



## **Introduction**

The Partnership for People with Disabilities offered the New Perspectives in Service Coordination - Level 2 Training. This training was held in Roanoke, Virginia, on November 30 and December 1, 2006. A total of twenty-one service coordinators participated. 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, 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**

Twenty participants completed the evaluation form on the last day of training. The participants included Dedicated E.I. Service Coordinators (n= 11, 55%), Service Coordinators with dual roles (n= 4, 20%), Targeted Case Managers (TCM) (n= 1, 5%), "other" (n= 1, 5%), and three people did not clearly indicate a participant group. The "other" category consisted of a participant with the title of System Manager.

## **Satisfaction with Training**

A review of table 1 (below) indicates that the majority of participants "strongly agreed" that the trainers were knowledgeable and prepared. Most of the trainees either "strongly agreed" or "agreed" that the training content was useful and the session information was relevant to their job, current trends and challenges. However, there were two people who "disagreed" that the content was useful.

**Table 1. Satisfaction with Training N=20**

Questions	Strongly Agree	Agree	Disagree	Strongly Disagree
The trainers were knowledgeable and prepared.	n= 18 (90%)	n= 2 (10%)	n= 0 (0%)	n= 0 (8%)
The content was useful.	n= 9 (45%)	n= 9 (45%)	n= 2 (10%)	n= 0 (8%)
The information was relevant to my job, current trends, and challenges.	n= 14 (70%)	n= 6 (30%)	n= 0 (0%)	n= 0 (0%)

### 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
- Group discussions, games, and activities
- Writing outcomes
- Professional development
- Empowerment and advocacy
- Reinforcement of Part C philosophy
- Handout on learning opportunities
- Discussions of intakes and what to say to families at initial visits
- Natural environments section
- Case study, scenarios, and real life examples

#### Least useful:

- Writing outcomes
- Natural environments
- Games and activities
- Redundant information
- Location of the training

### 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:

- Increase awareness of safety issues
- Write better, more contextualized and functional outcomes

- Take a more active role in developing short term goals
- Using a form or guidance sheet to provide families to help explain EI services and the role of the service coordinator
- Empower parents and decrease dependency
- Change wording (SC vs. EI, HV vs. EIV)
- Share EI model with new therapist
- Provide training to providers on natural environments
- Change message on voicemail
- Attend more conferences and workshops to know more about professional development
- Observe other colleagues during initial visit evaluation to note their style and way of presenting things
- Better self-care

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
- Different ways of presenting information to families
- Provide a "welcome notebook" to parents
- Training opportunities
- Prepare "Quick view" sheet
- All the different obstacles facing SC in VA and ways they work with system
- Use the "ing" words for outcome development
- Describe provider services as "coaching models"
- Phone message strategy

### **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 "very helpful", "informative", "useful", and "fun". One participant wrote that not much new information was provided. Other participants suggested including therapists in the training to enhance service delivery for families and providing more workshop-type activities where participants could practice, get feedback, and improve skills.

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

- "I enjoyed being with other SC and am always looking for a way to improve my practice."

- “Good group, fun learning, activities were good and memorable, covered the components I needed.”
- “Wonderful, refreshing, and motivating.”