



National Survey Results

A survey was circulated across all four territories plus Canada & Bermuda to ascertain the effectiveness of the current training model for onboarding new Pathway of Hope providers. The survey also sought to discover where gaps still exist for continued professional development which providers believe would help them to support clients more meaningfully. We received 1000 survey responses, the full results are included in this tool for further understanding.

The highlights are taken from question two and three of the survey:

Question 2: Case Management Techniques: Listed below are possible training topics. Place in the order of importance to your case management service delivery.

Case Management Training



It is recommended that additional, localized training be provide one to three months post onboarding training in the following three areas:

1. Recruitment Techniques
2. Intake Process and Procedure
3. Motivational Interviewing

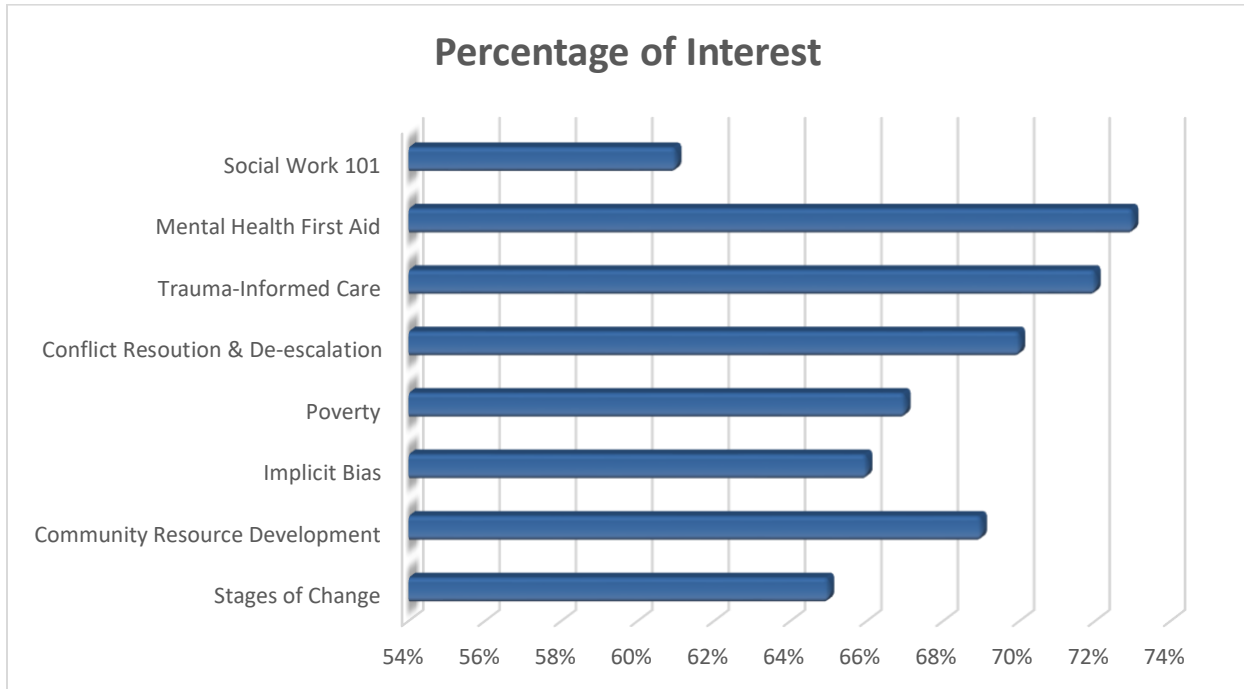
The training content can be created internally, specific to Pathway of Hope context and/or sought out externally through existing sources.





Question 3: Professional Development: The following topics may inform your interaction with clients. How interested are you in these topics and implementing them as part of your case management strategy?

Professional Development:



From the results above, it is recommended that priority for case managers personal development be in the following topics:

1. Mental Health First Aid
2. Trauma-Informed Care
3. Conflict Resolution & De-escalation
4. Community Resource Development
5. Poverty

Several of these topics are part of current curriculum offered through the Central Territories Case Worker Certification Program and/or the Canada & Bermuda Territories “Fit4Mission” learning. These two training certification programs have been created, e-learning and therefore students can go at their own pace to complete.

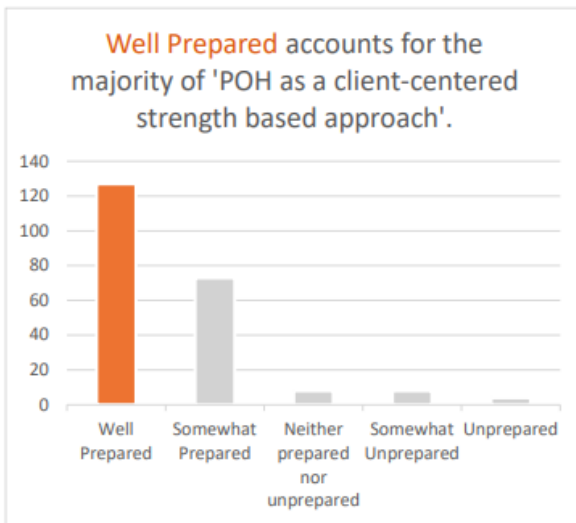
For external training, please connect with local universities or online courses or visit the Advocacy Academy, where you can find online trainings and courses. Please note there are costs involved.

<https://www.advocacyacademy.org/>

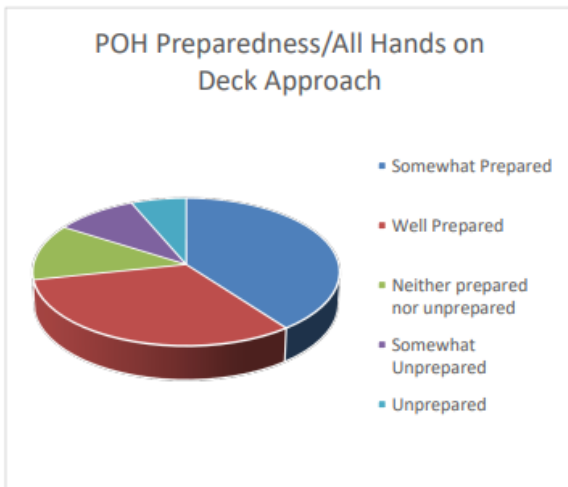


Full Survey Results:

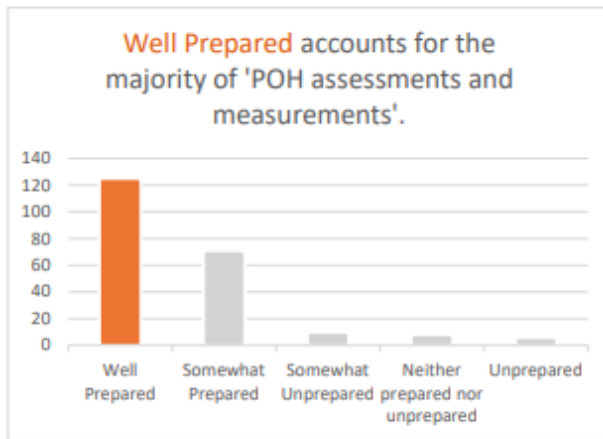
Question 1: Pathway of Hope Training: Following your initial POH content and POH database training, how prepared were you to implement Pathway of Hope at your Corps based on your understanding of the following areas:



POH as a client-centered strength based approach	
Well Prepared	57.73%
Somewhat Prepared	33.18%
Neither prepared nor unprepared	3.64%
Somewhat Unprepared	3.64%
Unprepared	1.82%
Grand Total	100.00%



POH Preparedness	
Somewhat Prepared	39.73%
Well Prepared	31.96%
Neither prepared nor unprepared	12.33%
Somewhat Unprepared	9.59%
Unprepared	6.39%
Grand Total	100.00%

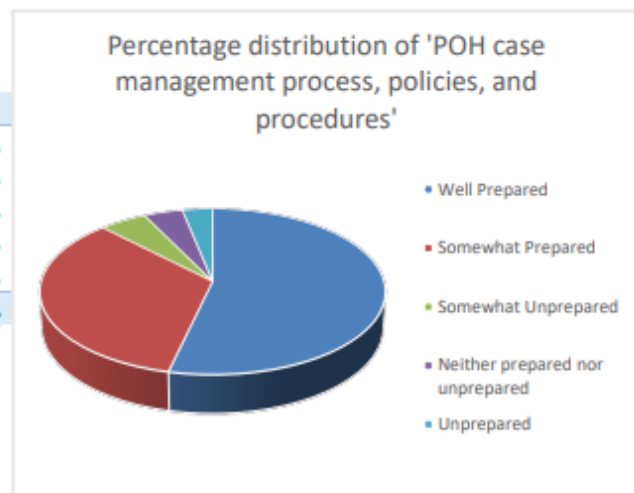


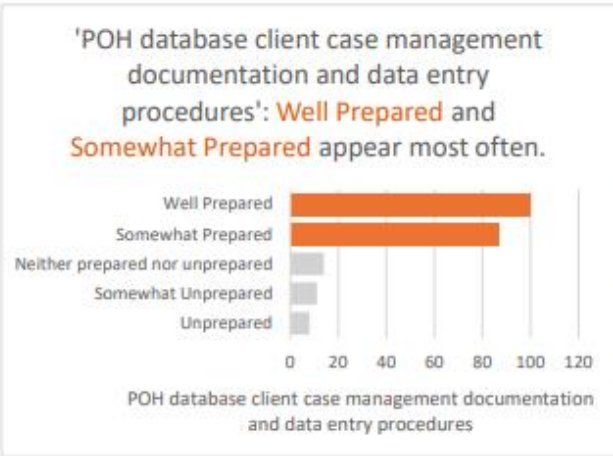
POH assessments and measurements	
Well Prepared	56.82%
Somewhat Prepared	32.27%
Somewhat Unprepared	4.55%
Neither prepared nor unprepared	3.64%
Unprepared	2.73%
Grand Total	100.00%



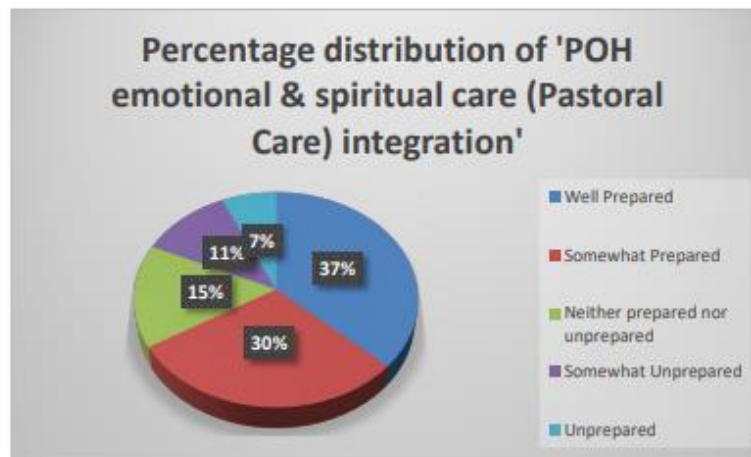
POH community partnerships and collaborations	
Somewhat Prepared	
Well Prepared	
Somewhat Unprepared	
Neither prepared nor unprepared	
Unprepared	
Grand Total	100.00%

POH case management process, policies, and procedures	
Well Prepared	53.64%
Somewhat Prepared	34.09%
Somewhat Unprepared	5.00%
Neither prepared nor unprepared	4.09%
Unprepared	3.18%
Grand Total	100.00%





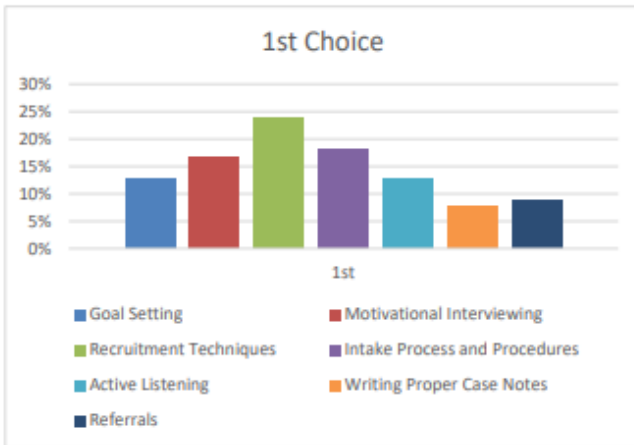
POH database client case management documentation and data entry procedures	
Well Prepared	45.45%
Somewhat Prepared	39.55%
Neither prepared nor unprepared	6.36%
Somewhat Unprepared	5.00%
Unprepared	3.64%
Grand Total	100.00%



POH emotional & spiritual care (Pastoral Care) integration	
Well Prepared	36.82%
Somewhat Prepared	29.55%
Neither prepared nor unprepared	15.45%
Somewhat Unprepared	11.36%
Unprepared	6.82%
Grand Total	100.00%



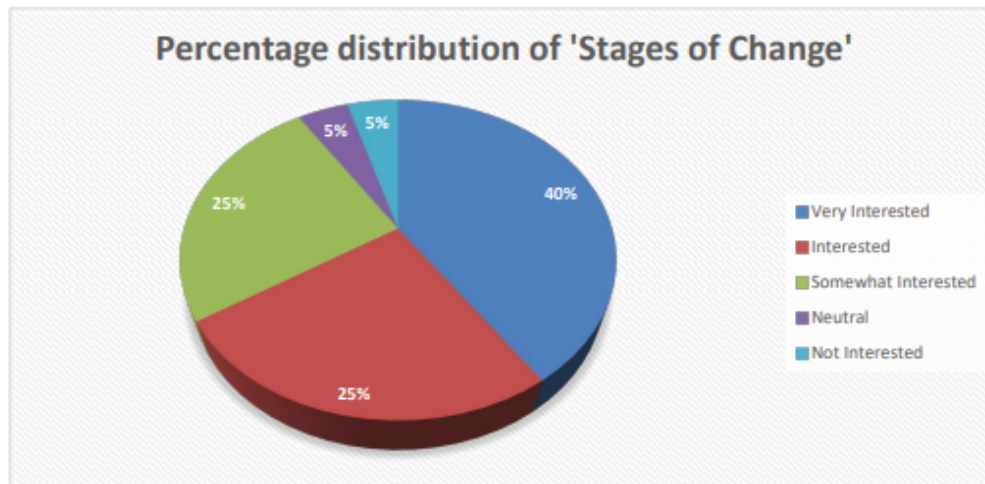
Question 2: Case Management Techniques: Listed below are possible training topics. Placed in the order of importance to your case management service delivery.

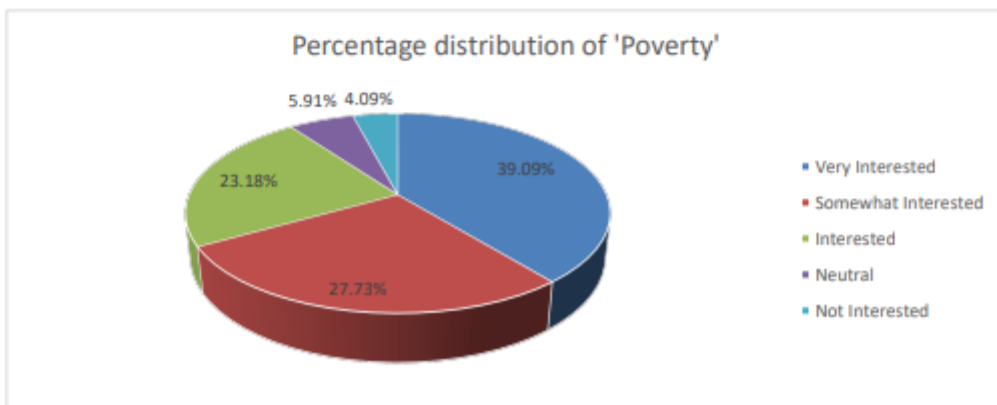
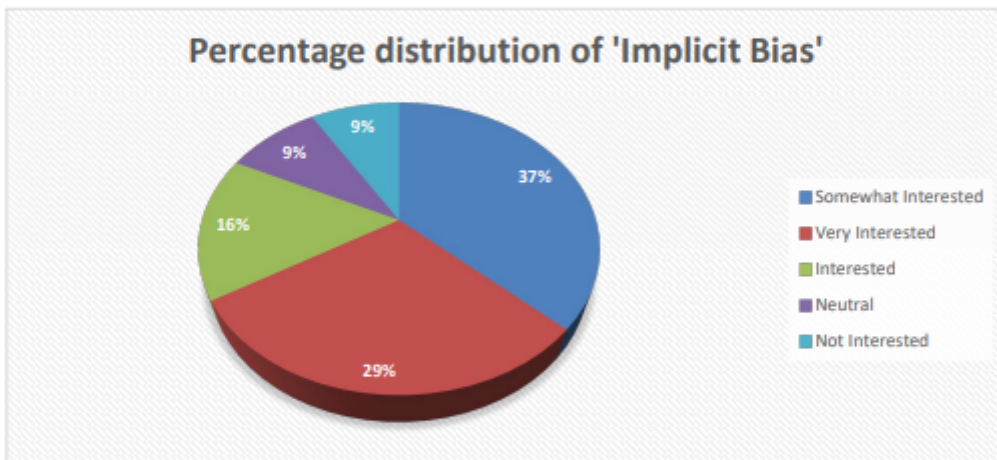
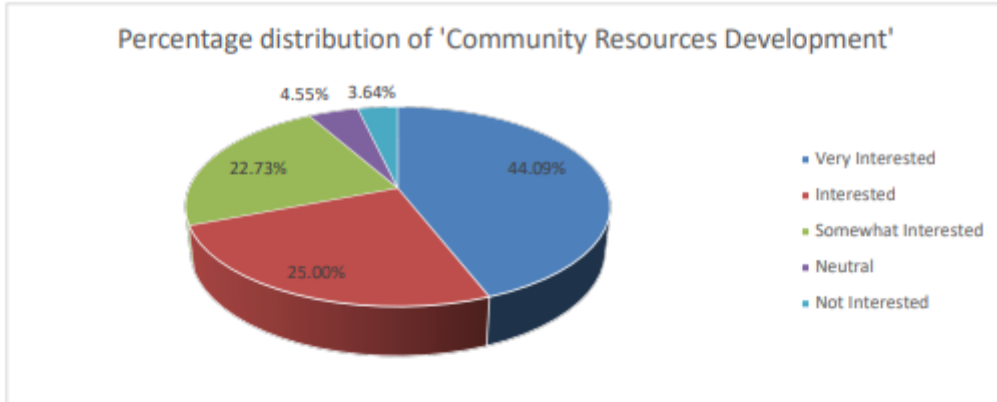


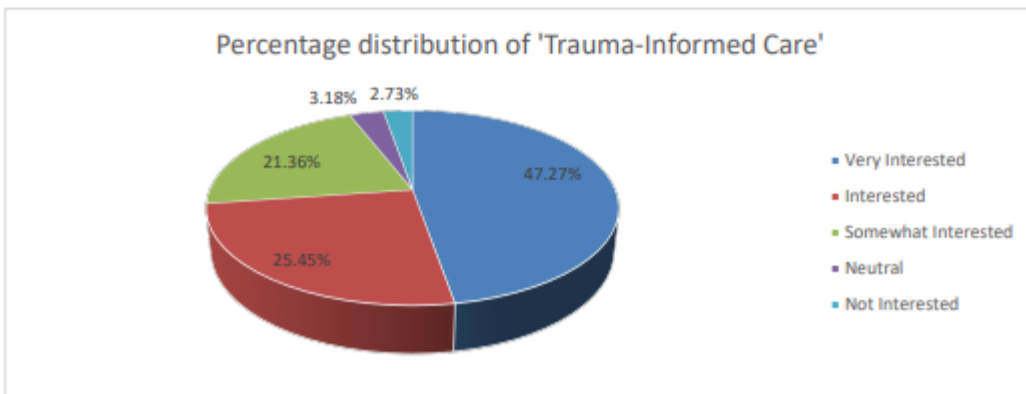
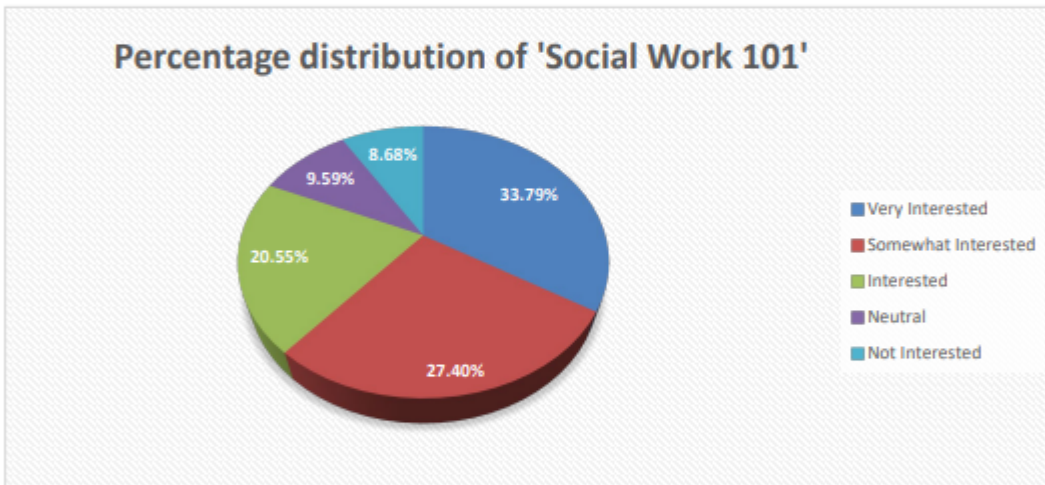
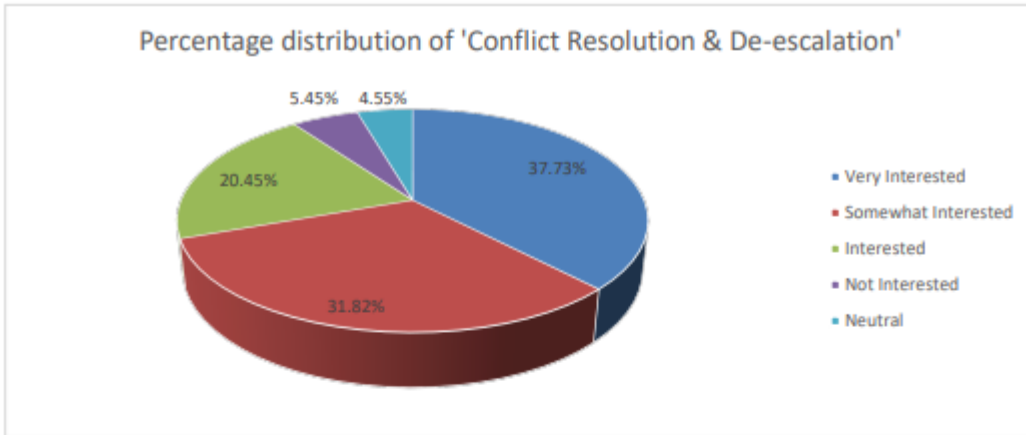
Recruitment Techniques	24%
Intake Process and Procedures	18%
Motivational Interviewing	17%
Active Listening	13%
Goal Setting	13%
Referrals	9%
Writing Proper Case Notes	8%

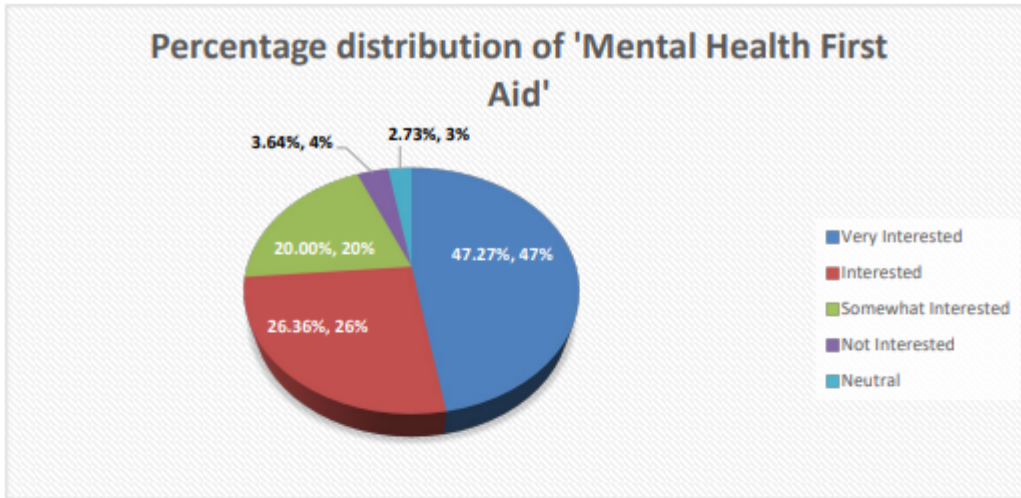
Intake Process and Procedures	18%
Goal Setting	18%
Recruitment Techniques	17%
*Top average 1-3 choices	

Question 3: Professional Development: The following topics may inform your interaction with clients. How interested are you in these topics and implementing them as part of your case management strategy?

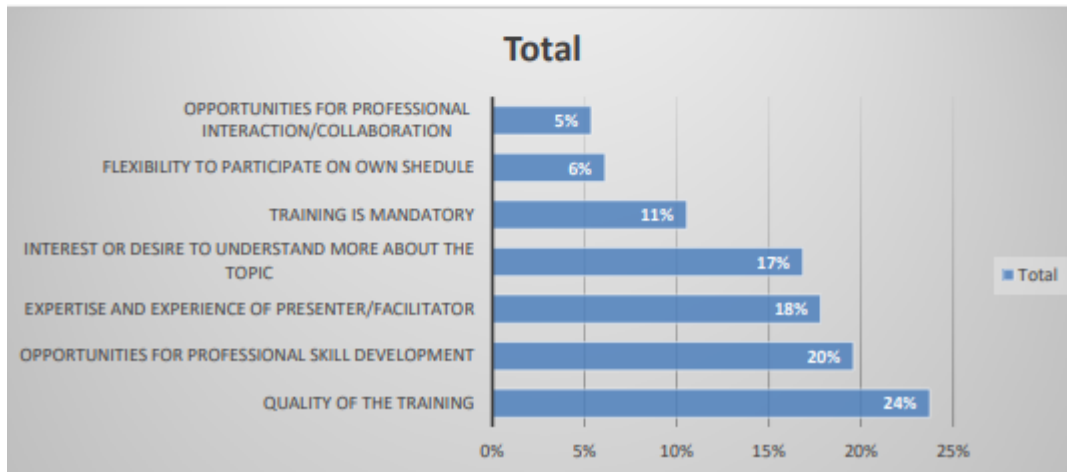








Question 4. Training Motivation: List by order of importance to you the most important aspects of training that influence your decision to participate.



- I think this is a wonderful program, but I would love to cater to those that are single or young, not just target those that have children, we have the government that is able to take care of families through MFIP and other programs, we have a greater need with those who do struggle that are not eligible for those types of programs. I think this should be open to everyone and if it is. I would like to see the POH brochures indicate that everyone is eligible as well not just families with children. We could target the youth especially those who are graduating High School and have no direction in life, or those getting out of Prison/Jail, or those that are getting out of treatment, or other situations that don't necessarily have children to qualify but need the help and opportunity... The Brochures do not indicate that it is open to all... not to mention the funding/budget for the program. Just an honest opinion.
- I would like a 3-6-month refresher course, then at 1 year. I feel I am missing things, and I would like new and fresh ideas to flow from going through materials and training again. This in no way is a bad review on the initial training. My trainer was and is a wonderful and knowledgeable person and a great leader who wants to see my personal growth in my position of Pathway of Hope Case Manager.
- I feel that Pathway of Hope training is severely lacking. Most of the training consisted of how to use SIMS, which is important, but not as important as learning how to build client relationships and case management techniques. I did not feel prepared at all after the POH training. The program lacks structure. There is no guidance on how to implement the program, what client meetings should look like, how to recruit families, etc. Learning how to use SIMS is only part of the puzzle, and arguably it's the least important aspect when it comes to truly helping people.
- I am very excited about more professional development opportunities. Poverty, implicit bias, social work 101 +, trauma informed care, mental health first aid, CPR, and human trafficking or domestic violence support would all be very helpful for our clients as we see a lot of those types of issues in urban areas. I also would like to have a deep conversation around how to talk with clients about making changes in their lives using "value-based" decisions. I have had a lot of success with that, and I think it would be fun to share that in a professional development "best practices day".
- "How to get the rest of your Corps to support/participate with POH, when everyone's plate is full and you don't have officers and/or staff who really believe in the efficacy of the program.
- Also, Dr. Donna M. Beegle; Communication Across Barriers... amazing woman with an inspiring message and educational training. Her lessons are more for the politicians, community leaders, board members, etc. who have not necessarily experienced poverty themselves, but seek a better understanding of how to serve this demographic. I was fortunate to attend a training of hers (via zoom; she's on the west coast) and it was terrific. Not sure we could afford her, even doing a Zoom training, but worth looking into."
- My supervisor was more or less absent during my onboarding. Learning solely by online instruction rather than with hands on help to apply what the training is teaching to my actual clients made my first several months to a year less than ideal. Some checks and balances to prevent that in the future would be helpful.



- We do not currently have POH in our Corp. We cannot get the people to participate when they realize we are not paying all their bills for them and giving them special treatment.
- I am enjoying POH and all the clients. Thank you for this opportunity.
- QPR was helpful for suicide prevention
- I feel like all the paperwork slows me down.
- Most difficult aspect for me has been finding the individuals that want to fully engage for the entire duration of the program. Biggest frustration is setting up appointments and experiencing multiple no shows by individuals who have stated intention to do the necessary work.
- **Landlord and tenant rights
- *Uniform services that are consistent at every location.
- *Good communication skills
- Maybe there's a training to help caseworkers implement the program in their offices and not let other duties fall by the wayside? I am the Caseworker for Emergency Assistance; I run the food pantry; I run the commodities; I help answer phones in the office; I do all of the updating of files and filing. The Pathway of Hope has fallen by the wayside, because I have not had time to follow up multiple times with the people that I have reached out to about the program.

