



Introduction

The Partnership for People with Disabilities offered the New Perspectives in Service Coordination - Level 1 Training to case managers and service coordinators. The training was held on 3 days, October 25, 26, and November 14, 2006, in Manassas, VA. Sixteen participants were in attendance. This report will cover the evaluation for days 1 and 2 of the training.

Instrument

One instrument was used to evaluate participants' satisfaction with the training after attending days 1 and 2. Besides demographic information, participants were asked to rate their satisfaction with the training, the knowledge of the presenters, usefulness of training content, and organization of the content and materials. Using three open-ended questions, participants were also asked to write what they found most useable or relevant from the training, what they wish they would have received from the training, and their overall comments about the training.

Participant Demographics

Fourteen participants completed the evaluation form at the end of day 2. The participants included Dedicated E.I. Service Coordinators (n=6, 43%), Service Coordinators with dual roles (n=6, 43%), Targeted Case Managers (TCM) (n=1, 7%) and "Other" (n=1, 7%).

Satisfaction with Training

A review of table 1 shows that the majority of participants were satisfied with the training. All of the participants rated higher than the average (either five or four) in satisfaction with knowledge and preparation of the trainers, the usefulness and applicability of the content to their job, and the organization of the content and materials.

Table 1. Satisfaction with Training N = 14

Questions	High 5	4	3	2	Low 1	Mean
Overall rating of the training	9 (64%)	5 (36%)				4.6
The trainers were knowledgeable and prepared	11 (79%)	3 (21%)				4.8
The content was useful and applicable to my job	12 (86%)	2 (14%)				4.9
Content and materials were well organized	12 (86%)	2 (14%)				4.9

Usefulness and Relevancy

One open-ended question asked participants what they found most useful or relevant from the training. The participants frequently noted reviewing the role of SC was most useful. A few participants also reported that they enjoyed interacting with other SCs and listening to their experience. A summary of these comments are listed below:

- The opportunity to talk and interact with other SCs
- The opportunity to ask questions from everyone regarding “best practices”
- Information on the role and responsibility of SC
- Learning the proper procedure and law
- Review of the process
- IFSP discussion
- Information about natural environments
- Payment agreement discussion
- Resource guide
- Activities

Limitations and Insufficiency

One open-ended question asked participants what they wish they would have received from the training. While some participants expressed their satisfaction with the training and commented, “I received all that I was wishing to get,” other participants provided specific suggestions for the future training. A summary of these comments are listed below:

- Some guidance about the various parental safeguard forms
- How to handle difficult cases using case studies
- IFSP dates and timelines

- Unanswered questions
- More one on one role play practice after theory
- Names/addresses/phone numbers of all the participants, including facilitators, to continue to network with them

Overall Comments about the Training

One open-ended question asked participants for overall comments of the training. The vast majority of comments were very positive. Participants reported that the training was “well-organized,” “enjoyable,” and “good.” A few participants provided specific suggestions for future training, including having fewer activities, more interaction, and more breaks. Additionally, other participants suggested letting all new people attend the training within the 1 month of hiring, making the training session last three days, and providing information on the multidisciplinary approach of ITC.

The following are examples of some of the participants’ statements:

- “All the activities were wonderful, both for the fun and active part, and for the meaning of the activities.”
- “I think it’s great. I learned a couple things we are really doing incorrectly, plus received helpful info on how to improve my service coordination.”
- “Very well organized, instructors knowledgeable, great activities.”
- “This was a very enlightening and relaxing experience filled with lots of fun.”



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Instrument

One instrument was used to evaluate participants' satisfaction with the training after attending day 3. Besides demographic information, participants were asked to rate their satisfaction with the training, the knowledge of the presenters, usefulness of training content, and if the content covered the pre and post test questions. Using four open-ended questions, participants were also asked to write what they found most useable or relevant from the training, what they wish they would have received from the training, how they would be making changes to their practice as a result of the training, and their overall comments about the training.

Participant Demographics

Fourteen participants completed the evaluation form at the end of the training. The participants included Dedicated E.I. Service Coordinators (n=7, 50%), Service Coordinators with dual roles (n=4, 29%), Targeted Case Managers (TCM) (n=2, 14%) and "Other" (n=1, 7%).

Satisfaction with Training

A review of table 1 shows that the majority of participants were satisfied with the training. The majority of the participants rated either five or four in satisfaction with knowledge and preparation of the trainers, and the usefulness and applicability of the content to their job. In addition, all participants gave a score of higher than the average on a question

regarding the pre and post-test questions indicating that the materials were sufficiently covered in the content of the training.

Table 1. Satisfaction with Training N = 14

Questions	High 5	4	3	2	Low 1	Mean
Overall rating of the training	9 (64%)	4 (29%)	1 (7%)			4.6
The trainers were knowledgeable and prepared	13 (93%)	1 (7%)				4.9
The content was useful and applicable to my job	11 (79%)	2 (14%)	1 (7%)			4.7
The pre and post test questions were sufficiently covered in the content of the training	9 (64%)	4 (29%)				4.7

Averages may not total 100% due to missing data.

Usefulness and Relevancy

One open-ended question asked participants what they found most useful or relevant about the training. Several participants reported that all information was relevant and useful. A few participants mentioned that they particularly enjoyed interacting with other service coordinators and listening to their stories. A summary of these comments are listed below:

- Information on documentation
- Information on transition
- Having discussions with other service coordinators regarding their experiences
- Information on writing goals that are famil- based
- Information on the expectations and requirements of the service coordinator position

Limitations and Insufficiency

One open-ended question asked participants what they wish they would have received from the training. A few participants mentioned that they wanted more detailed information on writing outcomes. Also, some participants reported that there were things left open and that made them confused. A summary of these comments are listed below:

- More time and more resources for dealing with specific problems or difficulties

- More in-depth information about writing ISPs, IFSPs, and quarterly reviews
- Clarification regarding time/frequency for SC services
- Less confusing answers

Change in Practice

Participants were asked to comment about their plans to make changes in their practice as a result of the training. Participants most frequently commented that they would change how they document and write IFSPs. A summary of these comments are listed below:

- Keep reading, practicing with updated information, and learning through experiences
- Being more accountable and documenting more
- Write more descriptive information and make more updates to IFSPs
- Individualize SC outcomes and transition planning and make family-driven outcomes
- Review files and correct some errors or learn from them to get the paperwork done correctly

Overall Comments about the Training

One open-ended question asked participants for overall comments about the training. The vast majority of comments were very positive. Participants reported that the training was "excellent," "very helpful," and "an eye-opening experience." A few participants mentioned there was too much information for one day and they needed more time to work on homework during training. The following are examples of some of the participants' statements:

- "Energizing to work with so many committed people!"
- "Training was creatively coordinated. Teachers friendly/validating."
- "The team's energetic attitude really made it possible to get through the intensity of the training"
- "Very informative and lots of info to refer to in my "time-of-need.""
- "Drop the hats, or at least give another option. Teamwork section dragged."
- "I just wish that all 3 days were the same time, but I understand why you did it this way so we have a chance to implement the info."