



NAVEX Customer Success Story

CADCA advances compliance focus and drives cultural shift with NAVEX

“NAVEX provides us with the opportunity to not only have the right documents and compliance processes but ties our program into something much more significant. They have the experience and insights to help us drive a real cultural shift.”

General Barrye Price

President and CEO



Highlights



Industry

Social Services, Non-profit



Number of Employees

50



Challenge

Implement a scalable, efficient compliance program to help them manage changing regulatory environments and expanding business model.



Outcome

Efficient and scalable compliance solutions in a single platform to support CADCA's growth and diversification goals.

Solution

NAVEX One®

WHISTLEBLOWING & INCIDENT MANAGEMENT
POLICY & PROCEDURE MANAGEMENT
COI DISCLOSURE MANAGEMENT

About CADCA (Community-Based, Advocacy-Focused, Data-Driven, Coalition-Building, Association)

Based in Alexandria, VA, CADCA (Community-Based, Advocacy-Focused, Data-Driven, Coalition-Building, Association) is a non-profit social services organization whose mission is to strengthen the capacity of their over 5,000 community coalitions to create and maintain safe, healthy and drug-free communities. With the support of federal, corporate, and private partners, CADCA provides technical assistance and training, public policy advocacy, media programs and special events to educate and empower communities in over 33 countries to prevent substance abuse.

In addition to supporting member coalitions by providing resources and materials designed to help them be effective and sustainable, CADCA manages international programs, youth leadership initiatives and training resources to reach thousands of change advocates each year.

CADCA is growing in membership and strategic action planning, expanding their training programs to support a wider array of societal challenges such as suicide prevention, helping underserved communities get broadband internet, supporting Alzheimer's treatment and more.

Challenge:

In September 2020, CADCA experienced a leadership change and General Barrye Price, with his well-accomplished and highly-decorated U.S. Army leadership experience, became the new President and CEO. Having served for three and a half years as COO, he knew the organization needed to move away from manual, disjointed compliance processes. They needed guidance on the structure and protocols required to build an efficient and effective governance and compliance program including an outlet for complaints, whistleblower policies and oversight with regards to compliance. As a nonprofit, the scrutiny that comes with government contracts, foundation funding and being a membership-based organization, the bar for 'excellence in ethics' is set very high for CADCA.

General Price explains, "We needed guidance to govern the work we do and how we do it. NAVEX was recommended by one of our board members and we established a new board with functional committees and sector representation, documented processes and oversight."

In addition, CADCA had more than 200 policies including HR-related policies which all had to be rewritten. "The tone of our existing employee handbook was extremely punitive, highlighting everything that would 'get you fired'. NAVEX provided valuable feedback and expertise that validated our concerns and made the handbook more of a clear, user-friendly desk reference for employees."

Solution:

After a thorough compliance program assessment and developing a strategic roadmap, NAVEX, along with both internal and external stakeholders, advised CADCA on the best mitigation and remediation options.

CADCA initially partnered with NAVEX to build an incident management solution. They quickly realized the value of having a multi-solution partner with the experience and knowledge to guide them through implementing a more sophisticated program including policy management and disclosure management solutions.

"We are confident we have the right tool in place to help us remain compliant with EthicsPoint Incident Management," General Price shared. "We now have an outlet for complaints with a formal whistleblower policy, along with oversight and reporting capabilities."

"When it comes to disclosures, -in less than a year, we went from training wheels to riding a bike and now to riding a motorcycle. We have had tremendous growth and a sea change within the organization and it's more critical than ever that we hire the right people and ensure there are no conflicts of interest to be concerned about."



WHISTLEBLOWING & INCIDENT MANAGEMENT

Build, measure, and grow your speak-up program to foster trust, shared responsibility, and the highest standards of ethical conduct with NAVEX's industry leading whistleblowing and incident management software.



POLICY & PROCEDURE MANAGEMENT

Manage your policies' life cycle, track attestations, run audit-ready reports, and enable your employees easy access to all vital information with NAVEX's policy and procedure software.



COI DISCLOSURE MANAGEMENT

Create transparency throughout your organization with NAVEX's automated disclosure software that provides your employees an easy way to report on potential conflicts of interest.

CADCA now has a portal where the board can see current and historical policies, conflict of interest statements, meeting minutes and more. "The tremendous value in having everything in one place is transparency. There's no scavenger hunt and NAVEX provides a one-stop shop where everything is there and easy to access."

As of Q4 2023, CADCA uses the following suite of tools on the NAVEX One® platform:

- Whistleblowing & Incident Management
- Policies & Procedures Management
- COI Disclosure Management

Results:

While some solutions are still newly implemented, by adding to the suite of NAVEX solutions on a single platform, CADCA already sees a cultural shift and greater, more holistic approach to managing risk and compliance.

"In terms of ease of use, our HR Director, who is an army of one, uses the platform routinely and finds it efficient and a real time savings." General Price adds, "NAVEX is a real partner, eliminating the need to enforce everything. They provide a certain professional comfort we didn't have before and help us stay ahead of the compliance curve."

"At CADCA, we are huge on leadership, and part of leadership is accountability. What I really like about our partnership with NAVEX is that it holds everyone accountable to do what they are supposed to be doing. NAVEX is like our trusted agent when it comes to governance and compliance. What we've experienced is greater transparency, responsibility and accountability – and a real and lasting cultural shift."

To learn more about NAVEX One® or to schedule a demo, please visit www.navex.com or call us at U.S. +1 866 297 0224 or EMEA +44 (0) 20 8939 1650.

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