



Chittenden County Opioid Alliance Trust and Confidence Survey Findings December 2016

Overview

To meet grantor requirements, and as a tool for improvement, the Chittenden County Opioid Alliance (CCOA) Backbone Staff designed a survey to measure the levels of trust and confidence that CCOA constituents have in various elements of the Alliance. This survey was administered to CCOA members and community partners, who all responded anonymously. Results of the survey were overwhelmingly positive with very few, but specific, critiques among individual respondents. Respondents most strongly agreed that they would rather work with members of the CCOA than not, and that the community is better off because the CCOA exists. The least positive feedback was related to the ability to find information about the CCOA, and the belief that those who wish to contribute to the CCOA are given the time and space to do so.

Response Rate

The survey was completed by 49 respondents for a response rate of 39%. As seen in the table below, the distribution of respondents by role within the CCOA largely mirrors the composition of the Alliance. The survey was active from December 1st to the 15th. In that time, there were 46 responses completed online and 3 responses completed using a paper version of the survey. Due to the relatively low sample size, differences in levels of trust when results are segmented by respondent's role can only be considered as anecdotal, as the result of any analysis would be statistically insignificant.

In what role are you most actively involved with the CCOA?		
Answer Options	Response Percent	Response Count
Steering Committee member	30.6%	15
Action Team member	57.1%	28
Community member not associated with a specific team	12.2%	6
<i>Answered question</i>		49

Methodology & Findings

Respondents used a five point Likert scale, with 1 indicating they “Strongly Disagree,” and 5 indicating they “Strongly Agree,” to rate their level of agreement to statements about their trust of, and confidence in, the CCOA and its functional teams. **Overall, no question received an average rating below 4.0**, however there were some standouts when considering scores in a relative manner. The following table detailing overall scores for each question. Bolded answers represent the highest and lowest average scores.

Question Text	Average Score
2. Overall, I trust and have confidence in...	
The Steering Committee	4.16
The Action Team	4.08
The Backbone Staff	4.43
3. I feel confident in the skills of...	
The Steering Committee	4.31
The Action Team	4.12
The Backbone Staff	4.44
4. When they make a commitment, I trust there will be follow-through by...	
The Steering Committee	4.13
The Action Team	4.09
The Backbone Staff	4.52
5. My opinions are considered when decisions are made by...	
The Steering Committee	4.02
The Action Team	4.28
The Backbone Staff	4.36
6. I would rather work together, than not, with...	
The Steering Committee	4.47
The Action Team	4.44
The Backbone Staff	4.46
7. If I wanted additional information about the CCOA, and its current initiatives, I could find it easily.	4.12
8. Those who want to contribute to the CCOA are given the time and space to do so.	4.14
9. Overall, I have confidence the CCOA is pursuing a plan to achieve the goal of reducing opioid abuse and the burdens it brings to our community.	4.16
10. The community is better off because the CCOA exists.	4.36

Qualitative Results

Overall, qualitative feedback was mostly positive in nature. However, there were a few recurring themes among comments which were less positive in nature. Of note, themes of representation, regarding the community and those with lived experience, were echoed through several comments. One comment exemplifies this theme best:

“I believe all of the teams and the staff have excellent skills to carry out this project. My primary concern is that those who have directly experienced the impact of opioid abuse (e.g. addicts stable in recovery, family members of those impacted by addiction) aren't adequately represented, and this is most clearly needed on some of the action teams.”

Another prominent theme was about communication about and between the different groups within the alliance, as noted best in the following comments:

“Regular FYI type emails about what the other groups are working on would be helpful context. I feel like I could fit into any of the action teams and wish I knew more about how they relate.”

“I see potential benefit to more direct interaction between the action team members and the steering team members. I hope to see a prompt transition from startup mode to action mode.”

Finally, themes related to concerns about individual commitment and capability among various Alliance groups were among those most repeated. The following is a representative example:

“I feel that the backbone staff is struggling with the commitment of other members to get things moving and the individuals on the teams should make a strong effort to attend meetings as well as follow through on commitments. Cathy cannot do this on her own and those of us who have committed to assisting need to make a concerted effort to do the work.”

Though it is important to recognize and address areas for improvement within the Alliance, it is encouraging that most members agree that the CCOA is heading in a good direction, and many expressed that the work being done is important and beneficial to all those involved.

“I am very thankful that the CCOA is breaking down silos and making sure that we are all working together on this issue.”