

# Treatment Workforce Survey

**T**his questionnaire is for directors of substance abuse treatment agencies or heads of substance abuse treatment services in other agencies. If you prefer, the questionnaire can be completed by a designate able to provide information about the agency/service and its professional development policies and programs. If you are not a director or agency head, please return the questionnaire with a brief explanatory note using the enclosed postage-paid envelope.

**Please see the definitions of terms on the last page of this questionnaire**

1. What is your position with your agency?
  - Director/CEO
  - Other (please specify) \_\_\_\_\_
  
2. Do you work:            Part time  or            Full time?  (check one)
  
3. Which types of service does your agency offer to people with substance use problems?  
(Check (✓) as many as apply)
  - Entry (inquiry contact, intake, screening)
  - Initial assessment/treatment planning
  - Community (outpatient) treatment
  - Community day/evening treatment
  - Community medical/psychiatric treatment
  - Residential treatment (non-medical)
  - Residential supportive or stabilization (recovery home)
  - Residential medical/psychiatric treatment
  - Detox – social/non-medical or home/outpatient detoxification
  - Detox – medical withdrawal management service
  - Detox – residential withdrawal management
  - Needle exchange
  - Methadone treatment
  - Walk-in clinic
  - Other \_\_\_\_\_
  
4. For which, if any, of the following populations are the services/programs in which you are involved specifically designed? (Check (✓) as many as apply)
  - Men
  - Women
  - Youth
  - Seniors
  - People with both substance use and mental health problems
  - People in trouble with the law
  - People with alcohol problems
  - People with drug problems
  - Injection drug users
  - People with gambling problems
  - Other \_\_\_\_\_

5. Which are the main *direct* sources of funds for your agency? (Check (✓) those that provide at least 20% of total budget)

- Correctional Service of Canada
- Health Canada
- Other federal department \_\_\_\_\_
- Provincial/territorial ministry of health/social services
- Provincial/territorial ministry of justice/corrections
- Other provincial/territorial department \_\_\_\_\_
- Provincial agency (e.g., AADAC, AFM, Addiction Services)
- Regional health authority/addiction services
- Local municipality
- Charity
- Client fees
- Other \_\_\_\_\_

6. Approximately how many full- or part-time staff of the following types does the agency employ? (see definitions on the last page of this questionnaire)

- Physicians/psychiatrists \_\_\_\_\_
- Psychologists \_\_\_\_\_
- Nurses \_\_\_\_\_ (Performing nursing duties)
- Counsellors/Therapists or similar \_\_\_\_\_ (Including social workers)
- Attendants or similar \_\_\_\_\_
- Support/youth (etc.) worker \_\_\_\_\_
- Other types of clinical staff \_\_\_\_\_

7. Use check marks (✓) to indicate the extent to which the following work-related issues are of concern for your agency.

	<b>Not sure</b>	<b>Not a concern</b>	<b>Somewhat of a concern</b>	<b>Significant concern</b>
Ability to offer competitive salaries and benefits				
Ability to offer secure jobs				
Ability to provide staff with opportunities for advancement				

If you wish, please comment on the above issues.

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8. Is your agency currently, or in the process of being, certified or accredited by any of the following agencies? (Check (✓) if yes).

- Canadian Council on Health Service Accreditation (CCHSA)
- Commission on Accreditation of Rehabilitation Facilities (CARF)
- Alcohol and Drug Recovery Association of Ontario (ADRAO)
- Other \_\_\_\_\_

9. Please indicate using a check mark (✓) the extent to which you agree or disagree with the following statements concerning staff recruitment and retention.

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither/ Not sure</b>	<b>Disagree</b>	<b>Strongly disagree</b>
There is a shortage of people qualified to work as <i>managers</i> in our services					
There is a shortage of people qualified to work as <i>counsellors/therapists</i> in our services					
There is a shortage of people qualified to work as <i>attendants/workers</i> in our services					
Retention of competent <i>managers</i> is a problem for this agency					
Retention of competent <i>counsellors/therapists</i> is a problem for this agency					
Retention of competent <i>attendants/workers</i> is a problem for this agency					

If you wish, please comment on the above issues.

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## The next questions concern staff professional development and related issues

10. Does your agency have a formal written policy with respect to staff professional development?

- Yes                       No                       Under development/review

11. Which, if any, of the following does your agency provide for staff development?  
(check (✓) as many as apply)

- Financial support for attendance at training events/conferences
- Financial assistance for external study courses
- Specific amount of time for self-directed study
- Structured in-house training programs
- In-house seminars/workshops as required
- Paid study leave
- Unpaid study leave
- Subscriptions to professional journals
- Information on work-related Websites
- Mentoring
- Supervision
- Other \_\_\_\_\_

12. Which of the following statements best describes access to the World Wide Web (WWW) for front-line staff in your agency? (check (✓) one statement only)

- No front-line staff have access to the WWW at work
- Staff have limited access to some computers linked to the WWW
- Staff have good access to some computers linked to the WWW
- Most staff have their own computers linked to the WWW
- All staff have their own computers linked to the WWW

13. Please indicate using a check mark (✓) the extent to which you agree or disagree with the following statements concerning professional development.

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither/ Not sure</b>	<b>Disagree</b>	<b>Strongly disagree</b>
We do not have enough resources to meet the professional development needs of our staff					
There are limited opportunities for professional development experiences in our area.					
Staff make good use of self-study materials					
Staff do not always make use of the professional development opportunities available					
On the whole, our staff prefer to go to outside professional development events					
Staff are encouraged to set personal professional development goals during performance reviews					
Universities and colleges should take the lead in providing education and training for work in the substance abuse treatment field					

14. Check (✓) any of the following Best Practice reports from Health Canada that you are familiar with, and say how, if at all, they have influenced your services/programs.

<b>Report</b>	<b>Not applicable to this agency</b>	<b>Not sure how/if this influenced our work</b>	<b>Confirmed that we were using best practices</b>	<b>Contributed to positive changes in our work</b>
<input type="checkbox"/> Best practices in substance abuse treatment and rehabilitation (1999)				
<input type="checkbox"/> Cocaine use: Recommendations in treatment and rehabilitation (2000)				
<input type="checkbox"/> Best practices: treatment and rehabilitation for youth with substance use problems (2001)				
<input type="checkbox"/> Best practices: treatment and rehabilitation for women with substance use problems (2001)				
<input type="checkbox"/> Best practices: concurrent mental health and substance use disorders (2002)				
<input type="checkbox"/> Best practices: methadone maintenance treatment (2002)				

**The next few questions concern specific options for supporting and enhancing treatment services**

15. Please indicate with a check mark (✓) the extent to which you feel that each of the following would contribute to the enhancement of services in Canada:

	<b>Not sure</b>	<b>Would probably not make any difference</b>	<b>Could have some positive influences</b>	<b>Could have a significant positive influences</b>
National standards for service delivery				
A nationally recognized agency accreditation process				
Nationally recognized counsellor certification				
A national association for staff of substance abuse treatment agencies				
A fully maintained Canadian Website devoted to best practices in substance abuse treatment				
A printed bulletin/newsletter for substance abuse treatment service providers				
An electronic bulletin/newsletter for substance abuse treatment service providers				
Scholarships for students wishing to work in the treatment field				
National conferences for people working in the treatment field				
A national media campaign that promotes working in the addiction field				
Bachelors degree programs in substance abuse treatment				
Masters degree programs in substance abuse treatment				
Distance education courses in substance abuse treatment				
Distance consultation services (using the internet, phone or video conferencing)				

## Finally, a few questions about you

16. Do you have direct clinical contact with clients?    Yes     No
17. What is your age?    \_\_\_\_\_ (Years)
18. What is your gender?    Male     Female
19. What level of education have you reached *or expect to reach within the next 2 years?*
- Did not finish high school
  - High school graduation
  - Community college certificate/diploma
  - University degree/diploma
  - Masters degree
  - PhD/MD
20. Which of the following describes your background and work-related experiences?  
(Check (✓) as many as apply)
- Formal education in the health field (e.g., nursing, medicine, clinical psychology)
  - Formal education in the human service field e.g., (social work, social psychology, AOD counsellor)
  - Business education (administration, accountancy, management)
  - A lot of relevant experience
  - Personal history of problems with alcohol or drugs
  - Other (please specify) \_\_\_\_\_
21. How long have you been working in the substance abuse field?    \_\_\_\_\_ (Years)
22. How long have you held your current position?    \_\_\_\_\_ (Years)
23. How much longer do you expect to continue to work in the treatment field?    \_\_\_\_\_ (Years)
24. All things considered, how much personal satisfaction do you get from working in your present job?
- None or very little satisfaction     Quite a lot of satisfaction
  - A bit of satisfaction     A great deal of satisfaction
25. If you wish to provide written comment about professional development issues raised by this questionnaire please do so below or on the reverse side of this sheet:
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**Thank you very much for filling in the questionnaire. Please now return it using the enclosed postage-paid envelope to CCSA Survey Team, Canadian Centre on Substance Abuse**



## Definitions of terms used in this questionnaire

- Agency:** The entity with the legal mandate to provide substance abuse treatment services at one or more sites.
- Service or program:** A specific type of clinical service provided to clients at one or more sites.
- Program/service manager:** Person who is the administrative head of one or more services or programs. In some cases managers are also supervisors (see below).
- Program or service supervisor:** Person with the authority to organize and monitor the work of front-line staff.
- Program or service coordinator:** Person expected to organize and monitor the work of front-line staff, but who does not have the administrative authority of a manager or supervisor.
- Counsellors/Therapists or similar:** Those designated as such by their job titles and others, except doctors, nurses and psychologists who meet face to face with clients (individually or in groups) to address significant personal issues concerning substance abuse and related problems.
- Attendants/Support workers or similar:** Those designated as such by their job titles and others who have direct contact with clients (individually or in groups), but who are not expected or permitted to do counselling or therapy, but to provide practical advice, assistance and encouragement. Except for those designated as nurses, counsellors or therapists, most other front-line clinical staff will fall into this category.