



# CRCC Connections

www.crc certification.com

Fall 2011

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From the Chair ...

## 2007 & 2011 CRC Survey Results: How CRCC is Using the Data

By **Shawn P. Saladin, Ph.D., CRC, CPM**

*"Leadership and learning are indispensable to each other."  
John F. Kennedy, 35th U.S. President, 1917-1963*

Learning is gained in many ways: Learning by experience, by classroom, by failure, by success. Learning from peers, from friends, from colleagues, from leaders. Learning as individuals, as businesses, as organizations.



Shawn P. Saladin, Ph.D., CRC, CPM

In 2007, CRCC fielded the first CRC Survey to gain information and knowledge – *To Learn*. Results from this first survey served as the basis for understanding CRCC’s relative strengths and weaknesses; understanding the relevance and value of CRC certification, and; shaping CRCC advocacy and programming opportunities.

### We Heard You in 2007!

In 2007, you told us there was room for improvement in numerous areas including the certification and renewal processes, CRC Exam preparation, CRCC communications, and CRCC as an organization.

### CRCC Responded

As a direct result of the learning gained from the 2007 Survey, CRCC developed platforms for improving programs and services. In the past 4 years, CRCC has implemented:

- Streamlined and More Frequent CRCC Communications
- Streamlined CRC Exam Application Process
- Computer-Based Testing
- Refreshed CRCC Identity & Website
- CRC/CCRC Public Search Directory
- CRC Interactive Practice Test
- CRCC Desk Reference on Professional Ethics
- Ethics Webinars
- Continuing Education (CE) Guides
- Lists of CE Providers with Pre-Approved Programs

In addition, CRCC expanded advocacy initiatives to address areas most affecting CRCs and

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### CRCC Survey Results – continued from front cover –

the practice of rehabilitation counseling – recognition of the CRC Exam in state law/regulations for general counseling licensing and recognition of the CRC credential in state Health Care Reform initiatives.

### We Hear You in 2011!

CRCC fielded a second CRC Survey in March 2011 to benchmark progress since 2007; understand the salient aspects of recent CRCC programming, and; identify new opportunities for future strategic direction and program enhancement. All active CRCs (approx. 16,500) were invited to participate with nearly 2,800 completing the online survey. On behalf of CRCC, **we thank those of you who took the time to complete the survey.** Here's what you had to say:

### CRCC Made Substantial Progress

Improvements were noted in many areas as more CRCs agreed that:

- CRC certification and renewal processes
  - information on the certification process is easy to obtain (86% in 2011; +7 pts. vs. 2007)
  - registering for the CRC Exam is easy (85% in 2011; +16 pts. vs. 2007)
- CRCC Communications
  - communication with CRCC on certification status is easy (76% in 2011; +10 pts. vs. 2007)
  - CRCC keeps me up-to-date and informed (72% in 2011; +24 pts. vs. 2007)
- Perceptions of and experiences with CRCC
  - I have a positive impression of CRCC (85% in 2011; +13 pts. vs. 2007)
  - CRCC provides good customer service (74% in 2011; +19 pts. vs. 2007)
  - CRCC is helpful (73% in 2011; +4 pts. vs. 2007)



### Yes to New Programs and Services

Future program ideas of the most interest were online programs and services for both certification renewal and continuing education. Access to professional rehabilitation counseling services, online job board/links, and a CRC identification card also generated higher levels of interest.

### Additional Opportunities Exist

Through analysis of survey results, several new areas for improvement were identified including:

- Increasing awareness of CRCC programs and services **among new certificants.**
- Improving CRCC communication of and CRC understanding of and involvement in **CRCC advocacy initiatives.**
- Increasing recognition and appreciation of the CRC credential among those individuals and organizations who **hire and promote** rehabilitation counselors.
- Increasing awareness and appreciation of the CRC credential **among clients**, both current and future.

### CRCC Is Responding

Based on 2011 survey learning, CRCC is currently evaluating and/or developing plans for new programming and services including:

- Advocacy for CRCs and rehabilitation counselors among key employers and reimbursement systems
- Redesigned Advocacy section on CRCC's website (see page 6)
- More frequent CRCC advocacy communications
- 100% electronic delivery of CRCC Newsletters and News Briefs
- Online certification renewal
- Online CE submission
- Online CE tracking
- Online searchable calendar for pre-approved CE programs
- Online job boards
- Redesigned communications to newly certified CRCs
- Social media

CRCC is dedicated and committed to providing programs and services that best serve our certificants. We will continue to enhance our base, while at the same time, looking at new opportunities for the future. Again, to those CRCs who participated in the 2007 and 2011 Surveys, we thank you for your time and feedback. Your experiences, insights, and ideas will continue to be instrumental to our joint successes. Stay tuned ... ●

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Shawn P. Saladin, Ph.D., CRC, CPM, is the Chair of the Commission on Rehabilitation Counselor Certification (CRCC). He is also immediate past chair of the CRCC Exam and Research Committee and has served on the CRCC Ethics Committee. Shawn is an Associate Professor at The University of Texas-Pan American (UTPA) where he serves as both the Coordinator of the Services for People who are Deaf or Hard of Hearing Concentration within the Department of Rehabilitation and the Interim Chair of the Communication Sciences and Disorders department. He previously was with the state/federal VR program, including eleven years with the state agency, where he was a VRC with general case loads and caseloads serving the Deaf and hard of hearing population. Shawn represents Professionals Networking for Excellence in Service Delivery with Individuals who are Deaf or Hard of Hearing (ADARA) in his appointment to CRCC.

# 2010–2011: The Year in Review

## Continuing Education (CE) Tools

### #1. Continuing Education: A Guide to Meeting Your Requirements

To provide assistance and direction in CE planning, CRCC developed and introduced 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. In addition, CRCC's *Continuing Education Guide* provides money-saving tips to help all certificants proactively manage and minimize their CE costs. In addition to being accessible from the CRCC website (links below), *Continuing Education Guides* are also included in certification renewal packets mailed directly to all renewal candidates.



[View CRC/CCRC Continuing Education Guide](#)

[View CVE/CWA/CCAA Continuing Education Guide](#)

### #2. List of CE Providers with Pre-Approved Programs

As "pre-approved" CE programs and activities have already been reviewed and approved by CRCC as qualifying for CE hours, they save certificants time and money by requiring less

Organization	Address	Phone	Website	Notes
University of Iowa	1000 University of Iowa	319-335-3200	www.uiowa.edu	
University of Wisconsin	480 Lincoln Drive	608-262-2000	www.uw.edu	
University of Michigan	400 Tappan Street	734-763-2000	www.umich.edu	
University of Minnesota	150 University Ave	612-625-2000	www.umn.edu	
University of Texas	7800 University Blvd	817-475-2000	www.utexas.edu	
University of California	100 University Ave	916-485-2000	www.universityofcalifornia.edu	
University of Colorado	100 University Blvd	303-492-2000	www.colorado.edu	
University of Oregon	100 University Blvd	503-325-2000	www.uoregon.edu	
University of Washington	100 University Blvd	206-542-2000	www.washington.edu	
University of Arizona	100 University Blvd	520-621-2000	www.arizona.edu	
University of Florida	100 University Blvd	352-392-2000	www.ufl.edu	
University of Georgia	100 University Blvd	706-542-2000	www.uga.edu	
University of South Carolina	100 University Blvd	803-792-2000	www.sc.edu	
University of North Carolina	100 University Blvd	919-972-2000	www.unc.edu	
University of Tennessee	100 University Blvd	615-972-2000	www.tennessee.edu	
University of Kentucky	100 University Blvd	606-252-2000	www.uky.edu	
University of Missouri	100 University Blvd	636-942-2000	www.missouri.edu	
University of Illinois	100 University Blvd	618-242-2000	www.uiuc.edu	
University of Wisconsin-Madison	100 University Blvd	608-262-2000	www.wisc.edu	
University of Wisconsin-Milwaukee	100 University Blvd	414-224-2000	www.uwm.edu	
University of Wisconsin-La Crosse	100 University Blvd	608-785-2000	www.uwlax.edu	
University of Wisconsin-Stevens Point	100 University Blvd	715-785-2000	www.uwsp.edu	
University of Wisconsin-Oshkosh	100 University Blvd	920-235-2000	www.uwosh.edu	
University of Wisconsin-River Falls	100 University Blvd	715-835-2000	www.uwrf.edu	
University of Wisconsin-Eau Claire	100 University Blvd	715-835-2000	www.uwec.edu	
University of Wisconsin-Stout	100 University Blvd	715-835-2000	www.uwstout.edu	
University of Wisconsin-Superior	100 University Blvd	715-835-2000	www.uwsuperior.edu	
University of Wisconsin-Fox Ochs	100 University Blvd	920-235-2000	www.uwfox.edu	
University of Wisconsin-Oroquois	100 University Blvd	608-235-2000	www.uwo.edu	
University of Wisconsin-Whitewater	100 University Blvd	920-235-2000	www.uwwhitewater.edu	
University of Wisconsin-Grover Cleveland	100 University Blvd	920-235-2000	www.uwgc.edu	
University of Wisconsin-Stevens Point	100 University Blvd	715-785-2000	www.uwsp.edu	
University of Wisconsin-Oshkosh	100 University Blvd	920-235-2000	www.uwosh.edu	
University of Wisconsin-River Falls	100 University Blvd	715-835-2000	www.uwrf.edu	
University of Wisconsin-Eau Claire	100 University Blvd	715-835-2000	www.uwec.edu	
University of Wisconsin-Stout	100 University Blvd	715-835-2000	www.uwstout.edu	
University of Wisconsin-Superior	100 University Blvd	715-835-2000	www.uwsuperior.edu	
University of Wisconsin-Fox Ochs	100 University Blvd	920-235-2000	www.uwfox.edu	
University of Wisconsin-Oroquois	100 University Blvd	608-235-2000	www.uwo.edu	
University of Wisconsin-Whitewater	100 University Blvd	920-235-2000	www.uwwhitewater.edu	
University of Wisconsin-Grover Cleveland	100 University Blvd	920-235-2000	www.uwgc.edu	

paperwork and no submission fees. To assist in locating such programs, CRCC compiled a *List of CE Providers with Pre-Approved Programs* where every CE provider on the list offers one or more pre-approved CE programs. The list is available in an Excel worksheet, both in CRC/CCRC and CVE/CWA/CCAA versions and is updated quarterly.

[View CRC/CCRC List of CE Providers with Pre-Approved Programs](#)

[View CVE/CWA/CCAA List of CE Providers with Pre-Approved Programs](#)

## CRC Eligibility Category R

Introduced in July 2010, Category R expands certification eligibility through 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, providing they meet the additional coursework and employment requirements as detailed on pages 9-10 of the [CRC Certification Guide](#).

CRCC maintains an updated list of universities that offer and are planning to offer the post-graduate certificate or degree programs, via both on-campus and distance education formats, supporting Category R.

[View Category R – University List](#)

## 2011 Ethics Webinar Series

CRCC, in partnership with The University of Iowa's Institute on Disability and Rehabilitation Ethics (I-DARE), held its second online

webinar series in March-April offering three new titles:

- Ethical Workplace Culture and Rehabilitation Counseling Practice
- Ethics and the Law in the Real World: When "It Depends" Isn't an Answer
- Social Networking Ethics and Best Practices

All CRCs/CCRCs who attended were eligible to earn up to 6 clock-hours of pre-approved continuing education credit in ethics. Over 1,600 individuals registered for the webinar with 91% of all follow-up survey respondents indicating the webinar met or exceeded their expectations.

**Top 3 CRC Certification Benefits**

- 87%** Important to my professional identity
- 85%** Indicates a high level of qualification
- 80%** Sets me apart from others in my profession

2011 CRC SURVEY

## CRC Volunteer Efforts: Health Care Reform

As states continue to work towards establishing their individual healthcare reform councils to address the types of services and providers that will be covered under new Federal health care legislation, CRCC continues to proactively advocate for the inclusion of rehabilitation counseling services for individuals with disabilities, with CRCs being the individuals qualified to provide those services. To assist in this expansive process, CRCC reached out to its CRCs (via direct mail newsletter, email News Brief, and CRCC website)

## 2011–2012: The Year Ahead

### CRCC Communications Enhancements

Through analysis of 2011 CRC Survey results, two key areas for improvement center on CRCC communications.

**Increase awareness of CRCC programs and services among new CRCs.** CRCC is updating and streamlining all CRC communications, from the initial CRC Exam application email confirmation through the first CRC certification renewal direct mail notification. In addition, several new email communications have been developed to better connect with new CRCs, familiarizing them with CRCC programs and services.

**Increase certificant awareness and understanding of CRCC advocacy initiatives.** CRCC has completed work to redesign the Advocacy section on the CRCC website. The new section more clearly delineates the four key areas of CRCC advocacy while streamlining content for improved navigation and readability.

Go to [CRCC website – Advocacy & Legislation](#)



### Educator Survey

Developing a comprehensive plan to expand and strengthen Educator relationships will be critical to increasing the visibility of CRC certification and its benefits among student populations. As a first step, CRCC will be fielding an Educator Survey to over 100 universities with rehabilitation counseling programs, to identify opportunities, understand barriers, and develop targeted, integrated expansion plans. Opportunities may include educator and student-specific CRCC communication/publications, use of the CRC Exam as a comprehensive exam, CRCC support at key University recruitment events, a CRCC “media kit”, and targeted social media.

### Home Study I Module Expansion

Plans are underway to expand CRCC Home Study I by adding two additional modules. To date, module topics have been identified and draft articles are underway, which will then be reviewed by the CRCC Ethics

Committee. Once finalized and updated, Home Study I will consist of 10 modules with the potential to earn 5 clock hours in Ethics continuing education (CE) vs. the current 4 clock hours. Together, Home Study I and II will then qualify for a total of 10 clock hours in Ethics CE, the minimum Ethics CE requirement within a 5-year certification renewal cycle.

### Technology Update

Work has begun with CRCC’s new technology vendor. Once implemented, the new system will enable online submission of applications for both initial certification and certification renewal as well as submission of continuing education 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 in 2012.

### New CRC Services

In addition to providing online services for certification renewals and

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### CRCC Credential Relevance and Value

**70%** of survey respondents indicated the CRC credential is extremely/very relevant to their professional life.

**70%** indicated that hiring individuals value their CRC certification.

2011 CRC SURVEY

**The Year Ahead**

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continuing education tracking and submission (see preceding Technology Update), CRCC is also evaluating options to provide an online searchable calendar for pre-approved CE programs, CRC access to professional rehabilitation counseling services via the CRCC website, online job board and/or links, and a wallet-size CRC identification card. These program ideas garnered the highest levels of interest in the 2011 CRC Survey:

	% Interested
Online certification renewal	<b>74%</b>
Online CE tracking	<b>69%</b>
Online searchable calendar for pre-approved CE programs	<b>68%</b>
Online CE submission	<b>67%</b>
CRC access to professional rehabilitation counseling services	<b>53%</b>
Online job board/links	<b>50%</b>
CRC identification card (wallet-size)	<b>49%</b>

**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, with goals to expand communication outlets, facilitate meaningful and educational dialogue, and build engaging relationships. Efforts this fiscal year include completing a foundational assessment, developing a social media plan, and gaining CRCC Commissioner/Board approval. Implementation is currently targeted for mid-2012. ●

**The Year in Review**

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to solicit volunteers interested and willing to assist with health care reform advocacy efforts in their state. To date, over 120 CRC volunteers are actively involved. Conference calls have been held in every state to keep CRC volunteers engaged and informed. In addition, CRCC is sending information, both instruction and background materials, by email to CRCs attending health care reform hearings or discussions in their states.

**Interested in Volunteering?**

Go to [Health Care Reform](#) for state updates.

**PVE Registry**

In Fall 2010, CRCC received notice from an outside task force – the Task Force for Alternative Credentialing – regarding the exploration and establishment of a different process and credential for vocational evaluators. CRCC then received, in April 2011, an open announcement regarding the establishment of the Registry of Professional Vocational

Evaluators (RPVE). All communications were passed on to CVEs via direct mail and email and posted to the CRCC website. CRCC

understands that a new VE credential will have an impact on the CVE certification and thus on those individuals practicing as CVEs. As CRCC is aware there are distinctly different positions among CVEs, CRCC is not taking an active role in, or position on the matter. CRCC will continue to forward information as it becomes available by posting updates both on the CRCC website, CVE/CWA/CCAA

Designations tab, A Different VE Credential? page and via email.

Go to [A Different VE Credential?](#) to access Task Force communications.

**CRCs Visit the CRCC Website for:**

- 61%** Certification renewal information
- 54%** Continuing education information
- 26%** Ethics information
- 26%** Latest news and updates

**2011 CRC SURVEY**

**CRCC Website**

The CRCC website continues to be a key resource in rehabilitation counseling with notably strong performance 3 years after relaunch (October 2008). For the 12 months ending August 31, 2011, the CRCC website generated well over 13,000 average visits per month, an increase of +15% vs. the previous 12-month period, with 44% of all visitors returning at least a second time within the year. ●

**CRC Certification**

**94%** of survey respondents plan to maintain their CRC certification throughout their career.

**2011 CRC SURVEY**

**Make Sure Your Contact Information with CRCC is Current!**

In order for CRCC to most efficiently communicate with you and keep you informed, 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).

## Advocacy Update

Redesigned Advocacy Section  
On CRCC's Website

Check It Out!

### Health Care Reform Legislation

#### Highlights of Recent State Activity

Activity continues to expand as states become increasingly involved in developing plans for their state health care exchanges. The following states have updated activity to report since the last CRCC update in April 2011.

Alaska	Nevada
Arkansas	New Mexico
California	North Carolina
Colorado	North Dakota
Connecticut	Oklahoma
District of Columbia	Oregon
Georgia	Pennsylvania
Illinois	South Carolina
Indiana	South Dakota
Kansas	Tennessee
Louisiana	Virginia
Maryland	Washington

Go to [Health Care Reform](#) for state updates.

### Recognition of the CRC Examination (CRCE) in General Counselor Licensure

#### Highlights of Recent State Activity

CRCC continues to advocate for the recognition of rehabilitation counselors in general counseling licensure. The following states have activity to report since the last CRCC update in April 2011:

#### Georgia

The Georgia Composite Board of Professional Counselors, Social Workers, and Marriage and Family Therapists considered a proposed rule change that would reduce the number of **allowable online hours** of continuing education (CE) for LPCs (Licensed Professional Counselors) to 10 hours per cycle. Advocating on behalf of CRCs who are also licensed in Georgia as LPCs, CRCC worked with

Georgia State University's Graduate Rehabilitation Counseling Coordinator, Dr. Roger Weed, to provide context and recommendations to the Board when stating concern with the proposed change. CRCC understands that the Board did adopt the limiting criteria despite concerns raised. CRCs who are also licensed in Georgia are encouraged to check the Board's site for additional information at [www.sos.ga.gov/plb/counselors/](http://www.sos.ga.gov/plb/counselors/).

#### Nebraska

In recent actions, the Nebraska Board of Mental Health Practice recognized CRC Exam (CRCE) equivalency for **individual licensing applicants**. CRCC provided CRCE information to the Board upon request of the applicants. While there is no current movement in Nebraska to formalize recognition of the CRCE on a broader level, individual applicants are encouraged to request CRCE equivalency.



## Advocacy Update – continued from page 6 –

### New Mexico

The New Mexico Counseling and Therapy Practice Board ruled during their June meeting, that continuing education approved by CRCC is acceptable continuing education for all licensed professional mental health counselors in accordance with section 16.27.16.9 of the New Mexico Administrative Code. The Board had not previously recognized CRCC-approved continuing education.

### South Dakota

The South Dakota Board of Examiners for Counselors and Marriage and Family Therapists issued a declaratory ruling on March 4th, 2011, stating “Individuals engaged in practice as ‘vocational counselor’ or ‘vocational rehabilitation counselors’ are not engaged in the practice of professional counseling defined in SDCL 36-32-1(5) when those individuals limit their practice to forensic and indirect services as described and defined in Section F of the Code of Professional Ethics for Rehabilitation Counselors, adopted in June 2009 by the Commission on Rehabilitation Counselor Certification, and effective January 1, 2010.” Thus, such rehabilitation counselors are not also required to be licensed as Licensed Professional Counselors (LPCs).

### Texas

On December 3rd, 2010, Commissioner of Workers’ Compensation, Rod Bordelon, adopted new 28 Texas Administrative Code §137.5 regarding Case Management. The adoption, published in the December 17th, 2010 issue of the Texas Register, may be viewed on the Texas Department of Insurance website at [www.tdi.state.tx.us/wc/rules/adopted/index.html](http://www.tdi.state.tx.us/wc/rules/adopted/index.html). This adoption establishes certification standards for case managers used by insurance

carriers for non-network workers’ compensation claims. The new rule clarifies that case managers are required to be certified; provides credentialing requirements; specifies the limitations of when skilled, non-certified case managers are allowed to provide case management services; requires insurance carriers be responsible for verifying and documenting compliance with the rule, and; reiterates that claims adjusters are prohibited from being used as case managers. The adopted rules are effective September 1st, 2011.

### Utah

CRCC continues to work with the Department of Commerce Occupational and Professional Licensing and the new Licensed Rehabilitation Counseling Board. As Utah continues to make sure that their licensure requirements parallel CRCC requirements, Board staff requested input from CRCC concerning degrees consistent with CRCC education criteria. CRCC expressed concern with the broad list of related fields of study and recommended changes to the proposed list. Rules, adopted August 8th, 2011 and effective September 1st, 2011, define a more narrow set of related fields of study. The Department is working with in-state employers so they realize that, outside the grandfathering period, their counselors will need to have the appropriate coursework to be able to attain licensure.

### Wyoming

The Wyoming Mental Health Professions Licensing Board has approved recognition of CORE-accredited programs and the CRCE as a recognized examination for licensure as a professional counselor. [View all State Licensure Updates](#)

### Most Important Areas for Future CRCC Advocacy Efforts

- 77%** Recognition of rehabilitation counselors and the CRC Exam in state law/regulation for general counseling licensing
- 76%** Recognition of the CRC credential in the workplace
- 66%** Recognition of the CRC credential in Health Care Reform policy
- 58%** Recognition of the CRC credential among client with disabilities

2011 CRC SURVEY

### Workplace Recognition

CRC certification is an important distinction in the workplace. For employers, CRC certification acknowledges counselor preparation and education to provide quality vocational, personal, and mental health counseling to individuals with disabilities. Through the 2011 CRC Survey, CRCs indicated a need for increased focus behind this initiative. CRCC is currently developing an advocacy plan, initially targeted to key employers, to ensure they understand and recognize the significant benefits associated with the CRC designation in their hiring and staffing practices. In addition, CRCC is also actively engaged with other organizations representing rehabilitation counselors, to address recent decisions that limit the ability of rehabilitation counselors to practice in settings for which they are qualified to practice.

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## Advocacy Update - continued from page 7 -

### Army Substance Abuse Program (ASAP)

Recently, Secretary of the Army John M. McHugh signed Army Directive 2011-09, Employment of Licensed Professional Counselors as Fully Functioning Army Substance Abuse Program Practitioners. The directive establishes credentials and privileges to employ Licensed Professional Counselors and Licensed Mental Health Counselors as independent practitioners within ASAP. While recognition of licensed counselors for positions previously open to social workers and psychologists is appropriate, the directive also establishes that qualified individuals must be graduates from a CACREP-accredited

program and have passed the National Clinical Mental Health Counselor Examination – requirements that exclude many rehabilitation counselors despite having met licensing standards within their state of practice. Excluding CORE graduates and those who have passed the CRC Exam creates an access to care issue for veterans and disenfranchises a significant portion of licensed professionals in the United States who are legitimately trained and licensed to provide professional counseling services. Correspondence has been issued to Secretary McHugh with additional follow-up underway.

[View Letter to U.S. Army](#)

## CRC Advocacy – Your Voice!

CRCs are trained to advocate for those with disabilities and to assist them in advocating for themselves. Equally important is CRCs advocating to support both their credential and the field of rehabilitation counseling. CRCC encourages all CRCs to get involved. Consider assisting in CRCC’s Health Care Reform advocacy initiatives ([volunteer here](#)), joining a professional organization that supports rehabilitation counselors ([view CRCC Appointing Organizations](#)), or getting involved on a national or local, issue-specific level. While the actions of CRCC are important, your involvement, **YOUR VOICE**, is equally and often times more important.

## Administrative Update

### October 2010 examination:

Eligible candidates who took the examination: 464

Candidates who achieved a passing score: 309

### March 2011 examination:

Eligible candidates who took the examination: 614

Candidates who achieved a passing score: 456

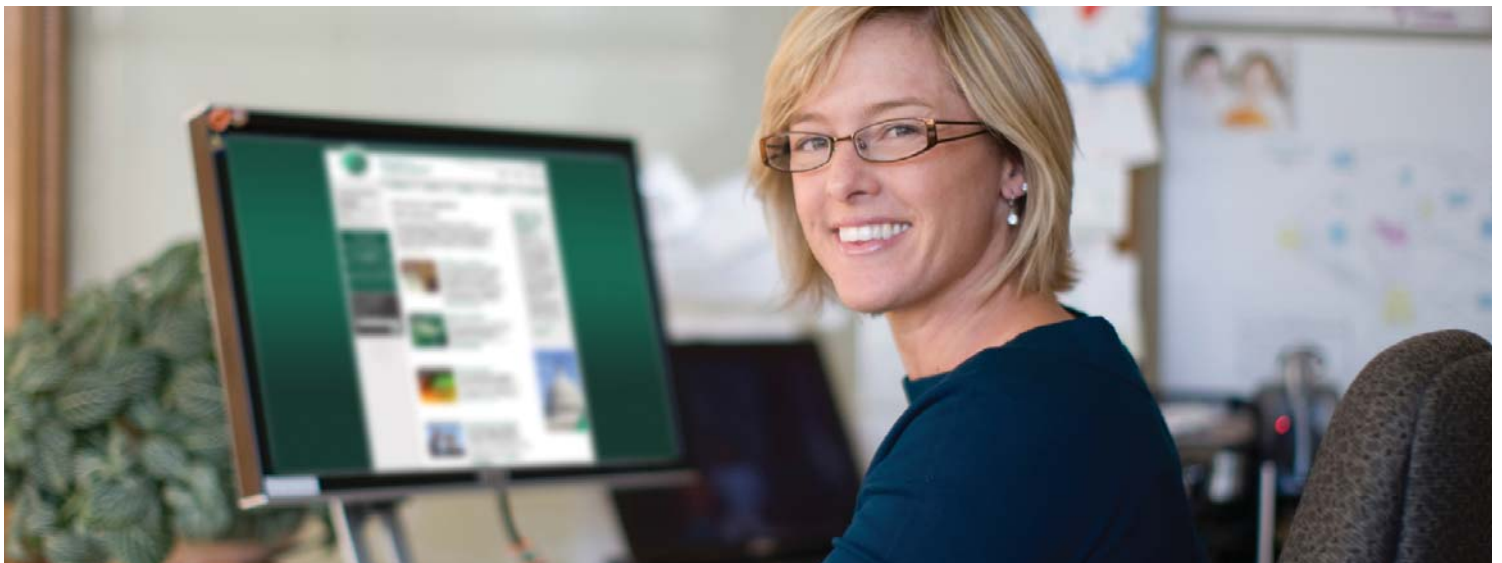
### July 2011 examination:

Eligible candidates who took the examination: 382

Candidates who achieved a passing score: 249

### ● Suspension Notice ●

The Ethics Committee met in March 2011 to examine all evidence relevant to a potential violation of the Code by a Certified Rehabilitation Counselor. The Committee convened in accordance with the Guidelines and Procedures for Processing Complaints and found that Jon P. Veltri, Customer Number 00010683, was in violation of the Preamble, with an emphasis on the principles of fidelity, nonmaleficence, and veracity and Standards D.5.d, D.5.f, and L.2.c of the CRCC Code of Professional Ethics for Rehabilitation Counselors, effective as of January 1, 2010. The individual’s certification as a CRC was suspended for a period of eighteen months.



# CRCC RESEARCH NEWS

## 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 has broad applicability for the profession and serves as a founda-

tion for updating the CRC Examination (CRCE), thus ensuring the CRCE continues to reflect current practice, which is critical to maintaining a valid and reliable certification process.

With the study completed in Spring 2011, and all data analyzed and subsequently reviewed by CRCC's Examination and Research Committee, results of the empirical research serve

as the foundation for developing a new blueprint for the CRC Exam. Based on this new blueprint, the full item pool will be reclassified with implementation of the resulting new exam specifications to be effective with the Fall 2012 CRC Exam (May 15, 2012 application packet deadline). Development of articles and presentations to share the results of this important research are underway.

## CRCC Examination Test Schedule

Application Packet Deadline	Testing Dates	Exam Results Available
May 16, 2011	October 7-15, 2011	November 21, 2011
October 15, 2011	March 2-10, 2012	April 16, 2012
February 15, 2012	July 13-21, 2012	August 27, 2012
May 15, 2012	October 5-13, 2012	November 19, 2012

### CRCC

#### Communications

**69%** of survey respondents indicated CRCC sends just the right amount of communications.

**22%** indicated they do not receive enough CRCC communications.

**79%** indicated they do read CRCC Newsletters and News Briefs.

**69%** would most prefer to receive CRCC information via email.

2011 CRC SURVEY

## CRCC COMMISSIONERS 2011 – 2012 Fiscal Year

### Officers

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