



Introduction

The Partnership for People with Disabilities offered the New Perspectives in Service Coordination - Level 2 Training. This training was held in Portsmouth, Virginia, on April 30 and May 1, 2007. A total of thirteen service coordinators participated. This evaluation report will cover the evaluation of the training conducted at that time.

Instrument

One instrument was used to evaluate participants' satisfaction with the training. Besides demographic information, participants were asked about their overall satisfaction with the training, including the trainer's knowledge of the material, usefulness of training content, and its relevance to participant job responsibilities and challenges. The participants were also asked to list what was most useful and least useful about the training, and to discuss how they would make changes to their practice as a result of the training. Participants were asked to list examples of knowledge gained from colleagues during the training. Finally, they were given an opportunity to share any and all comments they might have about the training.

Participant Demographics

Thirteen participants completed the evaluation form on the last day of training. The participants included Dedicated E.I. Service Coordinators (n=5, 38%), Service Coordinators with dual roles (n= 3, 23%), Targeted Case Managers (TCM) (n=1, 8%), "other" (n=3, 23%), and one person did not clearly indicate a participant group. The "other" category consisted of participants with the following titles: System Manager/Program Coordinator, Coordinator/Intake, Special Educator, and Central Point of Entry.

Satisfaction with Training

A review of table 1 (below) indicates that all participants "strongly agreed" that the trainers were knowledgeable and prepared. All of the trainees either "strongly agreed" or "agreed" that the training content was useful and the session information was relevant to their job, current trends and challenges.

Table 1. Satisfaction with Training N=13

Questions	Strongly Agree	Agree	Disagree	Strongly Disagree
The trainers were knowledgeable and prepared.	n=12 (92%)	n= 0 (15%)	n= 0 (0%)	n= 0 (0%)
The content was useful.	n= 8 (62%)	n= 4 (31%)	n= 0 (0%)	n= 0 (0%)
The information was relevant to my job, current trends, and challenges.	n=10 (77%)	n= 2 (15%)	n= 0 (0%)	n= 0 (8%)

Averages may not total 100% due to missing data.

Usefulness of Training

Participants were asked to comment on what was most and least useful about the training. A summary of these comments are listed below:

Most useful:

- Networking activities and collaboration
- Hearing others' stories and sharing ideas
- Personal examples from trainers while working as EI in the homes
- Learning about boundaries
- Writing outcomes
- Information on functional outcomes and support services
- Family systems
- Resources

Least useful:

- Talk about a dual provider (OT/SC)
- Family systems
- EI in natural environments
- Safety issues, professional boundaries, when to report and abuse and neglect - too basic
- Empowerment and advocacy

Changes in Practice

Participants were asked to provide two examples of changes they will make in their practices as a result of the training. Their comments were summarized and are listed below:

- Take charge of evaluation
- Include the words "supports and services" when talking to newly referred families

- Writing better outcomes: More family-centered, measurable, and functional
- Incorporating different/more natural environments to work outcomes
- Ask more open-ended questions
- Learn about family daily routine and what type of help family needs from EI for his/her child
- Use more coaching and encourage providers to do the same
- Being more aware of not putting own beliefs/ideas in a family and giving/explaining more options
- Talk to system manager about training for providers
- Schedule "mini-trainings" for staff and providers

Trainees were asked to comment on at least one example of something they had learned from a colleague during this training. Their comments were summarized and listed below:

- How to handle difficult home visits
- Various techniques to use with families
- Resources
- Time management and stress reducing ideas
- How to write outcomes

Overall Comments about the Training

One open-ended question asked participants for overall comments of the training. Overall the comments were positive and complementary. Participants reported they believed the training to be very helpful and informative. One participant commented that although the training was good, it was difficult for her to take 2 days out of the office given her workload. In addition, another participant stated that she felt like a lot of the information was a review of things she already knew.

Some specific quotes are offered below:

- "Everything was helpful. I especially appreciated and enjoyed sharing what/how to handle certain H.V. situations."
- "Wonderful info and fun, interactive activities."
- "It is always great to get together and learn more, jog my memory/remind me of forgotten methods."
- "Very practical learning experience by listening to others tell their practices."