

2024 **ANNUAL** **REPORT**

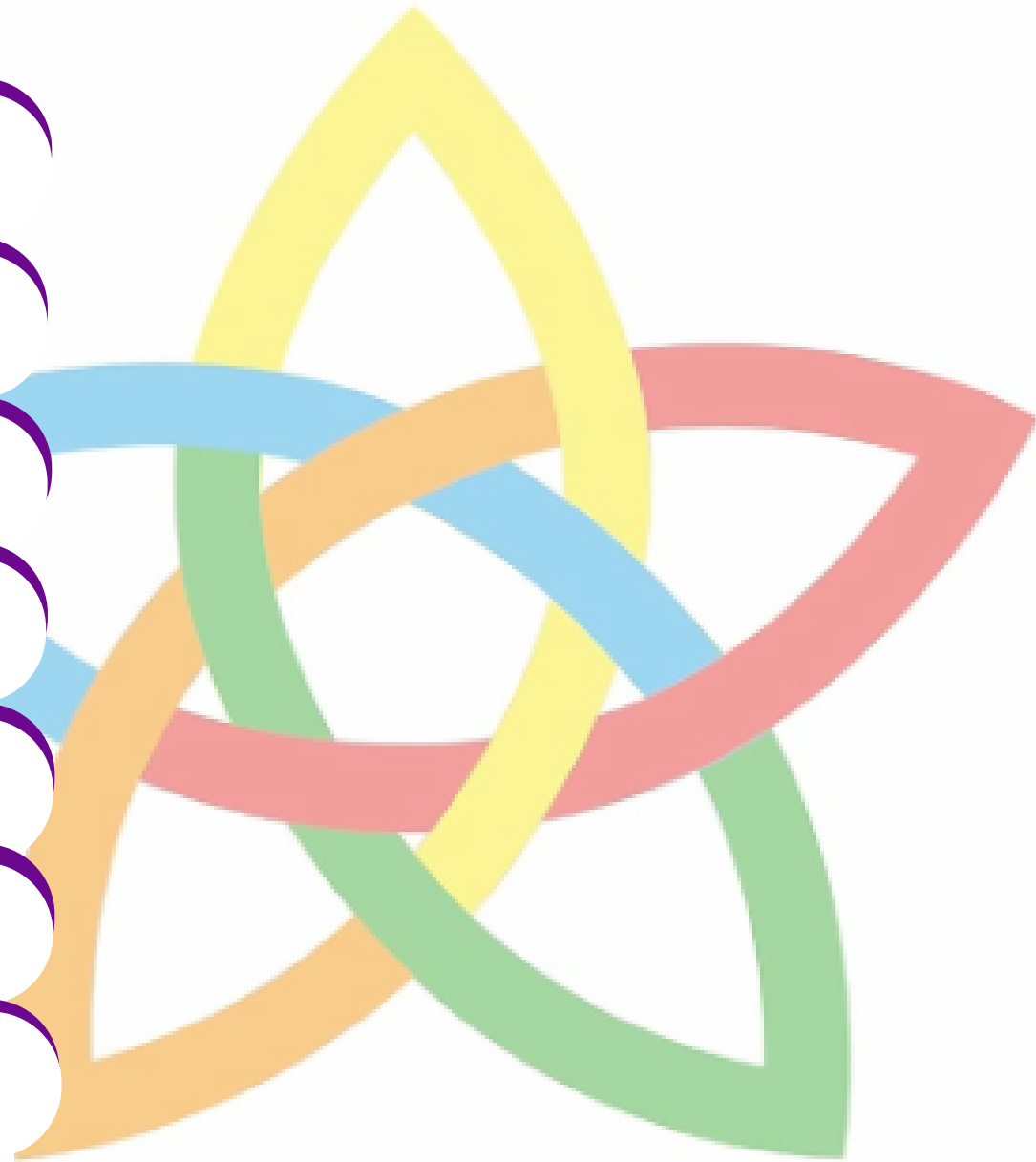
CE-CERT Training Program
University of Oklahoma
Health Sciences Center

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Be
Well 

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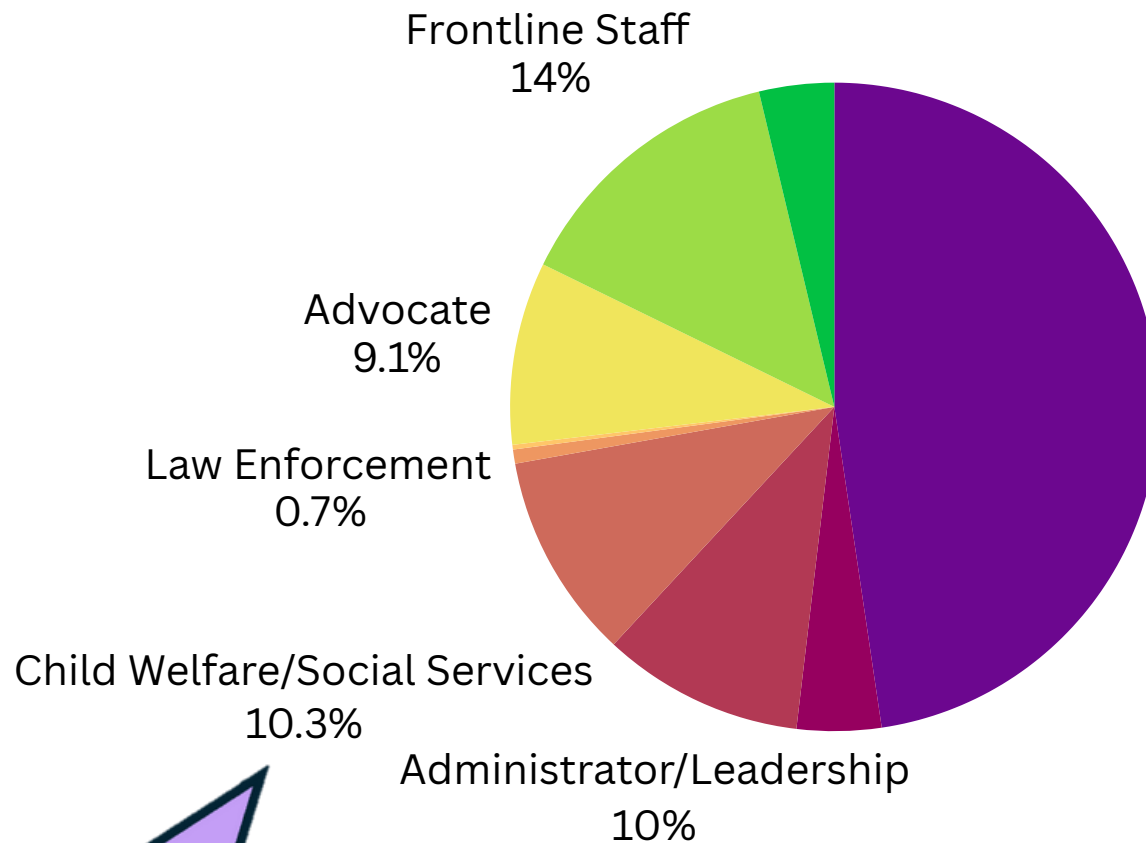


A Note on 2024 Trainings and Data Collection

- ✦ OUHSC's CE-CERT Training Program conducted a total of **23** trainings and informational sessions in 2024
 - **7**, full-day (6-hour trainings)
 - **4** with follow-on consultation calls
 - **5**, 3-hour introductory trainings
 - **4**, 4-hour supervisor's trainings
 - **7** were 0.75-hour - 2-hour informational sessions/workshops
- ✦ Survey feedback was collected from a total of **428** training participants
 - Survey results were not collected after every training
 - Not all training participants completed a survey

***See Appendix A for complete list of sites trained and type of training conducted.*

Who We Trained

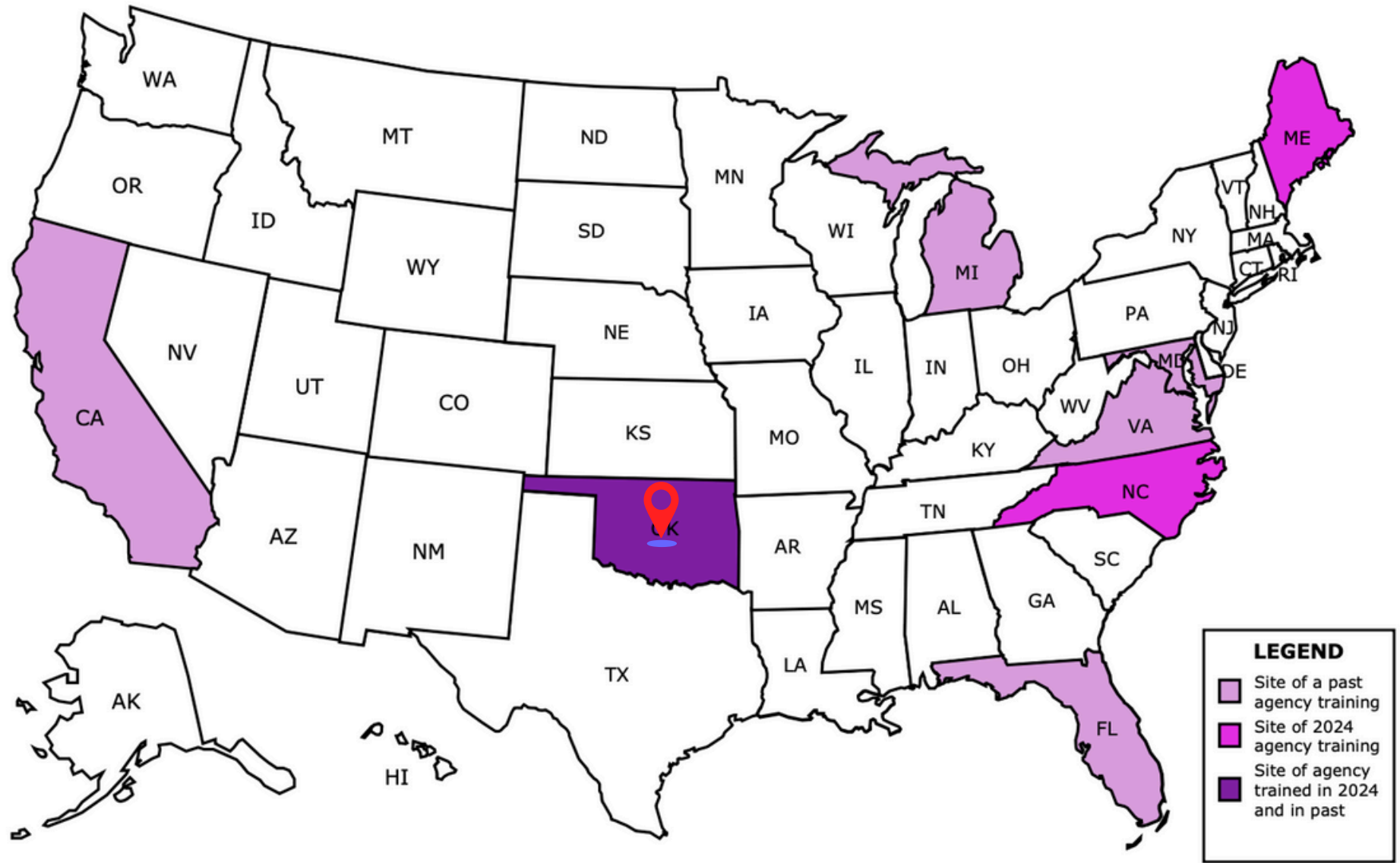


"I think this training is very valuable for anyone working in or supporting those who work with trauma. I'm excited to bring this back to my team"

"This is critical for child welfare."

- Mental Health Provider = 204
- Health Care Provider = 18
- Administrator/Leadership = 44
- Child Welfare/Social Services = 43
- Law Enforcement = 3
- Legal = 1
- Advocate = 39
- Frontline Staff = 60
- Other/Unspecified = 16

Where We've Trained



**20 of the 2024 trainings were conducted in the state of Oklahoma.*

SATISFACTION

We evaluated participants' level of satisfaction and perceptions of the quality of the training. Overall, participant feedback was exceptionally positive.

97%

Nearly all (97.4%) participants reported the **training met their expectations.**

96%

96% (410/428) rated trainer **expertise** as **high or excellent.**

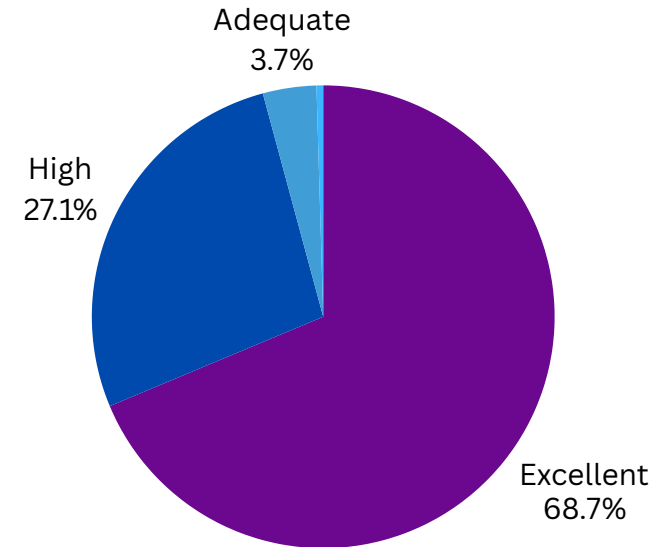
90%

90% (383/427) reported **high satisfaction** with the amount of new information.

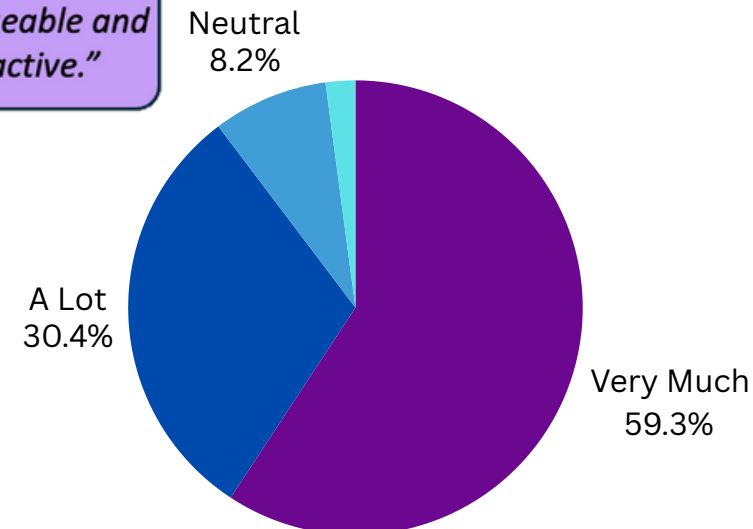
"Excellent training with lots of new info! It was great to learn more about this model as it fits well into my role as a mental health provider."

"Presenters were very knowledgeable and made the training very interactive."

Please rate the expertise of the presenters:



How satisfied were you with the amount of new information provided?



FEASIBILITY

We also evaluated feasibility; specifically, how relevant, practical, and valuable participants felt the CE-CERT content was to their work. Additionally, we asked participants to rate their degree of comfort using CE-CERT skills within their work. Overall, participants reported that the wellness skills taught were highly valuable, relevant, and practical for their setting.

"The training was practical, engaging and actionable. I thoroughly enjoyed it."

"So much value. I wish you could do a group training with OHS as this would be extremely valuable to our staff, their work, and retention. I am so lucky to have been here and involved!!!"

93%

Rated the training as highly relevant to their work.

92%

Rated the CE-CERT skills as being very practical for use throughout their workday.

92%

Rated the CE-CERT skills as being very valuable/helpful to them.

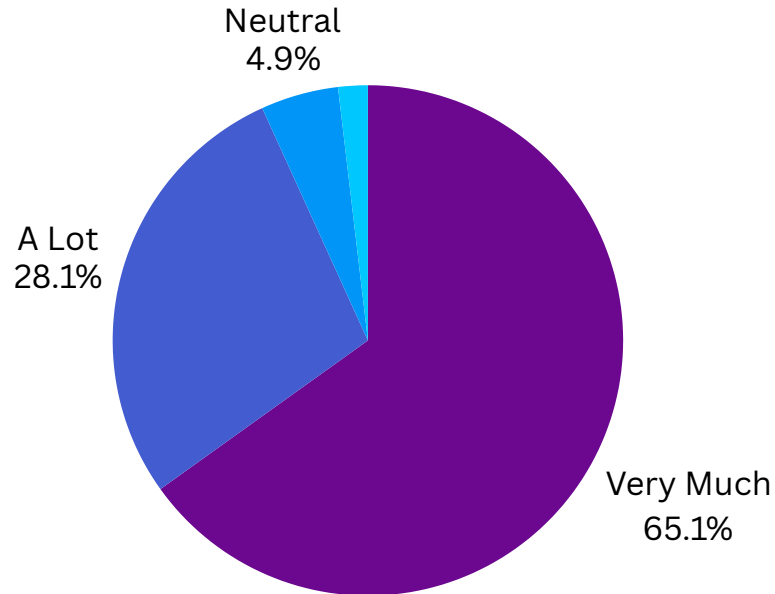
89%

Rated themselves as very comfortable with using CE-CERT principles in their work.

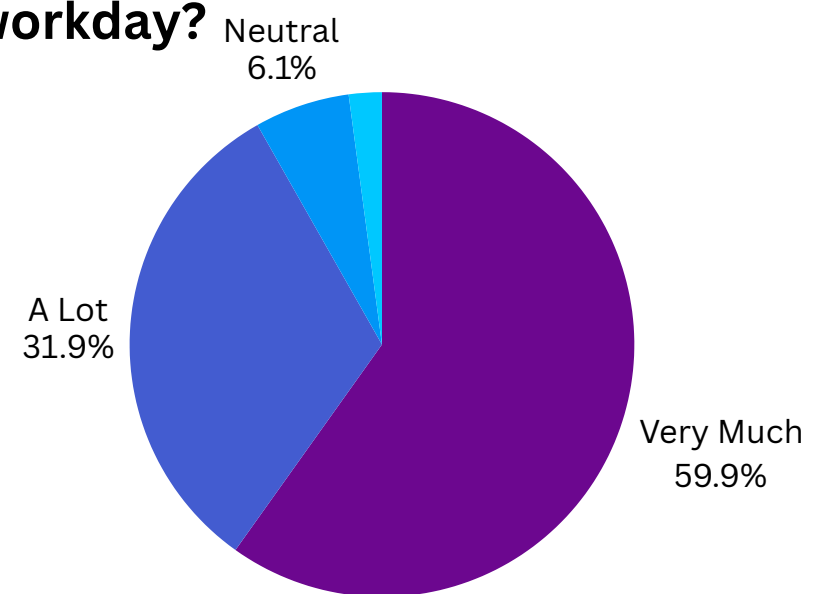
"This was the most helpful training on the subject that I have had. Most tell you about it but not really how to help with it. It was so helpful! It was unusually easy to stay engaged in this training."

**Question-specific pie charts are presented on the following page.*

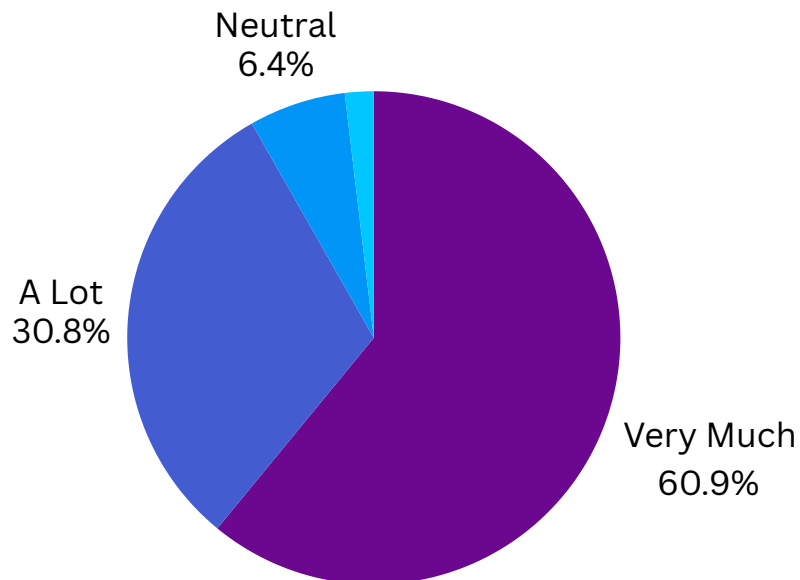
How relevant was the CE-CERT training to you and your work?



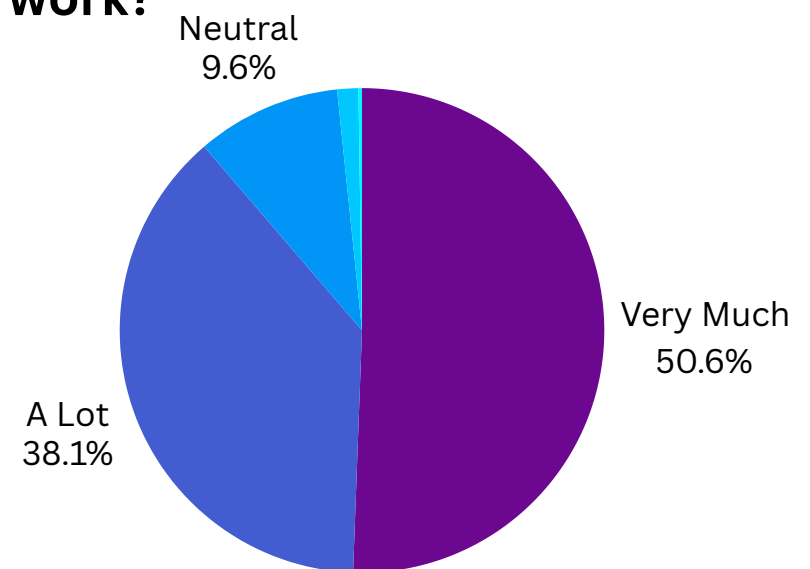
How practical are the CE-CERT skills for use within your workday?



How valuable (helpful to you) are the CE-CERT skills?



How comfortable are you using the CE-CERT principles in your work?

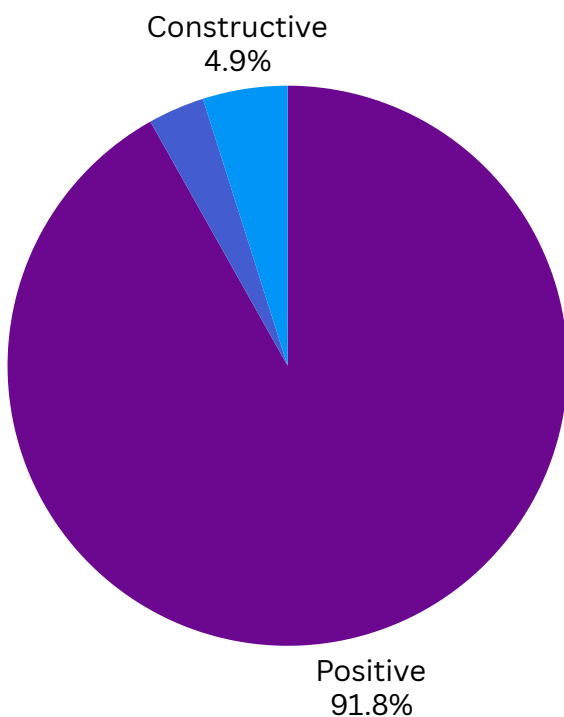


ANALYSIS OF QUALITATIVE RESPONSES

We sought qualitative feedback to better understand how the training was received and any information that may guide further agency consultation and support. Participants were asked, *“Please share your thoughts about training on this wellness model.”* All comments were first divided into one of three possible categories (i.e., generally positive comments [91.8%], neutral comments [3.3%], constructive comments [4.9%]). Representative comments for each category are displayed in the table below. Notably, not all participants who submitted survey responses provided qualitative feedback. Blank responses and responses denoted as N/A were removed (i.e., 61 total), resulting in a total number of 367 qualitative responses. Representative comments for each category are also displayed below.

Representative Comments:

Comments by Overall Type



POSITIVE

- “Best training I’ve attended in a while.”
- “Such an incredible training.”
- “I enjoyed it! Very helpful training.”
- “Great and very enlightening.”
- “Enjoyed the presenters and their humor.”
- “I thought it was a good training and I enjoyed it!”
- “This was so so very valuable to me in my work. I will use the training every day.”

NEUTRAL

- “Thanks!”
- “Thank you”
- “It was okay.”
- “It seems to be something I can try.”
- “Thank you so much, ladies!”
- “Thank you for sharing that information, still I believe the amount of work we get here exceeds what normal high expectations would be.”

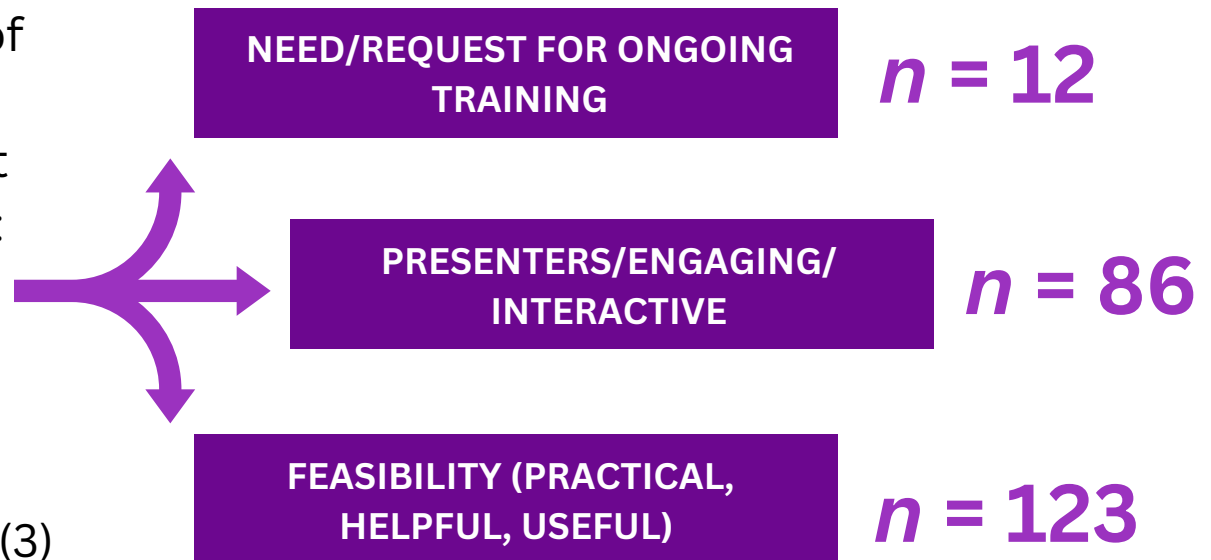
CONSTRUCTIVE

- “I enjoyed the training. It would be nice to have seen how issues that we are dealing with specifically in our city with our population connect ie the increasing violence, safety being out in the community, etc.”
- “Excellent information but was hoping for more experiential engagement.”
- “Good but too long.”

ANALYSIS OF QUALITATIVE RESPONSES

To better understand the quality of the feedback, comments were grouped by theme. The three most commonly observed themes were: (1) Need/ request for ongoing support/ training/desire to learn more skills (2) Quality of trainers, level of engagement, and the interactive nature of training, and (3) Feasibility (applicability/ utility/ practicality/helpfulness) of information presented. Notably, not all comments fit into one of these three themes. Additionally, some comments fit into more than one theme and are reflected in the count for each theme they represent.

**Representative comments for each category are displayed on the pages that follow.*



"This training was amazing. I have been to a lot of trainings and was worried that it was going to be like other trainings I have been to. This training was not. I learned new things that will be useful on my 2 jobs and that is an incredible feeling. Thank you!!"

QUALITATIVE THEME # 1



QUALITATIVE THEME # 2

"I'm so appreciative of the opportunity to connect with colleagues and for the ways that the facilitators broke this down share their own experiences and made the overall experience so engaging."

"I have had this before and it was very helpful. I really appreciate the interesting way it was presented this time."

"I loved how accepting to feedback they were and opposing views in discussions"

"Much more engaging and useful than the typical secondary trauma and self care training this was great! Have been through this training before, but absolutely love how the presenters brought it here!"

QUALITY OF TRAINERS, LEVEL OF ENGAGEMENT, AND INTERACTIVE NATURE OF TRAINING

"I thought using the different quotes and pictures helped explain the points further. I also liked that nobody just read the PowerPoints but were more engaging."

"This training did not feel as long as it was. The ability to answer questions on my phone made me more willing to participate and the presenters did a great job."

"Presenters were so so lovely and funny and kind. I really enjoyed this presentation. I think this model is so helpful and I love that we had opportunities to practice skills during the training."

"I loved the presenters and their attitudes! Very welcoming and engaging. I loved the use of the chat feature."

QUALITATIVE THEME #3

FEASIBILITY - APPLICABILITY/UTILITY/PRACTICALITY/HELPFULNESS OF CONTENT

"I loved this training! It definitely opens your mind to think differently."

"I think this is very beneficial. I am excited to take this information back and incorporate it with my staff."

"I'm very grateful for the practical recommendations for how to incorporate these aspects of wellness into the actual workday."

"I really appreciated all of the interactive components and the willingness of all participants to share! Overall, I can see myself definitely using these skills in my day-to-day work life."

"It was nice to have actual things we could put into practice."

"I think this model is more user friendly than previous trainings I've attended and I'm excited to try them out."



STANDOUT COMMENTS

"Very much necessary and SO well presented. I am leaving training with a whole new outlook on my stressors."

"Thank you very much. Not only did this training provide tools that I can use but it also helps to see that I'm not alone when I am feeling overwhelmed."

"I was pleased to find descriptions for the tendencies I have that increase the stress in my life. I hadn't heard the term rumination prior to this training. I feel better equipped to not only help myself but also the students that I work with."

"I thought it was helpful and relevant, and it was great to hear the experiences of other clinicians, it helped normalize some of my own experiences."

"This is revolutionary and absolutely will change how I look at my work."

FUTURE DIRECTIONS

All 2025 standard foundations trainings will include a greater emphasis on diversity, equity, and inclusion. Each of the CE-CERT domains will further include content related to cultural congruency and serve to increase our program's goal of promoting and holding space for related conversations. Further, our post-training evaluation process now includes questions requesting feedback regarding incorporation of these important considerations.

APPENDIX A

Date	Site/Participants	Training Type	Modality	Presenters
January 10, 2024	Multidisciplinary Audience	1-hour Informational	Virtual	Amanda Mitten
January 30, 2024	Mental Health Professionals	3-hour Intro	Virtual	Amanda Mitten, Ashley Galsky
March 6, 2024	Mental Health Professionals	1.5-hour Workshop	Virtual	Ashley Galsky
April 15, 2024	Multidisciplinary Audience	6-hour w/ consultation	In Person	Amanda Mitten, Ashley Galsky
April 18, 2024	Law Students	45-min Informational	Virtual	Ashley Galsky
May 1, 2024	Multidisciplinary Audience	6-hour w/ consultation	In Person (North Carolina)	Amanda Mitten, Ashley Galsky
May 9, 2024	Mental Health Professionals	3-hour Intro	Virtual	Amanda Mitten, Ashley Galsky
May 16, 2024	Multidisciplinary Audience	4-hour supervisor's training	Virtual	Ashley Galsky
June 4, 2024	Multidisciplinary Audience	6-hour Intro	In Person (Duncan, OK)	Amanda Mitten, Ashley Galsky
July 18, 2024	Mental Health Professionals	3-hour Intro	Virtual	Ashley Galsky
July 19, 2024	Mental Health Trainees	1-hour Informational	In Person	Ashley Galsky
August 1, 2024	Mental Health Professionals	3-hour Intro	Virtual	Amanda Mitten, Ashley Galsky
August 20, 2024	Multidisciplinary Audience	45-min Informational	In Person	Ashley Galsky
September 10, 2024	Multidisciplinary Audience	45-min Informational	Virtual	Amanda Mitten, Ashley Galsky
September 25, 2024	Multidisciplinary Audience	1.5 Conference Presentation	Virtual	Amanda Mitten, Ashley Galsky
September 27, 2024	Multidisciplinary Audience	6-hour w/ consultation	Virtual	Amanda Mitten, Ashley Galsky
October 1, 2024	Multidisciplinary Audience	4-hour supervisor's training	Virtual	Ashley Galsky
November 5, 2024	Mental Health Trainees	1-hour Informational	In Person	Ashley Galsky
November 21, 2024	Multidisciplinary Audience	6-hour Intro	In Person (Maine)	Amanda Mitten, Ashley Galsky
December 2, 2024	Multidisciplinary Audience	4-hour supervisor's training	Virtual	Ashley Galsky
December 4, 2024	Mental Health Professionals	3-hour Intro	Virtual	Ashley Galsky
December 5, 2024	Multidisciplinary Audience	6-hour w/ consultation	In Person	Amanda Mitten, Ashley Galsky
December 6, 2024	Multidisciplinary Audience	4-hour supervisor's training	In Person	Amanda Mitten