

Your Profession, Your Passion, Our Mission



California SUD Counselor Certification

2020 CADTP Counselor Survey



CADTP
1026 W. El Norte Pkwy PMB 143
Escondido CA 92026
Phone: (800) 464-3597 Fax: (866) 621-2286
Email: info@cadtp.org
Website: www.cadtpcounselors.org



Like us on Facebook • Follow us at @CADTP

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 2020 CADTP Counselor Survey was distributed to all CADTP counselors on November 10, 2020 with a end date of December 10, 2020 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 12 questions with 2 areas allowed for text.

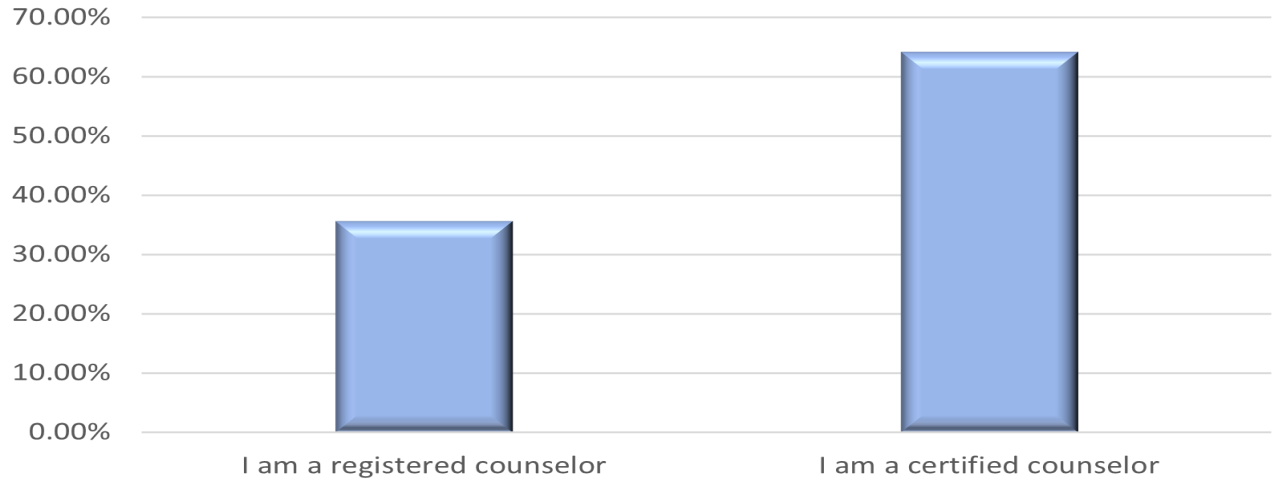
To increase the response level CADTP offered a drawing to all respondents to win one of eight \$25.00 Visa Gift Cards. Respondents agreed or disagreed to be entered into the drawing. Eligibility was a complete survey and current registration or certification with CADTP.

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

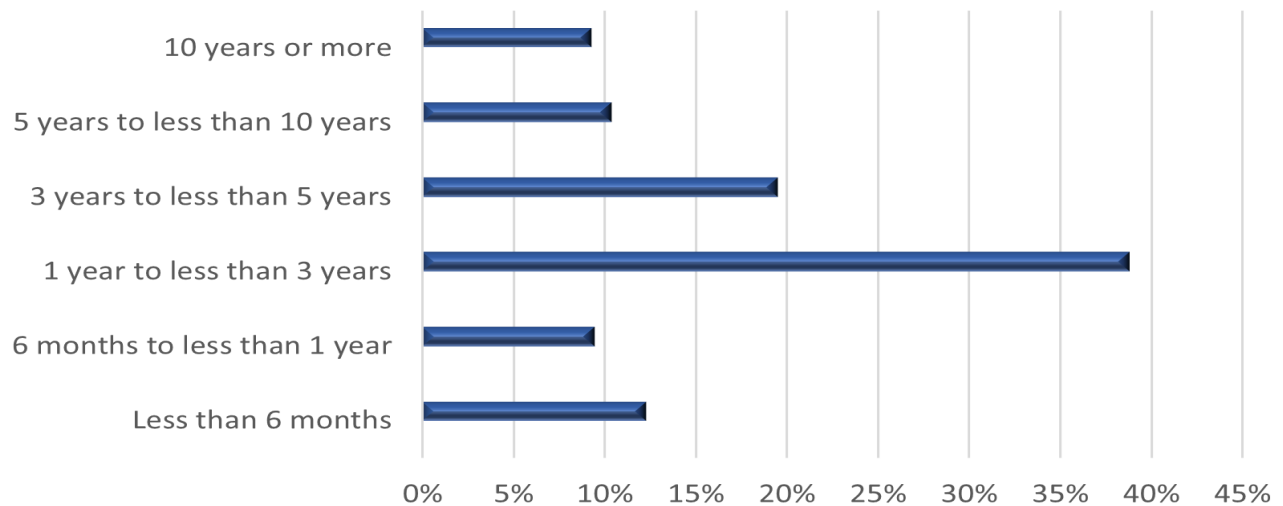
The Survey notification was posted on CADTP's Facebook page and notifications were sent via Twitter and Instagram.

CADTP utilized 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?

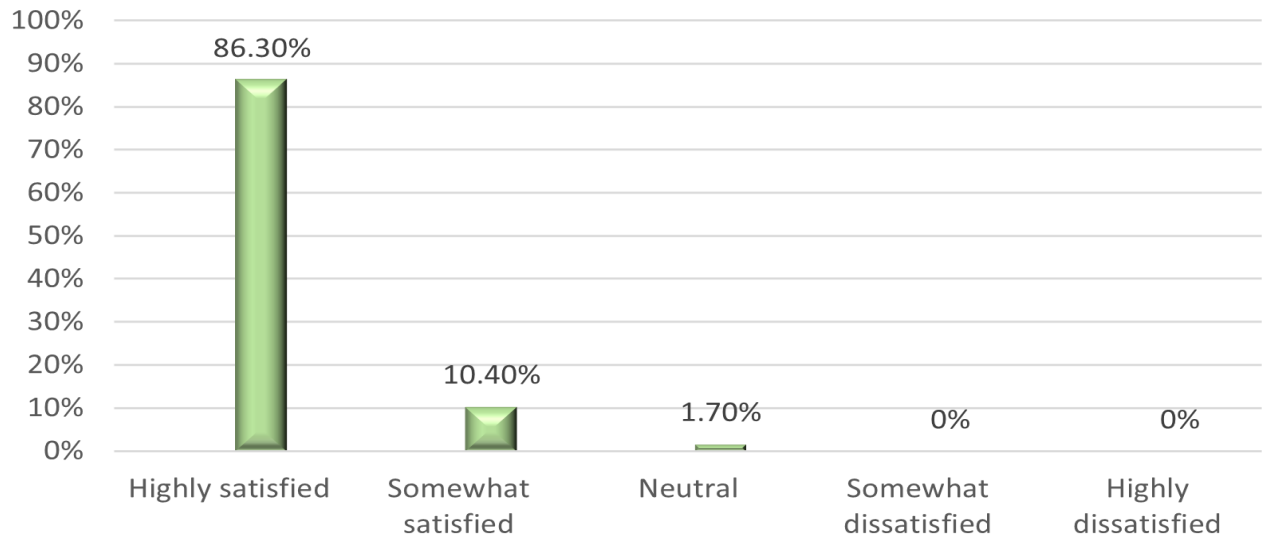


Customer Feedback:

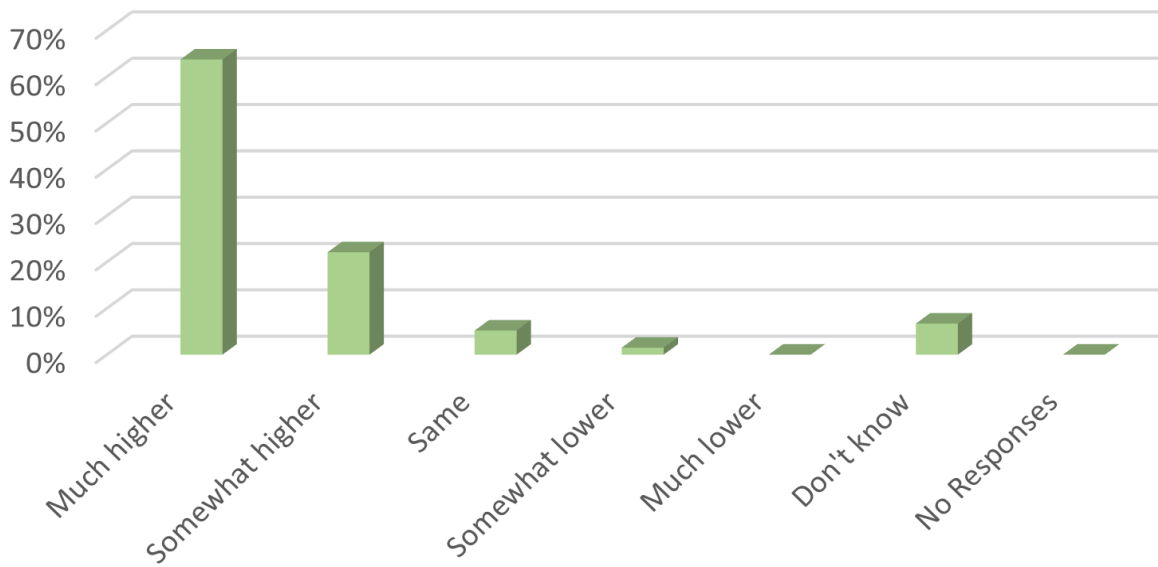
“I have been impressed with CADTP. I tried to get registered and certified through another organization and was never able to get my transcripts processed. CADTP has been very responsive and helpful.”

“I like the CADTP because it is easy for me to have access, CE provider, renew, and communication. Thank you”

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?

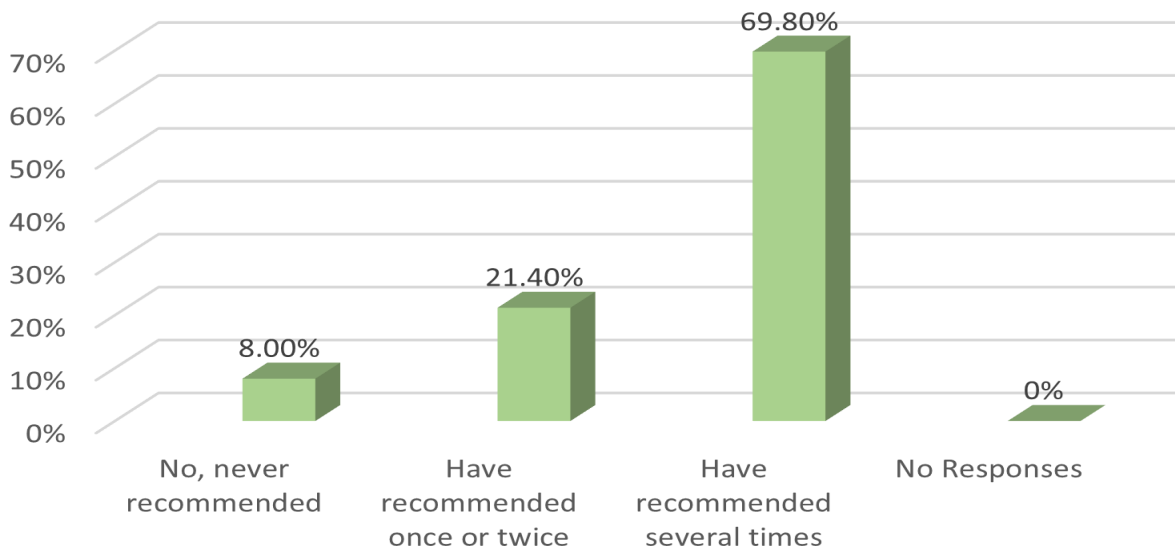


Customer Feedback:

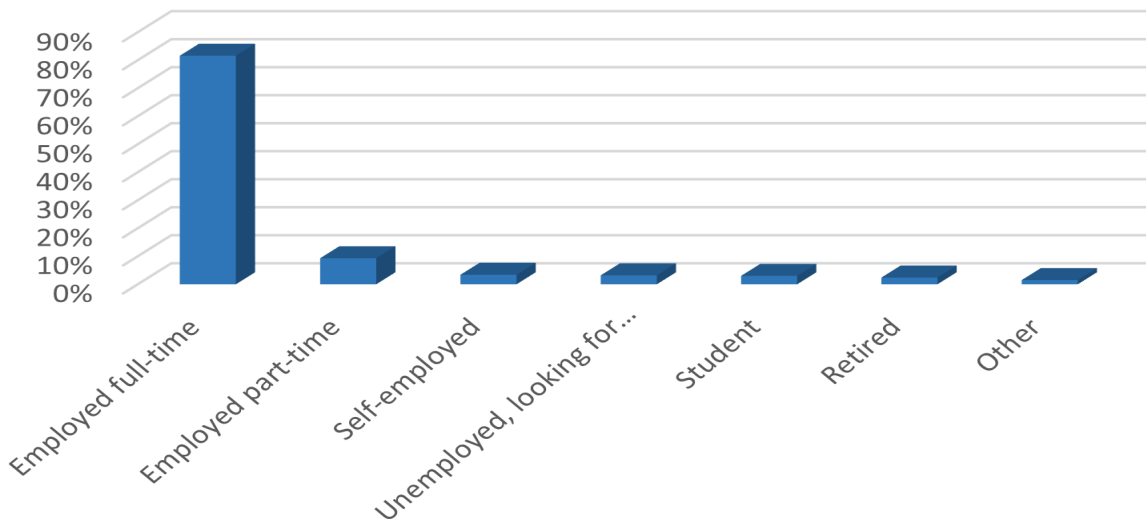
“Thanks so kindly for this survey & All your team's Excellent efficiency!”

“Great organization and great staff”

Have you ever recommended CADTP to others?



What best describes your employment status?



Customer Feedback:

“I love CADTP! Every time I call, I get a live person who is always super helpful and friendly. My renewal process is always a breeze. Thanks!”

“I have been with CADTP since 2004 and I have never been turned away or misguided, I've been able to get and know what I need and how to get it through CADTP love this organization.”

How does CADTP rate on the following attributes?			
1 = Below Average, 2 = Average, 3 = Above Average			
	1	2	3
Customer service experience	1%	14%	86%
Processing time	1%	18%	80%
Professionalism	1%	13%	87%
Quality of service	1%	13%	86%
Understanding of customers' needs	1%	12%	86%

Please rank your confidence and knowledge in the following SUD Counselor skills.				
1 = Not Very Confident, 2 = Somewhat Confident, 3 = Confident, 4 = Very Confident				
	1	2	3	4
Motivational Interviewing (MI)	1%	9%	37%	53%
Cognitive Behavioral Therapy (CBT)	3%	15%	38%	44%
SUD counselor ethics & boundaries	0%	3%	25%	71%
Confidentiality regulations & laws	0%	3%	30%	66%
Proper and accurate documentation in accordance with regulations and laws	0%	9%	35%	56%
Substance use assessments and level of care determination	2%	10%	35%	53%
Providing SUD Counseling services via a Telehealth platform	8%	18%	36%	38%

Please provide your feedback on the CADTP Counselor Website, www.cadtpcounselors.org.			
1 = Below Average, 2 = Average, 3 = Above Average			
	1	2	3
Rate the overall look and feel of the website.	0%	41%	59%
User friendliness, I can find what I am looking for.	2%	39%	59%
The resources provided on the Resource Page are a benefit to Counselors.	1%	38%	62%
The CEU provider page is user friendly.	1%	37%	62%
The Job Board on the Career Page is user friendly.	1%	44%	55%

Please tell us how meaningful the following items are to you.

1 = Not Meaningful, 2 = Meaningful, 3 = Very Meaningful

	1	2	3
Modernized certification and registration titles (SUDCC/SUDRC)	3%	32%	64%
Defined certification levels to demonstrate advanced education and work experience	2%	28%	70%
Digital badge and credential	5%	36%	59%
Option for expedited application processing	2%	24%	74%

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%	24%	11%	5%	3%	2%	4%	
Customer service responsiveness via phone and email	31%	39%	13%	8%	4%	3%	3%	
Ease of website navigation	4%	10%	37%	21%	15%	10%	4%	
Favorite CEU provider is approved	5%	12%	13%	31%	18%	11%	10%	
Notification of current events or updates in the SUD field	4%	4%	7%	17%	30%	27%	11%	
Job board on website	0%	2%	5%	8%	14%	30%	41%	
Career ladder (certification advancement)	5%	8%	14%	10%	16%	17%	28%	

Customer Feedback:

“I am grateful for the customer service is extraordinaire...fast, efficient, and detailed oriented. I truly appreciate all your staff have done in CEUs, telehealth, and ease of re-certification.”

“CADTP is a Person centered organization. CADTP identifies strengths, capabilities, interests, preferences, needs hopes and dreams for those whom work in this field. CADTP has alternative routes for those interested in getting into the field of Substance Abuse Counseling.”

“I transferred from another provider. CADPT has been on top of everything. Customer service has been great and have not had any rude service. Thank you for all the hard work you all do.”