

**POST-CONFERENCE PROCEEDINGS
WORKSHOP SESSION SUMMARY
NIEHS NATIONAL TRAINERS' EXCHANGE
MARCH 2007**

1. Session Title and Presenter's Contact Information:

“Using an Integrated Comprehensive Evaluation Process to Enhance the Effectiveness of Community-based Health and Safety Training Programs”

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2. Workshop Summary

The objective of this 90 minute workshop is to use an interactive approach to engender discussions related to the use of an evaluation process in enhancing community-based training programs. That is, the discussion utilized a case study of a comprehensive integrated evaluation process developed for and implemented by the Center to Protect Workers' Rights to assess and continuously improve their Brownfield Minority Worker Training (BMWT) and Minority Worker Training (MWT) Programs. The specific session learning objectives included: (1) discuss an overview of the evaluation process including the sources and types of information that is collected; (2) review the outcomes of the evaluation; (3) describe how to use the results to ensure continuous improvement of the programs. To achieve these learning objectives, the presentation utilized small group technique followed by large group discussion and questions and answer session to generate interaction.

The session highlighted the process, established by the Sarpy and Associates, LLC research team working with the CPWR, for evaluating program effectiveness of their BMWT/MWT programs. This evaluation process, developed and conducted across five programs years, was used to assess the eight geographically dispersed programs. This interactive session presented information regarding the evaluation results and best practices identified including the adult learning principles that support their use. Further, the interactive hands-on activity and question and answer sessions reviewed steps to more fully integrate these concepts into current community-based health and safety training program practices to achieve desired outcomes.

3. Methods

The workshop relies on case study method to demonstrate unique elements of the evaluation process and use of results for program improvement. Further, the workshop uses a small group activity, group discussion, and question and answer technique to draw upon the expertise of participants. Thus, this interactive workshop encourages discussion among participants to encourage sharing of resources among related community-based training programs. In addition, this methodology encourages information dissemination in terms of evaluation best practices and lessons learned among programs and adoption of the case study evaluation techniques to improve current programmatic evaluation practices. A maximum of 35 participants is recommended to better ensure participation among attendees and allow sufficient time for the presenter to address questions and answers.

4. Main Points

Most prominent among the outcomes of the workshop was the sharing of resources and general comments regarding evaluation of community-based programs to ensure continuous improvement. The following summarizes these comments and suggestions among session participants:

- Participants were very interested in the 360 degree feedback/evaluation system developed for the CPWR programs. In particular, they felt that consideration should be given to adopting the various stakeholder perspectives into their current evaluation systems. Participants stated that while the concept was novel to them, the idea of giving a voice to each stakeholder would be particularly useful in determining program effectiveness and impact. For example, they noted that inclusion of community members and community-based organizations would lend valuable insight into their program given the role that these individuals play in program success. They also suggested that the evaluation could be expanded beyond using the program as the target of the evaluation to include a 360 degree feedback/evaluation process where the program coordinators who manage the programs serve as the target.
- Related to the multiple stakeholders included in the 360 degree evaluation/feedback, participants were very receptive and responsive to inclusion of information from graduated students. The results of the current evaluation process revealed that students consistently provided the highest ratings. This finding suggests that the CPWR had achieved high levels of “customer satisfaction.” It was further noted that the graduated students are a good indicator

of the maintenance and use of the training-related knowledge and skill back on the job. Participants were interested in expanding the current tracking of the graduated students to explore transfer of the training and its continued use of the training beyond the current one year requirement.

- The participants also described an interest in examining the impact of the “extra-training” factors such as safety climate and culture of the organizations in which graduated students are subsequently employed. These factors are very relevant given that they directly affect the impact of the training.
- Participants stated that they use of evaluation results is often overlooked as a tool for continuous improvement in their programs. The longitudinal design employed by the described evaluation provided data that allowed for the identification of specific elements for program improvement that can be tracked over time. Participants indicated that they felt that this would be a valuable component to incorporate into their existing programs.
- Because of the dissemination of information and resources, both during and following the conference, it was suggested that it might be useful to survey the extent to which this exchange led to actual changes in programs resulting from the workshop itself. A brief survey could be designed and administered to participants to determine impact.

5. References

Sarpy, S.A., & Kaufman, J.D. (2006). A Longitudinal Evaluation of the Effectiveness of Minority Worker Health and Safety Training Programs in Eight Communities. Paper presented at the National Occupational Research Agenda Symposium: NORA Makes a Difference of the Centers for Disease Control and Prevention, National Institute for Occupational Safety and Health, Washington, D.C.

Burke, M.J., Sarpy, S.A., Smith-Crowe, K., Chan, S., Islam, G., & Salvador, R. (2006). The relative effectiveness of worker safety and health training methods. American Journal of Public Health, 96(2), 315-24.

Sarpy, S.A., & Kaufman, J.D. (2005). Integrated Multiple Stakeholder Evaluation Process: Using Qualitative and Quantitative Data to Evaluate Safety and Health Training Interventions. Paper presented at the 133rd Annual Meeting and Exposition of the American Public Health Association, Philadelphia, Pennsylvania.

Sarpy, S.A., Chauvin, S.W., Hites, L.S., Santacaterina, L., Capper, S., Cuccia, M., Anderson, A.C., & Petersen, D. (2005). The South Central Center for Public Health Preparedness training system model: A comprehensive approach. Public Health Reports, 120(Suppl 1):52-56.

Sarpy, S.A. & Kaufman, J.D. (2005). Follow-up Evaluation of the BMWT and MWT Programs for the Center to Protect Workers' Rights: Evaluating Program Impact. Technical report prepared for the National Institute for Environmental Health Sciences.

Sarpy, S.A., Warren, C.R., Kaplan, S., Bradley, J., & Howe, R. (2005). Simulating public health response to a Severe Acute Respiratory Syndrome (SARS) event: A comprehensive and systematic approach to designing, implementing, and evaluating a tabletop exercise. Journal of Public Health Management and Practice, 11(6 Suppl):S75-S82.

Sarpy, S.A., Hites, L.S., & Zyphur, M. (2004). A Comprehensive Multiple Stakeholder Evaluation of the Brownfield Minority Worker Training (BMWT) and Minority Worker Training (MWT) for the Center to Protect Workers' Rights. Technical report prepared for the National Institute for Environmental Health Sciences.

6. Workshop Handouts/ Resources

Handouts: "Using an Integrated Comprehensive Evaluation Process to Enhance the Effectiveness of Community-based Health and Safety Training Programs" – Power Point presentation