



Introduction

The Partnership for People with Disabilities offered the New Perspectives in Service Coordination - Level 2 Training. This training was held in Richmond, Virginia, on June 4 and 5, 2008. A total of twenty-four 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-five participants completed the evaluation form on the last day of training. The participants included Dedicated E.I. Service Coordinators (n=10, 40%), Service Coordinators with dual roles (n= 3, 12%), Targeted Case Managers (TCM) (n=6, 24%), "other" (n=4, 16%), and two people did not clearly indicate a participant group. %). The "other" category consisted of participants with the following titles: Temporary Service Coordinator/Intake, Special Instructor, SI, and Educator with service coordinator role.

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.

Table 1. Satisfaction with Training N=25

Questions	Strongly Agree	Agree	Disagree	Strongly Disagree
The trainers were knowledgeable and prepared.	n=20 (80%)	n=4 (16%)	n=0 (0%)	n=1 (4%)
The content was useful.	n= 15 (60%)	n= 8 (32%)	n=0 (0%)	n=1 (4%)
The information was relevant to my job, current trends, and challenges.	n= 19 (76%)	n= 5 (20%)	n=0 (0%)	n=1 (4%)

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 activities and collaboration
- Hearing others' stories
- Writing outcomes
- Safety training
- Team problem solving
- Empowerment and advocacy
- Resource list
- 3rd word rule

Least useful:

- Family systems
- Home visit
- Role play
- Natural environments
- Professional development plan
- Lack of time to network
- Games and activities

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:

- Implement safety practices on home visits

- Improve writing outcomes: More family centered, child specific goals/outcomes, re-wording outcomes to use "family" language, Keep goals simple
- Have more frequent contact with families and obtain more information about family routines and daily activities
- Making sure families' concerns are addressed
- Explain paperwork more thoroughly to families
- Talk to families more about coaching model
- Increase number of EI visits as opposed to home visits
- Utilize and incorporate information learned from professional development
- Utilize assertive practices
- Networking with SCs from other localities
- Think of ways to reduce stress
- Add some materials to the welcome packet that reflect new language.
- Trying to get providers to do EI visits in other natural environments
- Take a stronger facilitator role and become a better advocate for children
- Educate the therapist on quality outcomes and goals

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 to use with families – how to talk with them
- How to encourage the family to advocate more for themselves.
- Different types of questions to ask at intake/IFSP
- Providing a "welcome notebook" to parents
- Community resources
- New funding resources
- Different models of SC

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 and a great support. Several participants described the training as "Excellent." One participant wrote that the room was too cold and chairs were very uncomfortable.

Some specific quotes are offered below:

- "I am glad that this training is offered."
- "Very enjoyable- good to be around and mingle with other service coordinators and see how they do things."

- “Thanks! I feel like I am going away with something useful and applicable.”
- “Terrific, as usual.”