



FAMILY SERVICES of PEEL

Since 1971



Project Evaluation Phase I Trauma Screening Training Pre and Post Survey Analysis

*—of Family Services of Peel and Catholic
Crosscultural Services*

Dates: August, September, and
November 2017

Project Funded by Ontario Trillium Foundation



**Family Services of Peel – Peel Institute
on Violence Prevention**

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1. EVALUATION OF TRAUMA SCREENING TRAINING IN PEEL REGION

1.1 Methodology

The Peel Trauma Training evaluation methodology follows the Kirkpatrick training evaluation model.

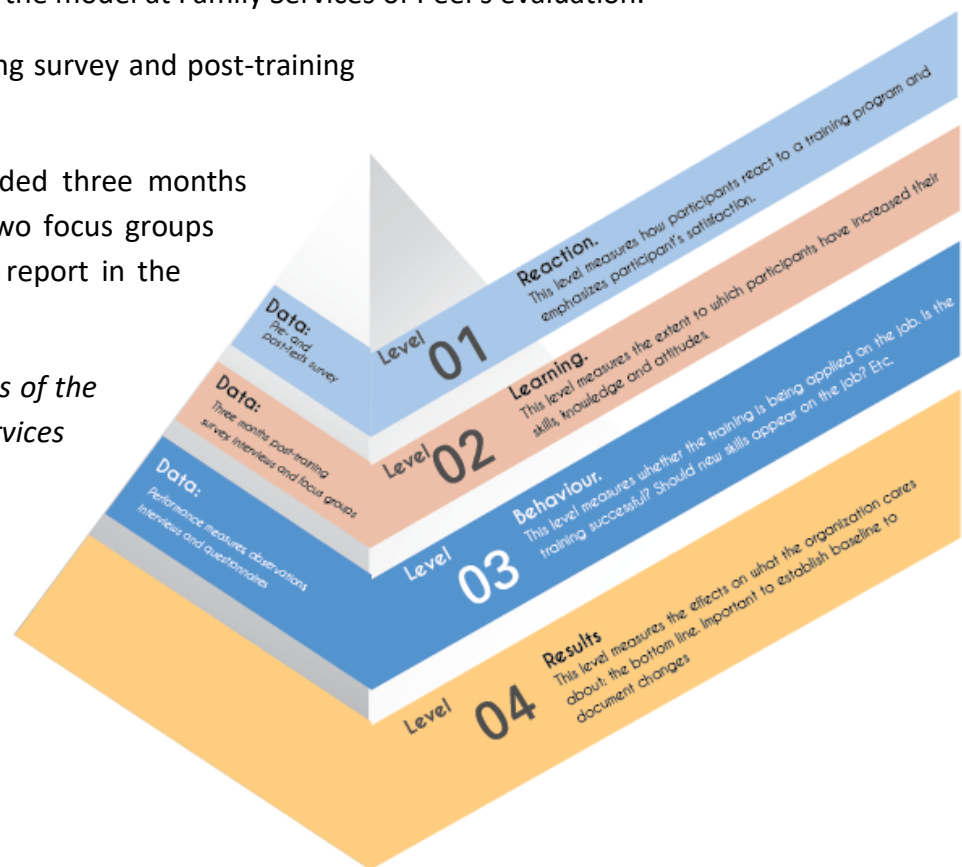
This evaluation has four levels:

We applied level 1 and 2 of the model at Family Services of Peel’s evaluation.

Level 1 included pre-training survey and post-training survey.

Level 2 and Level 3 included three months post-training survey and two focus groups with the trainees and will report in the next stage.

The following is the analysis of the data collected at Family Services of Peel staff training:



1.2 Demographics of the Trainees from Family Services of Peel

On August 29, 2017 and September 28, 2017, the entire staff of Family Services of Peel were trained. One session was comprised of 19 trainees, and the second session included 22 trainees. In total, 41 staff members were trained.

Demographics of the 41 participants are summarized in the following table.

Indicators	Category	Number	%
Age Group	20 - 36 years	12	29.27
	37 - 66 years	22	53.66
	Did not answer	7	17.07
Gender	Female	30	73.17
	Male	9	21.95
	Did not answer	2	4.88
Sexual Orientation*	Heterosexual	13	31.71
	Homosexual	2	4.88
	Other	7	17.07
	Did not answer	19	46.34
Highest Level of Education	High school diploma or equivalent	2	4.88
	College, CEGEP or other non-university certificate or	6	14.63
	University certificate or diploma below bachelor level	13	31.71
	Bachelor's degree	13	31.71
	University certificate or diploma above bachelor level	7	17.07
Years of experience in the current job	0-1 year	10	24.39
	2-5 years	13	31.71
	6-10 years	8	19.51
	More than 10 years	9	21.95
	Did not answer	1	2.44
Years of experience working directly with clients with history of interpersonal trauma	Never	10	24.39
	0-1 year	6	14.63
	2-5 years	10	24.39
	6-10 years	6	14.63
	More than 10 years	9	21.95
Years of experience working at an agency serving clients with history of interpersonal trauma but not provided direct service	Never	11	26.83
	0-1 year	5	12.20
	2-5 years	9	21.95
	6-10 years	8	19.51
	More than 10 years	4	9.76
	Did not answer	4	9.76

*The categories according to Canadian Community Health Survey 2016

The mean age of trainees was 41.6 years (range = 20–66). 73.17% of the participants were females. 80.49% of the participants had university certificates, bachelor’s degrees, or higher.

Years of experience working directly with clients with history of interpersonal trauma:

The staff with 2 to 5 years of experience represented 24.39 % while the trainees with less than 2 years of experience represented 39.02 %.

Years of experience working at an agency serving clients with history of interpersonal trauma but not provided direct service:

The staff who never worked at agency not providing direct service represented the largest percentage 26.83%

2. TRAINING EVALUATION RESULTS

Table 1 – Level 1: Pre- and Post-Test Survey

Results Two Sessions: August 29, and September 28, 2017

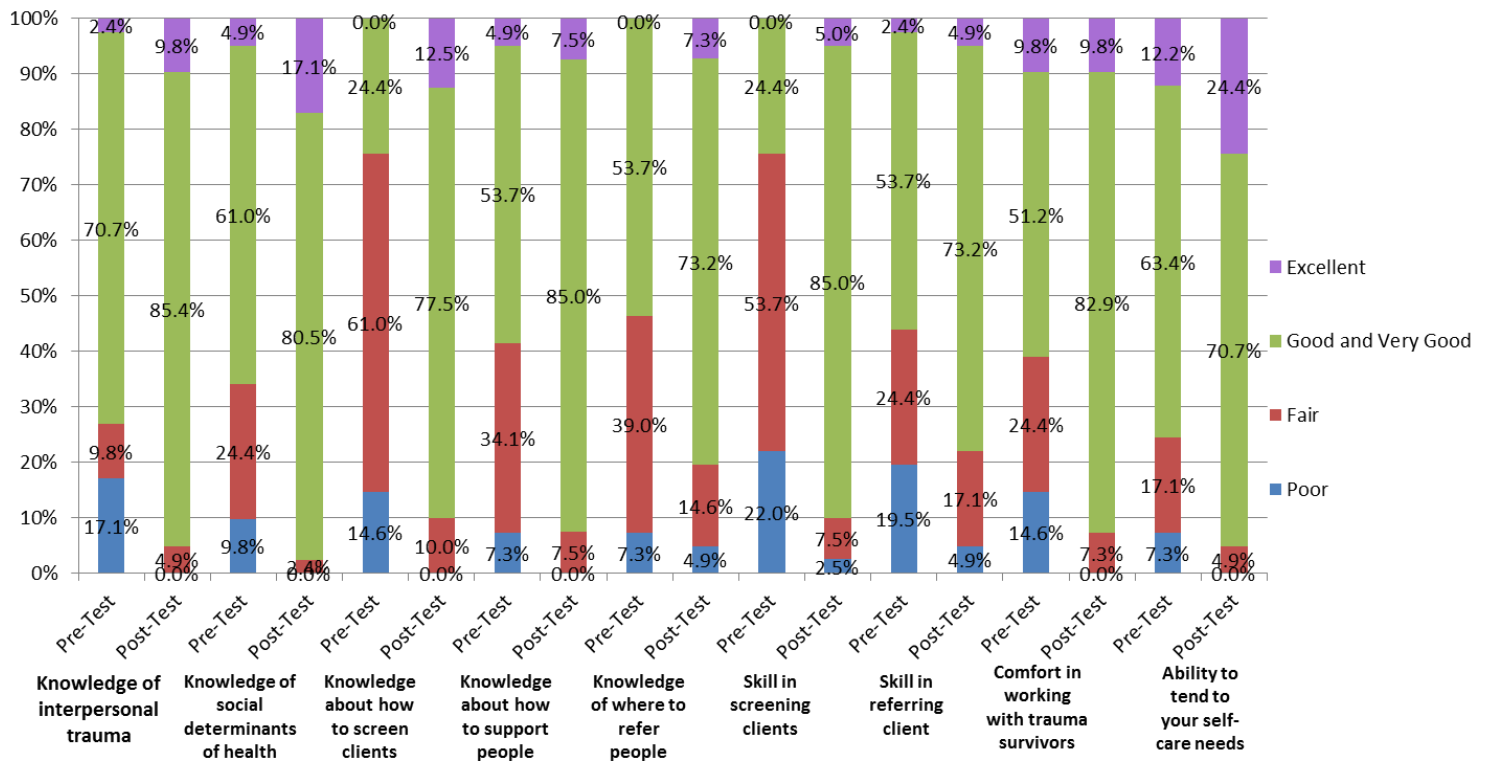
(N= 41)

S#	Grades	Poor		Fair		Good and Very Good		Excellent	
		Pre-Test	Post-Test	Pre-Test	Post-Test	Pre-Test	Post-Test	Pre-Test	Post-Test
1	Knowledge of interpersonal trauma	17.1%	0.0%	9.8%	4.9%	70.7%	85.4%	2.4%	9.8%
2	Knowledge of social determinants of health	9.8%	0.0%	24.4%	2.4%	61.0%	80.5%	4.9%	17.1%
3	Knowledge about how to screen clients	14.6%	0.0%	61.0%	10.0%	24.4%	77.5%	0.0%	12.5%
4	Knowledge about how to support people	7.3%	0.0%	34.1%	7.5%	53.7%	85.0%	4.9%	7.5%
5	Knowledge of where to refer people	7.3%	4.9%	39.0%	14.6%	53.7%	73.2%	0.0%	7.3%
6	Skill in screening clients	22.0%	2.5%	53.7%	7.5%	24.4%	85.0%	0.0%	5.0%
7	Skill in referring clients	19.5%	4.9%	24.4%	17.1%	53.7%	73.2%	2.4%	4.9%
8	Comfort in working with trauma survivors	14.6%	0.0%	24.4%	7.3%	51.2%	82.9%	9.8%	9.8%

9	Ability to tend to your self-care needs	7.3%	0.0%	17.1%	4.9%	63.4%	70.7%	12.2%	24.4%
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* The percentage calculated for whom answered the question

Level 1: Pre- and Post-Test Survey Results - For Two Sessions: August 29 and September 28, 2017



2.1 Knowledge about Trauma (Pre and Post-Test Survey Results: A Comparison)

The table and graph above show the pre and post training survey results of the Trauma Training Evaluation (August 29 and September 28, 2017). The training was delivered to 41 staff members of Family Services of Peel (19 trainees in the first session and 22 trainees in the second session). The survey revealed the following results:

1. **Knowledge of interpersonal trauma:** In the pre-training survey, **70.7%** of the trainees responded that they had good or very good knowledge of trauma and its effects on people. This increased to **85.4%**, post training. Additionally, **9.8%** reported after the training that they gained excellent knowledge, which represented an increase of **7.4%**.
2. **Knowledge of Social Determinants of Health:** **61.0%** of the trainees reported that they had good or very good prior knowledge of SDOH, and this percentage increased to **80.5%** post training. While **4.9%** of the trainees had excellent knowledge of SDOH pre training, this percentage increased to **17.1%** after the training. Additionally, **9.8%** had poor knowledge of SDOH. This dropped down to **0.0%**.
3. **Knowledge of client screening:** In the pre-training survey, only **24.4%** of the trainees reported good or a very good level of knowledge, while **75.6%** reported that they had poor or fair knowledge. However, the post-training survey showed **77.5%** had good or very good knowledge,

and **12.5%** of the trainees gained excellent knowledge in screening clients after the training, compared to **0.0%** before the training.

4. **Knowledge about how to support the clients:** Regarding offering support and care to survivors of interpersonal trauma, the number of staff who responded that they had good or very good knowledge increased from **53.7%** to **85.0%**, which represents a **31.3%** increase. In addition, **7.5%** of trainees reported that they gained excellent knowledge after the training, compared to **4.9%** before the training.
5. **Knowledge of where to refer people:** In the pre-test survey, **53.7%** responded that they had good or very good knowledge of where to refer people, while **39.0%** reported that they had fair knowledge. However, after the training, **73.2%** reported that they had good or very good knowledge, and **7.3%** responded that they had excellent knowledge (which was **0.0%** before the training).
6. **Skills in screening clients:** When it comes to skills in screening clients, the pre- test survey indicated that **24.4%** of the staff had good or very good skills. That percentage increased by **60.6%** to reach **85.0%** in the post- training survey. In addition, the staff members who reported that they had excellent skills improved from **0.0%** in the pre-test to **5.0%** post training. This indicates that the knowledge and skills of the staff in screening clients have seen a remarkable increase.
7. **Skills in referring clients:** In the pre-training survey, **53.7%** of the trainees responded that they had good or very good skills in referring clients and **2.4%** of the trainees reported that they have excellent skills. However, after the training, **73.2%** responded that they had good or very good skills. This is an increase of **19.5%**. In addition, **4.9%** reported that they had excellent skills after the training.
8. **Comfort in working with trauma survivors:** The pre- test survey indicated that **51.2%** of the staff rated themselves as good to very good, when it comes to working with clients. This percentage increased by **31.7%** to reach **82.9%** after the training.
9. **Ability to tend to your self-care needs:** Regarding the ability to tend to self-care needs, the percentage of staff who responded that they had good or very good ability increased from **63.4%** to **70.7%**, in addition, **24.4%** of the trainees reported that they gained excellent knowledge after the training, compared to **12.2%** before the training.

More Training Needed

9.1% of trainees reported they need more training in self-care

6.1% of trainees reported they need training in mental health resources and referral

63.6% of trainees reported they need training in trauma counselling and trauma therapy

* The percentage calculated for whom answered the question

3. CATHOLIC CROSSCULTURAL SERVICES (CCS)

November 20, 2017

The following is the analysis of the data collected at Catholic Crosscultural Services (CCS) trainees training:

3.1 Demographics of the Trainees

Indicators	Category	Number	%
Age Group	29 - 35 years	4	26.67
	36 – 59 years	7	46.67
	Did not answer	4	26.67
Gender	Female	12	80.00
	Male	2	13.33
	Did not answer	1	6.67
Sexual Orientation*	Heterosexual	5	33.33
	Homosexual	1	6.67
	Did not answer	9	60.00
Highest Level of Education	University certificate or diploma below bachelor level	1	6.67
	Bachelor's degree	7	46.67
	University certificate, diploma or degree above bachelor	6	40.00
	Missing	1	6.67
Years of experience in the current job	0-1 year	7	46.67
	2-5 years	2	13.33
	6-10 years	3	20.00
	More than 10 years	2	13.33
	Missing	1	6.67
Years of experience working directly with clients with history of interpersonal trauma	Never	1	6.67
	0-1 year	2	13.33
	2-5 years	5	33.33
	6-10 years	4	26.67
	More than 10 years	2	13.33
	Missing	1	6.67
Years of experience working at an agency serving clients with history of interpersonal trauma but not provided direct service	Never	4	26.67
	0-1 year	2	13.33
	2-5 years	2	13.33
	6-10 years	5	33.33
	More than 10 years	1	6.67
	Missing	1	6.67

*The categories according to Canadian Community Health Survey 2016

The mean age of trainees was 43.82 years (range = 29–59). 80.00% of the participants were females. 86.67% of the participants had university certificates, bachelor’s degrees, or higher.

Years of experience working the current job:

Almost 47 % of the staff have 0-1 years of experience working in the current job, this percentages reflect how the training was significant for those trainees

Years of experience working directly with clients with history of interpersonal trauma:

The staff with 2 to 5 years of experience represented 33.33 % while the trainees with less than 2 years of experience represented 20.00%.

Years of experience working at an agency serving clients with history of interpersonal trauma but not provided direct service:

The staff with 6 to 10 years of experience represented 33.33 % worked at agency not providing direct service.

3.2. Training Evaluation’s Results

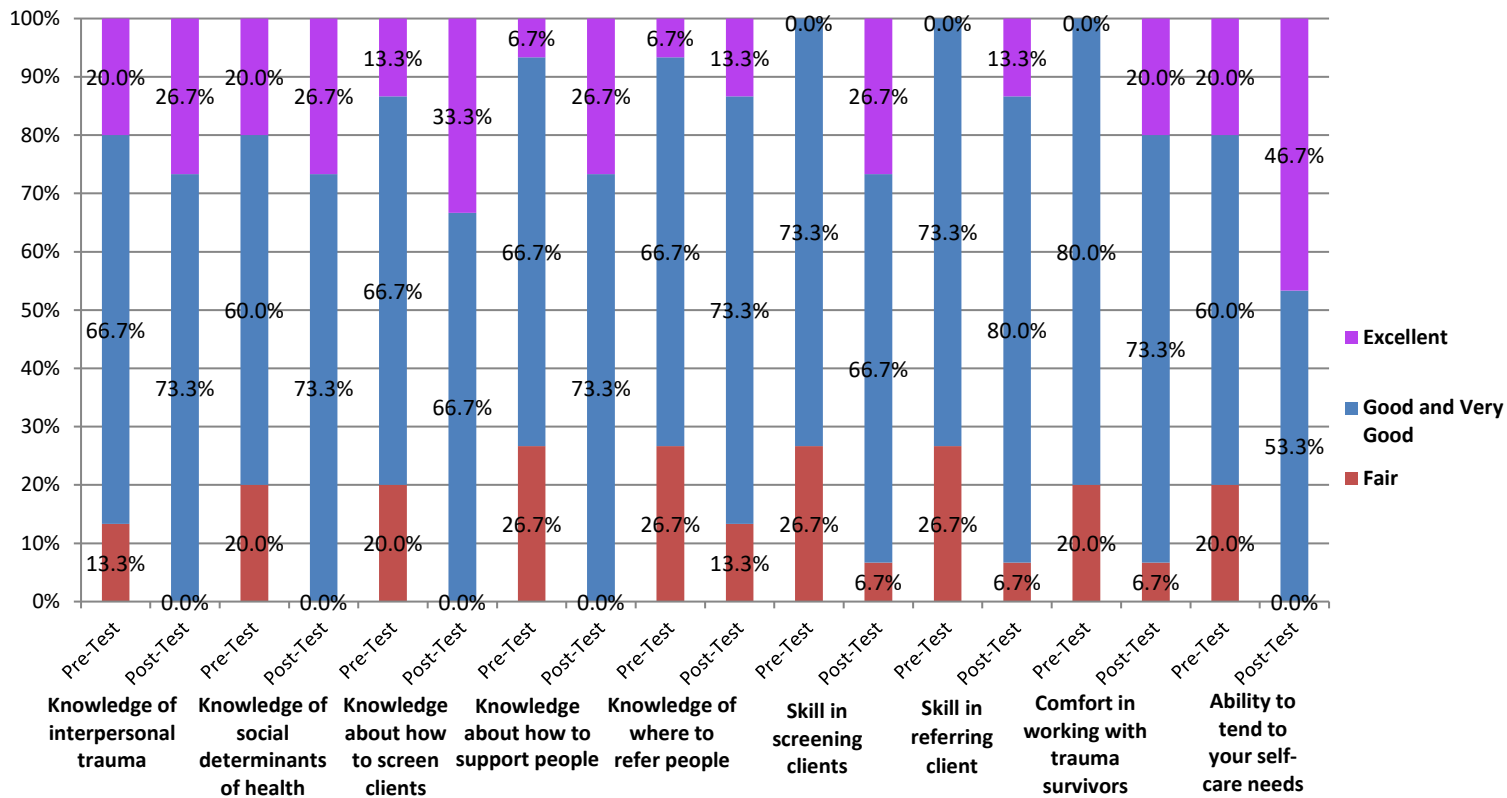
Table 1 – Level 1: Pre- and Post-Test Survey Results For the Session: November 20, 2017

(N= 15)

S#	Grades	Fair		Good and Very Good		Excellent	
		Pre-Test	Post-Test	Pre-Test	Post-Test	Pre-Test	Post-Test
1	Knowledge of interpersonal trauma	13.3%	0.0%	66.7%	73.3%	20.0%	26.7%
2	Knowledge of social determinants of health	20.0%	0.0%	60.0%	73.3%	20.0%	26.7%
3	Knowledge about how to screen clients	20.0%	0.0%	66.7%	66.7%	13.3%	33.3%
4	Knowledge about how to support people	26.7%	0.0%	66.7%	73.3%	6.7%	26.7%
5	Knowledge of where to refer people	26.7%	13.3%	66.7%	73.3%	6.7%	13.3%
6	Skill in screening clients	26.7%	6.7%	73.3%	66.7%	0.0%	26.7%
7	Skill in referring clients	26.7%	6.7%	73.3%	80.0%	0.0%	13.3%
8	Comfort in working with trauma survivors	20.0%	6.7%	80.0%	73.3%	0.0%	20.0%
9	Ability to tend to your self-care needs	20.0%	0.0%	60.0%	53.3%	20.0%	46.7%

* The percentage calculated for whom answered the question

**Level 1: Pre- and Post-Test Survey Results
For the Session: November 20, 2017**



3.3 Knowledge about Trauma (Pre and Post-Test Survey Results: A Comparison)

The table and graph above show the pre and post training survey results of the Trauma Training Evaluation (November 20, 2017). The training was delivered to 15 staff members of Catholic Crosscultural Services (CCS) in one session. The survey revealed the following results:

- 10. **Knowledge of interpersonal trauma:** In the pre-training survey, **13.3%** of the trainees responded that they had fair knowledge of trauma and its effects on people, this percentage decreased to be **0%** after the training. Additionally, **26.7%** reported after the training that they gained excellent knowledge, which represented an increase of **6.7%**.
- 11. **Knowledge of Social Determinants of Health:** **20.0%** of the trainees reported that they had fair knowledge of SDOH pre the training, this percentage dropped down to **0.0%** post the training. Additionally All the trainees had good and very good or excellent knowledge of SDOH post the training.
- 12. **Knowledge of client screening:** In the pre-training survey, only **13.3%** of the trainees reported excellent level of knowledge this percentage increased to **33.3%** after the training.

13. **Knowledge about how to support the clients:** Regarding offering support and care to survivors of interpersonal trauma, **26.7%** responded that they had fair knowledge prior the training, the percent dropped down to **0.0%** after the training. In addition, **26.7%** of trainees reported that they gained excellent knowledge after the training, compared to **6.7%** before the training.
14. **Knowledge of where to refer people:** In the pre-test survey, **66.7%** responded that they had good or very good knowledge of where to refer people, while **26.7.0%** reported that they had fair knowledge. However, after the training, **73.3%** reported that they had good or very good knowledge, and **13.3%** responded that they had excellent knowledge.
15. **Skills in screening clients:** When it comes to skills in screening clients, the pre- test survey results indicated that **26.7%** of the staff had fair skills. That percentage decreased to **6.7%** in the post-training survey. In addition, the staff members who reported that they had excellent skills improved from **0.0%** in the pre-test to **26.7%** post training. This indicates that the knowledge and skills of the staff in screening clients have seen a remarkable increase.
16. **Skills in referring clients:** In the pre-training survey, **26.7%** of the trainees responded that they had fair skills in referring clients and **73.3%** of the trainees reported that they had good or very good skills. However, after the training, **80.0%** responded that they had good or very good skills and **13.3%** of the trainees responded that they had excellent skills post the training compare to **0.0%** before the training.
17. **Comfort in working with trauma survivors:** The pre- test survey indicated that **20.0%** of the staff reported that they had fair comfort in working with trauma survivors compare to **6.7%** after the training. In addition, after the training **20.0 %** of the trainees responded that they became excellent in working with the trauma survivors compare to **0.0%** before the training.
18. **Ability to tend to your self-care needs:** Regarding the ability to tend to self-care needs, after the training, **53.3%** of trainees rated themselves that they had good or very good ability to self-care, and **46.7%** responded they had excellent ability after the training (**20.0%** reported that they had fair ability before the training).

More Training Needed*

38.5% of trainees reported they need more training in self-care

23.1% of trainees reported they need training how to work more efficient with the client

23.1 % of trainees reported they need training in mental health resources and referral

15.4% of trainees reported they need training in trauma screening, counselling and trauma therapy

* The percentage calculated for whom answered the question

Analysis of pre and post survey results indicates that the training was successful, as far as knowledge and skills are concerned.

SOURCE AND LINKS

Canadian Community Health Survey 2016

http://www23.statcan.gc.ca/imdb/p3Instr.pl?Function=assembleInstr&lang=en&Item_Id=260675