



KALEIDOSCOPE

New Perspectives in
Service Coordination
LEVEL I

Follow-up Evaluation

Introduction

The Partnership for People with Disabilities conducted a follow-up evaluation of the *Kaleidoscope: New Perspectives in Service Coordination, Level I* training. The first training was held in Hampton, Virginia, on September 29, 30, and October 26, 2004. The second training was held in Richmond, Virginia, on January 20, 21 and February 24, 2005. The follow-up survey for the two trainings was emailed to participants on April 11, 2005.

Instrument

One email survey instrument was used to evaluate the usefulness of the training. Participants were asked to use a four-point Likert scale ("Strongly agree = 1" to "Strongly disagree = 4") to rate their satisfaction with the trainers, the content and the pre-post test questions provided in the training. Additionally, participants were asked to respond to five open-ended questions which pertained to the training curriculum as well as its usefulness for their profession.

The Likert Scale Questions Included:

Strongly agree = 1, Agree = 2 Disagree = 3, Strongly Disagree = 4

1. Indicate the one participant group that best represents you.
2. The trainers were knowledgeable and prepared.
3. The content was useful and practical for my job setting.
4. The pre and post tests questions were sufficiently covered in the content of the training.

Open-ended Questions Included:

5. Will you be doing anything differently as a result of what you learned during the Kaleidoscope I training? If yes, what? If no, why not?
6. What was the most helpful portion of this training?
7. What was the least helpful portion of this training?
8. If you were to make any changes to the Kaleidoscope Level I Training, what would they be?
9. What knowledge and skills have you gained as a service coordinator as a result of participating in the Kaleidoscope Level I Training?

Participant Demographics

A total of twenty-six participants (8 from Richmond, 18 from Hampton) provided their email address and were sent a follow-up email survey. Eighteen of the twenty-six participants responded (4 from Richmond and 14 from Hampton). It should be noted that some addresses were not valid and had delivery problems that could not be corrected. The majority of participants who responded were Service Coordinators with dual roles ($n=9$, 50%). The next group most represented was Dedicated E.I. Service Coordinator ($n=5$, 82%), followed by Targeted Case Managers (TCM) ($n=3$, 17%), and "Other" ($n=1$, 6%).

Results

Overall participants reported ($n= 17$, 94%) that the trainers were both knowledgeable and prepared during the Kaleidoscope Level I Training. Seventeen participants (94%) either "strongly agreed" or "agreed" that the content of the training was useful and practical to their respective job settings. Additionally, the majority of the respondents ($n= 17$, 95%) reported that the pre and post test questions were sufficiently covered in the content of the training.

Participants overwhelmingly reported ($n=12$, 75%) that they would change the way they provided service coordination as a result of the Kaleidoscope Level I Training.

Several of the respondents stated they would be more "family focused" and aware of family needs when creating goals. Additionally, participants identified specific skills and knowledge gained during the training that would influence their abilities as service coordinators. These skills included, completing forms properly, remembering 90-day conferences, planning transition conferences in a more effective manner, writing measurable and family driven goals, and becoming more active during evaluations.

Respondents indicated that the most helpful portion of the training was the review of the IFSP, goal writing and the review of the financial agreement forms. Many individuals stated that the entire training was helpful and relevant to their job responsibilities. Portions that seemed the least helpful included the discussion surrounding policy issues and the write up of minutes from the council meeting.

Several participants provided suggestions, they believed, would improve the current Kaleidoscope Level I Training. These responses included, increased time on IFSP training and development, offer food and beverages, request permission prior to taking photos, and provide additional time for question and answer period.