

**Process Evaluation Results**  
**Early On Redesign - Step #1: Setting the Context**  
**April 22, 2005**  
**N= 58/75**

**1. What went well today?**

- The entire process went very smoothly in my estimation. Nice job
- Well organized, good group discussion, great lunch
- Good group process in the AM
- The breakdown of the process we are using was well thought out
- Well organized, everyone listened to, comfortable site
- Setting priorities/opportunities for redesign which is needed, really liked change to large group vs small for consensus at end.
- Good facilitation - liked the flexibility, staff did a great job, I know this is a lot of work
- Transitions through the materials/agenda
- The process, great discussion in our small group
- Small group discussion, dots and Group consensus at the end
- Lots came out, great diversity of perspectives
- Silent generation, then discussion of root causes/forces. Discussion was varied, thoughtful, respectful
- Small group discussions to increase awareness of what works and what doesn't
- Small group work
- Good information sharing and discussion of issues
- Small groups
- Group process
- Large group discussion of structural, cyclical, fiscal ... went quickly!
- Despite change being difficult, people did not complain very much about the process
- Individual/small group/large group
- Small group - identification of forces/causes work
- The small group discussion on cause and forces and the large group discussion on structural, cyclical and fiscal
- SICC meeting
- Full group participation
- The small groups
- Time limits kept, small groups useful
- Whole structure of the day well thought out and everything flowed well
- Good ideas shared, good lunch
- The group sessions
- Structure of the day
- Great facilitation
- Nice variety of people/professions and non-professionals generating a variety of ideas, very focused

- Very well organized. It was good to meet with all of the different members from different groups to hear differing perspectives
- Small group discussion time with large groups, flexibility
- Good process, good ideas
- Good group of stakeholders, good interactions
- Group process and development of ideas and forces, the structure of the day
- Process was presented and explained very well, small groups, voting dots
- Small group discussions and consensus process
- It was great to hear comments from all different areas
- Overview of change process; small group discussion; gallery walk and prioritization. Fast=good.
- I was glad to be included in this process. It was good to have many voices heard. It's good to see collaboration.
- Small group discussion was excellent. Our group consisted of top administrators from State, Early On coordinator, Early On service provider and 3 parents. Very diverse and balanced.
- Good discussions and sharing, lots of ideas
- The causes/forces workgroup initiated a good discussion and development of identifying root causes.
- Defining the focus areas for the redesign, this broad array of agencies/individuals did well in determining the "big picture" causes/forces
- The day and process was well organized, great facilitation.
- Small group discussion to identify causes and forces
- Awesome collaboration between professionals, kept groups on task, Maureen Greer
- A clearer understanding of the process for the redesign, group participation
- Group discussion, focusing on forces/causes vs. trying to point out and solve problems - more productive than laying blame.
- Ability to come to consensus
- All, especially enjoyed small group
- Small groups worked very well, group consensus on major topics
- Small groups worked well
- Prioritization of causes/forces
- Consensus of focus, organization, leaders
- Small group discussions

## 2. What could have gone better

- Large group discussion
- Felt the structural, cyclical, fiscal exercise not helpful to furthering the work

- As a parent who doesn't deal professionally with Early On every day, I could have used more time to thoughtfully consider forces/causes
- Needed tables and brighter light, being closer to the screen, room was certainly large enough
- Support for groups in "whying" process, increased time for consensus building
- More time to drill further when first draft of redesign is created
- Maybe better focus on causes/forces but don't know how
- Could have gone on and on with discussion of root causes/forces (but we moved along!) Discussion of structural/cyclical/fiscal seemed somewhat disenfranchised - maybe time of day
- This was good
- Large group discussions regarding structural, cyclical, fiscal
- Last activity should have been in small groups for more and richer discussion
- Time, more of it
- Small group discussion, recorder did not record nor did each person's input get acknowledged/supported
- Parents needed more "pre-info" about the process, what the day looked like
- Voting/the headings threw me off
- I am not sure that input is broad enough to achieve buy in. The same old players including me
- Structural, cyclical, fiscal is a distinction that was not helpful
- No suggestions
- The set up for the meeting was not good, Should have had tables for us to sit at and water at those tables. Lights too low
- I can't think of any.
- Meeting should have been more clear with end results emphasis, What will be done with information we establish
- The seating arrangement, prefer to sit at tables
- I was confused by the afternoon activities and concerned about the richness of the AM being lost
- It would have been nice to have tables set up so groups would have had a place to write
- More time to look at categories before voting
- Better explanation of how this input will be used
- Would have been nice to have tables
- Explanation of what problem we are trying to address; distinction between structural and cyclical nature of forces
- Everything after lunch. I'm afraid the richness of the ideas will be lost. There wasn't enough time or opportunity for clarification of items.

- Definition of terms were unclear at times - structural, cyclical for instance
- I thought it went well.
- More time for small groups
- More time in small groups to come up with bullets
- Nothing
- Start on time - but did like the flexibility especially changing the small group afternoon session to a large group session
- Thought it was too general - I am not sure how the defining issues which were grouped into the "top ten" will work
- Initial explanation of how the identification of causes and forces will eventually address the inherent problems. By the end of today it was clear.
- Structural/cyclical process, cause and force explanation - needed more training or examples. People were unclear on difference between problem and cause/force

**3. What could we do differently -in the future - to improve your experience?**

- More discussion in the large group for more diversity of thought rather than mostly small group work
- More small group with resultant products, when set aside a day to work, I want to work.
- Set up in classroom or any style that included writing surface
- Next steps
- More formative/ongoing support for working through the process
- Maybe more communication with larger group - would be good to get different perspectives (just like to know what others are thinking)
- Quick introductions - maybe I missed this
- Suggest next time that the small groups split differently than this time to the extent possible so folks hear other perspectives
- Provided a handout with definitions and examples of causes and forces
- Nice job
- There are few reps from the Upper Peninsula. Do you think that is because of the costs to participate? Travel distances/support for participation is unequal.
- Tables for small group work
- Room was too cold
- Challenge the individual forces with the why questions in the larger group, appreciate the why? To get to the forces/cause
- Representation by service area. I am struck how little community health speaks for public and mental health
- Some of the steps include too narrow a set of decision makers
- Perhaps ensure that others' opinions are included who could not attend today's event (looks like website will facilitate this)

- Definition of words in a handout
- List of participants for the day. I know it will be on the web site and it is on their name tags but that way we don't need to read their chest
- The afternoon experience seemed too rushed -perhaps we should have had small groups- I am confused about the designation of cyclical/structural/financial - each was everything
- Just tables
- Outline what can be changed and what can't
- I thought it was a great experience
- Start on time to avoid rushing small group discussions. Pre-identify facilitators and orient them to help out with group process
- I am sort of confused by the afternoon activity. You were probably right to break into small groups.
- Explain purpose and implications of each activity
- Provide more background information, use needs assessments that have already been done
- Provide a format for lunchtime discussion, maximize use of time
- Have PowerPoint on paper as a handout
- More information regarding next steps, where do today's participants fit in Steps 2-8?
- More lead time to plan on attending
- Having tables to work from
- Confused about cyclical/structural/fiscal - everything is everything

#### 4. Other thoughts or comments you'd like to share

- We will be working to assure an appropriate DHS administrator becomes actively a part of the SICC. Thanks to all for the patience shown
- I always have the concern with this process that original thoughts are "massaged" so much to become collective thinking that important first thoughts are lost. It seems that the last person to craft the last statement has the last word. (A strictly personal opinion that I have shared before.)
- Overall good process
- It is gratifying to see parent input so highly valued! Thank you!
- Enjoying being part of this process, website a great extension
- Thanks for a great lunch
- Thank you
- I hope this work reflects the new system redesign
- Offer one source of information that is relied upon as trustworthy in the field as the source of information on progress
- Out early is good

- This was a good group size. I hope that all of the comments are taken into consideration as the redesign process continues
- Best wishes with the process, it is important work
- Wonderful plan. Today is very informative to hear the "powers to be" hearing those who tow the line
- Assign small group facilitator to ensure the "voice" of the participants
- Still feels very "up in the air" but looking forward to the end result
- As a parent and service coordinator I had different views than those who are just providers. Need more parent reps etc.
- Thank you for inviting me.
- A little more information on what happens next with today's work and what is our role from here on out would have been helpful.
- The cyclical, structural, fiscal seemed meaningless in the large group. Same vocal group of staff etc.
- Where do we go from here
- You need to use expertise in the system at every step
- It is difficult to not move ahead more quickly rather than focus on these important early steps
- Thank you for conducting this important process
- Great job, I liked the process, everyone seemed involved. Good variety, Thanks for the before parent meeting
- Great diversity of groups
- Lunch was good. It's great to have healthy choices
- I have not been involved in this in Early On and I'm very curious about the next steps. I will use the web site for this information
- What are the next steps and who is involved
- I think this is a wonderful idea and opportunity. I hope all agencies can work together toward an improved outcome for the children.
- Did you learn anything new?
- Please continue to include the Early On coordinators involved with this process. We want to help with the change at the local level.
- Keep up the inclusive format at all stages and at all levels
- Need ongoing involvement of parents, LICC members and Early On coordinators. Be sure to include them in results groups and other committees. How can we all take part in the eligibility discussion?
- Let us know what happens next, include Early On coordinators throughout the next steps. They are most cognizant of what happens at the implementation level.
- Location was good. Tasty lunch and breakfast, Thanks. Good idea to bring in community stakeholders.
- I thought the process went well. I would like to see community conversations as part of the whole process

- I am glad to be a part of this
- What's next, where do we go from here?
- Excellent, well done! Nicely organized
- Uniqueness of areas will become very important. Thank you for including me and I hope to stay part of redesign.
- Enjoyed time to network and meet new people just as interested in early On. A list of who attended would be nice if all participants willing to be on list and network.
- Thank you for this opportunity to participate
- Good luck, this is hard work.
- Appreciate your efforts to review the issues and determine strategies to eventually address the concerns raised today.
- We have just begun; we have a lot of work to do.
- Thank you for including me.