



Introduction

The Partnership for People with Disabilities offered the *New Perspectives in Service Coordination - Level 2 Training*. This training was held in Verona, Virginia, on June 1 and 2, 2005. A total of twenty-seven 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

Twenty-six participants completed the evaluation form on the last day of training. The participants included Dedicated E.I. Service Coordinators (n=4, 16%), Service Coordinators with dual roles (n= 13, 52%), Targeted Case Managers (TCM) (n=3, 12%), "other" (n=5, 20%), and one person did not clearly indicate a participant group.

Satisfaction with Training

A review of table 1 (below) indicates that the majority of participants "strongly agreed" that the trainers were knowledgeable and prepared. Most 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=26

Questions	Strongly Agree	Agree	Disagree	Strongly Disagree
The trainers were knowledgeable and prepared.	n=20 (77%)	n=4 (15%)	n=0 (0%)	n=2 (8%)
The content was useful.	n= 9 (35%)	n= 15 (57%)	n=0 (0%)	n=2 (8%)
The information was relevant to my job, current trends, and challenges.	n= 13 (50%)	n= 11 (42%)	n= (0%)	n=2 (8%)

Pre-training Activities

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:

- The notebook
- Family systems
- Sharing personal experiences and “community” problem solving
- The home visit section
- Goal writing
- Reviewing service coordinator roles
- Writing outcomes and the use of outcome scenarios
- Small group discussions
- Promoting advocacy with families
- Caring for yourself
- Empowerment
- The content
- Networking and gathering information from professionals in the same field
- Service implementation
- All of the activities

Least useful:

- Family systems
- The review of Kaleidoscope level I training
- Professional development plan
- Caring for yourself
- Home visiting
- Activity for building clients skills for self-advocacy

Changes in Practice

Participants were asked to comment about their plans to make changes in their practice as a result of the training. Their comments were summarized and are listed below:

- Improve home visits
- Get more organized
- Explain paperwork more thoroughly to families
- Find more resources in the community
- Reduce clutter/Increase organization

- Take care of self
- Implement safety practices on home visits
- Improve writing outcomes
- Make sure all outcomes are met
- Utilize and incorporate information learned from professional development
- Emphasize advocacy with families/Reduce dependency
- Request additional training for providers
- Spend more time with PIPS program
- Increase assertiveness with service providers when they are doing too much “hands on” work
- Work harder at using environmental toys
- Increase collaboration with other providers
- Identify support in each family
- Change parent interview process
- Be more mindful of HIPPA regulations
- Reduce judgmental thoughts

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:

- What to do during a home visit when a parent doesn't want to talk
- Various techniques to use with families
- To use a doll to help therapists “coach” but have families watch and with their own children
- Provide an empty binder to families with tabs so they can keep track of their papers
- Agencies provide the same service in different ways
- There are challenges in every system regardless of size
- Caseloads are about average
- My co-workers and providers work well together
- To use the declining letter as part of the information that is sent out with non-complaint families
- How local group in particular area works well together
- All service providers seem overwhelmed at one time
- Not being able to bill SPO-FAMIS
- How to give out information in the form of a book
- Utilize Connecticut EI website
- Some agencies don't allow SC to attend birthday parties
- That less frequent therapy less often disrupts family's routine
- Similarity in experiences

Overall Comments about the Training

One open-ended question asked participants for overall comments of the training. Overall the comments were extremely positive and complementary. Participants reported they believed the training to be extremely helpful and a great support. Several participants described the training as “Excellent”. One participant did suggest that the timing of the

training was not ideal. Two participants suggested that the training should be held in a larger city. One person suggested that a survey be sent out to service providers asking them what they would like to be trained on in coming sessions. Finally, one participant suggested that lunch and water should be offered during the training.

Some specific quotes are offered below:

- “It was nice, I enjoyed it”
- “Very informative, well presented and explained clearly”
- “It was excellent, varied activities, useful information.”
- “Training was very good and interesting.”
- “Excellent I think supervisors should attend.”
- “Very helpful and uplifting.”