



Introduction

The Partnership for People with Disabilities offered the New Perspectives in Service Coordination - Level 2 Training. This training was held in Staunton, Virginia, on June 12 and 13, 2006. A total of 31 service coordinators participated. This 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, including the trainer's knowledge of the material, usefulness of training content, and its relevance to participant job responsibilities and challenges. The participants were also asked to list what was most useful and least useful about the training, and to discuss how they would make changes to their practice as a result of the training. Participants were asked to list examples of knowledge gained from colleagues during the training. Finally, they were given an opportunity to share any and all comments they might have about the training.

Participant Demographics

Thirty participants completed the evaluation form on the last day of training. The participants included Dedicated E.I. Service Coordinators (n= 8, 16%), Service Coordinators with dual roles (n= 18, 52%), Targeted Case Managers (TCM) (n= 1, 12%), "other" (n= 2, 20%), and one person did not clearly indicate a participant group. The "other" category consisted of participants with the title of System Manager.

Satisfaction with Training

A review of table 1 (below) indicates that most of the participants either "strongly agreed" or "agreed" that the trainers were knowledgeable and prepared, the training content was useful, and the session information was relevant to their job, current trends, and challenges.

Table 1. Satisfaction with Training N= 30

Questions	Strongly Agree	Agree	Disagree	Strongly Disagree
The trainers were knowledgeable and prepared.	n= 19 (63%)	n= 11 (37%)	n= 0 (0%)	n= 0 (0%)
The content was useful.	n= 11 (37%)	n= 17 (57%)	n= 1 (3%)	n= 1 (3%)
The information was relevant to my job, current trends, and challenges.	n= 12 (40%)	n= 17 (57%)	n= 0 (0%)	n= 0 (0%)

Averages may not total 100% due to missing data.

Usefulness of Training

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

Most useful:

- Networking and collaboration with SCs from other areas
- Hearing others' experiences and ideas
- Writing outcomes
- Handouts
- Case study, scenarios, and real life examples
- Interactive activities and games
- Information on home visits and service implementation
- Self-care information
- The advocacy and empowerment section

Least useful:

- Games and activities
- Home visiting
- Empowerment
- Self-care
- Professional development plan
- Information on family systems
- Redundant, too basic information
- Need more breaks – training was too long

Changes in Practice

Participants were asked to provide two examples of changes they will make in their practices as a result of the training. Their comments were summarized and are listed below:

- Write better, more family friendly, functional, and measurable outcomes
- Develop a notebook to provide to families to maintain records.
- Collaborate more with service providers
- Provide training to service coordinators regarding writing learning opportunities more specifically
- Incorporate "active" learning opportunities into visits
- Try to have more implementation of therapy outside of the home and in the community
- Fully explain the IFSP, services, etc to the parents
- Utilize the checklist for self-advocacy with the families
- Find more resources to better assist families
- Facilitate or assist in goal writing more
- Better self-care
- Seek more opportunities to expand own professional knowledge

Trainees were asked to comment on at least one example of something they had learned from a colleague during this training. Their comments were summarized and listed below:

- How to handle difficult home visits
- Various techniques and approaches to use with families
- All the different and similar obstacles facing SC in VA
- Family notebooks
- Time and case management
- How to better use/what to write on SC goal page
- Ideas about organization
- Different mechanism forms

Overall Comments about the Training

One open-ended question asked participants for overall comments of the training. Overall the comments were positive and complementary. Participants reported they believed the training to be "informative and relevant", "interesting and enjoyable", "great", and "excellent". Two participants noted that the training should have been postponed until revisions were finalized. Other suggestions made by participants were having more training on crisis intervention and interpersonal and counseling skills, discussing more on safety issues, having a section for questions and answers, and developing training for providers and new system managers. Several participants commented that the room was too cold, the training was too long, and food was not good. One participant wrote that the training could have been completed in one day.

Some specific quotes are offered below:

- "The K II was helpful in learning to be a more efficient service coordinator and how to avoid burnout. Everything went like clockwork."

- “Trainers are knowledgeable about SC and can give useful advice.”
- “Nice job – well run, organized, informative.”