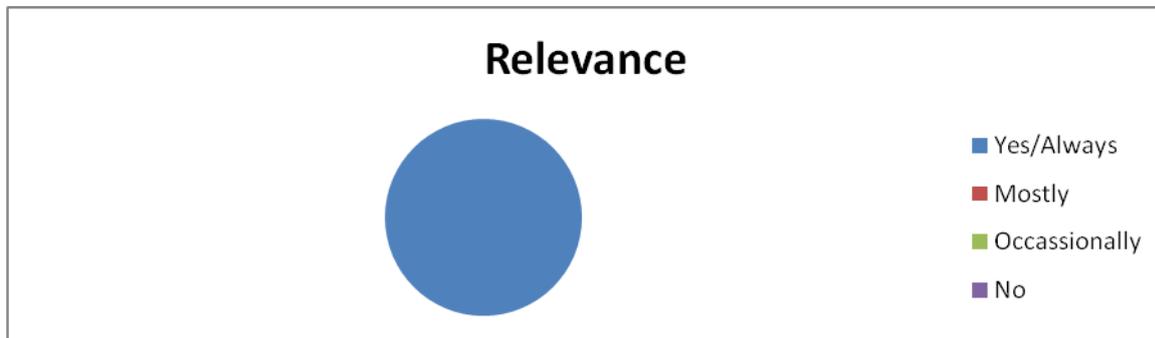


Combining Developmental Evaluation and Customised Training

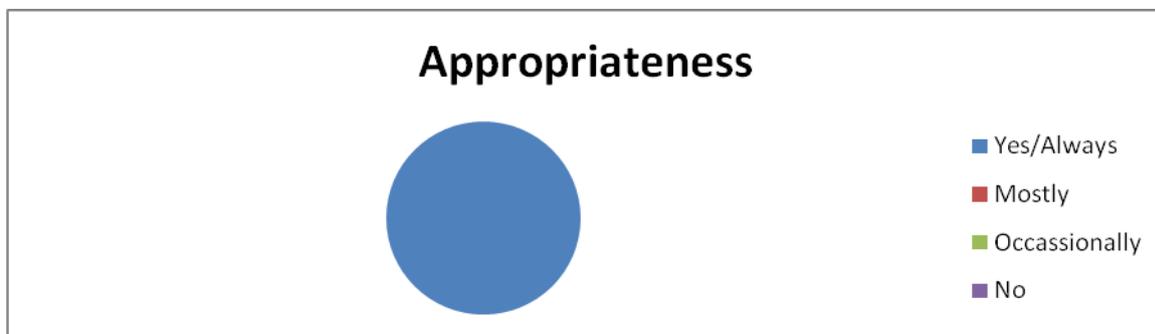
Context

During 2009, 2010 and 2011, SAMS (Standards and Monitoring Services) has been trialling a new approach that combines Developmental Evaluation with customised training. This has involved thirteen services that are spread throughout New Zealand. All thirteen services have provided very positive verbal feedback, over the last two years, with regard to this approach. These results are based on written feedback received from nine services that engaged with this process through funding from the Ministry of Social Development.

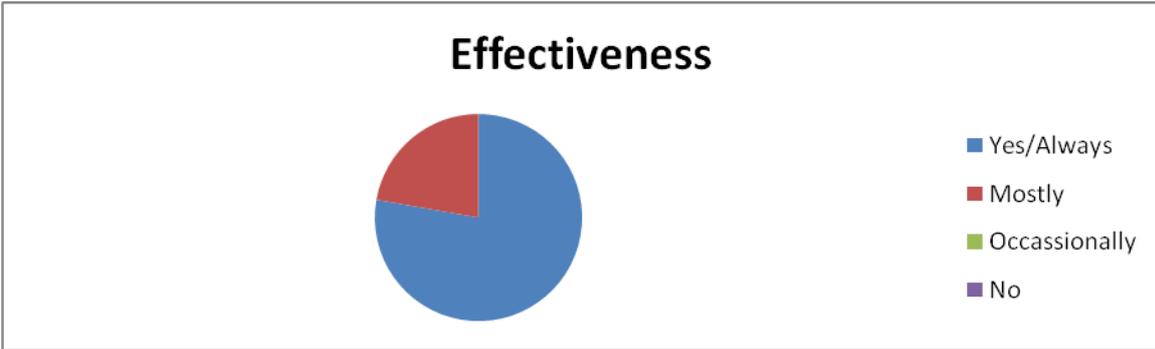
Results/Feedback



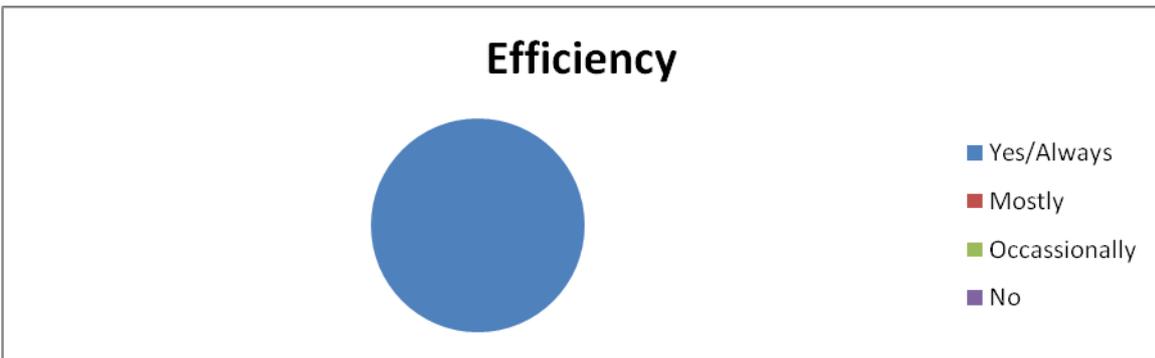
100% of services reported that they believed the content of the evaluation and training was relevant.



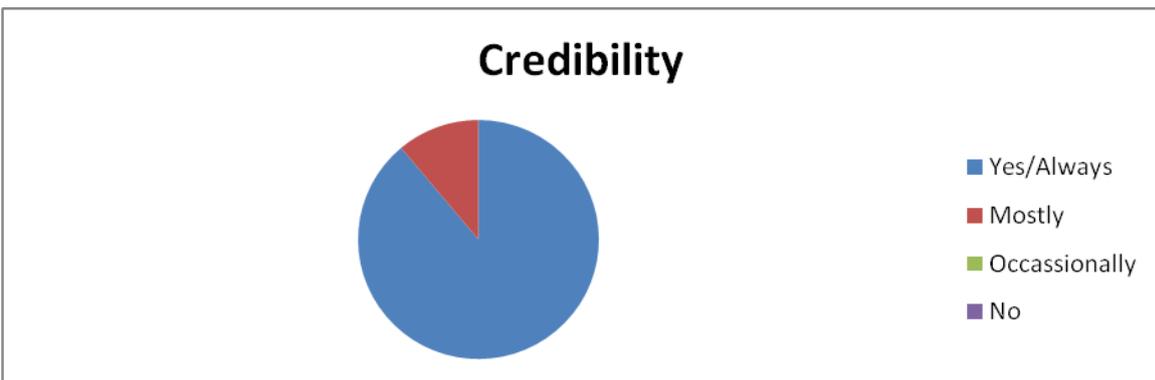
100% of services reported that they believed the processes associated with the evaluation and training were appropriate.



All services report the combination of developmental evaluation and customized training assisted positive development. 78% gave the highest rating for this and 22% reported the approach was “mostly” effective. One of the services that reported “mostly” considered it would take longer to determine the real impact of the developmental evaluation and customized training.

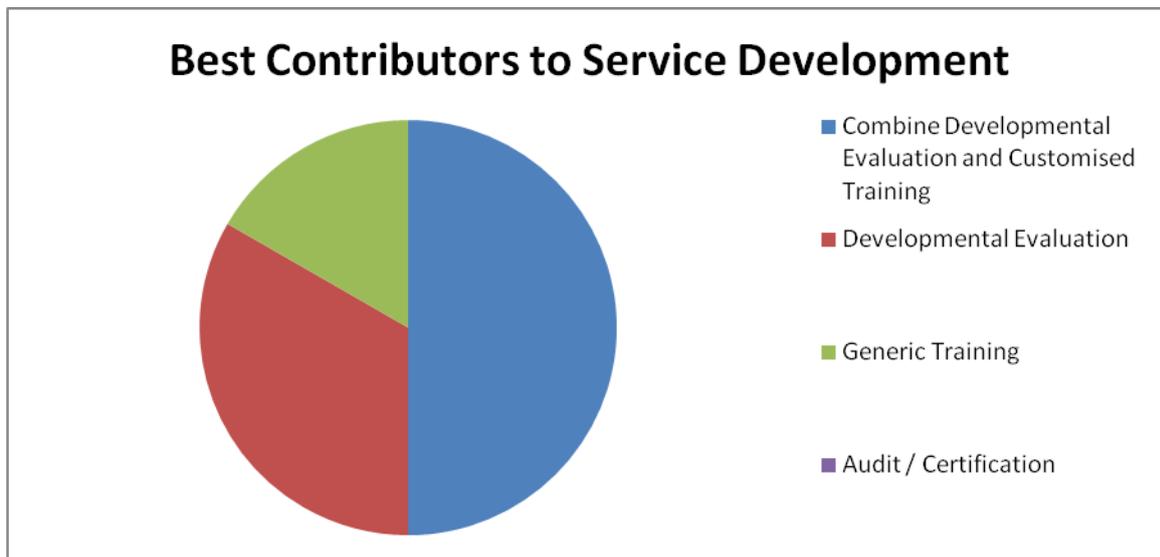


100% of services reported that they believed the blending of developmental evaluation and customized staff education was a good way to use resources to bring about positive change.



88% of services believed that the SAMS’ evaluators and SAMS educators always had the necessary knowledge and skills. One service reported that they believed this was “mostly” the case.

Comparison



General Comments

“We really appreciate the input from SAMS with the vocational teams. There has been a greater understanding shown by staff. It has been encouraging to see the enthusiasm from the teams involved. A big thank you to the whole team at SAMS especially to ... and ... who have been inspirational”.

“..customising training from developmental outcomes has been very effective. Staff are putting what they learned into practice, there has been a marked shift in attitude that is more positive, person focused rather than creating barriers. Staff thinking is now much more expansive than previously”

“Positive and inclusive process. Timely in terms of gaining input from skilled trainers regarding our modernisation plan. Feedback has been very positive and process enjoyed by all”.

“At times the biggest hurdle is obtaining staff "buy in" and a changed mindset showing possibilities. The Evaluation process is very valuing for everyone involved”..

“In regard to the training delivered by ... in ... delivery was very sound and appropriate to the skill level of staff involved. The tools discussed are very relevant to our delivery and the range of needs of individual service users. I have been given positive feedback from both Managers and staff involved”.

“Thank you”