



Connecticut Online Training Programs 2019

**Evaluation Report from Boston University
February 2020**



**Center for Aging and Disability
Education and Research**
Boston University School of Social Work

I. INTRODUCTION

The Center for Aging and Disability Education and Research (CADER) is dedicated to workforce development in the aging and the disability fields through educational innovation, workforce change, and research. Located at Boston University School of Social Work, CADER builds upon the School's historical commitment to aging and disability research and practice.

For this project, CADER collaborated with the Center on Aging at the University of Connecticut Health Center (UCHC) and Connecticut's Department of Social Services to provide a competency-based online training program that addresses the core skills, knowledge, and values needed for effective practice in the Money Follows the Person (MFP) program. The Connecticut Money Follows the Person (MFP) Training Program is comprised of six of CADER's online courses, which were reviewed and selected by Connecticut's Department of Social Services and the UCHC's Center on Aging. The six courses needed to receive a certificate were: (1) Core Issues in Aging and Disability; (2) Assessment with Older Adults and Persons with Disabilities; (3) A Guide to the Aging and Disability Networks; (4) Understanding Consumer Control, Person-Centered Planning and Self-Direction; (5) Mental Health in Options Counseling; and (6) Working with Informal Caregivers. Also, through this partnership, we offered the course "Understanding Consumer Control, Person-Centered Planning and Self-Direction" to MyPlace CT Partners. My Place CT Partners goal is to help older adults and people with disabilities utilize MyPlaceCT.org in order to tap into an array of information, explore options, make informed and navigate a complex system of services and supports.

CADER programs and courses apply a competency-based approach. Health and human service practice with older adults and people with disabilities is complex. It requires competence, professional judgment, and critical thinking to translate knowledge, skills, and values into effective practice behaviors.

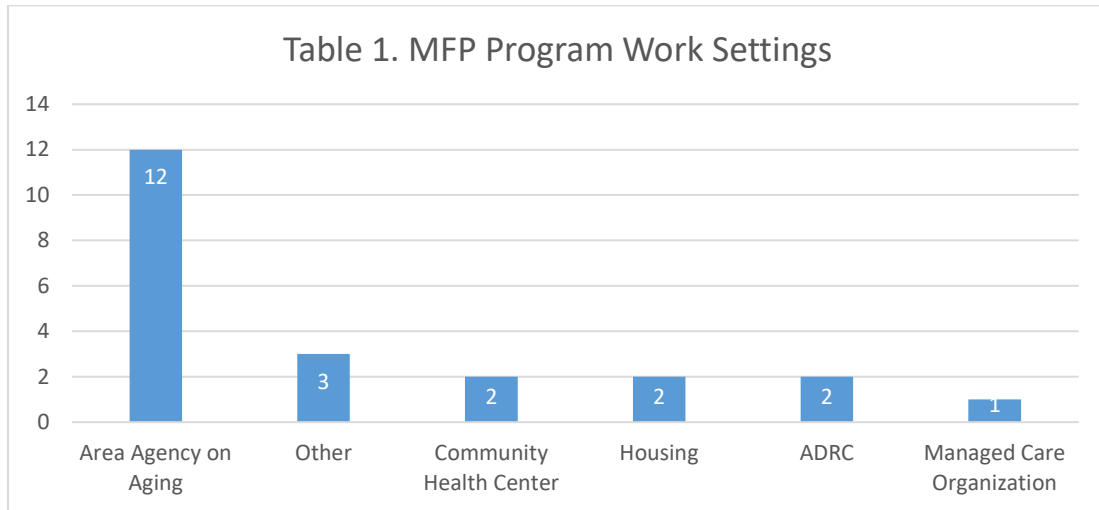
At the beginning and end of each course, participants are asked to rate their skill level using the following scale: 0 - Not skilled at all; 1 - Beginning skill; 2 - Moderate skill; 3 - Advanced skill; 4 - Expert skill. At the end of each of the courses, participants are also asked to complete a course evaluation in order to gauge whether they felt that the training benefitted their practice. Participants rate their satisfaction level with each course using a scale of one to five (1 - Strongly Disagree; 2 - Disagree; 3 - Neutral; 4 - Agree; 5 - Strongly Agree). Participants are also asked for their opinions on course improvements and what other types of courses they would like to see offered through CADER. The demographic profile, pre- and post-competency results, and course evaluation results are presented below for each of the courses in this training program.

II. LEARNER PROFILE

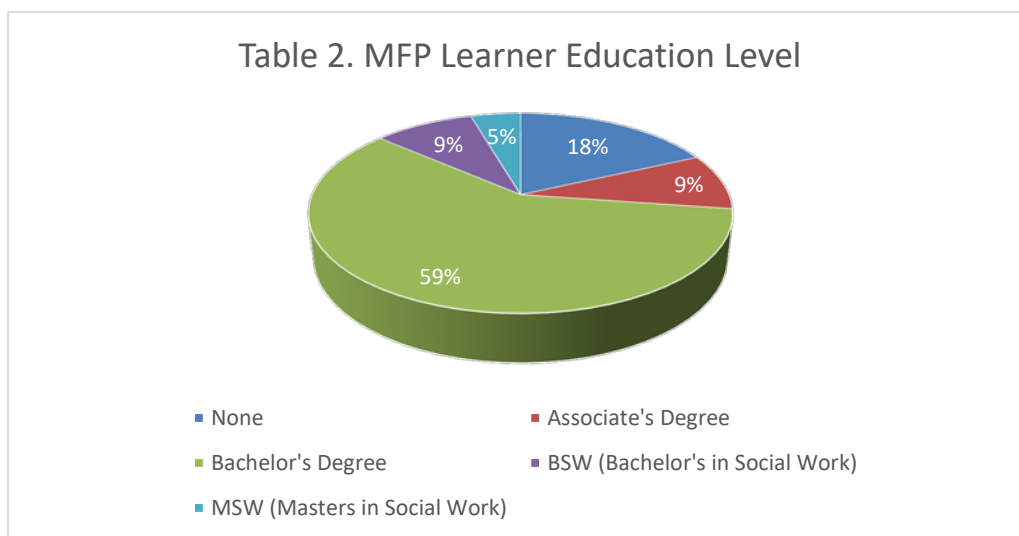
In the 2019 cohort, there were twenty-two (22) enrollees in the Money Follows Person (MFP) program and eighteen (18) enrollees in the MyPlace training program. The demographic information and competency changes from this 2019 cohort are included below.

Connecticut Money Follows the Person (MFP) Training Program

Of the 22 participants who enrolled in the 2019 MFP Training Program, 82% (18) identified as female and 18% (4) identified as male with an average age of 28 years old. Thirteen participants (59%) self-identified as White, six (27%) self-identified as Hispanic/Latino, and three (14%) self-identified as African-American/Black. Most participants work in an Area Agency on Aging. See Table 1 below for the various work settings identified in the MFP Training Program.



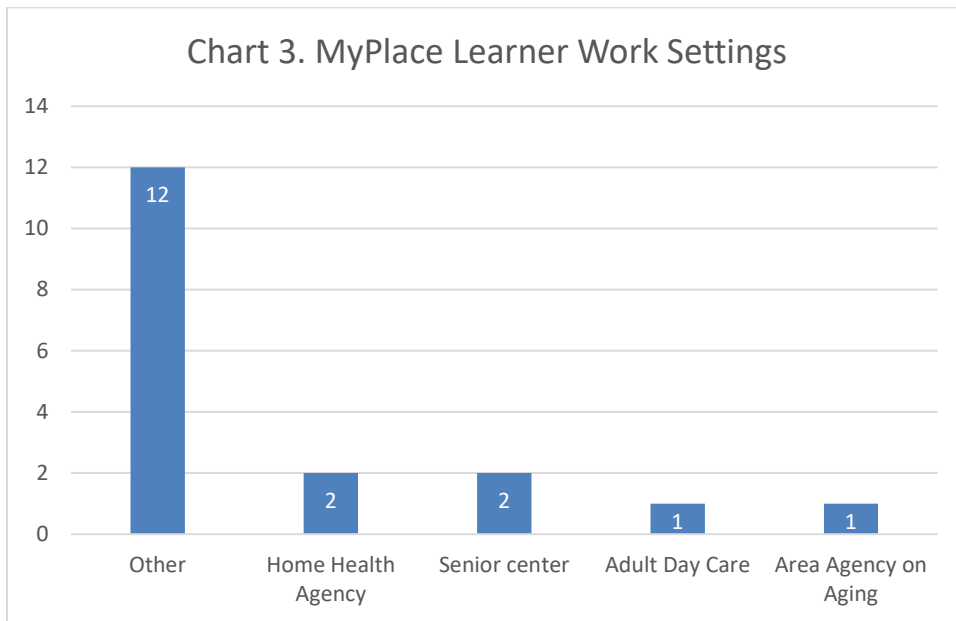
Approximately 82% of the participants had some higher education degree with most having a Bachelor’s degree. See Table 2 below.



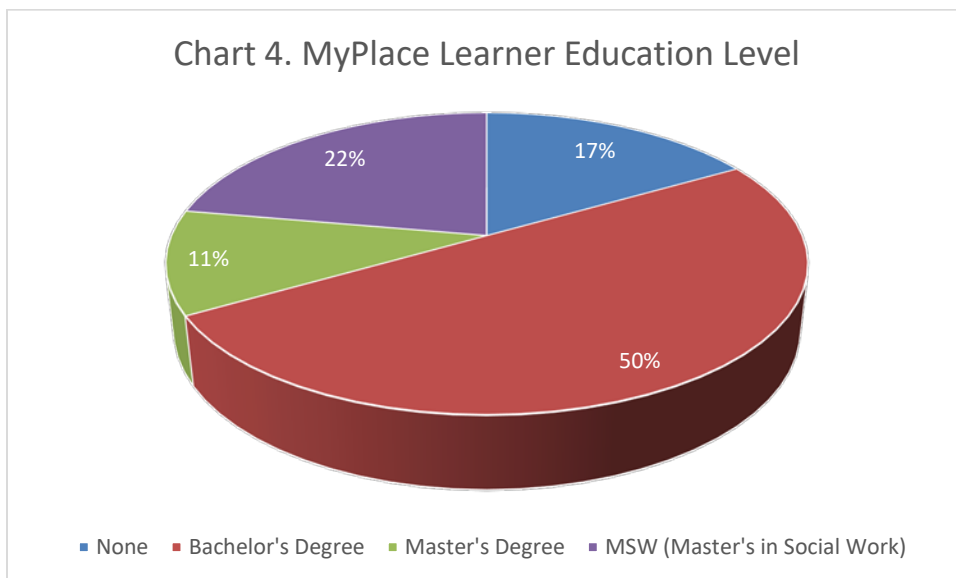
MyPlace Training Program

Of the 18 learners who enrolled in the MyPlace training program, 68% (15) identified as female and 14% (3) identified as male with an average age of 45 years old. Fifteen learners (68%) self-

identified as White, one (5%) self-identified as African American/Black, one (5%) self-identified as Hispanic/Latino, and one (5%) self-identified as Asian. Most participants indicated that they work in “Other” work settings beyond those provided (e.g., Homemaker Companion Agency, Research, Town Social Worker, and Nutritional Support Services). See Table 3 below for the work settings reported for this program.



Approximately 83% of learners (15) reported holding some higher education degree with most having at least a Bachelor’s degree. See Chart 4 below.



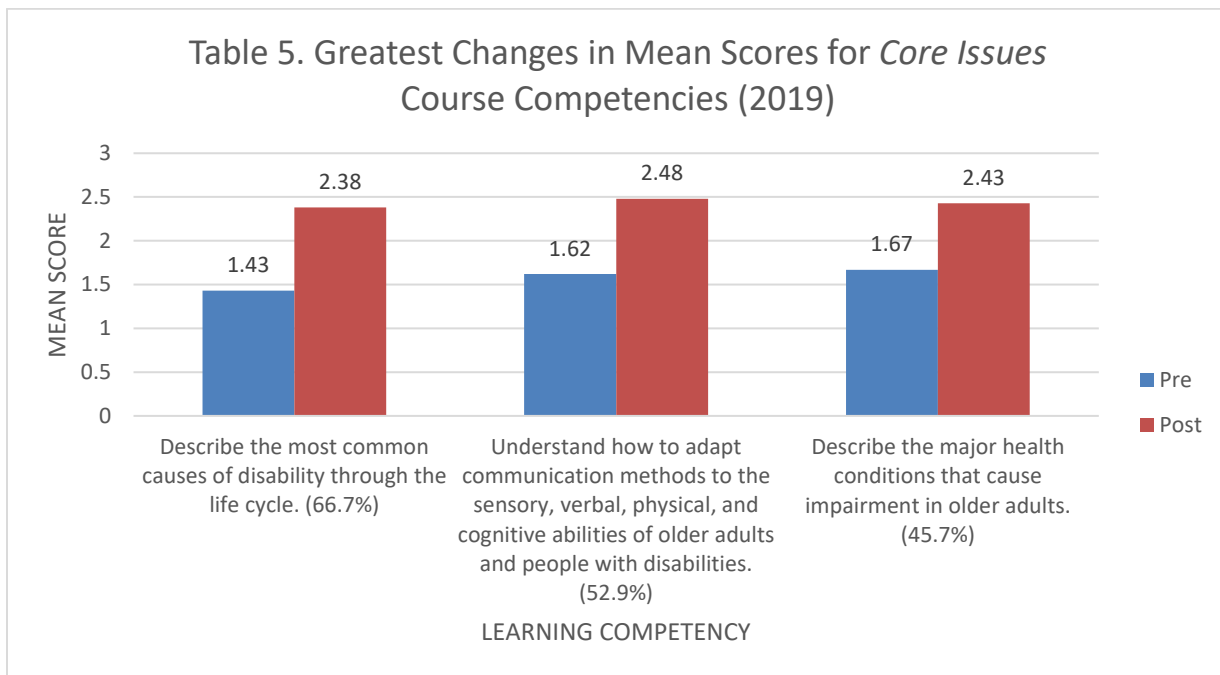
III. COURSE RESULTS

Connecticut Money Follows the Person (MFP) Training Program (6-course program)

Twenty-two (22) learners enrolled in and completed the Money Follows the Person (MFP) Training Program in the 2019 cohort. Analysis of their pre- and post-assessment scores as well as their course evaluation feedback is presented below.

Course #1: Core Issues in Aging and Disability

Twenty-one (21) out of the 22 completers (95.5%) answered the pre- and post-assessment questions for this course. Increases in scores from pre-test to post-test across all competencies ranged from 38.5% to 66.7%. The increases in mean scores from pre-test to post-test were statistically significant across all eight competencies. The competencies with the greatest increases in mean scores from pre-test to post-test in this course are outlined in Table 5 below.



Participants rated the course positively.

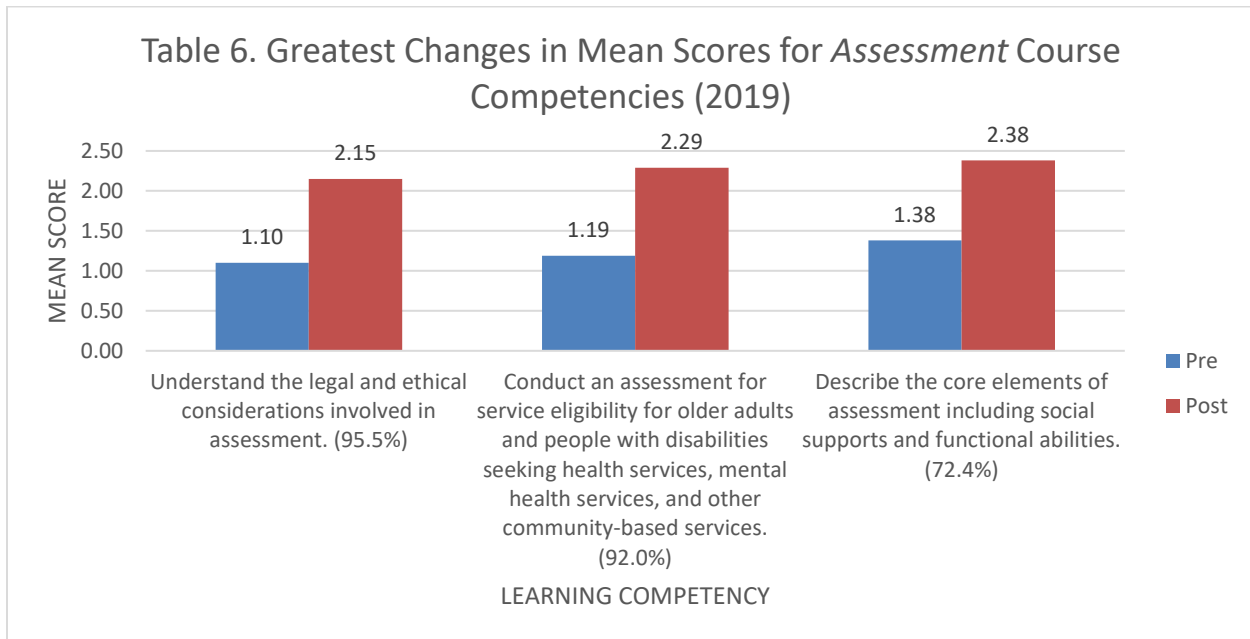
- Ninety-five percent (95%) of participants agreed or strongly agreed that the training will help them in their work with older adults and/or with people with disabilities.
- Ninety-five percent (95%) agreed or strongly agreed that the training enhanced their ability to discuss the basic issues related to disability and aging.
- Ninety-five percent (95%) agreed or strongly agreed that the training expanded their knowledge and understanding in the topic area.

Participant feedback about the course included:

- *This course is amazing and very useful for this field and just society in general. I feel if more people were able to have access to this we would see a difference in how the elderly, people with disabilities, and just overall humanity be treated differently.*
- *The information provided in this module was very useful to my job. I think I got a lot of valuable knowledge. I liked that it was arranged in such a way that one does not feel overwhelmed. Rather, it is presented in small chunks of information so one can take it in before proceeding.*

Course #2: Assessment with Older Adults and Persons with Disabilities

Twenty-one (21) out of the 22 completers (95.5%) answered the pre- and post-assessment questions for this course. Increases in scores from pre-test to post-test across the competencies ranged from 18.8% to 95.5% after participants had completed this course. The increases in mean scores from pre-test to post-test were statistically significant for eight out of the nine competencies. The three competencies with the greatest increases in mean scores from pre-test to post-test in this course are outlined in Table 6 below.



Participants rated the course very positively.

- Ninety percent (90%) agreed or strongly agreed that the training will help them in their work with older adults and/or with people with disabilities.
- Ninety-five percent (95%) agreed or strongly agreed that the training would help them apply practice skills in the topic area.

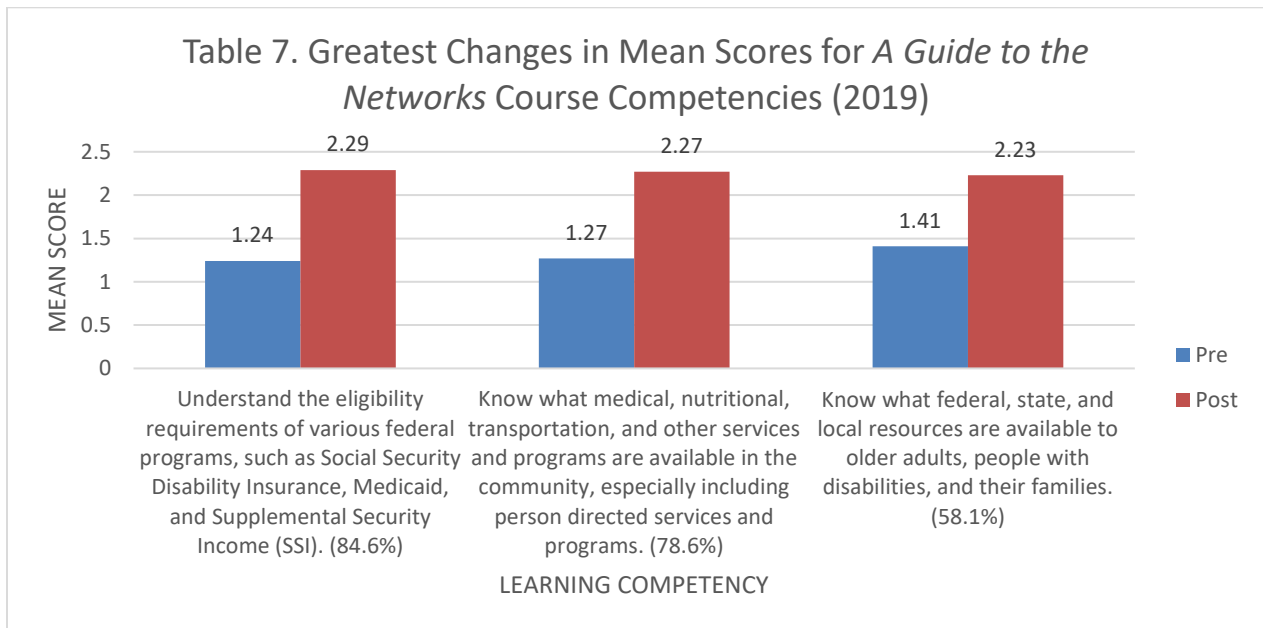
- Ninety-five percent (95%) agreed or strongly agreed that the training enhanced their ability to explain how the assessment process supports choice, self-determination, and participation.

Participant feedback about the course included:

- *This course was very educational and I feel that I learned a lot.*
- *This course was very informative. It will help me as I move forward in this job.*

Course #3: A Guide to the Aging & Disability Networks

All 22 completers (100%) answered the pre- and post-assessment questions for this course. Increases in scores from pre-test to post-test across the competencies ranged from 15.9% to 84.6% after participants had completed this course. The increases in mean scores from pre-test to post-test were statistically significant for five out of the six competencies. The three competencies with the greatest increases in mean scores from pre-test to post-test in this course are outlined in Table 7 below.



Participants rated the course positively.

- Eighty-six percent (86%) agreed or strongly agreed that the training will help them in their work with older adults and/or with people with disabilities.
- Eighty-six percent (86%) agreed or strongly agreed that the training expanded their knowledge and understanding in the topic area.

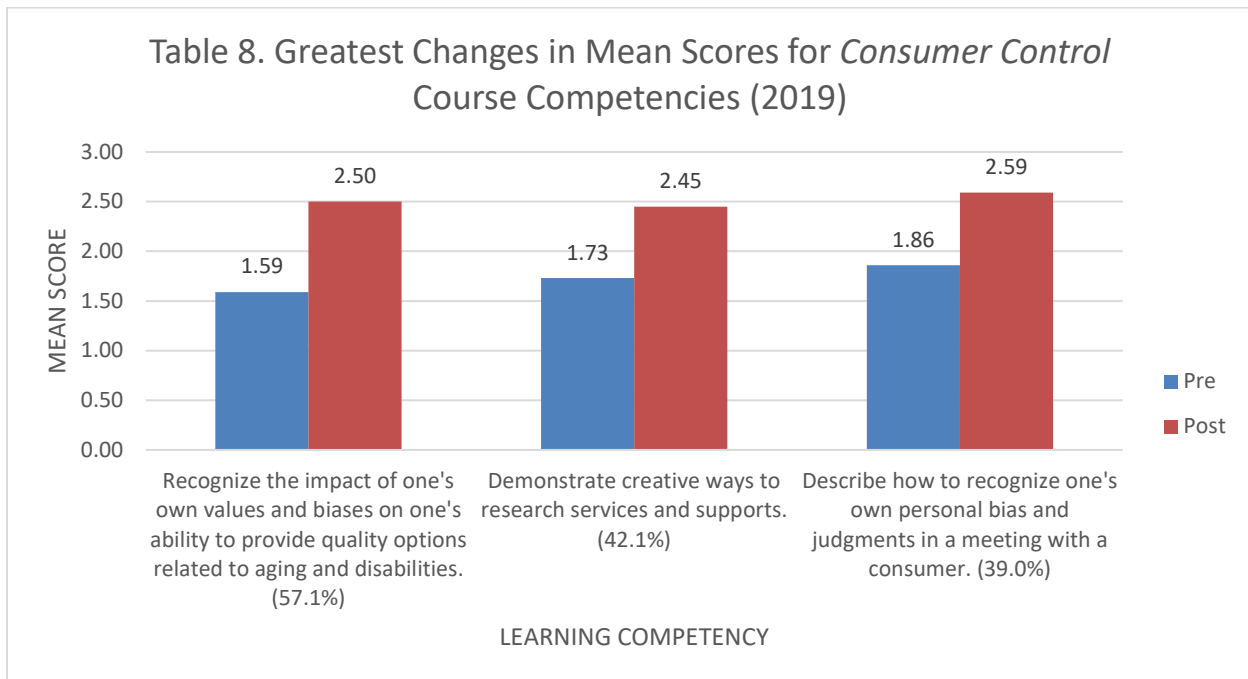
- Eighty-six percent (86%) agreed or strongly agreed that the training enhanced their ability to discuss methods for identifying and accessing resources for older adults and their families.

Participant feedback about the course included:

- *This particular course was very informative and most necessary towards my needed skillset.*
- *Course was well thought out and presented.*
- *This course was very informative and will help me as I move forward in this job.*

Course #4: Understanding Consumer Control, Person-Centered Planning, and Self-Direction

All 22 completers (100%) answered the pre and post questions for this course. Due to the release of a revised course mid-way through the program, we were only able to match four out of the 10 pre-post questions. Increases in scores from pre-test to post-test across the competencies ranged from 10.0% to 57.1% after participants had completed this course. The increases in mean scores from pre-test to post-test were statistically significant in three out of the four competencies measured. The competencies with the greatest increases in mean scores from pre-test to post-test in this course are outlined in Table 8 below.



Participants rated the course positively.

- Eighty-six percent (86%) agreed or strongly agreed that the training enhanced their ability to identify decision-making tools to use with consumers.

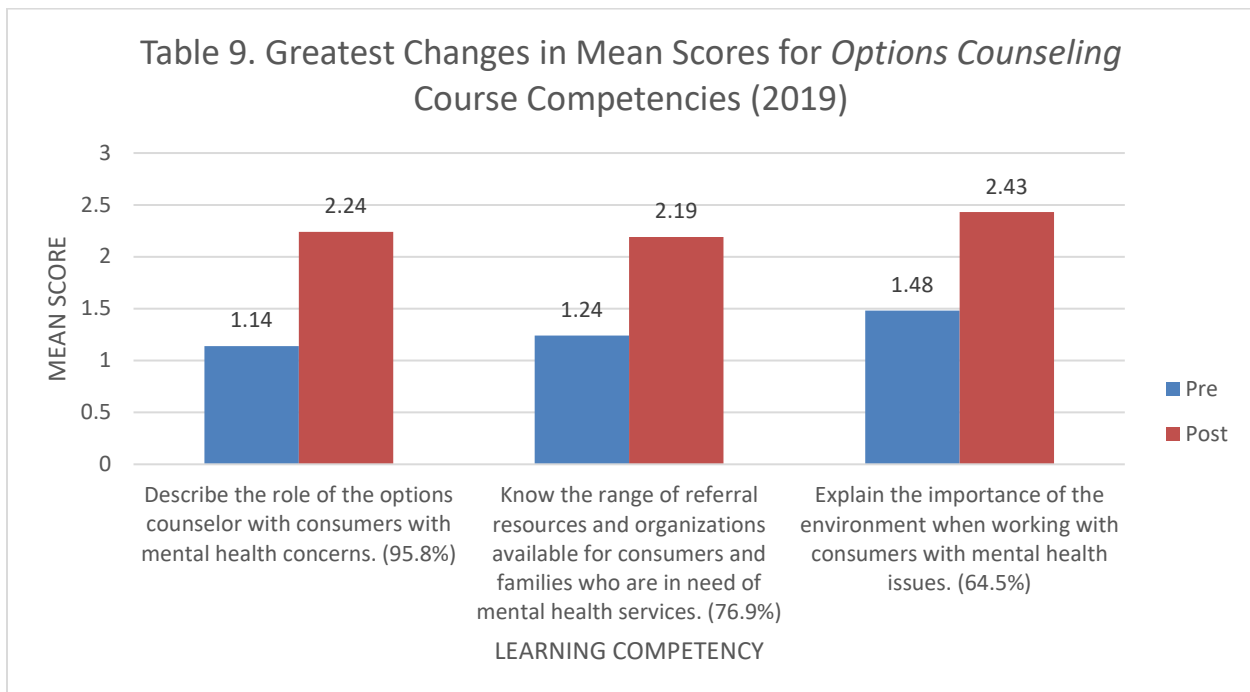
- Eighty-six percent (86%) agreed or strongly agreed that the training expanded their ability to explain how their work is consumer controlled.
- Eighty-two percent (82%) agreed or strongly agreed that the training would help them apply practice skills in the topic area.

Participant feedback about the course included:

- *This course was very informative and will help; me as I grow into this job moving forward.*
- *Course was well put together and informational.*
- *Very helpful.*

Course #5: Mental Health in Options Counseling

Twenty-one (21) out of the 22 completers (95.5%) answered the pre and post questions for this course. Increases in scores from pre-test to post-test across the competencies ranged from 26.3% to 95.8% after participants had completed this course. The increases in mean scores from pre-test to post-test were statistically significant in nine out of the ten competencies. The three competencies with the greatest increases in mean scores from pre-test to post-test in this course are outlined in Table 9 below.



Participants ratings are outlined below.

- Seventy-one percent (71%) agreed or strongly agreed that the training improved their understanding of the importance of communication skills in interacting with consumers, families, and caregivers.
- Seventy-one percent (71%) agreed or strongly agreed that the training enhanced their ability to identify the different perspectives on mental health.
- Seventy-one percent (71%) agreed or strongly agreed that the training helped them understand the importance of options counselor self-reflection.

Participant feedback about the course included:

- *This course was really interesting and what I learned here will help me with my job.*
- *Course was very descriptive and helpful.*

Course #6: Working with Informal Caregivers

All 22 completers (100%) provided course evaluations and rated the course positively.

- Eighty-six percent (86%) agreed or strongly agreed that the training improved their ability to describe the different roles caregivers perform.
- Eighty-two percent (82%) agreed or strongly agreed that the training expanded their knowledge and understanding in the topic area.
- Eighty-two percent (82%) agreed or strongly agreed that the training would help them apply practice skills in the topic area.

Participant feedback about the course included:

- *Very informative course.*
- *I found this course to be very educational and well thought-out. No issues or concerns.*
- *This course was helpful. I learned a lot that will help me as I move forward in my job.*

MyPlace 2019 Training Program (1-course program)

Of the eighteen (18) learners who enrolled in the MyPlace training program, seven (7) completed the program's coursework. Two (2) of these participants submitted both pre- and post-competency self-assessments. Therefore, there is insufficient data for this cohort to compare mean scores from pre-test to post-test across the course competencies. All seven (7) of the participants who completed the program, however, did submit course evaluations.

- One hundred percent (100%) agreed or strongly agreed that the training expanded their knowledge and understanding of the topic area.

- One hundred percent (100%) agreed or strongly agreed that the training enhanced their understanding of the history of aging and disability policy.
- One hundred percent (100%) agreed or strongly agreed that the training improved their ability to identify decision-making tools to use with consumers.

Participant feedback about the program included:

- *I learned something new about social work and appreciate the job social workers do even more now.*
- *Personally I liked the inclusion of stories to paint a better picture of the various cases presented. This helped me to see how one case can have multiple challenges to be considered when making decisions when it comes to caring for the elderly. The history of Disability Rights was both informative and interesting.*
- *It was an interesting course to expand my knowledge.*

IV. COURSE QUIZ DATA BY TRAINING PROGRAM

Each of the courses in both training programs contained a course quiz at the end. Participants had to achieve a score of 80% or higher in order to receive a certificate of completion for each course. Overall, participants scored high on these quizzes, indicating a solid understanding of the course content.

Connecticut Money Follows the Person (MFP) 2019 Training Program (6-course program)

The following data are based on the first passing grades (above 80%) of the 22 learners who completed the MFP Training Program.

- Course 1: *Core Issues in Aging and Disabilities*. The average score of their first passing grade was 87%.
- Course 2: *Assessment in Practice with Older Adults & Persons with Disabilities*. The average score was 90%.
- Course 3: *A Guide to the Aging and Disability Networks*. The average score was 88%.
- Course 4: *Understanding Consumer Control, Person-Centered Planning and Self-Direction*. The average score was 87%.
- Course 5: *Mental Health in Options Counseling*. The average score was 87%.
- Course 6: *Working with Informal Caregivers*. The average score was 88%.

Connecticut MyPlace 2019 Training Program (1-course program)

The average first passing score (80% and above) of the seven (7) learners who completed the MyPlace Training Program was ninety percent (90%).

V. SUMMARY

Participants in the Money Follows the Person (MFP) 2019 cohort reported that they learned a significant amount of relevant information that they will use in their work with aging and disability populations. Highlights include:

- Eighty-three percent (83%) of participants in the 2019 cohort agreed or strongly agreed that the courses will help them in their work with older adults and/or with people with disabilities.
- Eighty-two percent (82%) of participants in the 2019 cohort agreed or strongly agreed that the training would help them apply practice skills in the topic area.
- The average quiz score for all six courses in the 2019 MFP Training Program was 88%.

Participants in the MyPlace 2019 cohort reported finding the course informative and helpful for their work with aging and disability populations. Highlights include:

- Eighty-six percent (86%) of participants in the 2019 cohort agreed or strongly agreed that the courses will help them in their work with older adults and/or with people with disabilities.
- Eighty-six percent (86%) of participants in the 2019 cohort agreed or strongly agreed that the training would help them apply practice skills in the topic area.
- Eighty-six percent (86%) of participants in the 2019 cohort agreed or strongly agreed that they would recommend this training program to their colleagues.
- One hundred percent (100%) of participants in the 2019 cohort agreed or strongly agreed that the training improved their understanding of how their world is consumer controlled.
- One hundred percent (100%) of participants in the 2019 cohort agreed or strongly agreed that the training enhanced their ability to describe their role as it pertains to consumer direction.
- The average quiz score for this course was 90%.