

Perceptions of Services Provided to Local Coordinating Councils by Regional Community Consultants

A Report Prepared for

The Governor's Commission for a Drug-Free Indiana,
a division of the Indiana Criminal Justice Institute



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Map 1: Indiana Criminal Justice Institute
Governor's Commission for a Drug-Free Indiana
Community Consultant Regions





INTRODUCTION

The Governor's Commission for a Drug-Free Indiana (Commission), a division of the Indiana Criminal Justice Institute, administers and coordinates alcohol and substance abuse programs in Indiana. Local Coordinating Councils (LCCs) serve as planning and coordinating bodies in each of the 92 Indiana counties to address substance abuse issues. Community consultants provide guidance and technical assistance to LCCs in their efforts to develop and grow their county programs. Indiana counties are divided into six regions (see Map 1), and in each region, a regional manager oversees the work of the community consultants. Community consultants also serve as liaisons between the LCCs and the Commission. In July 2002, all regional offices were eliminated, and the community consultants now work from their homes.

This report summarizes the results of a two-part study conducted by the Center for Urban Policy and the Environment (Center).

- In part one, we held two focus group sessions with community consultants. The purpose was to obtain their input on the draft survey instrument and their opinions about the strengths and weaknesses of working under each system (i.e., before and after the elimination of the regional offices).
- In part two, we surveyed the LCC affiliates. The purpose of the survey was to measure the satisfaction of LCC affiliates with community consultant services and program administration. We also wanted to determine whether the quality of services provided by community consultants has changed since the elimination of the regional offices in July 2002.





METHODOLOGY

The Center gathered information from the community consultants and the LCCs in order to assess unity and collaboration between them and the Commission. We designed a survey instrument to measure the satisfaction of LCCs with the services provided by the community consultants. We also wanted to find out if the LCCs perceived any differences in service levels since the elimination of regional offices.

Before conducting the survey, we convened two focus group meetings. At each meeting, we met with about half of the 22 community consultants. The purpose of the focus groups was to identify the most relevant issues to be included in the evaluation and to gather input for the draft survey instrument.

Once the survey instrument was finalized, key leaders from each county (including LCC chairpersons, coordinators, and selected other individuals active in LCC activities) were identified as the appropriate target population as they are most familiar with the services provided by the community consultants. The Commission and the Center agreed that targeting key LCC leaders would be the best approach given that general LCC membership is fluid and constantly changing. As such, key LCC leaders are in a better position to offer meaningful opinions about the services provided by community consultants. The survey sample included 475 individuals, some from each county (approximately five people per county). When possible, Center staff administered the survey online using Web-based software. We also mailed paper copies of the survey to individuals who had no Internet access. The purpose of the survey was to obtain the opinions of key LCC leaders, not to obtain a representative sample of all members of LCCs.

Surveys were administered from July 1 to August 8, 2003. The Center then analyzed the survey data, and the results of this analysis are summarized in the Findings section of this report. Because the survey sample consisted of key LCC informants, the results have not been generalized to all LCC members. The analyses include interpretations of frequencies, cross-tabulations, and some geo-spatial illustrations of the data. The analyses do not include significance testing such as is commonly done for surveys of random population samples.





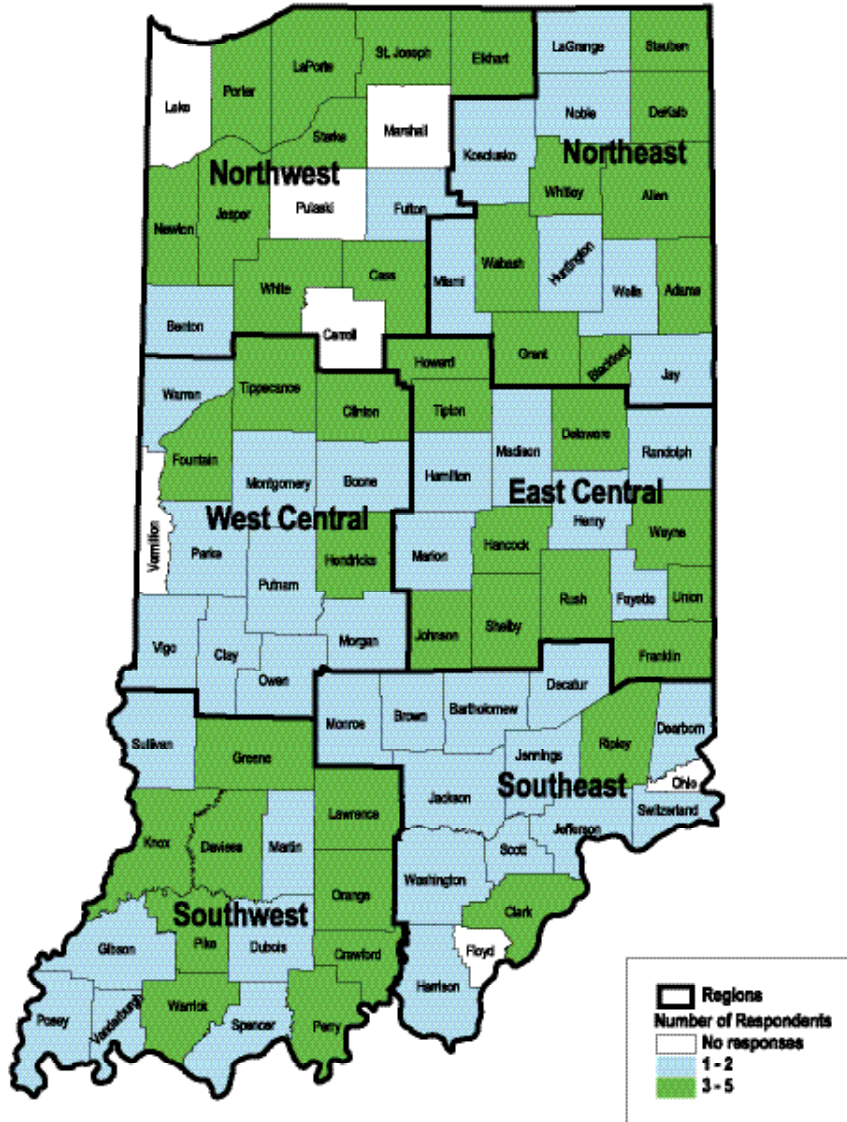
COMMUNITY CONSULTANT FOCUS GROUPS

In June 2003, the Center convened two focus groups with community consultants to identify issues for the evaluation of community consultants and to gather input for the draft survey instrument. The focus groups gave the community consultants an opportunity to discuss issues that affect their relationships with the LCCs and ongoing program success. The community consultants provided valuable input for the draft survey instrument, including the identification of the most common LCC activities and committees. The participants also discussed the issues they believe are important for LCC activities, including communications regarding trends, legislative issues, and grant opportunities.

The focus group participants also discussed community plan initiatives and the strengths and weaknesses of working conditions under the two systems (i.e., before and after the elimination of regional offices). Overall, community consultants supported the current system of working from their homes. Most indicated that the flexibility provided by working from home enables them to be more accessible to the LCCs they serve. Many stated that this system allows them to work evenings, to attend meetings, and to respond to phone calls from LCC members, many of whom are volunteers who may need to discuss LCC activities outside of regular work hours. Detailed notes from each focus group are provided in Appendix A.



Map 2: Indiana Criminal Justice Institute
Governor's Commission for a Drug-Free Indiana
Number of Survey Responses by Region and County





FINDINGS

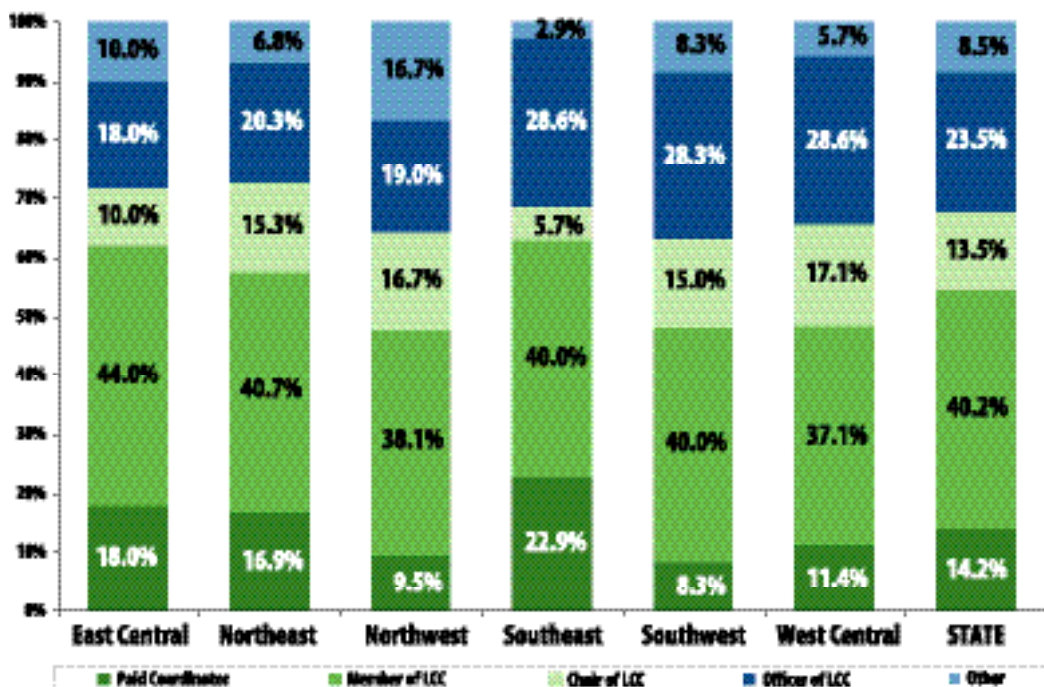
Survey Respondent Characteristics

A total of 475 LCC affiliates were asked to complete the survey (see Appendix B), and the Center received a total of 207 Web-based and paper-completed survey responses. The Web-based survey achieved a return rate of 41.7 percent while the mail survey achieved a return rate of 56 percent. The total survey response rate was 44.5 percent.

Survey respondents were located throughout the six Indiana regions, with an average of about 34 respondents per region. Map 2 shows the distribution of survey respondents by county. All but 7 of the 92 Indiana counties are represented in the survey.

Center staff also gathered data about the nature of the respondents' affiliation with their LCCs and the length of time they have served on their LCC. Figure 1 illustrates the percentage of survey respondents by region that identify their LCC affiliation as one or more of the following: paid coordinator; member of LCC; chair of LCC; officer of LCC; and/or other. The largest percentage of respondents identified their LCC affiliation as either *member* or *officer*. The percentage of respondents indicating their affiliation as *member* ranged from 37.1 percent in the West Central region to 44

Figure 1: Respondents' LLC Affiliation by Region





percent in the East Central region. The percentage of respondents indicating their affiliation as *officer* ranged from 18 percent in the East Central region to 28.6 percent in both the Southeast and West Central regions.

Respondents' length of service to their LCCs varied, ranging from a low of less than six months to a high of twenty years. The average length of service per respondent was just under seven years. When asked how long their community consultant has served their LCC, most respondents said their consultant has served for at least one year (see Table 1). About 35 percent of respondents stated their consultant has served between one and three years, while 34.1 percent said their consultant has served their LCC for more than three years.

Table 1: How long has your current Community Consultant served your LCC?

Less than 6 months	8.1%
Between 6 months and 1 year	22.5%
Between 1 and 3 years	35.3%
More than 3 years	34.1%

LCC Characteristics

The survey included a series of questions asking respondents to describe the LCCs they serve (see Table 2). The percentage of respondents who said their LCC holds a 501(c)(3) not-for-profit status ranged from 35.9 percent in the East Central region to 46.4 percent in the Southeast region.

Table 2: LCC Characteristics by Region (percentage of respondents indicating "yes" to the following questions)

	East Central	Northeast	Northwest	Southeast	Southwest	West Central	STATE
Does your LCC have not-for-profit status [i.e. is it a 501(c)(3) organization]?	35.9%	41.5%	43.3%	46.4%	45.2%	37.0%	41.5%
During the past year has your LCC applied for funding from organizations other than those associated with your County Drug Free Communities Fund?	64.1%	46.3%	43.3%	60.7%	35.7%	25.9%	46.4%
If yes, was your LCC successful in obtaining this funding?	80.0%	75.0%	53.8%	75.0%	46.7%	75.0%	69.1%
Does your LCC have a paid coordinator?	71.8%	90.2%	63.3%	78.6%	57.1%	74.1%	72.5%
If yes, is the paid coordinator:							
Full-time	59.3%	16.2%	11.8%	43.5%	13.0%	5.3%	26.0%
Part-time	40.7%	83.8%	88.2%	56.5%	87.0%	94.7%	74.0%

Responses to the question, "During the past year, has your LCC applied for funding from organizations other than those associated with your County Drug-Free Communities Fund?" varied, ranging from 25.9 percent in the West Central region to 64.1 percent in the East Central region. While the percentage of LCCs seeking such funds did vary greatly, those that did apply were, for the most part, successful at capturing the funding sought.

A large percentage of respondents stated their LCCs have paid coordinators, ranging from 57.1 percent in the Southwest region to 90.2 percent in the Northeast region. Survey responses indicated, however, that paid coordinators are more commonly part-time rather than full-time. When asked how often their LCCs met as a full group, a large majority (81.4 percent) of respondents reported that their LCCs meet *monthly*, ranging from about 62 percent in the Northwest region to 100 percent in the Southeast region.



We also asked survey respondents to describe the degree of youth involvement in their local LCC activities (Table 3). When asked, “How involved are these youth in the development of your comprehensive community plan?” the largest percentage of respondents (42 percent) stated that youth are only *somewhat involved* in this activity, and about 36 percent of respondents reported that youth are *involved* in other LCC activities.

Table 3: Youth Involvement in LCC Activities

	How involved are these youth in the development of your comprehensive community plan?	How involved are these youth in other LCC activities?
Not at all involved	25.9%	12.0%
Somewhat involved	42.0%	30.1%
Involved	19.8%	36.1%
Very involved	12.3%	21.7%

Perceptions of the Quality of Services Provided by Community Consultants

We asked the LCC affiliates a series of questions about their degree of satisfaction with the services provided to them by community consultants. Table 4 shows the degree of helpfulness that respondents reported regarding a variety of services. Overall, the survey data indicate that respondents are pleased with the services they are receiving from community consultants. The largest percentage of respondents in

Table 4: Summary of Quality of Services Provided by Community Consultants to LCCs by Region

	Not at all helpful	Slightly helpful	Moderately helpful	Extremely helpful	NA
Provide the LCC with information about alcohol, tobacco, and other drug issues and trends.	1.0%	4.7%	15.7%	78.5%	0.0%
Keep the LCC informed of legislative initiatives and issues.	1.6%	4.2%	19.4%	74.9%	0.0%
Provide information about the activities of other organizations such as the Center for Substance Abuse Prevention the Indiana Coalition to Reduce Underage Drinking, etc.	2.7%	5.9%	37.6%	52.7%	1.1%
Provide information about effective programs and best practices, also known as science-based prevention.	4.4%	9.9%	37.0%	44.8%	3.9%
Assist LCC in obtaining broad-based community input for LCC comprehensive plan.	3.9%	14.0%	32.0%	45.5%	4.5%
Assist the LCC in developing their comprehensive plan.	1.1%	7.6%	16.2%	71.9%	3.2%
Assist the LCC in implementing their comprehensive plan.	2.7%	7.1%	24.7%	61.0%	4.4%
Assist the LCC in monitoring their comprehensive plan.	2.8%	6.7%	29.6%	57.0%	3.9%
Assist the LCC in evaluating their comprehensive plan.	1.6%	9.3%	21.4%	62.6%	4.9%
Review and critique the LCC comprehensive plan prior to sending it to the Governor’s Commission.	0.6%	3.9%	15.0%	75.6%	5.0%
Assist the LCC with maintaining and/or expanding LCC membership.	7.5%	18.4%	41.4%	27.0%	5.7%
Assist the LCC in establishing coalitions or networks with other organizations.	6.9%	16.2%	31.2%	36.4%	9.2%
Provide assistance in organizing or facilitating community meetings and special events (e.g., awareness campaigns).	8.5%	11.4%	29.5%	43.8%	6.8%
Assist the LCC with problem gambling prevention efforts.	4.4%	9.4%	27.8%	43.9%	14.4%
Assist with efforts to involve youth in LCC activities.	8.0%	15.3%	31.8%	39.8%	5.1%
Provide or arrange training opportunities for the LCC.	3.8%	8.2%	21.7%	64.1%	2.2%
Provide the LCC with information about outside funding opportunities (federal government, foundations, etc.).	3.9%	9.9%	34.8%	49.7%	1.7%



all categories identified services provided by community consultants as either *moderately helpful* or *extremely helpful*. For almost all of the 17 service categories, fewer than 5 percent of the respondents said the services are *not at all helpful*. The service categories with more than 5 percent identifying community consultant services as *not at all helpful* include: assisting the LCC with maintaining and/or expanding LCC membership (7.5 percent); assisting the LCC in establishing coalitions or networks with other organizations (6.9 percent); assisting with organizing or facilitating community meetings and special events such as awareness campaigns (8.5 percent); and assisting with efforts to involve youth in LCC activities (8 percent).

We also asked survey respondents to identify the types of formal committees within their LCCs that meet regularly to conduct work. Table 5 shows the percentage of LCCs that have formal committees by both region and committee type. Overall, the largest percentage of respondents stated their LCCs have formal committees to create the comprehensive plan and to review grants submitted to the LCC. A large percentage of respondents in the Northwest region said their LCCs have formal committees in all but the advocacy category. With the exception of the West Central region, LCCs in all regions were least likely to have an advocacy committee.

Table 5: Percentage of LCCs Having Formal Committees That Meet Regularly to Conduct Work
(percentage of respondents by region)

	East Central	Northeast	Northwest	Southeast	Southwest	West Central	STATE
Prevention	45.7%	40.0%	84.6%	45.0%	43.6%	39.1%	48.9%
Treatment	37.1%	40.0%	76.0%	31.6%	41.0%	26.1%	42.0%
Law Enforcement	42.9%	40.0%	76.0%	27.8%	43.6%	31.8%	44.3%
Advocacy	25.7%	25.7%	33.3%	26.3%	15.4%	32.0%	25.4%
To create comprehensive plan	73.0%	80.0%	76.0%	66.7%	66.7%	61.5%	71.3%
To apply for grants on behalf of LCC	36.1%	37.1%	53.8%	52.6%	28.2%	26.9%	37.6%
To review grants submitted to LCC	70.3%	73.0%	84.0%	75.0%	61.5%	61.5%	70.1%

Once respondents identified the types of formal committees in their LCCs, they were asked for their opinion about the value of assistance provided by community consultants to the committees. Table 6 shows the degree of helpfulness of services provided by community consultants by region for each of the formal committee categories. Again, a large majority of respondents identified services provided by community consultants as *moderately helpful* or *extremely helpful* in each of the seven formal committee categories. While the percentage of respondents identifying community consultant services as *not at all helpful* or *slightly helpful* remained small across all regions, these percentages did increase slightly in regard to formal committees to apply for grants on behalf of the LCC and to review grants submitted to the LCC.



Table 6: Quality of Assistance Provided by Community Consultants to LCC Formal Committees

	East Central	Northeast	Northwest	Southeast	Southwest	West Central	STATE
Prevention							
Not at all helpful	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Slightly helpful	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Moderately helpful	12.5%	31.3%	50.0%	27.3%	33.3%	10.0%	27.7%
Extremely helpful	87.5%	68.8%	50.0%	72.7%	66.7%	90.0%	72.3%
Treatment							
Not at all helpful	0.0%	0.0%	0.0%	22.2%	0.0%	0.0%	2.9%
Slightly helpful	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	1.4%
Moderately helpful	14.3%	26.7%	55.6%	22.2%	37.5%	42.9%	31.4%
Extremely helpful	85.7%	73.3%	44.4%	55.6%	56.3%	57.1%	64.3%
Law Enforcement							
Not at all helpful	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Slightly helpful	0.0%	0.0%	0.0%	25.0%	14.3%	0.0%	4.8%
Moderately helpful	15.4%	28.6%	22.2%	25.0%	42.9%	50.0%	30.6%
Extremely helpful	84.6%	71.4%	77.8%	50.0%	42.9%	50.0%	64.5%
Advocacy							
Not at all helpful	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Slightly helpful	0.0%	10.0%	20.0%	0.0%	0.0%	10.0%	5.5%
Moderately helpful	14.3%	20.0%	40.0%	14.3%	22.2%	10.0%	18.2%
Extremely helpful	85.7%	70.0%	40.0%	85.7%	77.8%	80.0%	76.4%
To Create Comprehensive Plan							
Not at all helpful	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	1.4%
Slightly helpful	0.0%	2.9%	5.6%	6.3%	3.2%	0.0%	2.7%
Moderately helpful	3.7%	17.6%	22.2%	0.0%	12.9%	15.0%	12.3%
Extremely helpful	96.3%	79.4%	72.2%	81.3%	83.9%	85.0%	83.6%
To Apply for Grants on Behalf of LCC							
Not at all helpful	0.0%	5.3%	0.0%	8.3%	0.0%	0.0%	2.5%
Slightly helpful	6.3%	5.3%	0.0%	8.3%	8.3%	0.0%	5.0%
Moderately helpful	6.3%	10.5%	50.0%	16.7%	16.7%	33.3%	20.0%
Extremely helpful	87.5%	78.9%	50.0%	66.7%	75.0%	66.7%	72.5%
To Review Grants Submitted to LCC							
Not at all helpful	4.0%	4.0%	0.0%	13.3%	0.0%	0.0%	3.6%
Slightly helpful	4.0%	0.0%	7.1%	0.0%	15.8%	15.4%	6.3%
Moderately helpful	4.0%	20.0%	42.9%	6.7%	10.5%	15.4%	15.3%
Extremely helpful	88.0%	76.0%	50.0%	80.0%	73.7%	69.2%	74.8%

Center staff also gathered data regarding general services provided by community consultants to LCCs, including timeliness and reliability. One area identified by the community consultant focus groups as key to the success of the LCCs was the communication of information necessary to LCC programming and operations. We asked survey respondents to identify the methods that community consultants use to communicate this information to them. Table 7 shows the percentage of respondents by region who identified various methods of communication used to share information by community consultants. A large percentage of respondents said that



Table 7: Community Consultant Methods of Communication with LCCs

	East Central	Northeast	Northwest	Southeast	Southwest	West Central	STATE
Phone	79.5%	58.5%	50.0%	67.9%	66.7%	70.4%	65.7%
Email	79.5%	73.2%	76.7%	75.0%	78.6%	63.0%	74.9%
Newsletters	28.2%	22.0%	23.3%	46.4%	35.7%	14.8%	28.5%
Meetings	89.7%	95.1%	86.7%	85.7%	90.5%	88.9%	89.9%
Other	10.3%	12.2%	3.3%	7.1%	9.5%	11.1%	9.2%

meetings, email, and phone are the methods used by community consultants to communicate issues. *Newsletters* and *other* were the communication methods identified by respondents least often.

Responses to questions concerning the reliability and timeliness of services provided by community consultants remained fairly consistent across regions. Table 8 illustrates the perceived overall responsiveness of community consultants to LCCs by region. When we asked, “*How often does your community consultant provide services in a timely fashion?*” nearly all respondents indicated that consultants provide services in a timely manner either *most of the time* or *all of the time*. Looking more closely at the regional level, a slightly larger percentage of respondents in both the Northwest and West Central regions (8 percent and 7.4 percent, respectively), said that consultants provide services in a timely fashion *some of the time*. When asked, “*How often does your community consultant attend LCC meetings?*” 99 percent of all respondents indicated community consultants attend LCC meetings *most of the time* or *all of the time*.

Finally, Center staff measured perceived differences, if any, in services provided by community consultants since the elimination of regional offices in July 2002 (see Figures 2 and 3). By far, the largest percentage of respondents said they were either

Table 8: Reliability of Services Provided by Community Consultants

How often does your Community Consultant provide services in a timely fashion?

	East Central	Northeast	Northwest	Southeast	Southwest	West Central	STATE
Never	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Some of the time	0.0%	2.6%	8.0%	0.0%	2.7%	7.4%	3.3%
Most of the time	15.2%	23.7%	44.0%	25.0%	16.2%	29.6%	24.5%
All of the time	84.8%	73.7%	48.0%	75.0%	81.1%	63.0%	72.3%

How often does your Community Consultant attend LCC meetings?

	East Central	Northeast	Northwest	Southeast	Southwest	West Central	STATE
Never	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Some of the time	2.8%	2.5%	0.0%	0.0%	0.0%	0.0%	1.0%
Most of the time	27.8%	25.0%	11.1%	41.7%	25.6%	18.5%	24.9%
All of the time	69.4%	72.5%	88.9%	58.3%	74.4%	81.5%	74.1%



satisfied or very satisfied with services provided by community consultants both before and after the elimination of regional offices. There was no change in the percentage of respondents identifying their level of satisfaction as *very dissatisfied*, holding constant at 3 percent both before and after the elimination of regional offices. However, there was nearly a 3 percent increase in the number of respondents who said they were *dissatisfied* with services provided by community consultants after the elimination of the regional offices (4.5 percent compared with 1.7 percent before the elimination of regional offices). In part, this increase could represent a portion of the nearly 8 percent of respondents who answered N/A when asked about their level of satisfaction before the elimination of regional offices, indicating they were either not involved with LCC activities or unfamiliar with services provided by their community consultant prior to July 1, 2002. Most notably, the percentage of respondents reporting they were *very satisfied* with community consultant services increased about 7 percentage points from 45.8 percent prior to the elimination of regional offices to 53.1 percent after the elimination of regional offices.

Figure 2: Level of Satisfaction with Community Consultant Services BEFORE the Elimination of Regional Offices (before July 1, 2002)

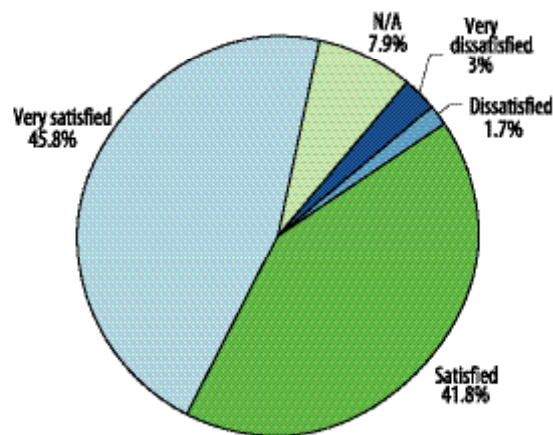
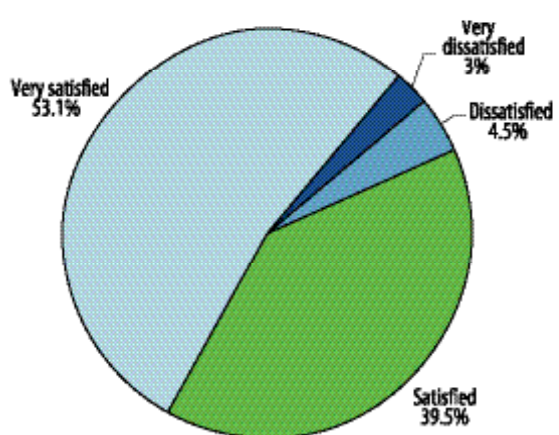


Figure 3: Level of Satisfaction with Community Consultant Services AFTER the Elimination of Regional Offices (since July 1, 2002)







CONCLUSIONS

Survey results indicate that, in general, LCCs are pleased with the services they are receiving from community consultants. Community consultants are perceived to be particularly effective in accessing and providing important information to LCCs, developing and reviewing comprehensive plans, and providing or arranging training opportunities. Assistance provided to formal LCC committees for prevention and for creating comprehensive plans also is perceived to be helpful. One area for potential improvement is assisting the LCCs to obtain additional funding. Overall, only 46.4 percent of respondents reported that their LCCs applied for additional funding, and just over 69 percent indicated they were successful in obtaining this funding. In the East Central region, however, a greater percentage of respondents reported that they applied for additional funding (64.1 percent), and that they were successful in obtaining this funding (80 percent). One reason for this success could be that the LCCs in the East Central region are far more likely to employ a full-time paid coordinator.

Another area for potential improvement is in assisting LCCs in increasing youth involvement. Nearly 68 percent of respondents reported that youth are only somewhat or not at all involved in developing the comprehensive community plan. Improvements in community consultant services to assist formal LCC committees for treatment and law enforcement also may be helpful. It may be beneficial for those LCCs wishing to form prevention, treatment, and/or law enforcement committees to consult the Northwest region affiliates where the LCCs are far more likely to have these types of committees.

While the overall degree of satisfaction with services provided varies slightly by region, survey results indicate that LCC affiliates find community consultants helpful and responsive to the needs of their organizations. Statewide, only a very small percentage of respondents indicated that community consultant services with formal committees were *not at all helpful*, and nearly 98 percent of respondents reported that community consultant services were provided in a timely fashion either *most of the time* or *all of the time*.





APPENDIX A
FOCUS GROUP AGENDA AND NOTES

The Governor's Commission for a Drug-Free Indiana

COMMUNITY CONSULTANT FOCUS GROUPS

AGENDA

6-13-03

Focus Group 1 - 11:00am to 12:00pm

Focus Group 2 - 12:00pm to 1:00pm

I. Discussion of Local Community Council survey instrument

II. Discussion of strengths and weaknesses of current and previous Community Consultant systems



COMMUNITY CONSULTANT FOCUS GROUPS

June 13,2003

Focus Group 1 (12 participants)

I. Discussion of Local Community Council survey instrument

A. Survey Section 1

- No longer apply for state funding
- Most LCCs have at least three committees, but they may not meet regularly
- Some money may go directly to the committee, varies from county to county
- Examples of committee types
 1. Grant
 2. Ad hoc
 3. Comprehensive plan
 4. Nominating
 5. Public policy
 6. Red ribbon
 7. Prevention
- Number of committees will vary by county size, funding, etc.
- Some LCCs are so small they don't need to break up into committees.
- A third of counties have a paid coordinator, should be included in survey.
- Include vice-chairs, board members, executive committees to improve response rate.
- Add question about accessibility and methods used by community consultants to share information (i.e., email, phone, etc.).

B. Survey Section 2

- Add question about changes in services before and after elimination of regional offices (hopefully, haven't seen any change).
- Should try to survey at least two respondents per county.
- Change Alcohol Awareness Month to something more general (e.g., awareness campaigns).
- Add question about the provision of information concerning problem gambling.
- Avoid redundant questions.

II. Discussion of strengths and weaknesses of current and previous Community Consultant systems

- A lot less time spent on administrative tasks.
- Greater flexibility in time.
- More efficient in home environment.
- Miss brainstorming and information sharing with co-workers.
- "8 to 5" mentality is gone. Work more, accessible at night.
- Insurance is very costly.
- No IT/technical assistance.
- Lack of storage space at home.
- Taxes can be a problem when paid as consultant or contractor.
- Lack of access to copiers, office support, etc., can be drawback.
- No benefits (e.g., insurance, retirement, vacation, etc.).



COMMUNITY CONSULTANT FOCUS GROUPS

June 13,2003

Focus Group 2 (8 participants)

I. Discussion of Local Community Council survey instrument

A. Survey Section 1

- Change question 8 to reflect length of time rather than year.
- Add question about length of time community consultant has been on the job.

B. Survey Section 2

- Group agrees with changes proposed by first group.
- Science-based initiative questions should be linked to other questions, not a requirement so it should not be singled out.
- Need basic communications question to get at type of information shared by community consultant and the methods used to share information.
- Need to address problem gambling in the survey.

II. Discussion of strengths and weaknesses of current and previous Community Consultant systems

- Cuts down on time required to drive to office.
- Allows more time for community involvement.
- Attend more evening meetings.
- Receiving calls at home in the evenings provides better customer service.
- Taxes, insurance, other expenses requires discipline.
- Fewer premium items available for programs and events.
- Need more formal training and orientation.
- Need more information on ICJ, not familiar with all programs, services, and areas.
- Regional staff meetings are a good source of information sharing.



APPENDIX B
SURVEY INSTRUMENT

Indiana Criminal Justice Institute
GOVERNOR'S COMMISSION FOR A DRUG-FREE INDIANA

Assessment of Services Provided by Community Consultants

The Governor's Commission for a Drug-Free Indiana, a division of the Indiana Criminal Justice Institute, has asked the Center for Urban Policy and the Environment at Indiana University-Purdue University Indianapolis to conduct an independent assessment of the nature, scope, and quality of services provided to Local Coordinating Councils (LCC) by Community Consultants throughout the state. This assessment will enable us to work with our Community Consultant staff to enhance and improve these services as necessary. Our ability to do so depends on your willingness to participate and to provide honest feedback about services needed and received by your LCC. Please be assured your individual responses to survey questions will remain confidential.

Section I: The following questions ask about the structure of your Local Coordinating Council (LCC).

Please enter your email address (web) or telephone number (mail): _____

1. In which county is your LCC located? _____

2. Does your LCC have not-for-profit status [i.e., is it a 501(c)(3) organization]?
 - 1 Yes
 - 2 No
 - 3 Don't know

3. Does your LCC have a paid coordinator?
 - 1 Yes
 - 2 No (skip to question 4)
 - 3 Don't know (skip to question 4)
 - 3a. If yes, is the paid coordinator:
 - 1 Full-time
 - 2 Part-time
 - 3 Don't know

4. During the past year, has your LCC applied for funding from organizations other than those associated with your County Drug Free Communities Fund? (By the County Drug Free Communities Fund, we mean local funds for alcohol and drug abuse prevention initiatives supported by court fees.)
 - 1 Yes
 - 2 No (skip to question 5)
 - 3 Don't know (skip to question 5)



- 4a. If yes, was your LCC successful in obtaining this funding?
- 1 Yes
 - 2 No
 - 3 Don't know
5. How often does your LCC meet as a full group (do not consider subcommittee or task force meetings)?
- 1 Monthly
 - 2 Quarterly
 - 3 Other (Please specify): _____
 - 4 Don't know
6. How many people serve on your LCC, regardless of their level of participation? (Enter DK if you don't know) _____
7. Please estimate the number of those reported in question 6 that regularly participate in LCC activities including LCC meetings (Enter DK if you don't know): _____
8. Of the regular participants reported in question 7, approximately how many are youth age 18 or younger? (If none, skip to question 9; enter DK if you don't know) _____
- 8a. How involved are these youth in the development of your comprehensive community plan?
- 1 Not at all involved
 - 2 Somewhat involved
 - 3 Involved
 - 4 Very involved
 - 5 Don't know
- 8b. How involved are these youth in other LCC activities?
- 1 Not at all involved (skip to question 9)
 - 2 Somewhat involved
 - 3 Involved
 - 4 Very involved
 - 5 Don't know
- 8c. Please describe the other types of LCC activities in which youth are involved (Enter none if none; enter DK if you don't know):
-
-
-
-
-



9. In what ways would you like to see youth more involved in LCC activities:

10. In what year did you become a member of your LCC? _____

11. Please circle yes or no to indicate whether each of the following describes your affiliation with your LCC?

- | | | | |
|---|------------------|-----|----|
| 1 | Paid coordinator | Yes | No |
| 2 | Member of LCC | Yes | No |
| 3 | Chair of LCC | Yes | No |
| 4 | Officer of LCC | Yes | No |
| 5 | Other (specify): | Yes | No |

12. Since the elimination of regional offices (on July 1,2002),how many meetings has your LCC held?

(Enter DK if you don't know) _____

13. How many of these meetings have you attended since the regional offices were eliminated (i.e.,since July 1,2002)? _____

14. Overall,how satisfied were you with Community Consultant services provided before the elimination of regional offices (i.e.,before July 1,2002)?

- 1 Very dissatisfied
- 2 Dissatisfied
- 3 Satisfied
- 4 Very satisfied
- 5 Not applicable/Was not an LCC member prior to July 1,2002

15. Overall,how satisfied are you with Community Consultant services provided since the elimination of regional offices (i.e.,since July 1,2002)?

- 1 Very dissatisfied
- 2 Dissatisfied
- 3 Satisfied
- 4 Very satisfied

16. If you are more satisfied or less satisfied with Community Consultant services since the elimination of regional offices, please indicate why? (Enter NA,not applicable, if you have no basis of comparison.)



Section II: Now we would like to learn more about your experiences with the services provided by your Community Consultant.

17. How long has your current Community Consultant served your LCC?

- 1 Less than 6 months
- 2 Between 6 months and 1 year
- 3 Between 1 and 3 years
- 4 More than 3 years
- 5 Don't know

18. Place a checkmark in the first column to indicate which of the following formal committees your LCC has that meet regularly to conduct work. Then circle yes or no to indicate whether the committee calls upon your Community Consultant for assistance with committee work (circle DK if you don't know). If yes, circle one number on the four-point scale to indicate how helpful the Community Consultant's assistance is.

COMMITTEE	Community Consultant Assists Committee?				If Yes, How Helpful is the Community Consultant?			
	Yes	No	DK		Not at all helpful	Slightly helpful	Moderately helpful	Extremely helpful
Prevention	Yes	No	DK		1	2	3	4
Treatment	Yes	No	DK		1	2	3	4
Law enforcement	Yes	No	DK		1	2	3	4
Advocacy	Yes	No	DK		1	2	3	4
To create comprehensive plan	Yes	No	DK		1	2	3	4
To apply for grants on behalf of LCC	Yes	No	DK		1	2	3	4
To review grants submitted to LCC	Yes	No	DK		1	2	3	4
Other (Specify): _____	Yes	No	DK		1	2	3	4
Other (Specify): _____	Yes	No	DK		1	2	3	4



19. Listed below are some of the services provided to LCCs by Community Consultants. Please indicate how helpful your Community Consultant is in providing each service by circling one number on the four-point scale. Circle NA if your Community Consultant is not asked to provide this service, or circle DK if you don't know.

- 1 Not at all helpful
- 2 Slightly helpful
- 3 Moderately helpful
- 4 Extremely helpful
- NA Community Consultant not asked to provide this service
- DK Don't know

1) Provide the LCC with information about alcohol, tobacco, and other drug issues and trends.	1	2	3	4	NA	DK
2) Keep the LCC informed of legislative initiatives and issues.	1	2	3	4	NA	DK
3) Provide information about the activities of other organizations such as the Center for Substance Abuse Prevention, the Indiana Coalition to Reduce Underage Drinking, etc.	1	2	3	4	NA	DK
4) Provide information about effective programs and best practices, also known as science-based prevention.	1	2	3	4	NA	DK
5) Assist LCC in obtaining broad-based community input for LCC comprehensive plan.	1	2	3	4	NA	DK
6) Assist the LCC in developing their comprehensive plan.	1	2	3	4	NA	DK
7) Assist the LCC in implementing their comprehensive plan.	1	2	3	4	NA	DK
8) Assist the LCC in monitoring their comprehensive plan.	1	2	3	4	NA	DK
9) Assist the LCC in evaluating their comprehensive plan.	1	2	3	4	NA	DK
10) Review and critique the LCC comprehensive plan prior to sending it to the Governor's Commission.	1	2	3	4	NA	DK
11) Assist the LCC with maintaining and/or expanding LCC membership.	1	2	3	4	NA	DK
12) Assist the LCC in establishing coalitions or networks with other organizations.	1	2	3	4	NA	DK
13) Provide assistance in organizing or facilitating community meetings and special events (e.g., awareness campaigns).	1	2	3	4	NA	DK
14) Assist the LCC with problem gambling prevention efforts.	1	2	3	4	NA	DK
15) Assist with efforts to involve youth in LCC activities.	1	2	3	4	NA	DK
16) Provide or arrange training opportunities for the LCC.	1	2	3	4	NA	DK
17) Provide the LCC with information about outside funding opportunities (federal government, foundations, etc.).	1	2	3	4	NA	DK



20. In the past year, what were the three most common services or types of assistance you or your LCC requested from your Community Consultant, and how satisfied were you with the service provided in response to your request(s)?

Please identify the most common services requested in the space provided below, and select one of the following measures of your satisfaction with these services. Then indicate the reason for your level of satisfaction with the service.

- 1 Very dissatisfied
 - 2 Dissatisfied
 - 3 Satisfied
 - 4 Very satisfied
 - DK Don't know
- (please circle one)

	Service Provided	Level of Satisfaction					Reason
1)	_____	1	2	3	4	DK	_____
2)	_____	1	2	3	4	DK	_____
3)	_____	1	2	3	4	DK	_____

21. What, if any, other services do you think your Community Consultant should provide?

22. How often does your Community Consultant provide services in a timely fashion?

- 1 Never
- 2 Some of the time
- 3 Most of the time
- 4 All of the time
- 5 Don't know

23. How often does your Community Consultant attend LCC meetings?

- 1 Never
- 2 Some of the time
- 3 Most of the time
- 4 All of the time
- 5 Don't know



24. Through which of the following mechanisms does your Community Consultant provide information? (Check all that apply, or enter DK if you don't know whether a particular mechanism is used.)

- Phone
- Email
- Newsletters
- Meetings

Other (Specify): _____

ADDITIONAL COMMENTS: Please use this space to provide any additional comments you may have about the assistance provided by your Community Consultant.

THANK YOU FOR YOUR PARTICIPATION IN THIS SURVEY

If you have any questions about the survey, please feel free to contact
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Center for Urban Policy and the Environment,
by email (dosapp@iupui.edu) or by phone (317.261.3015).