

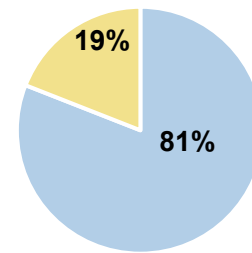


ATTC Directors Survey - June 2021

Respondents

**21 Directors/
Co-Directors**
completed the
survey

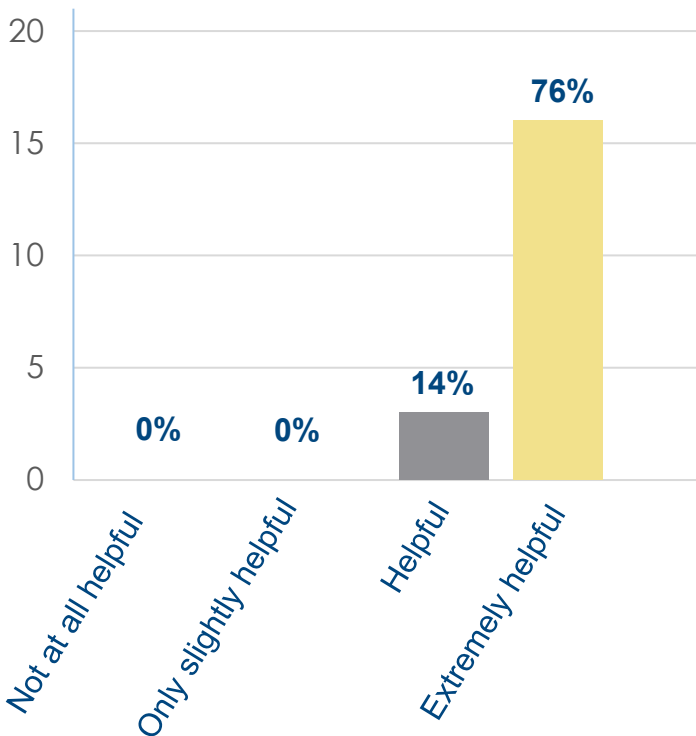
Affiliation



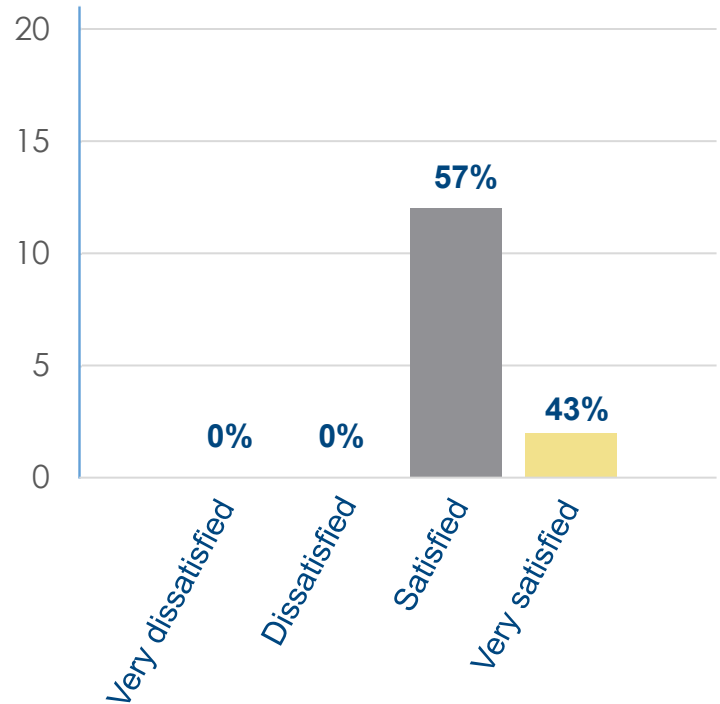
■ Regional ■ National

Service Satisfaction

**Helpfulness of service
provided by NCO staff**
(in response to service
request/issue)
(n = 19)



**Satisfaction with
support and services
provided by the NCO**
(n = 21)



ATTC Directors Survey - June 2021

How is the NCO doing with implementing primary objectives?

The NCO...	Strongly Disagree	Disagree	Agree	Strongly Agree	Avg (1-4)
maintains adequate infrastructure for intra-Network communication.	5%	0%	57%	38%	3.29
identifies and facilitates cross-regional and/or Network-wide activities that advance the ATTC's mission.	5%	0%	57%	38%	3.29
prevents duplication of efforts between ATTCs.	0%	25%	65%	10%	2.85
strengthens the ATTC Network.	5%	0%	38%	57%	3.48
serves as the focal point of the ATTC Network.	0%	5%	62%	33%	3.29
raises ATTCs' awareness of, and supports networking with, other SAMHSA-funded projects .	5%	0%	38%	57%	3.48
effectively coordinates and supports Network workgroups.	5%	0%	43%	52%	3.43
does a good job in building and maintaining linkages between the ATTC Network and other national organizations.	5%	0%	52%	43%	3.33
ATTC Network website increases access to ATTC resources.	5%	10%	43%	43%	3.24
provides ample marketing collateral and other tools for ATTCs to use to promote their events and resources.	0%	10%	71%	19%	3.10
does a good job marketing the ATTC Network .	0%	15%	45%	40%	3.25
national projects and products the NCO develops on behalf of the ATTC Network are well done.	5%	0%	43%	52%	3.43
conceptual and logistical support for the ATTC Directors meetings is satisfactory.	5%	5%	52%	38%	3.24
applies knowledge regarding the National Culturally and Linguistically Appropriate Services (CLAS) Standards .	5%	0%	81%	14%	3.05
provides effective tools that enhance ATTCs' ability to collect, manage, analyze and report data based on the required performance measures.	0%	19%	62%	19%	3.00

Highest category is denoted with border

- Across all objectives, **75%+ of directors** “agreed” or “strongly agreed” that the NCO is effectively implementing objectives
- For most of the objectives, **90%+ of directors** “agreed” or “strongly agreed” that the NCO is effectively implementing the respective objective

ATTC Directors Survey - June 2021

How useful are the NCO-maintained tools and resources?

	Not at all useful	Only slightly useful	Useful	Extremely Useful	N/A (don't use)	Avg (1-4)
System for Automating Input of GPRA Data in SPARS (i.e., Lanitek)	0%	10%	28%	52%	10%	3.47
The Databank (i.e., Customer Relationship Management System)	0%	19%	19%	24%	38%	3.08
ATTC Network intranet ("The Hub")	0%	0%	57%	43%	0%	3.43
Annual Work Plan Database (as it exists in 2021)	5%	0%	57%	29%	10%	3.21
Online Learning Management System (HealthKnowledge.org)	0%	10%	24%	67%	0%	3.57
Listservs (e.g., attc@ttc.simplelists.com)	0%	0%	33%	67%	0%	3.67
Virtual Exhibit Booth	0%	33%	38%	24%	5%	2.90
TTC Style Guide	0%	24%	38%	38%	0%	3.14
Marketing templates	0%	19%	52%	29%	0%	3.10
Data Visualizations available on the ATTC Hub	0%	10%	52%	29%	10%	3.21
ATTC Biweekly (email news bulletin)	5%	19%	43%	33%	0%	3.05
ATTC Messenger (monthly newsletter)	5%	19%	48%	29%	0%	3.00
ATTC/NIATx Service Improvement Blog	0%	33%	48%	5%	14%	2.67
ATTC website administration tools	5%	10%	43%	33%	10%	3.16
Support Request System (i.e., Zen Desk)	14%	10%	29%	29%	19%	2.88
BaseCamp (virtual collaboration platform)	14%	19%	38%	10%	19%	2.53

Highest category is denoted with border

ATTC Directors Survey - June 2021

NCO's Significant Contributions

What would you say is the ATTC NCO's most significant contribution to the Network during the current grant cycle? (n = 17)

%	Contribution
18% (n = 3)	TOTs
18% (n = 3)	Coordination/leadership/ guidance/central role
18% (n = 3)	Databases/visualizations tools
12% (n = 2)	CLAS
12% (n = 2)	Collaborations
12% (n = 2)	Accessibility/availability
12% (n = 2)	Routine meetings (e.g., Directors' meeting; meeting with Humberto/SAMHSA)

%	Contribution
12% (n = 2)	Support/effectiveness during pandemic
12% (n = 2)	Reporting (e.g., linking bi-monthly and workplan to semi-annual; maintaining reporting systems)
6% (n = 1)	National representation
6% (n = 1)	Workgroup
6% (n = 1)	Website
6% (n = 1)	SAMHSA Point of Contact

ATTC Directors Survey - June 2021

Branding

What about the ATTC brand works well? (n = 15)

33%: It is **complementary and shows consistency and/or uniformity** within and across TTCs (n = 5)

27%: It is **recognizable/identifiable** (n = 4)

27%: The **visual aspects** (e.g., vibrant colors, simplicity, clean and direct) (n = 4)

20%: It is **effective/works well** (n = 3)

Other comments:

The brand is not culturally adapted or accommodating for color and font for the National Center

What templates or style elements would you like to see added to the ATTC brand? (n = 15)

40%: **None** (n = 6)

20%: **More templates/variety** (e.g., more slides and templates to promote 508 compliance; report templates) (n = 3)

13%: **enhance visibility** (e.g., geared toward social media/small screens; requirements for size to maintain integrity) (n = 2)

7%: Powerpoint **slides refresh** (i.e., logo takes up too much space) (n = 1)

7%: **Centers of Excellence** (n = 1)

7%: **Cultural freedom** for specific groups of customers (n = 1)

7%: **Not sure** (n = 1)

Additional Feedback

Is there anything you would like to share about your experience working with the NCO that was not covered in the survey? (n = 14)

29%: Appreciate the support and/or leadership (n = 4)

"I commend the NCO for all of the hard work that they put forth all the time to assist the regional centers. Also, the NCO had done a great job integrating the other TTCs and finding the synergy between all of the centers. KUDOS to the leaders and staff!"

"I've have nothing but positive experiences and interactions, and have loved getting to work with the newer members of the team (Lena, Alex, Rachel), as well as my long time friends and colleagues (Laurie, Holly, Erin, Christy)."

"Each of the NCO team members is a joy to work with. Each and everyone of you brings a unique set of expertise that you are willing to share with us. It is reassuring to know we can rely on your leadership and support."

14%: In-person network meetings are requested (n = 2)

Other individual comments:

- **Cultural differences and health equity** needs to include more focus on the different characteristics of the communities we are working with
- **Ongoing workgroups** not effective – limited objectives workgroups recommended
- **Streamline reporting** = "I would love to see further streamlining of reporting. Specifically, our submissions to the biweekly newsletter would ideally be saved for our bimonthly report (we save them manually and cut and paste). Also, ideally in the bimonthly reports it would be nice to flag if something is a cross TTC collaboration so we do not have to report those separately. Overall, reporting has been improved substantially this cycle versus the 2012-2017 cycle and that is much appreciated."
- **Website improvements requested** = "I have found the website confusing at times when looking for specific information, if I am not looking under the correct tab, it can't be found. it would be nice if the search would search the entire website, not just the current page that is open."