

CAADAC/CCBADC



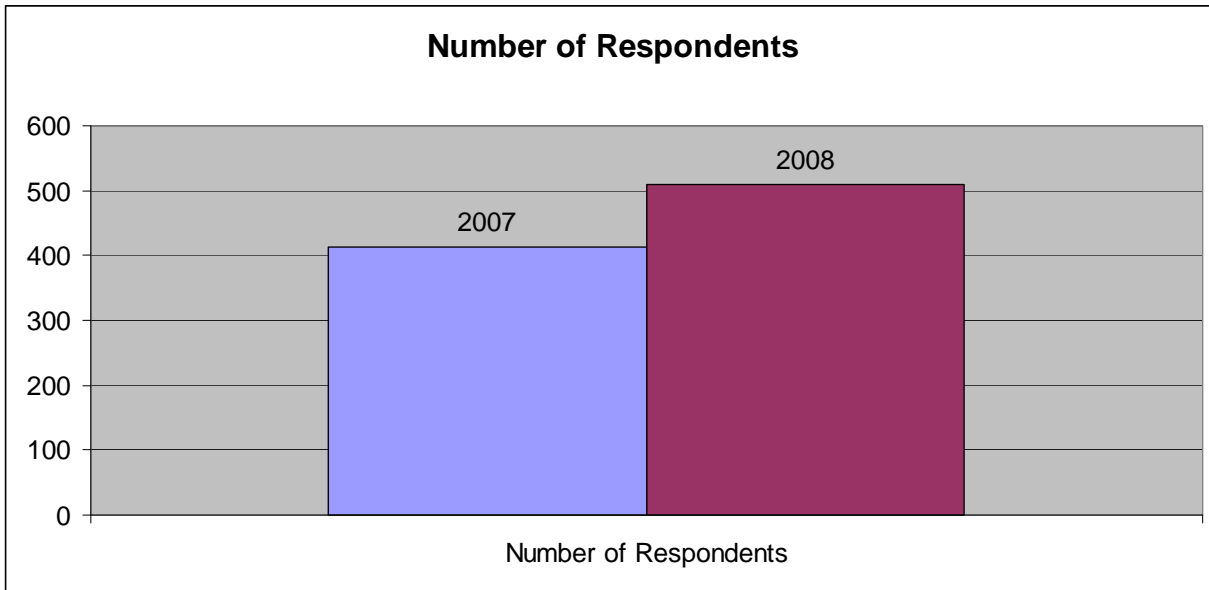
QUALITY ASSURANCE COMPARISON REPORT

2007 VS 2008

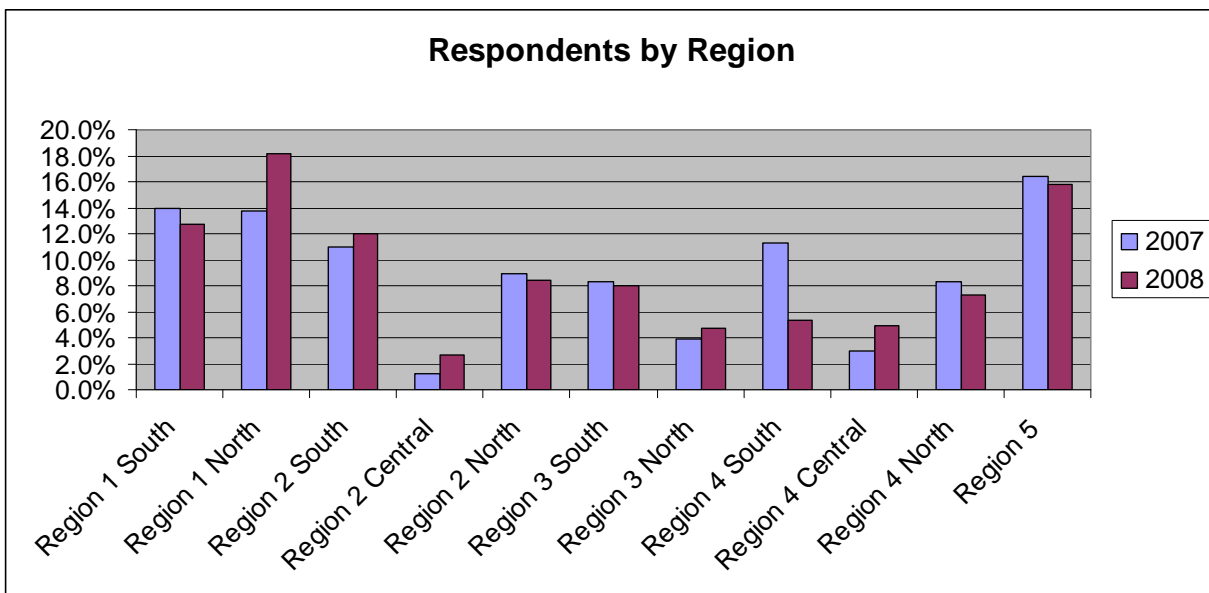
Reported by: Danielle Farnsworth, Chair

Respondent information

The QA Committee is very excited to report that the 2008 QA Survey had 510 respondents! This is the greatest number of responses for a QA survey in over a decade! This number was an increase of 97 from 2007. Great job!



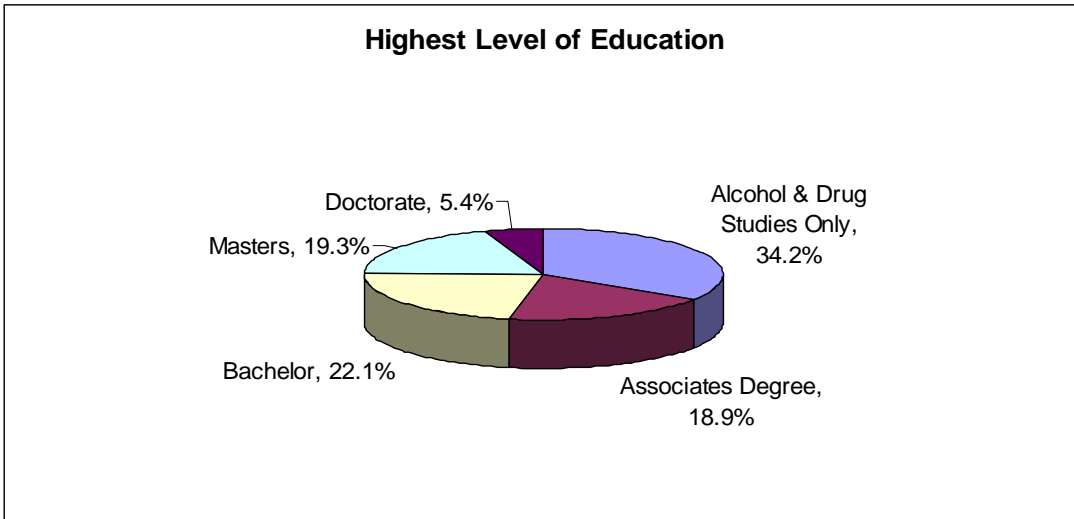
As stated above, Region 1 North submitted more responses than any other region, and Region 5 came up in second place. This is the breakdown of responses by region, as well as the comparison from 2007.



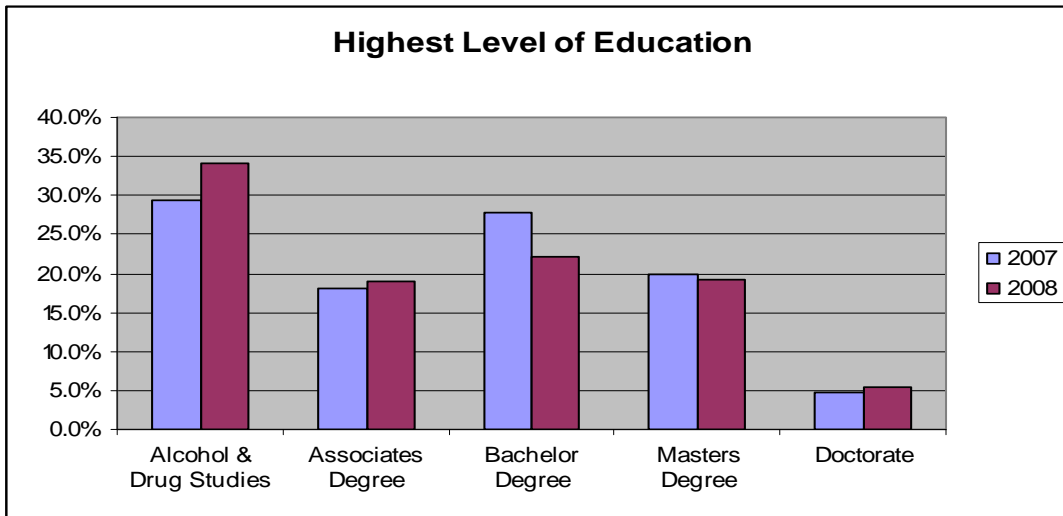
Demographics

It was very exciting to see that there was such a wide range of experience represented in the survey; there were responses from professionals with as little as 133 hours of experience, all the way to professionals with 38 years of experience! The most common response for the highest level of education was Alcohol & Drug Studies programs (34.2%). 68.4% of respondents work at a facility, 47.4% work in an outpatient setting and 54.2% work for non-profit organizations.

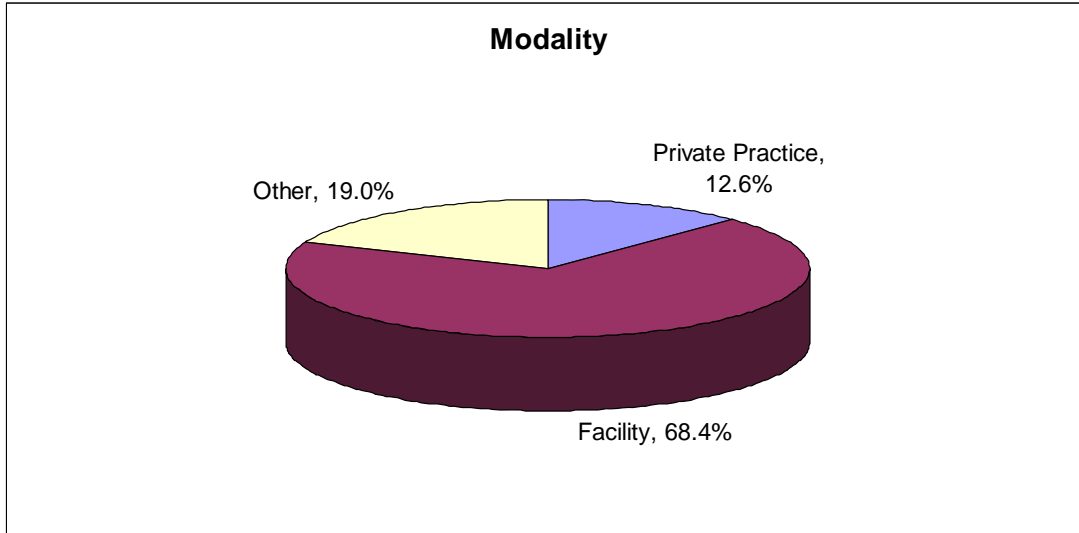
Education:



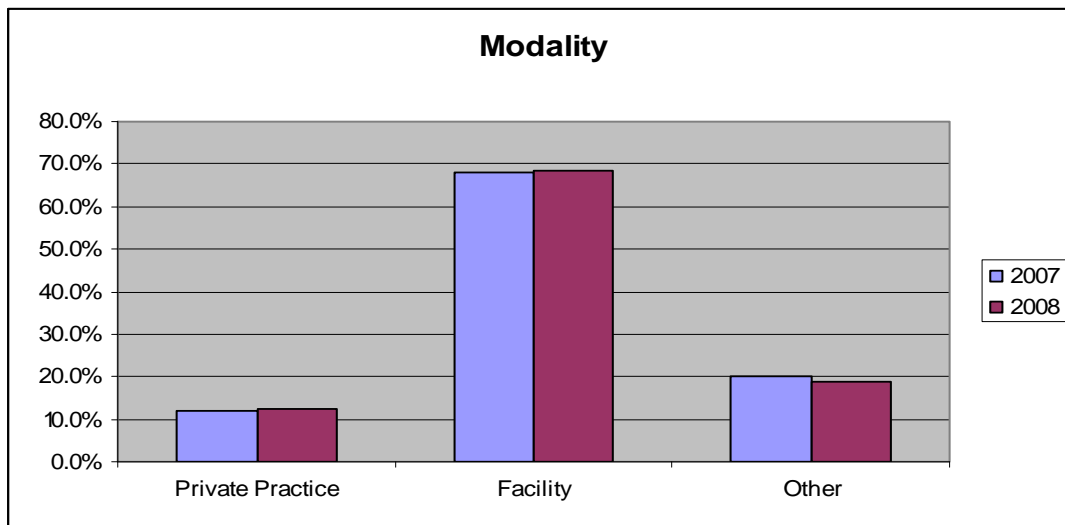
Education: 2007 / 2008 comparison. There was a slight increase in Alcohol & Drug Studies respondents.



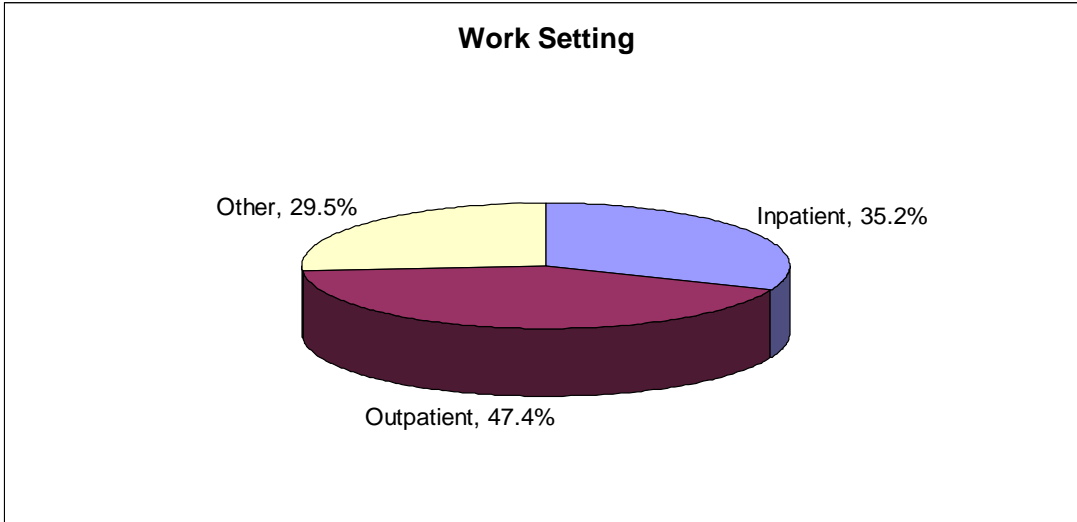
Modality



Modality Comparison 2007/2008

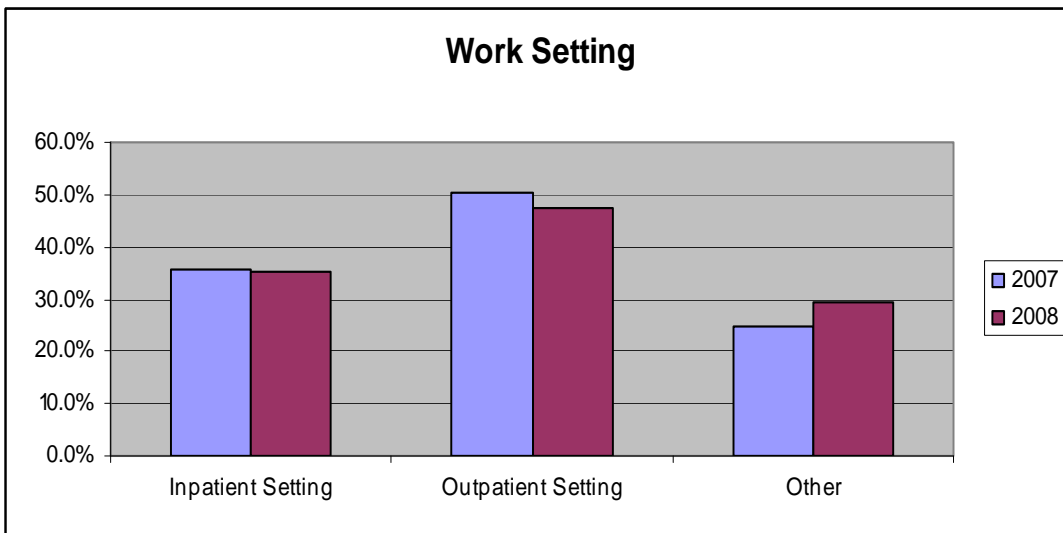


Work setting:

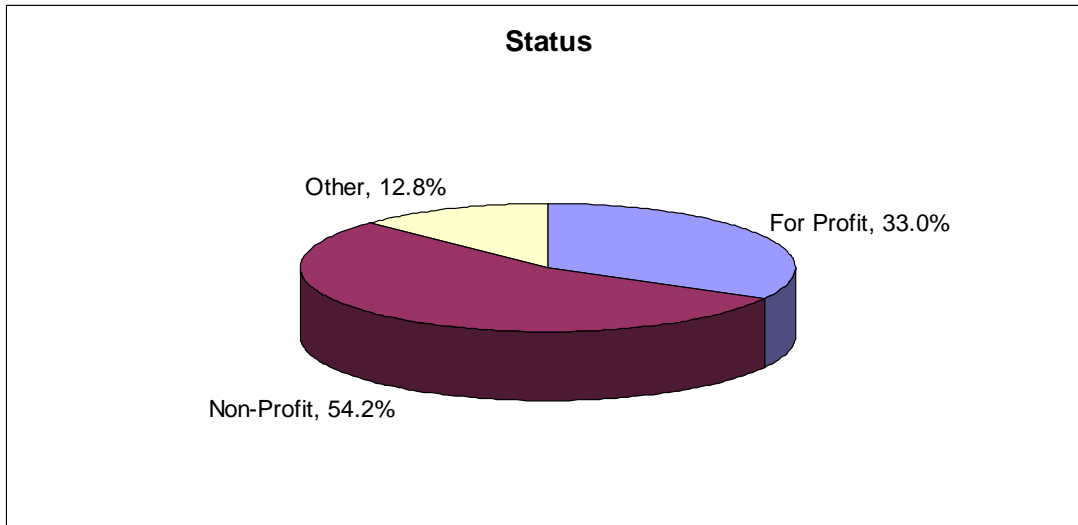


Work setting: 2007/2008 comparison.

In 2008, it appears that our members are providing more services in "Other" settings than in 2007.

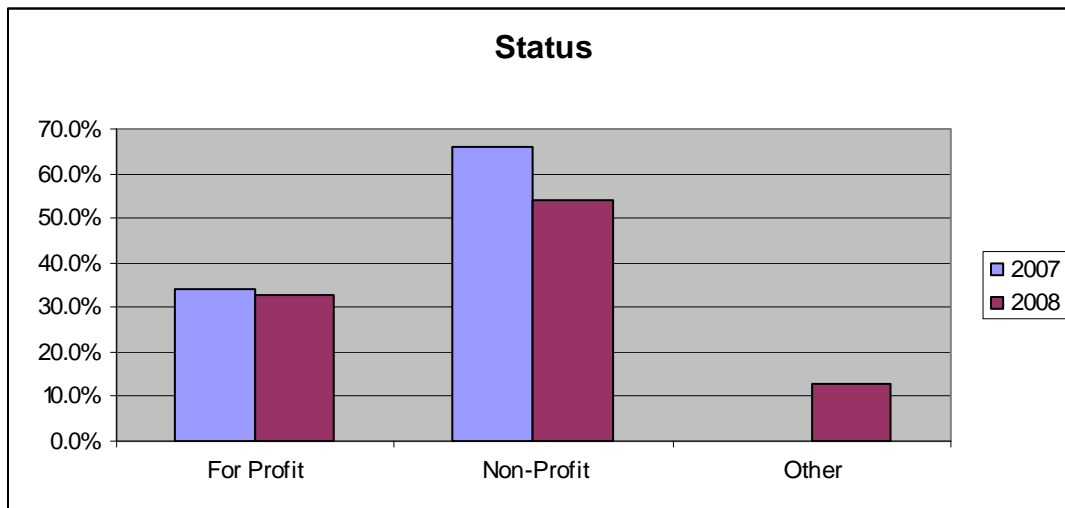


Workplace status:

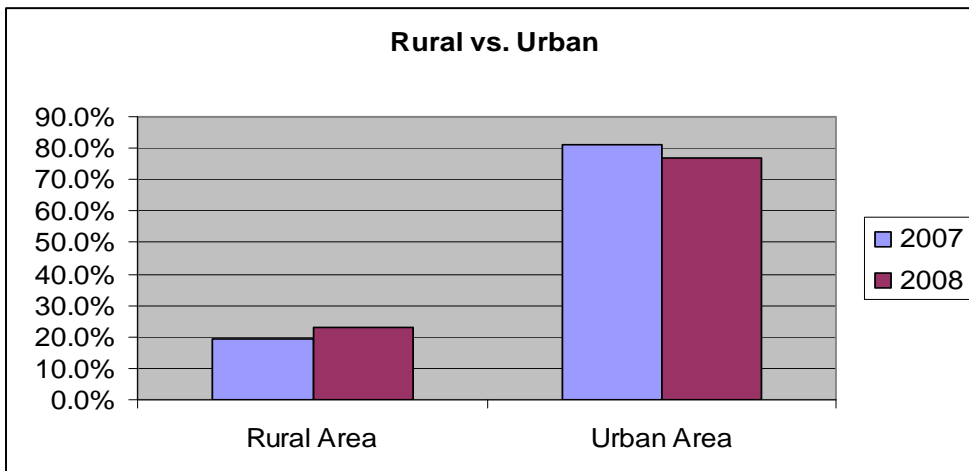


Workplace Status 2007/2008 comparison.

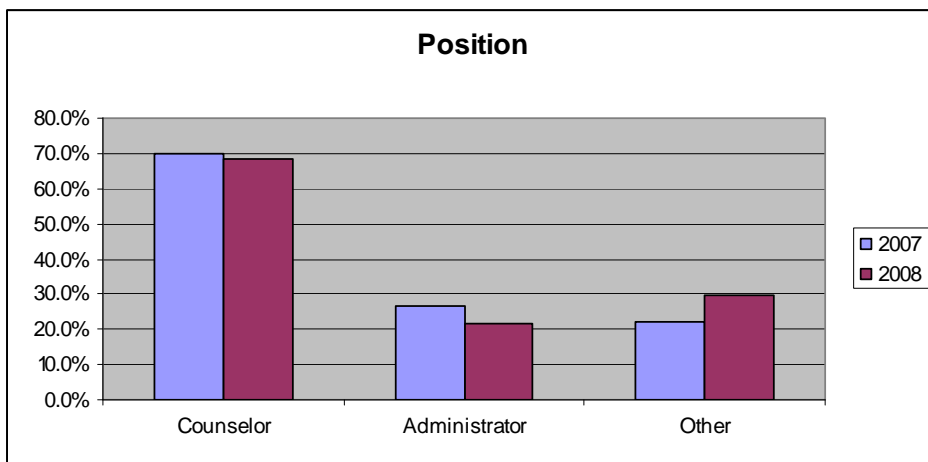
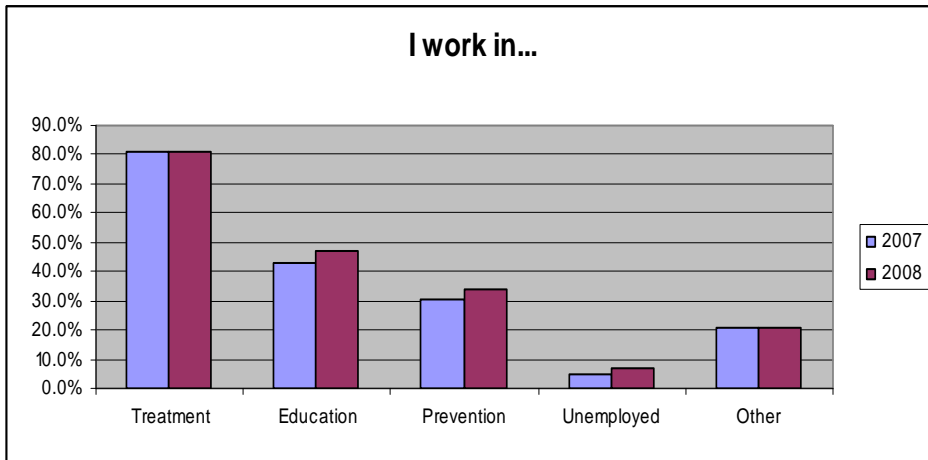
(Note, the "Other" category was added in the 2008 survey.)



Other demographic Information: 2007/2008 Comparison

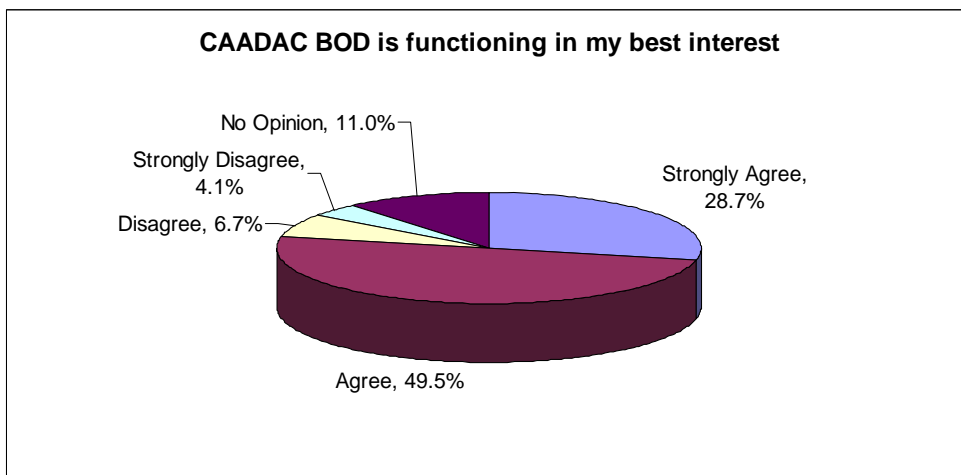


Other demographic Information: 2007/2008 Comparison (continued)

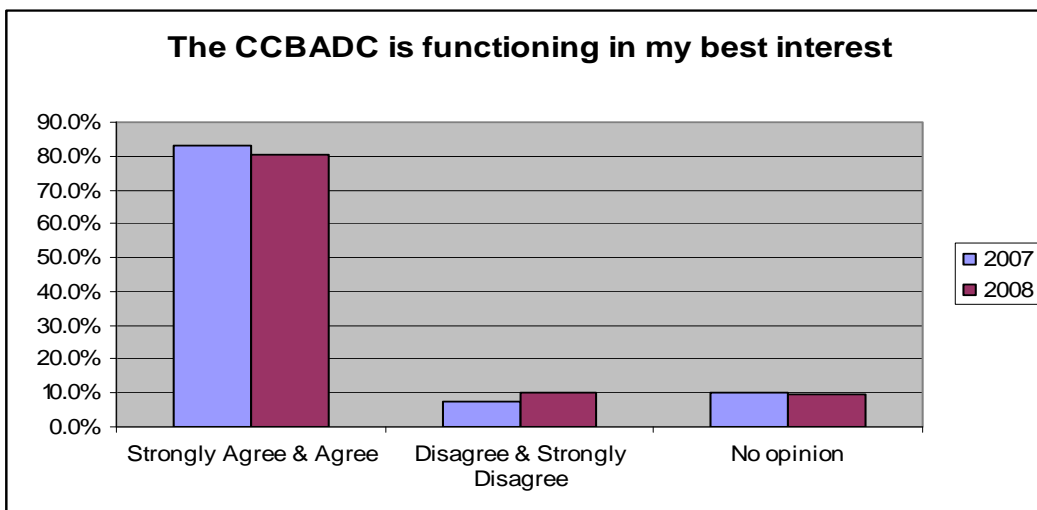
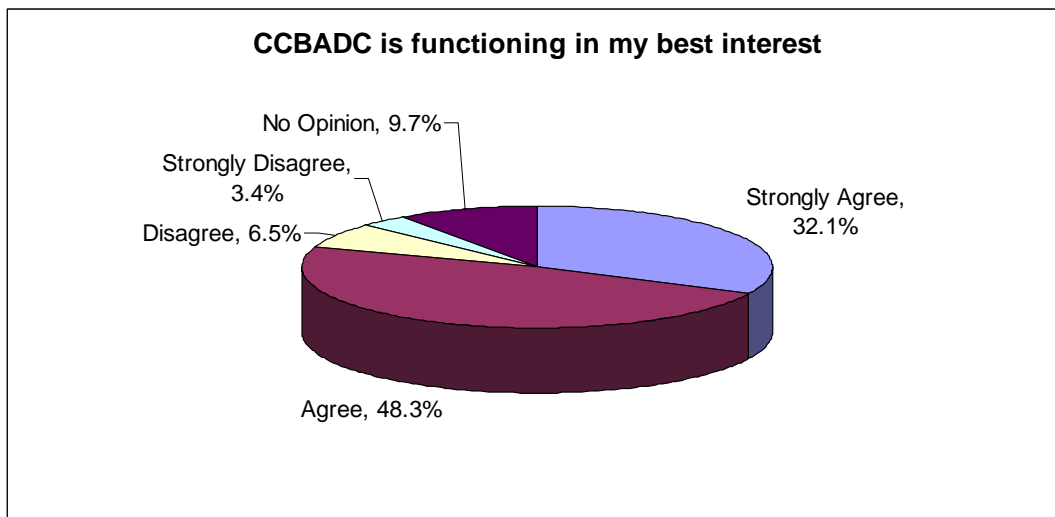
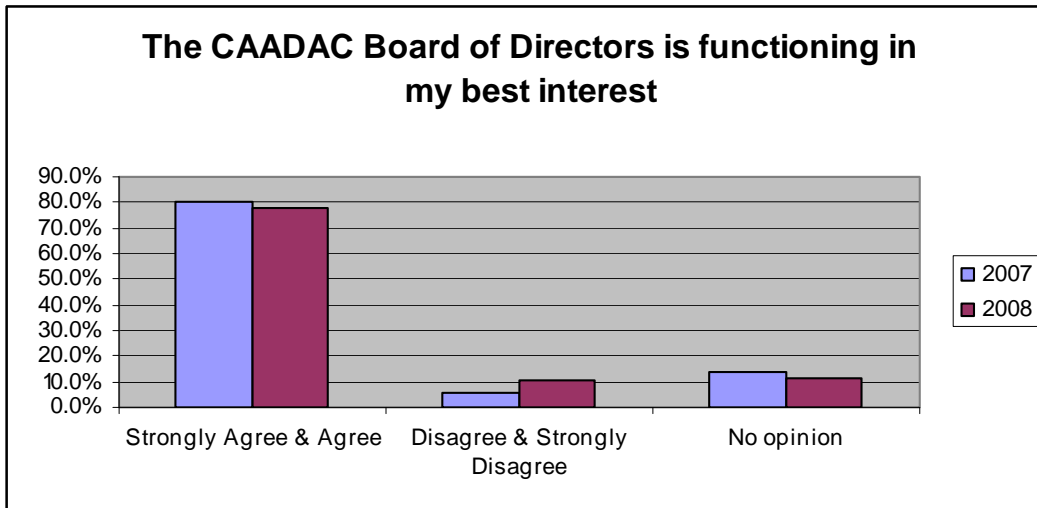


Board of Directors and the CCBADC

The majority of respondents indicated that they **agree or strongly agree** (78.2%) that the CAADAC Board of Directors is functioning in their best interest. Also, the majority of respondents indicated that they **agree or strongly agree** (80.4%) that the CCBADC is functioning in their best interest.



Board of Directors and the CCBADC (continued)



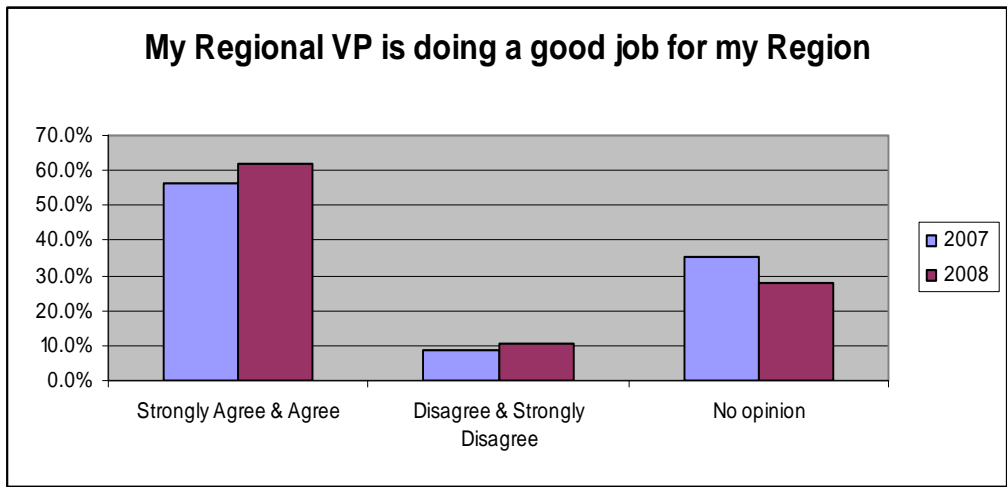
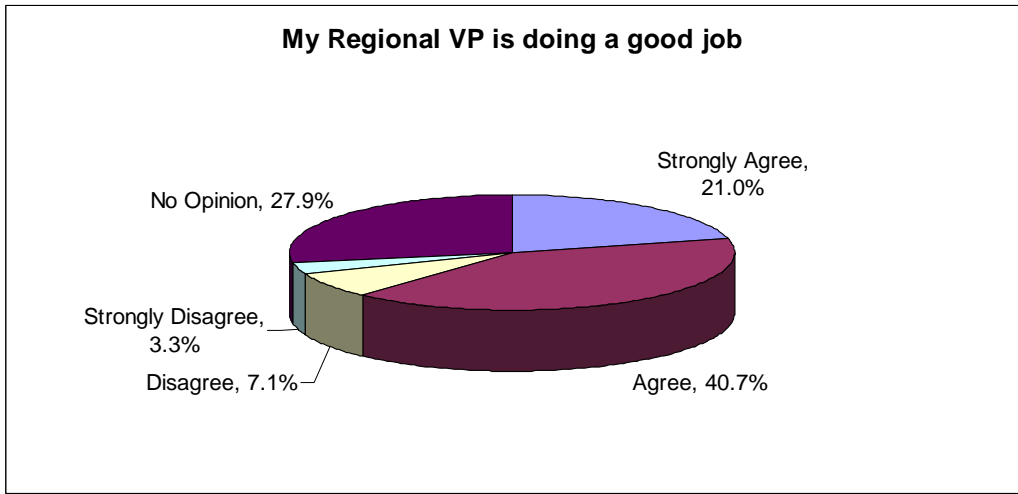
Comments: CAADAC Board and CCBADC Board

There were many comments that were given by the membership regarding the CAADAC Board of Directors and the CCBADC. The comments are summarized specific to those that had the highest frequency of occurrence.

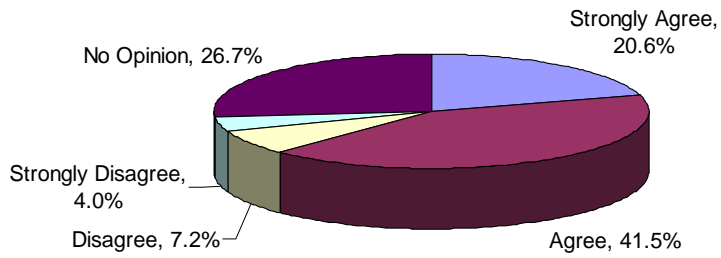
- Additional attention needs to be paid to licensure
- Advocacy for increased wages
- The Board members go over and beyond their duty
- It is faster and less expensive to certify with other organizations.
- There were 12 individuals that responded their displeasure with the split with NAADAC.

Regional Leadership

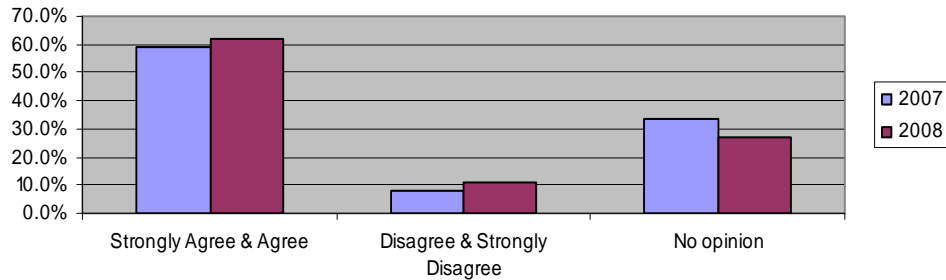
The majority of respondents indicated that they **agree or strongly agree** that their Regional VP (61.7%) and Director (62.1%) are doing a great job, their Regional Newsletter keeps them informed (67.1%), the Region provides sufficient CEU opportunities (60.8%) and that they are pleased with the quality of the CEU’s offered (58.4%).



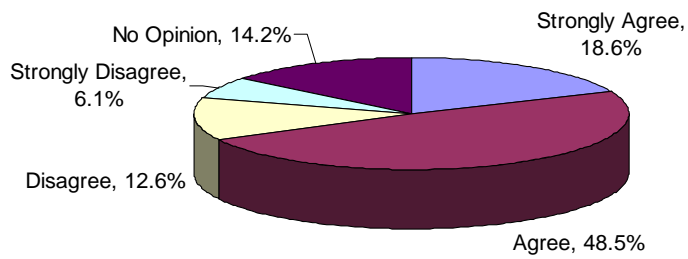
My Regional Director is doing a good job

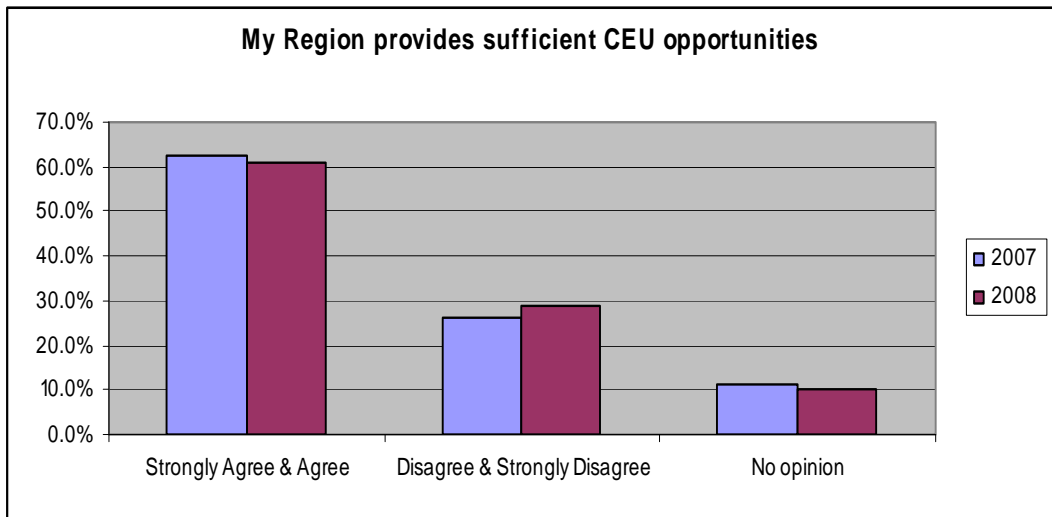
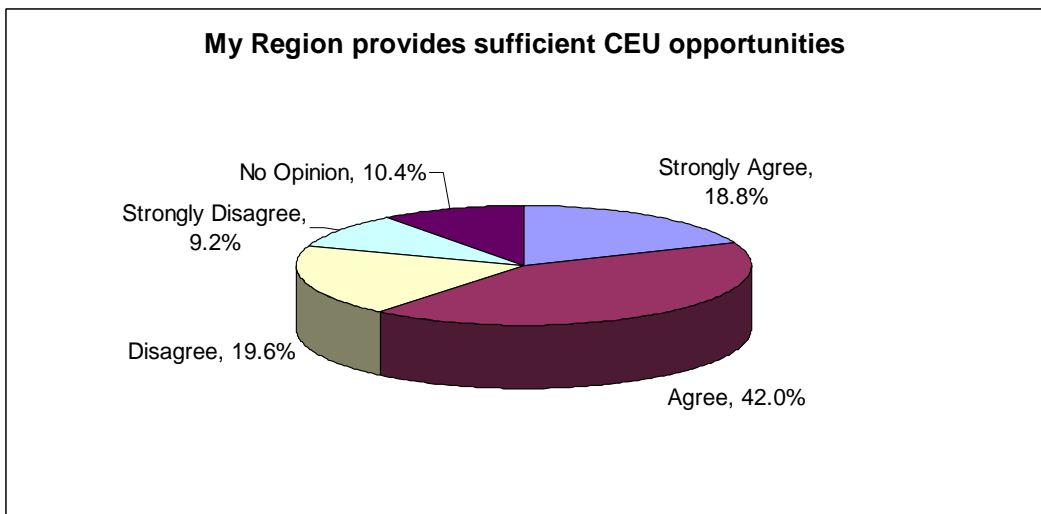
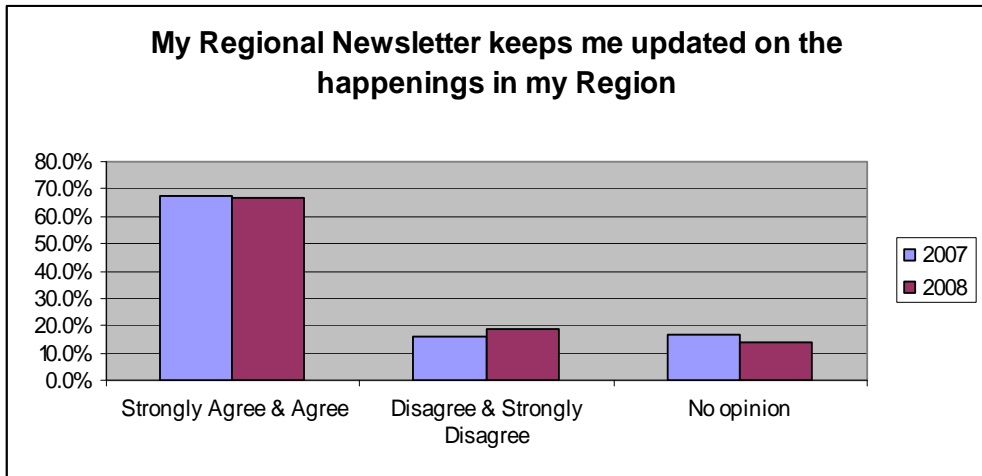


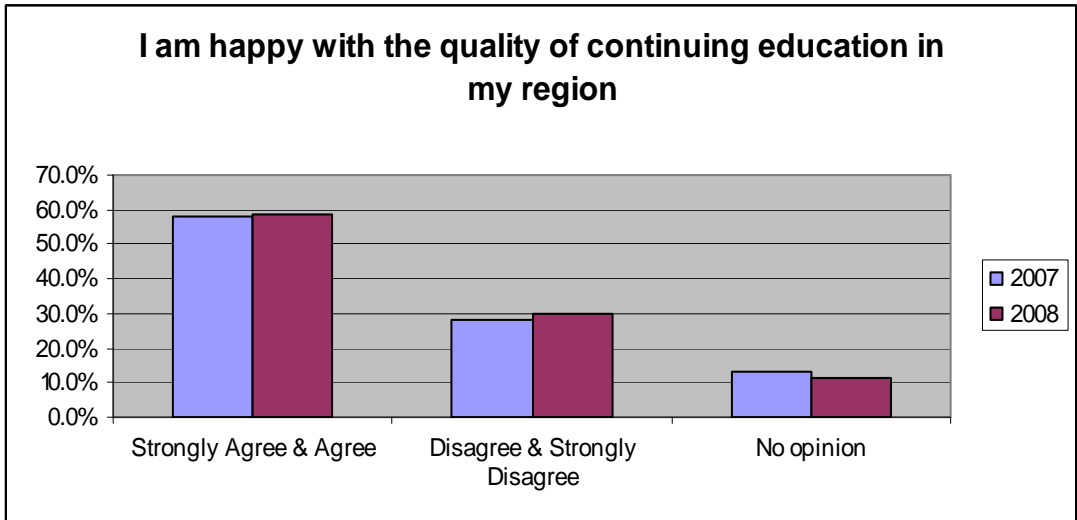
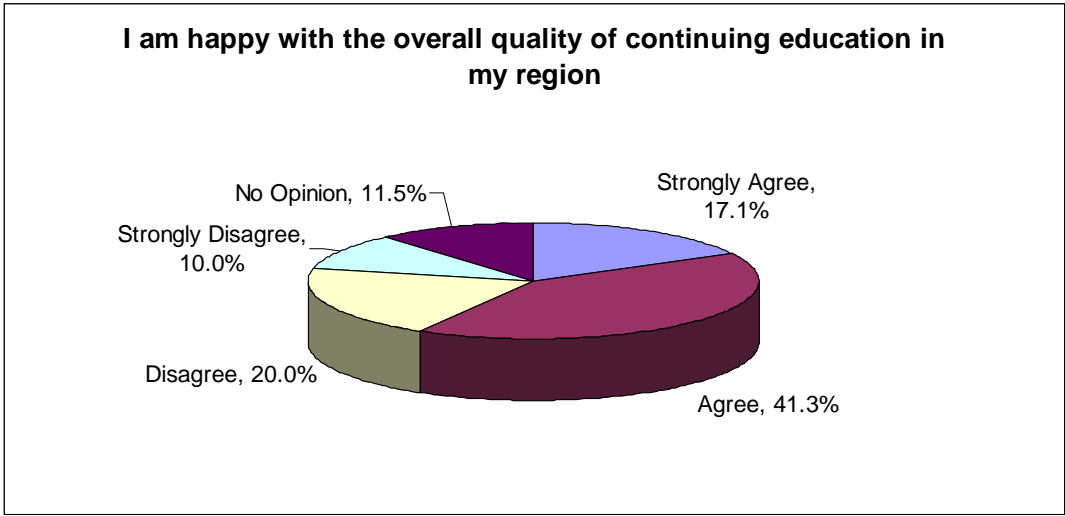
My Regional Director is doing a good job for my Region



My Regional Newsletter keeps me informed





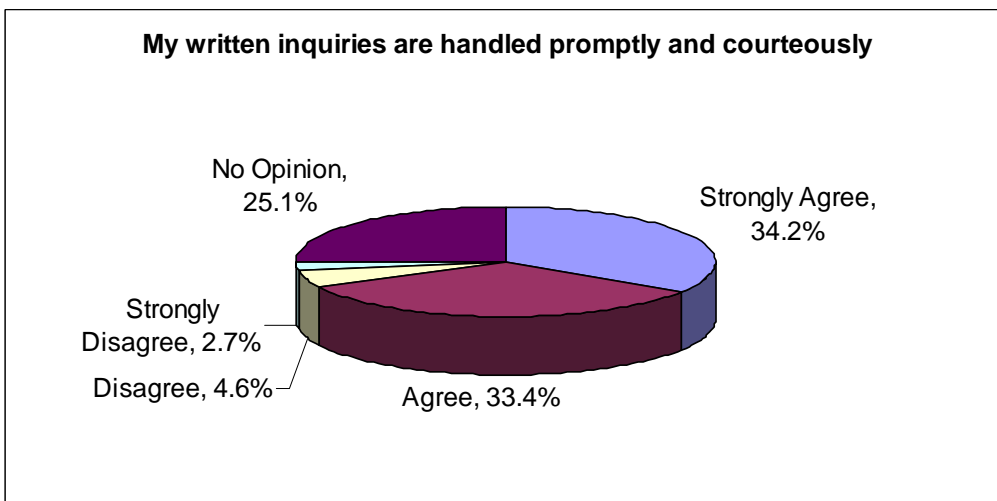
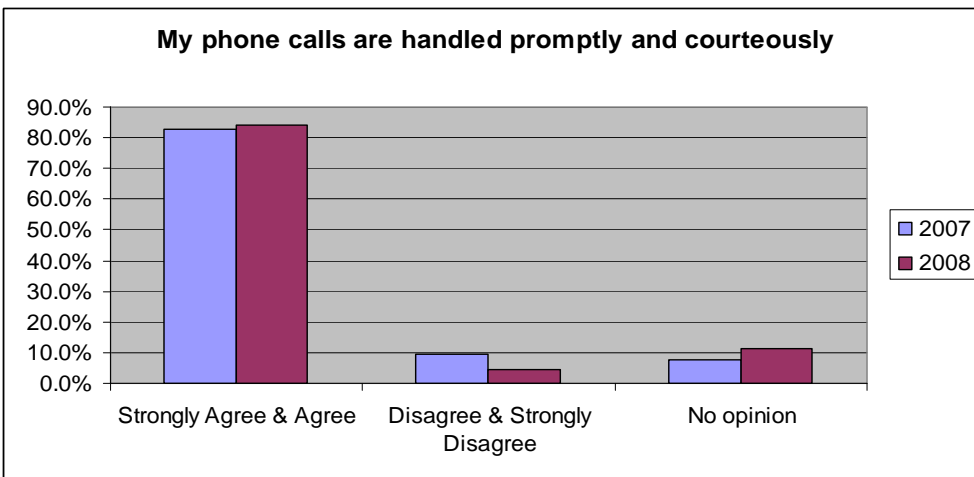
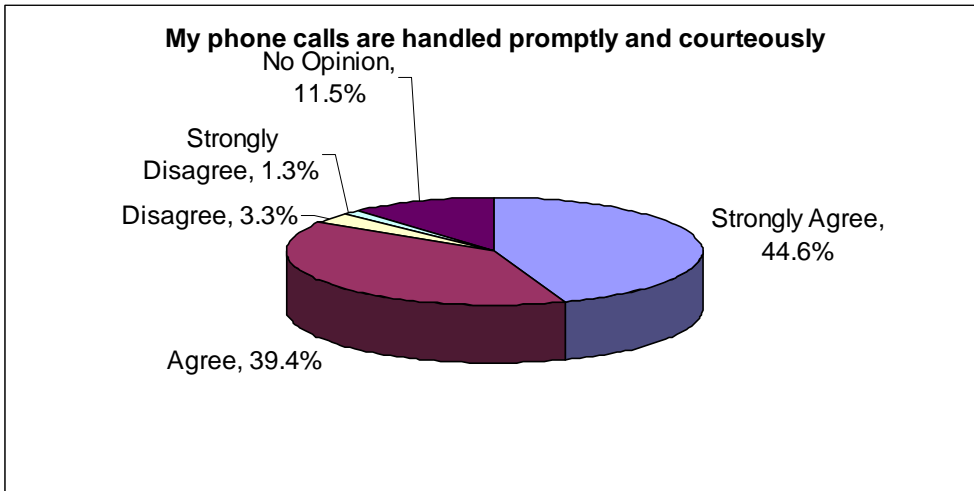


There were many comments that were given by the membership regarding Regional Leadership, newsletters and CEU's. I have summarized the most prevalent comments.

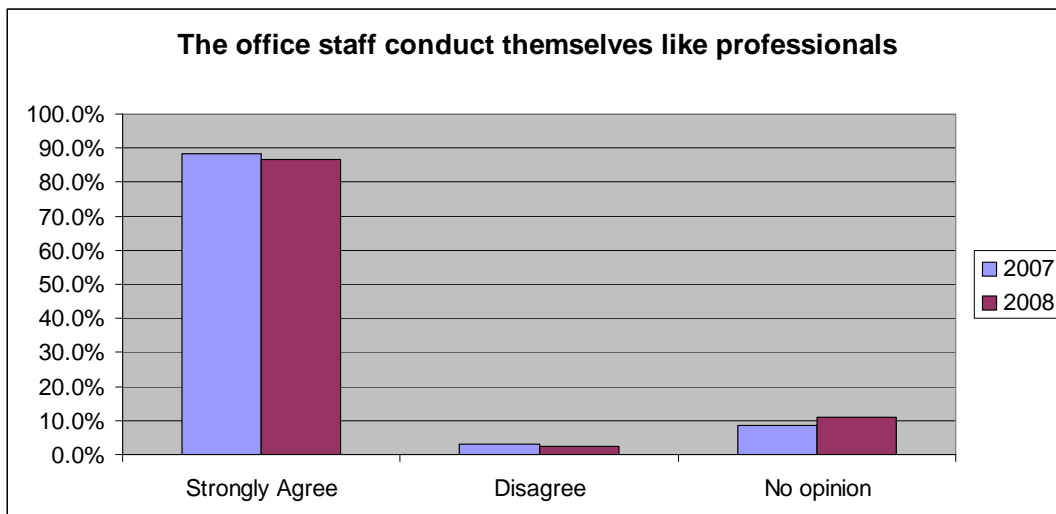
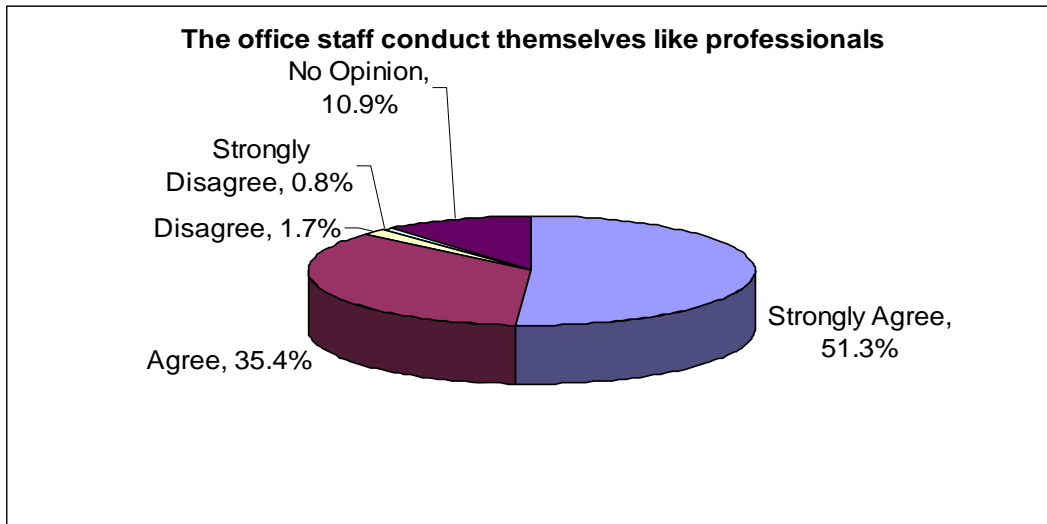
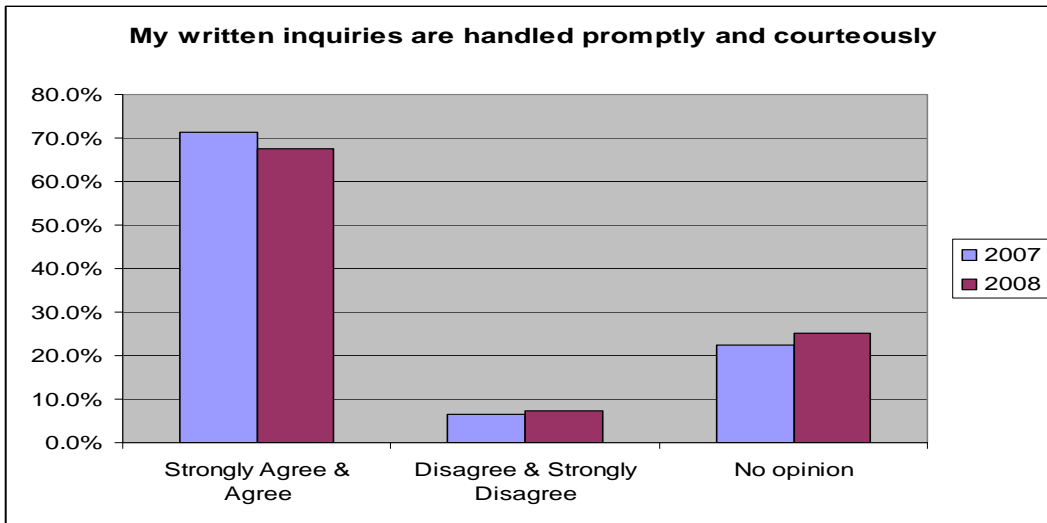
- There is not enough communication from Regional Leaders
- There are not enough CEU opportunities in their area
- Please provide more variety of CEU topics
- There is no newsletter

The CAADAC Office

The majority of respondents indicated that they **agree or strongly agree** that their phone calls (84%) and written inquiries (67.6%) are handled by the CAADAC office promptly. The majority of responses also indicated that they **agree or strongly agree** (86.7%) that the CAADAC office staff conducts themselves as professionals.



The CAADAC Office (continued)

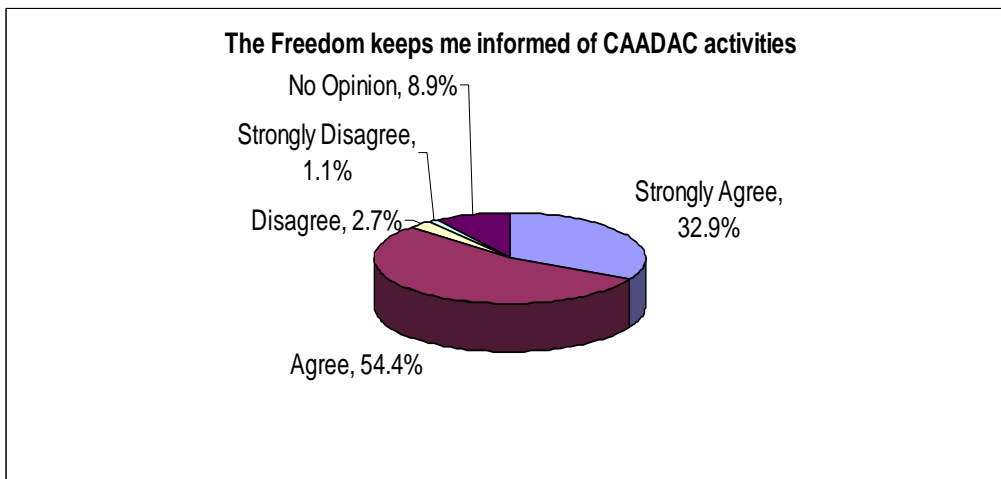
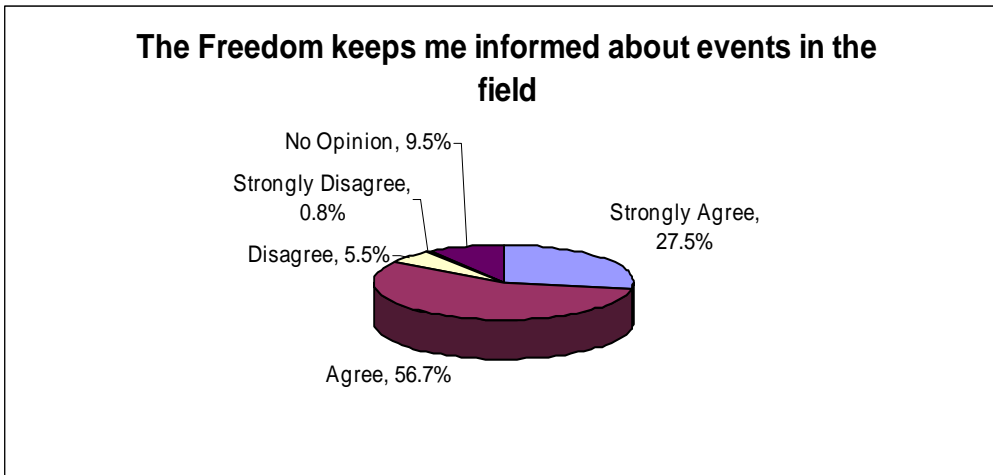


The comments regarding the CAADAC Office Staff were extremely positive. The most prevalent comments were:

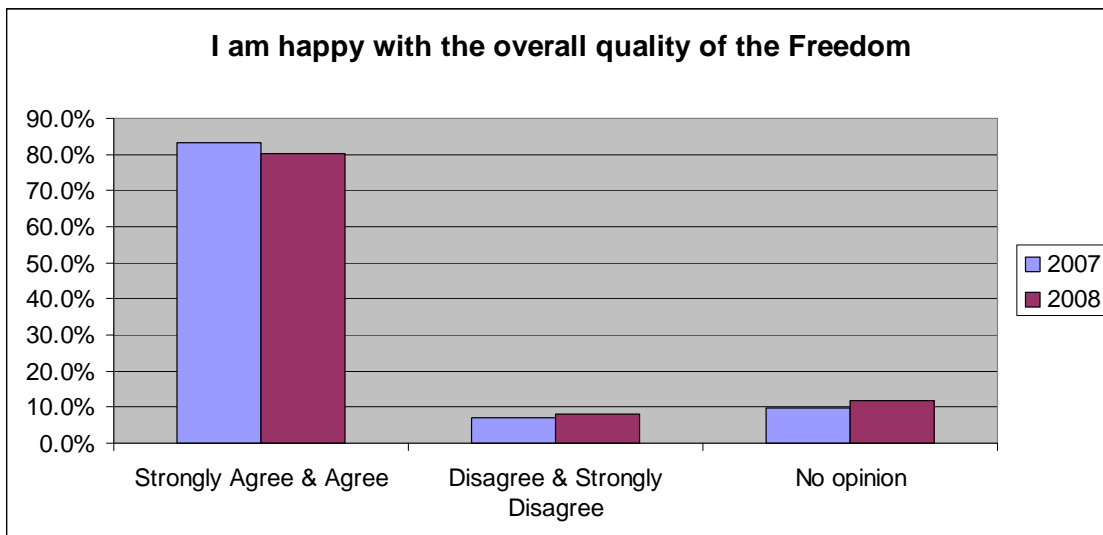
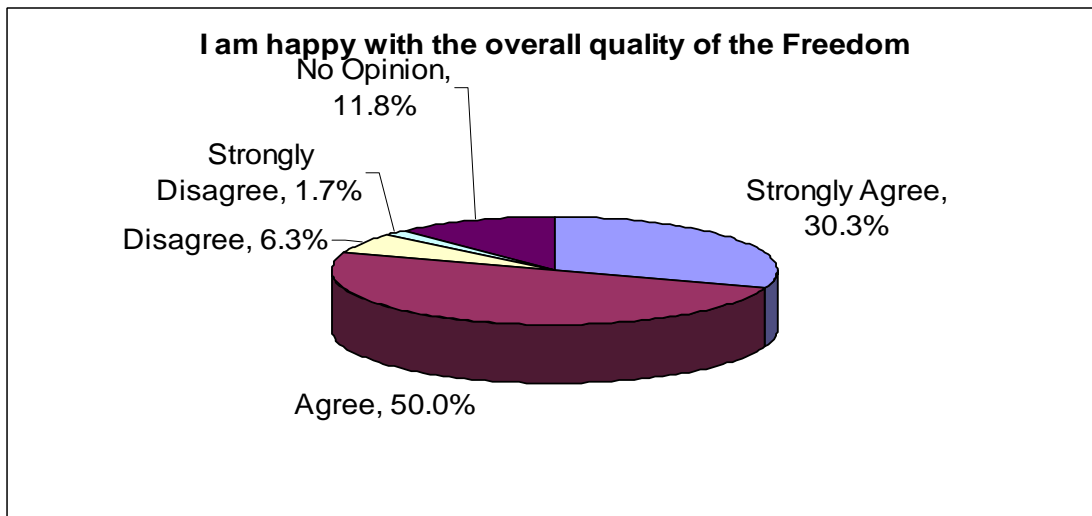
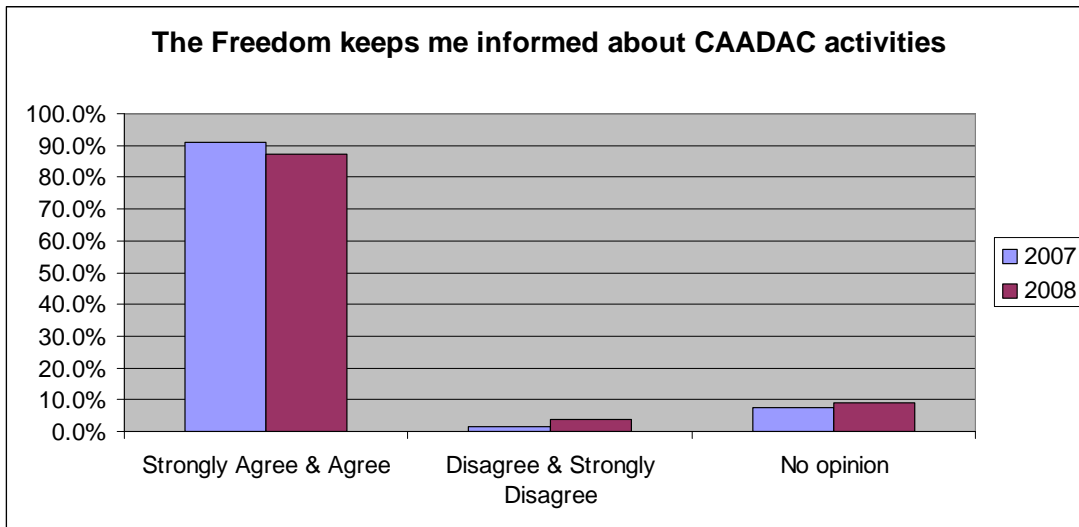
- The staff are very informative and patient
- The staff has demonstrated an increased level of helpfulness
- The CAADAC office staff are great assets to the organization

Freedom Newsletter

The majority of respondents indicated that they **agree or strongly agree** that the Freedom Newsletter keeps them informed about events in the field (84.2%), informed about CAADAC’s activities (87.3%) and that they are happy with the overall quality of the Freedom Newsletter (80.3%).



Freedom Newsletter (continued)

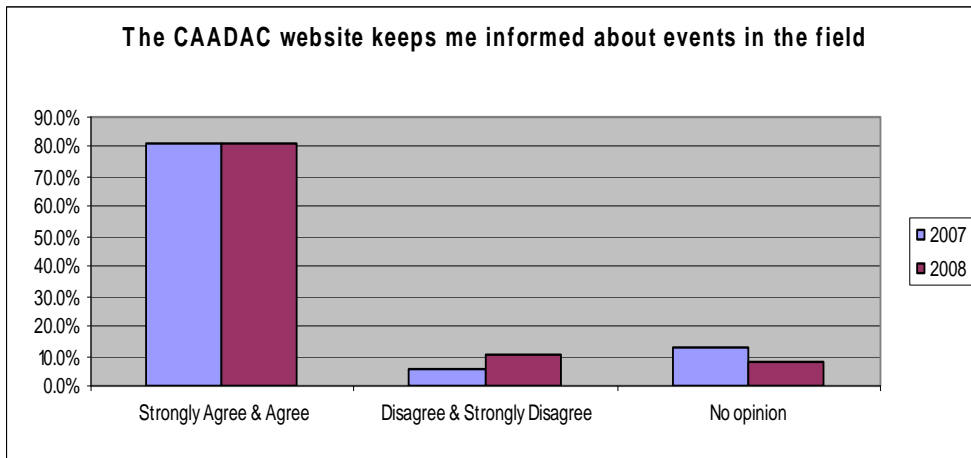
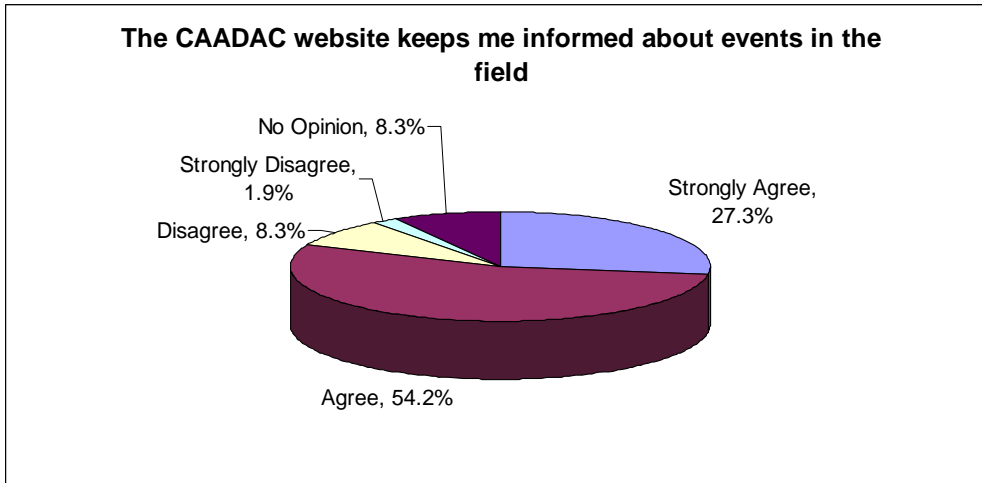


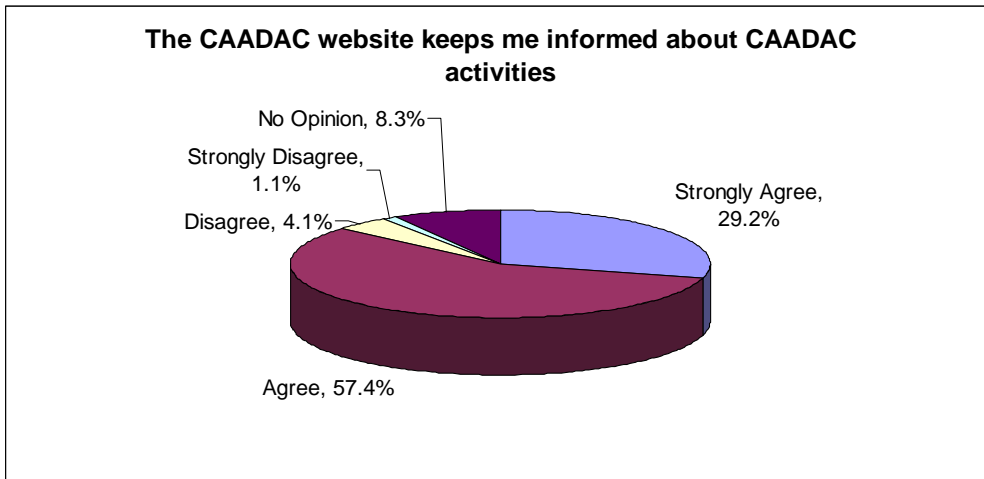
The most prevalent comments regarding the Freedom Newsletter were:

- Many members are not receiving the Freedom Newsletter
- Requests for more treatment related articles
- Prefer to get the Freedom Newsletter via mail

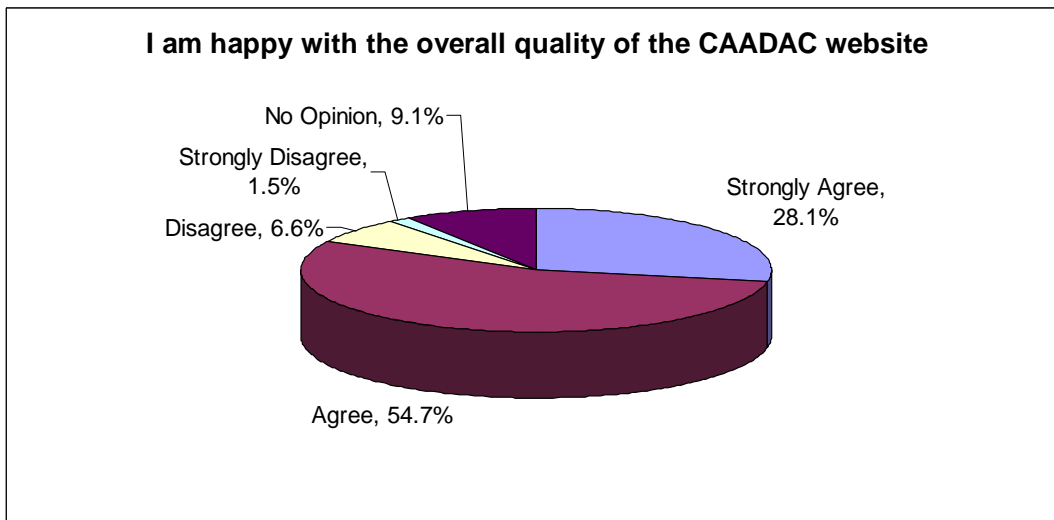
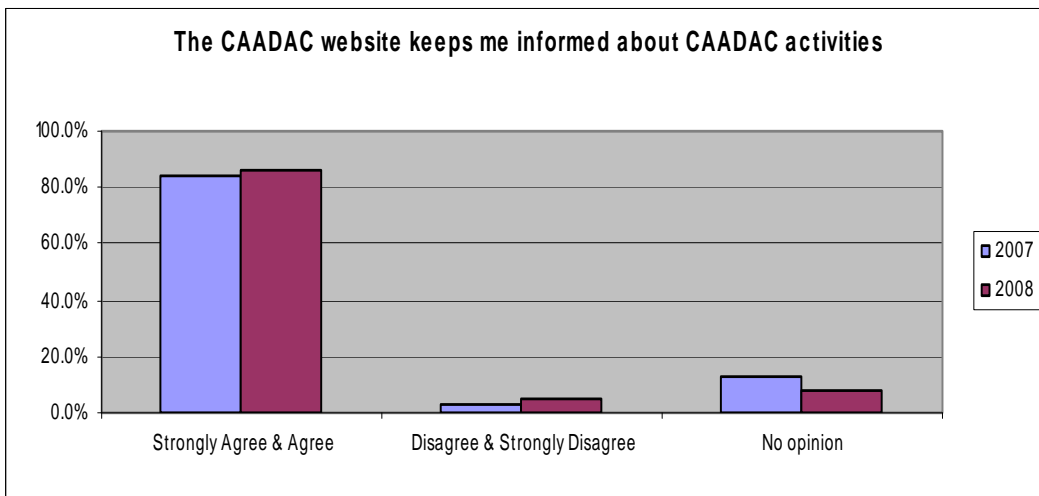
Website

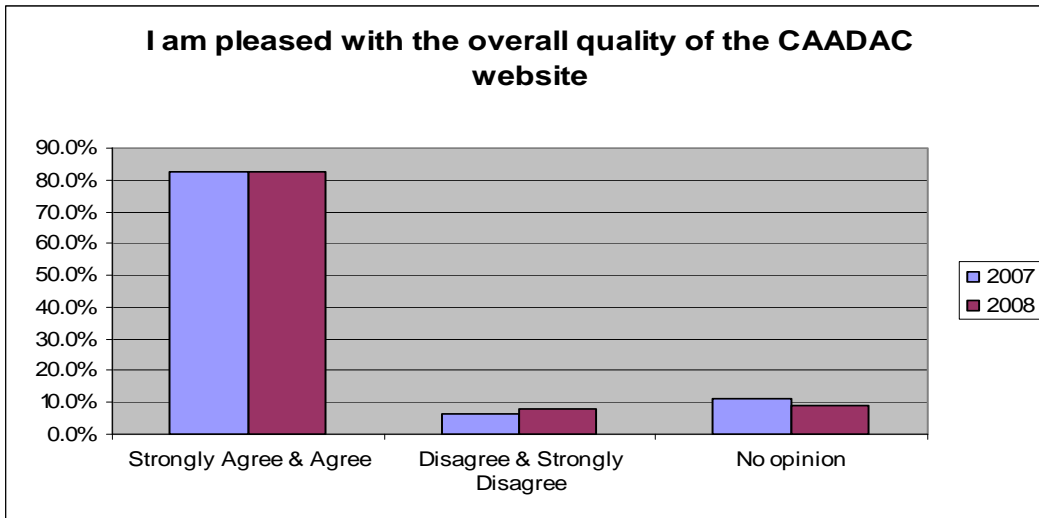
The majority of respondents stated that they **agree or strongly agree** that the CAADAC website keeps them informed about events in the field (81.5%), informed about CAADAC’s activities (86.6%) and that they are happy with the overall quality of the website (82.8%).





Website (continued)



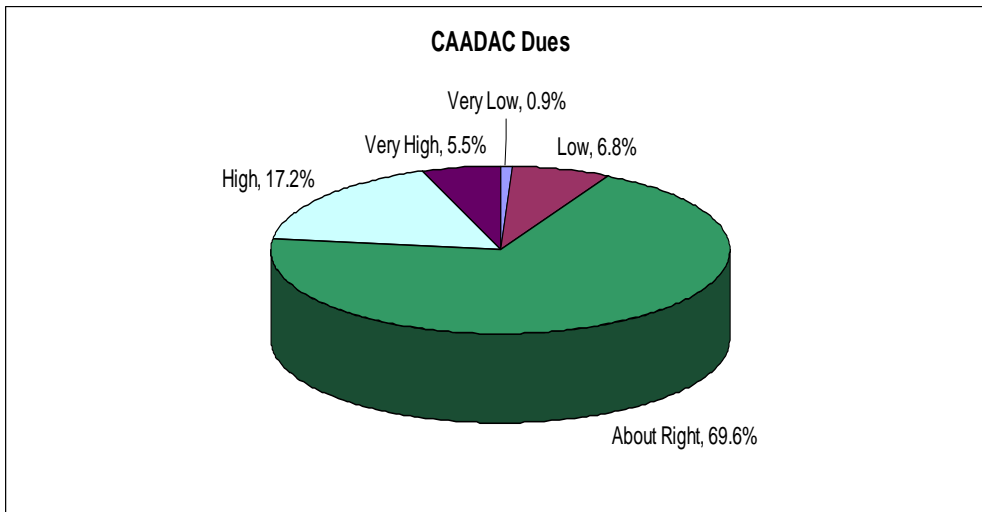


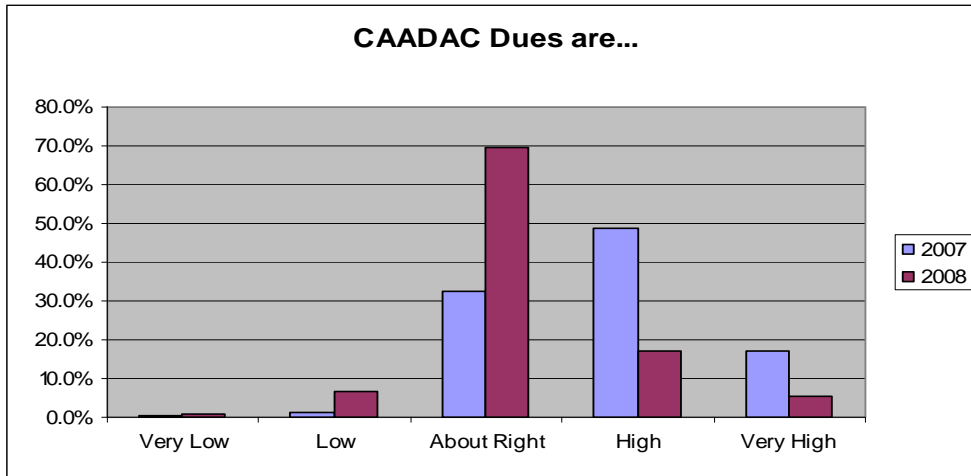
The most prevalent comments regarding the CAADAC website were:

- The website is my primary source of information
- The website has improved tremendously over the years
- The website should be updated more often
- The website is still difficult to navigate

CAADAC Dues

The majority of respondents stated that CAADAC’s dues are **about right** (69.6%).



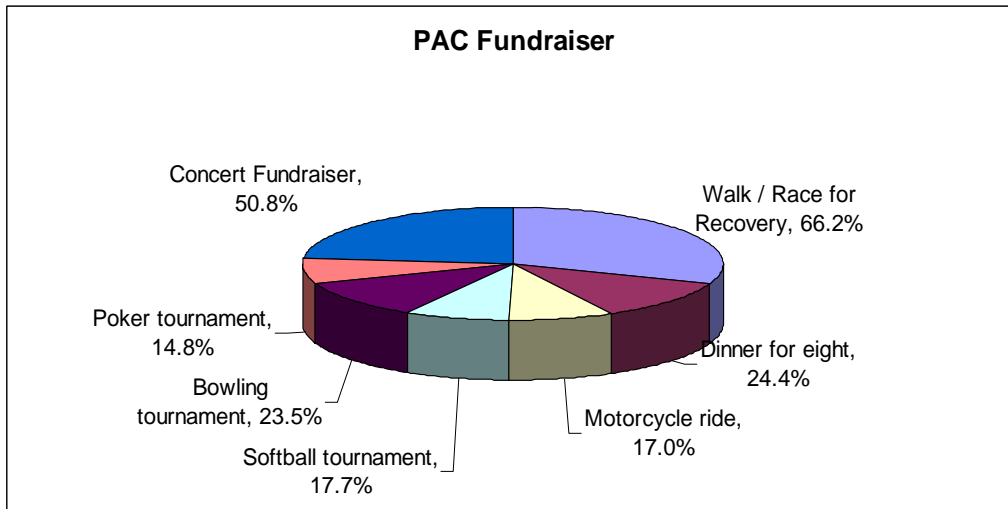


The most prevalent comments regarding dues were:

- Thank you for the price reduction
- Put membership and certification on the same cycle

CAADAC PAC

The majority of respondents indicated that they would participate in a walk / race for recovery (66.2%) or a concert fundraiser (50.8%).



Some other prevalent CAADAC PAC fundraising ideas were:

- Golf tournament
- Bicycle ride
- Silent (other) auctions
- Raffles
- Mutual fundraisers with other organizations

Other responses regarding the PAC include:

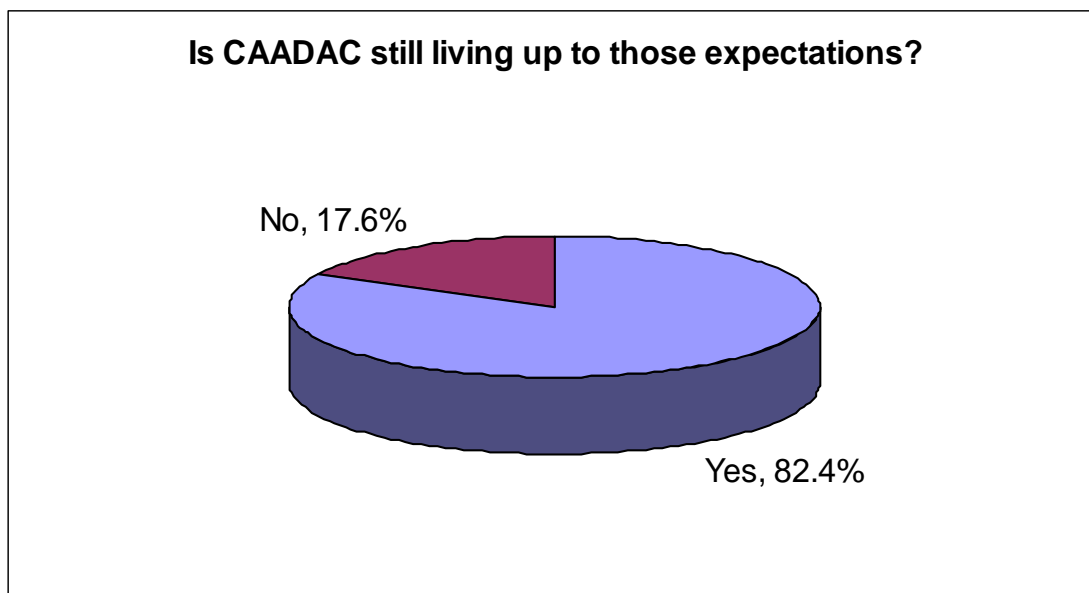
- What has the CAADAC PAC done?
- Don't like the idea of "buying" votes

Why CAADAC?

What attracted you to CAADAC? The majority of responses were able to fit into these categories:

- A wonderful mentor/teacher/school led them to CAADAC
- CAADAC's standard for excellence, integrity and ethics
- CAADAC's reputation
- Pursuit of licensure
- Quality assurance through both written and oral exams
- Highest standards for counselors
- Being a state affiliate to a National organization
- To be a part of the best organization
- CAADAC's level of professionalism
- Networking
- It is membership-driven
- Certification discounts if you are a member

When asked if CAADAC was still living up to those expectations, 82.4% responded, "yes."



While the majority stated that CAADAC is still living up to those expectations, 17.6% stated that CAADAC is not. Here are some of the reasons:

- There are often no pay differences between a CADC and other certifications
- Separation with NAADAC
- No active networking between members
- Failed licensure attempts
- No advocacy for higher wages
- The certification process is difficult

We want your opinion!

When asked about what CAADAC's priorities should be, here were some of the most prevalent responses:

- Public awareness of CAADAC's standard
- Licensure
- Continue to uphold the highest standard
- Advocate for higher wages
- Quality continuing education
- Educate public about the "Disease Concept"

RECOMMENDATIONS:

From these comments, the Quality Assurance committee is making recommendations to the CAADAC Executive Committee and Board of Directors. These recommendations are:

- For the 2009 QA survey, include questions about ethnicity and age to capture how culturally diverse the respondents are
- For the 2009 QA survey, capture data regarding level of satisfaction with the distance learning function on the website
- For the 2009 QA survey, capture data regarding level of satisfaction with the job search function on the website
- Due to high responses of “no opinion” on this survey, for the 2009 QA survey, respondents will be asked why they have no opinion. Regional representatives will be encouraged to get involved in decreasing “no opinion” responses.
- Future surveys will qualify what “good job” is intended to mean. (My regional VP is doing a good job.)
- CFAAP to facilitate regular audits of CEU workshops to ensure quality
- Regions to considering CEU opportunities in various locations throughout the entire region, including remote and rural areas.
- Start a mentorship program for the certification process
- Have a list of mentors available on the CAADAC website
- Possible revision of the current letter from the President to RRW and RS to include information regarding the mentoring function of their regional representatives.
- Inform the members about the CAADAC PAC history, function, etc.
- Inform the members about CFAAP
- All regions to provide quarterly newsletters
- Regions to provide at least one CEU workshop per quarter
- Regions to provide low cost CEU opportunities
- Future surveys will capture data regarding sufficient continuing education opportunities offered that are specific to the different credentials (CADC, CCS, CCPS, CCJP).
- Consider & inform the membership about the fiscal impact of the Freedom returning to hard copy mail
- Continue to pursue licensure / input with the ADP licensure bill

Closing:

The Quality Assurance Committee has decided that the Quality Assurance survey will be sent out on an annualized basis. This will give us the opportunity to see areas that have improved, or are in need of improvement. If your point of view was not reflected in this report, please make sure you complete the next survey that comes out.

I would like to extend a special thanks to the Quality Assurance Committee for their work in the 2008 QA report. Including myself, the QA Committee members are: Pete Nielsen, CADC-II; Peg Miller, CADC-II, PT; and Jessie Parker, CADC-II. In addition, there are individuals that are no longer on the QA Committee, but did contribute to the report. These individuals are Fred Shaughnessy, CADC-II and John Madsen, CADC-II.

On behalf of the Quality Assurance Committee, I would like to thank you for your participation in the survey. Together, we can continue to increase the standard by which this organization operates.

