



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 January 20, 21, and February 24, 2005 in Richmond, VA. During all three days of training, Richmond experienced an inordinate amount of inclement weather. This information is important to note, as several registered participants were unable to attend all three days of the training. In fact, of the thirty-two service coordinators that originally registered to attend the training, twenty-six individuals attended day 1 and 2, and only thirteen attended day three. This has significantly impacted the number of evaluations completed by participants. 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, 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 be make changes to their practice as a result of the training.

Participant Demographics

Thirteen participants completed the evaluation form on the last day of training. The participants included Dedicated E.I. Service Coordinators (n=2, 15%). Service Coordinators with dual roles (n=8, 61%), Targeted Case Managers (TCM) (n=2, 15%) and "Other" (n=1, 7%).

Satisfaction with Training

A review of table 1 (below) indicates that the majority of participants "strongly agreed" that the pre-training activities were helpful. All 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 "strongly agreeing" that the questions were sufficiently covered in the content of the training.

Table 1. Satisfaction with Training N=13

Questions	Strongly Agree	Agree	Disagree	Strongly Disagree
The pre and mid training activities were helpful.	n= 7 (54%)	n= 5 (38%)	n= 1 (8%)	n=0 (0%)
The trainers were knowledgeable and prepared.	n=13(100%)	n= 0 (0%)	n= 0 (0%)	n=0 (0%)
The content was useful.	n= 9 (69%)	n= 4 (31%)	n= 0 (0%)	n=0 (0%)
The pre and post-test questions were sufficiently covered in the content of the training.	n= 9 (69%)	n= 4 (31%)	n= 0 (0%)	n=0 (0%)

Averages may not total 100% due to missing data.

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:

- Development, implementation and review of the IFSP process
- The resource guide and training manual
- The role and duties of service coordinator
- Writing goals based on family needs
- Talking to other professionals in similar field about experiences
- Group activities and real life examples

Least useful activities:

- The hat activity
- Cultural information

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:

- Facilitate the development of improved IFSPs and transition services
- Improve goal writing
- Increase cultural awareness
- Increase the development of family-driven outcomes

- Increase use of resource manual
- Share training materials and information with co-workers

One participant reported, “Listen to the families’ verbal and non-verbal to ensure that the family is receiving what they need and feel it is effective services.”

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 they believed the training to be enjoyable and an excellent opportunity. Participants described the training as “great” and “Very, very helpful”. One participant suggested going through the IFSP line by line.

Some specific quotes are offered below:

- “Very beneficial learning, the spectrum for EI services ..”
- “Excellent opportunity, well organized, thanks!”
- “Just thank you- lots of light bulb moments hearing how other localities do service coordination was very interesting and encouraging.”
- “Very, very helpful I now feel that I have the understanding of the service coordination as well as the written material to refer to.”
- “Enjoyed the training overall and am glad to receive the resource manual and service coordinator manual.”
- I think it would have been beneficial to go through the whole IFSP, line by line..”