



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 September 29, 30, and October 26, 2004 in Hampton, VA. 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 making 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=6, 30%), Service Coordinators with dual roles (n= 8, 40%), Targeted Case Managers (TCM) (n=5, 25%) and "other" (n=1, 5%).

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=20

| Questions | Strongly Agree | Agree | Disagree | Strongly Disagree |
|---|-----------------------|--------------|-----------------|--------------------------|
| The pre and mid training activities were helpful. | n=6 (30%) | n=13 (65%) | n=1 (5%) | n=0 |
| The trainers were knowledgeable and prepared. | n=13 (65%) | n=7 (35%) | n=0 (0%) | n=0 (0%) |
| The content was useful. | n= 10 (50%) | n= 10 (50%) | n=0 (0%) | n=0 (0%) |
| The pre and post-test questions were sufficiently covered in the content of the training. | n= 7 (35%) | n= 11 (55%) | n=1 (5%) | 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:

- Documentation, timelines and current forms, including how to complete annual reviews, and how to write outcomes and goals
- All of the activities and “sayings”
- The resource manual and handouts
- IFSP writing
- Use of the outcome checklist
- Discussion about 90 day transition meeting
- Sharing of ideas, experiences and solutions in group discussions
- Review of learning procedures and best practices

Least useful activities:

- The hats
- Case management issues
- Pre and Mid-training activities
- Discussion about Headstart and Earlystart

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:

- Define role as service coordinator and become more assertive in this position
- Follow all guidelines more diligently
- Improve my role by being a better team leader and help to facilitate “family friendly outcomes”
- Become more aware of the responsibilities I have as a service coordinator
- Follow the outcome checklist
- Increase the utilization of 90 day transition meetings
- Review the service coordinator book
- Begin to take more of a lead and feel more confident in IFSP meetings
- Improve documentation

One participant reported, “I never gave much thought to my service coordination role and will be more cognizant of responsibilities and connections I can make for families.”

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 extremely helpful and informative. Participants described the training as “Excellent” and “Very thorough”. Several participants suggested this training should to be offered to all service coordinators when they are first employed. One participant expressed that the training should be offered three days in a row, rather than separated by an entire month. Finally, some suggested that the lunch break should be increased to an entire hour.

Some specific quotes are offered below:

“It was helpful to me being new to service coordination.”

“More training needs to be done with therapy providers on goal writing. Overall training for service coordination was helpful.”

“One month split from days 1 and 2 to days 3 is difficult to plan, organize and remember.”

“Even though the content was not new material for me, it was extremely helpful to relearn/review through your lenses.”

“It would be helpful to have a “refresher” course for coordinators as things change and just to check in and make sure that we are in compliance.”

“Thanks! This is a great learning experience. One suggestion is that this would have been so much more helpful if this was done when I first became a service coordinator. This is needed as a brand new training.”

“Very comprehensive training that all service co-coordinators, supervisors and therapy agency should attend. Very practical, hands on guide that will be used as a resource implementation of Part C program.”

“Very glad I attended”

“Overall training was very helpful. If no longer able to provide snacks or lunch, a little longer lunch break would be good as 45 minutes is very short to leave the building find a place eat and return on time.”