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Family Support Training Assessment

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BACKGROUND: The purpose of this project is to evaluate the training provided to family support workers within the Cabinet for Health and Family Services. The scope of work on this project has been to assist with curriculum development, developing pre- and post-tests of training content, and writing behavioral anchors that align with each curriculum. Trainees in Adult Medical Basic, Food Benefits Basic, and K-TAP Basic are measured on their knowledge of the training content, both before and after training. In addition, a pre-training questionnaire is completed that addresses several measures including gender, race, education, length of employment, geographic location, rank/position, perceived job satisfaction, learning readiness, personality traits, and supervisor and co-worker support. Another component of this project is to help align training curriculum with behavioral anchors that can be measured on the job, to track the impact of training on agency outcomes. The Family Related Medical training is currently in the process of being aligned with behavioral anchors.

METHODOLOGY:

- Trainees take pre- and post-tests on Blackboard as part of their core training.
- Trainees also complete a pre-training questionnaire on-line via a secure server.
- Trainers use the results of the pre and post-tests to provide learning reinforcement.

KEY FINDINGS:

- Three trainings are currently being evaluated.
- During 2004, approximately 106 Adult Medical trainees participated in the evaluation. They averaged an increase of about 11% in knowledge from pre- to post-test.
- During 2004, approximately 103 Food Benefits trainees participated in the evaluation. They averaged an increase of about 28% in knowledge from pre- to post-test.
- During 2004, the K-TAP curriculum was re-designed and added to the evaluation. Approximately 72 K-TAP trainees participated in the evaluation. They averaged an increase of 18% in knowledge from pre- to post-test.
- All of training cohorts increased their scores by one or two letter grades, demonstrating an increase in knowledge after completing their basic training.

USEFULNESS TO CABINET:

- This project helps the Cabinet in measuring the effectiveness of family support trainings.
- In addition, re-designed curricula with aligned behavioral anchors helps impact training efficiency.
- On-the-job learning components between weeks of training helps to reinforce learning, as does reviewing post-tests on content immediately following the training.
- Measuring job competencies utilizing the behavioral anchors assist workers and supervisors in identifying areas that need further training.