From the President …

CRCC In Action: Serving Your Needs

By Patricia A. Costantini, RN, M.Ed., LPC, CRC, CCM, CLCP, LNCC, D-ABVE

Happy spring to everyone! As President of the CRCC Board of Directors, I want to thank our Board and Committee members, as well as our CRCC staff, who have worked tirelessly to promote CRC certification and the rehabilitation counseling profession. We have accomplished a great deal this year and we still have more to do.

In this issue of our newsletter, we cover a wide variety of topics. Here are a few of the highlights:

A Veteran’s Journey to Becoming a CRC
Charles Rogers, a Community Employment Coordinator for the Veterans Administration, who is also a veteran of the Iraq War, talks about becoming a rehabilitation counselor and a CRC.

Code of Ethics Revision Task Force
CRCC’s Code of Professional Ethics for Rehabilitation Counselors (the Code) is meant to be a living document. As such, a Code Revision Task Force has been assigned to review and revise the current Code, which went into effect over five years ago on January 1, 2010. For more information, continue to page 3.

CRCC Position Statement on Legislative Advocacy
CRCC has recently adopted a Position Statement regarding its stance on various issues related to legislative advocacy. The statement reinforces CRCC’s belief that all rehabilitation counselors should be certified as a CRC as the professional standard of practice. It also addresses CRCC’s position with respect to state-issued counseling licenses and other national or state-based legislation governing the services rehabilitation counselors are qualified to provide, along with the actions CRCC will take including dissemination of information in order to give CRCs an opportunity to actively engage in advocacy on their own behalf and on behalf of the profession. To view the full Position Statement, continue to page 6.

Branding – New Video Promoting CRC Certification
As part of its Integrated Marketing and Communications plan, CRCC has introduced a new video to promote CRC certification. Launched in March 2015, CRC Certification: It Makes a Difference features CRCs discussing the value and benefits of CRC certification and the difference it has made in their careers. Please share this video with your colleagues and students in support of the CRC credential and the profession! The new video is featured on page 3.

Patricia Costantini, RN, M.Ed., LPC, CRC, CCM, CLCP, LNCC, D-ABVE, is the President of CRCC. A CRC for over 30 years, Patty’s current practice includes both life care planning and vocational rehabilitation. She is also currently Chair of the UCP/CLASS Marketing, Communication and Development Committee and teaches Foundations of Rehabilitation and Medical Aspects of Disabilities at the University of Pittsburgh. Patty has been President of the American Association of Legal Nurse Consultants and Board of Directors President at United Cerebral Palsy (UCP/CLASS) in Pittsburgh; she has been an Editorial Consultant for the Journal of Applied Rehabilitation Counseling and Journal of Legal Nurse Consulting; and, she is Past Chair of the American Legal Nurse Consultant Certification Board (ALNCCB). Patty continues to serve on the ALNCCB Appeals Panel.
Returning Home: A Veteran’s Journey to Becoming a CRC

Charles Rogers, a 30-year-old veteran who lives in Chicago, is the first to admit that reassimilating into civilian life is a difficult process after returning home from the Iraq War.

“I was deployed in Baghdad in support of Operation Iraqi Freedom with the 1st Battalion, 23rd Regiment,” says Rogers. “Returning home was difficult – many of my friends came home with significant physical and emotional trauma and others never made it home. But it’s where my journey to rehabilitation counseling began. It’s what’s driven me to pursue a career where I can help veterans. I wanted to do this for my brothers in arms who never came back.”

Road to Rehabilitation Counseling

After an honorable discharge from the U.S. Army in 2007, Rogers soon joined the Illinois Army National Guard. But after completing his two-year term, he found himself wanting more than the odd jobs he had been working since returning home. He decided to pursue his bachelor’s degree and a full-time career.

“I always knew I wanted to work with veterans,” says Rogers, “But I wasn’t sure in which capacity I wanted to do so. Where do you start?”

In fact, it was during a job search that Rogers was first introduced to the field of rehabilitation counseling.

“I was in the Chicagoland area during my job search, and decided to pay a visit to Edward Hines, Jr. Veterans Administration (VA) Hospital,” recalls Rogers. “I was introduced to a CRC working in the Compensated Work Therapy (CWT) program at the VA who happened to have an opening for a Program Support Assistant position. I applied, interviewed, and eventually secured the position.”

From the beginning, Rogers’ supervisor noticed his strong interpersonal skills when interacting with veterans. He was soon encouraged to pursue his master’s degree in rehabilitation counseling, and ultimately, CRC certification.

“I originally wanted to go to law school and become a lobbyist for veterans’ issues,” notes Rogers. “But what I learned from my interactions with the VA staff and other CRCs was that a lobbying position wouldn’t have allowed me the opportunity to work as directly with the veteran population as I would have liked.”

Soon thereafter, Rogers found himself enrolling in the master’s program at Northeastern Illinois University. He set his sights on a career within the VA — specifically, a position that would allow him to interact directly with veterans. “I love working with my fellow veterans,” explains Rogers. “And the way I learned I could do that was becoming a rehabilitation counselor.”

A Career with the VA

Rogers is currently employed at the VA as a Community Employment Coordinator (CEC). His position primarily focuses on connecting homeless veterans with job opportunities in order to reduce the overall incidence of homelessness among the veteran population.

“On a daily basis, I wear many hats,” says Rogers, “But I mainly serve as a liaison between community-based employment support programs and the VA. I perform job development duties by networking with local community members and organizations to let them know there is a large pool of qualified veterans seeking employment in the area.”

A recent initiative of the Obama administration involves eliminating homelessness among the veteran population. Rogers’ position also helps support programs that seek to achieve this goal.

“The Healthcare for Homeless Veterans program at Hines VA hospital has been doing excellent work,” says Rogers. “We’ve recently launched a series of events that invite local nonprofits, service providers, and employers to meet with veterans seeking employment. It’s been incredibly effective.”

It goes without saying the role of CEC comes with its own unique set of challenges. Among these challenges, Rogers seeks to ensure long-term employment outcomes for veterans.

“Being a CEC involves a lot of patience,” explains Rogers. “I’m always trying to keep up with services for our veterans, which helps make it easier for me to identify service gaps. Anybody can place a person in a job. But assisting veterans in reaching their fullest vocational potential requires a broad knowledge base of community supports and having long-term supports in place. Both are really essential for seeing positive outcomes for our men and women who have served in the military.”

The CRC Difference

So what sets a CRC apart from other helping professionals or service providers? Rogers offers some advice on the strengths of a great rehabilitation counselor.

“It’s never one-size-fits-all,” according to Rogers. “It’s easy to think that way, and it’s convenient if you have a large case-load. But that’s where the strengths of a – Continued on page 3 –
great rehabilitation counselor come into play. You have to understand the unique skills of each individual and you have to build on those strengths. You can’t fit everyone into the same pigeonhole.”

Rogers’ advice applies not only to rehabilitation counselors, but also the homeless veterans they serve. It resonates at a time where it’s easy to generalize, or inadvertently marginalize, the homeless population. But this is not to say that Rogers tackles these issues alone.

“My co-workers and the veterans we serve are my most important resources,” he says. “They teach me so much on a daily basis. It’s helped me to think outside the box.”

Co-workers and fellow veterans have also helped Rogers to feel part of something elite again since returning home.

“While deployed during Operation Iraqi Freedom, I considered our Stryker brigade as some of the best of the best. Getting into the civilian world, I wanted to feel like I was part of something elite again. And what I found was an elite team of rehabilitation counselors. Seeing that greatness, it really motivated me to become great as well. And part of the distinguishing characteristics of somebody who’s a great rehabilitation counselor is having the CRC credential.”

Looking to the Future

When asked if he ever plans to revisit his dreams of becoming a lobbyist for veterans’ issues, Rogers summarized his rehabilitation counseling philosophy, and why he chose to become a rehabilitation counselor.

“In my mind, I’m already advocating. We’re here to help veterans achieve successful employment outcomes, which is one of the most important issues facing veterans today.”

Charles’ Advice

1. Be patient with your clients and understand that nobody’s perfect.
2. Remember there are no guarantees your client will have a successful outcome. Never give up.
3. In vocational rehabilitation counseling, employers are your most important resource and your clients are your most valued stakeholders.
4. Always look to your co-workers and fellow CRCs for support.
5. Never generalize – it’s not a one-size-fits-all profession. Let’s keep it that way!

Code of Ethics Revision Underway

A Code Revision Task Force has been assigned to review and revise the current Code of Professional Ethics for Rehabilitation Counselors. Members of the Task Force were carefully selected to reflect different practice areas and individual areas of expertise, as well as to include specialists in applied ethics with experience in drafting professional codes. When the first draft is completed, it will be presented to CRCC’s Ethics Committee and then released for public comment. Based on a thorough review of all feedback received through all public venues, additional revisions will then be made by the Task Force. A final draft will be presented to the CRCC Ethics Committee in August 2016, with presentation to the CRCC Board in Fall 2016. The targeted effective date of the new Code is January 2017.

New CRCC Video

In an effort to increase recognition of, and demand for, the CRC credential among rehabilitation counseling professionals, students, and employers, CRCC has produced a new video titled CRC Certification: It Makes a Difference. The new video features CRCs discussing the value and benefits of certification and the impact it has made on their careers.

Please share the video with anyone who is interested in learning more about CRC certification or a career in rehabilitation counseling.
CRCC’s New Online Portal

On the new CRCC Online Portal, launched last fall, you can:

• Update your profile and directory information
• Submit your Continuing Education (CE), both pre- and post-approved
• Track your CE using My CE Report
• Check your certification renewal timing
• Complete your certification renewal (renewal window opens approximately 4 months prior to your certification end date)

All certificants were sent electronic and direct mail communications containing their personalized UserName and Password. If you have not received this information, please email Kathleen Gehring at kgehring@crccertification.com.

Haven’t been online yet? Using your individual UserName and Password, be sure to go online, personalize and reset your password, and confirm your online account information.

Go to CRCC Online Portal

Questions? View the Tutorials.
Four tutorials are available to help guide you through the new online processes. Simply click the images below to view each tutorial.

Check it out today!
Continuing Education Updates

Earn CE Credit in the Comfort of your Home or Office!
Looking for an easier way to earn CE credit? CRCC offers Archived Ethics Webinars, which allow you to earn two hours of pre-approved CE in Ethics for each webinar viewed. You can also save money by ordering multiple webinars at the same time. Archived Ethics Webinar topics include:

- Ethical-Legal Issues in the Workplace: The Impact of Employer Wellness Policies on Employees with Disabilities
- Navigating Cultural Change through Ethically Competent Practice: Personal Values and Professional Obligations in the Rehabilitation Counseling Relationship
- The Imperfect Storm: Understanding the Ethical Responsibilities of Rehabilitation Counselors When Disaster and Disability Collide

Go to Archived Ethics Webinars

NEW! 2015 List of CE Providers with Pre-Approved Programs
CRCC’s lists of Continuing Education (CE) Providers with Pre-Approved Programs have just been updated for 2015 and are now available! They are comprehensive lists of providers who offer one or more programs that have been reviewed and approved by CRCC as qualifying for CE credit. As the lists continue to be updated periodically, be sure to check back for the most complete list of providers.

Save Time and Money!
Pre-approved programs require less paperwork and no submission fee. The lists are offered in Excel format which means they’re easy to sort by provider, method of instruction, etc. The lists also include provider contact information - phone number and/or website URL.

NOTE: Providers on both lists may also offer programs that are NOT pre-approved for CE credit, but may qualify on a post-approval basis. Submission for post-approval CE requires a processing fee. CRCs, CCRCs, CVEs, CWAs, and CCAAs should contact providers directly for program details and to verify pre-approval status.

View 2015 CRC/CCRC Providers with Pre-Approved Programs
View 2015 CVE/CWA/CCAA Providers with Pre-Approved Programs

CRCC: Meet the CRCC Staff

Jackie Dietzel. As one of CRCC’s Certification Coordinators, Jackie interacts with many aspects of CRCC’s operations, including certification renewals, extensions, and continuing education. She is expert in handling inquiries and helping problem-solve both over the phone and through email requests. Since release of the new CRCC online system, Jackie does this by helping walk people through the new process. Jackie provides quality customer service every day and is proud of her role in helping to set up the new systems. In her free time, Jackie enjoys gardening, baking, and watching the Chicago Bears.

Kathy O’Brien. Kathy also serves as a Certification Coordinator for CRCC. An authority on the CRC application process, Kathy assists CRC applicants, which involves helping individuals get set up to take the CRC Exam, including processing applications and requests for exam accommodations. Kathy addresses questions and helps to resolve issues on a daily basis, which requires her to maintain a high level of quality customer service. Kathy is always pleased to see her hard work pay off when each exam administration goes smoothly. Kathy’s two sons keep her happily busy in her spare time.
Advocacy Update

CRCC Position Statement on Legislative Advocacy

CRCC recently adopted a Position Statement regarding its stance on various issues related to legislative advocacy. In full, the statement reads:

The Commission on Rehabilitation Counselor Certification (CRCC) is a peer-regulated certifying organization that provides national certification as a Certified Rehabilitation Counselor (CRC). In support of the regulation of professional practice to ensure consumer protection, CRCC’s mission is to promote quality rehabilitation counseling services to persons with disabilities through its certification program. CRCC believes all rehabilitation counselors should be certified as a CRC as the professional standard of practice. CRCC dedicates the vast majority of its resources in support of the CRC certification program.

CRCC recognizes that rehabilitation counselors may seek additional credentials, including a state-issued counseling license offered by a governmental entity regulating the practice of counseling in a state.

In states that regulate the broad scope of practice of professional counseling, we support: 1) the development of consistent licensure laws and regulatory standards that recognize rehabilitation counselor education programs designed to train counselors for such practice, and 2) the inclusion of a clause, typically within the exemption section, that permits rehabilitation counselors to continue to practice within the Scope of Practice for Rehabilitation Counseling and to use the title of counselor.

In the event of changes to licensure laws and/or regulatory standards, we support the grandparenting of existing credentialed rehabilitation counselors.

In relation to national or state-based legislation governing the practice of rehabilitation counselors in accordance with the Scope of Practice for Rehabilitation Counseling, CRCC supports the identification of CRCs as the sole professionals who are qualified to provide such services. Therefore, we support the CRC as the sole credential identified as a hiring requirement for such practice.

Where national or state-based legislation governs the practice of one or more individual practice components identified in the Scope of Practice for Rehabilitation Counseling, but not the full Scope of Practice, we support the identification of CRCs as professionals who are qualified to provide such services. Therefore, we support the CRC as being among those credentials identified as a hiring requirement for such practice.

In support of these levels of recognition for state counselor licensure, and in support of national or state-based legislation governing the practice of rehabilitation counselors, CRCC will disseminate information through our electronic and social media channels when we become aware of proposed changes in laws and/or regulations, giving CRCs an opportunity to actively engage in advocacy on their own behalf and on behalf of the profession of rehabilitation counseling. CRCC will also make available, through its website, information about the CRC certification program and the CRC examination that CRCs may use in their advocacy efforts.

In support of national legislation, and following assessment of such legislation to determine its direct impact on the practice of rehabilitation counseling, CRCC will research the issues and prepare a position statement that is directly responsive to the governing entity and also widely disseminated to CRCs.

Adopted 02/21/15
CRCC Connections

CRCC Connections Spring 2015

CRCC Examination Test Schedule

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<th>Application Packet Deadline</th>
<th>Testing Dates</th>
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<tr>
<td>February 17, 2015</td>
<td>July 10-18, 2015</td>
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<tr>
<td>May 15, 2015</td>
<td>October 2-10, 2015</td>
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<td>October 15, 2015</td>
<td>March 4-12, 2016</td>
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<td>February 16, 2016</td>
<td>July 8-16, 2016</td>
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<tr>
<td>May 16, 2016</td>
<td>October 7-15, 2016</td>
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CRCC on Social Media

Be sure to look for us as “CRCcert” for the latest CRCC news and updates!

- SUBSCRIBE to our YouTube channel at http://www.youtube.com/channel/UCpthQNfoV9CAS1sbF19nXfg
- LIKE us on Facebook at www.facebook.com/crccert
- JOIN our CRCcert group on LinkedIn at www.linkedin.com/groups/CRCcert-4626944
- FOLLOW us on Twitter at www.twitter.com/crccert

NOTE: CRCC will periodically monitor social media activity and will interact or respond on an as-needed basis. When engaging in any social media offered by CRCC, be sure to follow CRCC’s Social Media Policy, which is always posted in the CRCC website footer.

CRCC on Social Media

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