

Your Profession, Your Passion, Our Mission



California SUD Counselor Certification

2022 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, and 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 per California regulations since 2005. Those certified or registered under this credential are authorized to work in any substance use disorder (SUD) treatment modality certified or licensed by DHCS.

The mission of CADTP's substance use disorder counselor certification program is to provide quality certification, at a reasonable cost, with a focus on customer service.

CADTP believes a significant part of its responsibility to its members and the SUD program field, in general, is to provide this service and to keep the costs of certification reasonable. CADTP views its customers as a vital aspect of quality certification and strives to provide superior service to those customers; potential counselors, registered and certified counselors, employers, DHCS, and the public.

CADTP is committed to assessing and improving our certification program to ensure the CADTP certification processes are streamlined, the certification meets the needs of the current SUD treatment field, and our technology provides tools for counselors and employers to ensure a strong workforce.

Survey Details

In 2019 CADTP released its first Annual Customer Service Survey. The annual survey measures our customer satisfaction and obtains feedback on any changes or upgrades to the CADTP Certification Program made within the previous year. The survey also strives to gather information on ideas counselors may have to enhance their professional journey and certification needs. The 2022 CADTP Counselor Survey was distributed via Constant Contact to all CADTP counselors on November 16, 2022, with an end date of December 16, 2022. The survey contained 16 questions with 1 area allowed for text.

To increase response levels CADTP offered entry into a drawing for a chance to win one of eight \$25.00 Visa Gift Cards. Respondents agreed or disagreed with being entered into the drawing. Eligibility was a complete survey and current registration or certification with CADTP.

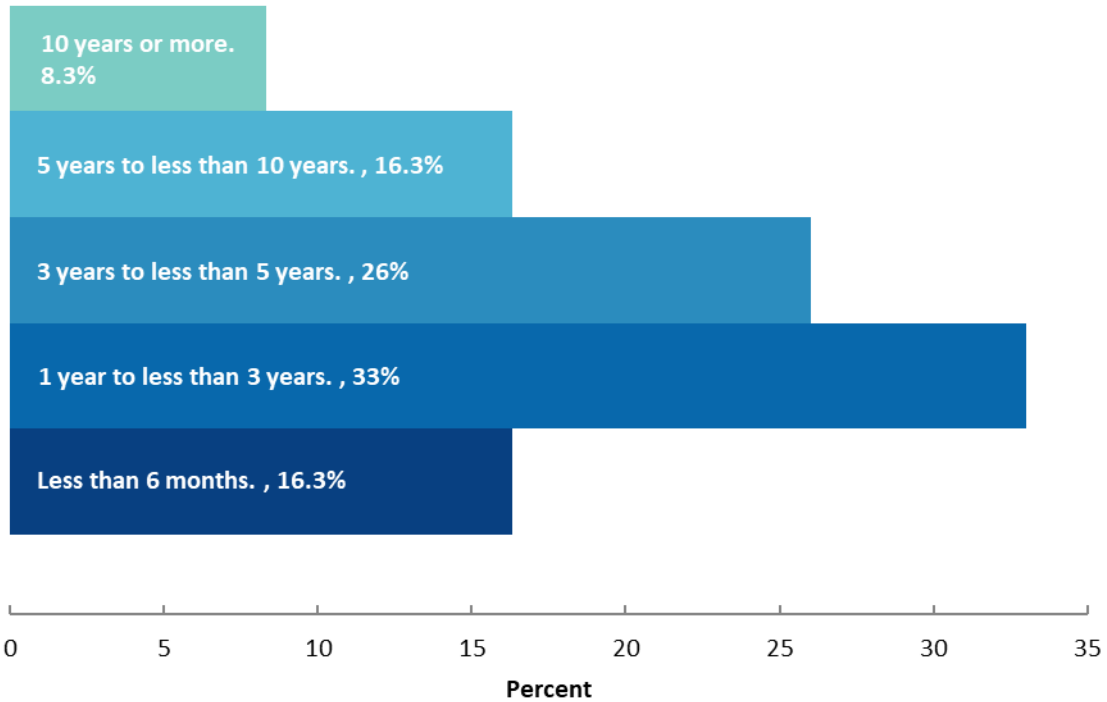
CADTP distributed two survey reminders via email, included announcements in the CADTP November and December monthly newsletter, posted a survey link on the CADTP website, posted notifications on CADTP's Facebook page, and distributed survey notifications via Twitter and Instagram. Five hundred fifty-one complete surveys were received.

CADTP utilized www.wheelofnames.com to select the eight winners of the \$25.00 gift cards.

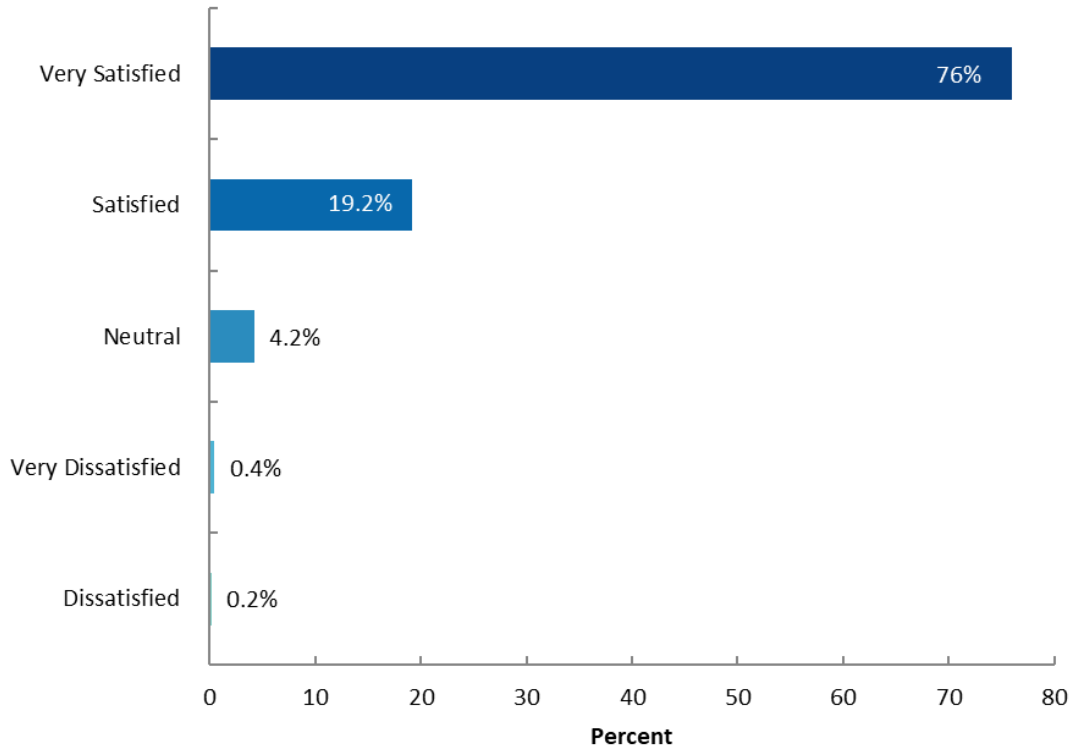
1. Are you currently a registered or certified counselor with CADTP?



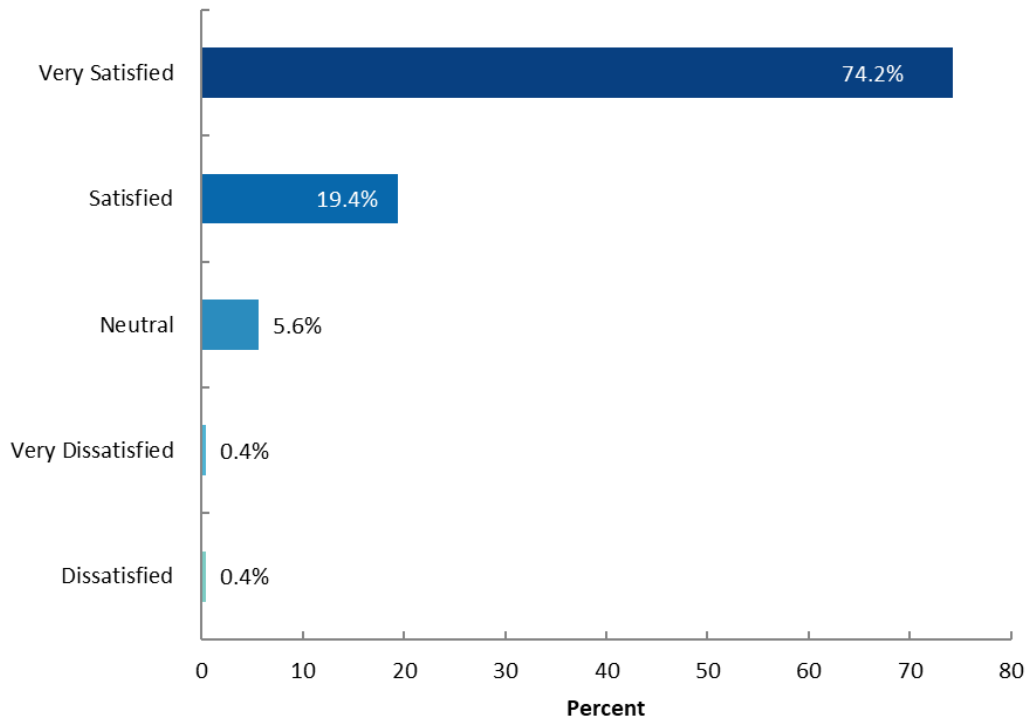
2. How long have you been registered or certified with CADTP?



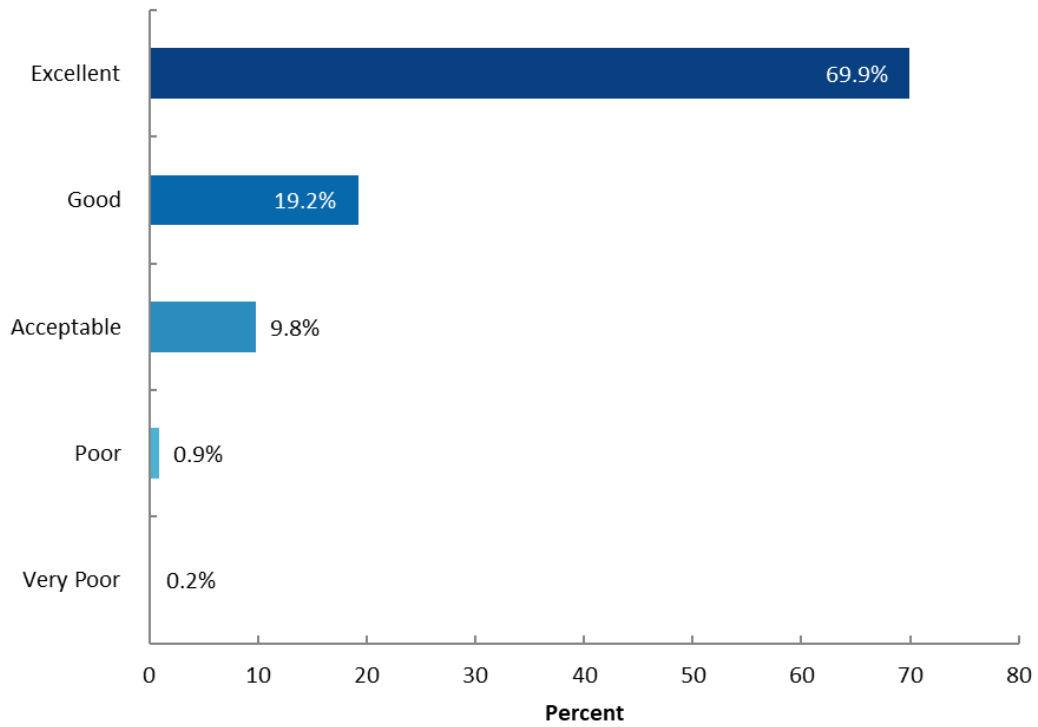
3. How would you rate your overall level of satisfaction with CADTP?



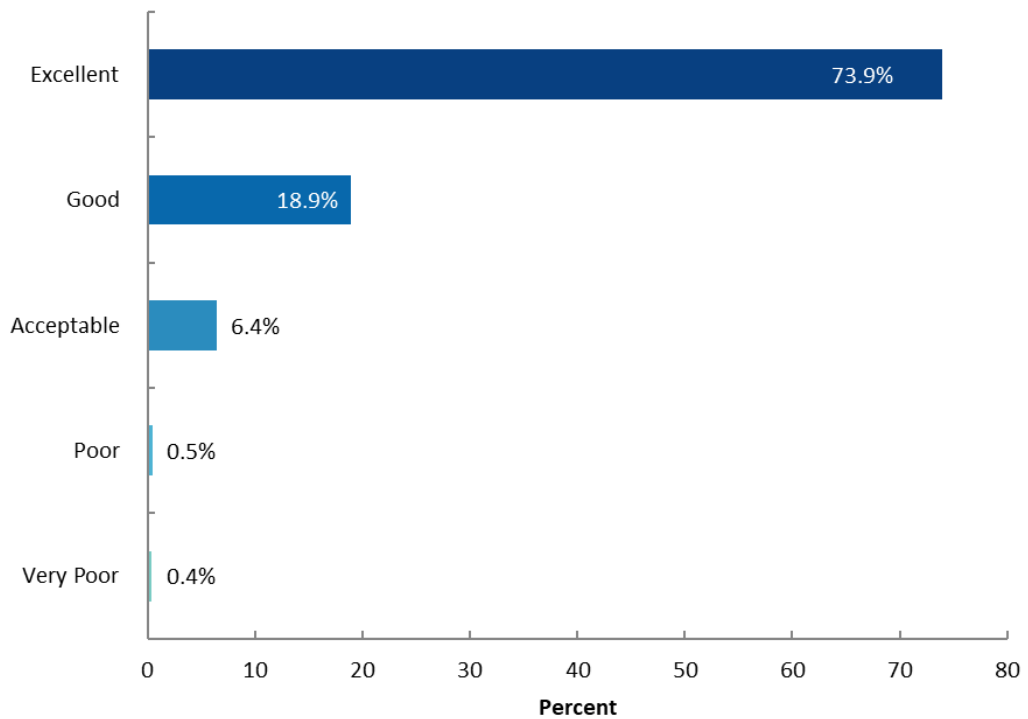
4. How does CADTP rate on Customer Service Experience?



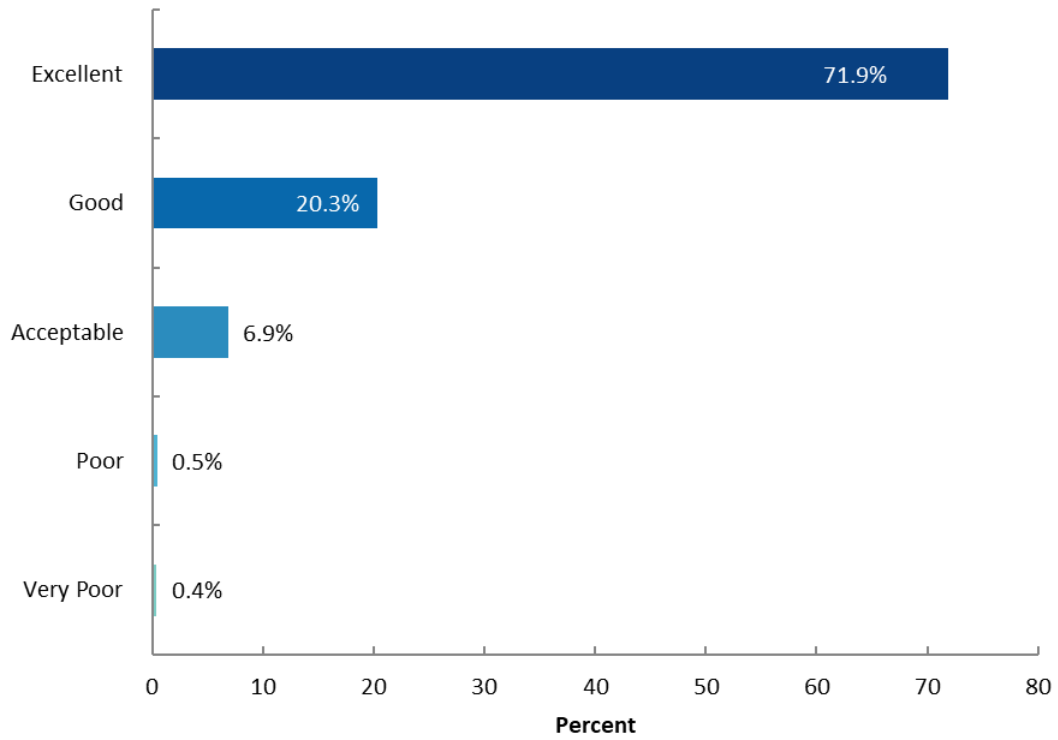
5. How does CADTP rate on application Processing Time?



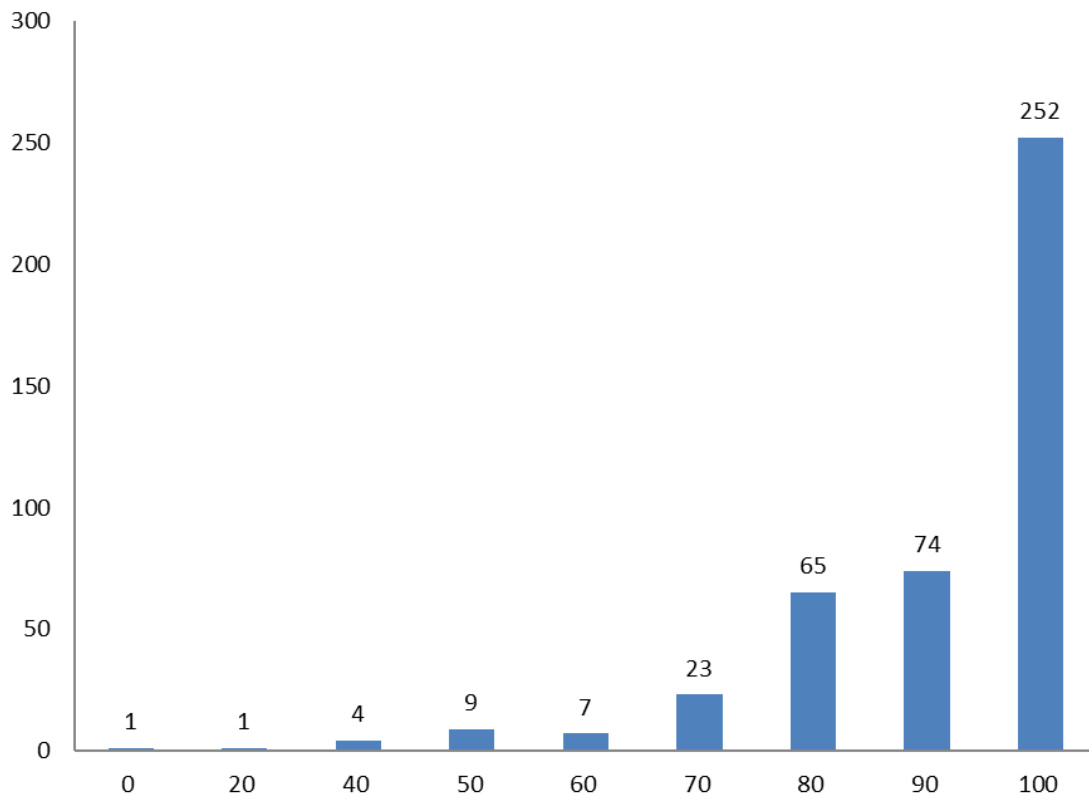
6. How does CADTP rate on Professionalism?



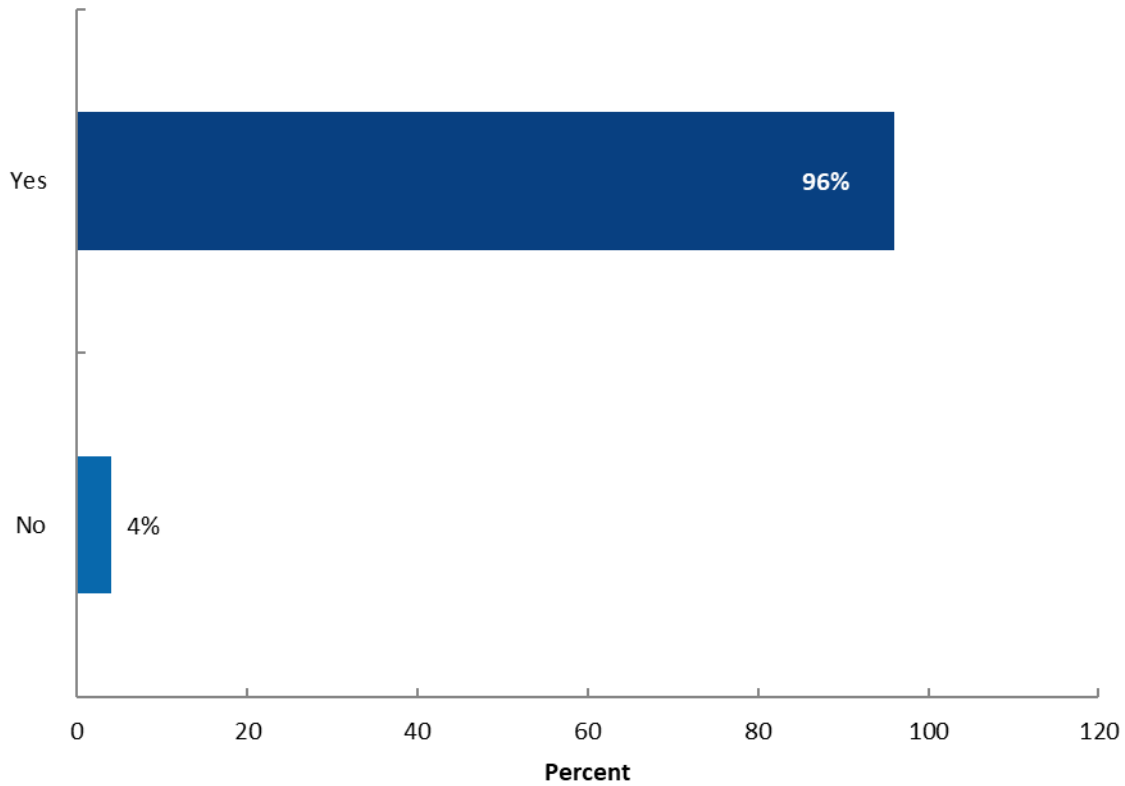
7. How does CADTP rate on Understanding Customer Needs?



8. How does CADTP rate in comparison to other companies that offer the same service?



10. Have you recommended CADTP to others?

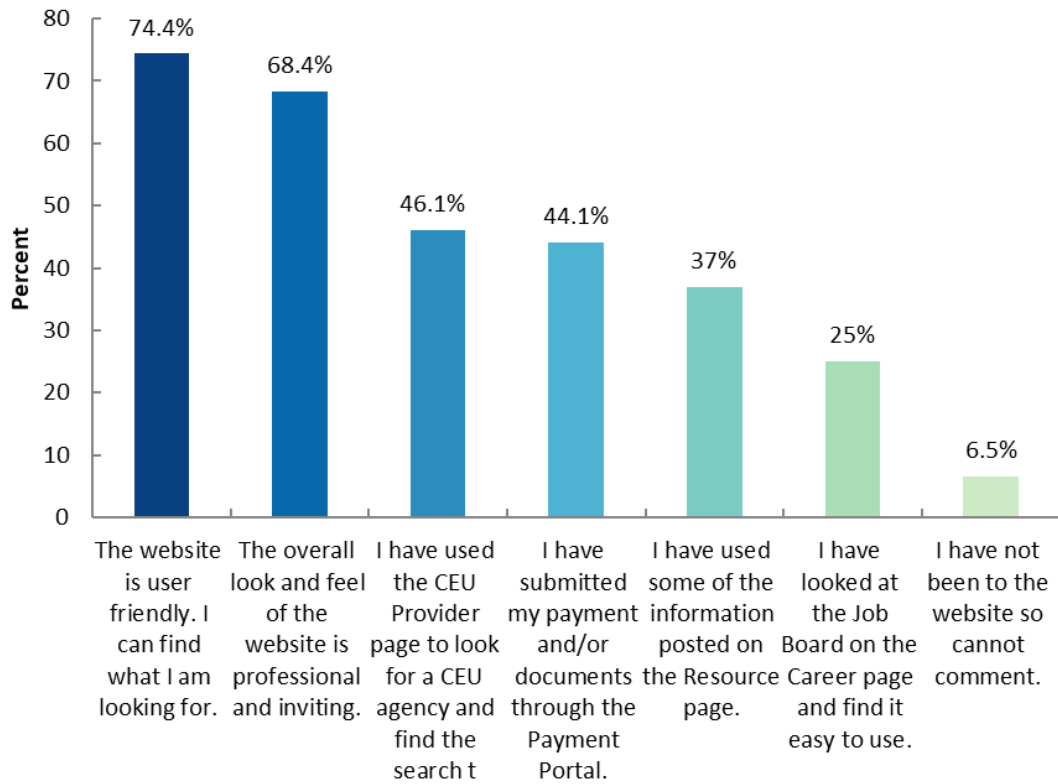


11. Rank the following items in order of what is most important to you in choosing your certifying agency with 1 being the most important.

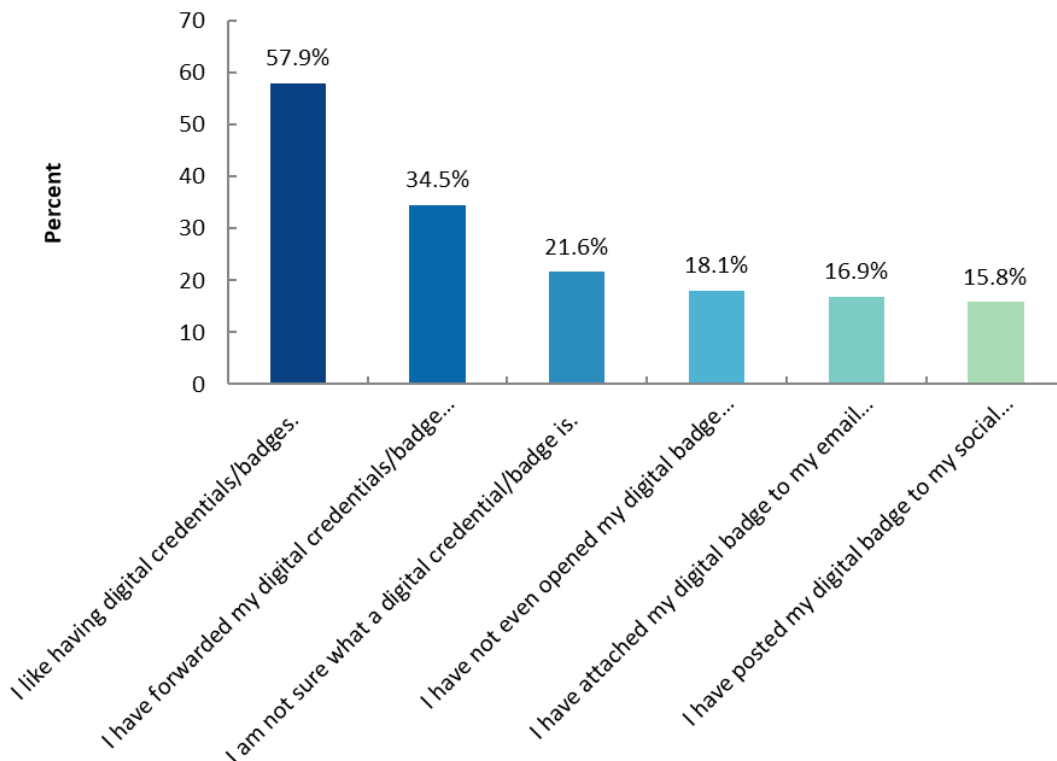
| Item | Overall Rank | Rank Distribution | Score | No. of Rankings |
|---|--------------|-------------------|-------|-----------------|
| Cost of registration, certification, and renewals. | 1 | | 3,122 | 551 |
| Customer service responsiveness via phone and email. | 2 | | 3,003 | 551 |
| Ease of website navigation. | 3 | | 2,295 | 551 |
| Favorite CEU provider is approved. | 4 | | 2,037 | 551 |
| Career ladder (certification advancement). | 5 | | 1,901 | 551 |
| Notification of current events or updates in the SUD field. | 6 | | 1,711 | 551 |
| Job board on website. | 7 | | 1,376 | 551 |

Lowest Rank Highest Rank

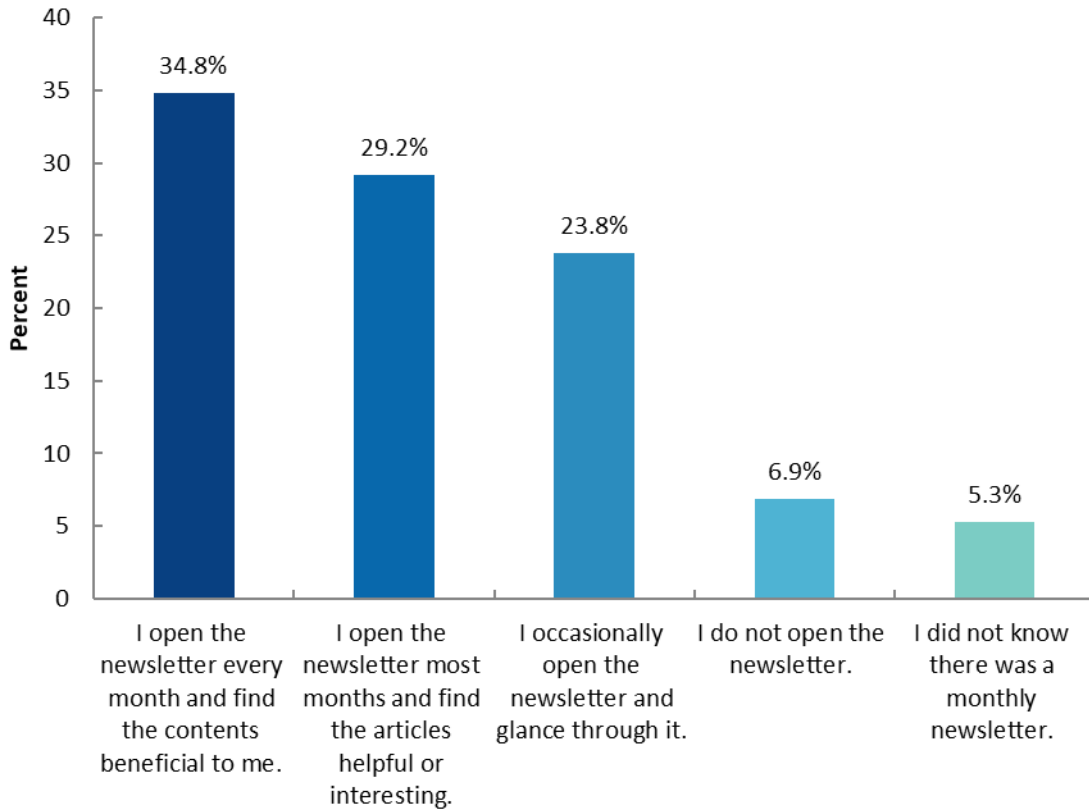
12. Provide your experience with the CADTP Counselor website - www.cadtpcounselors.org. Choose all that apply to your experience.



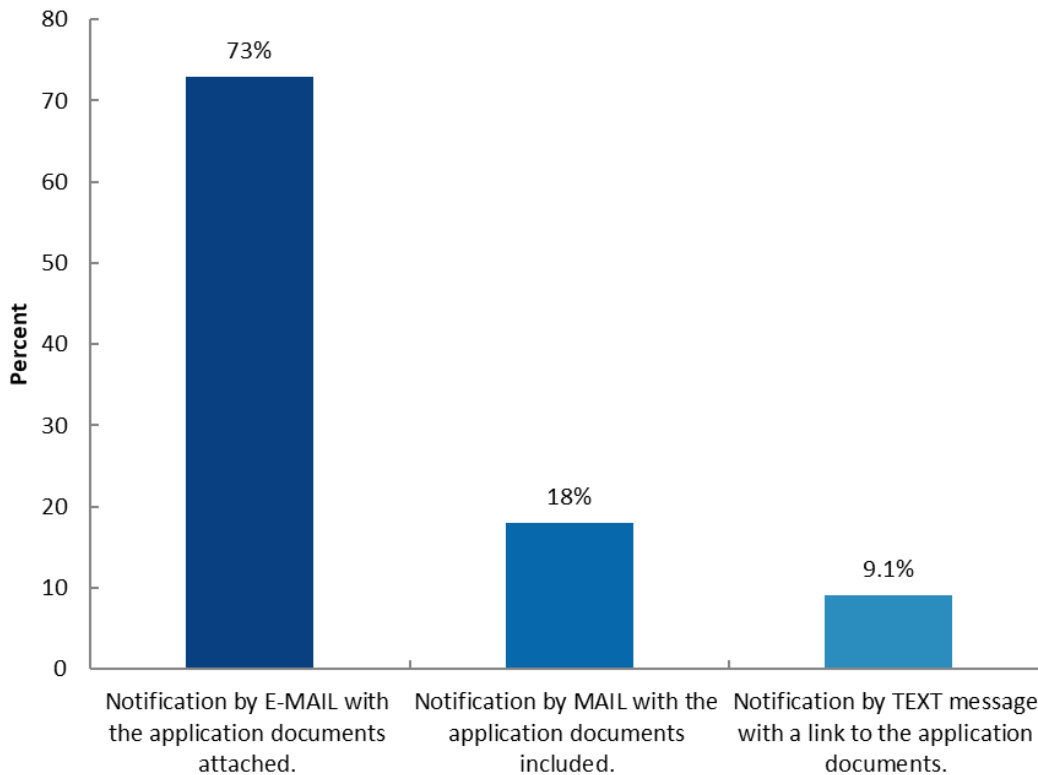
13. Provide your experience with the CADTP Digital Credentials/Badges. Choose all that apply to your experience.



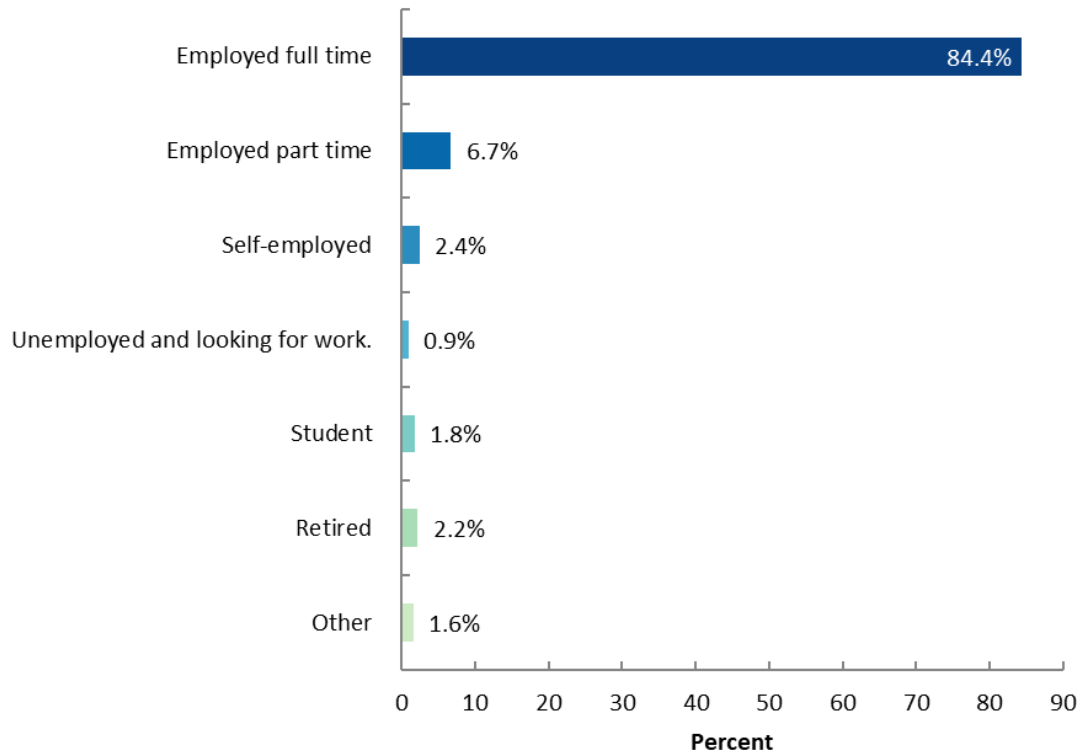
14. Provide your feedback on the CADTP Monthly E-Newsletter.



15. If you were able to choose, how would you prefer to receive your registration or certification renewal notices?



16. What best describes your employment status at this time?



Comments:

“I love the opportunity that CADTP gives for each profession to be able to participate in events with other members. The quick response time is excellent. The cost of renewal is a bit more than others, but it is really worth it due to the fast renewal or registration that is provided. I always recommend CADTP to counselors that need to register and want to work for me and my clinic.”

“Interaction with CADTP has been beneficial. I cannot see myself with any other accreditation agency.”

“CADTP compared to other organizations is way ahead for the lack of better words "customer service". Im so glad I chose them as a means of getting certified as a counselor.”

“The process was simple. I was able to secure an internship as soon as I became registered. I work a full time job and intern afterward and hope to transition soon to full-time counseling. Thank you for your help in achieving my goals!”

“I think CADTP provides a great source for new and renewing registration. I enjoy the newsletter it present needed upcoming information for events and other opportunities.”

“I refer all colleagues to CADTP because I KNOW they will have a better experience. You guys have been able to streamline what can be a stressful and anxiety producing process. I love how your communication is prompt and direct, and always solution focused. CADTP is honestly one of the better companies I have dealt with in any capacity, and I mean that sincerely- I appreciate your support and am hoping you guys are around for a long time!”

“Customer service is Great! Even during the pandemic, staff got back to me within 24 hrs. I asked questions and they were very patient with me.”

“I love CADTP, especially the staff who seem to always be available and always have the answer!!! I tell everyone to start with or switch over to CADTP!!!”