

**QUILL Learning Network
Labour Market Partnership Project Focus Group (Huron and Perth)
Friday, September 20, 2013**

Evaluation

Seven people completed an evaluation form at the end of the September 20, 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.

Level of Satisfaction

Participants were asked to rate their level of satisfaction with the three sessions they attended for this project. The three sessions received a positive rating with:

- 42.9% of the participants stating they were very satisfied with the three sessions
- 57.1% of the participants stating they were satisfied with the three sessions

No one stated that they were dissatisfied with the sessions.

Increased Knowledge

Participants were asked if their level of knowledge of multi-service centres increased as a result of attending these three sessions. Participants rated this on a four point scale, with 1 being “not at all” and 4 being “to a great extent”. Participants noted that the presentation did increase their knowledge of multi-service centres, with:

- 57.1% of the participants rating it as a 3 out of 4
- 14.3% of the participants rating it as a 3.5 out of 4
- 28.6% of the participants rating it as a 4 out of 4.

Participants were also asked if their level of knowledge of community programs and services increased as a result of attending these three sessions. Participants rated this on a four point scale, with 1 being “not at all” and 4 being “to a great extent”. Participants noted that the presentation did increase their knowledge of community programs and services, with:

- 85.7% of the participants rating it as a 3 out of 4
- 14.3% of the participants rating it as a 4 out of 4.

Changes as a Result of Learnings through this Project

Participants were asked if they will make changes at their multi-service centre as a result of what they've learned through this project. This project has resulted in action in local multi-service centres, as 100% of the participants noted that they will be making changes at their multi-service centre as a result of what they've learned through this project. Examples of changes that are going to be made, include:

- Define with administration what we want from partnerships to create evaluation process for partnerships we have
- Create newsletter and find a way to have communication and meetings throughout sites
- Better coordination between existing programs already located in the multi-service centre
- Joint marketing flyer of services in building
- Set some formalized meetings to discuss housekeeping and charter development
- Consider a video orientation for new staff
- Be more inclusive for open house events
- Overall, improve communication
- Video orientation

Significant Learning

Participants were asked to name the most significant learning they will take away from the three sessions. Responses to this question include:

- What is offered in different areas and how they fund it
- What others are doing – ideas!
- The scope of collaboration and how it helps us all
- To always be thinking outside the box
- To get out of the office and investigate other good/best practices
- Top 10 best practices
- Learning other examples from other service providers

Ideas for Phase Two of this Project

The ideas that participants have for a potential second phase of this project include:

- Tools to assess our services
- Tools to evaluate with and resources to implement change
- Broader community focus groups
- Client focus groups
- An overview of some amazing multi service centres - video presentation with a staff person present to discuss the details of why it's great
- The road to being exceptional. How we learn from the journey
- How have other agencies moved forward - pros/cons. Where to go next
- How to implement changes...tools to assess

Other Comments

Other comments provided by participants include:

- Good project!
- I think this could have been condensed into two sessions. Very helpful information. The facilitator was very good – friendly, humorous and succinct (didn't repeat information over and over again)
- Interesting work and meetings! And activities
- Great project!