

# Comprehensive Assessment of Consumer, Family Member, and Parent/Caregiver Workforce Project Overview 2015

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# Agenda for CFP/C Assessment Review

## What to Expect

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What do we hope to accomplish today?

- + Introduce research team
- + Overview of the upcoming Caregiver, Family, Parent/ Caregiver (CFP/C) assessment and planned methodology
- + Review surveys and solicit committee's feedback
- + Explain engagement plan and how you can help



# Project Overview



# UCSD Health Services Research Center and Harder+Company Community Research Who We Are

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We are a non-profit research organization within the UC San Diego School of Medicine, Department of Family Medicine and Public Health. Our mission is to support research focused on understanding how clinical and treatment services affect health outcomes. The UCSD HSRC research team specializes in the measurement, collection and analysis of physical and mental health outcomes data to help improve health care delivery systems and, ultimately, to improve patient and client quality of life.



H+Co works with public sector, nonprofit, and philanthropic clients nationwide to reveal new insights about the nature and impact of their work. Through high-quality, culturally-based evaluation, planning, and consulting services, we help organizations across a wide range of social impact areas to translate data into meaningful action. We are skilled in responding to diverse information needs with technical rigor and approaches that are both flexible and inclusive.



# Comprehensive Assessment of Consumer, Family Member, and Parent/Caregiver (CFP/C) Workforce

## Overview of Project Goals

### Online Surveys:

- + Assess the **number and demographics** of CFP/C workforce members
- + Assess **current employment** of CFP/C workforce
  - Positions, functions and environments
  - Current career tracks/ladders
  - Minimum qualifications required
  - Minimum qualifications for individuals supervising CFP/C workforce
- + Assess **training** for CFP/C workforce members/ employers
  - Minimum qualifications for educators/trainers
  - Curricula for training
  - Core competencies
- + Assess **quantity and type of assistance** PMHS employers provide to CFP/C workforce
  - Reasonable accommodations
  - Benefits planning
  - Employer-paid benefits
  - Professional development opportunities

### Three Target Groups



CFP/C  
Workforce



PMHS  
Employers  
(County and  
CBOs)



Training  
providers/  
organizations



# Survey Review Guidelines

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- + **Air traffic controller** role to manage time
- + Keep in mind **key questions from email**
- + Focus on **content, not wordsmithing**
- + **Document edits via email** submission
- + Start with **questions in the room**
- + Research team member will monitor and present **webinar chat questions/feedback**



# CFP/C Surveys



# Provide Feedback

## CFP/C Workforce Survey

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### *Survey introduction:*

- ✦ How do we help potential respondents identify whether they are the right person to complete this survey?
- ✦ What are the most important things to communicate about the value of the survey and how the data will be used?

### *Does the survey:*

- ✦ Use **correct terms and accessible language**?
- ✦ **Take too long** to complete for this target group?
- ✦ Consistent with other **data collection efforts around workforce issues**?
- ✦ **Omit** important questions or topics?



# Provide Feedback

## PMHS Employers- County Behavioral/Mental Health Departments and CBO Survey

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### *Survey introduction:*

- ✦ How do we best identify who would have the information to respond to this survey?
- ✦ What are the most important things to communicate about the value of the survey and how the data will be used?

### *Does the survey:*

- ✦ Use **correct terms and accessible language**?
- ✦ **Take too long** to complete for this target group?
- ✦ Consistent with other **data collection efforts around workforce issues**?
- ✦ **Omit** important questions or topics?



# Provide Feedback Training Organizations Survey

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## *Survey introduction:*

- + Please send a list of training organizations that could potentially fill out this survey so that we can have a comprehensive list.
- + What are the most important things to communicate about the value of the survey and how the data will be used?

## *Does the survey:*

- + Use **correct terms and accessible language**?
- + **Take too long** to complete for this target group?
- + Consistent with other **data collection efforts around workforce issues**?
- + **Omit** important questions or topics?



# Engagement Plan



# Engaging Participants

## Recruit and Disseminate

### *Identify Lead Contacts:*

- + Compile **existing contacts** from previous work and established lists
  
- + Identify **new contacts** through:
  - Statewide sites
  - In-person meetings
  - Cultural brokers and other referrals

### Engagement Strategies



E-Mail  
Dissemination



Targeted  
Follow-up



Technical  
Assistance  
with Bilingual  
Support



# Engaging Participants

## How Can You Help?

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- Submit additional feedback on surveys to the research team via email/phone/fax



- Share lists of CFP/C workforce contacts for your counties
- Share lists of training organizations



- Keep an eye out for survey early August



- Share survey link with appropriate target groups and encourage them to complete the survey

# Contact Us

*Have more feedback you'd like to submit?  
Have additional questions?*

Please contact:

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