

Improve Group Chat: “How Fit Are Your Health Programs?”

April 14, 2010

7:04

ImproveGroup:
Hello! We'll be getting started at 8:00 am Central Standard Time.

Wednesday April 14, 2010

7:51

ImproveGroup:

Welcome everyone. We'll start our webinar at 8:00, but I'll be posting a little information ahead of time.

Wednesday April 14, 2010

7:51

ImproveGroup:

Presenter: Liz Radel Freeman
Research and Evaluation Director
The Improve Group

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7:51

ImproveGroup:

Ms. Radel Freeman has worked for the Improve Group since 2006, helping organizations deliver effective services through planning and evaluation.

- Masters in Public Health
- Treasurer of the Minnesota Public Health Association
- Background in high-quality evaluation design, data collection and reporting

Wednesday April 14, 2010

7:52

ImproveGroup:

Before we get started, I'd like all of our participants to say “hello” – this will allow me to approve your comments and set you up so that future comments are automatically posted.

Wednesday April 14, 2010

7:56

[Comment From Chera Sevcik]
Hello!

Wednesday April 14, 2010

7:56

[Comment From Deborah Mattila]
Hi Liz!

Wednesday April 14, 2010

7:57

ImproveGroup:

Welcome - we're expecting about 10 participants, so we'll wait a bit while people arrive.

Wednesday April 14, 2010

8:00

ImproveGroup:

If you are having any troubles logging in, please email Susan Murphy at susanm@theimprovegroup.com or call her at 877-467-7847 ext. 16 or 612-353-7842. Thanks!

Wednesday April 14, 2010

8:00

[Comment From Nicole MartinRogers]
hello

Wednesday April 14, 2010

8:03

[Comment From Bonnie Frederickson]
I'm on. Is there a call in number for voice?

Wednesday April 14, 2010

8:05

ImproveGroup:

Thanks Bonnie - this is a chat only - so we'll be doing the whole training online. There is no number to call in - thanks for checking.

Wednesday April 14, 2010

8:06

ImproveGroup:

I'll post a little more information while we're waiting for the others to join us, and they can catch up when they get here.

Wednesday April 14, 2010

8:06

ImproveGroup:

Thanks to everyone for joining us today! Today's chat is titled "How Healthy are your Health Programs?" I'll be drawing on our experiences from the Improve Group's evaluation work with the Statewide Health Improvement Program (SHIP) to guide the discussion.

Wednesday April 14, 2010

8:07

ImproveGroup:

Our topics today will be:

- Measuring change: what types of changes you can look for and what sources of evidence you may have

- Simplifying evaluation: staying focused on the most important questions

- Collecting data: engaging respondents and ensuring you have the right data for analysis

Wednesday April 14, 2010

8:07 [Comment From Emily C and Deb M]
Hello

Wednesday April 14, 2010

8:09 **ImproveGroup:**
Joining me today from the Improve Group are Leah Goldstein Moses, President and CEO and Deborah Mattila, Research and Evaluation Director. They're joining us together under Deborah's name.

Wednesday April 14, 2010

8:09 [Comment From Deborah Mattila]
Hi everyone!

Wednesday April 14, 2010

8:09 **ImproveGroup:**
Also joining us is Chera Sevcik, SHIP Coordinator for Faribault, Martin and Watonwan (FMW) Counties. The Improve Group has worked with FMW Counties since Fall 2009 on their SHIP needs assessment and evaluation, and I'll be asking Chera to talk a little about our experiences together.

Wednesday April 14, 2010

8:09 **Chera Sevcik:**
Hello!

Wednesday April 14, 2010

8:10 **ImproveGroup:**
I'd like to invite you to ask me questions at any time! First, I'm going to start with a quick poll to help me tailor this chat.

Wednesday April 14, 2010

8:10 **How familiar are you with Minnesota's Statewide Health Improvement Program?**

Very familiar

(83%)

Somewhat familiar

(17%)

Not at all familiar

(0%)

Wednesday April 14, 2010

8:11 **ImproveGroup:**
It looks like many of you are familiar with SHIP; for those of you that work on SHIP projects, what counties or tribes are you working with?

Wednesday April 14, 2010

8:12 Emily C and Deb M:
We are from Mower County.

Wednesday April 14, 2010

8:12 Nicole MartinRogers:
I am working on evaluation for about 10 SHIP grantees plus 2 regional surveys involving several SHIP grantees in each.

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8:12 Deborah Mattila:
I am working with SE MN (Houston, Fillmore, Winona, Wabasha, Goodhue, Dodge, Steele, Freeborn, Mower Counties) on their regional evaluation.

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8:13 ImproveGroup:
Great - one more quick poll coming up.

Wednesday April 14, 2010

8:13 Which of today's topics is of greatest interest to you?

Measuring change

(67%)

Simplifying evaluation

(33%)

Collecting data

(0%)

Wednesday April 14, 2010

8:14 ImproveGroup:
Thanks! This is really helpful to know where to start. Is there anything else you'd really like to learn today?

Wednesday April 14, 2010

8:15 ImproveGroup:
I'll get started talking about measuring change, but please feel free to chime in any time. And if there are any people just joining us, please say hello so we can approve your comments and set you up so that future comments are automatically posted.

Wednesday April 14, 2010

8:16 ImproveGroup:
First, I'd like to talk about measuring change. We measure two different types of change for SHIP that are relevant to other health programs – changes to policies, systems and environments and changes in individual's health behaviors. In SHIP, there is a very limited focus on changes in health outcomes, but that may be a greater focus in other health programs.

Wednesday April 14, 2010

8:16 ImproveGroup:
These types of changes are quite different from one another.

For a policy, system or environment change, there's often a straightforward way to know if the changes occurred. For example, when a county passes an Active Living Policy that they didn't have before, that's a policy change. When a school replaces all white bread in the cafeteria with whole grain bread, that's a system or environmental change.

Wednesday April 14, 2010

8:17 ImproveGroup:

Often, the people involved in making the change happen (city planning staff or school food directors) can accurately report when policy, systems and environmental (PSE) changes occur; they simply need to be able to report what was in effect before, and what is in place now.

Wednesday April 14, 2010

8:17 ImproveGroup:

If it is thought that the PSE changes will lead to changes in behavior, it's important to measure how the PSE change is used, enforced, maintained and supported. For example, having a policy on the books will not lead to health behavior change if the policy is not known, used or enforced. Again, decision makers, leaders or staff members can usually describe these issues.

Wednesday April 14, 2010

8:18 ImproveGroup:

If the PSE change is used, enforced, maintained and supported, the next step is to measure whether it has had an impact on health behavior changes. I'll talk about some of the measurement tools we are using in a few moments.

Wednesday April 14, 2010

8:19 ImproveGroup:

Health behavior changes are rarely straightforward to measure. When schools switch to whole grain bread, it is hoped that students eat more whole grains. However, it is possible that students start taking less bread from the cafeteria, or they throw out the bread that's put on their trays. A few ways to measure whether students actually eat more whole grains is to observe them eating or ask them directly.

Wednesday April 14, 2010

8:19 ImproveGroup:

It takes more time and resources to measure many health behavior changes compared with policy, systems and environmental changes. Researchers are often interested in the behavior of a group of people, and so they collect data from multiple people. With PSE changes, it's often possible to collect all the data you need from one key staff person.

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8:20 ImproveGroup:

Also, to measure change in behavior, we gather data about behaviors at two intervals – once before the intervention starts (baseline data) and again after the intervention has been going on for some time. This allows us to measure changes over time. With PSE changes, we are often able to get all the information we'd need at the end of the intervention – instead of measuring at multiple intervals.

Wednesday April 14, 2010

8:20 ImproveGroup:

Another issue that arises in measuring health behaviors is that defining “good” behavior is complex, and requires careful thought. In the example above, maybe eating less bread overall could be considered a healthy behavior, even if the students’ reason is that they don’t like whole grain bread.

Wednesday April 14, 2010

8:21 ImproveGroup:

Would anyone like to share a PSE or healthy behavior they are measuring? We can talk about ways to gather data for your PSE or healthy behavior change in a moment.

Wednesday April 14, 2010

8:22 Nicole MartinRogers:

Nutrition labeling in restaurants hopefully leading to healthier eating by patrons

Wednesday April 14, 2010

8:22 ImproveGroup:

That's a great example of an environmental change that could lead to behavior changes.

Wednesday April 14, 2010

8:23 ImproveGroup:

Would anyone else like to share a PSE or healthy behavior change that you are measuring or hope to measure?

Wednesday April 14, 2010

8:23 ImproveGroup:

We can talk more about Nicole's example later in the presentation.

Wednesday April 14, 2010

8:23 Emily C and Deb M:

Mower County is working on healthy snack carts in the elementary schools.

Wednesday April 14, 2010

8:24 ImproveGroup:

That's another great change- thanks for sharing! We'll talk more about these when we get to collecting data.

Wednesday April 14, 2010

8:24 Chera Sevcik:

Faribault, Martin and Watonwan Counties is implementing lots of changes - the one that started this week was Safe Routes to Schools in Fairmont

Wednesday April 14, 2010

8:25 ImproveGroup:

I'm going to move on to our second topic for today - simplifying evaluation. We'll plan on talking about your interventions after our third topic.

Wednesday April 14, 2010

8:25 ImproveGroup:
Almost always, people that help with the evaluation process have many job responsibilities outside of evaluation. We aim to make the process as easy as possible while still allowing us to collect high-quality data.

Wednesday April 14, 2010

8:26 ImproveGroup:
We have a number of tips for making evaluation easier.

Wednesday April 14, 2010

8:26 ImproveGroup:
- First step is don't reinvent the wheel!

Instead of creating new data collection tools, you may be able to use ones that already exist. For SHIP in particular, the Minnesota Department of Health (MDH) has created an evaluation manual with suggestions of tools to use (you can download it here: <http://www.health.state.mn.us/healthreform/ship/implementation/index.html>).

Wednesday April 14, 2010

8:26 ImproveGroup:
Even if a tool doesn't completely meet your needs, you can potentially use some of the questions or modify a tool to pick and choose the information you want.

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8:27 ImproveGroup:
One IMPORTANT thing to keep in mind - You may need permission to use or modify a tool. Many people are willing to share their tools, but it's better to double check with the authors of the tool.

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8:27 ImproveGroup:
Another strategy is to find out what others are doing around you. Funders often allocate grants to more than one organization working on the same type of project. Collaborate with one another and find out what others are doing. MDH has made this easy for SHIP, as they publish a spreadsheet which outlines the selected interventions for each agency. Working together can save time and resources for all those involved.

Wednesday April 14, 2010

8:27 ImproveGroup:
Our second tip is: Time spent in planning is NEVER time wasted

Thinking through data analysis and reporting steps before you start collecting data will pay off in the long run. A good plan will indicate when you should collect baseline and follow-up data, who will collect the data, what data collection tools should be used and how the data will be analyzed and reported.

Wednesday April 14, 2010

8:28 ImproveGroup:

Sometimes we ask our clients: “What story do you hope to tell at the end of this evaluation?” This is a way to help us think about reporting, who would get information, and what kind of data we will need to be able to tell the stories that interest the local community

Wednesday April 14, 2010

8:28 ImproveGroup:

- My third tip for simplifying evaluation is to reduce burden for participants as much as possible

As I mentioned above, it’s rare that evaluation is the only responsibility for those you are working with, so it’s important to make it as easy as possible

Wednesday April 14, 2010

8:29 ImproveGroup:

Here are some tried and true tips that work for us

Wednesday April 14, 2010

8:29 ImproveGroup:

- Streamline the evaluation process by thinking through evaluation requests. Instead of sending out four tools about different interventions that may end up going to one person or organization, try to create one combined tool that captures all required information.

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8:29 ImproveGroup:

- Create tools that capture what people are doing anyway. For example, we’ve created tools that can be used at coalition meetings. The needed data was already discussed informally at the meetings, but the tool provides an easier way to document that information.

Wednesday April 14, 2010

8:30 ImproveGroup:

- Learn how participants prefer to receive communication (phone, email, mail) and use their preferred method - even if it's not your preferred method of communication.

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8:30 ImproveGroup:

- Offer incentives when appropriate that are relevant to the intervention or request; in health programs, these might be pedometers, water bottles, nice pens that people can use to fill out forms, or other relevant items.

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8:30 ImproveGroup:

- Check in about evaluation burnout.

As many of you are familiar, each SHIP grantee has a Community Leadership Team (CLT) to guide their work. CLT members are often volunteers and have a lot on their plates. While they share an interest in SHIP, they have responsibilities in their own organizations or families that they have to attend to.

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8:30 ImproveGroup:

Chera, I'd like to ask you a little bit about your CLT.

What have you found to be an effective way to communicate with members of the Community Leadership Team? Have CLT members experienced burn out?

Wednesday April 14, 2010

8:31 Deborah Mattila:

Another tip for evaluating PSEs and processes, is to ask questions in a way that gets to what evaluation informants are already doing.

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8:31 Deborah Mattila:

You can make evaluation a part of their regular work flow by tying in the evaluation questions to the processes and information sources they are familiar with.

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8:32 Deborah Mattila:

I've done this with clients by making note, either on an eval form itself or in instructions, of where information is located and who I expect has the most direct access.

Wednesday April 14, 2010

8:32 Deborah Mattila:

Sorry for the interruption...

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8:32 ImproveGroup:

I'd also like to invite everyone to feel free to participate. Have your CLT members or others involved with the needs assessment or evaluation process experienced burnout?

Wednesday April 14, 2010

8:33 Chera Sevcik:

The most effective way has been to e-mail

Wednesday April 14, 2010

8:33 ImproveGroup:

Thanks Deborah - that's a really great tip!

Wednesday April 14, 2010

8:33 Chera Sevcik:

I try to reduce burn-out by compiling all the information needed into a monthly newsletter - this way it reduced the amount of e-mail they get from me.

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8:33 Chera Sevcik:

So we meet once per month and then have a monthly newsletter that is pretty comprehensive

Wednesday April 14, 2010

8:34 ImproveGroup:

Those are great ideas. Does anyone else have tried other things for making the evaluation

go smoothly for volunteers or CLT members?

Wednesday April 14, 2010

8:35 [Comment From Bonnie Frederickson]
our CLT has alternating in-person and conference calls. The conference calls have cut down on travel time. We have also used survey monkey as a baseline on level of understanding of PSE and change process.

Wednesday April 14, 2010

8:35 ImproveGroup:
Those are great ideas, Bonnie - thanks!

Wednesday April 14, 2010

8:36 Deborah Mattila:
Figuring out the frequency and amount of communication about evaluation that clients and participants will respond best to can take some trial and error.

Wednesday April 14, 2010

8:36 Deborah Mattila:
I have some clients that only want to hear from me once a month or less and others that like to be more hands on and talk or email with me on a weekly basis.

Wednesday April 14, 2010

8:37 ImproveGroup:
That's a very good point, Deborah!

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8:37 ImproveGroup:
It seems like Chera and Bonnie have found a good fit for their CLT teams, but that same meeting interval may not work for another county.

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8:37 Deborah Mattila:
I generally like to start my work with a leadership team with regularly scheduled weekly, bimonthly or monthly phone calls to figure out what rhythm will make the most sense for the scope of the project.

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8:37 Bonnie Frederickson:
We have also found that many of our CLT members are from implementation sites and have been willing to attend learning opportunities. We are trying to build in learning that will not only benefit the CLT, but will also benefit their day-to-day work.

Wednesday April 14, 2010

8:38 Deborah Mattila:
And then make adjustments.

Wednesday April 14, 2010

8:38 ImproveGroup:
It's nice to have some rules of thumb, but some people like to meet more or less frequently.

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8:38 ImproveGroup:
Great ideas - thanks for sharing!

Wednesday April 14, 2010

8:39 ImproveGroup:
My final topic for today before moving on to some of your questions is collecting data

Wednesday April 14, 2010

8:39 ImproveGroup:
Here are some tips to make data collection go smoothly

Wednesday April 14, 2010

8:39 ImproveGroup:
- As much as possible, align data collection “due dates” with natural program milestones.

For example, if a program lasts through the entire school year, it’s likely a better idea to collect your final data in April or May rather than in January. We try to determine deadlines based on what make sense for the individual project, but sometimes we have collect data at different intervals to get information ready for funder reporting.

Wednesday April 14, 2010

8:39 ImproveGroup:
- Communicate evaluation deadlines early and often

It helps to have evaluation deadlines on the calendar early so that people collecting data can plan ahead. It’s important to send follow-up reminders so the deadlines are not forgotten. A quick email or phone call can be a great way to check in on reporting, and answer any questions that have come up. Sometimes we say to those helping us that we know the evaluation will take X minutes or hours, that the form will be available on a certain date and due on another date, and suggest that they put time on their calendars now to complete the forms.

Wednesday April 14, 2010

8:40 ImproveGroup:
- Figure out the best way to collect data from a person or group. We regularly work with tech-savvy high school students and adults that don’t have an email address.

To find out the best way to reach a population, we often just ask them! For people without good web access, we may use in-person or phone interviews, or paper-based surveys. We find that youth often prefer a web-environment. For Faribault, Martin and Watonwan, we ran an online focus using this software and it went really well.

Wednesday April 14, 2010

8:40 ImproveGroup:
We were able to include students from three different counties in one meeting.

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- 8:41 ImproveGroup:**
Students were able to participate from home, and learn about what was going on in other schools nearby.
Wednesday April 14, 2010
- 8:41 ImproveGroup:**
We found this method was also good for getting in touch with health care providers
Wednesday April 14, 2010
- 8:41 ImproveGroup:**
They are often a hard population to reach, and we want to make participation as easy as possible.
Wednesday April 14, 2010
- 8:42 ImproveGroup:**
A phone or online interview helps us bring together providers from multiple settings into one meeting.
Wednesday April 14, 2010
- 8:42 Deborah Mattila:**
Web-based chat focus groups are a relatively new tool for us at the Improve Group, and we have found them invaluable for bringing people together who are not usually at the same site, such as principals/administrators or health care providers.
Wednesday April 14, 2010
- 8:42 ImproveGroup:**
It's been especially great for hard-to-reach, very busy people!
Wednesday April 14, 2010
- 8:43 ImproveGroup:**
In Faribault, Martin and Watonwan Counties, we used Facebook ads as a way to reach young adults and students for our needs assessment survey.
Wednesday April 14, 2010
- 8:43 ImproveGroup:**
Chera, you created a Facebook "fan page" for Faribault, Martin and Watonwan Counties' SHIP . Others can check it out here - <http://www.facebook.com/pages/Fairmont-MN/Statewide-Health-Improvement-Program-of-Faribault-Martin-Watonwan-Co/240722212655>
Wednesday April 14, 2010
- 8:43 ImproveGroup:**
How have you used this for communicating with stakeholders? Do you have plans to use this in other ways in the future?
Wednesday April 14, 2010
- 8:44 Chera Sevcik:**
I think it is essential to tap into Facebook to reach people who are PC savvy and don't read the paper - this way you are reaching everyone
Wednesday April 14, 2010
- 8:44 ImproveGroup:**

What do others find is the best way to reach people for SHIP?

Wednesday April 14, 2010

8:44 Chera Sevcik:

we use our Facebook to talk about what is going on within our SHIP project, advertise any opportunities and discuss projects and programs

Wednesday April 14, 2010

8:45 Chera Sevcik:

we also use it as a tool to connect people to other ideas (like Blue Zones)

Wednesday April 14, 2010

8:45 ImproveGroup:

And again - there is no "best way" to reach people, but using a variety of approaches tend to help reach a diverse group of people.

Wednesday April 14, 2010

8:45 Nicole MartinRogers:

We have been doing a lot of key informant interviews by phone (one-on-one)

Wednesday April 14, 2010

8:45 Chera Sevcik:

We had not used it much prior to implementation, but now that we are heavily into implementation, we are finding the need to use it much more often - the one barrier we have found is getting people about the page and become a fan.

Wednesday April 14, 2010

8:46 Bonnie Frederickson:

we are considering using a wiki or the new Microsoft program called SharePoint. Our CLT and county teams all have given a thumbs up as items can be added by multiple parties, and we can also use this to collect success stories, and implementation sites can add what they are working on

Wednesday April 14, 2010

8:46 ImproveGroup:

Those are great ways to reach out to the community

Wednesday April 14, 2010

8:47 Nicole MartinRogers:

Another technique that we are excited about for SHIP evaluation is Photo Voice, because it encourages people to think creatively about the issue or problem they are working on

Wednesday April 14, 2010

8:47 ImproveGroup:

We have used a Yahoo! Group in other projects to share files with people in multiple agencies

Wednesday April 14, 2010

8:47 Deborah Mattila:

Basecamp is another tool similar to SharePoint that can be used for sharing files and messages with project team members.

Wednesday April 14, 2010

8:47 Bonnie Frederickson:

in our worksite intervention, we plan on using a survey monkey tool to assess leadership buy-in followed by a key informant interview

Wednesday April 14, 2010

8:47 Deborah Mattila:

Google Docs is another way to have a team work collaboratively on a single document at a time.

Wednesday April 14, 2010

8:47 ImproveGroup:

I haven't heard about Photo Voice, Nicole - what does it do?

Wednesday April 14, 2010

8:49 Bonnie Frederickson:

Document what the environment of systems looks like by having people from the community taking pictures and adding their voice to what they see. It can be used to update the changes/improvement. It's a powerful way to tell the story.

Wednesday April 14, 2010

8:49 ImproveGroup:

Thanks for sharing that!

Wednesday April 14, 2010

8:49 Bonnie Frederickson:

You can Google photo voice and read the explanation. Many communities across the country have used it with PSE change work.

Wednesday April 14, 2010

8:50 ImproveGroup:

Now, in our last part of the group – I'd like to open it up to your questions. You have three evaluators on the line, so we could talk about specific interventions you mentioned earlier and ways to measure change over time. But the last part will be directed by you. What would you like to talk more about?

Wednesday April 14, 2010

8:51 ImproveGroup:

What questions do you have for us?

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8:51 Nicole MartinRogers:

I think Photo Voice is well-suited for the school nutrition intervention, for example. (In fact, I think MDE and SHIP are working on using Photo Voice too). It involves students (or other participants) by asking them to take pictures of their environment related to nutrition (for example, vending machines that sell a bunch of junk food) and then after the pictures are developed you hold a discussion with the participants to get their explanation of the pictures. This is an especially useful tool to get kids to talk about the topic of interest, since that can sometimes be challenging in a focus group!

Wednesday April 14, 2010

- 8:52 ImproveGroup:**
What a great technique. Thanks for sharing!
Wednesday April 14, 2010
- 8:52 Nicole MartinRogers:**
what, if anything, are you all doing to share evaluation tools, techniques, or learnings, across the grantees you are evaluating?
Wednesday April 14, 2010
- 8:52 Bonnie Frederickson:**
I would like to have future discussions on specific interventions. We are early in each of our interventions, and most sites have not identified what they will be addressing as far as PSE. The baseline partnership data is our first step in each of the sites.
Wednesday April 14, 2010
- 8:53 Deborah Mattila:**
I'll speak a bit to Nicole's question
Wednesday April 14, 2010
- 8:54 ImproveGroup:**
I'll add a little information about Nicole's question and Deborah and I can "tag team." Right now, the State is working to compile tools that have been approved to use in SHIP interventions. The expectation is that all tools developed for SHIP should be available for all grantees.
Wednesday April 14, 2010
- 8:54 Deborah Mattila:**
At the Improve Group we are currently working with several SHIP grantees on evaluation. We have developed an internal SHIP team with all of the Research Directors and analysts working on these projects to share planning and design ideas, activities and tools together. This keeps our work consistent across grantees, and maintains rigor.
Wednesday April 14, 2010
- 8:54 Deborah Mattila:**
Plus what Liz said.
Wednesday April 14, 2010
- 8:55 ImproveGroup:**
We are working with Dakota County, which is further along in their evaluation. So we're familiar with some of the tools they've used and recommend those tools are modified as appropriate for other grantees we work with.
Wednesday April 14, 2010
- 8:55 Deborah Mattila:**
The State is also working on figuring out a way to facilitate collaboration among SHIP evaluators across the state.
Wednesday April 14, 2010
- 8:56 Deborah Mattila:**
Bonnie,
Wednesday April 14, 2010

8:56 ImproveGroup:

At the Improve Group, our philosophy is the work we do for clients is theirs, and we do not share without their permission. However, we have permission from Dakota County to share with other grantees, including the ones we're specifically working with.

Wednesday April 14, 2010

8:57 Deborah Mattila:

Bonnie, the State is starting to facilitate some intervention-specific discussions around implementation, as well as evaluation. For example, they have published a list of which grantees have which interventions.

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8:57 ImproveGroup:

As I discussed above, I think it's important to look into who else is doing that same intervention and what tools they're using.

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8:57 ImproveGroup:

We've found a quick email or phone call is all it takes to collaborate with and share with other grantees.

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8:58 Deborah Mattila:

Adding on to what Liz said about sharing tools, MDH has an expectation that grantees and their evaluators will share any instruments or other tools created with SHIP funds with other SHIP grantees. That is currently done informally or ad hoc with our current SHIP clients and other grantees who contact us.

Wednesday April 14, 2010

8:59 ImproveGroup:

I'm mindful that we're nearing the end of our schedule time. I have another poll that's coming and some more information on how to get the transcript of this conversation. I'd also like to invite you to contact me with any additional questions from this chat.

Wednesday April 14, 2010

8:59 ImproveGroup:

I can be reached at:

Liz Radel Freeman
lizf@theimprovetgroup.com
877-467-7847 ext. 17

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9:00 Bonnie Frederickson:

thank you!!!

Wednesday April 14, 2010

9:00 ImproveGroup:

A transcript of today's chat will be posted on the Resources section of the Improve Group website within a few days, <http://www.theimprovetgroup.com/resources.html>

Wednesday April 14, 2010

9:00 ImproveGroup:

Join us at our next webinar, Cultural Competency
June 9, 2010: Leah Goldstein Moses, Improve Group president and CEO will lead a
webinar on cultural competency when designing & evaluating programs with diverse
populations.

<http://theimprovegroup.com/resources.html>

Wednesday April 14, 2010

9:00 Chera Sevcik:

Thanks!

Wednesday April 14, 2010

9:01 ImproveGroup:

Thank you so much for taking the time to join us today, and for your great questions and
feedback!

Wednesday April 14, 2010

9:01 Emily C and Deb M:

Thanks!

Wednesday April 14, 2010

9:01 ImproveGroup:

Have a great rest of your day!

Wednesday April 14, 2010

9:01 Deborah Mattila:

Thank you everyone for a great conversation! Have a good rest of your day/week.

Wednesday April 14, 2010