow many hours—webinar would be fine.

SUGGESTIONS FOR IMPROVEMENT:

- LSMs are overwhelmed and morale is low. Would be nice to get a “thank you” for our work. Would be nice also to focus on strengthening the relationship between LSMs and the Pt C office.
- The shorter sessions really needed to be longer!
- More breaks—official.
- We need more training and providers need more training.
- Remember that program managers need info as well as system managers.
- 1st day session was not helpful as 2nd day. Need more hands-on activities/ workgroups like 2nd day.
- QMR webinar would be good for private providers.
- Need more time to talk (especially on Monday.) We need a program/practice for system managers.
- The idea of doing leadership training is great, however, given the status of the local systems, this week would have been better spent on practical, how-to application. Catlett presentation would be better when we feel more grounded in what we need to know.
- The 1st morning was a disappointment. It was too global, nothing particularly new. The exercise resulted in information which had previously been provided. We need direction on expenditure, ARRA reports. Time could have [been] better spent in in-depth discussion on instruction. While there is stated recognition of the time demands on system managers, there is occasionally communication that we are somehow to blame for not getting things done. We have 3 jobs: Responsibility to county, Responsibility to state, Responsibility to feds. Each has a full set of demands that make some of this work done in a 40-50-60 hour week. Suggestion not having to do with conference: it would be helpful to have communications sent from 1 source at the state so finding information would be easier. I regularly spent 45 minutes to an hour/day looking for information because I don't know who sent it, the subject line doesn't clearly identify or it is buried in a long document.