



KALEIDOSCOPE

New Perspectives in
Service Coordination
LEVEL I

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: January 17, 18, and February 11, 2008, in Hampton, VA. 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 their representing groups, 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 Representation

Thirty-two participants completed the evaluation form on the second day of training. The majority of participants were Dedicated E.I. Service Coordinators (n=16, 52%). This was followed by "other" (n=6, 19%), Service Coordinator with dual roles (n=5, 16%), and Targeted Case Managers (n=4, 13%). The "other" category consisted of participants with the following titles: Administrative Assistant for the Children's Center, Special Educator/Service Coordinator, TCM/SC, and Temporary Services Coordinator.

Satisfaction with Training

A review of table 1 shows that the majority of participants were overall satisfied with the training. The majority of the participants rated high 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 = 32

Questions	High 5	4	3	2	Low 1	Mean
Overall rating of the training	25 (78%)	6 (19%)				4.8
The trainers were knowledgeable and prepared	30 (94%)	2 (6%)				4.9
The content was useful and applicable to my job	27 (84%)	4 (13%)				4.9
Content and materials were well organized	30 (94%)	2 (6%)				4.9

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 from the training. The vast majority of participants expressed that the training provided “useful,” “applicable,” and “relevant” information and resources. In particular, the participants frequently noted IFSP development and goal writing as most useful. Several participants also reported that they enjoyed opportunity for networking and sharing information with other people in the field. A summary of these comments are listed below:

- The opportunity to talk with other SCs.
- IFSP discussion. Working together on activities and IFSP's.
- Discussion on family-centered outcomes and goals and how to facilitate discussion about family resources/priorities/concerns
- A video of an actual session
- Resource material
- Overhead, manual, and examples from other SC for different topics.
- Information specific to VA's regulations/process.
- Information on the EI process and the role of SC
- The ATP session

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 like “Everything was good” and “At this time needs were met,” a few participants provided specific suggestions for the future training. A summary of these comments are listed below:

- More examples from presenters
- Information specific to the role a primary service provider plays
- More hands on writing examples of the new IFSP forms
- More information pertaining to Medicaid waivers
- Training along with therapist, special educator, and whoever members of the team are

- Name tags to include localities people were from

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 "great," "informative," "interesting," "very applicable and thorough," and "well-organized." Some of them commented that the presenters were "wonderful," "knowledgeable," and "very professional" and that the materials were presented in "a fun, but learning manner." One participant suggested better positioning of the tables so that vision will not be blocked on the presenters' back to participants. The following are examples of some of the participant's statements:

- "Training was very helpful in terms of understanding my role and how to make the IFSP more functional."
- "I have enjoyed this training significantly. I feel better qualified and equipped to do my job."
- "So fun. Loved meeting other SC's who do the same thing differently."
- "This has been the most helpful training I have had get in the year since I've started my job as service coordinator."
- "Enjoyed having several different speakers, kept things varied."
- "The training was very informative and organized. I enjoyed the many smaller group activities and hands on projects."



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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

Twenty-eight participants completed the evaluation form after the training. One half of respondents were Service Coordinator with dual roles (50%, n=14), followed by Dedicated E.I. Service Coordinators (32%, n=9), Targeted Case Managers (14%, n=4), and "other" (4%, n=1). The "other" category consisted of a participant with the title: Administrative Assistant for the Children's Center.

Satisfaction with Training

A review of table 1 shows that the majority of participants were satisfied overall with the training. The majority of the participants rated high in satisfaction with knowledge and preparation of the trainers, and the usefulness and applicability of the content to their job. In addition, participants responded favorably that the pre and post-test questions were sufficiently covered in the content of the training.

Table 1. Satisfaction with Training N = 28

Questions	High 5	4	3	2	Low 1	Mean
<i>Overall rating of the training</i>	16 (57%)	10 (36%)		1 (4%)		4.5
The trainers were knowledgeable and prepared	22 (79%)	5 (18%)				4.8
The content was useful and applicable to my job	19 (68%)	8 (29%)				4.7
The pre and post test questions were sufficiently covered in the content of the training	20 (71%)	5 (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 from the training. The vast majority of participants noted transition information and IFSP development as most useful. Several participants also reported that they enjoyed the opportunity for networking and sharing information and resources with other people in the field. A summary of these comments are listed below:

- The development of the IFSP.
- Making goals relevant to child's needs and realistically measurable
- The roles and expectations of service coordinators
- Information and discussion of transition
- Resources for parent education
- The manuals
- Going over the EI process history
- Having time to discuss things with other SCs and special instructors and learning from other people's experiences.
- Cultural competency and cultural awareness

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 I wanted to know was covered" and "Can't think of anything else," a few participants provided specific suggestions for the future training. A summary of these comments are listed below:

- Sharing resource lists and spending more time on developing the lists
- More specific details regarding transition with some scenarios with possible problems to solve
- Step by step IFSP

- A separate training on targeted case management
- More technical descriptions of some Part C regulations

Change in Practice

Participants were asked to comment about their plans to make changes in their practice as a result of the training. Three of the participants answered that they would not change their practice because the training was “Very basic” and “Good for people just beginning as service coordinators.” Other participants commented that they would change their practice to provide better services. A summary of these comments are listed below:

- Write better, more family friendly goals
- Better transition support
- Provide more information on activities and community resources to families
- Ask better questions to families and help them be more independent
- Take a more leadership role in the evaluations
- Be more culturally sensitive
- Be more aware of personal beliefs and judgments and their potential impacts on the practice

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 “great,” “wonderful,” “very interesting and informative,” and “very educational and resourceful.” Some of them commented that the presenters were “excellent” and that the materials were presented in “a clear and interesting manner.” A few participants provided suggestions for the future training, including more specific legal Part C information and more hands on sharing. The following are examples of some of the participant’s statements:

- “Very good information and suggestions offered.”
- “Great presenters. Great activities. Great snacks and lunch.”
- “It stayed interesting and seemed to have he exact topics I had questions on.”
- “Especially enjoyed the opportunity to network and learn about all parts of the state.”
- “I feel much more knowledge about my role as a service coordinator.”
- “Really enjoyable, informative, love the resource material!”