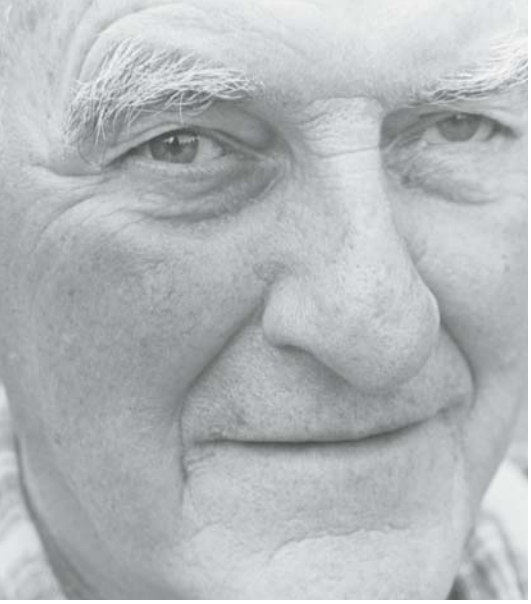
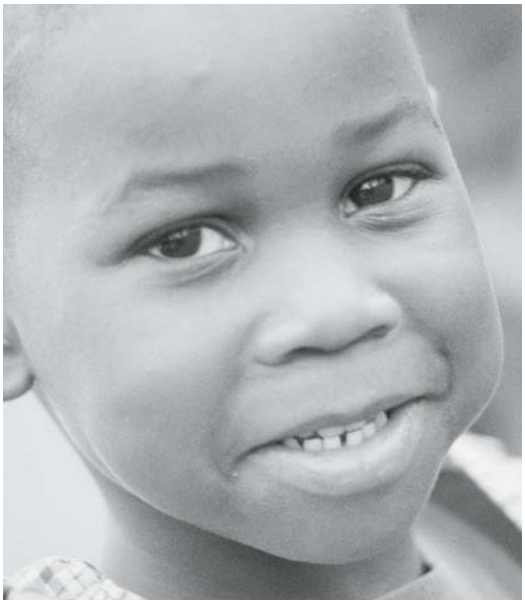


Georgia Aging and Disability Resource Connection Regional Training Workshop Evaluation Results

prepared for

Georgia Department of Human Resources
Division of Aging Services



Karen J. Minyard, Ph.D.
Executive Director

Georgia Health Policy Center

ADRC Regional Training Workshop Evaluation Results

Prepared for Georgia Department of Human Resources Division of Aging Services

By
The Georgia Health Policy Center

Glenn M. Landers
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August, 2008

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Executive Summary

In September 2006, Georgia was awarded funds by the Administration on Aging (AoA) and the Centers for Medicare and Medicaid Services (CMS) for two years to increase the knowledge and understanding of the ADRC model within and among the aging, disability, health care professional, and consumer communities. The goals were to be achieved through a series of training workshops around the state for the purpose of expanding viability.

In 2007, the Division of Aging Services (DAS) contracted with the Georgia Health Policy Center (GHPC) to evaluate the impact of the regional training on workshop participants. The training objectives were:

1. Educate the aging, health, and disability communities about the purpose and function of the ADRC;
2. Promote collaboration and partnership across the aging, disability, and health care professional networks;
3. Increase the understanding of the Enhanced Services Program (ESP) database;
4. Increase awareness of Georgia's Medicaid waivers and the Medicaid eligibility process; and,
5. Evaluate the effectiveness of the training.

GHPC and DAS used a summative evaluation framework that measured participants' gains in knowledge through the administration of a test at both the beginning and the end of the workshop. The test was also designed to measure changes in workshop participants' attitudes. Finally, the test was designed to measure the overall effectiveness of the workshop by incorporating questions related to workshop objectives. In all, 305 pre-tests and 249 post-tests were completed. Eighty-two percent of those who completed a pre-test also completed a post-test.

Based on the results of the pre- and post tests from each regional workshop, DAS met all of its intended objectives for ADRC training. Of note:

- Workshop attendees stating their knowledge of the ADRC and its function was excellent or good increased from 29 percent to 97 percent.
- Those stating their knowledge of Medicaid waivers and the eligibility process was excellent or good increased from 35 percent to 84 percent.
- Those stating their knowledge of the ESP database was excellent or good increased from 17 percent to 82 percent.
- One hundred percent of those who attended a workshop and completed a post-test stated the workshop was worth their time.

In response to a request from attendees for more frequent and/or local training, ADRC sites may wish to consider incorporating short training modules into their existing ADRC Advisory Committee meetings. Through regularly scheduled, localized training during an established meeting time, ADRC sites may be able to further the objectives of increased knowledge and collaboration and accomplish the call for increased outreach activities. ADRCs may also use this as an opportunity to expand their local Advisory Committees and, in so doing, respond to the request for more frequent information and contact with the ADRC.

Background

In 2003, the Federal Administration on Aging (AoA) and the Centers for Medicare and Medicaid Services (CMS) launched the Aging and Disability Resource Center (ADRC) grant initiative. The ADRC initiative has as its mission to provide a citizen-centered "no wrong door" approach to accessing the long-term care system in local communities. Central to the mission of the ADRC is the recognition that the elderly and individuals with disabilities use the same long-term care services and face many of the same barriers and frustrations when attempting to access needed information, support, and services within the long-term care system. The ADRC seeks to provide consumers an integrated system of access that reduces confusion and duplication of efforts among service providers in local communities. ADRC grantees develop entry points within their communities through the implementation of three central ADRC functions: information and awareness, assistance, and access to public and private resources related to long-term care needs. [1]

In September 2004, Georgia was awarded a three-year ADRC grant from the Administration on Aging and the Centers for Medicare and Medicaid Services. The grant resulted in the development of two pilot site ADRCs, one serving the Atlanta region and the other serving the greater Augusta region. In the FY2007 budget cycle, the Georgia General Assembly appropriated $700,000 to expand the ADRC model to three additional sites encompassing both Area Agency on Aging (AAA) and Mental Health, Developmental Disabilities and Addictive Diseases (MHDDAD) regions: Northeast Georgia, Coastal Georgia, and Southern Crescent.

In September 2006, Georgia was awarded additional funds by the AoA and CMS for two years to increase the knowledge and understanding of the ADRC model within and among the aging, disability, health care professional, and consumer communities. The goals were to be achieved through a series of training workshops around the state for the purpose of expanding viability.

In 2007, the Division of Aging Services (DAS) contracted with the Georgia Health Policy Center to evaluate the impact of the regional training on workshop participants.

Methods

GHPC evaluators met with DAS staff and the training workshop design committee from May 2007 through May 2008 to assist with the design of the training, develop a relevant training evaluation instrument, test the instrument, modify the instrument, and finalize the evaluation instrument with DAS input.

The training evaluation instrument was designed to measure the impact of five training objectives:

---

[1]The Lewin Group. Aging and Disability Resource Center Technical Assistance Exchange Website. *The Aging and Disability Resource Center Interim Outcomes Report*, accessed on 7.17.07 at: http://www.adrc-tae.org/documents/InterimReport.doc

1. Educating the aging, health, and disability communities about the purpose and function of the ADRC;
2. Promoting collaboration and partnership across the aging, disability, and health care professional networks;
3. Increasing the understanding of the Enhanced Services Program (ESP) database;
4. Increasing awareness of Georgia's Medicaid waivers and the Medicaid eligibility process; and,
5. Evaluating the effectiveness of the training.

GHPC and DAS used a summative evaluation framework that measured participants' gains in knowledge through the administration of a test at both the beginning and the end of the workshop. The test was also designed to measure changes in workshop participants' attitudes. Finally, the test was designed to measure the overall effectiveness of the workshop by incorporating questions related to workshop objectives. Copies of the pre- and post- test may be found in Appendices A and B.

Workshops were conducted in the following regions:

Northeast; Athens	June 11, 2008
CSRA; Augusta	June 17, 2008
Coastal; Savannah	June 25, 2008
Southern Crescent/Northwest; Marietta	August 13, 2008
ARC/Metro Atlanta	August 20, 2008

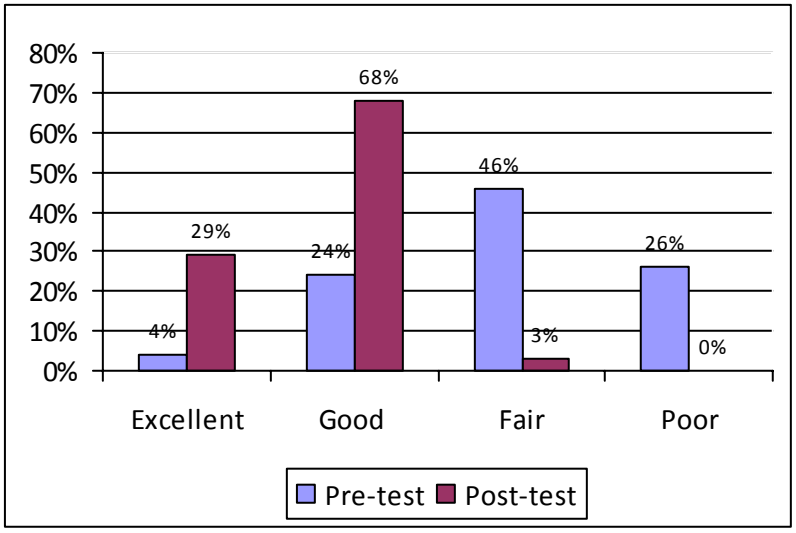
The pre-test was administered at the beginning of each workshop prior to the delivery of any educational content. Tests were collected as completed, and blank, unused tests were removed from participant tables at the first break. The post-test was conducted after the delivery of all educational content but before the conclusion of the workshop. Tests were collected as completed, and blank, unused tests were removed from participant tables.

In all, 305 pre-tests and 249 post-tests were completed. Eighty-two percent of those who completed a pre-test also completed a post-test.

Results

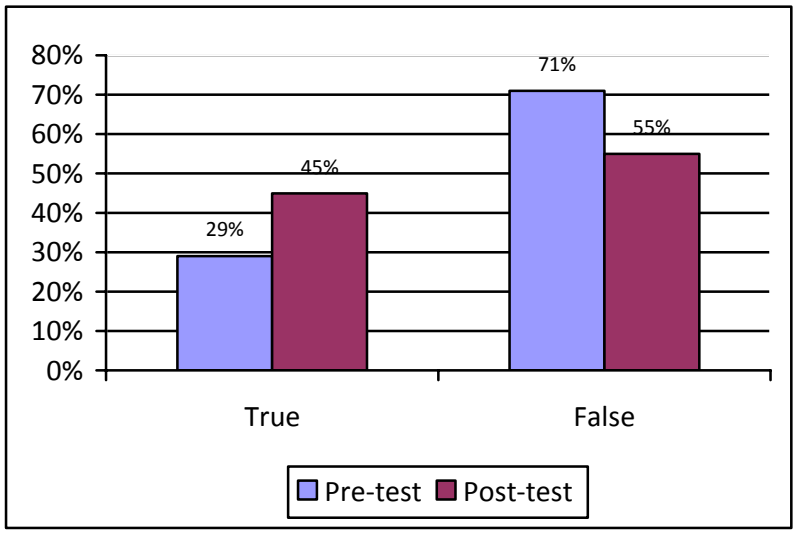
The first evaluation question was designed to measure the workshop's first objective: educate the aging, health, and disability communities about the purpose and function of the ADRC. Results of the pre- and post-tests follow.

Question1: My knowledge about the Aging and Disability Resource Connection in Georgia is:



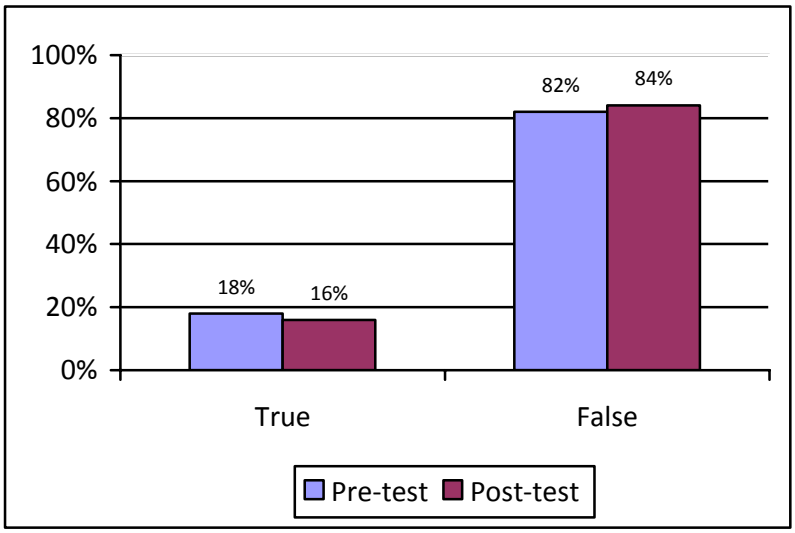
The second, third, and fourth questions were designed to measure the workshop's fourth objective: increase awareness of Georgia's Medicaid waivers and the Medicaid eligibility process.

Question 2: Determination of a consumer's cost share for a Medicaid waiver is determined only by the consumer's income.

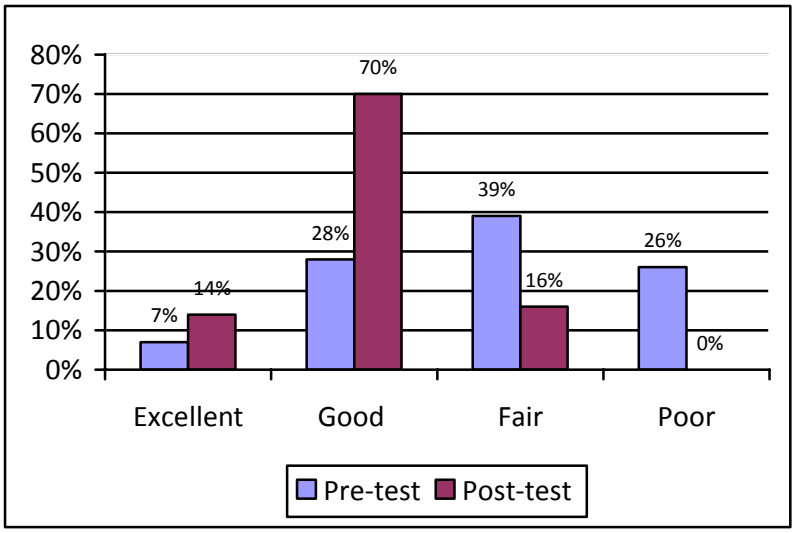


The correct answer to question 2 is false; however, it was determined after the fourth training session that this question is somewhat nuanced: in addition to a consumer's income, one must account for income disregards. This may not have been clear to workshop attendees.

Question 3: A consumer cannot receive services from one Medicaid waiver while being on the waiting/planning list for another Medicaid waiver.



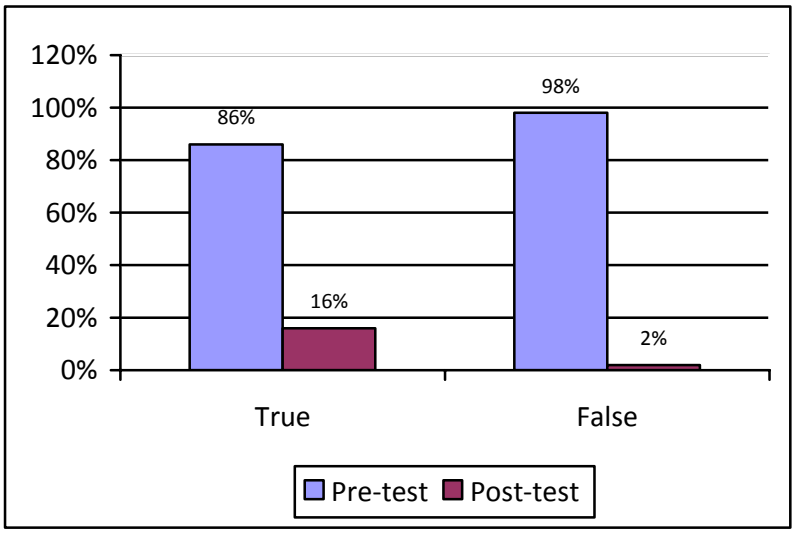
Question 4: My knowledge about Georgia's Medicaid waivers and eligibility process is:



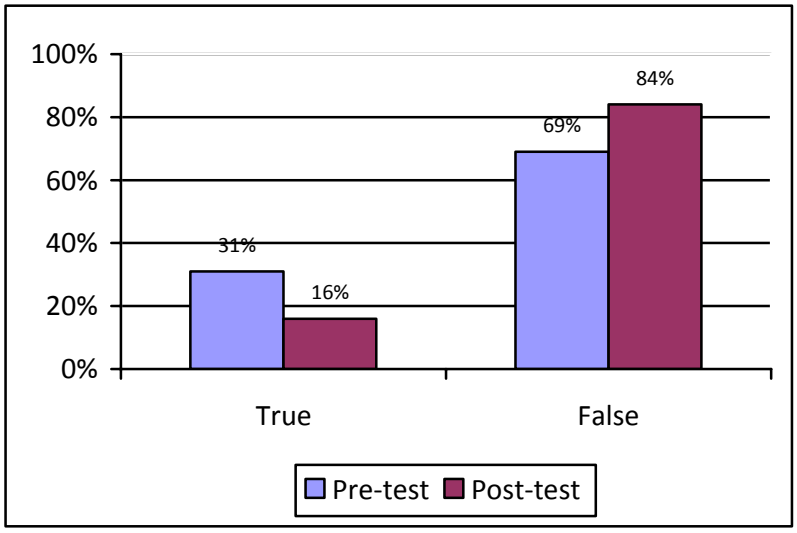
Eighty-four percent of workshop attendees said their knowledge of Georgia Medicaid waivers and the eligibility process was excellent or good after the workshop.

The next three questions were designed to measure the workshop's third objective: increase the understanding of the Enhanced Services Program (ESP) database.

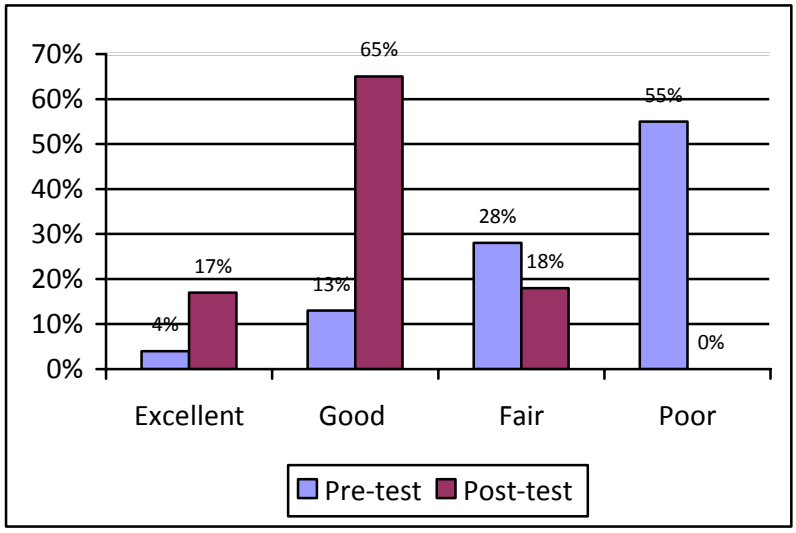
Questions 5: The Enhanced Services Program" (ESP) database includes information to serve the following populations: aging, developmental disabilities, mental health, grandparents, and brain and spinal cord injury.



Question 6: Currently, only Aging Services staff have access to the Enhanced Services Program" (ESP) database.

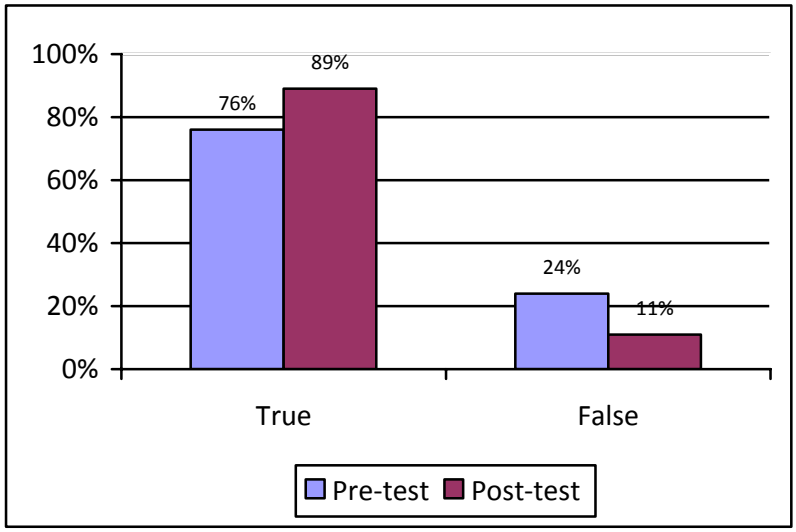


Question 7: My understanding of the "Enhanced Services Program" (ESP) database is:

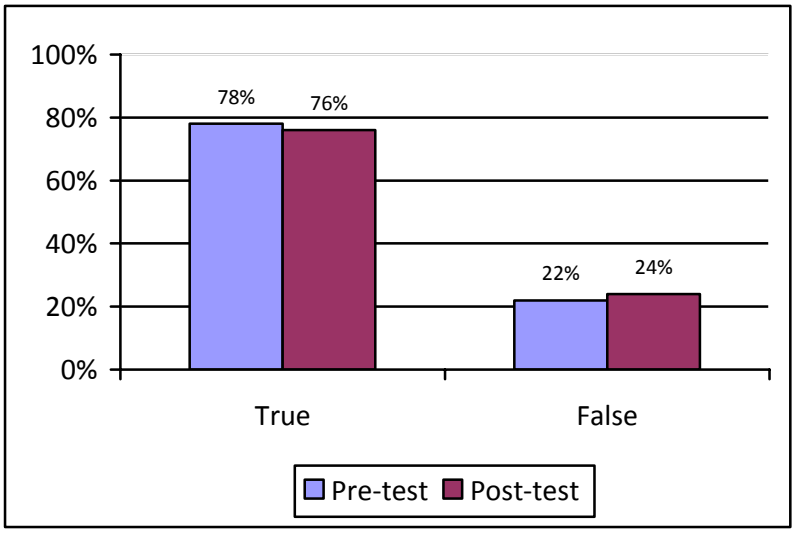


The next three questions also were designed to measure the workshop's fourth objective: increase awareness of Georgia's Medicaid waivers and the Medicaid eligibility process.

Question 8: An individual under age 60 can receive assistance from Aging Services.

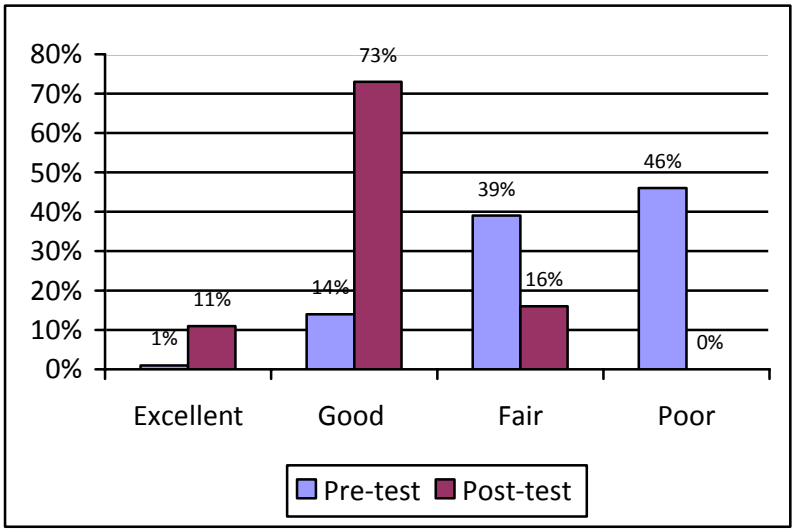


Question 9: An individual on a Medicaid waiver may receive assistance from the Brain and Spinal Cord Trust Fund Commission.



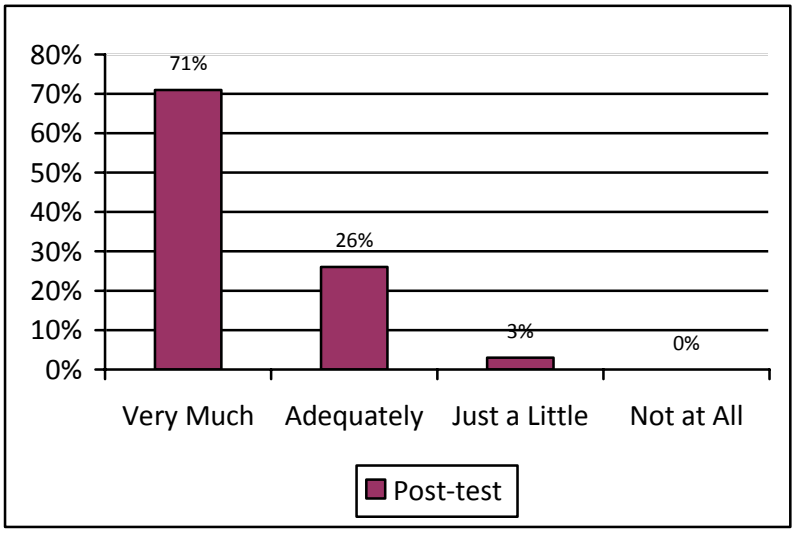
The correct answer to question 9 is true; however, the Brain and Spinal Cord Trust Fund Commission was referenced as the payer of last resort during the presentation, which may have confused some workshop attendees.

Question 10: My understanding of pathways to service within the Aging, Developmental Disability, Traumatic Brain Injury, and Physical Disability networks is:

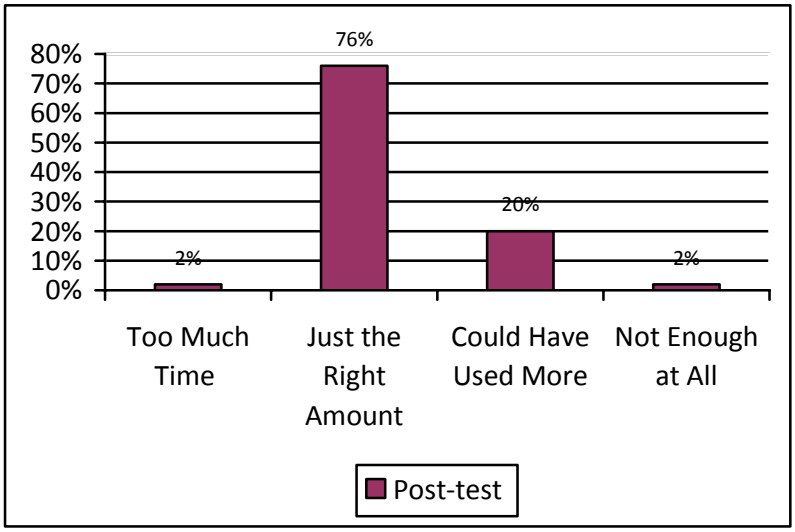


Questions 11 and 12 were designed to measure the workshop's second objective: promote collaboration and partnership across the aging, disability, and health care professional networks.

Question 11: To what degree did this event promote collaboration and partnership across the aging, disability, and healthcare professional networks?

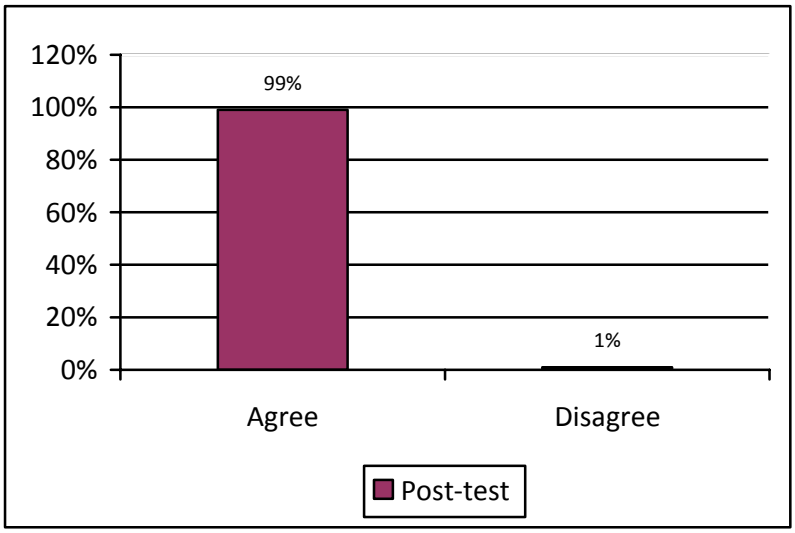


Question 12: To what degree did the time available to network with others meet your needs?

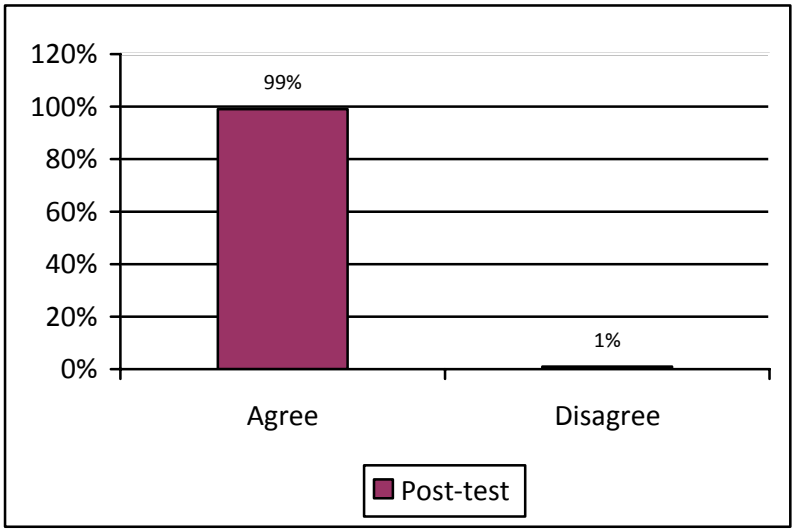


The next three questions were designed to measure the last workshop objective: evaluate the effectiveness of the training.

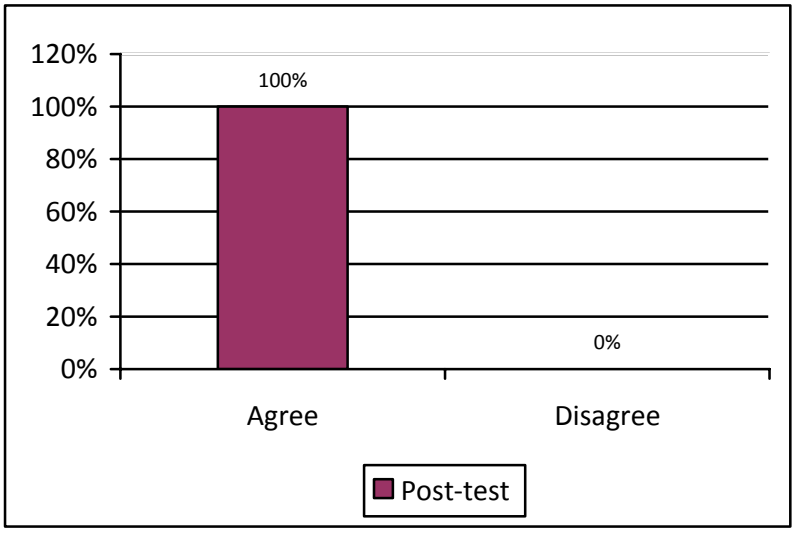
Question 13: The information presented at the workshop is useful to my interaction with ADRCs.



Question 14: The workshop was presented in a style that met my needs.

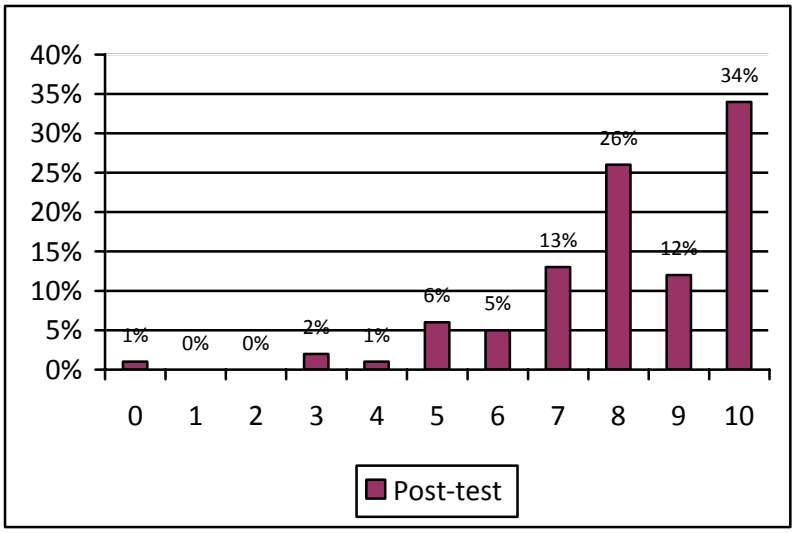


Question 15: It was worth my time to be present at this workshop.



The next question was designed to evaluate workshop participants' future intent as a result of attending the workshop. A follow-up survey of those who attended workshops would strengthen the measurement of this evaluation question.

Question 16: On a scale from zero to ten, how likely are you to change your interactions with your local ADRC based on what you learned at this workshop today?



The average for this question was 8.2, and the median was eight.

Workshop attendees were also given the opportunity to respond to the question, "Is there anything your local ADRC could do to improve your interaction with it?" The majority of the answers to this question fell into three broad areas:

Outreach
Workshop attendees suggested ADRCs could do more advertising, public education, or have a website. One attendee said. "Advertise more in the newspapers, television, and Internet." Another said, "Provide more information to the community: MD offices, hospitals, about aging and disability programs. Many in the community still know nothing of the programs." Other suggested ADRCs use brochures or a listserv to get information out to the community.

More Training
A number of attendees called for more training throughout the state. One said, "Repeat the training locally," and "The training was great. It should be provided to others." One provider said, "Provide these information sessions often. Sometimes as a provider it's difficult to know where to start." Another attendee said, "Allow staff to attend monthly or quarterly meetings to keep abreast of services available in the community and the services the ADRC provides." This could be an opportunity for ADRCs to expand their Advisory Groups.

Expand ADRC Statewide
Many attendees called for the expansion of ADRC statewide. Comments like, "Get in all counties," and "Expand statewide to non-covered areas," were mentioned. One attendee said, "This program would be so helpful if it were in all areas. Stephens County/Hall County – we need this too!"

Finally, workshop attendees were quite complimentary of the ADRCs in their areas. The following comments were representative of the good will shown toward ADRC.

"The ADRC network has been very helpful. I think some of the suggestions provided today will help."

"The local ADRC is doing a great job and we appreciate their efforts."

"Our local ADRC is very responsive and actively involved in meeting the needs of our clients."

"At this time, everything and everyone has made themselves available for everyone."

Observations

Based on the results of the pre- and post tests from each regional workshop, DAS met all of its intended objectives for ADRC training:

1. Educating the aging, health, and disability communities about the purpose and function of the ADRC;
2. Promoting collaboration and partnership across the aging, disability, and health care professional networks;
3. Increasing the understanding of the Enhanced Services Program (ESP) database;
4. Increasing awareness of Georgia's Medicaid waivers and the Medicaid eligibility process; and,
5. Evaluating the effectiveness of the training.

Of note, workshop attendees stating their knowledge of the ADRC and its function was excellent or good increased from 28 percent to 97 percent. Those stating their knowledge of Medicaid waivers and the eligibility process was excellent or good increased from 35 percent to 84 percent. Those stating their knowledge of the ESP database was excellent or good increased from 17 percent to 82 percent. One hundred percent of those who attended a workshop and completed a post-test stated the workshop was worth their time.

In response to a request from attendees for more frequent and/or local training, ADRC sites may wish to consider incorporating short training modules into their existing ADRC Advisory Committee meetings. Through regularly scheduled, localized training during an established meeting time, ADRC sites may be able to further the objectives of increased knowledge and collaboration and accomplish the call for increased outreach activities. ADRCs may also use this as an opportunity to expand their local Advisory Committees and, in so doing, respond to the request for more frequent information and contact with the ADRC.

Appendix A – Pre-test Instrument

1. My knowledge about the Aging and Disability Resource Connection in Georgia is:
   a. Excellent b. Good c. Fair d. Poor

2. Determination of a consumer's cost share for a Medicaid waiver is determined only by the consumer's income.
   a. True
   b. False

3. A consumer cannot receive services from one Medicaid waiver while being on the waiting/planning list for another Medicaid waiver.
   a. True
   b. False

4. My knowledge about Georgia's Medicaid waivers and eligibility process is:
   a. Excellent b. Good c. Fair d. Poor

5. The Enhanced Services Program" (ESP) database includes information to serve the following populations: aging, developmental disabilities, mental health, grandparents, and brain and spinal cord injury.
   a. True
   b. False

6. Currently, only Aging Services staff have access to the Enhanced Services Program" (ESP) database.
   a. True
   b. False

7. My understanding of the "Enhanced Services Program" (ESP) database is:
   a. Excellent b. Good c. Fair d. Poor

8. An individual under age 60 can receive assistance from Aging Services.
   a. True
   b. False

9. An individual on a Medicaid waiver may receive assistance from the Brain and Spinal Cord Trust Fund Commission.
   a. True

b. False

10. My understanding of pathways to service within the Aging, Developmental Disability, Traumatic Brain Injury, and Physical Disability networks is:
    a. Excellent b. Good c. Fair d. Poor

Appendix B– Post-test Instrument

1. As a result of this workshop, my knowledge about the Aging and Disability Resource Connection in Georgia is:
   a. Excellent b. Good c. Fair d. Poor

2. Determination of a consumer's cost share for a Medicaid waiver is determined only by the consumer's income.
   a. True
   b. False

3. A consumer cannot receive services from one Medicaid waiver while being on the waiting/planning list for another Medicaid waiver.
   a. True
   b. False

4. As a result of this workshop, my knowledge about Georgia's Medicaid waivers and eligibility process is:
   a. Excellent b. Good c. Fair d. Poor

5. The Enhanced Services Program" (ESP) database includes information to serve the following populations: aging, developmental disabilities, mental health, grandparents, and brain and spinal cord injury.
   a. True
   b. False

6. Currently, only Aging Services staff have access to the Enhanced Services Program" (ESP) database.
   a. True
   b. False

7. As a result of this workshop, my understanding of the "Enhanced Services Program" (ESP) database is:
   a. Excellent b. Good c. Fair d. Poor

8. An individual under age 60 can receive assistance from Aging Services.
   a. True
   b. False

9. An individual on a Medicaid waiver may receive assistance from the Brain and Spinal Cord Trust Fund Commission.
   a. True
   b. False

10. As a result of this workshop, my understanding of pathways to service within the Aging, Developmental Disability, Traumatic Brain Injury, and Physical Disability networks is:
   a. Excellent b. Good c. Fair d. Poor

11. To what degree did this event promote collaboration and partnership across the aging, disability, and healthcare professional networks?
   a. Very much
   b. Adequately
   c. Just a little
   d. Not at all

12. To what degree did the time available to network with others meet your needs?
   a. Too much time for networking
   b. Just the right amount of time for networking
   c. Could have used a little bit more time for networking
   d. Not enough time for networking at all

13. The information presented at the workshop is useful to my interaction with ADRCs.
   a. Agree
   b. Disagree

14. The workshop was presented in a style that met my needs.
   a. Agree
   b. Disagree

15. It was worth my time to be present at this workshop.
   a. Agree
   b. Disagree

16. On a scale from zero to ten, how likely are you to change your interactions with your local ADRC based on what you learned at this workshop today? (circle one)

0 1 2 3 4 5 6 7 8 9 10

17. Is there anything your local ADRC could do to improve your interaction with it?

_____
_____
_____

18. What could we do to improve this training workshop?

_____
_____
_____

Appendix C – Individual Region Test Results

Athens Training Workshop	Pre-Test		Post-Test	
	#	%	#	%
1. My knowledge about the Aging and Disability Resource Connection in Georgia is:				
a. Excellent	4	9%	10	29%
b. Good	11	24%	25	71%
c. Fair	15	33%	0	0%
d. Poor	16	35%	0	0%
TOTAL	46	100%	35	100%
2. Determination of a consumer's cost share for a Medicaid waiver is determined only by the consumer's income.				
a. True	11	24%	17	50%
b. False	35	76%	17	50%
TOTAL	46	100%	34	100%
3. A consumer cannot receive services from one Medicaid waiver while being on the waiting/planning list for another Medicaid waiver.				
a. True	9	20%	3	9%
b. False	37	80%	32	91%
TOTAL	46	100%	35	100%
4. My knowledge about Georgia's Medicaid waivers and eligibility process is:				
a. Excellent	5	11%	5	14%
b. Good	12	26%	26	74%
c. Fair	16	35%	4	11%
d. Poor	13	28%	0	0%
TOTAL	46	100%	35	100%
5. The Enhanced Services Program" (ESP) database includes information to serve the following populations: aging, developmental disabilities, mental health, grandparents, and brain and spinal cord injury.				
a. True	34	74%	34	100%
b. False	12	26%	0	0%
TOTAL	46	100%	34	100%
6. Currently, only Aging Services staff have access to the Enhanced Services Program" (ESP) database.				
a. True	19	41%	5	15%
b. False	27	59%	29	85%
TOTAL	46	100%	34	100%

Athens Training Workshop	Pre-Test		Post-Test	
	#	%	#	%
TOTAL	46	100%	34	100%
7. My understanding of the "Enhanced Services Program" (ESP) database is:				
a. Excellent	3	7%	6	17%
b. Good	3	7%	21	60%
c. Fair	9	20%	8	23%
d. Poor	31	67%	0	0%
TOTAL	46	100%	35	100%
8. An individual under age 60 can receive assistance from Aging Services.				
a. True	37	80%	35	100%
b. False	9	20%	0	0%
TOTAL	46	100%	35	100%
9. An individual on a Medicaid waiver may receive assistance from the Brain and Spinal Cord Trust Fund Commission.				
a. True	33	72%	20	59%
b. False	13	28%	14	41%
TOTAL	46	100%	34	100%
10. My understanding of pathways to service within the Aging, Developmental Disability, Traumatic Brain Injury, and Physical Disability networks is:				
a. Excellent	1	2%	5	14%
b. Good	7	15%	25	71%
c. Fair	15	33%	5	14%
d. Poor	23	50%	0	0%
TOTAL	46	100%	35	100%

Athens Training Workshop Post Test Results		
	#	%
11. To what degree did this event promote collaboration and partnership across the aging, disability, and healthcare professional networks?		
a. Very much	29	83%
b. Adequately	6	17%
c. Just a little	0	0%
d. Not at all	0	0%
TOTAL	35	100%
12. To what degree did the time available to network with others meet your needs?		
a. Too much time for networking	1	3%
b. Just the right amount of time for networking	26	76%
c. Could have used a little bit more time for networking	7	21%
d. Not enough time for networking at all	0	0%
TOTAL	34	100%
13. The information presented at the workshop is useful to my interaction with ADRCs.		
a. Agree	35	100%
b. Disagree	0	0%
TOTAL	35	100%
14. The workshop was presented in a style that met my needs.		
a. Agree	35	100%
b. Disagree	0	0%
TOTAL	35	100%
15. It was worth my time to be present at this workshop.		
a. Agree	35	100%
b. Disagree	0	0%
TOTAL	35	100%
16. On a scale from zero to ten, how likely are you to change your interactions with your local ADRC based on what you learned at this workshop today? (circle one)		
0	0	0%
1	0	0%
2	0	0%
3	0	0%
4	0	0%
5	2	7%
6	1	3%
7	7	24%
8	6	21%
9	4	14%
10	9	31%
TOTAL	29	100%
AVERAGE RESPONSE	8.24	

Athens Training Workshop Post Test Results

17. Is there anything your local ADRC could do to improve your interaction with it?

- Continue to sponsor workshops like this that encourage interagency interaction.

- Doing good.

- Get in all counties!

- Good working relationship.

- Great networking opportunity. It's good to know who does what.

- In service with our local office.

- Nice to get to know you!

- Provide more information to the community: MD offices, hospitals, about aging and disability programs. Many people in the community still know nothing of the programs.

- So far - no.

- They are wonderful

- This program would be so helpful if only it were in all areas. Stephens County/Hall County - We need this too!

- We have good communication already.

- Working well.

18. What could we do to improve this training workshop?

- Afternoon bathroom break.

- At beginning, if we have people stand introduce themselves. There is some I saw on list and wanted to talk to, but wasn't sure who they were without going around reading nametags.

- Change nothing.

- Excellent job.

- Excellent training.

- Excellent workshop and notebook! Well done!

- Give an afternoon break.

- I really enjoyed the information. I'm sure it will prove useful when the patients I work with need some type of assistance.

- I thought that the training was good as-is.

- I thought the training was well organized, very informative, interesting, and enjoyable. I learned a lot! Thank you!

- It was excellent!

- It was great! Very helpful!

- Keep on offering it and tapping into every agency you can.

- Maybe a little more interaction between tables.

- Nothing - good format for one day.

- Nothing - was great.

- Outstanding workshop!

- Section reviews in ADRC book for summary learning.

- Thanks for keeping to the schedule, making sure everyone could hear, and encouraging participation. Excellent workshop!

- Use different scenarios for the exercise.

AUGUSTA Training Workshop	Pre-Test		Post-Test	
	#	%	#	%
1. My knowledge about the Aging and Disability Resource Connection in Georgia is:				
a. Excellent	2	3%	13	23%
b. Good	19	27%	42	74%
c. Fair	31	44%	2	4%
d. Poor	18	26%	0	0%
TOTAL	70	100%	57	100%
2. Determination of a consumer's cost share for a Medicaid waiver is determined only by the consumer's income.				
a. True	10	15%	20	34%
b. False	58	85%	38	66%
TOTAL	68	100%	58	100%
3. A consumer cannot receive services from one Medicaid waiver while being on the waiting/planning list for another Medicaid waiver.				
a. True	10	15%	13	22%
b. False	58	85%	45	78%
TOTAL	68	100%	58	100%
4. My knowledge about Georgia's Medicaid waivers and eligibility process is:				
a. Excellent	5	7%	8	14%
b. Good	16	24%	40	70%
c. Fair	29	43%	9	16%
d. Poor	18	26%	0	0%
TOTAL	68	100%	57	100%
5. The Enhanced Services Program" (ESP) database includes information to serve the following populations: aging, developmental disabilities, mental health, grandparents, and brain and spinal cord injury.				
a. True	61	88%	55	98%
b. False	8	12%	1	2%
TOTAL	69	100%	56	100%
6. Currently, only Aging Services staff have access to the Enhanced Services Program" (ESP) database.				
a. True	19	28%	6	10%
b. False	49	72%	52	90%
TOTAL	68	100%	58	100%

AUGUSTA Training Workshop	Pre-Test		Post-Test	
	#	%	#	%
7. My understanding of the "Enhanced Services Program" (ESP) database is:				
a. Excellent	1	1%	5	9%
b. Good	7	10%	44	80%
c. Fair	18	26%	6	11%
d. Poor	44	63%	0	0%
TOTAL	70	100%	55	100%
8. An individual under age 60 can receive assistance from Aging Services.				
a. True	51	75%	48	89%
b. False	17	25%	6	11%
TOTAL	68	100%	54	100%
9. An individual on a Medicaid waiver may receive assistance from the Brain and Spinal Cord Trust Fund Commission.				
a. True	53	77%	41	71%
b. False	16	23%	17	29%
TOTAL	69	100%	58	100%
10. My understanding of pathways to service within the Aging, Developmental Disability, Traumatic Brain Injury, and Physical Disability networks is:				
a. Excellent	0	0%	5	9%
b. Good	14	20%	45	80%
c. Fair	19	27%	6	11%
d. Poor	37	53%	0	0%
TOTAL	70	100%	56	100%

Augusta Training Workshop Post Test Results		
	#	%
11. To what degree did this event promote collaboration and partnership across the aging, disability, and healthcare professional networks?		
a. Very much	48	83%
b. Adequately	9	16%
c. Just a little	1	2%
d. Not at all	0	0%
TOTAL	58	100%
12. To what degree did the time available to network with others meet your needs?		
a. Too much time for networking	0	0%
b. Just the right amount of time for networking	40	69%
c. Could have used a little bit more time for networking	16	28%
d. Not enough time for networking at all	2	3%
TOTAL	58	100%
13. The information presented at the workshop is useful to my interaction with ADRCs.		
a. Agree	57	98%
b. Disagree	1	2%
TOTAL	58	100%
14. The workshop was presented in a style that met my needs.		
a. Agree	57	98%
b. Disagree	1	2%
TOTAL	58	100%
15. It was worth my time to be present at this workshop.		
a. Agree	58	100%
b. Disagree	0	0%
TOTAL	58	100%
16. On a scale from zero to ten, how likely are you to change your interactions with your local ADRC based on what you learned at this workshop today? (circle one)		
0	2	4%
5	3	5%
6	0	0%
7	3	5%
8	18	32%
9	11	19%
10	20	35%
TOTAL	57	100%
AVERAGE RESPONSE	8.40	

Augusta Training Workshop Post Test Results

17. Is there anything your local ADRC could do to improve your interaction with it?

- ?
- Advertise more in the newspapers, television and internet
- Allow staff to attend monthly or quarterly meetings to keep abreast of services available in the community and the services ADRC provides
- Already have excellent interaction. Publicize meetings
- Better info provided to local churches and other businesses. Info availability.
- Continue to promote in rural areas!
- Currently at this time everything and everyone has made themselves available for everyone
- Does the ESP database have a help option? So if I don't know what to ask the website would still lead me in the right direction.
- Good Interaction
- Have more conferences
- Have more meetings
- Have training periodically w/one or 2 providers to give us info about what they do
- Have workshops with the other agencies within their community to inform them of what they offer.
- I have yet to contact them, but I plan to after today's "networking." Looking forward to it!!
- Include me in emails to keep us all informed.
- just more opportunities to meet together
- keep hosting programs like this
- more conferences
- more meetings
- N/A
- No
- No. I have a great relationship already!
- none at this time
- Our local ADRC is very responsive abd actively involved in meeting the needs of our clients
- Publicize; make resources known to public
- Regularly scheduled regional training
- The training was great. It should be provided to others.
- This conference was a great start!
- transportation
- very open and encouraging of collaboration

18. What could we do to improve this training workshop?

- Add providers to the programs to be able to share how they work with the other agencies.

- allow each group of providers to give a brief summary of what they did/ do & what services they provide. Provide copies of power points so that we can spend more time listening to the presents & less time looking for the material in our notebook.

- continue local and regional workshop
- Do them more often
- excellent in all aspects
- Good training workshop
- Have it more often
- Have provider tables (booths) to visibly and physically share information regarding agencies
- it was great
- It was great!
- It was very good
- Maybe more audience participation in the afternoon (after lunch).
- more interaction
- More interaction with audience less lecture
- more time to discuss
- N/A
- Not sure- great workshop and great speaker. Thanks so much!
- nothing
- Nothing-- Best one-day training I've been to in a while.
- Nothing- Great Workshop!
- Nothing- very well presented.
- Nothing. Excellent training!
- Remain collaborative and continue with annual meetings
- The workshop was great and very informational. The meal and time of the workshop was also great.
- This was excellent
- This was excellent!!! Thanks!
- Training was great!
- very good workshop

SOUTHERN CRESCENT Training Workshop	Pre-Test		Post-Test	
	#	%	#	%
1. My knowledge about the Aging and Disability Resource Connection in Georgia is:				
a. Excellent	1	3%	8	31%
b. Good	6	17%	18	69%
c. Fair	22	63%	0	0%
d. Poor	6	17%	0	0%
TOTAL	35	100%	26	100%
2. Determination of a consumer's cost share for a Medicaid waiver is determined only by the consumer's income.				
a. True	14	41%	11	44%
b. False	20	59%	14	56%
TOTAL	34	100%	25	100%
3. A consumer cannot receive services from one Medicaid waiver while being on the waiting/planning list for another Medicaid waiver.				
a. True	7	20%	4	15%
b. False	28	80%	22	85%
TOTAL	35	100%	26	100%
4. My knowledge about Georgia's Medicaid waivers and eligibility process is:				
a. Excellent	1	3%	1	4%
b. Good	8	23%	21	81%
c. Fair	21	60%	4	15%
d. Poor	5	14%	0	0%
TOTAL	35	100%	26	100%
5. The Enhanced Services Program" (ESP) database includes information to serve the following populations: aging, developmental disabilities, mental health, grandparents, and brain and spinal cord injury.				
a. True	29	83%	25	96%
b. False	6	17%	1	4%
TOTAL	35	100%	26	100%
6. Currently, only Aging Services staff have access to the Enhanced Services Program" (ESP) database.				
a. True	12	34%	3	12%
b. False	23	66%	23	88%
TOTAL	35	100%	26	100%

SOUTHERN CRESCENT Training Workshop	Pre-Test		Post-Test	
	#	%	#	%
7. My understanding of the "Enhanced Services Program" (ESP) database is:				
a. Excellent	1	3%	6	23%
b. Good	5	14%	14	54%
c. Fair	15	43%	6	23%
d. Poor	14	40%	0	0%
TOTAL	35	100%	26	100%
8. An individual under age 60 can receive assistance from Aging Services.				
a. True	24	69%	23	88%
b. False	11	31%	3	12%
TOTAL	35	100%	26	100%
9. An individual on a Medicaid waiver may receive assistance from the Brain and Spinal Cord Trust Fund Commission.				
a. True	26	76%	20	77%
b. False	8	24%	6	23%
TOTAL	34	100%	26	100%
10. My understanding of pathways to service within the Aging, Developmental Disability, Traumatic Brain Injury, and Physical Disability networks is:				
a. Excellent	0	0%	2	8%
b. Good	2	6%	19	73%
c. Fair	17	50%	5	19%
d. Poor	15	44%	0	0%
TOTAL	34	100%	26	100%

SOUTHERN CRESCENT Training Workshop Post Test Results		
	#	%
11. To what degree did this event promote collaboration and partnership across the aging, disability, and healthcare professional networks?		
a. Very much	16	62%
b. Adequately	7	27%
c. Just a little	3	12%
d. Not at all	0	0%
TOTAL	26	100%
12. To what degree did the time available to network with others meet your needs?		
a. Too much time for networking	0	0%
b. Just the right amount of time for networking	20	77%
c. Could have used a little bit more time for networking	6	23%
d. Not enough time for networking at all	0	0%
TOTAL	26	100%
13. The information presented at the workshop is useful to my interaction with ADRCs.		
a. Agree	26	100%
b. Disagree	0	0%
TOTAL	26	100%
14. The workshop was presented in a style that met my needs.		
a. Agree	26	100%
b. Disagree	0	0%
TOTAL	26	100%
15. It was worth my time to be present at this workshop.		
a. Agree	26	100%
b. Disagree	0	0%
TOTAL	26	100%
16. On a scale from zero to ten, how likely are you to change your interactions with your local ADRC based on what you learned at this workshop today? (circle one)		
0	0	0%
3	0	0%
5	1	4%
6	1	4%
7	0	0%
8	7	27%
9	1	4%
10	16	62%
TOTAL	26	100%
AVERAGE RESPONSE	9.08	

SOUTHERN CRESCENT Training Workshop Post Test Results

17. Is there anything your local ADRC could do to improve your interaction with it?

- Continue good sharing
- Emails of events and info or a message board.
- More communication and information.
- More educational opportunities.
- More outreach/advertising
- More presentations.
- More public awareness
- More public education
- More service providers that meet other needs.
- More trainings
- Offer more training
- Provide literature to leave with families.
- The local ADRC is doing a great job and we appreciate all their efforts.
- We work great together and I consider ADRC a great program.

18. What could we do to improve this training workshop?

- Allow more time for panel speakers - they seemed rushed - therefore information lacked
- Always good workshops/good training/presenters
- Great job.
- Hands on approach and problem solving.
- Have more agencies involved
- If you deal with aging, make it (the training) mandatory.
- More community awareness. Flyer in community; visits to hospitals and skilled nursing facilities.
- More frequent - in depth by agency
- More frequent workshops/meetings
- Training was good, but the room was so cold it was a distraction for me.
- Very good.
- Warmer room
- Warmer room.
- Workshop was great. Location was great. Temp was too cold.

SAVANNAH Training Workshop	Pre-Test		Post-Test	
	#	%	#	%
1. My knowledge about the Aging and Disability Resource Connection in Georgia is:				
a. Excellent	2	3%	19	43%
b. Good	8	13%	25	57%
c. Fair	32	52%	0	0%
d. Poor	19	31%	0	0%
TOTAL	61	100%	44	100%
2. Determination of a consumer's cost share for a Medicaid waiver is determined only by the consumer's income.				
a. True	20	33%	18	44%
b. False	40	67%	23	56%
TOTAL	60	100%	41	100%
3. A consumer cannot receive services from one Medicaid waiver while being on the waiting/planning list for another Medicaid waiver.				
a. True	9	15%	4	9%
b. False	52	85%	40	91%
TOTAL	61	100%	44	100%
4. My knowledge about Georgia's Medicaid waivers and eligibility process is:				
a. Excellent	3	5%	7	16%
b. Good	20	32%	31	70%
c. Fair	23	37%	6	14%
d. Poor	16	26%	0	0%
TOTAL	62	100%	44	100%
5. The Enhanced Services Program" (ESP) database includes information to serve the following populations: aging, developmental disabilities, mental health, grandparents, and brain and spinal cord injury.				
a. True	54	92%	41	95%
b. False	5	8%	2	5%
TOTAL	59	100%	43	100%
6. Currently, only Aging Services staff have access to the Enhanced Services Program" (ESP) database.				
a. True	18	32%	11	26%
b. False	39	68%	31	74%
TOTAL	57	100%	42	100%

SAVANNAH Training Workshop	Pre-Test		Post-Test	
	#	%	#	%
7. My understanding of the "Enhanced Services Program" (ESP) database is:				
a. Excellent	4	6%	11	26%
b. Good	11	18%	28	67%
c. Fair	14	23%	3	7%
d. Poor	33	53%	0	0%
TOTAL	62	100%	42	100%
8. An individual under age 60 can receive assistance from Aging Services.				
a. True	49	80%	38	86%
b. False	12	20%	6	14%
TOTAL	61	100%	44	100%
9. An individual on a Medicaid waiver may receive assistance from the Brain and Spinal Cord Trust Fund Commission.				
a. True	50	88%	33	75%
b. False	7	12%	11	25%
TOTAL	57	100%	44	100%
10. My understanding of pathways to service within the Aging, Developmental Disability, Traumatic Brain Injury, and Physical Disability networks is:				
a. Excellent	0	0%	7	17%
b. Good	7	11%	31	74%
c. Fair	29	47%	4	10%
d. Poor	26	42%	0	0%
TOTAL	62	100%	42	100%

SAVANNAH Training Workshop Post Test Results		
	#	%
11. To what degree did this event promote collaboration and partnership across the aging, disability, and healthcare professional networks?		
a. Very much	31	72%
b. Adequately	11	26%
c. Just a little	1	2%
d. Not at all	0	0%
TOTAL	43	100%
12. To what degree did the time available to network with others meet your needs?		
a. Too much time for networking	3	7%
b. Just the right amount of time for networking	31	72%
c. Could have used a little bit more time for networking	7	16%
d. Not enough time for networking at all	2	5%
TOTAL	43	100%
13. The information presented at the workshop is useful to my interaction with ADRCs.		
a. Agree	43	100%
b. Disagree	0	0%
TOTAL	43	100%
14. The workshop was presented in a style that met my needs.		
a. Agree	42	100%
b. Disagree	0	0%
TOTAL	42	100%
15. It was worth my time to be present at this workshop.		
a. Agree	43	100%
b. Disagree	0	0%
TOTAL	43	100%
16. On a scale from zero to ten, how likely are you to change your interactions with your local ADRC based on what you learned at this workshop today? (circle one)		
3	2	5%
5	1	2%
6	4	10%
7	2	5%
8	14	33%
9	2	5%
10	17	40%
TOTAL	42	100%
AVERAGE RESPONSE	8.31	

SAVANNAH Training Workshop Post Test Results
17. Is there anything your local ADRC could do to improve your interaction with it?
- Blog and list serve to share information useful for problem solving for our clients - Follow through by agency's - get the word out - I would like a local contact person- name and number - I would like to have seen a demo of ADRC's website during the training - Increased focus on public awareness and inter-agency collaboration - In-service on their services and qualifications. - Invite me to meetings - more trainings - Not at this time. - Notify of all events/conf. - offer more training - Present at more Provider meetings - Provide updates of any changes. Stay in contact with other agency working with the same clients. - publicize it. - Recommend to more of my clients. - reference Savannah 35 - send an agency contact person responsible for passing out info. - Send brochures to facility to distribute to community. Source Care Management 1760 Bass Rd. Ste. 503, Macon, GA 31210. * will call 1-800# - Simplify mission statement - The ADRC network has been very helpful. I think using some of the suggestions provided today will help.

18. What could we do to improve this training workshop?
- Agency info to pick-up while presenting; handouts/agency bio in ESP print-out. (reference Savannah #32)
- Already great!
- Assigned tables-great idea. More info on Source Programs-- much more detail was given on other programs
- Better PA system…to much vibration in speakers.
- Comment next to question #14: "A little over my head."
- Continue this type of education and involvement with different projects.
- define 1-10 for question 16.
- Don't know
- Excellent Training! I don't have any suggestions for improvement. It was great.
- For the after-lunch session, make everyone sit with different people than they did in the a.m. session.
- Great Job!
- Great workshop keep as is.
- Have quarterly meetings Need to continue and follow meetings
- It was good.
- Make a little shorter-- End by 3pm.
- more audience interaction
- N/A
- Nothing- it was great.
- Nothing. It was very informative.
- offer 2 panels only.
- offer more time for question and answer
- The agenda for the meeting as printed on the website has too much emphasis on aging. I almost didn't attend my population is disabled.
- Very good!
- You have done a magnificent job.

METRO ATLANTA Training Workshop	Pre-Test		Post-Test	
	#	%	#	%
1. My knowledge about the Aging and Disability Resource Connection in Georgia is:				
a. Excellent	3	3%	22	26%
b. Good	28	30%	56	67%
c. Fair	41	45%	6	7%
d. Poor	20	22%	0	0%
TOTAL	92	100%	84	100%
2. Determination of a consumer's cost share for a Medicaid waiver is determined only by the consumer's income.				
a. True	31	35%	42	53%
b. False	58	65%	37	47%
TOTAL	89	100%	79	100%
3. A consumer cannot receive services from one Medicaid waiver while being on the waiting/planning list for another Medicaid waiver.				
a. True	18	20%	16	20%
b. False	73	80%	66	80%
TOTAL	91	100%	82	100%
4. My knowledge about Georgia's Medicaid waivers and eligibility process is:				
a. Excellent	6	7%	13	16%
b. Good	29	32%	54	66%
c. Fair	30	33%	15	18%
d. Poor	26	29%	0	0%
TOTAL	91	100%	82	100%
5. The Enhanced Services Program" (ESP) database includes information to serve the following populations: aging, developmental disabilities, mental health, grandparents, and brain and spinal cord injury.				
a. True	81	88%	78	98%
b. False	11	12%	2	3%
TOTAL	92	100%	80	100%
6. Currently, only Aging Services staff have access to the Enhanced Services Program" (ESP) database.				
a. True	25	28%	13	16%
b. False	65	72%	69	84%
TOTAL	90	100%	82	100%

METRO ATLANTA Training Workshop	Pre-Test		Post-Test	
	#	%	#	%
7. My understanding of the "Enhanced Services Program" (ESP) database is:				
a. Excellent	4	4%	13	16%
b. Good	13	14%	47	58%
c. Fair	28	31%	21	26%
d. Poor	46	51%	0	0%
TOTAL	91	100%	81	100%
8. An individual under age 60 can receive assistance from Aging Services.				
a. True	67	74%	67	85%
b. False	24	26%	12	15%
TOTAL	91	100%	79	100%
9. An individual on a Medicaid waiver may receive assistance from the Brain and Spinal Cord Trust Fund Commission.				
a. True	71	78%	71	88%
b. False	20	22%	10	12%
TOTAL	91	100%	81	100%
10. My understanding of pathways to service within the Aging, Developmental Disability, Traumatic Brain Injury, and Physical Disability networks is:				
a. Excellent	1	1%	8	10%
b. Good	13	14%	57	70%
c. Fair	38	41%	17	21%
d. Poor	40	43%	0	0%
TOTAL	92	100%	82	100%

METRO ATLANTA Training Workshop		
	#	%
11. To what degree did this event promote collaboration and partnership across the aging, disability, and healthcare professional networks?		
a. Very much	49	59%
b. Adequately	30	36%
c. Just a little	3	4%
d. Not at all	1	1%
TOTAL	83	100%
12. To what degree did the time available to network with others meet your needs?		
a. Too much time for networking	1	1%
b. Just the right amount of time for networking	65	81%
c. Could have used a little bit more time for networking	12	15%
d. Not enough time for networking at all	2	3%
TOTAL	80	100%
13. The information presented at the workshop is useful to my interaction with ADRCs.		
a. Agree	80	99%
b. Disagree	1	1%
TOTAL	81	100%
14. The workshop was presented in a style that met my needs.		
a. Agree	80	98%
b. Disagree	2	2%
TOTAL	82	100%
15. It was worth my time to be present at this workshop.		
a. Agree	82	100%
b. Disagree	0	0%
TOTAL	82	100%
16. On a scale from zero to ten, how likely are you to change your interactions with your local ADRC based on what you learned at this workshop today? (circle one)		
1	1	1%
3	2	3%
4	2	3%
5	6	8%
6	6	8%
7	19	24%
8	15	19%
9	9	12%
10	18	23%
TOTAL	78	100%
AVERAGE RESPONSE	7.63	

METRO ATLANTA Training Workshop
17. Is there anything your local ADRC could do to improve your interaction with it?
- Add agency name to badges - Advertise its existence. - Advertisement - Be more known to my organization/agency. Provide information to fellow employees. - Continue to work with community partners - Do it more often - Doing a great job - Funding - Good work! - Have good interaction. - Have more consumers involved. - Ice breaker activities. More opportunity to get to know others in the room. - More educational sessions. - More time for questions. - More workshops! - Nothing - after today I am aware of the need for collaboration. - Please serve healthier food. - Posters - Provide more resources to the immigrant community - Provide these information sessions often. Sometimes as a provider it's difficult to know where to start. - Repeat the training locally; expand statewide to non-covered area. - Return phone calls in a timely manner. - Very informative! - Website? - Write questions before training.

18. What could we do to improve this training workshop?
- Acronyms prove difficult for us novices.
- Better, healthier lunches
- Good job
- Great place and schedule
- Have a nominal fee so those who register will come. The information and the experience were extremely worthwhile.
- Have more workshops
- I enjoyed the opportunity to get information
- I was satisfied with information provided.
- Implement material for new waivers.
- Interactive ESP time; group exercises
- It was great - thanks!
- Just right. Need more networking. Have everyone introduce themselves.
- Let us know it is ARC presenting the workshop and not the Vinson Institute.
- Loved the motivational speaker
- More audience involvement.
- More interaction with attendees.
- More interactive activities
- More life stories - interactions/role play
- More publicity would be valuable.
- Not read directly from Power Point. We can do that on our own.
- Reduce the time - maybe split into 2 workshops.
- Repeat training to raise community awareness.
- Shorten time
- Smaller sessions to provide more detail about the different entities.
- Speaker system
- Stories/videos were great- I loved the training.
- This was a great workshop!
- Very good workshop. Just a lot of information - much of which is very dry.
- was a little too long
- Wonderfully planned - great workshop!