

Your Profession, Your Passion, Our Mission



California SUD Counselor Certification

# 2019 CADTP Counselor Survey



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## About CADTP Certification

CADTP is one of the SUD counselor certifying organizations recognized by the California Department of Health Care Services (DHCS), Substance Use Disorder (SUD) Compliance Division. As required in California regulations, all California SUD counselor certification organizations must be accredited by the Institute for Credentialing Excellence (ICE), a part of the National Commission for Certifying Agencies (NCCA).

CADTP has provided state approved SUD Counselor Certification services in accordance with California regulations since 2005. The CADTP Substance Use Disorder Certified Counselor (SUDCC) credential is accredited by NCCA/ICE and is recognized by DHCS, those certified or registered under this credential are authorized to work in any substance use disorder (SUD) treatment modality certified or licensed by DHCS.

CADTP provides quality SUD counselor certification at a reasonable cost with a focus on customer service.

## Survey Details

The 2019 CADTP Counselor Survey was distributed to all CADTP counselors on July 30, 2019 with a end date of September 1, 2019 via Constant Contact.

The purpose of the survey was to measure our current level of customer satisfaction, gain information on what our counselors thought of our recent changes, and what CADTP could provide to them in the future to enhance their professional journey as well as their certification needs.

The survey contained 10 questions with 2 areas allowed for text.

To increase the response level CADTP offered a drawing to all respondents to win one of eight \$25.00 Visa Gift Cards. Respondents agreed or disagreed to be entered into the drawing. Eligibility was a complete survey and current registration or certification with CADTP.

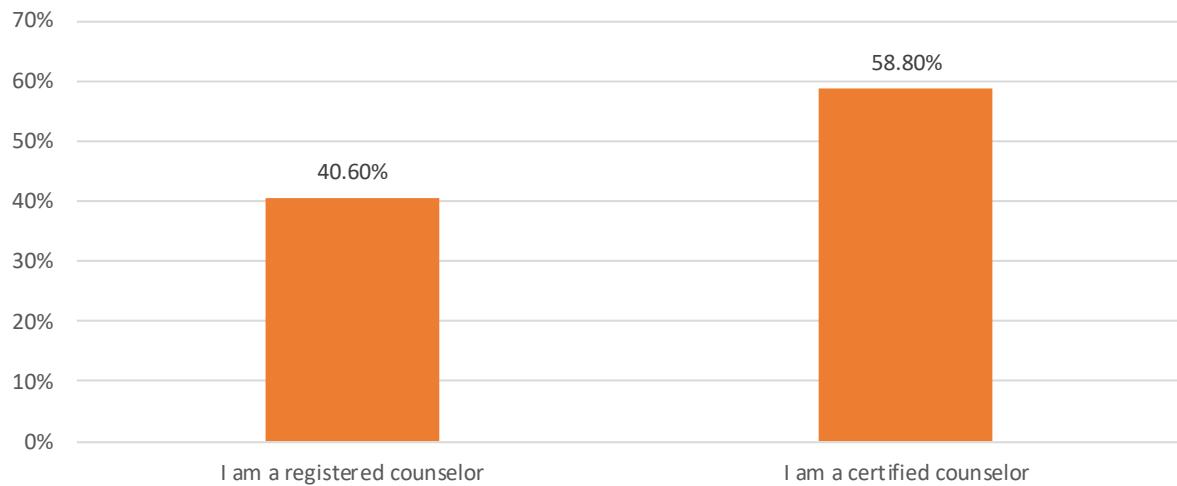
CADTP distributed 1 survey reminder via email. The survey link was posted to the CADTP website.

The Survey notification was posted on CADTP's Facebook page and notifications were sent via Twitter and Instagram.

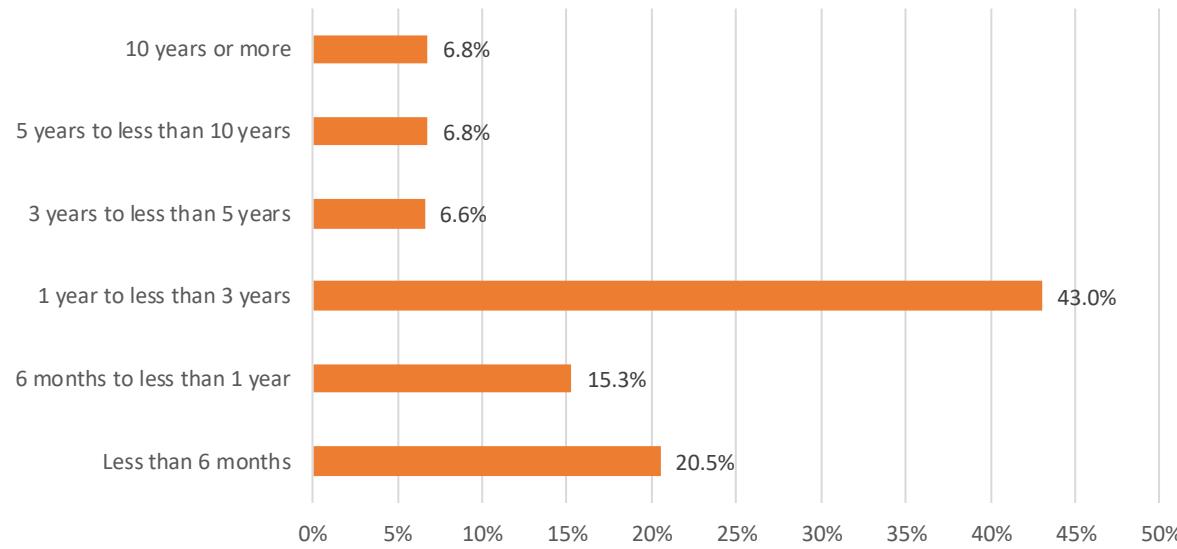
539 counselors responded to the survey, approximately 13.5% of CADTP's counselors at the time of the surveys end date.

CADTP utilized [www.miniwebtool.com/random-name-picker](http://www.miniwebtool.com/random-name-picker) to select the 8 winners of the \$25.00 gift cards.

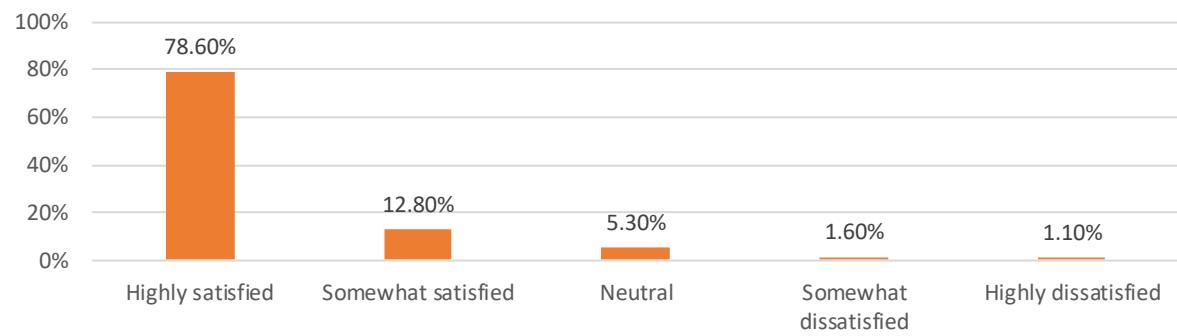
### Are you currently a registered or certified counselor with CADTP?



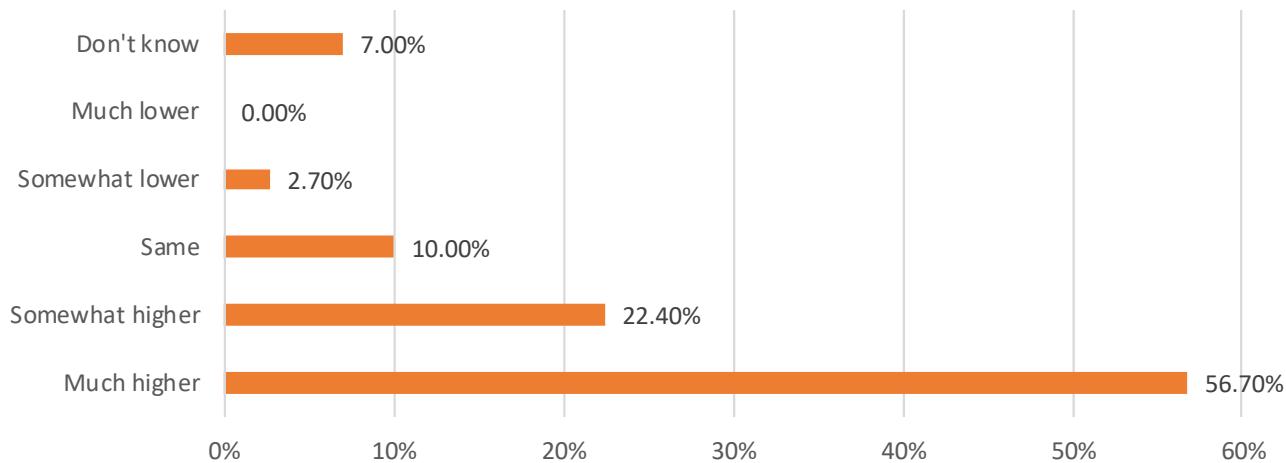
### How long have you been registered or certified with CADTP?



### How would you rate your overall level of satisfaction with CADTP?



How does CADTP rate in comparison to other companies that offer the same services?



Please tell us how meaningful the recent CADTP certification/registration changes are to you.

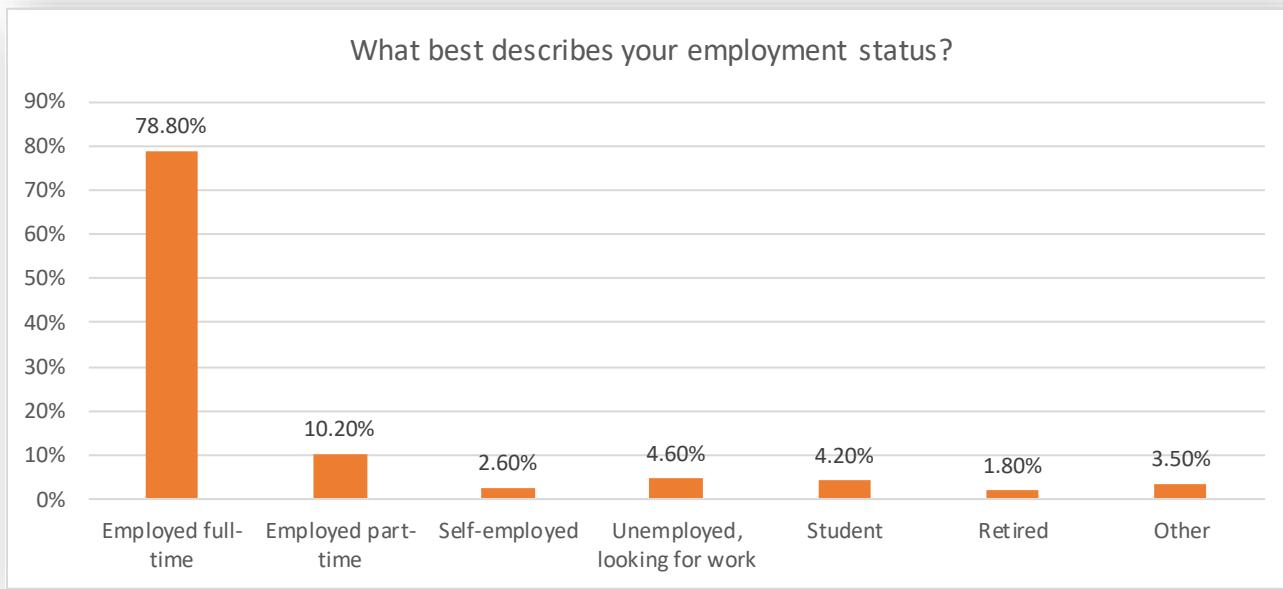
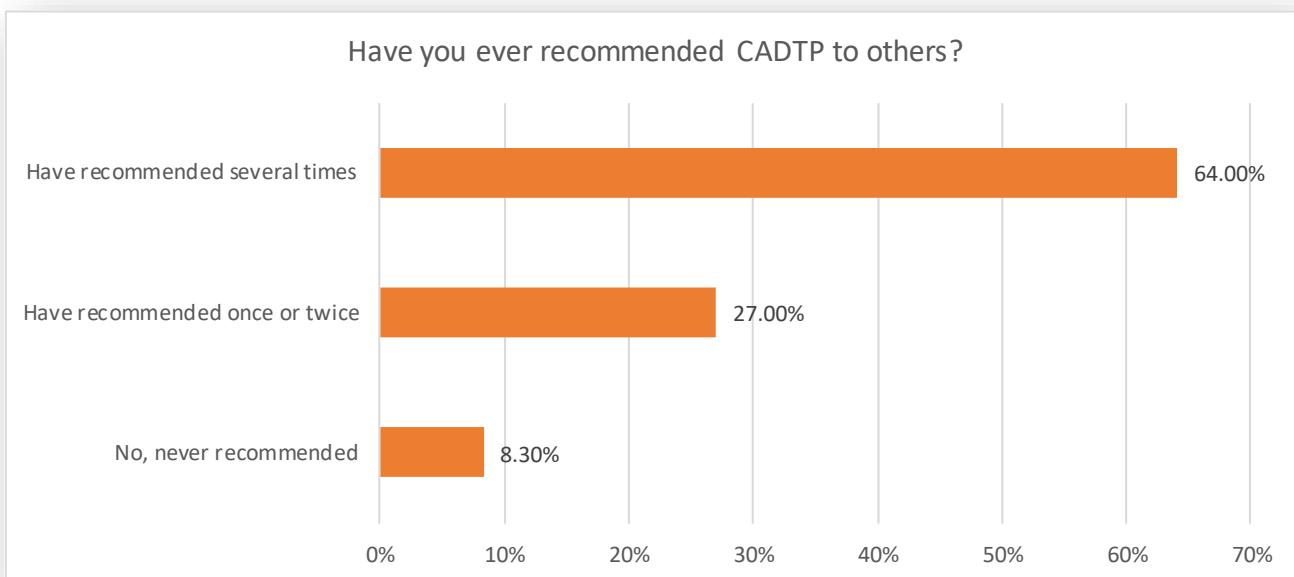
	Not Meaningful	Meaningful	Very Meaningful
Updated certification and registration titles (SUDCC/SUDRC)	9%	40%	51%
Defined certification levels to demonstrate advanced education and work experience	6%	37%	57%
Digital badge and credential	9%	39%	51%

Please rank your confidence and knowledge in the following SUD Counselor skills.

	Not Very Confident	Somewhat Confident	Confident	Very Confident
Motivational Interviewing (MI)	0%	10%	38%	52%
Cognitive Behavioral Therapy (CBT)	2%	15%	38%	46%
SUD counselor ethics & boundaries	1%	3%	26%	70%
Confidentiality regulations & laws	1%	5%	30%	64%
Proper and accurate documentation in accordance with regulations and laws	1%	8%	35%	56%
Substance use assessments and level of care determination	2%	9%	33%	56%



Rank the following items in order of what is most important to you in choosing your certification agency, with 1= Most Important.							
	Most						Least
	1	2	3	4	5	6	7
Cost of registration, certification, and renewals	50%	26%	10%	5%	4%	2%	3%
Customer service responsiveness via phone and email	29%	37%	17%	9%	4%	3%	2%
Ease of website navigation	4%	14%	34%	19%	11%	9%	8%
Favorite CEU provider is approved	4%	10%	19%	30%	15%	11%	11%
Notification of current events or updates in the SUD field	3%	5%	5%	17%	35%	21%	15%
Job board on website	1%	1%	4%	6%	15%	39%	33%
Career ladder (certification advancement)	9%	8%	11%	14%	16%	15%	27%



The survey contained two areas for text responses:

1. Do you have any comments or suggestions for improvement?

- Received numerous responses, majority positive comments and ideas for improvement or additions to enhance services. Full comments list provided to CADTP Certification Board.

2. If available, which specialty certifications would you be interested in? "Other"

- Received suggestions in Other for specialty certification. The most duplicated suggestion was Medication Assisted Treatment (MAT). The full list provided to the CADTP Certification Board.