

Central CNSC Evaluation and Research Update – Sep 2017

The Central Region Community Network of Specialized Care has lead and supported several evaluation projects this past year, focusing on assessing the impact of education initiatives.

Overall we found that an interactive, case-based approach, grounded in adult education principles, has lead to tangible changes in participant’s practice and, in many cases, to improvements in the care and services that clients receive.

Effective Specialized Response (ESR)

- This 2-day course aids participants to begin to bridge the gaps between sectors, practices and service approaches in order to promote continuity of care and coordination and integration of comprehensive services. It challenges participant to revisit their understanding of how traditional case management may need to be redefined when working with people who have a dual diagnosis.
- A recent evaluation was performed that included a review of session feedback, and longer-term follow-up survey, and some selected interviews. Over 255 participants (9 trainings delivered 2015-2016) were involved. The findings included:
 - Strengths: facilitators, structure, content, networking
 - Challenges: no significant trends; mostly one-off experiences
 - Participant outcomes:
 - New knowledge
 - New connections
 - Renewed attitudes
 - More quipped to use tools
 - More informed about community resources
 - Collaboration across sectors
 - Better support for individuals and families
 - Recommendations: several suggestions to improve the training emerged from the data and will be taken into consideration in the next round of curriculum review

Local Events

- Central CSNC also supported the evaluation of several local events; see the infographics provided for each for a summary of the findings
 - Central East CNSC: Annual Conference Event
 - Central West CNSC: Common Thread Initiative
 - Toronto CNSC: Transition Series Event

Question? Contact you local CNSC coordinator (<http://www.community-networks.ca/cnsco-contact/>)