

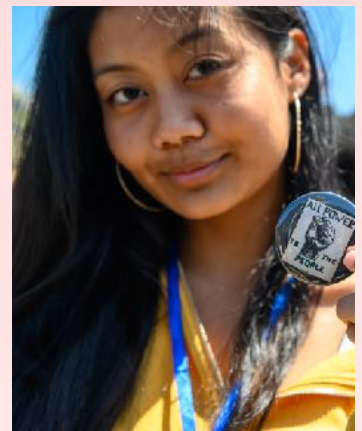
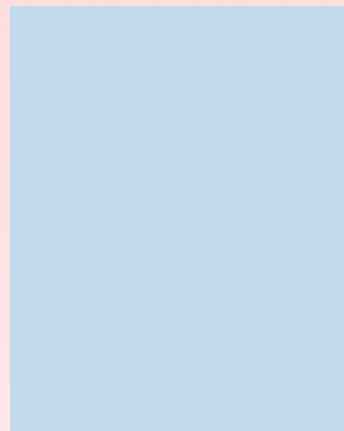
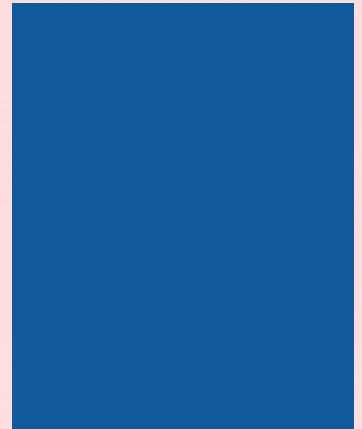


# DCYF Technical Assistance and Capacity Building (TA/CB) Quarterly Workshop Report

SPRING 2021

*Submitted by*

CLAREMONT EVALUATION CENTER  
 Claremont Graduate University



# DCYF TA/CB Quarterly Workshop Report

SPRING 2021


December 2020 — February 2021



## ► Purpose

This report summarizes DCYF’s Technical Assistance and Capacity Building (TA/CB) workshop attendance data and TA/CB Workshop survey responses (completed by workshop participants from grantee agencies) to understand trends in workshop participation and perceptions of workshop relevance, facilitation quality, and plans for use.

## ► When you review this report, please consider the following questions:



Are these findings  
consistent with my own  
observations and beliefs?

How do these  
findings relate to  
my own work?

How could I use  
these findings  
to strengthen my work?



## ► Overview of this Quarter's Findings

### TA Offerings

- TA providers hosted **44 workshops** across the city of San Francisco. Offerings were limited during this timeframe due to a shift in priorities and workshop delivery methods, in response to COVID-19.
- **Direct service providers** and **those with less than one year** in their positions were the most frequently served groups. Of workshop participants that completed the survey, approximately half (48%) were **providing virtual only services** (compared to 16% offering in-person only, and 36% offering hybrid programming).

### Workshop Quality

- Overall, workshop participants perceived workshops as **relevant and beneficial, and planned to use the information** in their current jobs. However, fewer workshop participants reported that the workshop improved their ability to engage youth in programming, provided them an opportunity to practice what they learned, or were challenged to learn new skills in the workshop.
- High ratings were given for the **quality of workshop facilitation** – facilitator content expertise was the most highly-rated feature.
- Of the participants who are providing services at a Community Hub, 99% of them noted that because of the workshop they attended, they were **better equipped to provide services at their Community Hub**.
- Participants who attended the workshops for internal reasons (e.g., interested in the topic, believed the information would be useful) thought the workshops were **better facilitated, more relevant to their work, and planned to use** the information more than those who attended because someone else suggested or made them take it. Additionally, participants who had attended a previous training from DCYF on a similar topic thought they received **more benefits** from the workshop and **planned to use** the information from the workshops, more so than participants who had not taken a previous training on that topic.



## Action Steps

- From December to February 2021, there were **half the number of TA/CB workshops offered** (44 workshops) as compared to Fall 2020 (88 workshops). Despite fewer workshops, there were **20 more TA/CB Workshop Survey responses** collected in Spring 2021 (310 responses) as compared to Fall 2020 (290 responses). DCYF submitted a memo to their TA/CB providers in January of 2021 to **encourage greater completion of the Workshop Survey** by workshop participants. It appears that this memo had the intended effect. Moving forward, DCYF hopes to continue this trend by further bolstering Workshop Survey responses across workshops and providers.
- Consistent with last Quarterly Report (Fall 2020), DCYF should be commended for its **responsivity to the needs of the TA/CB community** by offering innovative and relevant workshops in an online format, given the significant impacts of the COVID-19 pandemic.
- Although attendance data were not included in this report, **TA providers should continue to “check-in” participants in the attendance system** for each workshop to allow for ongoing tracking of participation in each workshop offered. This information will be included in the forthcoming Cumulative Report for 2020-2021.
- Given the **high ratings for workshop facilitation**, it may be helpful to provide opportunities to share best practices across TA providers (e.g., what works well?). Furthermore, DCYF should **explore individual Workshop ratings** to understand trends in how participants benefited from workshop participation (e.g., improved their ability to engage youth in programming, provided opportunities to practice what they learned, or challenged them to learn new skills).

# DCYF TA/CB Quarterly Workshop Report

SPRING 2021  
December 2020 – February 2021



## ► Overview of this Quarter's Data

**44** TA/CB  
workshops offered



**310** TA/CB survey  
responses



### What were the detailed trends in TA/CB Attendance?

Beyond the overall trends in TA/CB attendance findings, we also explored more **detailed trends** in TA/CB attendance by examining the hours of workshops offered by TA/CB provider and workshop subject/skill category.

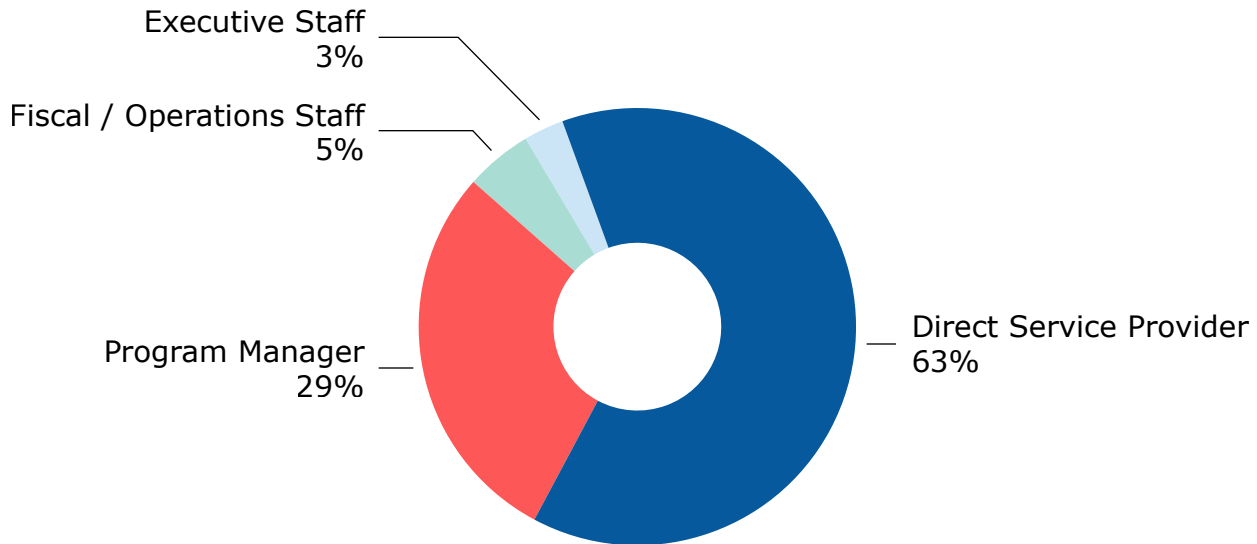
TA Provider	# of Workshops	TA Provider	# of Workshops
Spark Decks	12	Support for Families	0
Edutainment for Equity	9	Fiscal Management Associates	0
Nicky MacCallum	9	Flourish Agenda	0
Pathways Consulting	5	Intersections Consulting	0
Be the Change Consulting	4	Movement Strategy Center	0
Candid	3	My Path	0
Safe and Sound	1		

# DCYF TA/CB Quarterly Workshop Report

SPRING 2021  
December 2020 – February 2021



## Who was served by DCYF's TA/CB offerings this quarter?



Years*	Years in Position (percent)	Years in Field (percent)
0 - 1 year	46%	12%
2 - 3 years	33%	28%
4 - 5 years	6%	15%
6 - 9 years	3%	17%
10+ years	12%	27%

\*Years in position and years in field are independent figures.

# DCYF TA/CB Quarterly Workshop Report

SPRING 2021  
December 2020 — February 2021



## New Questions



New questions added after survey was updated due to COVID shifts appear in light and dark blue throughout.

Current Program Operations	# of Participants
Virtual only	48%
In person only	16%
Hybrid	36%

**33%** of participants were providing services through a Community Hub.



**0%** of participants engaged in American Sign Language services.





## What were the overall trends in TA/CB Workshop Survey responses?

### Workshop Participation

44%

of workshop participants selected the workshop because they believed the information would be useful for their job.

75%

reported that their supervisor recommend they participate in the workshop (if someone suggested the workshop to them).

### Workshop Difficulty

81%

of workshop participants found the workshop difficulty to be “just right.”

### Workshop Pace

86%

of workshop participants found the workshop pace to be “about right.”

### Workshop Length

75%

of workshop participants found the workshop length to be “about right.”

### Workshop Relevance

93%

of workshop participants believed the workshop was relevant to their work (selected agree or strongly agree).

95%

Content covered in this workshop was relevant to my work context.

90%

Discussed how this workshop will positively impact the youth at my organization.



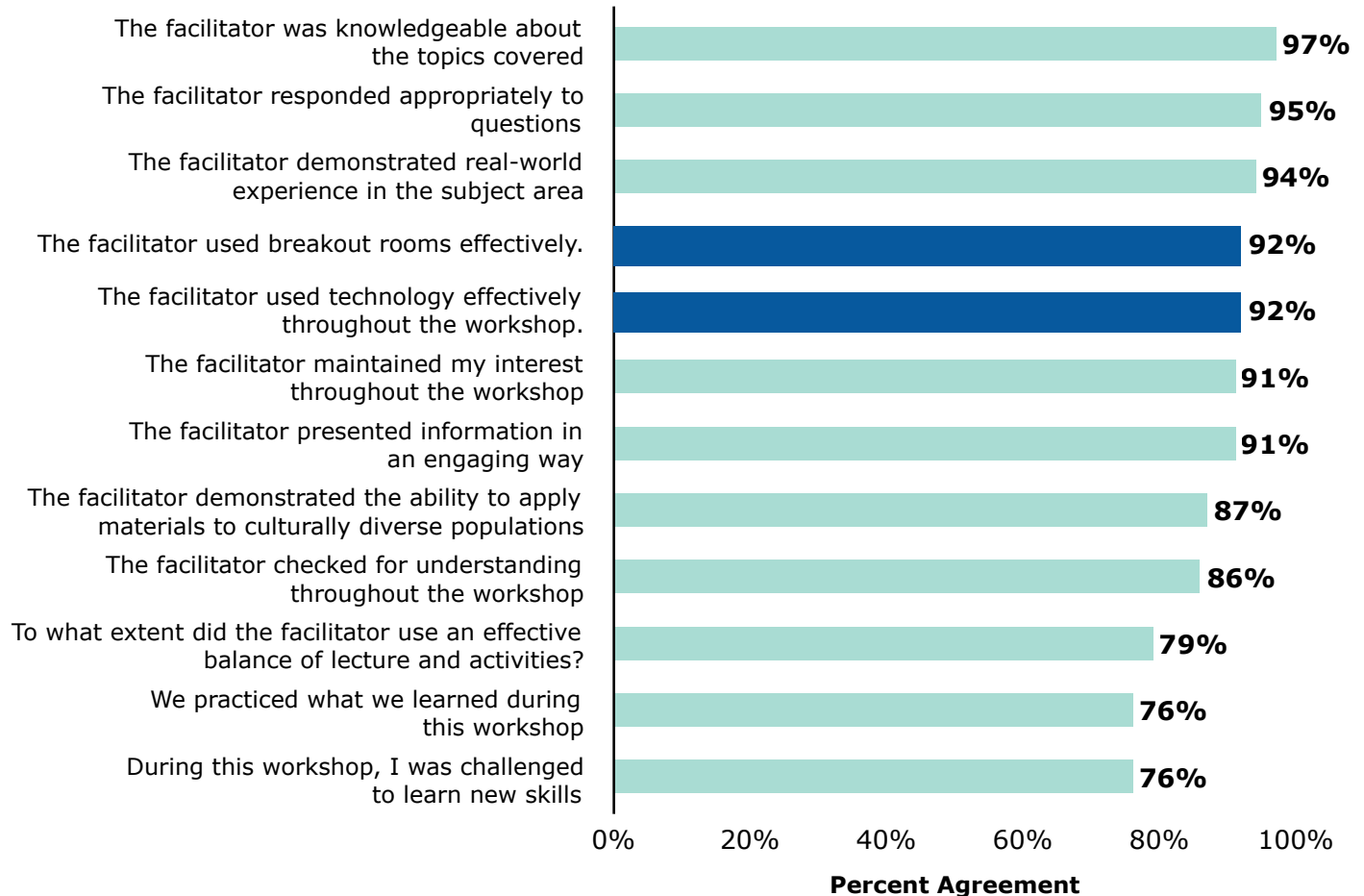
# DCYF TA/CB Quarterly Workshop Report

SPRING 2021  
December 2020 – February 2021



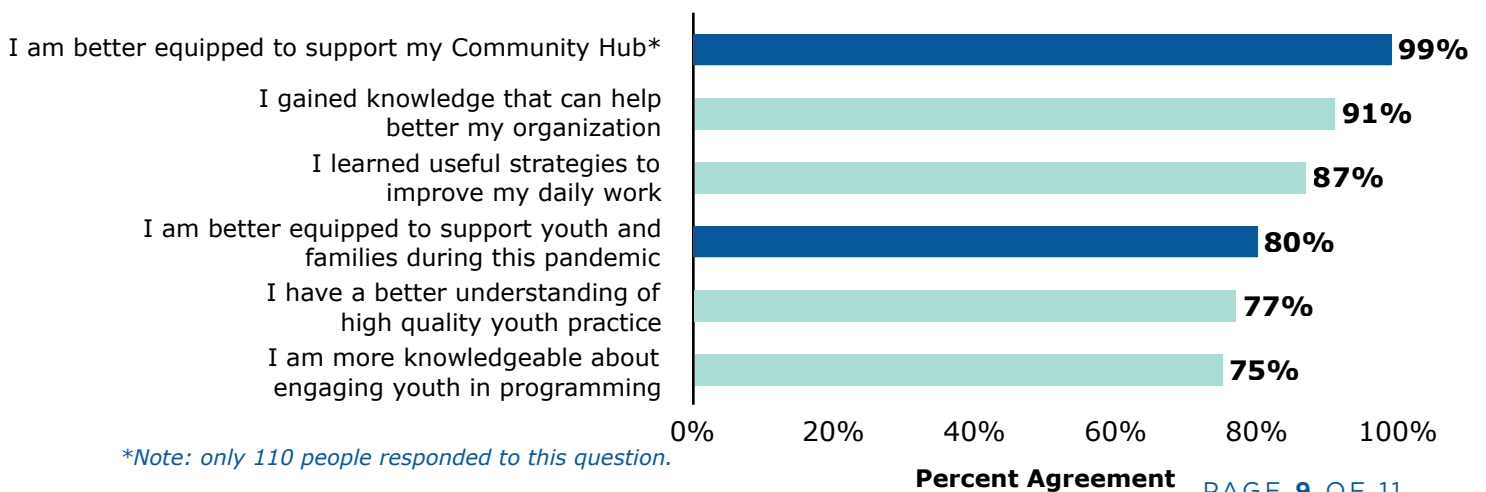
## Workshop Facilitation

**88%** of workshop participants believed the workshop had high-quality facilitation (agree or strongly agree).



## Workshop Benefits

**85%** of workshop participants believed the workshop benefitted their work (agree or strongly agree).



*\*Note: only 110 people responded to this question.*



92%

of workshop participants plan to use the information from the workshop in their job (selected slightly likely or very likely).

93%

of workshop participants would recommend the facilitator to a colleague.

88%

of workshop participants would recommend the workshop to a colleague.

## Additional Support

When asked what **additional support** would help them to put the information from the workshop into practice (*check all that apply*)...

35%

of participants requested group-based coaching.



15%

of participants requested additional workshops on related topics.



19%

of participants requested individual coaching.



## What were the detailed trends in TA/CB Workshop Survey responses?

To obtain a **greater understanding of trends** in workshop survey responses, we explored responses by characteristics of workshops and workshop participants (e.g., role, reason for selecting workshop, length in field/position, participation in similar trainings). Overall, regardless of most workshop and participant characteristics, workshop participants gave **comparable ratings** across TA/CB workshops, with two exceptions...



1. **Reasons for Participating:** Across the different **reasons for participating in the workshops**, participants who attended the workshops for internal reasons (e.g., interested in this topic, believed the information would be useful) found the workshops to be better **facilitated**, more **relevant**, and **planned to use** the information from the workshops as compared to those who attended for external reasons (e.g., someone suggested they take it, mandatory training).



2. **Attended a previous Training from DCYF:** Participants who had **attended a previous training by DCYF on the same topic** thought they received more **benefits** from the workshops and **planned to use** the information from the workshops compared to those who had not attended a previous training by DCYF on the same topic.



## ► A Note About Using this Report

The overall purpose of this report is to inform **continuous quality improvement** within DCYF's TA/CB system. DCYF and the Claremont Evaluation Center are committed to promoting ongoing learning and improvement in TA/CB workshop offerings. It is our hope that Quarterly Workshop Reports provide useful and actionable data to highlight workshop strengths and inform plans for improving workshop quality.



*"Through assessment and evaluation, DCYF and its grantees are willing to improve what is not working and find ways to continue supporting efforts that show positive results."*