

**Meet the Provider Meeting
Presented by the MSO
February 14, 2007
Evaluation Summary**

Evaluations Returned:

17

1. The training was well planned and organized.

10 Strongly Agree 7 Agree

2. The presenter(s) was/were knowledgeable about the topic.

9 Strongly Agree 8 Agree

3. The training was a valuable use of staff time.

5 Strongly Agree 10 Agree 2 Neither Agree or Disagree

4. The information presented was relevant for my interests and/or the work I do.

9 Strongly Agree 8 Agree

5. The length/pace of the training was appropriate for the information presented.

8 Strongly Agree 9 Agree

6. I left the training with a better understanding of the Managed Services Organization (MSO).

5 Strongly Agree 10 Agree 2 Disagree

Open-ended Statements Feedback:

7. The most important thing I learned was:

- New Providers interest, specialties, services
- Putting a face to a name, learning about the one bilingual provider
- 3 new providers available
- Learning names with faces. Important to see that providers look like- some families see this as important
- Individual provider's interest
- Child and Family services is well organized! I'm extremely impressed by team work
- Others accessing MSO
- New providers
- Face to the name & first hand intro to providers
- Received resource for client that I have
- More info about needs of CFS
- Getting to know providers

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- Who to call with questions
- That there are providers for a larger variety of services that I'd previously thought
- Additional providers

8. The training could have been improved by:

- More providers to attend, especially bilingual ones or providers with experience working with minorities- and to talk about that (so we can assess whether or not we could potentially use them)
- Involving more than 3 providers. Haven't more than 3 providers joined the MSO in the past year?
- Input by larger number of provider and their services. Perhaps Cynthia or Josh B. could have been here to explain the availability of their staff, programs, etc.
- More activity/ interaction
- More providers available at one time (5-6). However, this is great because we need to continue meeting providers instead of meeting them for the first time with clients.
- Training was good
- Having more providers to introduce.
- I've never been and don't know any other of the providers. Maybe an intro to process and a summary of other providers that are available (we heard from 3 not ready) with fluid staff all meetings need some summary of what they are.
- It was great— Maybe visual presentations/ case studies would have been nicer.
- More providers.

9. I would like to make the following suggestions(s) for future training on the MSO and Plans of Care:

- To pass out a sheet with information about the providers background, bilingual activities, availability, whether he/she can make home visits, what areas in Austin they work in.
- Involve all providers. Hold these meetings once every quarter.
- Overall— a really great idea. Improvement comes with time and longer participation by providers.
- Name tags, outline for services for each.
- Name tags, brief meet and greet, business card exchange
- I've liked the ones I've gone to, would like to see them on regular schedule, though I know that might not be practical.
- Recruit bilingual providers.
- Providers were able to answer questions. I think meeting went well. Maybe demographics on all the procedures; if anything.
- Appreciated the refreshments. Toni is nice to work with— supportive.
- List of all procedures with summary of contact info and interests.
- Provide notice of the meeting earlier.