



DEFENSE CENTERS
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For Psychological Health
& Traumatic Brain Injury

Understanding Needs Assessments

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Webinar Details

- This webinar presentation has been pre-recorded
- A live question-and-answer session will be held at the conclusion of the presentation
- Questions may be submitted anonymously at any time via the Question pod
- Audio for this presentation will be provided through Adobe Connect; there is no separate dial-in
- Live closed captioning is available in the Closed Captioning pod through Federal Relay Conference Captioning

Materials for Download

- Materials from this series and other program evaluation resources are available in the Files pod and at:

http://www.dcoe.mil/About_DCoE/Program_Evaluation.aspx

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Continuing Education Details

- This continuing education activity is provided through collaboration between DCoE and Professional Education Services Group (PESG)
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- The authority for training of contractors is at the discretion of the chief contracting official. Currently, only those contractors with scope of work or with commensurate contract language are permitted in this training

Continuing Education Details (continued)

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- After the webinar, please visit <http://dcoe.cds.pesgce.com> to complete the online CE evaluation and download your CE certificate or certificate of attendance
- The CE evaluation will be open through January 1st, 2016

Presenter

**Capt. Armen Thoumaian, Ph.D., United States Public Health Service (USPHS)
Deputy Chief for Program Evaluation and Improvement
Office of Integrated Services, DCoE**

Capt. Armen Thoumaian is a scientist director in the USPHS with more than 30 years experience in health and mental health program design and evaluation.

In January 2012, Capt. Thoumaian joined the staff at the Defense Centers of Excellence for Psychological Health and Traumatic Brain Injury to help design and implement program evaluation and improvement efforts in the Defense Department.

He holds a B.A. in Psychology and Sociology, an M.A. in General Experimental Psychology, and a Ph.D. in Social Welfare and Social Work, and has completed a National Institute of Mental Health fellowship in Community Mental Health.



USPHS Capt. Armen Thoumaian, Ph.D.

Presenters

Carter Frank, M.A., M.S.

Research Scientist, Contract Support for DCoE

Mr. Carter Frank has over 15 years of experience in program development and management at local, regional and national levels. The breadth of his 33-year career includes 11 years of military service, spans military and civilian environments, clinical and non-clinical mental health operations, training, human resource management, business development and government contracting. Mr. Frank holds a B.S. in mathematical sciences, an M.A. in counseling, and an M.S. in management information systems. He is a licensed clinical professional counselor.



Mr. Carter Frank

S. Hope Gilbert, Ph.D.,

Research Scientist, Contract Support for DCoE

Dr. Gilbert has over 15 years of public health research experience as an epidemiologist, including 10 years as a senior epidemiologist in support of TRICARE Management Activity. While in this position, she served as the principal investigator for Defense Department inpatient and outpatient studies for Active Duty Service Members and their dependents. Her primary areas of research included post-traumatic stress disorder and suicide prevention. She has experience in epidemiological design with direct and primary care systems for TRICARE beneficiaries.



Dr. S. Hope Gilbert

Presenter and Moderator

Debra Stark, M.B.A.
Research Scientist, Contract Support for DCoE

Ms. Debra Stark is a survey methodologist with more than 15 years of research experience. Her work includes program evaluation and monitoring, qualitative data analysis and survey instrument design. She has worked on public health services evaluation projects with various federal agencies, including the Department of Veterans Affairs and TRICARE Management Activity. Ms. Stark holds an M.B.A.



Ms. Debra Stark

Susanne Meehan, B.S.
Senior Management Analyst, Contract Support for DCoE

Ms. Meehan has over 28 years of military and civilian experience in the Department of Defense and over four years of experience as a Program Manager for the National Guard Bureau Psychological Health Program. Ms. Meehan is a retired U.S. Air Force Command Chief Master Sergeant. She holds a bachelor's degree in psychology.



Ms. Susanne Meehan,
Moderator

Overview and Objectives

This training presentation will provide an overview of how to design a needs assessment, document population health needs for psychological health and traumatic brain injury (TBI) programs and assess existing community resources. At the conclusion of this webinar, participants will be able to:

- Define a program's target population
- Examine data to document health needs for psychological health and TBI target populations
- Identify opportunities to collaborate with community partners and other stakeholders
- Apply strategies to address common challenges that program staff encounter when conducting a needs assessment
- Obtain resource materials to execute a needs assessment

Agenda

- Introduction to Needs Assessments
- Understanding Needs Assessments at the Program Level
- Defining a Target Population
- Identifying Opportunities for Community Partnerships
- Common Challenges
- Conclusion
- References and Resources
- Feedback and Question-and-Answer Session

Introduction to Needs Assessments



What Is A Needs Assessment?

A systematic process to identify needs:

- Allows programs to prioritize, plan, and act upon unmet population health needs for PH and TBI programs
- Information is collected from the population along with potential community assets



What Is A Needs Assessment? (continued)

Program Stage	Before Program Begins	Recently-established Program	Established, Mature Program
Evaluation Type			
Questions Asked	To what extent is the need being met? What can be done to address this need?	Is the program operating as planned? How satisfied are participants with program services?	Is the program achieving its objectives? Do outcomes differ among subgroups?

Needs Assessment Equation

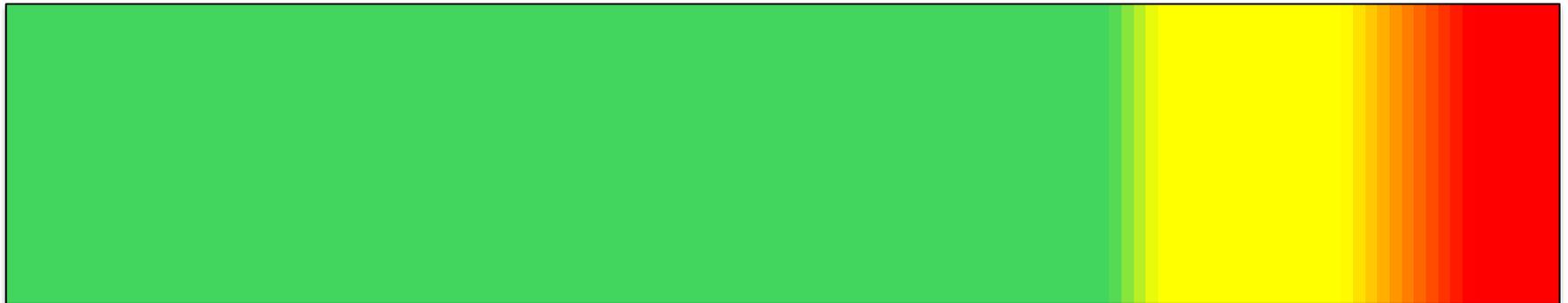
- Assess program capacity
- Determine the demand

$$\frac{\text{Capacity}}{\text{Demand}} = \text{Need}$$

Health Continuum



ACTUAL



DESIRED

Key Benefits of Needs Assessment

**Reduce
Redundancies
and Close
Gaps**

**Prioritize
Program
Activities**

**Identify Target
Populations**

**Increase Cost-
Effectiveness**

Understanding Needs Assessments at the Program Level

Understanding a Program's Needs

A needs assessment at the program level will include reviews of the following:

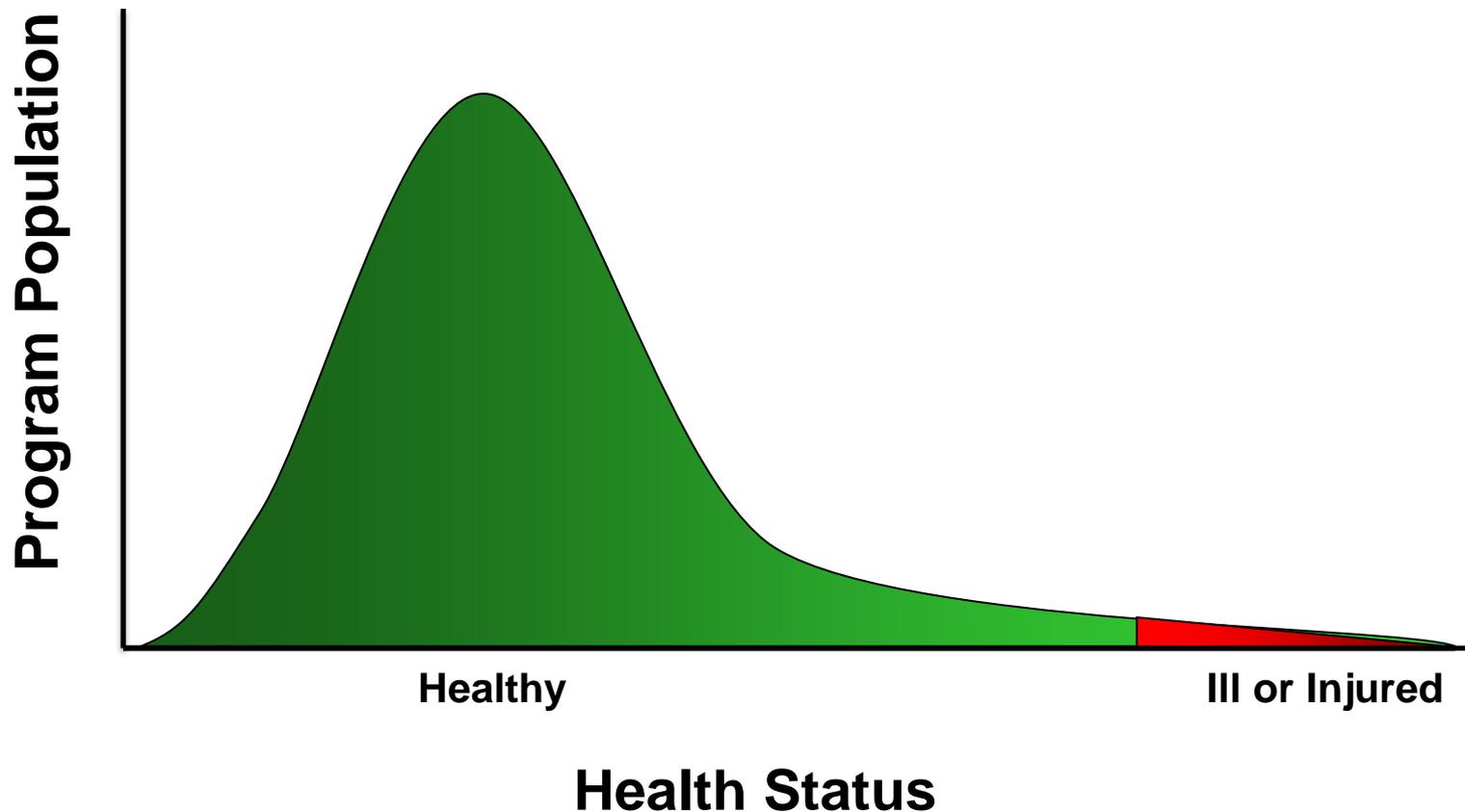
- Evidence-based mission statement, goals and Specific, Measurable, Achievable, Relevant, Time-bound (SMART) objectives
- Linkages between outcomes and objectives
- Data collection, management, measurement and tracking

What a Needs Assessment Provides a Program

A needs assessment will ultimately provide psychological health and TBI programs with the abilities and tools to:

- Increase proportion of program participants' optimal health within their target population
- Decrease the proportion of ill or injured
- Identify program improvement needs
- Recognize and share best practices

Relationship Between Needs Assessment and Health Status



Increase in Optimal Health and Decrease of the Ill or Injured



ACTUAL



DESIRED



Program Classifications: Preventive, Management and Treatment

Program Classifications

Preventive

Management and Treatment

Universal

Selective

Indicated

**Health Promotion
and Protection**

**Early Detection and
Case Finding**

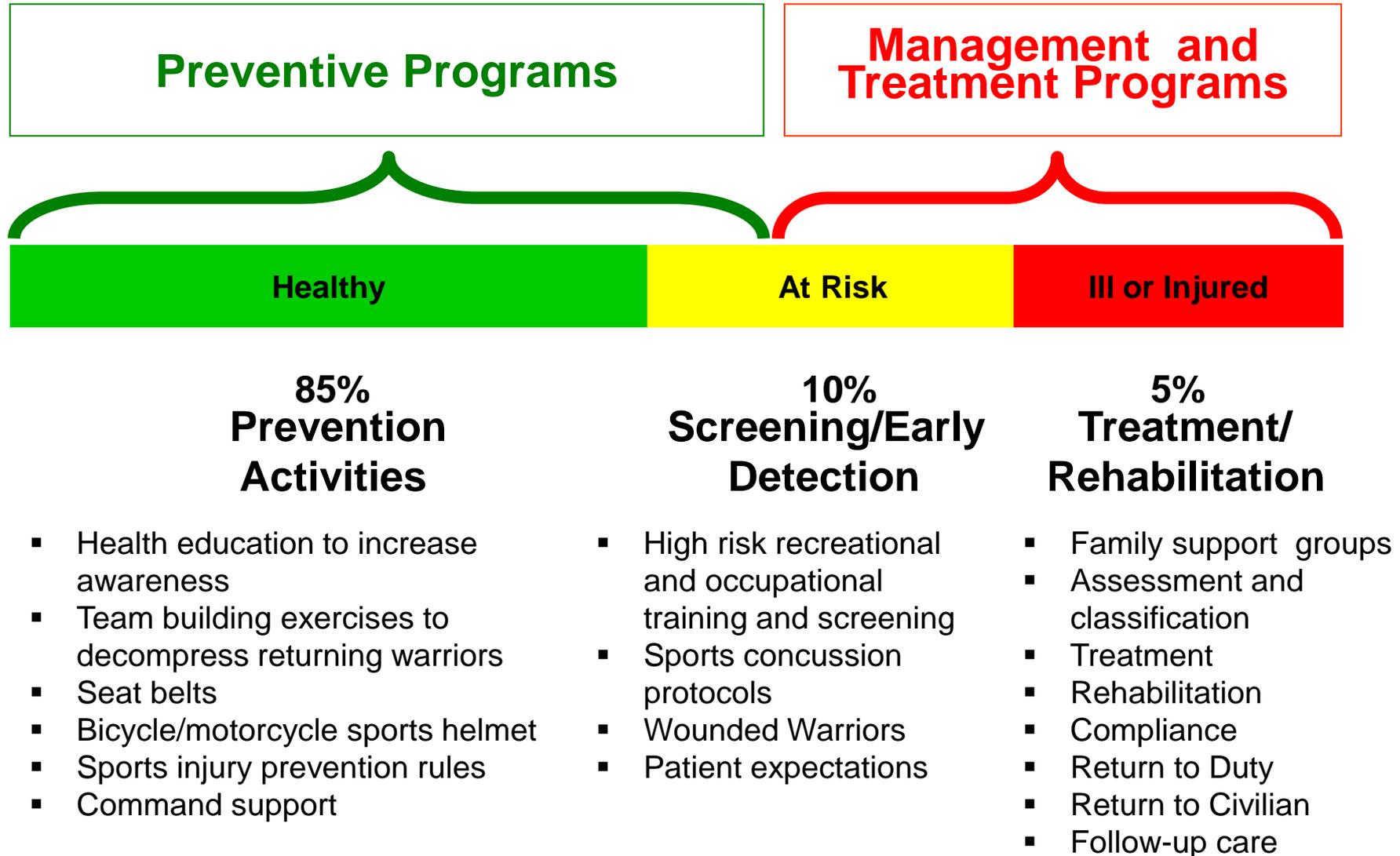
**Treatment and
Rehabilitation**

Healthy

At Risk

Ill or Injured

Needs Assessment and Best Practices



Defining a Target Population

Why is Defining a Target Population Important?

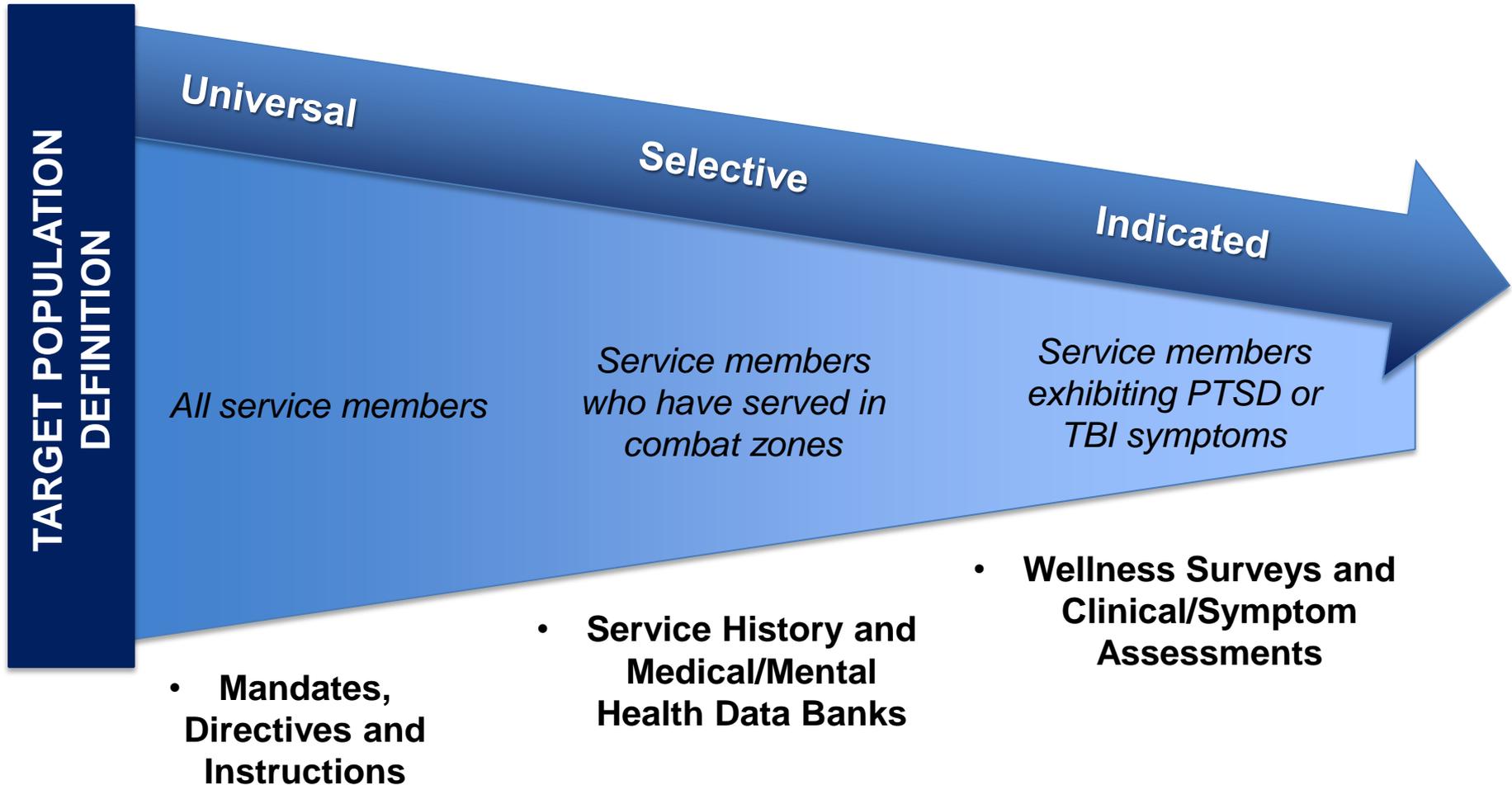
- Helps establish the true demand/need
- Allows program to conduct demand forecasting
- Needed to determine the required capacity of services
 - Capacity within current delivery system
 - What can be obtained from the network and community
- Sets the stage for demand management activities

Three Program Approaches to Meeting Demand

1. Prevention Programs: target population defined by levels of risk
 - Universal:** designed to reach entire groups or populations
 - Selective:** target risk factors more prominent among high-risk groups
 - Indicated:** target individuals showing signs of being at risk
2. Management and Treatment Programs: target population defined by a predetermined criteria or diagnosis
3. Combination: target population partitioned into subgroups or subcategories

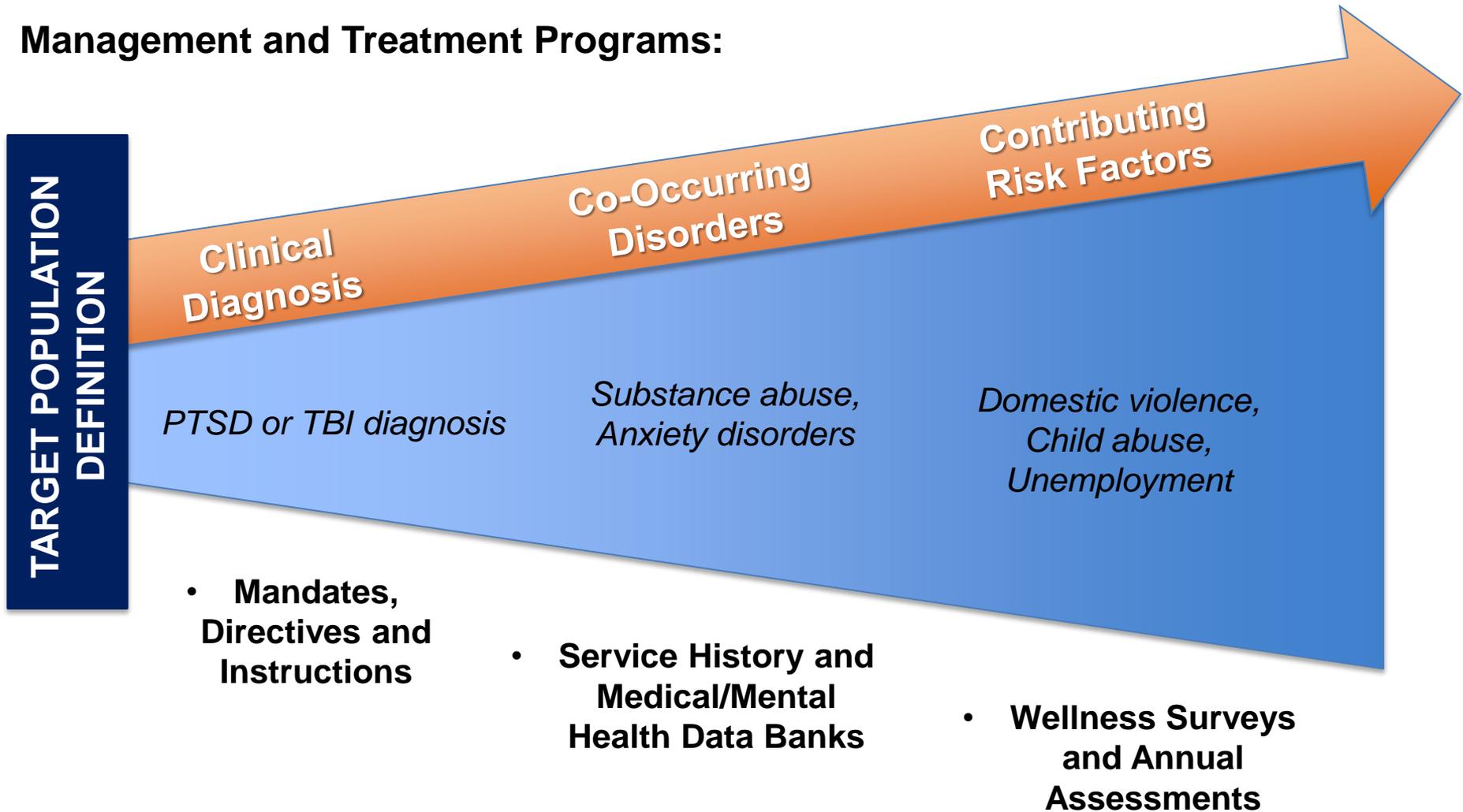
Narrowing a Broad Definition

Prevention Programs:



Expanding a Narrow Definition

Management and Treatment Programs:

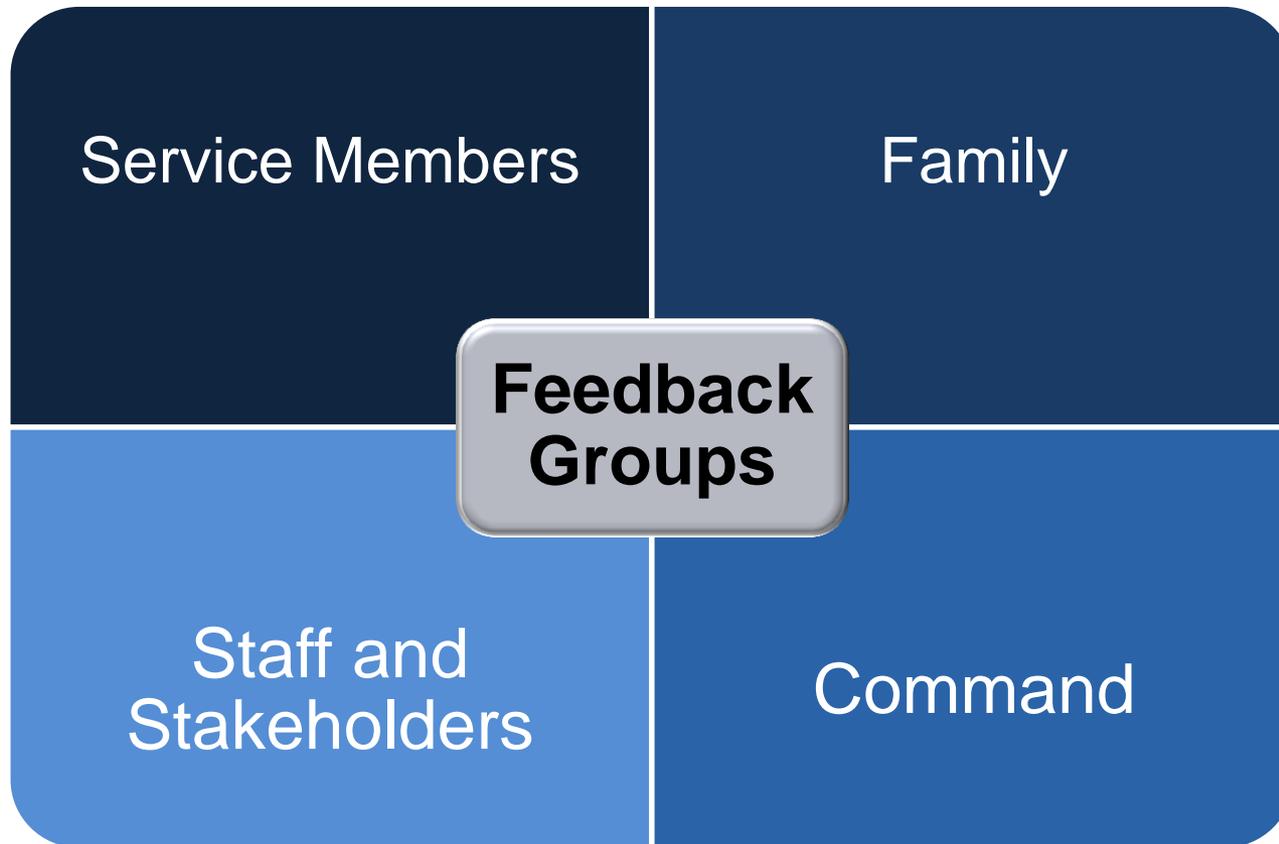


Understanding Determinants of Capacity

- Demand/needs of the population
- Current staffing, skills sets, workload
- Current facilities, equipment and supplies
- Current funding
- Command support
- Available network/community support
- Other competing initiatives

Identifying Opportunities for Community Partnerships

Needs Assessment Target Feedback Groups



Community Assets and Capacity Mapping

- What factors in communities, families, or individuals protect people from problems/issues?
- What resources, already existing in the community, address the targeted problem, either through reducing risk factors or strengthening protective factors?
- How ready is the community to embrace strategies and actions to address the identified problems/issues?



Define the Community to be Mapped

A community can be viewed as a:

- **Locality** based on geography: a physical location, neighborhood, town or city
- **Relation** based on having common ties and relationships: faith-based institutions, non-profit organizations, civic clubs
- **Group** based on common goals: a group of families advocating for smoke-free parks and recreation sites

Understand the Neighborhood



Collaborating with the Community

- Consider the individuals and organizations that have a stake in the health of the community: a shared responsibility
- Where possible, conduct needs assessment in collaboration with other community partners, stakeholders
- Use knowledge of community assets to determine priorities
- Coordinate community strategies to attain the most effective use of resources

Common Challenges

Common Challenges

- How might a psychological health or TBI program determine health needs and projected rates of program use?
- How will the program define its population?
- What are the best techniques for gathering information?

How Might a Psychological Health or TBI Program Determine Health Needs and Projected Utilization Rates?

- Define the eligibility criteria of the program (e.g. income and age)
- View or use traditional datasets or projections to draw comparisons across several population groups and/or time periods
- Strategically draw out information that is relative to the program's population

How Will the Program Define Its Population?

- The program may include geography or primary service area as part of its definition
- Consider program mandates and the unique issues of the population
- The program can ask, “How might expectations vary for different kinds of stakeholders, and why?”

What Are the Best Techniques for Gathering Information?

- Consult with leadership or service command for access to information via database records (e.g. M2 MHS Management Analysis and Reporting Tool)
- Start by using community assets and capacity mapping techniques
- Consider the following methods for collecting feedback:
 - Online survey
 - Focus groups or “listening sessions”

Conclusion

Key Takeaways

- ★ A needs assessment is an evaluation activity that can inform program development decisions
- ★ Needs assessments provide psychological health and TBI programs with the ability to identify areas of improvement and best practices to increase in health
- ★ Understanding local community assets and resources will enhance program staff's ability to evaluate alternate care options



Photo courtesy: Stewart Leiwakabessy

References and Resources

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Resources

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DCoE Home Page: <http://www.dcoe.mil/>

DCoE Program Evaluation Trainings and Program Evaluation Guide:
http://www.dcoe.mil/About_DCoE/Program_Evaluation/Resources_and_Training.aspx

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Feedback and Question-and-Answer Session

Feedback and Question-and-Answer Session

- We are now open for a live question-and-answer session. Please submit your questions via the Question box located in the center of your screen.
- Your feedback is important!
 - After the Q&A, please follow the displayed link to complete the Interactive Customer Evaluation (ICE) card
 - Or, you may immediately access the ICE card via the Chat box
- Additional questions and comments may be directed to

Capt. Armen Thoumaian

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Save the Date

The next webinar in the DCoE PEI Webinar Series will be on January 19, 2016 from 1–2 p.m. ET

Understanding Service Gaps

January						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						