



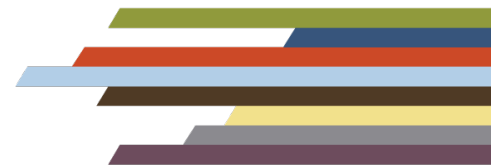
# Pacific Southwest Prevention Technology Transfer Center Prevention Workforce Emerging Needs Survey Results



Pacific Southwest (HHS Region 9)

**PTTC**

Prevention Technology Transfer Center Network  
Funded by Substance Abuse and Mental Health Services Administration

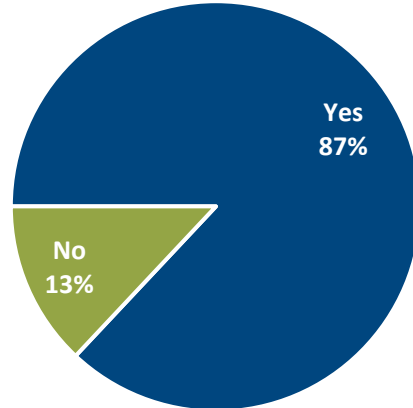


The Pacific Southwest Prevention Technology Transfer Center (PTTC) distributed a survey to determine the information, training and resources needed to address the challenges prevention professionals are encountering during the coronavirus pandemic (COVID-19). The survey was open from April 3, 2020 to April 24, 2020, receiving 177 responses.

Participation was as follows:

State/Jurisdiction	# of Responses
Outside of Region 9	44
California	31
Nevada	19
Hawaii	16
Arizona	12
Guam	9
Republic of the Marshall Islands	3
Federated States of Micronesia	3
Republic of Palau	1
Commonwealth of Northern Mariana Islands	0
American Samoa	0
<i>Missing response</i>	39

Most (87%) respondents indicated they were able to work from home (telecommute).

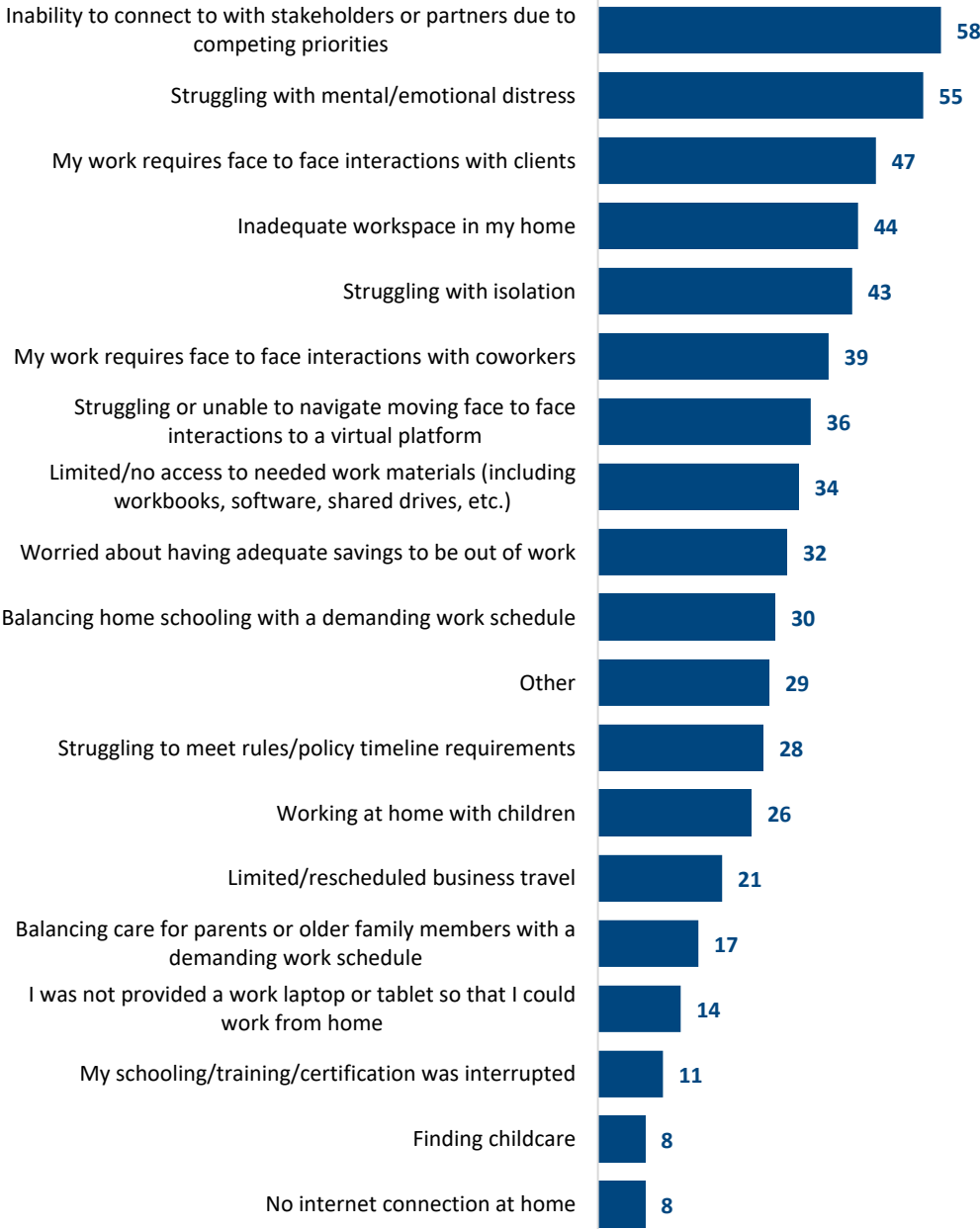


Those who could not work from home indicated the different reasons, such as lack of internet access or doing work directly related to COVID-19 services.

Reasons Could Not Work from Home	# of responses
Lack of internet access	2
Provide mental health treatment	2
On hospital taskforce planning COVID-19 prevention activities	1
Essential position	1
Doing investigations for positive COVID-19 cases	1
Required to come into office	1

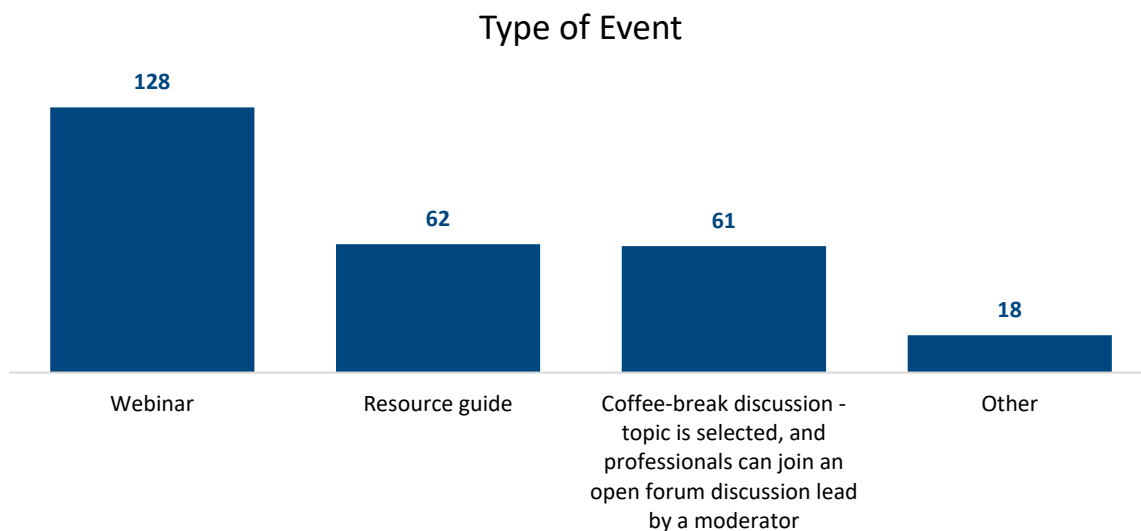
Survey participants reported the *inability to connect with stakeholders or partners due to competing priorities* and *struggling with mental/emotional distress* were the biggest challenges they were having.

### Biggest Challenges



Other Biggest Challenges	# of responses
<b>Finding Balance</b> <ul style="list-style-type: none"> <li>• I'm a workaholic so it is not uncommon for me to work for 12 hours</li> <li>• When working from office, at end of day can leave the day there. But working from home means I live with all my work issues, my day seems longer.</li> </ul>	2
<b>Changes to Program Implementation</b> <ul style="list-style-type: none"> <li>• Struggling to carryout programming and meet expectations set forth by funder.</li> <li>• Uncertainties in what our funders will fund under these needs to perform our Scopes of Works in new and innovative ways, that are far beyond our approved activities.</li> </ul>	2
<b>Managing Employees</b> <ul style="list-style-type: none"> <li>• Oversight of employees while we work remotely.</li> <li>• Demands of managing staff remotely.</li> </ul>	2
<b>Budgetary Concerns</b> <ul style="list-style-type: none"> <li>• Funding for non-profit</li> <li>• Funding for salaries</li> </ul>	2
<b>Internet Connection Issues</b> <ul style="list-style-type: none"> <li>• Very slow internet</li> <li>• Limited internet</li> </ul>	2
Taking breaks	1
Inability to reach our target populations who are without internet	1
Admin not understanding the need to go virtual to continue engaging the community.	1
Managing the balance of work, home schooling, and household demands.	1
The possibility of work closing and no health care.	1
Lack of Connection	1
Loss of spouse's income due to layoff.	1
Having chronic health conditions and being unable to see therapists/practitioners/physicians/healers as needed	1
Alternate school-based programing	1
Reduction in work status due to decrease in billing-not all clients(adolescents) can be accessed through telehealth	1
Constantly changing regulations about how to provide telehealth & what's ok and not ok	1
Having a "captured" audience to deliver programming	
My administration will not let us work from home, even though we have the capability and are NOT essential staff.	1
Helping to provide support adult children who are working from home by providing child care for grandchildren	1
Dealing with continuous substance abuse use by resident students despite the COVID 19 warnings	1
Limited funding to be able to buy different needed products for virtual services.	1
IT unable to resolve software/hardware issues	1

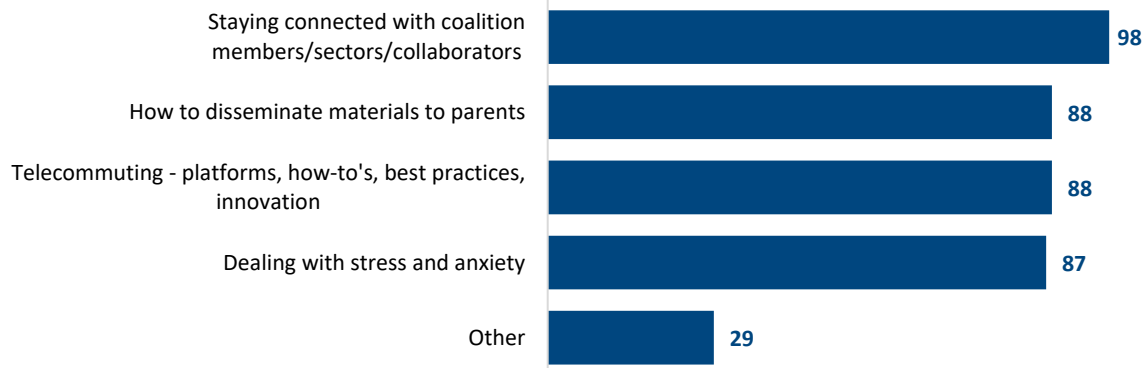
A *webinar* was the type of online event that the most respondents indicated they were interested in attending.



Other Type of Virtual Event Interested in Attending	# of responses
<b>Online Training</b> <ul style="list-style-type: none"> <li>• Online Training</li> <li>• Availability of online education we can use with our consumers.</li> <li>• Online training of trainers</li> <li>• Online training</li> </ul>	4
<b>Platform Training</b> <ul style="list-style-type: none"> <li>• Zoom</li> <li>• Zoom/Skype/Moodle platform training...</li> <li>• Training on virtual platforms</li> </ul>	3
<b>SAPST</b> <ul style="list-style-type: none"> <li>• More SAPST virtual trainings</li> <li>• SAPST Training now, while in</li> </ul>	2
Ethics virtual trainings	1
This shut-down stage	1
Networking Event	1
Training providing CEU or certification	1
Sharing of hard copy materials - flyers, brochures, etc. What exists by others and are they willing to share their files with other states or jurisdictions.	1
Coffee-break idea and for about 45 minutes and hour has been drawn out with other forum discussions I've been on.	1
Teen Vaping	1
Policy efforts	1

Respondents selected *staying connected with coalition members/sectors/collaborators* as their topic of most interest.

### Topics of Interest



Other Topics of Interest	# of responses
<b>Utilizing Social Media</b> <ul style="list-style-type: none"> <li>Social Media</li> <li>Social Media Tips</li> <li>Utilizing SM for the most during this time.</li> </ul>	3
<b>Communication Techniques</b> <ul style="list-style-type: none"> <li>How to disseminate materials to students- best way to communicate</li> <li>How to disseminate materials to older adults</li> <li>Ways to reach target populations with and without internet</li> </ul>	3
<b>Prevention</b> <ul style="list-style-type: none"> <li>Prevention Training</li> <li>SAPST alternate "Prevention Basics"</li> </ul>	2
<b>Youth Engagement</b> <ul style="list-style-type: none"> <li>Keeping Youth Coalitions engaged</li> <li>Youth Engagement Online</li> </ul>	2
Support for people who are having loved ones die and no contact rules in place	1
COVID-19 communication and resources in multicultural/multiethnic communities	1
How to do drug prevention community outreach events virtually	1
How to be creative in providing school-based prevention services while schools are closed	1
SAPST	1
Positive Community Norms Framework (Montana Institute) during COVID-19	1
Strategies for maintaining business during an extended closure	1
Ethics- basic needs not being met, how do we approach programming?	1
Supporting your clients virtually	1
Working with clients who know they need to change, has skills, and chooses not to change	1
Helping people understand that SMOKING is not cool right now	1
Convincing admin to let us stay home and stay safe.	1
Telehealth	1
Work Telephones	1

Privacy protocols for online communication with students	1
Clients unrealistic expectations	1
Addressing clients' fear of change	1
Means of quickly editing videos to get teachings out to target populations	1
How to get your innovative means approved by your funders	1

Organization directors and/or supervisors only were asked to list and describe challenges they are facing running your organization amidst disruption, for which they could use some technical assistance, support, or resources. A number of themes arose, with managing employees and how to implement school-based programming during school closures listed by the most respondents.

Challenges Would Like TA, Support, or Resources	# of responses
<b>Working with Employees Remotely</b> <ul style="list-style-type: none"> <li>• Best practices in managing team from home</li> <li>• How do I support staff from a distance</li> <li>• Monitoring of work from employees working remotely</li> <li>• Keeping staff/team members accountable, getting task complete and following through</li> <li>• Supervising remotely is difficult</li> <li>• Making sure staff remain connected to tasks and meeting needed work objectives</li> </ul>	5
<b>Implementing School-based Programming</b> <ul style="list-style-type: none"> <li>• School is out and we are unable to work directly with our youth.</li> <li>• We are unable to provide our key components of our prevention services due to schools being closed. Trying to think of creative ideas and innovative ways on how we can support the community during this time while being under stay-at-home mandates and alcohol consumption and domestic violence has been increasing.</li> <li>• The challenge I'm facing right now as a supervisor is figuring out how my staff can continue to provide prevention curriculum in the school where they have moved to online learning.</li> <li>• Thinking about ways to facilitate prevention events and coalition meetings in a virtual world with schools closed.</li> </ul>	4
<b>Poor Internet Connection</b> <ul style="list-style-type: none"> <li>• Limited internet connection at home</li> <li>• Stay connected on the internet, having the trainees available on the other end, internet access is limited in my area.</li> <li>• Internet connection</li> </ul>	3
<b>Budgetary Concerns</b> <ul style="list-style-type: none"> <li>• Keeping staff employed at this time.</li> <li>• Worry about funding due to decrease from state</li> <li>• Uncertainty of future funding.</li> </ul>	3
<b>Maintaining Relationships</b> <ul style="list-style-type: none"> <li>• Keeping in contact with school and community stakeholders; keeping connected to youth groups we have begun building partnerships with.</li> <li>• Without face-to-face contact, it is difficult to continue to build relationships that move people towards partnerships and work. Coalitions are dependent on relationship amongst its members. How to sustain this effort given stay-at-home work orders.</li> <li>• Connecting with partners</li> </ul>	3
<b>Planning</b> <ul style="list-style-type: none"> <li>• I'm unable to hold meetings to plan and move forward with project activities.</li> </ul>	2



<ul style="list-style-type: none"> <li>Moving the coalition forward while we are all at home.</li> </ul>	
<b>Difficulty in Connecting</b> <ul style="list-style-type: none"> <li>Lack of connection with team</li> <li>Lack of connection to others</li> </ul>	2
<b>Insufficient Technology</b> <ul style="list-style-type: none"> <li>Some of our coalition members do not have the ability or hardware to participate on a conference call or webinar.</li> <li>Consumers Lack of technology and contact resources</li> </ul>	2
<b>Maintaining Attention</b> <ul style="list-style-type: none"> <li>Engaging stakeholders in coalition activities when they have much higher priorities to attend to.</li> <li>Coalition of multi-organization community partners distracted and not prioritizing coalition work.</li> </ul>	2
<b>Job Demands</b> <ul style="list-style-type: none"> <li>Unrealistic expectations of administration</li> <li>Overwhelming requests for justification of work being performed, budget cuts, and tripled amount of emails and communications</li> </ul>	2
<b>Information Dissemination</b> <ul style="list-style-type: none"> <li>How to get the needed information out to client in the communities because there is limited resources</li> <li>One organization serving older adults expressed inability to adapt to online platform.</li> </ul>	2
Social Media	2
Alternate modes of providing services to clients/community members. Disaster response strategies that have worked in the past.	1
Provide Resources	1
Creating new policies and procedures for staff to conduct direct services (prevention and intervention) remotely	1
Telephone System	1
TeleHeath Alternate	1
Getting consistent information from funders. Completing scopes of work remotely.	1
Fortify IT, prioritize access to work from home.	1
Cancellation of important trainings and events	1
Lack of ability to lead my team safely because admin will not allow remote work.	1
Staying sane	1
Better understanding of different virtual platforms and their pros/cons.	1
Effectively communicating with frustrated staff who are on edge working from home	1
With the COVID 19 preparation in the islands everything has been just busy, meetings and dealing with issues in the work place.	1
Getting folks trained on how to use zoom and other virtual platforms	1
Contract issues. How will unused funds be re-allocated	1
Not sure what you can do, but policy work is on hold as we cannot go to City Council, nor can we continue parent education.	1
Provide workers in clinics/hospitals with adequate PPE	1
Trainings	1
Would love some "series" webinars or recorded trainings to have staff attend	1
Support for: training on motivational, sustainability, etc. for work staff and volunteer member in coalitions.	1
Keeping team motivated and morale high during stressful times.	1



Once curriculum has been received by students, documenting receipt from students	1
Having Parents step up and understand this virus is real and affects 7th through 12th graders.	1

When asked what one thing the Pacific Southwest PTTC could do immediately to help, responses overwhelmingly suggested provide trainings virtually.

Immediate Needs	# of responses
<p><b>Provide Virtual Trainings</b></p> <ul style="list-style-type: none"> <li>• More webinar</li> <li>• We need to do extensive trainings to obtain our certification to become a Certified Prevention Specialist. Training would really help at this time.</li> <li>• The webinars you have been offering have been helpful. Please continue them! They are much appreciated!</li> <li>• Create a packet of free/less than \$50 trainings - especially series with work packets.</li> <li>• During this time more training/Webinars</li> <li>• Continue to provide information and free resources so we can remotely provide Best Practice programming.</li> <li>• Online trainings, online SAPSTs, Online TOTs etc.</li> <li>• Provide webinar training.</li> <li>• Offer Prevention Basics online so that our prevention specialists who need it can maximize their down time and take it while they are working from home.</li> <li>• Online curriculum we can forward to parents</li> <li>• Keep offering trainings to prevention workforce</li> <li>• Resource on distance learning platforms; best practices</li> <li>• Training on how vaping and smoking, any substance, increases risk for everyone</li> <li>• Offer online training such as SAPST and other prevention training.</li> <li>• Webinars for prevention workers on dealing with coronavirus, stakeholders and clients and publishing related resources</li> <li>• Offer more webinars for my degree</li> <li>• Give more webinar</li> <li>• Webinars</li> <li>• Just provide more trainings for my staff</li> </ul>	19
<p><b>Opportunities to Network</b></p> <ul style="list-style-type: none"> <li>• I found just listening to what other coalitions are doing was helpful.</li> <li>• Share ideas of what other areas are doing...without Zoom meetings being a piece of it.</li> <li>• Provide networking platform with other organizations and stakeholders</li> <li>• Some information on how to connect with coalitions virtually</li> </ul>	4
<p><b>Education on Platforms</b></p> <ul style="list-style-type: none"> <li>• Share innovative platforms and how to's for meetings and education via web.</li> <li>• Other platforms to use for work</li> <li>• Help with how to use online platforms for meetings (i.e. zoom, Microsoft Teams, etc.), how to support your team during these trying times and still expecting them to complete work.</li> <li>• Webinar on how to host coalition meeting using video conferencing application (i.e. Zoom); also improving security on Zoom to prevent hackers.</li> </ul>	4

<b>Providing Alternative Services</b> <ul style="list-style-type: none"> <li>If you have any guidance on how to continue services, such as in-person programming, any programs that are already adapted to be online or have online resources in response to COVID.</li> <li>Training on creative ways to do prevention when traditional outreach is not an option.</li> <li>Suggestions for alternative meeting arrangements</li> </ul>	3
<b>Involving Parents</b> <ul style="list-style-type: none"> <li>Strategic ways to involve parents and students with our prevention efforts</li> <li>Need more resources to give parents and empower them.</li> </ul>	2
<b>Improve Access Issues</b> <ul style="list-style-type: none"> <li>Tell me how to make the internet faster!</li> <li>Fix connectivity issues</li> </ul>	2
Provide guidelines or examples of remote service delivery with selected and or indicated students	1
Getting prevention materials that are digital and easily distributable through social media platforms.	1
Send me resources or pamphlet and training materials for COVID 19 prevention.	1
Sharing from the field how best to stay engaged and keep the topic of AOD prevention still a focus	1
Sharing a blog or social media post to read through for ideas.	1
You've all done a good job - I would say added is pointing out resources by state that supports the prevention work needed to fulfill, either through programs or coalitions.	1
Need available recorded session from PTTC due to competing same date obligations	1
Work has become home and home has become work. Support in work-home balance would be helpful.	1
Resources to support staff in stressful times	1
Funding resources	1
More focus on prevention, not just from getting sick, but also from a substance abuse standpoint.	1
Categorize your current online learning - maybe into email updates? We've found the webinars on presentations - Minecraft vs. Ms. Pacman, and one on local marijuana policy - they've been really good	1
Discuss balance between grant work and Emergency Operation Center obligations	1
Telehealth	1
Providing a laptop to make it easy to reach partners online. For now, I am using my office desktop but if the COVID19 would reach our area, everything will be shut down and will make it hard to go around easily.	1
If only the COVID-19 can cease to enable normal flow of work.	1

Participants were then asked what the Pacific Southwest PTTC do in the long-term to help and again respondents asked for more training through webinars.

Long-term Needs	# of responses
<b>Continue to Provide Webinars</b> <ul style="list-style-type: none"> <li>Continue to provide opportunities to learn via webinars, etc.</li> </ul>	16

<ul style="list-style-type: none"> <li>• More webinars &amp; trainings prevention based</li> <li>• Continue providing webinars and trainings</li> <li>• Continue delivering substance use prevention or related topics Webinars</li> <li>• Continue with the Webinars and information shared among colleagues and thru emails.</li> <li>• Offer online training such as SAPST and other prevention training.</li> <li>• In every webinar</li> <li>• Continue the great TA/Webinars/Trainings that you provide</li> <li>• More webinars</li> <li>• Continue providing webinars keeping us up to date on new prevention strategies</li> <li>• Just keep up with your webinars...I truly appreciate your information and education. That is probably the biggest for me at this time.</li> <li>• A comprehensive training track on distance learning.</li> <li>• Offer more virtual training opportunities that are local and free and approved by our state</li> <li>• PTTC has always been a valuable resource for prevention coalitions/specialists etc. Continue to provide webinars, maybe at a lower cost. Some organizations with little funding, but would like to educate their employees, have a hard time coming up with funding for 4 or 5 employees.</li> <li>• Continue to provide resources and webinars to help with effective prevention work. Collaboration among stakeholders to encourage sector involvement</li> <li>• Keep sending the webinars to keep us informed on trends and the check-ins on how we are doing. It helps to know that someone cares how we are conducting work</li> </ul>	
<p><b>Continue to Provide Trainings</b></p> <ul style="list-style-type: none"> <li>• Continue to offer quality trainings.</li> <li>• Ongoing training on prevention.</li> <li>• Training</li> <li>• Keep providing trainings; get so busy, often do not realize what knowledge/perspective could help me and/or make my job easier.</li> <li>• On-going trainings as you already offer.</li> </ul>	5
<p><b>Continue to Provide Resources</b></p> <ul style="list-style-type: none"> <li>• Accessibility to online or digital resources that can be accessed through various platforms.</li> <li>• More accessible resources/more reading materials</li> <li>• Continue resources</li> <li>• Continue to offer resources and training.</li> </ul>	4
<p><b>Training on Virtual Platforms</b></p> <ul style="list-style-type: none"> <li>• Training Social Media, Telehealth, Zoom, Skype</li> <li>• Creating a video on how to set up Zoom to implement meetings, use share screen, wipe board, and other tools that are available to host.</li> </ul>	2
<p>Keep providing access to experts and best practices in the field</p>	1
<p>Keep me updated in the latest trends in prevention</p>	1
<p>Regional brainstorming and innovative fixes for Prevention work going forward into fall with predictions of COVID round #2</p>	1
<p>Trainings focused on CPS attainment would be great</p>	1
<p>Provide trainings where fellow colleagues can discuss issues across our regions.</p>	1

Assist to see how grants can be extended to allow use of funding to pursue delayed activities.	1
Policy work training	1
Localize the training materials to fit my environment or settings.	1
Have better platform for work from home. Ensure all facilities have proper PPE for their workforce	1
Suggestions on the maintaining collaboratives/coalitions and all prevention programs	1
Rural issues	1
Assistance with how to provide trainings and resources to our populations virtually (i.e. the mechanics of conducting online trainings, how to make them engaging, etc.).	1
Information on teleworking	1
how to be more effective	1
Coordinate or host a regional conference to bring the region members together. The Pacific Southwest individuals may have unique information to share. An annual would be great to learn and share specific cultural practices, urban and rural issues, etc. re: substance abuse prevention. If the conference could visit a cultural site, that would be just great! In addition, Resource tables should include resources, but also goods made by coalitions, especially those that have cultural value. This could be sold as sustainability project by the coalitions.	1
Continue to support our prevention activities	1
Keep doing what you are doing	1
Funding for items outside of the box to help our communities	1
Video clips to share with community members	1
Not sure how to capture audience when they don't have right technology	1