



# CRCC Connections

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Fall 2010

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From the Chair ...

## CRCC Reshapes Strategic Goals to Meet the Future

By **Christine Reid, Ph.D., CRC**

In 2007, CRCC adopted its current mission statement: "To promote quality rehabilitation counseling services to persons with disabilities through the certification of rehabilitation counselors, and to provide leadership in advocating for the rehabilitation counseling profession." To support our mission and frame our efforts, we established several strategic goals. Over the past 3 years, we have made significant progress, despite a changing political and economic landscape. After evaluating that progress, we have now updated our goals to ensure that CRCC is well prepared to address the needs of its constituents and the profession, today and into the future.

### Goal 1: Improve Visibility and Acceptance of the CRC Credential

CRCC has established a solid foundation over the past 3 years. Our new logo and identity convey a bold, contemporary image for CRCC and its certificants. Our new website draws an average of over 11,000 viewers each month by providing updated, relevant information with interactive features and full accessibility. Expanded CRCC services and new programming include Computer-Based Testing, the CRC Interactive Practice Test, The CRCC Desk Reference on Professional Ethics, and our first online webinar series. We improved our examination development process with an emphasis on equity in testing for all examinees. Our

2008 Salary Report continues to help individuals assess how their compensation compares across fellow Certified Rehabilitation Counselors. Release of the 2010 Code of Professional Ethics ensures that our CRCs and CCRCs continue to maintain highly ethical practice while reinforcing CRCC's position as the leading authority for ethical practice across the rehabilitation counseling profession. And while these efforts focus on the CRC credential, CRCC is equally dedicated to the preservation and maintenance of its Canadian Certified Rehabilitation Counselor (CCRC), Certified Vocational Evaluation Specialist (CVE), Certified Work Adjustment Specialist (CWA), and Certified Career Assessment Associate (CCAA) credentials. Future initiatives under this goal will continue to focus on delivering outstanding services to all of our certificants, with an added focus on attracting new Certified Rehabilitation Counselors.

### Goal 2: Advocate for Recognition of the CRC and CRCE in Licensure and Reimbursement Systems

Recent CRCC advocacy efforts have focused on achieving recognition of the CRC Examination (CRCE) in general counseling licensure by actively engaging in efforts to educate state regulators. Recent achievements include recognition of the CRCE in the grandparenting phase for licensure in California; formal recognition in North Carolina of the CRCE and CORE accredited programs in their

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### CRCC Reshapes Strategic Goals to Meet the Future

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rules; a petition before regulators in Maine to recognize the CRCE and CORE accredited programs for licensure as a professional counselor; legislative amendments in Utah requiring disability-related education and work experience for providing qualified rehabilitation counseling services; and approval by the Wyoming Mental Health Professions Licensing Board for the CRCE to satisfy professional counselor examination requirements, with final legislation currently pending.

As we look to the future, state-specific initiatives will continue, but new Federal healthcare reform legislation will be preeminent on our advocacy landscape. The recently passed Healthcare Reform Bill presents new opportunities for recognition of CRCs within each of our 50 states' healthcare reimbursement systems. Advocating for inclusion of rehabilitation counseling services for people with disabilities, with CRCs being the individuals qualified to provide those services will be a critical initiative for CRCC, but we cannot do it alone. We will be calling upon all interested CRCs to help in our efforts. Please see "Advocacy Update" on page 7 for more information on how you can help.

### Goal 3: Increase Leadership Role of CRCC

Facilitating active involvement and providing professional support across key leadership initiatives ensures that certified professionals are appropriately represented, keeps CRCC at the forefront of changes and developments in the profession, leverages the vast knowledge and expertise of CRCC Commissioners and appointees, and further elevates the visibility of CRCC and the CRC credential.

Most recently, CRCC engaged with public sector partners to address mat-

ters impacting the provision of quality rehabilitation counseling services. From this initiative, CRCC developed and introduced new CRC Exam eligibility Category R, which provides increased opportunities for certification of qualified individuals. In addition to consulting with universities as they develop the appropriate advanced certificate/degree programs, CRCC has reached out to various organizations, including the Council of State Administrators of Vocational Rehabilitation (CSAVR), the Rehabilitation Services Administration (RSA), and the Consortia of Administrators for Native American Rehabilitation (CANAR), to promote and support this new eligibility category.

CRCC will continue to participate in *20/20: A Vision for the Future of Counseling*, a collaboration with 31 counseling organizations co-sponsored by the American Counseling Association (ACA) and the American Association of State Counseling Boards (AASCB). The objective of this group is to determine where the counseling profession as a whole should be in the year 2020, and to identify the best means to arrive at that point.

CRCC has accepted an invitation to become a member of the ACA's Alliance of Professional Counseling Organizations (APCO), established to unite its independent member organizations to work on common goals. Alliance members agree, on a case by case basis, to work together for public service, research, or other projects.

Finally, CRCC actively participates in a wide variety of leadership meetings within both the rehabilitation and general counseling professions, including those of its appointing organizations as well as the ACA and the National Rehabilitation Association (NRA).

### Goal 4: Assess Opportunities for Growth and Development

CRCC continues to monitor the international arena to identify growth opportunities. Representing the world's largest group of rehabilitation counselors, CRCC also provides leadership and support within the international rehabilitation counseling community. CRCC recently presented and led discussion at the International Rehabilitation Counseling Association (IRCA) meeting where content focused on foundational elements of what constitutes a profession, and how CRCC may assist in advancing rehabilitation counseling internationally.

This continues to be an exciting and dynamic time in the growth and development of the profession, and of the CRCC. We are dedicated in our continued efforts to provide exceptional programs and services for all of our certified professionals – CRCs, CCRCs, CVEs, CWAs, and CCAAs. We are also committed to growing our organization by expanding our CRC certificant base, to ensure that people with disabilities can have ready access to qualified rehabilitation counselors committed to ethical practice. As a leader in our profession, we will continue to work collaboratively with other organizations toward shared goals. We will also continue to proactively address challenges as they develop, ensuring sustained future growth and success for our certificants and for our profession. ●

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*Christine Reid, Ph.D., CRC, is chair of the Commission on Rehabilitation Counselor Certification. She is also immediate past chair of the CRCC Examination and Research Committee and is a Professor at Virginia Commonwealth University.*

## 2009–2010: The Year in Review

### CRC Interactive Practice Test

Released by CRCC in August 2009, the CRC Interactive Practice Test assists candidates as they prepare to take the CRC Exam (CRCE). It offers applicants the ability to answer 50 items representative of content on a live CRC exam within a 48-hour window at a cost of \$39.99. The practice test provides correct answers, rationale, and related references for each of the 50 items. Details are located on the CRCC website, CRC Exam Preparation page. To date, over 500 individuals have used the practice test as they prepared to take the CRCE.

### New CRC/CCRC Code of Professional Ethics

The updated Code of Professional Ethics for Rehabilitation Counselors (Code), in effect since January 1, 2010, may be viewed, downloaded, and printed directly from the CRCC website, CRC/CCRC Code of Ethics page. Recognizing the significant changes in the new Code and thus the extreme importance of integration in everyday practice, CRCC developed numerous resources and programs to support the new Code including a list of the Top 10 Changes, The CRCC Desk Reference on Professional Ethics, an online ethics webinar series, and a call for the publication of a Special Joint Issue on Ethics.

### The CRCC Desk Reference

Published in January 2010, *The CRCC Desk Reference on Professional Ethics: A Guide for Rehabilitation Counselors* is the most contemporary, all-inclusive resource on ethics. Going well beyond the new 2010 Code, it provides additional substantive resources and research to support ethical practice and facilitate a deeper understanding of the new Code. The CRCC Desk Reference is available for purchase

(\$39.99) directly from the publisher, Elliott & Fitzpatrick, at [www.elliottfitzpatrick.com](http://www.elliottfitzpatrick.com) or by calling 1-800-843-4977.

### Ethics Webinar Series a Success

CRCC, in partnership with The University of Iowa's Institute on Disability and Rehabilitation Ethics (I-DARE), held its first online webinar – the CRCC Ethics Webinar: Changes in the New CRCC Code. With General, Public Sector, and Private Sector sessions, the webinar series addressed the most prominent and innovative aspects of the new Code with practical appli-

cation for everyday use. Over 1,000 individuals registered for the webinar with 94% of all follow-up survey respondents indicating the webinar met or exceeded their expectations.

### CRCC Fees Increase

To continue providing a world-class certification program and to simplify the fee structure across all designations, CRCC instituted a new fee structure effective April 15, 2010. Impacting certification renewals, continuing education, and CE Providers, details were published in a CRCC News Brief and in the CRCC Spring

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**new technology**

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**EVERYTHING YOU NEED TO SUPPORT SOUND, ETHICAL PRACTICE ... AT YOUR FINGERTIPS.**

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- Cross-Referenced Advisory Opinions
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**The CRCC Desk Reference on Professional Ethics:**  
*A Guide for Rehabilitation Counselors*

*"...comprehensive and thought-provoking...user-friendly organization, content, and style...provides essential tools for application to daily professional practice." Case, Jan. Book & Media Reviews. Journal of Applied Rehabilitation Counseling (Summer 2010): 65-66.*

**The Year in Review**

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2010 Newsletter. Both are available to view, download, and print on the CRCC website, News & Events page.

**NCCA Re-Accreditation**

After a lengthy and thorough accreditation review, the CRC Certification Program was re-accredited through April 30, 2015 by the National Commission for Certifying Agencies (NCCA). NCCA awards accreditation to programs that demonstrate compliance with the essential elements of competency assurance and adhere to modern standards of practice in the certification industry. ●

**Administrative Update**

**October 2009 examination:**

Eligible candidates who took the examination: 359

Candidates who achieved a passing score: 248

**March 2010 examination:**

Eligible candidates who took the examination: 515

Candidates who achieved a passing score: 387

**July 2010 examination:**

Eligible candidates who took the examination: 378

Candidates who achieved a passing score: 254

● **Revocation Notice** ●

The Ethics Committee met in November 2009 to examine all evidence relevant to a complaint received against a Certified Rehabilitation Counselor. The Committee convened in accordance with the Guidelines and Procedures for Processing Complaints and found that Cheryl S. Foden, Customer Number 00005386 was in violation of the CRCC Code of Professional Ethics for Rehabilitation Counselors effective as of January 1, 2002. The particular Standards cited included A.1.a, A.3.c, D.1.a, D.6.b, F.5.c, F.5.d, F.12, and K.1. The individual's certification as a CRC was revoked.

**2010–2011: The Year Ahead**

**New CRC Exam Eligibility Category R**

CRCC recently instituted Category R, a new CRC Exam eligibility category providing increased opportunity for CRC certification through the attainment of a post-graduate advanced certificate or degree in lieu of a second Master's degree in Counseling or Rehabilitation Counseling. Qualified individuals with advanced degrees in thirteen areas of study may be eligible to sit for the CRC Exam by evidencing formal education and work experience comparable to existing eligibility categories. Complete details on Category R, in effect with the March 2011 CRC Examination, may be found on pages 9-10 of the CRC Certification Guide on the CRCC website, Applicants tab, Eligibility Requirements page.

CRCC is currently working to compile a list of universities that will offer the advanced certificate or degree program. Information will be posted on the CRCC website in the near future.

**Certification Renewal Survey**

Each year, 74-78% of all eligible CRCs renew their certification. While this is well within industry norms, CRCC will be reaching out to certificants to better understand reasons both for renewal and non-renewal. Plans are currently in development.

**2nd Certificant Survey**

The 2007 Certificant Survey provided valuable information and insight that helped guide and develop many CRCC certificant programs and services over the past 3 years. To assess progress in key areas and to help identify future directions for new programs and services, CRCC will be fielding a second Certificant Survey early in 2011. Similar to the 2007

survey, the second Certificant Survey will be **delivered via email to all CRCs, CCRCs, CVEs, CWAs, and CCAAs for whom CRCC has a valid email address**. Make sure your voice is heard – please take the time to update your contact information.

**Social Media**

Social media outlets – Linked-In, Facebook, and Blogspot to name a few – provide tremendous opportunities to dialogue, educate, and build relationships with people who share common interests, both professionally and socially. CRCC will be evaluating opportunities to create a certificant “credentialing community” via social media forums, with goals to expand communication outlets, facilitate meaningful and educational dialogue, and build engaging relationships. 2010-2011 efforts will include completing a foundational assessment, developing an integrated social media plan, and gaining CRCC Commissioner/Board approval.

**CRCC Needs Your Help – Make Sure We Have Accurate Contact Information for YOU!**

In order for CRCC to most efficiently communicate with our certificants, we must have your most current contact information.

CRCs and CCRCs:

Login via My CRC/CCRC Profile at [www.crccertification.com](http://www.crccertification.com), check your information and make any updates.

CVEs, CWAs, and CCAAs:

Click on “Update Contact Information” button via CVE/CWA/CCAA Designations link at [www.crccertification.com](http://www.crccertification.com).

*The Year Ahead* – continued from page 4 –

## Use of the CRCE as a Comprehensive Exam

Several CORE-accredited Rehabilitation Counselor Education (RCE) Programs have been using the CRC Examination as their program's comprehensive examination. For students, there are numerous benefits of using one examination to help them achieve both their master's degree and their professional credential. Attaining the CRC credential provides an important professional distinction that sets them apart from their peers; increases their professional marketability; establishes their professional identity; and, can potentially lead to faster career and salary advancement. Students

may have another added benefit if they pursue licensure during their career in a state that recognizes the CRC Exam in lieu of another examination for counselor licensure. For universities, the ability to provide students with this powerful combination may translate to a marketable point of difference for their graduate programs.

Looking to expand this program in 2010-2011 and beyond, CRCC will be reaching out to 100+ universities with CORE accredited programs, as well as non-CORE accredited RCE programs, to identify opportunities, understand barriers, and develop targeted, integrated expansion plans.

## Technology Update

Due to a change in vendors, new technology implementation has been delayed. Once fully online, the new system will enable online submission of applications for both initial certification and certification renewal as well as submission of continuing education, including submission of CE hours, and certificant-based CE tracking. Users will also be able to complete full payment online. This functionality will be coming online through the CRCC website in stages. Stay tuned for more details. ●

# Continuing Education: A Guide to Meeting Your Requirements

## Planning your Continuing Education (CE)? Not sure what qualifies? Want to keep your costs down?

CRCs/CCRCs renewing their certification are required to accrue and submit 100 clock hours of continuing education; CVEs/CWAs/CCAAs are required to accrue and submit 80 clock hours of continuing education. While many certificants plan ahead to meet their CE requirements, there are also many who may not realize they have already completed training programs or activities that would qualify for CE credit hours. To provide assistance and direction, CRCC has developed a checklist that highlights the types of programs and activities that qualify for CE credit as well as the corresponding number of eligible CE hours. CRCC's **Continuing Education Guide**, available in both CRC/CCRC and CVE/CWA/CCAA versions, also provides money-saving tips to help all certificants manage and minimize their CE costs. In addition to being accessible from the CRCC website, **Continuing Education Guides** will also be included in certification renewal packets mailed directly to all renewal candidates.

## Save Money with Pre-Approved CE Programs

CRCC has compiled a list of **CE Providers with Pre-Approved Programs** where every provider on the list offers one or more CE programs already reviewed and approved by CRCC. Pre-approved CE programs save time and money as they require less paperwork and no submission fees. This new list, in both CRC/CCRC and CVE/CWA/CCAA versions, may be accessed and printed directly from the CRCC website, CE Providers tab, List of Continuing Education Providers page.

**NEW**



View, download & print:  
[www.crc certification.com](http://www.crc certification.com)

**For CRCs/CCRCs:**  
**Certificants tab**  
**Continuing Education page**

**For CVEs/CWAs/CCAAs:**  
**CVE/CWA/CCAA Designations**  
**Continuing Education page**

## Career Opportunities

From time to time, CRCC is made aware of career and networking opportunities that might benefit its various certificant groups. CRCC is pleased to provide the following information to its certified professionals and would like to thank the Illinois State Board of Education (ISBE) and the Veteran's Administration (VA) for providing this information.

### Illinois Independent Evaluators Registry (IIEP)

As required by Illinois state statute, the ISBE maintains a list of independent educational evaluators holding credentials required to administer certain types of evaluations. The list is called the Illinois Independent Evaluators Registry, or IIEP. Having added Rehabilitation Counselor to the registry this past year, the ISBE is interested in individuals who can provide a broad spectrum of vocational rehabilitation services such as school, education and career counseling, vocational assess-

ments, and secondary transition planning for students with disabilities in the public school system. School district personnel and parents often reference the IIEP when looking for independent evaluators qualified to conduct specific types of evaluations. CRCs and CVEs interested in being included in this registry should submit their current resume, current certification/licensure, and a cover letter specifying the types of evaluations they are qualified to conduct. Submissions may be made via mail to Sherry Colegrove, ISBE, Special Education Services, 100 North First Street, Springfield, IL 62777-0001 or electronically via [scolegro@isbe.net](mailto:scolegro@isbe.net).

### Veterans as Vocational Rehabilitation Counselors

The Vocational Rehabilitation and Employment program (VR&E), also known as the VetSuccess program, is a Department of Veterans Affairs benefits program for Veterans with disabilities. It's purpose is to help Veterans obtain

suitable jobs and maintain long-term, stable careers by easing the transition of disabled Veterans into civilian employment, streamlining services, and providing supportive services that enable Veterans to enter the workforce as soon as possible.

VBA prides itself on hiring Veterans with disabilities and one initiative within VR&E Service is to hire more Veterans as Vocational Rehabilitation Counselors. VR&E is currently providing outreach to schools that meet CORE accreditation requirements to encourage Veterans to apply for VR&E positions, and to educate Veteran students regarding the Student Career Experience Program (SCEP), which enables students to be hired prior to completion of their rehabilitation counseling degrees. To view job announcements, please visit [www.usajobs.gov](http://www.usajobs.gov). For additional information on the VR&E VetSuccess program, please visit [www.VetSuccess.gov](http://www.VetSuccess.gov) or call 1-800-827-1000 for benefits information. ●

## CRCC RESEARCH NEWS

### Special Joint Issue on Ethics

The latest Special Issue, [A New Ethics Code as a Tool for Innovations in Ethical Practice](#), is now published and available. A combined effort of the *Journal of Applied Rehabilitation Counseling* (JARC), the *Rehabilitation Counseling Bulletin* (RCB), and *The Rehabilitation Professional* (RehabPro), it highlights specific areas containing new standards of practice in the newly revised *Code of Professional Ethics for Rehabilitation Counselors* and places these new standards within the context of the evidence-driven and technical process of code writing.

The Joint Special Issue may be obtained via the following organiza-

tions (fees may apply):

JARC Special Issue – contact NCRA at [info@nrca-net.org](mailto:info@nrca-net.org)

RCB Special Issue – contact Sage Publications, Inc. at [journals@sagepub.com](mailto:journals@sagepub.com)

RehabPro Special Issue – contact IARP via [www.rehabpro.org](http://www.rehabpro.org)

### Periodic Update of Roles & Functions of Rehabilitation Counselors

CRCC periodically conducts a study among CRCs to identify the roles and functions as well as the knowledge and skills required to perform the tasks of a rehabilitation counselor. This research serves as a foundation for

updating the CRCE, thus ensuring the CRCE continues to reflect current practice, which is critical to maintaining a valid and reliable certification process.

The CRCC Examination and Research Committee, working in conjunction with an independent contractor, will field the Role and Function Study in early 2011. This extensive, online survey will be emailed to a representative, random, stratified sample of CRCs. **CRCC strongly urges all recipients to take the time to complete the survey.** Only those CRCs for whom we have a current email address will be considered for this survey. Please be sure you have updated your contact information via your online profile.

## Advocacy Update Healthcare Reform Legislation

### State Healthcare Exchanges

The debate over federal healthcare reform ended in March of this year when Congress and the President enacted two bills: the Patient Protection and Affordable Care Act ("PPACA"), and the Health Care and Education Reconciliation Act of 2010. While there may be additional federal legislation to refine portions of these statutes, the bulk of the activity has shifted to rule making in the Department of Health and Human Services (HHS) and to implementation in each of the 50 states. While some of the elements of reform have already become effective, most of the sweeping changes to the way we purchase health insurance will be phased over the next 4 years, concluding with the opening of state health insurance exchanges for individuals and small businesses in 2014. Once operational, state healthcare insurance exchanges will provide venues for qualifying individuals to "shop" for quality, comprehensive health insurance plans at competitive rates.

While states have 3 years to implement their healthcare exchanges, the planning and development process has already begun. All of the 50 state legislatures will be meeting in 2011 to incorporate the requirements of the PPACA into their own state law, as well as create governance rules and funding for the new exchange. Even now, state governors, health insurance regulators, Medicaid directors, legislative study groups, and newly-formed state healthcare reform councils are developing the rules and processes that will determine which insurers will be

certified to offer their products on the state's exchange. The PPACA identified categories of "essential benefits" and other requirements that insurance companies will use to develop or modify insurance plans for consideration by each state. While details of these categories will be identified, in part, by the HHS, states will have room to make the final decisions concerning which benefits will be essential for all plans and which benefits will be available at different plan levels within their state exchanges. Accordingly, states are evaluating and determining which services and corresponding service providers should be covered.

During this critical stage, CRCC will be proactively advocating for the inclusion of rehabilitation counseling services for people with disabilities, with CRCs being the individuals qualified to provide those services. CRCC's advocacy efforts here will be extensive and will require the assistance of many CRCs within their respective states. Now is the time for CRCs to get involved and support their profession.



### CRCs: Please Volunteer!

All fifty states are currently establishing their individual healthcare reform councils to address the types of services and providers that will be covered under new Federal healthcare legislation. It is critical that state councils be aware of the integral role and function of CRCs in providing quality rehabilitation counseling services to people with disabilities.

#### The time is now!

This is a critical time for your voice as a CRC to be heard. Not even the best of letters can substitute for members of the profession getting in front of their state councils in person to advocate for what they do. CRCC is looking for CRCs who might be willing to volunteer their time and energy to help in this effort. You don't need experience working with regulators; CRCC will provide guidance and support for all volunteers.

If you are interested in volunteering any amount of time, large or small, please complete a brief online questionnaire at [www.crccertification.com/pages/ADVOCATE/181.php](http://www.crccertification.com/pages/ADVOCATE/181.php). Completing this questionnaire does not have to be a firm commitment on your part; your name will be included in an initial list that will help CRCC organize its efforts in each state during the coming months.

Please consider volunteering to help in this effort.



## Commission on Rehabilitation Counselor Certification

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## CRC Examination Test Schedule

Application Packet Deadline	Testing Dates	Exam Results Available
October 15, 2010	March 4-12, 2011	April 18, 2011
February 15, 2011	July 8-16, 2011	August 22, 2011
May 16, 2011	October 7-15, 2011	November 21, 2011

## CRCC COMMISSIONERS

*2010 – 2011 Fiscal Year*

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