



# 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 service coordinators. The training was held on April 11, 12<sup>th</sup> and May 26<sup>th</sup>, 2005 in Fishersville, VA. Fifteen participants attended the full three days of training. Nine attendees only participated on the third day of training in order to make up a day of training that had been missed in Richmond, VA, due to inclement weather, originally held January/February 2004. This evaluation report will summarize 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, the knowledge of the presenters, pre and mid training activities, usefulness of training content, and if the content covered the pre and post test questions. The participants were also asked to list the most useful and least useful training activities, and to discuss how they would make changes to their practice as a result of the training.

## Participant Demographics

Twenty participants completed the evaluation form on the last day of training. The participants included Dedicated E.I. Service Coordinators (n=3, 12%). Service Coordinators with dual roles (n=11, 46%), Targeted Case Managers (TCM) (n=3, 12%) and "other" (n=7, 29%).

## Satisfaction with Training

A review of table 1 (below) indicates that the majority of participants "agreed" that the pre-training activities were helpful. The majority of participants "strongly agreed" that the trainers were knowledgeable and prepared and either "strongly agreed" or "agreed" that the content was useful. Pre and post- test questions were well received with the majority of the participants "agreeing" that the questions were sufficiently covered in the content of the training.

**Table 1. Satisfaction with Training N=24**

| Questions   | Strongly Agree | Agree       | Disagree | Strongly Disagree |
|---|----------------|-------------|----------|-------------------|
| The pre and mid training activities were helpful.   | n=5 (22%)      | n=16 (69%)  | n=2 (9%) | n=0               |
| The trainers were knowledgeable and prepared.   | n=18 (75%)     | n=6 (25%)   | n=0 (0%) | n=0 (0%)          |
| The content was useful.   | n= 15 (65%)    | n= 8 (35%)  | n=0 (0%) | n=0 (0%)          |
| The pre and post-test questions were sufficiently covered in the content of the training. | n= 10 (45%)    | n= 12 (55%) | n= (0%)  | n=0 (0%)          |

### **Pre-training Activities**

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

#### **Most useful activities:**

- The resource manual
- IFSP development
- Discussions focused on the transition process
- Practice writing outcomes, goals, timelines and assessments
- Group discussions and sharing with other professionals from different localities
- Homework
- Examples
- The ATP scenario
- Twelve key principles of EI
- Learning about different roles and relationships
- Each section highlighted a key point

#### **Least useful activities:**

- The hat activity
- The overwhelming amount of oral discussion activities
- Learning about effective partnerships and communication teamwork
- Discussing documentation
- Learning about cultural diversity
- The local item activity
- Spelling out duties of service coordinator when you have dual roles

## **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:

- Adjust IFSP by adding more content and clarifying outcomes
- Schedule reviews differently
- Encourage family involvement and empowerment
- Write goals that are more generalizable
- Change transition practice through increased reviews and use of resource document
- Complete reviews differently
- Facilitate outcomes by stressing family routines and RPC
- Increase collaboration with other professionals
- Look at the 24 visit a year as a guide
- Learn more about Part C
- Increase support to Service Coordinators and Targeted Case Managers

One participant reported, "I will try to 'fix' problems for families less and enable them to help themselves more."

## **Overall Comments about the Training**

One open-ended question asked participants for overall comments of the training. Overall the comments made by the trainees were very positive. Participants reported they believed the training to be thorough, helpful and useful. Participants described the training as "excellent" and "great". Several trainees suggested the addition of more "hands-on" activities to the sessions, for example prizes, roles plays, and games. One participant recommended the use of a microphone during the trainings. Finally, one participant suggested offering the training to therapists.

### **Some specific quotes are offered below:**

"Great handouts"

"Learned a lot. Hope I can begin putting it to use before it leaves me."

"Very useful, good start to learning about process."

"The materials were good in letting service coordinators know what the Part C office wants them to know."

"It was informative to find out how providers in different parts of the state conduct business."

"Very educational, and a great resource for me."