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D2.6 – STAFF TRAINING SESSION 3 ON SUPPORT PROTOCOLS

COMBATHATE

COMBATING HATE SPEECH AND HATE CRIMES AGAINST INDIVIDUALS WITH MENTAL DISABILITIES.

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ABOUT THE PROJECT

PROJECT NAME
COMBATHATE (Combating Hate Speech and Hate Crimes Against Individuals with Mental Disabilities)

PROJECT NUMBER
101205522

EU PROGRAMME
Citizens, Equality, Rights and Values (CERV)

WHY THIS PROJECT?
Individuals with mental disabilities frequently face hate speech and hate crimes that undermine their dignity, safety, and well-being. COMBATHATE seeks to address this challenge by developing tailored support systems, raising public awareness, and strengthening cooperation between civil society and public authorities (including law enforcement).

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PROJECT CONSORTIUM

NOORUSE MAJA
ROHELINE 1B, PÄRNU, EESTI

PROvision INTERNATIONAL

ASSOCIAZIONE
Gli Amici di PUCK

RINGMAJANDUS
AMANITA
2013
SOTSIAALNE ETTEVÕTLUS

AGENDA – D2.6 – Staff Training Session 3 on Support Protocols

Project: COMBATHATE – Combating Hate Speech and Hate Crimes Against Individuals with Mental Disabilities
Project Number: 101205522
Programme: Citizens, Equality, Rights and Values (CERV)
Work Package: WP2 – Development of Support Mechanisms
Deliverable: D2.6 – Staff Training Session 3 on Support Protocols

Dates: 20–24 January 2026 + 2 travel days (19 January arrival, 25 January departure)
Location: Hotel Sakura Centro Congressi, Via Enrico De Nicola, 26, 80059 Torre del Greco (NA), Italy
Hosting Organisation: Associazione Gli Amici di PUCK
Participants: 30 staff members (6 per partner organisation)

Deliverable **D2.6 – Staff Training Session 3 on Support Protocols** is part of **Work Package 2**, which focuses on building a coherent and operational **Support System** for addressing hate speech and hate crimes against individuals with mental disabilities.

The training translates the Support Protocol developed under **D2.2** and **D2.3** into **practical, operational skills**, enabling staff to:

- correctly manage intake and first contact,
- apply safeguarding and risk assessment procedures,
- document incidents in an accessible and GDPR-compliant manner,
- activate appropriate referral pathways and follow-up mechanisms.

Training sequencing clarification

With the acceptance of the Project Officer, the original order of WP2 staff trainings was adjusted:

- **D2.6** implemented in **January 2026 (Italy)**,
- **D2.5 – Legal Rights Training** in **February 2026 (Bulgaria)**,
- **D2.4 – Psychological First Aid Training** in **March 2026 (Estonia)**.

This adjustment did not affect training quality or objectives and ensured stronger operational coherence.

D2.6 is delivered over **five consecutive training days**, combining expert input, practical exercises, role-play, and continuous evaluation.

DAILY AGENDA

Day 1 – Monday, 20 January 2026

Focus: Introduction & Baseline Assessment
09:00 – 17:30

09:00 – 09:30
Registration, welcome and introduction

09:30 – 10:45
Overview of COMBATHATE Support System and Support Protocol

- Purpose and scope
- Link with WP2 deliverables

10:45 – 11:15
Knowledge Assessment – baseline

11:15 – 11:30
Coffee break

11:30 – 13:00
Understanding hate incidents involving persons with mental disabilities

- Definitions
- Vulnerability factors
- Ethical principles

13:00 – 14:00
Lunch break

14:00 – 16:30
Introduction to intake procedures and first contact

- Trauma-informed approach
- Accessible communication (AAC, Easy-to-Read)

16:30 – 17:30
Daily feedback collection and group reflection

Day 2 – Tuesday, 21 January 2026

Focus: Intake, Triage & Safeguarding
09:00 – 17:30

09:00 – 10:45
Risk assessment and triage

- Identifying urgency
- Safeguarding principles

10:45 – 11:15
Coffee break

11:15 – 13:00
Practical exercises: intake & triage scenarios

13:00 – 14:00
Lunch break

14:00 – 16:30
Documentation tools

- Icon-based incident forms
- Consent and proxy reporting

16:30 – 17:30
Daily feedback collection and group reflection

Day 3 – Wednesday, 22 January 2026

Focus: Case Management & Evidence
09:00 – 17:30

09:00 – 10:45
Case management workflow

- Intake → follow-up → closure
- Evidence bundle and documentation standards

10:45 – 11:15
Coffee break

11:15 – 13:00
GDPR, data minimisation and confidentiality

13:00 – 14:00
Lunch break

14:00 – 16:30
Role-play exercises: documentation and evidence handling

16:30 – 17:30
Daily feedback collection and group reflection

Day 4 – Thursday, 23 January 2026

Focus: Referral Pathways & Cooperation
09:00 – 17:30

09:00 – 10:45
Referral pathways

- Legal pathway
- Social and health services
- Avoiding “referral ping-pong”

10:45 – 11:15
Coffee break

11:15 – 13:00
Multi-agency cooperation and warm referrals

13:00 – 14:00
Lunch break

14:00 – 16:30
Practical group work: referral decision-making

16:30 – 17:30
Daily feedback collection and group reflection

Day 5 – Friday, 24 January 2026

Focus: Integration, Evaluation & Application
09:00 – 17:30

09:00 – 11:00
Integration of the Support Protocol into daily work

11:00 – 11:15
Coffee break

11:15 – 12:30
Final Assessment (closed questions)

12:30 – 13:00
Group debrief on assessment

13:00 – 14:00
Lunch break

14:00 – 16:00
Reflection session: lessons learned and application plans

16:00 – 17:30
Conclusions, next steps and formal closure of the training

D2.6 Evaluation Report

1. Purpose and scope

This report documents the evaluation evidence collected during Deliverable D2.6 - Staff Training Session 3 on Support Protocols, implemented in Italy (Torre del Greco) from 20 to 24 January 2026. The purpose of the report is to:

- capture participant feedback on training relevance, clarity and applicability;
- monitor day-by-day learning experience and allow responsive facilitation adjustments;
- summarise end-of-week satisfaction and perceived readiness to apply the COMBATHATE Support Protocol workflow;
- identify improvements and recommendations that can inform subsequent WP2 trainings (D2.5 in Bulgaria and D2.4 in Estonia) and future WP3 implementation.

The analysis is based on anonymised, aggregated evaluation tools completed by participants. No personal data beyond country/partner grouping was processed.

2. Training overview

The D2.6 training translated the Support Protocols developed under WP2 deliverables (D2.2 Support System Development and D2.3 Training Materials) into operational skills for staff. The programme combined expert inputs, guided practice, simulations and reflection, focusing on:

- intake and first contact (trauma-informed approach and accessible communication);
- safeguarding and risk assessment procedures;
- documentation, consent and proxy reporting, aligned with GDPR and data minimisation;
- referral pathways and multi-agency cooperation;
- integration of the protocol workflow into daily organisational practice.

Training sequencing clarification (approved adjustment):

- D2.6 Support Protocols - implemented first, January 2026 (Italy).
- D2.5 Legal Rights - scheduled for February 2026 (Bulgaria).
- D2.4 Psychological First Aid - scheduled for March 2026 (Estonia).

Daily focus areas:

Day 1 (20 Jan 2026) – Introduction & Foundations

• Welcome, training objectives and overview of the COMBATHATE Support System and Support Protocol.

• Understanding hate incidents involving persons with mental disabilities (definitions, vulnerability factors, ethical principles).

• Introduction to intake procedures and first contact (trauma-informed approach and accessible communication).

- Daily micro-feedback collected at the end of the day.

Day 2 (21 Jan 2026) – Intake, Triage & Safeguarding

- Risk assessment and triage: identifying urgency and applying safeguarding principles.
- Practical exercises: intake and triage scenarios.
- Documentation tools: icon-based incident forms, consent and proxy reporting.
- Daily micro-feedback collected at the end of the day.

Day 3 (22 Jan 2026) – Case Management & Evidence

- Case management workflow from intake to follow-up and closure.
- Evidence bundle and documentation standards; GDPR and data minimisation.
- Role-play exercises focused on documentation and evidence handling.
- Daily micro-feedback collected at the end of the day.

Day 4 (23 Jan 2026) – Referral Pathways & Cooperation

- Referral pathways (legal pathway, social and health services) and avoiding 'referral ping-pong'.
- Multi-agency cooperation and warm referrals.
- Practical group work: referral decision-making.
- Daily micro-feedback collected at the end of the day.

Day 5 (24 Jan 2026) – Integration, Evaluation & Application

- Integration of the Support Protocol into daily work and partner organisational routines.
- Reflection session on lessons learned and application plans.
- End-of-week final assessment questionnaire (closed questions).
- Conclusions and next steps.

3. Evaluation framework and data sources

A mixed-method evaluation approach was applied to capture both formative and summative evidence.

- Formative evaluation - Daily micro-feedback (Days 1-5)

At the end of each training day, participants completed a short open-question form covering: (i) what was clear and useful; (ii) what was confusing or difficult; and (iii) one suggestion for the next day.

- Summative evaluation - Final assessment questionnaire (Day 5)

At the end of the training week, participants completed a closed-question final assessment covering satisfaction, relevance, facilitation quality, perceived readiness to apply the protocol, recommendation, follow-up needs, and logistics.

Response coverage: 30 participants submitted daily micro-feedback each day (n=150 responses across 5 days) and 30 participants completed the final assessment (n=30). Daily micro-feedback responses were collected from Estonia (n=12), Italy (n=12) and Bulgaria (n=6).

4. Findings - Daily micro-feedback (Days 1-5)

Daily micro-feedback was used to track clarity, learning progression and practical needs in real time. Overall, the proportion of responses reporting 'nothing confusing' increased across the week, indicating consolidation of understanding.

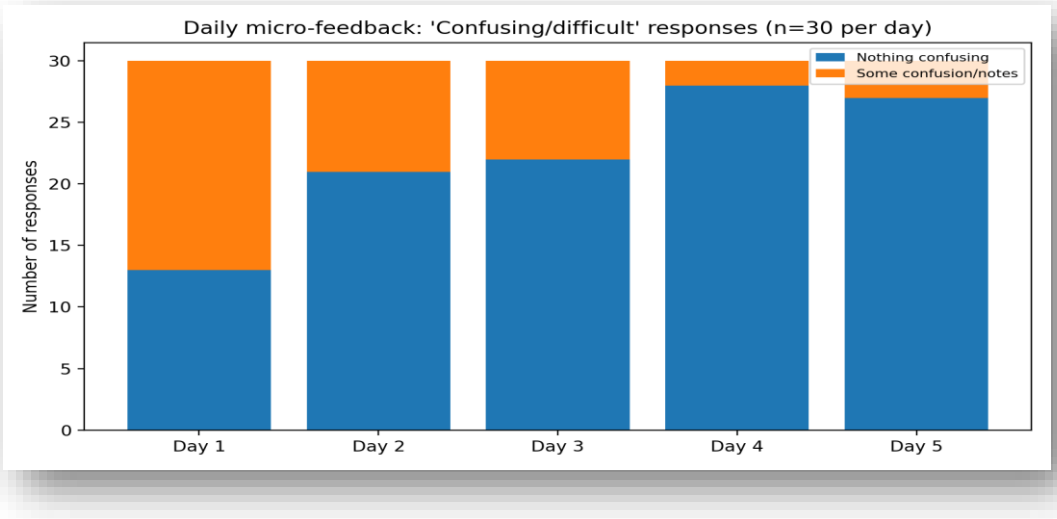


Figure 1. Daily micro-feedback: number of responses indicating 'nothing confusing' vs 'some confusion/notes' (n=30/day).

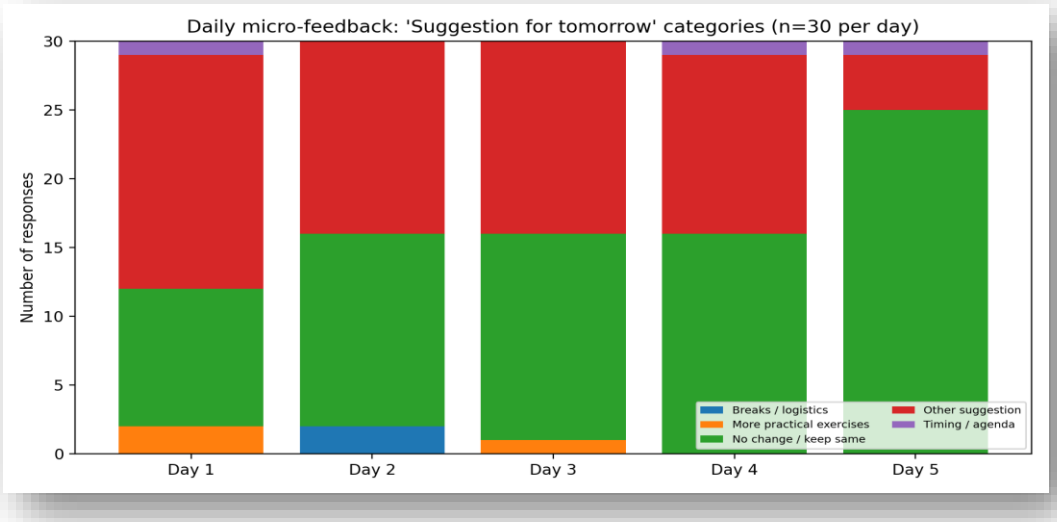


Figure 2. Daily micro-feedback: suggestion categories across the 5 training days (n=30/day).

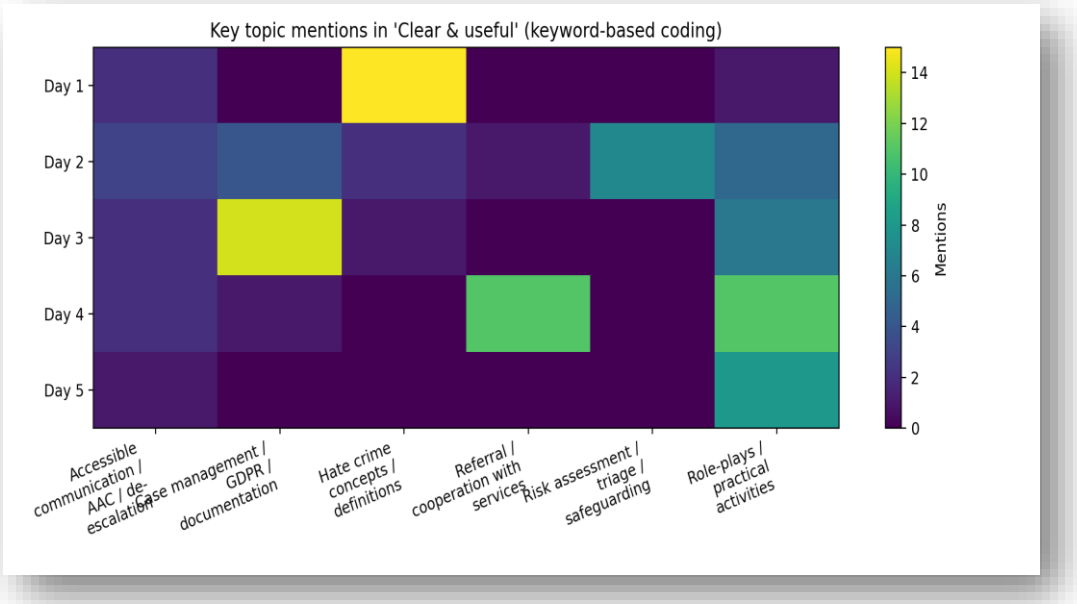


Figure 3. Key topic mentions in 'clear and useful' answers (keyword-based thematic coding).

4.1 Key qualitative insights (day-by-day highlights)

Day 1

- Strong demand for a shared conceptual framework (definitions of hate speech/hate crime, vulnerability factors, ethical principles).
- Initial questions related to terminology, examples and how to distinguish different incident types.
- Suggestions focused on clarifying timetable and providing more concrete examples early.

Day 2

- High appreciation for risk assessment and safeguarding explanations, especially decision-making around urgency.
- Practical intake/triage scenarios and role-play were repeatedly cited as the most useful format.
- Minor logistical suggestions (break timing) were noted.

Day 3

- Documentation workflows and GDPR/data minimisation were highlighted as highly relevant and immediately applicable.
- Participants reported clearer understanding of consent and proxy reporting rules.
- Requests for additional time to practise documentation steps appeared in a small number of suggestions.

Day 4

- Referral pathways and multi-agency cooperation were strongly valued; many participants highlighted avoiding 'referral ping-pong' through warm referral practices.
- Group work and simulations were frequently described as clear and useful.
- Very few 'confusing' comments were recorded.

Day 5

- High level of consolidation; most suggestions indicated no further changes required.
- Participants emphasized integration into daily work and the usefulness of end-to-end application discussions.

4.2 Quantitative snapshot

Day	Nothing confusing	Some confusion/notes
Day 1	13 (43.3%)	17 (56.7%)
Day 2	21 (70.0%)	9 (30.0%)
Day 3	22 (73.3%)	8 (26.7%)
Day 4	28 (93.3%)	2 (6.7%)
Day 5	27 (90.0%)	3 (10.0%)

Interpretation: More clarifications were reported on Day 1 (typical at the start of an intensive ToT), followed by steady reduction in 'confusing/difficult' responses by Days 4-5.

5. Findings - Final assessment questionnaire (Day 5)

The final assessment questionnaire provides a consolidated view of participant satisfaction and perceived readiness to apply the Support Protocols.

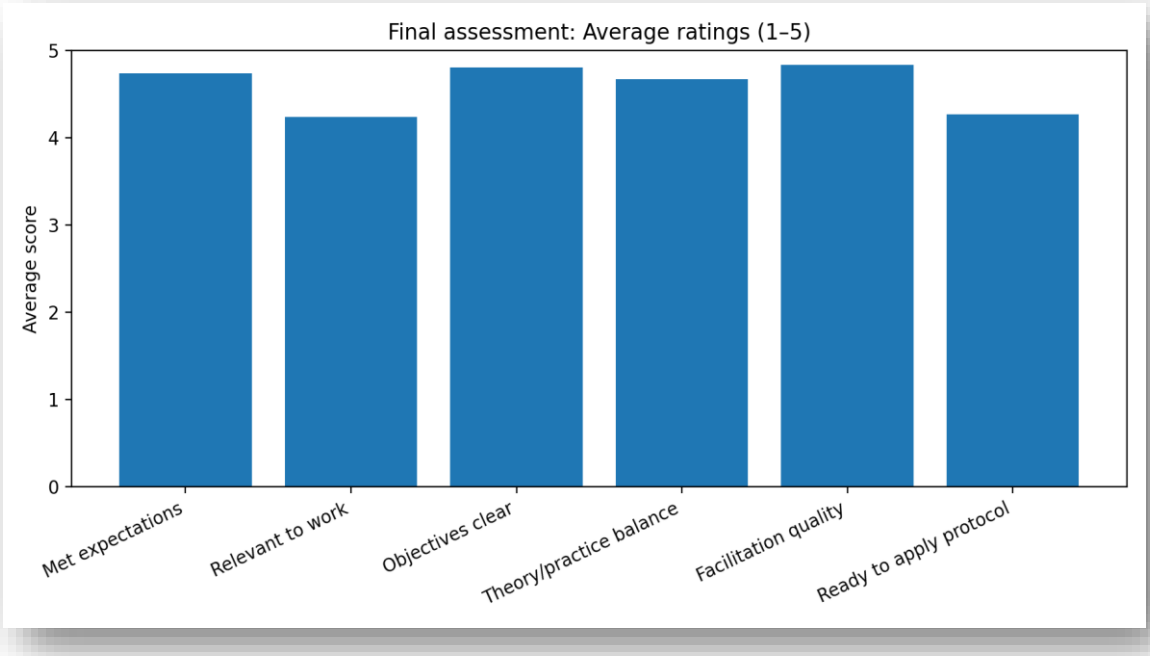


Figure 4. Final assessment: average participant ratings (1-5 scale).

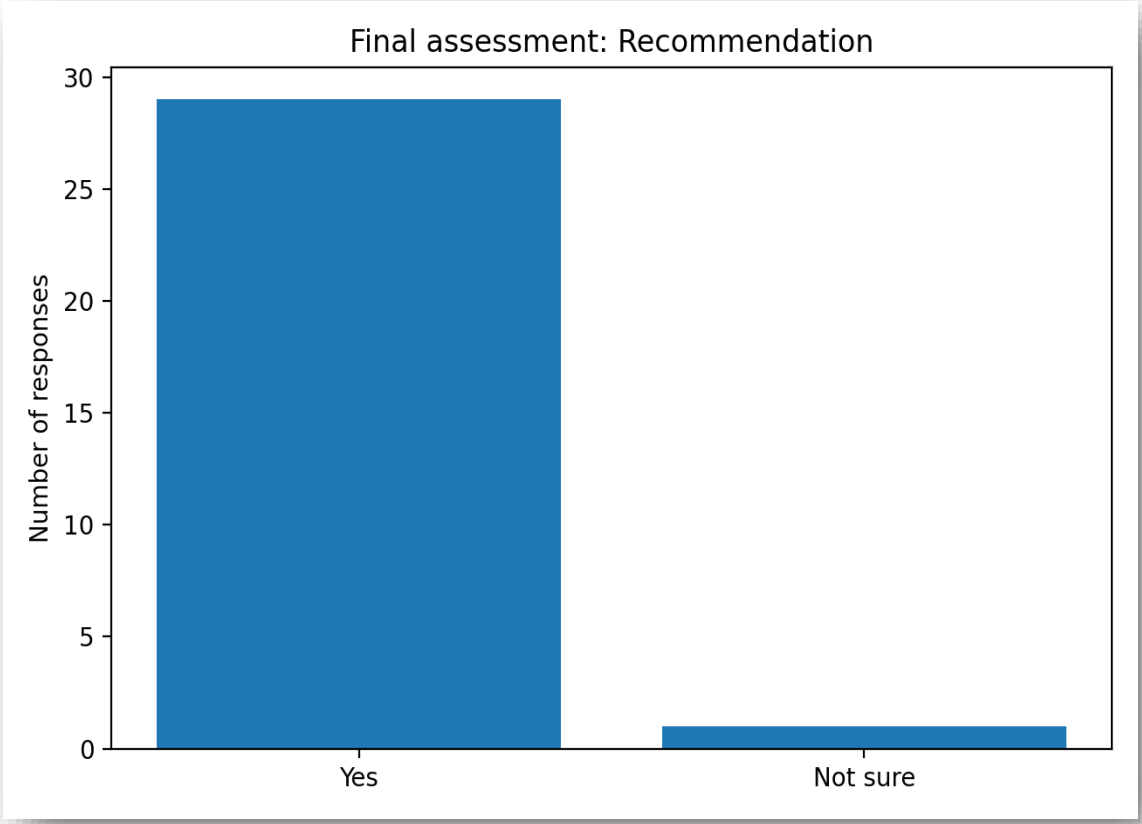


Figure 5. Final assessment: recommendation to colleagues (n=30).

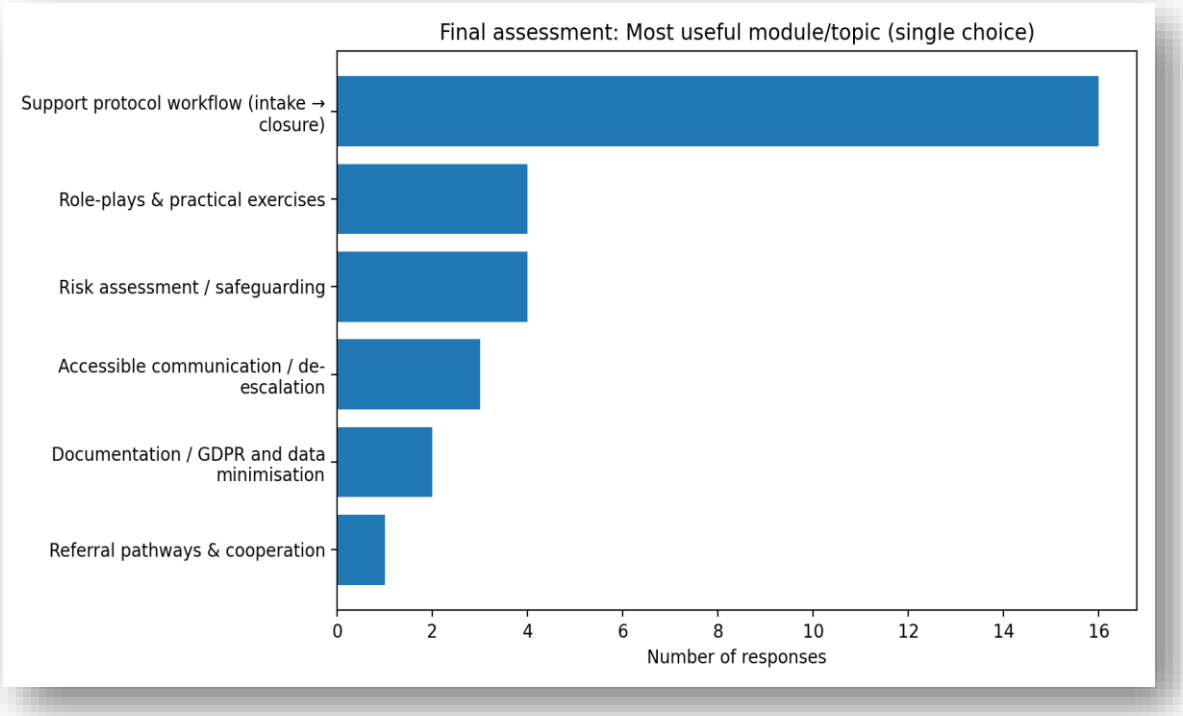


Figure 6. Final assessment: most useful module/topic (single-choice, n=30).

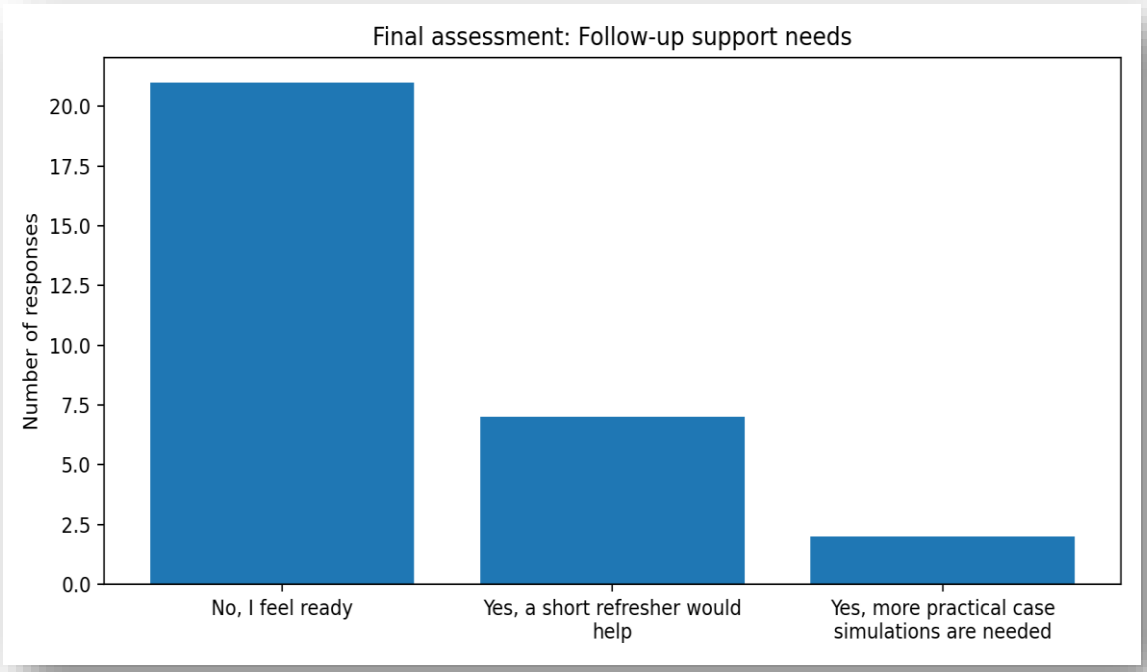


Figure 7. Final assessment: follow-up support needs (n=30).

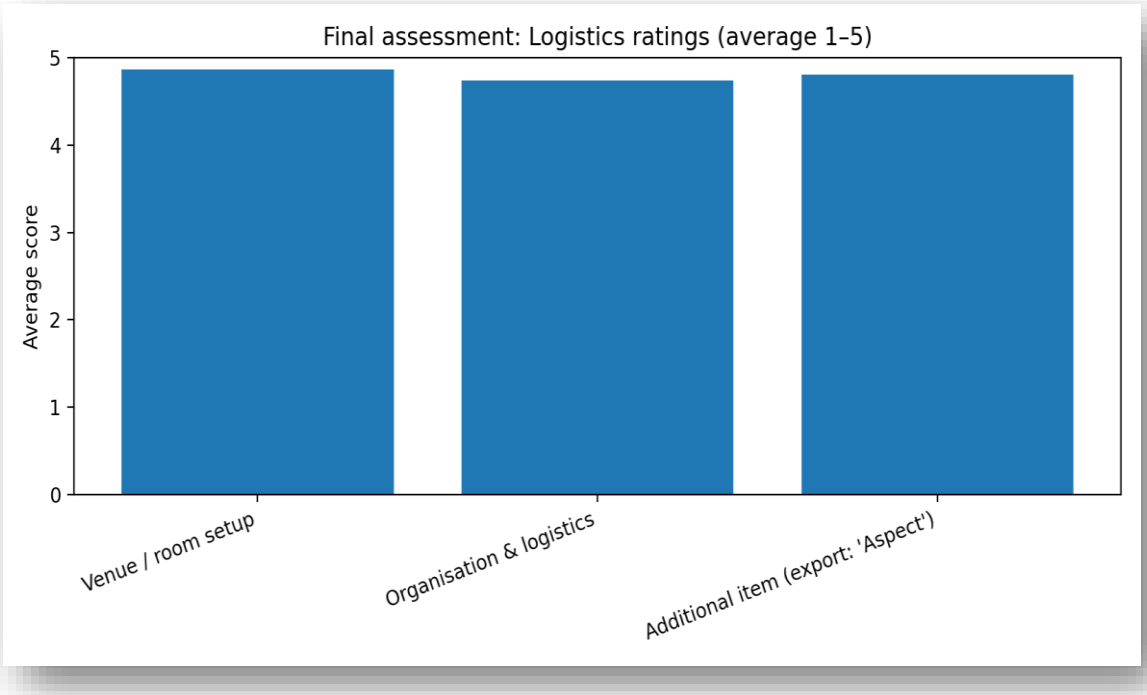


Figure 8. Final assessment: logistics ratings (average 1-5 scale).

5.1 Satisfaction and readiness (Likert items)

Participants provided very positive ratings across all core indicators. Table 1 summarises mean scores and the share of 'agree/strongly agree' (ratings 4-5).

Item	Mean	Median	% ratings 4-5	N
Overall, the training met my expectations.	4.73	5	96.7%	30
The training content was relevant to my daily work.	4.23	4	86.7%	30
The training objectives were clear.	4.80	5	96.7%	30
The balance between theory and practice was appropriate.	4.67	5	100.0%	30
Facilitation was clear and supportive.	4.83	5	100.0%	30
After the training, I feel able to apply the Support Protocol workflow (intake → triage → follow-up → closure).	4.27	4	90.0%	30

5.2 Recommendation and follow-up needs

Recommendation results:

- 29 out of 30 participants responded 'Yes' to recommending the training to colleagues; 1 participant responded 'Not sure'.

Follow-up support needs:

- 21 participants (70%) indicated they feel ready without additional support; 9 participants (30%) requested some form of follow-up, mainly a short refresher or additional case simulations.

5.3 Most useful module/topic (single-choice)

The most frequently selected module was the Support Protocol workflow (intake to closure), highlighting the importance of end-to-end operational clarity. Risk assessment/safeguarding and role-plays were also frequently selected as most useful.

6. Conclusions and recommendations

The evaluation evidence indicates that D2.6 achieved high participant satisfaction and contributed to stronger operational readiness to apply COMBATHATE Support Protocols. Daily micro-feedback showed a clear decrease in confusion across the week, and the final assessment confirmed high ratings for facilitation, balance of theory and practice, and relevance.

Recommendations for upcoming trainings (D2.5 Bulgaria, D2.4 Estonia) and for WP3 implementation:

- Maintain strong practical components (role-plays and scenario-based exercises), as these were repeatedly identified as most valuable.
- Include a brief refresher session and structured case simulations in later trainings or follow-up meetings to support the 30% of participants requesting additional consolidation.
- Continue to emphasise GDPR and data minimisation in documentation exercises, ensuring consistent operational standards across partner countries.
- Sustain the daily micro-feedback mechanism as it enables immediate adjustments and supports continuous quality improvement.

As part of the evaluation framework of Deliverable D2.6, the following responses completed by participants are provided as supporting evidence and annexed to this report:

(i) Daily micro-feedback questionnaires collected at the end of each training day (Days 1–5); (ii) Final assessment questionnaire.

Date	Participant country	What was clear and useful today?	What was confusing or difficult today?	One suggestion for tomorrow (one change):
20/01/2026	Estonia	How to recognize hate crime. All the key words in the groups sessions were usefull	there was no confusing tasks today. A bit difficult was the first task, when we	I have no suggestions for the trainers. Only thing, its a bit cold here in the room.
20/01/2026	Estonia	loved the first activities	the vudeo of the psychologist was a bit confusing	similar fun activities as today, where everybody can participate
20/01/2026	Bulgaria	i understand how to recognise poeple when they experience hate crime	for me evertyhing was clear. than you for sharing information	you are very good, keep going :)
20/01/2026	Italy	good atmosphere, new people, important project topics to learn and share	its all clear	no
20/01/2026	Bulgaria	definition of hate crime, I learnerd about the participants backgrounds and the host organziation	FOR NOW everything is good	no suggestions
20/01/2026	Bulgaria	I liked the energisers and get to know each other activities. Today I also realized how important is t	everything was clear	i would like presentations to be more short
20/01/2026	Estonia	to get to know each other little bit. To clean the meaning of hate crime - everybody has the same id	the psychologist video was a bit difficult to follow, because the subtitle was not	all was good, no suggestions
20/01/2026	Estonia	the groupwork tasks were easy to understand and it was good that you showed them on the scree	at first the activities about the video was confusing, but thank you for explaining it	-
20/01/2026	Bulgaria	Today was very intreresting themes. I understand better what means hate crime and I learner abou	I had not difficult today	I would like we have more practical games
20/01/2026	Italy	The overview of the COMBATHATE Support System and the introduction to intake and first contact	Nothing was confusing	More practical exercises
20/01/2026	Bulgaria	all about hate crime definition, what is it, what is the result and how it reflects to person with menta	I havent difficulties and confusions today	no suggestions
20/01/2026	Italy	interact with people from different country, getting to know more about combathate project and its	nothing, everything was clearn and understanble	nothing
20/01/2026	Italy	all was good, get to know new people from different countries, the topic of the project, knowing more about hate crime and its influence on people with mental disabilties	anything	-
20/01/2026	Estonia	I learn very much about the hate crimes topics. Its important topic and related to my everyday job tasks	little bit hard to understand, language barriers (my language skill and may be cultural differentces)	more time for group activities, i need more time for translate
20/01/2026	Italy	it was highly beneficial to gain a specific understansing of what constitues a hate crime. Above all, i valued the opportunity to learn from experience and perspectives of others	there was nothing difficult or confusing abotu the content	I would suggest to contonue with the group activities because its more easy to share our views in a small groups of people
20/01/2026	Italy	understanding hate crimes and learning how to identify who may be victims of such behavuoir. Introduction to the support protocol and intake procedures	all clean for today	the day was very fun, let's have all the programme like this :)
20/01/2026	Estonia	It was usefull to get to know the other participants	the video with the psychologist, no good subtitles	a bit more examples of real life situations
20/01/2026	Estonia	we got to know each other; how to recognise hate crime	to pay attention to each other view	no
20/01/2026	Italy	meet new people, the activities in international groups, trauma-informed approach and accessible communication	nothing significant	no difficulties
20/01/2026	Italy	all was good, atmosphere was perfect, the topic is very hard but important, so its good that we can share our view and experience	language barrier for some participants, sometimes its difficult to say everything that you want to explain in language different than yours	no suggestions, i like how its proceeding the training
20/01/2026	Estonia	introdution to hate crime, clear definitions of hate incidents, vulnerability factors, and ethical principles	Some concepts are new and need time to absorb	-
20/01/2026	Estonia	that we got to meet others and talk. Topic was really clear and well formated	my english is not so well sometimes i have problem to uderstand hard concepts	more mix group for groupwork
20/01/2026	Italy	what hate crimes means to people with mental disabiltiies. how to identify people who are experiecing this issue	for today all is clear	i dont have syggestions
20/01/2026	Estonia	all was great and usefull	the hate speech are very deep topic, need more time to understand	warmer room
20/01/2026	Estonia	the group activities and games were very cool, introduction the project topics	nothing	no recommendations
20/01/2026	Italy	the group activities were good, the presentations, the experiences of participants	nothign	.
20/01/2026	Bulgaria	I met a lot of different and interesting people. I learnt what is hate crime specifically for people with	everything its clear	all its fgood
20/01/2026	Italy	I liked to share time with people from different countries, it was fun. All participants looks interested on the project topics, with experience and willingness to share their knowledge	for me everything was clear	today i dont have any suggestions
20/01/2026	Estonia	the group work, get to know peopel from different countries	-	-
20/01/2026	Italy	I liked the first day. It was interesting to get to know each other, to share about our experiences, to see how many common things we have between each other. The introduction to combatehate support system and first contact were also very usefull	anything	no

Date	Participant country	What was clear and useful today?	What was confusing or difficult today?	One suggestion for tomorrow (one change):
21/01/2026	Italy	Everything was well-organized and the concepts were very clear.	nothing was confusing, everything was explained perfectly	no changes suggested
21/01/2026	Italy	the workshops were very easy to follow, I learn more about risk screening tools and safeguarding principles	I did not encounter any difficulties today	just continue with the current approach, it works very well
21/01/2026	Estonia	campaign activity was interesting, presentations were also good	-	it was a great day
21/01/2026	Italy	Today everything was very well explained and I learnt a lot about risk screening tools and safeguarding principles	evertyhing was clear, no difficultues	coffe on the lunch :)
21/01/2026	Estonia	today was a nice day of cooperation with different people and learning from each other	everything was ok.	lunch could be shorter, more coffe
21/01/2026	Italy	today I found it useful to listen to the testimonies of the relatives of children suffering from autism and mental disabilties	everything was clear	I think everything is goind very well
21/01/2026	Bulgaria	the day was good, i really liked energizers and groups works; presentations and informations were presented very well	everything was good and clear	you are the best hospitable and calm
21/01/2026	Estonia	the tasks were explained well again, the slides were good, the information about risk screening tools was also very useful	the box excercises felt a bit useless	-
21/01/2026	Estonia	it was nice to learn new things about the project topic and share what learnedamong the groups	Everything was clear	No suggestions
21/01/2026	Italy	I really liked everything, slides, group works, information about risk assessment, triage criteria, and safeguarding responsibilities	I understand everything	I dont have
21/01/2026	Italy	The explenations were very detailed and easy to understand. Information was useful	nothing, the training was perfect and I followed everything	keep the good work, I have no specific changes to suggest
21/01/2026	Estonia	presentations and explanations were good; documentation tools, especially consent and proxy reporting was interesting to learn	nothing	its fine
21/01/2026	Bulgaria	everything was good and interesting, presentations were very informative, trainers helped understand the topics althought there were a bit complicated	nothing	-
21/01/2026	Estonia	I liked the campaign signs, I learn about consent and proxy reporting, something new for me	everything was understanble	-
21/01/2026	Estonia	everything was clear	there was nothing confusing, I liked all groups works	all was perfect today
21/01/2026	Bulgaria	I learn about documentation tools (proxy reporting), the presentations were done very well; sharing with participants was also very usefull	i haven't confusion situations	no
21/01/2026	Estonia	presentations were good, new information to use in my dailywork	it was all clear, nothing confusing	-
21/01/2026	Bulgaria	the day was very interesting, I liked a lot the introduction of the estonian teams, I liked the activities of today; there were creative and instructive; I learn more about documentation tools, especially consent and proxy reporting.	nothing	no
21/01/2026	Italy	I enjoyed the video interview and learn more about safeguarding principles	the practical excercises, intake and triange scenarios	-
21/01/2026	Estonia	the real examples stories and campaign poster assignments	-	all good :)
21/01/2026	Bulgaria	I liked all roleplay games and presentations. It was all fun	no difficulties	-
21/01/2026	Italy	Documentation tools were very usefull and presented very well; I liked the group excercised and the rest of activities	nothing	nothing
21/01/2026	Bulgaria	I am very happy with the roleplay games; they made me understand how important is to be in other people shoes and why we need to taka care of people who expirienced hate crime, especially the one with mental desabilties	every thing is clear	-
21/01/2026	Italy	I learned a lot thanks of the many intreresting activities; information is not easy but the way you presented it was very good	nothing	nothing everyone and everything was clear
21/01/2026	Estonia	I liked the presentations and learn new things such as risk screening tools and safeguarding principles.	a bit confused with the group tasks	the slides could be presented a bit slower
21/01/2026	Italy	Risk assessment, triage criteria, and safeguarding responsibilities were nice to learn; presentations were very informative and interesting	Nothing was confusing	nothing to suggest
21/01/2026	Italy	we listed about the story of hate crime which was very impactful for me; very hearttouching, thank you for sharing	nothing was difficult	everything perfect
21/01/2026	Estonia	other people thoughts, experiences of parents, real life examples	some roleplays	there is nothing to change, everything was cool
21/01/2026	Italy	I really liked the presentations, slideswere very informative; group excercise were also cool	I didnt have problems	I dont have
21/01/2026	Bulgaria	all was cool, informative presentations, groups excercised, roleplay games	everything was good	no suggestions, keep like this

Date	Participant country	What was clear and useful today?	What was confusing or difficult today?	One suggestion for tomorrow (one change):
22/01/2026	Italy	We learned a lot of new things, for me personally useful for my professional work but also personal one	nothing, Raffaella and her team explained everything very clear	nothing
22/01/2026	Estonia	personal experience stories; new information abour GDPR documentation and the intake–follow-up–closure workflow and evidence bundling	-	more discussions about personal experiences
22/01/2026	Estonia	activities were fun and informative; i learn new things that I can use in my dailywork with people with mental disabilties	nothing to say :)	-
22/01/2026	Italy	I really liked the activities about evidence handling and data minimisation.	I understand everything	no suggestions
22/01/2026	Bulgaria	Learning how to document cases ethically and correctly using practical examples was very useful	nothing	all was great
22/01/2026	Italy	a fun way to learn about important topics	meltdown and hutdown were difficult, but the team explained everything in a perfect way	no
22/01/2026	Bulgaria	The case management workflow and the clear explanation of documentation standards were very useful as well as the group activities were nice	nothing	nothing to suggest
22/01/2026	Italy	Everything was clear and easy to understand. I liked the activities proposed by the trainers. I learned about evidence handling, and data minimisation which is a new information for me.	nothing	nothing
22/01/2026	Italy	We shared a lot of good practice and experiences; it was nice to keep learning from each other while discovering new topics	the team was efficient and all was presented in a clear way	-----
22/01/2026	Italy	The intake–follow-up–closure workflow and evidence bundling were very interesting for me; the groups works; the real case studies about the people with mental disabiltities	everything was well explained	for me everything is done well
22/01/2026	Estonia	Today was very pleasant day - new information, good activities that make the group understand the hard concepts	everything was understanable	go like this
22/01/2026	Estonia	The intake–follow-up–closure workflow and evidence bundling	-	again all good :)
22/01/2026	Italy	all was good and clear	nothing	no
22/01/2026	Estonia	I liked the stories and personal experiecnces people shared; the new presented information was also nice though	--	---
22/01/2026	Italy	I liked the information about case management workflow and GDPR documentation; also the opportunity to learn more about the behaviour of autistic people and mental disabilties in general	nothing	no
22/01/2026	Estonia	I liked the Bulgarian team presentations, and in general the sessions of today were very well structured.	the video with subtitles were a bit hard to follow	no suggestions
22/01/2026	Italy	It was very interesting day with a lot of new information	it was all clear	nothing
22/01/2026	Estonia	today all the activities were usefull; the templo was good :) thank you for considering our recommendations.	--	---
22/01/2026	Estonia	Real life stories are always very intresting, thank you for sharing them. It was nice tolearn also about intake–follow-up–closure workflow and evidence bundling.	all was clear	more discussions and personal examples as today
22/01/2026	Bulgaria	Understanding how to manage cases from intake to closure and handle evidence correctly was clear and practical; I also liked the real life examples and stories	nothing	---
22/01/2026	Estonia	I liked all the discussions and activities; It was super nice to learn, hear from other and of course share!	nothing	more discussions like today :)
22/01/2026	Italy	I really liked the telephone game! I learned about the role of the bistend who a figure that sometimes is forgotten. I learned new things such as evidence handling.	nothing, the slides and the activities was really easy to follow	I don't have any
22/01/2026	Estonia	all information was clear. I liked personal experience and also the presentations about GDPR principles and ethical documentation. Group works were also great!	it was all clear	Everything was great, thank u!
22/01/2026	Estonia	I liked the personal experience and real life examples	--	--
22/01/2026	Bulgaria	everything was clear and useful; GDPR principles and ethical documentation, real life examples, group activities; etc.	I dont have a difficulties	Thank you for your great hospitality! :)
22/01/2026	Estonia	I liked everything. I learn more about autistic people and people with mental disabiltiies, how to support them in my daily work and in general. Knowing about GDPR principles	nothing	.....
22/01/2026	Bulgaria	Today I learnt different practices and how to react in specifical situations. For me the sessions on GDPR, data minimisation, and ethical documentation were especially clear and relevant.	Everything is clear	no suggestions, thank you
22/01/2026	Italy	Today everything was of great help for my daily work and personal understandings.	everything was ok!	i have no suggestions
22/01/2026	Bulgaria	The link between case management, evidence handling, and GDPR compliance was explained clearly	....	....
22/01/2026	Italy	I liked all the activities, the structure of case files and the focus on confidentiality were clear and easy to follow.	no difficulties at all	no

Date	Participant country	What was clear and useful today?	What was confusing or difficult today?	One suggestion for tomorrow (one change):
23/01/2026	Bulgaria	Today we learn a lot about resilience! Thank you for showing as your work and assoation, the childrens there, the activties you and your team do. Presentations were also good, learning how to manage referrals without creating delays or duplication was clear and practical.	nothing	you are the best team, thank you Rafaela
23/01/2026	Italy	The session on multi-agency cooperation and warm referrals was practical and easy to understand	all was well explained	keep like this
23/01/2026	Italy	analysing referral decision-making through group work helped clarify coordination between services, thank you for this	nothing	everything is very good
23/01/2026	Estonia	Raffaella is the best! Today was nice, great to see PUCK daily work with autistic childrens .	nothing	-
23/01/2026	Italy	The explanation of referral pathways and how to avoid “referral ping-pong” was clear and very useful	everything was great	-
23/01/2026	Estonia	I liked everything! I could visit your center which showed to me the great work you and your team are doing for the autistic childrens! You are great!	nothing	everything is cool :)
23/01/2026	Italy	I liked the group works and the information presented today	all was clear	nothing to suggest
23/01/2026	Bulgaria	Understanding when and how to activate different services was clearly explained, so I liked this. Thre presentations were very good, as well as it was great to learn more about the work of PUCK Association.	All was clear	no
23/01/2026	Italy	I liked the presentations; very impressed also of the visit to the association and seeing what PUCK is doing with autistic children and the support they give also to their families	all was good	nothing
23/01/2026	Bulgaria	The visit to the association of Raffaella was very nice and interesting. About the activities, the structured approach to cooperation between services was clear and well explained; presentations were made good	all was clear	-
23/01/2026	Italy	I liked a lot the visit to PUCK association; the presentations with the new information was also good, the activities and sharing with the rest of the groups	anything	no
23/01/2026	Estonia	It was great that we had an opoortunity to visit PUCK associatiation and understand more about the work done by the speciliest there.	nothing	I am happy, thanks
23/01/2026	Italy	the session was excelent, i liked the information which was given to us; new knowledge, new experience from other people	I understand all	n/a
23/01/2026	Estonia	A great day! A lot of new information, relevant to the project topic and our field of work	everything was understandable and reasonable	:)
23/01/2026	Estonia	The game outside was fun; the presentations were good; I liked that we learnt more about the multi-agency cooperation and warm referrals. It was practical and easy to understand.	-----	------
23/01/2026	Italy	The information provided today was relevant and helpful. The overview of legal and social referral pathways gave a clear framework for real-case management. I liked also the visit of PUCK association, so we could see from first hand what they are doing.	anything	no, all is great
23/01/2026	Estonia	the day programme was good	-	-
23/01/2026	Bulgaria	Presentation of Musikart was amazing, their work and all they do. The roleplay games were very interesting. The visit to Raffaella's association was also a great chance to see what they do!	I did not have difficulties today	no any suggestions
23/01/2026	Italy	all presentations were great! new information about the topics, useful discussions, all great!	no	nothing
23/01/2026	Estonia	The most useful today was visiting the PUCK association and getting to know more about the work done by it.	nothing was difficult	nothing to change, all good
23/01/2026	Estonia	the visit to Puck asociation, the presentations and the group works were excellent!	.	Everything is good! :-)
23/01/2026	Italy	getting to know about cooperation with legal, social, and health services was informative and presented very clear; the group work was also nice	nothing	no suggestions, all is great
23/01/2026	Estonia	presenations	-	-
23/01/2026	Italy	The visit to the association was very impactful; the roleplay games were also great!	nothing	all was fine
23/01/2026	Estonia	seeing when the action happen, visiting the association and seeing what people really do there	nothing	-
23/01/2026	Estonia	visit to the organization in Ercolano; useful to see and learn more about the work	some information was difficult to understand, some topics are harder than	more time for explaining complex topics
23/01/2026	Italy	Understanding cooperation with legal, social, and health services was clearly presented. I liked the presentations and the wayall the information was explained	…	all is good
23/01/2026	Bulgaria	Today I was excited from the visit of PUCK association, to see how they support children suffering from autism, how they support them and their parents. Also I was impressed by the presentation of musicart.	all was good	-
23/01/2026	Estonia	The discussion on barriers to cooperation helped clarify real challenges in multi-agency work. Also the practical group work made referral decision-making much clearer.	all was good	no suggestion, thank you
23/01/2026	Bulgaria	Everything was nice, but the visit to puck association was the best thing for me;useful and practical	.	.

Date	Participant country	What was clear and useful today?	What was confusing or difficult today?	One suggestion for tomorrow (one change):
24/01/2026	Italy	Reviewing the full workflow helped understand everything learned during the week.	all was good	-
24/01/2026	Bulgaria	The focus on transferring knowledge into daily practice was clear and relevant; the last presentations were good also	no	-
24/01/2026	Italy	The presentations were very good. The confidence self-rating exercise helped me understand my readiness to apply the tools	nothing was unclear to me	-
24/01/2026	Estonia	The final synthesis of the training made the overall workflow very clear. I liked that we have done it.	Some steps feel clear in theory, but I need more examples on long-term follow-	-
24/01/2026	Italy	I liked the last day and the summary we had made. The presentations were done really good and all was structured in a proper way	nothing	-
24/01/2026	Italy	all was great, thank you	no	-
24/01/2026	Estonia	The integration session helped me understand how to use the protocol in my everyday work	all was clear	.
24/01/2026	Bulgaria	The last discussion on application plans helped consolidate the entire training.	nothing	no
24/01/2026	Estonia	Everything was clear and understanble.	nothing	thank you
24/01/2026	Italy	summary of the training, last activities and group works	anything	no suggestions
24/01/2026	Estonia	I liked the final summary we had made. It was productive day and week, a lot of practical excercises and new information for me	-	-
24/01/2026	Bulgaria	The final sessions helped consolidate confidence in applying the Support Protocol. It was good to make some recape of what was learned. I liked the day and the activities	.	.
24/01/2026	Italy	The integration of the support protocol into daily work was clear and very useful. The activities were very good structured, and the presentatioons very usefull	nothing	all was great, thank you
24/01/2026	Italy	The practical insighnt were very clear. The summary of key lessons and application plans was clear and well structured	I found everything easy to comprehend	-
24/01/2026	Estonia	Good summ yp of the training course	everything was clear, thank you	you are great host! thanks for your time and sharing moments with us :)
24/01/2026	Estonia	recap of the whole training, was good to see what was spoken and reflected on the new knowledge	-	-
24/01/2026	Bulgaria	The evaluation activities supported reflection on learning progress; it helped me realise how much I learn during these days in Italy, so now I am motivated to implement some of the lessons also in my workplace	all was good	-
24/01/2026	Estonia	The confidence self-rating and wrap-up made the learning progress visible	I still need clarity on how to implement the protocol with limited time/staff	-
24/01/2026	Italy	all was great, thank you for the summury of the training week and all new knowledge	nothing	-
24/01/2026	Estonia	The emphasis on implementation strengthened understanding of key procedures	-	-
24/01/2026	Bulgaria	I liked the last day, information provided, participant willingness to share and learn	-	-
24/01/2026	Estonia	I liked the last presentations and sharing in the groups; it was amazing to have a recapp of the week and what was learnt	nothing	do not change your methods, there are great! Thanks for hospitality
24/01/2026	Italy	thank you for the final recap, it helped made the overall process very clear	no confussions	no
24/01/2026	Estonia	great summary of the training and the presentations; last group work were also very interesting	-	-
24/01/2026	Italy	the final recap was perfect, thank you for summarizing all information; it was useful to see how much thing we have discussed and learn	nothing	-
24/01/2026	Estonia	all was great, thank you	nothing	good flight back home :)
24/01/2026	Italy	The integration session connected theory with everyday professional practice that was great	-	-
24/01/2026	Estonia	Everything was helpful and useful for my work	anything	-
24/01/2026	Italy	The discussion on next steps was clear and directly applicable as well as understanding how to operationalise the protocol was especially useful	all was good	-
24/01/2026	Bulgaria	The recap of workflows and procedures helped me reinforce key concepts; the group work was also great	-	-

Date	Partner organisation	Overall, the training met my expectations.	The training content was relevant to my daily work.	The training objectives were clear.	The balance between theory and practice was appropriate.	Facilitation was clear and supportive.	After the training, I feel able to apply the Support Protocol workflow (intake → triage → follow-up → closure).	Would you recommend this training to colleagues	Which module/topic was the MOST useful for you?	Do you need additional follow-up support to apply the protocols?	Aspect	Venue / room setup	Organisation & logistics
24/01/2026	Nooruse Maja (EE)	5	5	5	4	5	5	Yes	Support protocol workflow (intake → closure)	No, I feel ready	5	4	4
24/01/2026	PUCK (IT)	5	5	5	5	5	5	Yes	Support protocol workflow (intake → closure)	No, I feel ready	5	5	5
24/01/2026	Nooruse Maja (EE)	5	4	5	5	5	4	Yes	Accessible communication / de-escalation	Yes, a short refresher would help	5	5	5
24/01/2026	Amanita (EE)	3	3	3	4	4	3	Not sure	Role-plays & practical exercises	Yes, more practical case simulations are needed	3	5	3
24/01/2026	PUCK (IT)	5	5	5	5	5	4	Yes	Risk assessment / safeguarding	No, I feel ready	5	5	5
24/01/2026	Amanita (EE)	4	4	4	5	4	4	Yes	Accessible communication / de-escalation	Yes, a short refresher would help	4	4	4
24/01/2026	PUCK (IT)	5	5	5	5	5	5	Yes	Support protocol workflow (intake → closure)	No, I feel ready	5	5	5
24/01/2026	Nooruse Maja (EE)	4	4	5	5	5	4	Yes	Documentation / GDPR and data minimisation	No, I feel ready	4	5	4
24/01/2026	Provision (BG)	4	4	5	5	5	4	Yes	Support protocol workflow (intake → closure)	No, I feel ready	5	5	5
24/01/2026	MusikArt (IT)	5	4	4	4	5	4	Yes	Accessible communication / de-escalation	Yes, a short refresher would help	5	5	5
24/01/2026	Nooruse Maja (EE)	5	4	5	4	5	4	Yes	Support protocol workflow (intake → closure)	No, I feel ready	5	5	5
24/01/2026	Amanita (EE)	5	4	5	5	5	5	Yes	Support protocol workflow (intake → closure)	No, I feel ready	5	5	5
24/01/2026	MusikArt (IT)	5	5	5	5	5	5	Yes	Support protocol workflow (intake → closure)	No, I feel ready	5	5	5
24/01/2026	Nooruse Maja (EE)	5	5	5	5	5	5	Yes	Support protocol workflow (intake → closure)	No, I feel ready	5	5	5
24/01/2026	Provision (BG)	5	4	4	4	4	4	Yes	Referral pathways & cooperation	No, I feel ready	5	5	5
24/01/2026	Nooruse Maja (EE)	4	4	5	4	5	5	Yes	Risk assessment / safeguarding	No, I feel ready	4	5	4
24/01/2026	Provision (BG)	5	5	5	5	5	5	Yes	Support protocol workflow (intake → closure)	No, I feel ready	5	5	5
24/01/2026	MusikArt (IT)	5	4	5	4	5	4	Yes	Role-plays & practical exercises	Yes, a short refresher would help	5	5	5
24/01/2026	Provision (BG)	5	4	5	4	4	4	Yes	Support protocol workflow (intake → closure)	No, I feel ready	5	5	5
24/01/2026	Amanita (EE)	4	4	4	4	4	4	Yes	Risk assessment / safeguarding	No, I feel ready	4	4	4
24/01/2026	PUCK (IT)	5	5	5	5	5	5	Yes	Support protocol workflow (intake → closure)	No, I feel ready	5	5	5
24/01/2026	Amanita (EE)	4	4	5	5	5	4	Yes	Support protocol workflow (intake → closure)	Yes, a short refresher would help	5	5	4
24/01/2026	MusikArt (IT)	5	3	5	5	5	3	Yes	Documentation / GDPR and data minimisation	Yes, a short refresher would help	5	5	5
24/01/2026	Amanita (EE)	5	4	5	5	5	5	Yes	Support protocol workflow (intake → closure)	No, I feel ready	5	5	5
24/01/2026	Provision (BG)	5	5	5	5	5	4	Yes	Support protocol workflow (intake → closure)	No, I feel ready	5	5	5
24/01/2026	PUCK (IT)	5	5	5	5	5	4	Yes	Support protocol workflow (intake → closure)	No, I feel ready	5	5	5
24/01/2026	MusikArt (IT)	5	3	5	5	5	4	Yes	Role-plays & practical exercises	Yes, more practical case simulations are needed	5	5	5
24/01/2026	Provision (BG)	5	4	5	5	5	5	Yes	Support protocol workflow (intake → closure)	No, I feel ready	5	4	5
24/01/2026	MusikArt (IT)	5	3	5	5	5	3	Yes	Role-plays & practical exercises	Yes, a short refresher would help	5	5	5
24/01/2026	PUCK (IT)	5	5	5	4	5	4	Yes	Risk assessment / safeguarding	No, I feel ready	5	5	5