

Quarterly Status Report (V3)

TO:

Department of Human Services
 Office of Long-Term Living
 Location Code: 21LTLiving
 PO Box 69183
 Harrisburg, PA 17106

FROM:

Assurant Learning & Performance Solutions

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Date Submitted:	3/1/22	Submitted V1 May 21, 2021; V2 January 11, 2022, and V3 March 1, 2022
Prepared by:	[REDACTED]	
Period of Performance:	November 1, 2019 - February 29, 2020	
SAP Vendor Number:	[REDACTED]	
Tax Identification Number:	[REDACTED]	
Grant/ Document Number	[REDACTED]	

Completed

Task #	Task Title	Month Billed (Invoice #)
1	Kick-Off and Enrollment	Nov 2019 (001)
2	Secure Training Venues	Nov 2019 (001)
3	Pre-test	Jan 2020 (002)
4	Mental Health First Aid Northeast PA	Jan 2020 (002)
5	Mental Health First Aid Northwest PA	Jan 2020 (002)
6	Mental Health First Aid Southcentral PA	Jan 2020 (002)
7	Mental Health First Aid Southeast PA	Jan 2020 (002)
8	Mental Health First Aid Southwest PA	Jan 2020 (002)
9	Mental Health First Aid Northcentral PA	Feb 2020 (003)
11	Quarterly Report	NOT BILLED

Planned Work

Task #	Task Title	Weeks Required	Planned Completion Date
10	Post Test	2	Monday, May 16, 2022
12	Plan & Prepare for Focus Groups	2	Monday, May 30, 2022
13	Focus Group 1	1	Monday, June 6, 2022
14	Focus Group 2	1	Monday, June 13, 2022
15	Focus Group 3	1	Monday, June 20, 2022
16	Webinar	3	Monday, July 11, 2022
17	Survey	2	Monday, July 25, 2022
18	Final Report	1	Monday, August 1, 2022

Tasks #1 Kick-off & Enrollment & #2 Secure Training Venues

Summary

An initial kick-off meeting to refine goals, expected outcomes and identify resources in an effort to avoid duplication was held on October 9, 2019. Subsequent discussions were held to coordinate distribution of links for participants to register for the trainings and to set up Continuing Education Credits (CEUs) for Nurses and Nursing Home Administrators.

The ALPS team identified potential training venues in each of the 6 regions within Pennsylvania identified in the grant. Our LeadingAge PA and PA Health Care Association (PHCA) colleagues helped us to identify locations that would be most accessible for nursing home staff in each PA region. ALPS staff interviewed venue event staff and examined floor plans and audio visual packages to identify appropriate training venues based on course criteria and local needs/ resources. ALPS staff requested bids from at least 3 venues in each location and selected venues based on best value. Once contracts were signed with all of the venues, ALSP staff created a registration center and shared the links in a training flyer. The flyer was distributed by both LeadingAge PA and PHCA. In addition, ALPS staff used data in Nursing Home Compare to contact nursing homes and offer information about the trainings and assistance with registration.

Upon receipt of each registration, the ALPS team created rosters for each training and distributed agendas and a Welcome Letter to all participants. The Welcome Letter provided the time and address for the training participants registered for along with information on food (that none would be provided per the rules of the grant along with a map of restaurants located within a few mile radius of the venue), parking, and substituting a participant in the event the original person could not attend. Our contact information was also included so folks could reach us if they had a question or needed additional support.

Key Accomplishments

Broad distribution of the training announcement and individual outreach to Pennsylvania's nursing homes through our association partners and ALPS staff.

Providing 7 hours of Nursing and NH Administrator Continuing Education Credits (CEUS) boosted attendance and provided additional value for participants

Locating & securing venues within each PA Region allowed for participation by nursing home staff across the state. Folks in Erie particularly mentioned their appreciation at not having to travel to attend a training.

Stakeholders

Name	Organization
Tracy Evans	Leading Age, Pennsylvania
Chris Fisher	Pennsylvania Health Care Association
Gail Weidman	Pennsylvania Health Care Association

Beth Weachter	Pennsylvania Health Care Association
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Venues

PA Region	Venue	Training Date	City
Northcentral	Genetti Hotel	Monday, January 6, 20	Williamsport
Northeast	Courtyard Wilkes-Barre Arena	Tuesday, January 7, 20	Wilkes-Barre
Northwest	Courtyard Bayview	Wednesday, January 8	Erie
Southcentral	The Central Hotel & Conference Center	Thursday, January 9,	Harrisburg
MHFA - Southeast	Hyatt Place	Friday, January 10, 20	King of Prussia
MHFA - Southwest	Hyatt Place Pittsburgh Airport	Saturday, January 11,	Pittsburgh

Tasks #3 Pre-Test and #4 - 9 Mental Health First Aid Trainings

Summary

The ALPS team registered each participant in the National Council for Behavioral Health database allowing them to access their certification for Mental Health First Aid (MHFA) and be connected to accurately and timely information on behavioral health on an ongoing basis. Our team also created a Training roster for each training with participant details and contact information. Welcome Letters were provided when participants registered and a brief welcome email including the time and address and an ALPS contact was provided to each participant the day prior to their training. During this period our staff responded to questions about the training and provided information and support as required to ensure participant comfort, confidence, and engagement.

ALPS contacted each venue prior to the training to confirm logistics and room set. We also ordered, received and stored the required materials from the National Council for Behavioral Health. Materials were collated into folders so that participants could access the handouts in the order we used them in during the training and have a "take-away" package of valuable information including their own copy of the Mental Health First Aid (MHFA) Student Manual.

On the morning of each training our team arrived an hour prior to the training start time and set out the folders, MHFA Manuals and training aids on each table. We worked with venue staff to finalize and troubleshoot any issues with connectivity or audio visual tools. As participants arrived each was greeted and provided with a sign in sheet. At the conclusion of the training each day, the rooms were cleaned and artifacts such as sign-in sheets were scanned and stored electronically. After the training, the ALPS team assisted participants in completion of the training evaluation, provided area specific tools and resources, and ensured all participants had access to both their CEU certificates and MHFA Certifications.

We were inspired by the Nursing Home Administrators, Nurses, Social Workers, and other Staff who attended the trainings. They were willing to share their ideas and experiences, creating a rich training environment that supported learning, connection, and wellness!

Key Accomplishments

Average of 4.6 out of 5 on the evaluation of the trainer.

Average of 4.5 out of 5 on confidence measures (post-test)

Overwhelmingly positive written feedback expressing the usefulness of the content in their work and personal lives.

Evaluation

On a scale of 1 -5, with 5 being strongly agree, rate your agreement with the following:	
Trainer Evaluation	Score
Course goals were clearly communicated.	4.65
Course goals & objectives were achieved.	4.63

On a scale of 1 - 5 with 5 being the most confident, how confident are you that you can/ will:	
Statement	Score
Recognize the signs that someone may be dealing with a mental health problem or crisis.	4.58
Reach out to someone who may be dealing with a mental health problem or crisis.	4.56

Course content was practical and easy to understand.	4.7
There was adequate opportunity to practice the skills learned.	4.62
The Trainer's presentation skills were engaging and approachable.	4.69
The Trainer demonstrated knowledge of the material presented.	4.69
The Trainer facilitated activities and discussion in a clear and effective manner.	4.7

Ask a person whether s/he is considering killing her/himself.	4.68
Actively and compassionately listen to someone in distress.	4.66
Offer a distressed person basic "first aid" level information and reassurance about mental health problems.	4.61
Assist a person who may be dealing with a mental health problem or crisis to seek professional help.	4.58
Assist a person who may be dealing with a mental health problem or crisis to connect with community, peer, and personal supports.	4.55
Be aware of my own views and	4.58
Recognize and correct misconceptions about mental health and mental illness as I encounter them.	4.58

Participant Feedback (verbatim)
the hands on and allowing ongoing questions was very helpful.
Great course! Come back to Erie soon!
Deborah was wonderful!! She is extremely knowledgeable and wise. She is a great teacher too! She keeps the class engaged :)
The interaction between group per module and time to share ideas and ask question throughout presentation was wonderful!
It was nice having an instructor who treated participants as adults. Offered real life examples and methods. So often participants get a person who "just reads to them". This was definitely not the case for this instructor! As a former university instructor I appreciate this!
True interaction with participates
Learned so much!! Highly recommend this course!!! Thank YOU!!! :)
GREAT job.
Really liked the tools in the middle of the table to "play" or fidget with during the presentations.
Great instructor & speaker. Made the course content easy to understand & fun. Enjoyed the interactive exercises.
Thank you so much for your knowledge. This was a great day for me to go over information and network with others.
very lively and well versed

Excellent presentation! I really enjoyed the program and the class interaction was great! Thank you for providing such a great program on a topic that is needed so badly.
Great class! Enjoyed the interactive atmosphere. Possibly would work even better with a smaller group so that we could share our experiences.
I don't know if this addressed in another training, but ways to help our residents with these issues.
The instructor was amazing, engaging , and easy to understand. I really learnt a lot from her.
Very good representational skills
Deborah was very engaging and kept the entire group wide awake and interested the entire day. The activities throughout the training were a great idea as well.
One of the best trainings I have attended. Instructor made the material very approachable, engaging, and easy to understand.
I enjoyed the flow of this course and making it applicable to the facility settings in the room. I appreciated the survey of who was present and prior knowledge base about MHFA prior to starting the course. It helped me know what I was in for as someone who has been certified before and in the MH field for almost 10 years.
Incredible!!
Deborah had a fabulous presenter engagement. I enjoyed her examples and style.
She did a great job. She had a good blend of lecture and activities to reinforce the subject matter.
I really enjoyed this class. The instructor was knowledgeable, engaging and kept my interest. I enjoyed the activities and role playing. I felt that breaking into small groups was a great way to discuss and brainstorm and get to know the other participants.
One suggestion: I would have liked to have had the opportunity to share email/contact information with other participants if they wanted to as well to keep in touch and share helpful tips as we provide the mental health first aid in our own environment.
Engaging and wonderfully presented.
I enjoyed the course and liked the presenter's style. It was well organized and moved through all of the topic areas expected.
Great information and relation to real world experiences and situations
Excellent presentation and real life examples of the material.
very interesting and informative
The instructor was very engaging and informative. I would attend another seminar by her anytime! She engaged the audience!
Very interesting and held my attention the entire day.
Well presented. Engagement of participants made experience more meaningful
excellent
great course thank you!
Excellent Training and presented very well.
Very passionate about the topic.
Truly enjoyed the course and gained more knowledge then I expected to.

very personable, good insight

Extremely engaging with the audience, Conveyed extensive knowledge on the subject. Outstanding presenter!

The environment was comfortable and pleasant. The experience was very good. I was able to learn what I was hoping to accomplish and more. Thank you very much!!