

**Keep Them Coming Back: Resources for Coaches to Enroll and Retain Participants in the  
Lifestyle Change Program**

**June 23, 2020**

**Slide 1: Keep Them Coming Back: Resources for Coaches to Enroll and Retain Participants in  
the Lifestyle Change Program**

Operator: Good day, everyone, and welcome to today's call. We now have our speakers in conference. Please be aware that each of your lines are currently in a listen only mode. I would now like to turn the conference over to Dianne Fragueiro. Please go ahead.

**Slide 2: Moderator**

Dianne: Good afternoon, and good morning to viewers on the West Coast, Alaska, and Hawaii.

Welcome to our webinar, Keep Them Coming Back: Resources for Coaches to Enroll and Retain Participants in the Lifestyle Change Program. My name is Dianne Fragueiro, and I am a Communications Manager at FHI 360 in Washington, D.C. I work on a team that supports CDC in the promotion of type 2 diabetes prevention and diabetes management resources. I will be the moderator for today's webinar.

**Slide 3: Adobe Chat Box**

Throughout the webinar, please feel free to submit questions via the chat box. We will do our best to respond to the chat questions during the webinar. Presenters may also ask you to type answers in the chat box. You will see it at the upper right of your screen.

#### **Slide 4: Disclosure Statement**

At this time, we are required to share our disclosure statement. CDC, our planners, content experts, and their spouses/partners wish to disclose they have no financial interest or other relationship with manufacturers of commercial products, suppliers of commercial services, or commercial supporters. Planners have reviewed content to ensure there is no bias. The content presented will not include any discussion of the unlabeled use of a product or a product under investigational service. CDC did not accept commercial support for this continuing education activity. There are also no fees charged for CDC's continuing education activities.

#### **Slide 5: Continuing Education**

This program has been approved for CNE, CEU, CECH, and CPH credit. To receive the credit, please complete the evaluation and take the posttest available at [www.cdc.gov/tceonline](http://www.cdc.gov/tceonline). A password for this activity is required. The password is "diabetes."

#### **Slide 6: Please Note**

Please note: if you've never registered in the TCE online, you will have to create a new account. Returning users should log in with their existing username and password.

#### **Slide 7: Objectives for Today**

Today's objectives are to identify at least one effective communication strategy that can be used in type 2 diabetes prevention or self-management programs. Identify at least one effective education strategy that can be used in type 2 diabetes prevention or self-

management programs. Identify at least one evidence-based approach to type 2 diabetes prevention or diabetes self-management that can be used in community or team based clinical care settings. Describe at least one strategy for reducing diabetes-related health disparities and describe at least one tool or resource to support the implementation of best practices in improving diabetes education and communication and/or reducing diabetes-related health disparities.

### **Slide 8: Presenters**

It is a pleasure to introduce our three presenters from CDC Division of Diabetes Translation or DDT. Josh Petty has been with DDT since 2010. For the National DPP, Josh leads marketing, promotion, and branding activities as well as outreach to health care providers. Nancy Silver is a Health Communications Specialist and has been with DDT since 2003. She has worked on a wide array of health communications projects such as the Personal Success Tool, webinars, product research, and preparing plain language documents and web content. Leslie Ross is a research fellow in DDT with the Oak Ridge Institute for Science and Education or ORISE. She performs research and evaluation related to health communications and social marketing with a focus on identifying strategies to increase enrollment and referrals to the National DPP Lifestyle Change Program. I now turn things over to Josh to begin our presentation.

### **Slide 9: Part 1: Are You Connected? Pathways to Finding Resources**

Josh: Okay. Thank you, Dianne, and good afternoon to everybody. Before we get into specific tools for promoting enrollment and retention in the National DPP Lifestyle Change

Program, I would like to take a step back and look at the landscape of information and learning resources that are freely available to you.

### **Slide 10: Input**

Before we dive in, let's go ahead and take advantage of this interactive platform that we have though, and we'd like to hear from you. So if you could type in the chat box what is the number one thing you love about being a coach. Don't be shy. I know this is a group that loves to interact with folks. There we go. Starting to see a bunch roll in. Helping others. Helping people. Facilitating. Moving so fast I can't even read it. Awesome. Yeah, I personally love working with lifestyle coaches. I feel like it's an awesome opportunity to really get in and influence people's lives, and clearly you guys have some very passionate feelings about what drives you in each of your own situations. So thank you for sharing. And thank you for the great work you do on behalf of your participants. I know they really appreciate it.

### **Slide 11: National DPP Customer Service Center (CSC)**

If you're not already familiar with the CSC, the National DPP Customer Service Center is the acronym for CSC, has a wealth of information, training, and resources to help organizations like yours that are delivering the Lifestyle Change Program. The homepage, which I've provided a link to here, has nine primary tiles with information and resources grouped together according to topic. In addition to the marketing and promotional resources that are near and dear to my heart, [for] which I've helped fill a bunch of that tile content, but in addition to those, you'll also notice that there are a bunch of great resources and information specific to lifestyle coaches, and I think it's no

mistake that that tile happens to land right in the middle at the center of the action. So if you, and looks like, yes, good—Karen has copied in the link there in the chat box. So if you want to go ahead and just copy and post that or copy and paste that link or bookmark it for later use, I—we hope that you'll have a lot of opportunity to find value and refer to that in the future.

### **Slide 12: Quickly find what you need via the Search tool**

So moving on, while I don't have the time to walk you through all the resources on the Customer Service Center, I did want to provide you with a few tips for navigating this site. This is a screenshot of the marketing page. If you were to have clicked on that tile on the homepage labeled Marketing and Recruitment of the National DPP (or really any of the tiles), you'll get to a page that looks pretty much like this. And I just wanted to point out a few things. Right off the bat, the first five links in blue lettering there are the most popular or commonly searched items. So in a lot of cases, if you just have a specific theme [and] you click one of those main tiles on the homepage, you're likely to find what you're looking for right off the bat in one of those first few links. The search bar at the top where we've got a green arrow is prominent on most every single page, and it's actually a really useful function if you have something specific that you're looking to find. By typing in, you know, even a close approximation of what the actual product may be labeled for, you'll usually find that—again, in the first couple of links. So we've tried to make it as user friendly as possible. A couple of additional things that I wanted to point out. The blue boxes on the right, if you still are struggling to find what—find help or answers to questions, you can go ahead and click the Ask a Question box or the

Contact Support box, and that will go ahead and access a whole network setup to respond to your questions within CDC and the Customer Service Center that's set up to support National DPP. You should get an automated response, and in most instances, you'll get a full-length response from a subject matter expert that's been assigned to respond to that specific topic, usually within 48 hours.

### **Slide 13: New Resources on the CSC**

Okay, we recently launched two new batches of marketing materials that I wanted to bring your attention to. One is for organizations looking to increase participation in the Medicare Diabetes Prevention Program, or Medicare DPP, and the second is for organizations looking to reach out to working adults and the associated influencers that might help employees get into these programs. For example, if you were trying to reach—to recruit Medicare beneficiaries to your program, you could type MDPP in the search bar on that, from the previous page, and the very first link that will show up is a link entitled MDPP promotional materials. That includes a whole page filled with free materials that are free for use. They're graphically designed. They've been focus-tested with their specific intended audience and proven to be effective with engaging behavior change. Some of the materials that appear on that Medicare page, for example, are a fact sheet [and] a brochure, and both of those are kind of overview information for participants that you could use as a promotional or handout or something to help promote your program if you're trying to recruit those particular participants. There's a number of materials for physicians. So there's talking points for them to help answer common questions; a patient handout for them to give out; a referral card; and an

overview flipbook that goes through the whole process with them, lays out eligibility requirements, and sort of walks them through the process. Additionally, on that page, we've also got another link called the HCP Implementation Guide which helps—which is designed to help organizations like yours engage with health care providers in establishing a referral base for participants at risk for type 2 diabetes. That really walks you through the whole process, [and] includes phone scripts, email templates, PowerPoints, and everything you'd need to really get that ball rolling. And we hope that you'll find that to be a real valuable situation.

#### **Slide 14: Input**

Okay, I think it's time for our first official poll question. So we've got—that should be coming up shortly. So the question here: have you used the CSC in the past six months? And this is not including today. So I know probably some of you are following along and clicked through there, but please click the radio button over there in the box that just overtook the input slide that says yes or no. I see a bunch of people typing in the chat box, which is great, and we're getting a combination of both. You can also click on the actual box that popped up in the middle, and it'll start to show us a little bit of a breakout there. Okay. Well, it looks like we've got a nice combination of some that have seen it. Aha, here we go. Starting to get a bunch more through. Oh, we've got some good participation. Ah, and great. So, having worked in this, in promoting some of these resources and developing them, it always feels like I [assume] that everyone should automatically know about these materials, and it looks like the majority haven't been to the Customer Service Center. So I appreciate everybody's feedback and responses here.

That helps us know that we need to do a better job of continually reminding folks of available resources and showing them what can happen there and what all can be accessed at the Customer Service Center.

### **Slide 15: National DPP Website**

Okay. Again, just a reminder that these materials are free for you to use. They have been tested, and in many cases, they're actually easily tailorable to fit your needs. So you can easily drop in your logos, add in your contact information, class location times, etc. So hopefully we've done a lot of the work to help you easily promote your programs in your local areas. The next resource I wanted to talk about is, [which] appears here, is the National DPP website, and hopefully, nearly all of you are familiar with this page. The National DPP website really serves as the gateway to all audiences interested in information about the program itself and how to take the next step. This is a great place to refer both people and organizations that have questions about starting or joining a [the] Lifestyle Change Program and will provide them with an overview and foundational understanding of the program itself and key roles that each person can play. As you can see here, and again, so I apologize—this is a screenshot from my computer, so it got cut off, but there are four primary audience sort of boxes that are gateways to information related to each specific audience. The first two are people at risk for type 2 diabetes and health care professionals, and then as you go down, you've got Lifestyle Change Program providers and employers and insurers. On the left side, you've got a link to our risk test, tools and resources, what's new about the program, and information about the National DPP—all of which are designed to kind of provide

introductory information, you know, base of information about the program. And in many cases, you'll get a link to carry on and find more in depth if you want to go further. If you were to click the box labeled Lifestyle Change Program Providers—it's that third box that's cut off right underneath people at risk—you'd be introduced to basic information about the program, such as why should you offer the Lifestyle Change Program. We've got a capacity assessment to help you identify if your organization is ready to offer it; requirements for recognition; a guide for staffing and training; of course, the PreventT2 curriculum and handouts; and much, much more. As well, you'll also see a prominent green box with a link to the Customer Service Center to find more and to get additional help and support through the Customer Service Center. So hopefully that will be a valuable resource and a place for you to send folks.

#### **Slide 16: Lifestyle Change Program Website**

If you were to click either of the first two boxes, the People at Risk or the Health Care Professionals, you would land at our consumer-facing Lifestyle Change Program page which is designed for those audiences I just mentioned. You can also get to this by using the short URL [cdc.gov/preventt2](https://cdc.gov/preventt2). So it can be—you can just sort of keep that in the back of your mind or try to keep it as simple as possible to get here. But you may want to familiarize yourself with this page so that you can understand what's here when you're talking to potential participants that are interested in finding out more information about the Lifestyle Change Program itself. It's—the participant side has got testimonials from people that have taken it. It's got videos about it, an animated video, and all kinds of more rich information about what the experience is like, to sign up for and participate

in the Lifestyle Change Program. And then on the flip side, the health care provider side has got a wealth of information to help doctors and nurses and pharmacists and all those that are on the health care provider team make referrals [and] refer their patients with prediabetes to local Lifestyle Change Programs. You can obviously tell at the bottom, again, we've got another place to feature the risk test. So that, could you have prediabetes, you could just go ahead and take the test right then and there. The program locator shows up in the middle so you, so that anyone can—either a physician trying to refer their patient or someone looking to enroll in a class themselves—can find contact information and hopefully locate a Lifestyle Change Program near them. And then, of course, you've got the return back to the National DPP homepage.

**Slide 17: Input**

So it looks like it's time to hear from you with our second poll question of the day which is:

Lifestyle coaches who visit the National DPP's Customer Service Center (or CSC) website, can locate which of the following? Outreach and marketing resources, training opportunities, guides and tools for sessions, or all of the above? And I promise, we're not trying to trick you here. So go ahead and click one of those radio buttons in the middle. Yeah, it looks like we're getting a lot of responses in the chat box. All, all, all, yeah. Of course. So as you guessed, you're on the right track. We—and as we've discussed and gone over so far—the CSC does provide organizations and their staff with easy access to information about prediabetes and the National DPP, or at least that's our goal—to do our best to do that. Organizations can access resources, ask questions, and receive technical assistance related to all aspects of the program through the

Customer Service Center. And it looks like nearly everybody's got that message. So, awesome. Thank you so much. That pretty much wraps it up for me, and now that we've looked generally at the CSC and resources available from the National Diabetes Prevention Program, I want to go ahead and turn the presentation over to Nancy who will share two new resources that we're very excited to make available to you. Nancy.

**Slide 18: Part 2: Connecting to Resources to Boost Enrollment and Retention**

Nancy: Well, thank you, Josh, and hello to everyone. As lifestyle coaches, we know that you work hard to build and maintain relationships with your participants, so having tools that can help you keep these connections active is essential, especially when you can't be together in person.

**Slide 19: Helping Participants Stay the Course: Personal Success Tool (PST)**

So your coaching skills and enthusiasm keep participants coming back and encourages them to stick with the program. Still, some people drop off. Life gets in the way. The National DPP Personal Success Tool or PST is designed to be there for participants when you can't be. They help them renew their commitments and feel encouraged. The PST is a web-based resource for you to use with your participants. Each of the modules reinforces the program content in a timely way. You're able to send your participants links to the modules one at a time to match the session topics covered in your program. The PST can be accessed on smartphones, iPhone and Android, tablets, or computers. Participants will find encouraging messages [and] responses tailored for them, plus quizzes, games, and pledges they can create for themselves. During this challenging

time of social distancing, these online modules can help keep participants engaged and connected to the program content.

### **Slide 20: Participant Modules**

And here is the current list of participant modules. More titles will be added in the future.

### **Slide 21: We need YOUR help!**

As I just mentioned, we are in the process of developing new modules to add to the PST, and we need your help. We are in need of program participants to test the new modules. Volunteers will be asked to participate in a one-hour phone interview scheduled at their convenience. They'll be shown the draft modules and asked to share their opinions. All volunteers will receive a gift card for their time. If you would like more information to share with your program participants, please email us at the address shown. Thank you.

### **Slide 22: Coaches Guide: 4 Easy Steps**

The PST is designed to be a light lift and easy to use. The feedback from coaches in the field supports this, but we want to make sure that you have all the guidance you need to get started. The Lifestyle Coach's Guide is a short overview of the PST, what it is, and when to use it. It also takes you through implementing the PST in four easy steps, and here are the steps. You can try the PST yourself, introduce the PST to your participants, tailor and send text or email prompts with links to new modules as scheduled, and be ready to help participants who use the PST. Consider how your participants may respond to the PST, what questions they may have, and what obstacles you can help them overcome. They have signed up for the Lifestyle Change Program because they want to succeed.

This tool is one more way to help participants reach their goals. Your comfort with the PST will make it easier for them to use it.

### **Slide 23: Quick Reference Guide/Scheduling Tool**

The PST is designed to follow the order of the PreventT2 curriculum, but you can use it with any CDC-recognized Lifestyle Change Program curriculum. If you use PreventT2, the Quick Reference Guide shows the order in which you can send each of the PST modules and topics. You do not need to follow the module order listed in this guide, but make sure to send the same topic of the PST modules as the session topic you covered in class.

### **Slide 24: Additional Resources**

In addition to the coach's guide and scheduling tool, you can find talking points and a participant handout. This PST is designed to offer participants a positive experience and provide tips and information to support key sessions. You can be confident this tool is based on evidence and behavioral science principles. Participants like yours helped test and refine the modules. We expect that participants who use the PST may overcome the challenges that cause some participants to drop out. While the aim of the PST is helping more enrolled participants reach the finish line, I'd now like to shift focus to a tool aimed at supporting efforts to recruit new participants.

### **Slide 25: Input**

But first, how do you spread the word about your program to recruit more participants? Do you display at health fairs and other events? Mail flyers? Send emails or post on social media? Or, if you have other strategies, please share them in the chat box. I think

somebody asked a question about pre- or post-COVID, and I guess the answer to that would be both. And it looks like we're getting a lot of interesting responses. And it looks like a good mix of different ways to recruit participants are coming up. Great! Some of you use all of these. That's wonderful. Okay. So thank you for your responses.

### **Slide 26: Helping Spread the Word and Engage New Participants: Program Champion Toolkit**

We know there are many ways you are reaching out to your communities to engage new participants. All right. So, moving on. Let's talk about ways to spread the word and engage new participants. Nothing helps a program succeed like good word of mouth. CDC's new Program Champion Toolkit is here to help you and your coaches reach new participants through the power of relationship building and storytelling. The Program Champion Strategy was designed to support existing recruitment and outreach activities by using current and past program participants as Program Champions [to] help recruit new participants into the Lifestyle Change Program. The Program Champion Strategy is based on behavioral research that shows the positive influence of social networks word of mouth endorsement. It recognizes the unique and powerful influence that participants can have on others who may benefit from this program. It's designed so that your program can put it into action with minimal effort, and it offers a range of activities. And Program Champions can choose the ones they're most comfortable with and that meet your program's needs. And, finally, the Program Champion Strategy is scalable. So, no matter what size your program is or how many staff members or resources you have, this strategy can work for you.

## **Slide 27: Characteristics of Successful Program Champions**

Although the Program Champion Strategy is intended to increase recruitment and enrollment,

some of the information and materials may also help your program retain participants.

So, let's talk a little bit more about the Program Champions. But what makes someone fit for the Program Champion role? Well, you need to consider your own program needs and participants in identifying Program Champions. These characteristics can be a good starting point. Program Champions are excited about the Lifestyle Change Program, successful in making lifestyle changes and overcoming barriers, have a positive attitude about making lifestyle changes, they're good listeners and clear communicators, and they're comfortable talking with people, willing to share their story about the Lifestyle Change Program, and seen as members of the community you serve [so] as to help build trust. So take a minute and close your eyes and think about your participants. Does someone come to mind, or could you share their stories and successes as a Program Champion?

## **Slide 28: Resources for Program Staff and Coaches**

So, I hope you're better able to envision who might make a successful Program Champion in

your group. Let's talk about the resources. Just as with the PST, we have created

resources to guide you in using the Program Champion Strategy. It all begins with the

Quick Start Guide. This introductory document describes each step in the Program

Champion Strategy process from getting buy-in to supporting Program Champions

throughout the process. Another helpful tool for the program staff is the Program

Champion Strategy Pathway. Follow the suggested steps in this pathway to implement

the Program Champion Strategy. The remaining resources help you identify and approach potential Program Champions, get them underway, and [help them] stay engaged.

### **Slide 29: Resources for Program Champions**

The guidance documents for the Program Champions are designed to help your [Program] Champions navigate their new roles. Every participant has a story to tell, from what brought them to the Lifestyle Change Program to what this support system looks like. A Program Champion can help potential participants enroll by sharing their stories in a relatable way. [Now that we have shared the PST] and Program Champion Toolkit, it is time to look at an example of putting these tools into practice. I now turn the presentation over to Leslie. Thank you.

### **Slide 30: Part 3: Putting Tools into Practice: Program Champion Example**

Leslie: Thanks so much, Nancy. So before we begin, we wanted to check in with another poll question. Hopefully, if the poll is working. If not, maybe you can type your answers into the chat box.

### **Slide 31: Input**

So the question is: CDC recommends introducing the Program Champion Strategy at which point in your program? At the beginning, at six months, at eight months, or at the end? So [it] looks like we have a few saying from the beginning and a few saying six months. So, while you can introduce the Program Champion Strategy at any time, CDC does recommend that you do it about six months into the Lifestyle Change Program. By then,

participants will have completed the program's core content, and many will have successfully made lifestyle changes. They may be ready to become Program Champions as they enter the second half of the program which is the maintenance phase. So now let's look at an example of how you could start using the Program Champion Strategy.

### **Slide 32: Meet Vanessa**

So again, for our example today, I'm going to focus on the Program Champion Strategy. So while this strategy was designed with in-person programs in mind, it could be adapted for the virtual environment. And, given our current public health crisis, it seems really important to consider what this might look like. So let's meet Vanessa. She's been a coach for three years and loves the connections she makes with her participants. Her favorite thing about being a coach is when someone has a lightbulb moment and takes the concepts discussed in class and turns them into small steps toward reaching goals. So, for example, I will stand more than I sit in a day. She loves sharing her participants' success stories and engaging with new participants. However, with the current limits on face-to-face activities, she's worried that her outreach and marketing efforts will be limited, and her environment will be impacted, or her enrollment will be impacted. After seeing other coaches share information about the Program Champion Strategy on a coach's Facebook group, Vanessa talks with her Program Coordinator, and they decide to give it a try. So we'll now go through the steps that Vanessa can take to put the Program Champion Strategy into action.

### **Slide 33: Vanessa's Path to Success**

### **Slide 34: Step 1: Get Familiar with the Program Champion Strategy**

So as a first step, Vanessa browses through the resources and the Guidance Documents for Program Staff section of the [Program] Champion Toolkit webpage. This page has information on how to identify Program Champions, the different parts of the program champion strategy, how to guide her [Program] Champions, and more. She also looks through some of the resources that are designed for the [Program] Champions to understand what being a [Program] Champion would mean for her participants. Vanessa then asked all of her participants to send her an email of what they'd gotten out of the program so far.

### **Slide 35: Steps 2 and 3: Identify and Engage Program Champions**

So, for example: how they've benefited, what changes they've made, and how they feel now compared to when they started. This information will help her identify participants who communicate well and have a positive story to tell. When asking for emails or letters from participants, it's important to not mention that you're looking for Program Champions then and there because you don't want participants to feel pressured when sharing their experiences or [be] disappointed to not be selected. So you can then reach out to them individually to contact potential [Program] Champions. Then based on the responses from participants and the size of her program, Vanessa decides that she only needs one [Program] Champion for now, but the number can vary based on the size and available resources of each program. Once she chooses the [Program] Champion, Vanessa reaches out by email and sets up a time for a video call. When the [Program]

Champion asks for more information about the role, Vanessa sends her some of the resources from the Guidance Documents for Champions page.

#### **Slide 36: Step 4: Support Program Champions in Reaching out to the Community**

So, step four: once the Program Champion is onboard, Vanessa takes the time to go through some of the tips and tools for [Program] Champions with her volunteer. They also brainstorm ways they can reach out, both virtually and in person, to potential participants in the community. So now that we've seen how you could start using the Program Champion Strategy, we wanted to hear from you again.

#### **Slide 37: Input**

In the absence of traditional face-to-face engagement at health fairs, community centers, faith-based events, etc., what are some ways that Program Champions could connect virtually with potential participants? So, if you could, please share your ideas in the chat box. So, I see some social media, Zoom, Facetime... yup, newsletter is a great idea. Hopefully, we'll be able to utilize all of these technologies in this time of need. Facebook groups. Great. Reminder texts. Great. You might also be able to have a virtual coffee and conversation chat with a video chat or web conferencing [tool]. And yes. Word of mouth very, very important. Okay. So, thanks so much for these awesome ideas, but we do hope that you take the time to review the Program Champion Toolkit resources and consider how these materials can help you build upon your current efforts.

### **Slide 38: Part 4: Connecting People to Support for Themselves and Their Families**

So now, every person has his or her own timetable when it comes to behavior change and managing their health. So, in this section, we'll look at some resources that can help support these individuals and their families.

### **Slide 39: "But I'm Not Ready to Commit"**

So the reality is that not all people with prediabetes will be ready or willing to sign up for a yearlong program when they first learn that they're at risk for type 2 diabetes. So with this in mind, we designed a resource called *On Your Way to Preventing Type 2 Diabetes* to help people who may not be ready to join the Lifestyle Change Program or who are waiting for a class to begin to start taking small steps toward making healthy lifestyle changes. The guide uses behavioral science-based strategies to increase self-efficacy among people at risk for type 2 diabetes, including meeting them where they are; helping them to make a plan to add healthy lifestyle changes to their routines; and using positive, encouraging messaging to show them that they can take steps now to improve their health. The guide includes sections on helping people assess their current eating and physical activity habits, setting a nutrition plan and fitness goal, tracking their progress, and finding support to help them stick with their new healthy habits.

### **Slide 40: On Your Way**

It also encourages them to talk about their type 2 diabetes risk with a health care provider and to join the National DPP Lifestyle Change Program when they're ready. The resource also contains tips that you may find useful to share within your own Lifestyle Change Program. You can find the guide at the link on the slide, and the webpage also contains

a PDF of the content that you can hand out to people who may not be ready to join your program to keep them engaged in type 2 diabetes prevention. While the goal of the Lifestyle Change Program is the prevention of type 2 diabetes, we know that participants and/or their family members can find themselves in the stressful situation of receiving a type 2 diabetes diagnosis. That is where it's important for you to know how to connect them to diabetes self-management education and support or DSMES services.

**Slide 41: “But I (or My Family) Already Have Diabetes”**

DSMES services are designed to empower people to successfully manage their diabetes, so that they can live a healthy life and reduce the risk of complications. The services are provided by trusted Diabetes Care and Education Specialists who can provide ongoing personalized support to the person with diabetes. Topics covered include how to successfully incorporate diabetes self-care behaviors into daily life.

**Slide 42: DSMES Resources**

As a potential resource for someone who's been newly diagnosed or when a participant tells you about the diagnosis of type 2 diabetes of a family member, you could encourage them to talk to their health care provider about a referral to an individual or organization offering DSMES in their area, or you can refer them to the online locator tool on either the American Diabetes Association or Association of Diabetes Care and Education Specialist websites. CDC has many resources to learn about DSMES, including a toolkit, recorded webinars, and links to the national standards for DSMES. We encourage you to visit these resources so that you're familiar with them and can point

participants in the right direction. So, thanks so much for your time today, and I'll now turn the presentation back over to Dianne.

### **Slide 43: Questions**

Dianne: Thank you, Leslie. We've shared some great information here today and thank you to all of our presenters. And now we're going to invite the—all our presenters back to answer your questions. So I'm going to ask you to please submit your questions using the chat box on the right side of your screen. We're going to do our best to answer as many questions as we can during our time today. And a few have already come in, so I'm going to invite some of the presenters to this first question. And, I believe this might go to Josh. Where can people submit questions about PreventT2?

Josh: So PreventT2, the curriculum—I guess probably the best answer initially is to go ahead and submit a question through the Customer Service Center. If you click that box where we showed you, you can—and actually on the homepage, one of the primary tiles, the ninth tile down on the bottom right, is to actually submit a question. So if you click that and just make that request, it'll get routed to the right person. But I am also happy to respond as well as I can. So if you want to direct questions to me, I can be reached at [jpetty@cdc.gov](mailto:jpetty@cdc.gov).

Dianne: All right. Thank you, Josh. The next question is, is there a PST for the 2012 curriculum?

Josh: No.

Dianne: And I believe Nancy is, can you respond to that question, or is that something that—  
can they direct [that] question through the CSC?

Nancy: Hi, this is Nancy. I do not know if there's a PST for the curriculum. I think that would probably be back with the National DPP.

Josh: Yeah, not to my knowledge, I'll chime in there, Dianne. The 2012 curriculum does not have a PST associated with it.

Jude McDivitt: Well, sorry to butt in here, but this is Jude.

Josh: Yeah, chime in.

Jude: There are resources there to help you identify for any curriculum.

Josh: Right. Yeah, I was going to mention that I think the PST can certainly be a guide for any curriculum that you use, not specifically to PreventT2, because they're all really closely aligned, so...

Dianne: All right. Thank you. Next question is also on the PST. PST in Spanish. Is it available in Spanish?

Nancy: No, not at this time, but you know, maybe down the line. But, right now, no.

Dianne: Okay. And, also another question related to the PST is the cost. Is there a cost related to the PST?

Nancy: There's no cost related to the PST.

Dianne: Okay.

Nancy: And, people can, they can look at it as much as they want and go back and use it as much as they want.

Dianne: Okay. And, I believe another question was—so if folks keep typing their questions into the chat box. Let's see. I see a couple of them coming through. See. I apologize for the—

Josh: Dianne, if I can.

Dianne: Yeah, go right ahead.

Josh: If I could just chime in. This is Josh. I see, and throughout the webinar—thank you all for your prolific chatting. This has been fascinating to watch all these comments come through. But I see Spanish has come up a number of different times, and we definitely are looking to expand our Spanish, our resources that are available in Spanish. We hear you loud and clear, and it does take time, but if things aren't available yet, keep requesting them and bringing those to our attention, because that is a constant activity that we are trying to continue to build up.

Dianne: These more questions are coming through the chat box. Somebody asked about where and when copies will [be]; where they can get copies of the slides today. They will be posted sometime later on the website. So we will be posting them. You'll get a notice when the recording and the slides will be available.

Kathleen Pellechia: We have a question, Josh, about the availability of a curriculum for supporting ongoing maintenance for Medicare DPP.

Josh: So, and I guess that's getting at with Medicare DPP, the ongoing maintenance is a longer time period. I am not 100% certain how to answer that. We can definitely look [into this]. I know with the PreventT2 curriculum, they tried to include a lot of additional

content so that could be stretched over a longer period of time. And I guess I would reference the CMS platform to see what they're recommending, but I will look into that and try to get some additional information unless anybody else has got further direction on that. I haven't been quite as involved with the curriculum itself, but...

Kathleen: Thank you, Josh. We've had a couple questions come in about, you know, this challenge we're all facing with switching from in-person to virtual or maybe you've been on pause and [are] starting up again. And we know that there are questions related to that, and we did do a webinar recently on distance learning. I see a couple people putting it in there. The recording is not yet available. We're still working to get that available through the Customer Service Center, but please stay tuned. If you send an email to our DDT email address that's up there, our DDT webinar email, we'll notify you as soon as it's posted so that you can take a listen.

Kathleen: Nancy, we have a question about just clarifying the Program Champion Strategy and how it can be used for recruiting new participants.

Nancy: Hi, sure. The Program Champion Toolkit was actually designed for organizational [Program] Champions because the purpose of the toolkit is to recruit and reach more people in the National DPP Lifestyle Change Program.

Kathleen: Questions about continuing education credit, and we will post the link again for you in the chat box. And you'll have until July 27th to claim credit for this live webinar, and then once the recording of this webinar is available, there will be a separate continuing education process for receiving credit for the recorded webinar. So if you had issues

today or had colleagues that couldn't join and want to access the recording again, you can email us at our email address, and we will notify you when it's available. And we now have the link to the CDC TCEO online, and again the access code is "diabetes" to do the continuing education credit. We have a question coming in our last few minutes here, Nancy, related to the Champion Program which is: for those of us with newer programs, it might be useful to have a [Program] Champion that they could call on from another program. Is that something that's been considered, kind of connecting [Program] Champions across programs?

Nancy: Well, don't know if that's actually something that has been done so far, but I don't see why people couldn't, you know, talk to other organizations who currently have [Program] Champions and, you know, kind of mentor each other. But I don't think there's—, I think that would be, it'd be a great idea.

Jude: Yeah, and this is Jude again. This project originally was called Alumni Champion, in that we thought that we would use people who had already finished the program. But as we went through all the pilot testing, we realized that people who were currently in the program might be even better. So essentially, you know, people have been in the program for a while or it's great to involve people who have graduated. And I also saw a question in the questions about if you're interested in finding people to help us test this thing, which is right now one of my priorities, what's the address, and it's this address that's on the screen right now, the one to which you're supposed to send questions. So if you could help us find any people to test the new PST modules, that would make me very happy.

#### **Slide 44: National DPP Customer Service Center**

Kathleen: And just, okay—we'll turn it back to you, Dianne. There was just one last note that was put in about HIPAA, and HIPAA was addressed in that webinar we mentioned earlier. So, we'll get that recording up as soon as possible. We know that there are organization specific questions related to that, and again, Dianne is going to talk about the Customer Service Center which you can also reach out to for those type of program-related questions. So, back to you, Dianne, to wrap us up.

Dianne: Okay. Thank you. We are now at the top of the hour, so we want to thank everybody and everyone in the audience for some of the great questions. If you have additional questions, just like Kathleen said, please send them to the email address on your screen, and we'll follow up with you after the webinar. One more thing as a reminder, if you have questions about delivering the Lifestyle Change Program, please visit the website for the CSC. You can access training materials, toolkits, [and] videos; ask questions; and receive technical assistance related to all aspects of the program. So this concludes our webinar. We want to thank our presenters and all of you for participating.