



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: March 29, 30, and April 24, 2007, in Abingdon, VA. Eighteen service coordinators attended the training. 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

Seventeen participants completed the evaluation form at the end of day 2. The participants included Dedicated E.I. Service Coordinators (n=1, 6%), Service Coordinators with dual roles (n=5, 29%), Targeted Case Managers (TCM) (n=2, 12%) and "Other" (n=9, 53%). The "other" category consisted of participants with the following titles: Speech/Language Path, Temporary Service Coordinator, Speech Instructor, System Manager, and Administrator.

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 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 = 17

Questions	High 5	4	3	2	Low 1	Mean
Overall rating of the training	13 (76%)	4 (24%)				4.8
The trainers were knowledgeable and prepared	16 (94%)	1 (6%)				4.9
The content was useful and applicable to my job	12 (71%)	2 (12%)	2 (12%)			4.6
Content and materials were well organized	14 (82%)	3 (18%)				4.8

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. The participants frequently noted IFSP discussion and outcome training were most useful. A few participants also reported that they enjoyed networking opportunities. A summary of these comments are listed below:

- The opportunity to talk with other SCs
- Information on the roles and responsibilities of SCs
- IFSP development and discussion
- Training on outcomes and goal writing
- Information on effective communication
- Information on better communication with families
- Information on better collaboration with the providers
- Handouts
- Structure of presentations

Limitations and Insufficiency

One open-ended question asked participants what they wish they would have received from the training. While many participants expressed their satisfaction with the training and commented, "Everything was covered well" and "I think I got what I needed," some participants provided specific suggestions for future training. A summary of these comments are listed below:

- An actual demonstration of writing on IFSP
- More videos with EI staff interacting with family
- More group/table time with an individual trainer

- Shorter training

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 "very helpful," "very well done," "informative," and "great." A few participants provided specific suggestions for future training such as having less, but more concise activities and discussions.

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

- "Great, positive experience! "Charged up" to do a good job!"
- "Training was really good. I have a better understanding of my role as a service coordinator."
- "All presenters were very involved during the lectures. They also make you involved and there was a good ratio between lecture and activity time."
- "Great to be able to meet other professionals and trade ideas and suggestions."
- "I will be better able to address staff concerns, IFSPs, and changes since this KI training."



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: March 29, 30, and April 24, 2007, in Abingdon, VA. Fourteen service coordinators participated in this training. This report will cover the evaluation for day 3 of the training.

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

Twelve participants completed the evaluation form at the end of the training. The participants included Dedicated E.I. Service Coordinators (n=4, 33%), Service Coordinators with dual roles (n=6, 50%), Targeted Case Managers (TCM) (n=1, 8%) and "Other" (n=1, 8%). The "other" category consisted of a participant with the title of Temporary Service Coordinator.

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, more than 50% of the participants rated higher than the average that the pre

and post-test questions were sufficiently covered in the content of the training.

Table 1. Satisfaction with Training N = 12

Questions	High 5	4	3	2	Low 1	Mean
Overall rating of the training	4 (33%)	6 (50%)	2 (17%)			4.2
The trainers were knowledgeable and prepared	7 (58%)	5 (42%)				4.6
The content was useful and applicable to my job	4 (33%)	6 (50%)	2 (17%)			4.2
The pre and post test questions were sufficiently covered in the content of the training	3 (25%)	5 (42%)	2 (17%)			4.1

Averages may not total 100% due to missing data.

Usefulness and Relevancy

One open-ended question asked participants what they found most useable or relevant from the training. The majority of participants noted information on IFSPs was most useful. A summary of these comments are listed below:

- Development, implementation, and review of the IFSP process
- Information and discussion of transition
- Meeting other people and listening to their ideas and stories
- Specific examples on transition, finances, and families
- The resource guides and transition handouts for families
- Information on ATP

Limitations and Insufficiency

One open-ended question asked participants what they wish they would have received from the training. While many participants expressed their satisfaction with the training and commented, "Everything was relevant to what I do" and "The training covered all aspects of service coordination," a few participants provided specific suggestions for future trainings. A summary of these comments are listed below:

- More in depth about writing on IFSP:
- How to word goals correctly, a sample of a well-written IFSP
- More time to do the homework at the training

- Information on regulations and timelines
- More information on finances for service coordinators, such as insurance, caps, and Medicaid
- Provide a mini Kaleidoscope training for the local providers

Change in Practice

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

- Writing outcomes differently
- Working differently with the IFSP team
- Individualizing resources for families
- Advocate better for clients
- More team involvement
- Being more detail-oriented

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 “helpful,” “well-organized,” “very informative,” and “great.” Several participants commented that they would have preferred to have less activity. One participant also wrote that she would like to have a consecutive training without a one-month lapse.

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

- “The training and presenters were excellent. I especially appreciate the interaction with participants.”
- “This training has been helpful to me as a new service coordinator.”
- “Great, well-organized, good presenters.”
- “Great! Very helpful and useful.”