



Introduction

The Partnership for People with Disabilities offered the New Perspectives in Service Coordination - Level 1 Training to case managers and service coordinators. The training was held on 3 days, September 18, 19, and October 9, 2006, in Staunton, VA. Twelve participants attended the training. This report will cover the evaluation for days 1 and 2 of the training.

Instrument

One instrument was used to evaluate participants' satisfaction with the training after attending days 1 and 2. Besides demographic information, participants were asked to rate their satisfaction with the training, the knowledge of the presenters, usefulness of training content, and organization of the content and materials. Using three open-ended questions, participants were also asked to write what they found most useable or relevant from the training, what they wish they would have received from the training, and their overall comments about the training.

Participant Demographics

Eleven participants completed the evaluation form at the end of day 2. The participants included Dedicated E.I. Service Coordinators (n=5, 53%), Service Coordinators with dual roles (n=3, 18%), and "Other" (n=3, 12%). The "other" category consisted of participants with the titles of Special Instructor, Fiscal person, and System Manager.

Satisfaction with Training

A review of table 1 shows that the majority of participants were satisfied overall with the training. All of the participants gave scores of "high" in satisfaction for knowledge and preparation of the trainers, the usefulness and applicability of the content to their job, and the organization of the content and materials.

Table 1. Satisfaction with Training N = 11

Questions	High 5	4	3	2	Low 1	Mean
Overall rating of the training	10 (91%)	1 (9%)				4.9
The trainers were knowledgeable and prepared	11 (100 %)					5.0
The content was useful and applicable to my job	11 (100%)					5.0
Content and materials were well organized	11 (100%)					5.0

Usefulness and Relevancy

One open-ended question asked participants what they found most useful or relevant from the training. The participants frequently noted IFSP discussion was most useful. A few participants also reported that they enjoyed interacting with other SCs from varied localities. A summary of these comments are listed below:

- The opportunity to talk with other SCs
- Information on the role and responsibility of SC
- IFSP discussion and activity
- Ability to pay discussion
- Variety of activities, methods of learning
- Good, helpful suggestions about working with families

Limitations and Insufficiency

One open-ended question asked participants what they wish they would have received from the training. Many participants expressed that they wish they would have had more specific examples of IFSP paperwork. A summary of these comments are listed below:

- More outcome and goal information - more specific examples, samples of good IFSP models, samples of good goal writing
- More role playing
- More information about deciding frequency and intensity for services and how they can be negotiated

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 that the training was "very informative" and "great." One participant wrote that she "really disliked" the role play and suggested presenters doing a role play for the participants or show a video of a role play before the participants do it by themselves.

The following are examples of some of the participants' statements:

- "Very informative! Enjoyed activities!"
- "Nice job making things interesting."
- "A lot of helpful information. Everything was explained and questions had very good answers."
- "Great training! Great presenters!"



Introduction

The Partnership for People with Disabilities offered the New Perspectives in Service Coordination - Level 1 Training to case managers and service coordinators. The training was held on 3 days, September 18, 19, and October 9, 2006, in Staunton, VA. There were twelve participants in attendance. This report will cover the evaluation for day 3 of the training.

Instrument

One instrument was used to evaluate participants' satisfaction with the training after attending day 3. Besides demographic information, participants were asked to rate their satisfaction with the training, the knowledge of the presenters, usefulness of training content, and if the content covered the pre and post test questions. Using four open-ended questions, participants were also asked to write what they found most useable or relevant from the training, what they wish they would have received from the training, how they would be making changes to their practice as a result of the training, and their overall comments about the training.

Participant Demographics

Eight participants completed the evaluation form at the end of the training. The participants included Dedicated E.I. Service Coordinators (n=3, 42%), Service Coordinators with dual roles (n=2, 16%), Targeted Case Managers (TCM) (n=1, 16%) and "Other" (n=2, 16%). The "other" category consisted of participants with the title of Special Instructor.

Satisfaction with Training

A review of table 1 shows that the majority of participants were satisfied overall with the training. All of the participants gave a rating of either five or four in satisfaction with knowledge and preparation of the trainers, and the usefulness and applicability of the content to their job. In addition, all

participants rated higher than the average in that the pre and post-test questions were sufficiently covered in the content of the training.

Table 1. Satisfaction with Training N = 8

Questions	High 5	4	3	2	Low 1	Mean
Overall rating of the training	5 (42%)	3 (38%)				4.6
The trainers were knowledgeable and prepared	6 (75%)	2 (25%)				4.8
The content was useful and applicable to my job	6 (75%)	2 (25%)				4.8
The pre and post test questions were sufficiently covered in the content of the training	4 (50%)	2 (25%)				4.7

Averages may not total 100% due to missing data.

Usefulness and Relevancy

One open-ended question asked participants what they found most useful or relevant about the training. The vast majority of participants noted IFSP development as most useful. A summary of these comments are listed below:

- Development, implementation, and review of the IFSP process
- Goal outcome writing
- Information and discussion of transition
- Role play

Limitations and Insufficiency

One open-ended question asked participants what they wish they would have received from the training. Several participants indicated that they wish they would have had more information about writing IFSP outcomes. A summary of these comments are listed below:

- More information about outcomes and short-term goals
- Thorough role play of intake and writing IFSP outcomes, goals, and services
- Examples of excellent IFSPs
- More sharing of resources, transition ideas, and how others do things

Change in Practice

Participants were asked to comment about their plans to make changes in their practice as a result of the training. Participants most frequently commented that they would change their practice to have a better relationship with families and provide more family-focused services. A summary of these comments are listed below:

- Have a better attitude and understanding of family needs
- Write better, more family-focused and measurable outcomes and goals
- Take a copy of the IFSP out to the initial meeting
- Sharing resources with colleagues

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 that the training was "great," "very organized and useful," and "well-designed." Two participants suggested having a 4-day training to spread out. The following are examples of some of the participants' statements:

- "Great, fun learning experience!"
- "Super! Thank you for altering the role play to meet our needs...not feeling comfortable etc. I got more out of it watching the presenters participate in the role play."
- "I found it very helpful, but slightly overwhelmed with all the things I need to do better."
- "The training was very helpful to me since I am so new to all of this. The books will be a great resource for me when I actually start service coordination."