QUILL Learning Network
Labour Market Partnership Project Focus Group (Huron and Perth)
Wednesday, May 15, 2013

Evaluation

Eleven people completed an evaluation form at the end of the May 15, 2013 session. Overall, participants in the session were satisfied with the session and felt that it enhanced their level of knowledge of multi-agency centres and community programs and services. The presentation on the Best Practice Guide was well received and participants felt that it was a comprehensive document that provided them with useful content they can use in their work.   The 10 best practices were noted as a significant learning for many of the participants.

In terms of feedback, a few participants noted that they would like to have seen more agencies in attendance, with a wider representation. Page two of this report also provides a list of further information participants would like about multi-agency centres.

The participants evaluated the session in two ways: Best Practice Guide presentation and the overall session. The results of the evaluation are presented below for each of these components.

A. Best Practice Guide Presentation

Overall Rating
Participants were asked to give an overall rating to the presentation on the Best Practice Guide for Multi-Agency Centres using a rating scale from 1 to 4, 1 being "poor" and 4 being "outstanding". The presentation on the Best Practice Guide received a positive rating with:

- 45.5% of the participants rating it as a 3 out of 4, and
- 54.5% of the participants rating it as a 4 out of 4 (outstanding).

Enhanced Understanding and Knowledge
Participants were asked if the presentation on the Best Practice Guide enhanced their understanding and knowledge of multi-agency centres. Participants rated this on a four point scale, with 1 being "not at all" and 4 being "very much".   Participants noted that the presentation did enhance their understanding and knowledge of multi-agency centres, with:

- 45.5% of the participants rating it as a 3 out of 4, and
- 54.5% of the participants rating it as a 4 out of 4 (very much).

Comprehensive Review of Multi-Agency Centres
Participants rated the presentation on the Best Practice Guide as to whether or not they thought it was a comprehensive review of the topic of multi-agency centres. Participants rated this on a four point scale, with 1 "incomplete" and 4 being "very thorough". Again, participants felt that the presentation provided a comprehensive review of the topic of multi-agency centres, with:

- 45.5% of the participants rating it as a 3 out of 4, and
- 54.5% of the participants rating it as a 4 out of 4 (very thorough).

Learnings about Multi-Agency Centres

Participants were asked to specifically outline what they learned about multi-agency centres that they didn't know before the session. Six participants (54.5%) responded to this question. The responses to this question include:

- Multi-levels of governance that sometimes exist
- The advantages of multi-agency centres in being able to respond to "multi" issues and needs for the community and service providers and funders and governments
- There are more variations/models that one would think
- There are lots of people doing this bigger and better than we are
- The different agency set-ups and common traits
- That mobile service centres exist
- The Best Practices were very useful for further consideration and analysis (looking forward to reviewing the guide)

More Information about Multi-Agency Centres
Participants were asked what else they would like to know about multi-agency centres. Five participants (45.5%) responded to this question. The responses to this question include:

- How does it work in other areas/centres when two organizations are funded to deliver the same service?
- How to expand the levels of service provided at a multi-agency centre
- How to overcome barriers such as "real estate" (ie. What's available in terms of facilities to rent)
- Which policies and best practices have you formalized?
- How are problems resolved? A third party person?
- How long does it take to form good relationships?
- How to work through struggles to get to "performing"?
- Resources (people/guides to assist us in our process)

B. Overall Session

Level of Satisfaction
Participants were asked to rate their level of satisfaction with the May 15, 2013 session. They were provided with four options from which to choose, including: Very Satisfied, Satisfied, Dissatisfied and Very Dissatisfied. All of those who attended the session were satisfied, with:

- 36.4% of the participants stated that they were satisfied with the session
- 63.6% of the participants stated that they were very satisfied with the session

After responding to this question, participants were asked hat, if anything, could be done to increase their level of satisfaction with the session. Responses to this question include:

- I came prepared to discuss and move conversation forward. Could collapse two sessions in one to be more time efficient
- Was expecting larger group of participants
- Agency profiles – services listed
- More representation by other partners, referral agencies? (know this is out of your hands)
- It was a good afternoon

Knowledge of Multi-Service Centres
Participants were asked to rate on a scale of 1 to 4 (4 being to "a great extent" and 1 being "not at all"), to what extent their level of knowledge of multi-service centres increased as a result of attending this session.

- 91% of participants noted that their level of knowledge of multi-service centres increased to a moderate extent as a result of attending the session (rating it a 3 out of 4)

Knowledge about Community Programs and Services
Participants were asked to rate on a scale of 1 to 4 (4 being to "a great extent" and 1 being "not at all"), to what extent their level of knowledge about community programs and services increased as a result of this session. Although the participants' level of knowledge increased, it did not increase as much as their level of knowledge of multi-service centres (see section above).

- 54.5% of participants noted that their level of knowledge about community programs and services increased to a moderate extent as a result of attending the session (rating it a 3 out of 4)
- 18.2% of participants noted that their level of knowledge about community programs and services increased to a great extent as a result of attending the session (rating it a 4 out of 4)
- 27.3% of participants noted that their level of knowledge about community programs and services increased somewhat as a result of attending the session (rating it a 2 out of 4)

Usefulness of the Content
Participants were asked to rate on a scale of 1 to 4 (4 being "very useful" and 1 being "not useful at all"), the usefulness of the content presented in today's session to their work. All participants found the content useful, with:

- 45.5% of the participants rating it as a 4out of 4 (very useful), and
- 54.5% of the participants rating it as a 3 out of 4.

Significant Learning
Participants were asked to name the most significant learning they will take away from this session. Ten participants (91%) responded to this question. Responses to this question include:

- Interconnection of agencies
- Great platform to jump from
- Learning a bit more about how things work in Perth (from Huron)
- Formalized best practices
- 10 Best Practices
- There is still lots of room for improvement 1) in terms of services offered to client 2) in terms of relationships with community partners
- Review of the best practices for reflection and action
- To encourage more community services to access (or use) our centre, even if it's on an irregular basis
- Looking forward – maximizing/maintaining current partnerships
- Formal agreements

Other Comments
Other comments provided by participants include:

- Thank-you!
- Thank you for a worthwhile and casual meeting
- Networking opportunity valuable