**NCDA CREDENTIALING COMMISSION 2020-2021 ANNUAL REPORT**

**Prepared by Aaron Leson, Director of Credentialing and James Westhoff, Chair**

**FY 2021 Summary with Highlights**

1. The Credentialing Commission (CC) met just one time in-person during the 2021 fiscal year (August, Denver). We also have convened via zoom on a monthly basis.
2. **Credentialing Operations:**
   1. We continue to make improvements to our credentialing process. This includes refining our language, information and credentialing processes on the NCDA website and within our credentialing platform.
   2. The CC continues to utilize the credentialing Audit Panel, which addresses the need to audit a random 10% of credential holders who are reaching a new 3-year certification period. The Audit Panel is comprised of a primary member and an alternate member from the CC; the Ethics Committee; and the Committee on Diversity Initiatives and Cultural Inclusion. The Audit Panel meets via Zoom on a monthly/bi-monthly basis to assess and approve the continuing education activities (30 CE clock hours over 3 years) being reported by credential holders under audit.
   3. We continue to solidify the policies and process of the Audit Panel.
   4. As of September 2021, we have listed a total of 8 organizations for the Select Continuing Education Providers.
   5. We have 3 active Alternative Pathways (India, Saudi Arabia, China).
   6. Quality Control Audit is close to its conclusion and we will share the results when complete.
3. **Customer Focus**
   1. The NCDA Staff and NCDA Commission continue to respond toinquiries regarding NCDA credentials, credentialing processes, and continuing education requirements. These inquiries come in regularly and on a daily basis. The CC has collectively committed to responding to all inquiries quickly, thoroughly, and at the highest level of customer service to drive continued engagement with credential-holders over time.
   2. The CC has continued to focus heavily on assisting current credential holders understand and attain Continuing Education (CE) hours. This focus has driven the CC to revise the CE Manual and establish an updated CE log to ensure that credential holders can easily access the information that they need as well as document CE activities.
4. **Marketing**
   1. The CC continues to work with Ali Breen to develop marketing objectives and action plans based upon defined goals from the CC. Marketing priorities include:

* Distinct, concise messaging to NCDA Membership and Higher Ed that NCDA now has a Fast-track option (for the CCC credential) for students and alumni of CACREP Career Counseling programs.
* Elimination of the Youtube channel, Credentialing Guru, and the new focus to move and create content that will be displayed within the NCDA Youtube channel.
* Continued messaging regarding the CMCS fast-track.

1. **Commission Operations**
   1. The term of one of our representatives ends in September 2021 (James Westhoff). Due to our lack of applications for the CCCE, CSCDA, and CCSCC credentials, the CC will not replace these positions on the CC as our current commission can handle the details and requests related to both credentials.
   2. For the upcoming year, Tina Peterman (Anctil) will become CC Chair and Jessica Worny-Janicki will become CC Chair-Elect. We have posted positions for the CCSP and CMCS commissioner roles as Jessica Worny-Janicki becomes the chair-elect and the first of Windi Wilson’s 3 year terms expires.
   3. Our current positions are as follows:
      1. James Westhoff: Chair
      2. Tina Peterman: Chair-Elect
      3. Tina Peterman: CCCE/CCSCC Commissioner
      4. Jessica Worny Janicki: CMCS Commissioner
      5. Windi Wilson: CCSP Commissioner
      6. Debra Ruddell: CCC Commissioner
2. **Highlights**
3. Balanced Budget
4. CMCS Fast-Track
5. 8 paid select continuing education providers listed
6. 3 Alternative Pathways that are active
7. Addition of 530 new credential holders for 2021 (July 31, 2021)
8. Over 2350Total Credential Holders (July 21, 2021)
9. Maintenance of credential holders is over 100% of projections
10. **On the Horizon (Currently Being Discussed)**
    1. **CCCE Moratorium**
    2. **CCSCC assessment recommendation**
    3. **Compensation for Assessment Reviewers and Application “Dead Periods”**
    4. **CCSP Credential Fee added to the Purchase of FCD Curriculum**