



CHANT Newsletter Survey March 2024 | Summary

SUMMARY

SURVEY HELD
Feb 29 – Mar 22
2024

8 QUESTIONS

AVERAGE TIME TO
COMPLETE SURVEY
4:48 minutes

83 RESPONDENTS

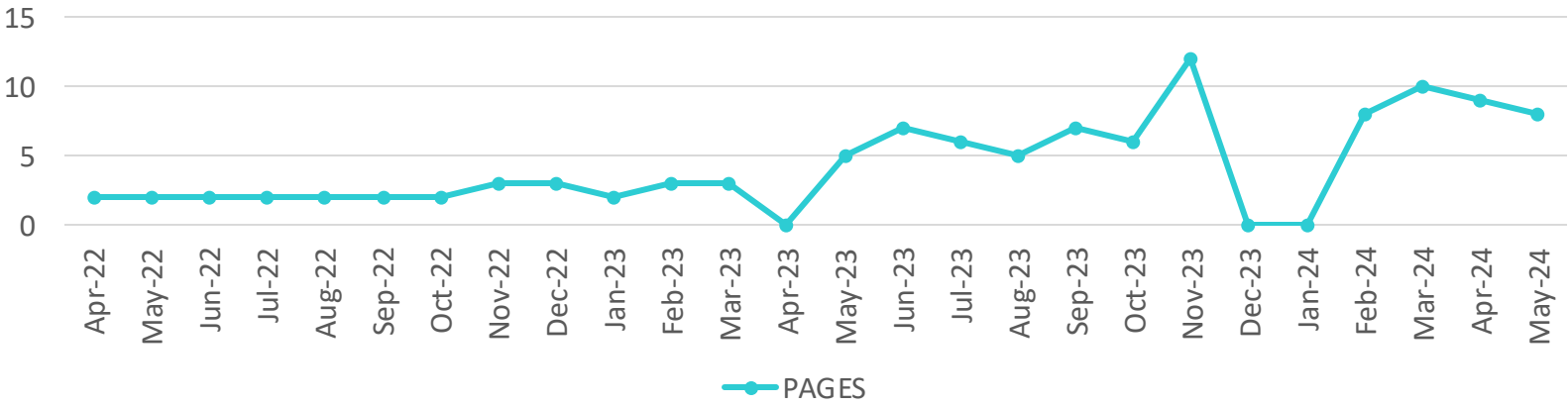
34% of Staff*

*CHANT staff listing as of
Mar 21, 2024 (83/244)

WHY: Receive feedback from field staff; continuous improvement & resource support

WHEN: Bi-Yearly | March and October

NEWSLETTER PAGE COUNT SUMMARY



FIELD SUBMISSIONS

**MARCH
3**

**AVERAGE
COMPLETION
TIME:
8:14
minutes**

**APRIL
10**

**AVERAGE
COMPLETION
TIME:
11:56
minutes**

**MAY
12**

**AVERAGE
COMPLETION
TIME:
11:15
minutes**

OVERALL AVERAGE COMPLETION TIME: 11:21

WHAT'S ON THE FORM?

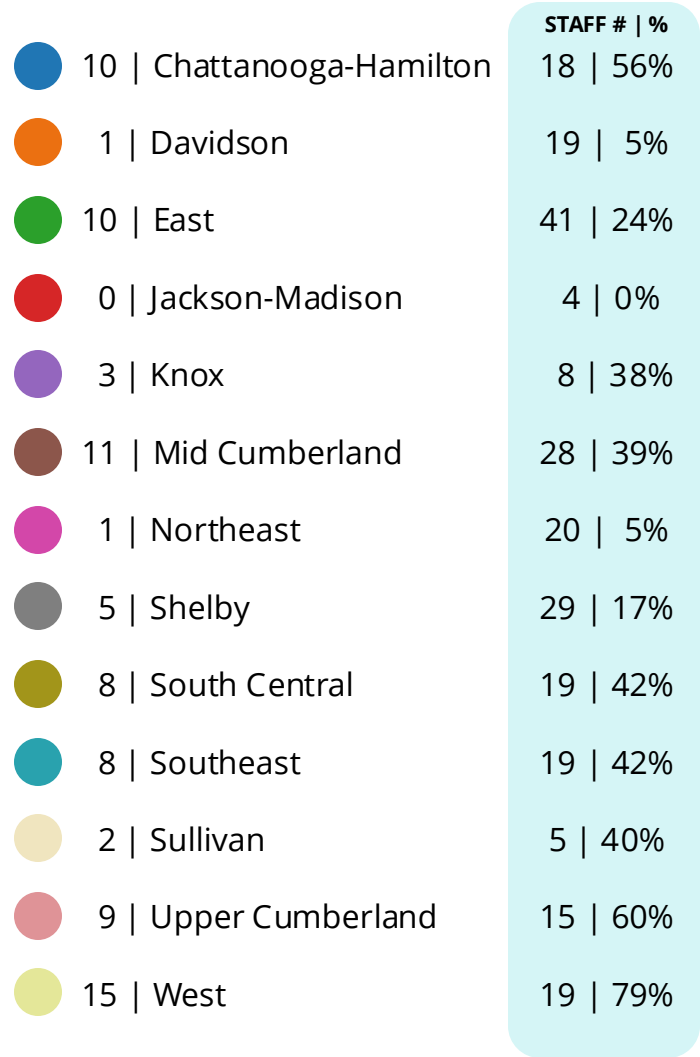


- Self Identify:
Region/Metro, Name, Email
- Bright Spot
- 411
- Job Openings
- Employee Spotlight
- Other: Share
Anything Else

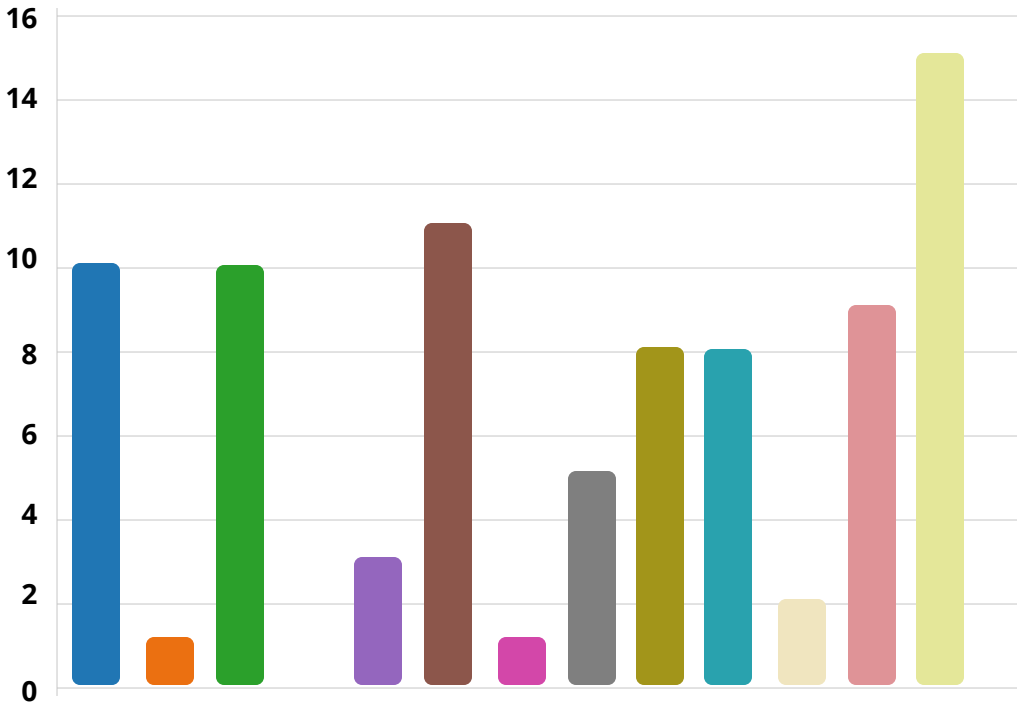
QUESTION 1

34%
of CHANT
STAFF

What Metro/Region are you from?



RESPONDENTS
83/83
100%



TOP THREE PARTICIPATORS:

- West | 79%
- Upper Cumberland | 60%
- Chattanooga-Hamilton | 56%

QUESTIONS 2 - 3

34%
of CHANT
STAFF

How long have you worked in CHANT?

0 – 1 YEAR

11

2 – 4 YEARS

26

5+ YEARS

3

PRIOR TO CHANT
FORMING IN 2018

43

RESPONDENTS

83/83
100%

How many CHANT newsletters have you read?

1 – 2

9

3 – 5

10

6 – 9

5

I NEVER READ IT

2

I READ IT
EVERY MONTH

57

RESPONDENTS

83/83
100%

Put percentages under Q2 (of n=83)

QUESTION 4

4%
of CHANT
STAFF

If you do not read the newsletter, please tell us why.

RESPONDENTS
10/83
12%

NOT RECEIVING EMAIL

- * I don't think I am receiving the email. I tried to search email history to be sure, but none came up. Many of the sections and features look interesting to me. I love reading about topics that are specific to CHANT.

TOO LONG; TOO MUCH INFO

- * It can be kind of long.
- * They seem to be getting longer and longer. Too much information.
- * It's too busy. Too much information all at once. Have to dig through it all. Hard to locate information I can use. Most of the resources are for one side of the state. There is a lot of information that seems to be a filler. I did like seeing the SMART portion. That was helpful to share with new staff. Could it be quarterly? Updates on changes, upcoming trainings, how to request things, who to talk to about what at central office.

DON'T HAVE TIME

- * Usually busy and don't get the chance to stop and read it and then its forgotten about.
- * Time, I try to skim through them

QUESTION 5

32%
of CHANT
STAFF

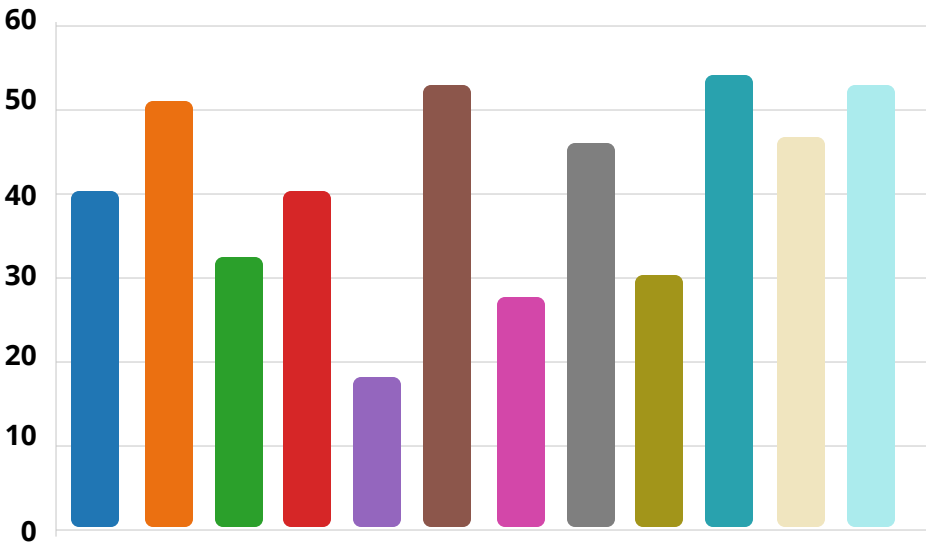
Are there any sections/features you look forward to reading?
Please check all that apply.

RESPONDENTS
79/83

- 40 | Cover Story
- 51 | Employee Spotlight
- 32 | Winner, Winner
- 40 | Monthly Awareness
- 18 | TNBDSS
- 53 | CSS
- 27 | Job Openings
- 46 | Bright Spot
- 30 | 411 Outreach Events
- 53 | Chat/Quarterly Agendas
- 47 | Site Visits & Training Schedules
- 52 | In the Rearview

PERCENT of 79

51%
65%
41%
51%
23%
67%
34%
58%
38%
67%
59%
66%



TOP SIX FAVORITES:

CHAT/Quarterly Agendas & CSS | 67%
In the Rearview | 66%
Employee Spotlight | 65%
Site Visits/Training Schedules | 59%
Bright Spot | 58%

489 Selections =
6.2 selections per respondent

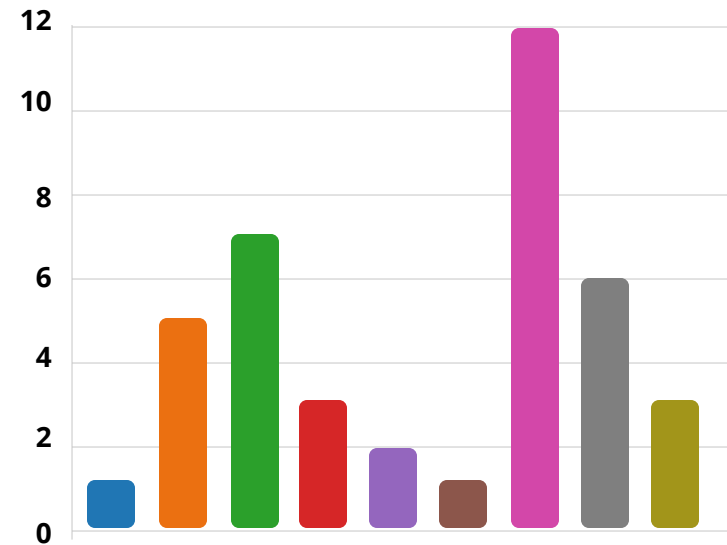
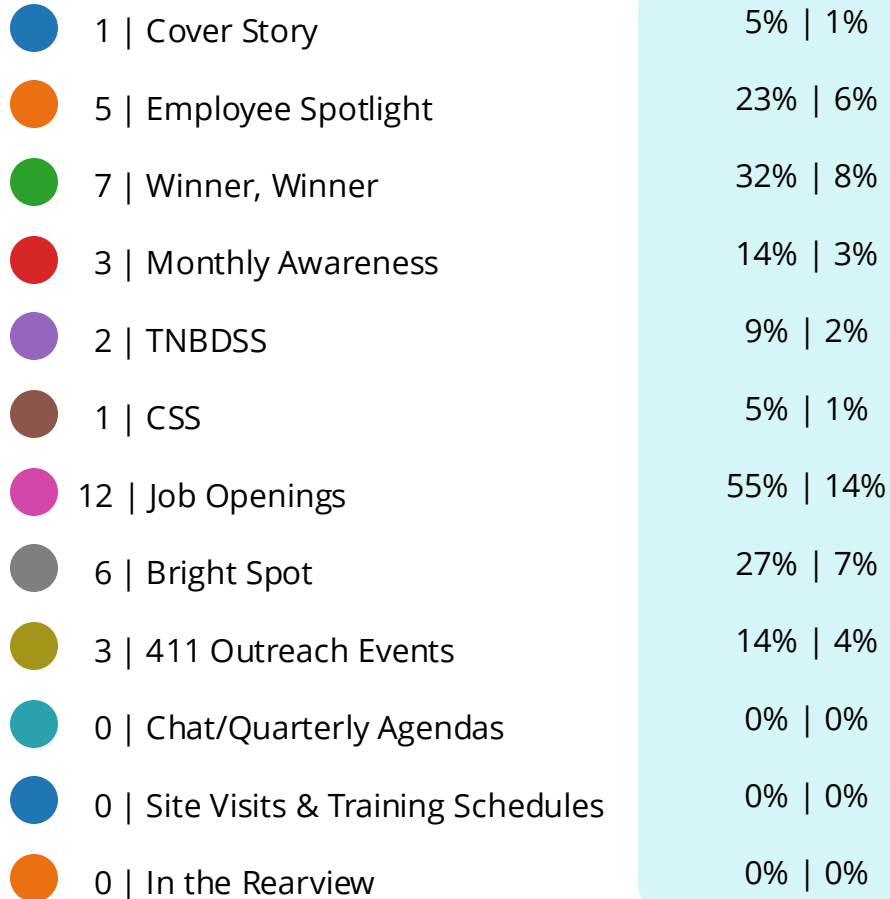


QUESTION 6

9%
of CHANT
STAFF

Are there any sections/features you **DO NOT** care for?
Please check all that apply

RESPONDENTS
22/83
27%



BOTTOM THREE :

Job Openings | 55%

Winner, Winner | 32%

Bright Spot | 27%

40 Selections =
1.82 selections per respondent

QUESTION 7

8%
of CHANT
STAFF

Is there anything you would like to see added to the newsletter?

RESPONDENTS
19/83
23%

8 | NO

2 | NA

5 | YES

Tips and Reminders--for Care Coordinators, especially if You see consistent patterns across the board--what are we leaving out, what things are we doing well. I was very appreciative of the Documenting Tips for CSS.

Tips and tricks to taking care of yourself while taking care of others. "Self-care for Social Workers."

A Recipe

Holidays

Client Success Stories

4 | POSITIVE COMMENTS

I read it all!

I enjoy reading the newsletter. Has a lot of information in it.

To be honest I look forward to receiving the newsletter.

Please add me to receive the newsletter

FEEDBACK | Positive

8%
of CHANT
STAFF

This section is for any other thoughts you have about the newsletter.
This form is anonymous, if you would like to be contacted for further follow up, please include your contact information.

RESPONDENTS
30/83 | 36%

Really a good newsletter. Thank you!

I enjoy the Newsletter. I have referred back to it many times for information I needed. I like seeing what other regions/counties are doing and successes they have had with situations. Keep up the fantastic work!!!

I enjoy everything about the newsletter.

I absolutely love the monthly newsletters!!! I actually print them off and keep in a folder to look back on for information, events, etc. I appreciate the effort that is put into them. They are also visually appealing and makes it even more enjoyable to read.

I think the newsletter is good and provides good information Thanks

I like the format, easy to read, not too busy/distracting.

The newsletter definitely helps with information needed for daily involvement with CHANT, thanks!

I love the newsletter!!

I enjoy reading the newsletter.
Penny Cherry, Dyer Care Coordinator

I think the newsletter is another way to connect out CHANT workers across the state. I also good to see what other are doing in their counties.

I think the newsletter is good and provides good information
Thanks

I personally love completing the word puzzle after reading the newsletter "positive distraction."

It has been a great form of statewide communication for me, thank you!!

I think it is good. I feel connected to the larger group. I also think the CHANT CHAT are great! Thanks Kristen and others for the work you do on the new letter.

I have really enjoyed the newsletter and appreciate the resources that are included, I also like the employee spotlight so that the Regions feel a little more connected to each other! Great job.

Keep up the good work! I enjoy them each month and look forward to reading the newsletter. Great way to communicate to the masses in a fun and enjoyable way.

I think the newsletter is great. It is very informational and keeps us all in the know of what is going on and any changes that have been made.

TN

FEEDBACK | Negative

8%
of CHANT
STAFF

I really enjoy reading it but I often don't have time to read the entire thing. I am worried I am going to miss an important date because the letter is so busy.

The newsletter has gotten very lengthy and we do not always have time to read through the entirety. If it continues to be lengthy, can we please at least have one page we can go to that has all the important upcoming dates like for upcoming meetings or major need to know info/changes all on one page? If we do not have time or want to read all the extras we at least know we can go to one page and have bullet points or short and sweet to the point important information on just that page instead of having to dig through the entire newsletter to find important dates or information. Thank you for the consideration! I do greatly appreciate the time and effort put into creating the newsletter and helping keep everyone informed!

I would be able to look through the newsletter more thoroughly if was condensed.

I feel the newsletter needs to be short and to the point.

I think it would be better to have all the important information one page so that I wasn't scrolling through or having to flip through a bunch of pages. I find that sometimes the newsletters can be a bit long.

Though the information is very good. I do not favor entries that will cause the staff to stop providing service to families to put information together for the newsletter when their biggest complaint is that they are overwhelmed with referrals, cases, vacancies, weekly reports, monthly reports, conference calls, and more...

Can state resources be shared and not just resources for certain locations. can it be quarterly? Since it is monthly it seems like there are a lot of fillers. Statics are ok but we need more updates and changes in there. With all the information it is hard to locate what we need. I didn't even see this survey. Some had to tell me and I had to look for it. Just too busy and too much information. If this survey is anonymous why does it matter where we are and how many years we have been with CHANT? It makes it easier to identify us. We need links to resources and names with numbers for resources not surveys, monthly themes, or who won a prize.

I basically just skim the newsletter for information that I need to know about (trainings, visits, chant chat, etc...). I'm not sure how effective the monthly outreach section is, as things are frequently being added and sent out after the submission due dates of the month prior.

Please do not add more

Its already too much. Needs to be slimmed down.

I do not like the Bright Spot. All of us go above and beyond daily in our jobs. Some of us expect it of ourselves. This being said, it is not comfortable to brag about what we do to others working just as hard. What people are describing in the Bright Spot is what we are supposed to be doing. Now, if they want to talk about tips for making our job easier and more organized that may be helpful.

Proposed Addition | Newsletter Send Out

As per the repeated ask to consolidate important info, we propose the following addition to the monthly newsletter send out. Instead of the body of the email being blank, it would capture the most important highlights from the full newsletter. The email (left) utilized May's newsletter information as an example.

Highlights to include:

- Important Dates
- In the Rearview: memorandums, policy change, REDCap updates, etc.

CHANT May Newsletter

 Lorie Bridges
To: Lorie Bridges
Tue 5/7/2024 9:55 AM

 CHANT Newsletter_May 202...
2 MB

PLEASE SEE FULL NEWSLETTER (ATTACHED).

 **IMPORTANT DATES**

CHANT QUARTERLY
MAY 09 | 9:00 AM – 11:00 AM CDT
In the Rearview with Kristen Gentry
[SUBMIT A TOPIC](#)

CHANT CHAT
MAY 21, 2024 | 8:30-9:30 AM CDT
Outreach Event Planning
with Kristen Gentry
SAVE THE DATE | 8:30-9:30 AM CDT
June 18, 2024
July 17, 2024
[SUBMIT A TOPIC](#)

SITE VISITS
June 05 | Mid Cumberland

 **IN THE REARVIEW**

REDCap | Tips • Tools • Tricks
Duplicates are going to happen, but we need to try to reduce the amount being created. The Call Center follows these rules for checking for duplicates:

There is no one way to "Look Up" a name. The order that seems to work best is to search in the order below. **The important point is to use the process of multiple data points until you determine the record is not already in REDCap. One search is not sufficient.**

- If mom has a unique first or last name
- Mom's date of birth
- Street address - choose field from drop down: "primary street". 123 Street Rd.
- Phone number: (XXX) XXX-XXXX **Be sure to use parenthesis around the area code and a space between the area code and phone number.**
- Name

Team Lead's should be checking for duplicates by completing several different searches. Parent last name, parent DOB, phone number, address, etc. It is recommended that a search is completed using at least four different household demographic details before entering a new REDCap case.

As duplicates are found please report these to:

Kristen Gentry | kristen.t.gentry@tn.gov

Eileen Tallman | eileen.tallman@tn.gov

Carolyn Hansen | carolyn.hansen@tn.gov

One of us will review the information submitted and proceed as policy guides us. When submitting duplicate deletion requests, **please remember to include the numbers of both the REDCap case you want deleted as well as the one that will be kept.** It would also be helpful to include the primary name (the name the REDCap case is registered under). I know that by working at this together we will be able to clear up the duplicates as they are found. Thank you for your efforts in this process.



Lorie Bridges | Communication Specialist TBI + CHANT

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Office Hours: M-F | 7a – 3:30p

Lorie.Bridges@tn.gov



Reply



Forward