DHS CCCE Fund Needs Assessment Results

16 agencies completed the survey.

Overall Themes

- Wide variety of responses from deeply knowledgeable/experienced to very little or only what the County has provided so far.
- Engagement with content and concept is mixed.
- A cultural component and culturally appropriate materials should be addressed.
- Hearts & Minds campaigns may be an important role.

Communication Results

1. Most staff feel very knowledge about COVID.
   a. Have received multiple webinars or training primarily on PPE, how it spreads, symptoms and prevention.
   b. Majority feel knowledgeable about specific resource in their community, too.

2. COVID training feedback
   a. Success = Information provided in real time; material available after the live session; short, simple, and easy to understand information (don't want as much jargon from CDC).
   b. Challenges = staff engaging in COVID myths; not an opportunity to practice material learned; incomplete information on the vaccine.

3. Information sharing
   a. The tops responses for information sharing were through social media, phone calls, texts, and workshops – closely behind was in-person.
      i. Teams are adjusting to performing more remote engagement, but in-person is still preferred.
      ii. Teams have a sense of what method of engagement works best for their community.
   b. Orgs would like to receive new info about COVID and the specific communities they service via email or workshop.
   c. Other challenges:
      i. Client access to technology (phones, laptops, etc.); digital divide
      ii. Need for culturally sensitive programming with low literacy levels; some clients cannot read so videos or audio is more useful.
      iii. Small trainings so participants can interact and ask questions vs. large groups with only chat enabled.

Training Themes

Respondents would like training available in English, Spanish and Vietnamese (1). Reserved time for staff to participate is the biggest challenge for training.

Workers

1. Training already received includes COVID related, training WERC and Fenton, communication and outreach, self-care, and in a few cases none.
   a. A few orgs listed several specific trainings including social media, peer counseling, mental health 1st aid, etc. These were listed only by that agency responding.

2. Strengths of teams:
   a. Experienced community members that have a strong, trusting relationship with the members they serve; passionate about the community; knowledge of the community; culturally and linguistically sensitive.
   b. Knowledgeable of local resources.
   c. Flexible and adaptable.

3. Gaps of teams:
   a. 7 of 16 individuals responded no gaps.
   b. COVID (vaccine, contact tracing), systems navigation (housing, mental health), and digital media were the top 3 gaps mentioned.

4. Training suggestions include:
   a. Of pre-populated list the top 5 chosen were:
      i. Community Outreach and Field Safety
      ii. Computer Navigation and IT
      iii. Community Approaches to Care - Strengths-based, trauma-informed and harm reduction
      iv. COVID Resource Navigation
      v. Worker Wellness

   b. Additional training suggestions include:
      i. COVID related - contact tracing, infection & rights, vaccines,
      ii. Digital media - comms firm?
      iii. Housing (specific to undocumented)
      iv. Worker wellness – stress mgmt., remote working, and productivity
      v. Grant management – reporting expectations, data collection, work expectations

Supervisors

1. A wide range of responses were received for training supervisors/leadership have already received. This includes participation in County provided trainings (CCCEF), COVID, systems navigation, outreach, communications, racial justice, supervision and team management, project management.

2. Strengths of leaders include having a public health background, dedicated and have vision, trust of community and cultural/linguistically sensitive, community relationships and resources, performed similar projects in the past.

3. Gaps of teams:
   a. 6 of 16 individuals responded no gaps.
   b. Health systems navigation, computer literacy, contact tracing, formalizing and operationalizing case management/systems navigation, communications, marketing, worker wellness (combating fatigue), vaccine information, and public speaking.

4. Training suggestions include:
   a. Of pre-populated list the top 3 chosen were:
      i. Strategies for Managing Staff and Teams Remotely
      ii. How to Lead Effectively: Leadership Principles and Practices
      iii. Helpful Communication Tools for Leaders: Providing Effective Feedback

   b. Additional training suggestions include:
      i. Self-care – emotional support, managing fatigue, dealing with heaviness
      ii. Supporting staff and delegating tasks in times of crisis
      iii. Leading with compassion
      iv. Strategic planning

Develop detailed report for both Julian and internally to content developers to plan EDU campaign for next push. Include all ROI and KPIs.