

WHAT IS THE CRC?

The Certification Rehabilitation Counselor, or CRC, provides rehabilitation counseling and job placement for individuals needing to reenter the workforce after an injury or other disability, much like a case manager. The CRCC (Commission on Rehabilitation Counselor Certification) maintains the CRC “must be of good moral character, reputation and fitness for the practice of rehabilitation counseling.” As a CRC, you will be dealing with a wide spectrum of clients from the worker who suffered a brain injury due to a work accident, to soldiers returning home from war. All will require great care in counseling and rehabilitation. It will be your job to help the individual through the rough time of rehabilitation and transition back into the work force where possible. This is not an easy road for either counselor or client and will involve specialized and empathetic skills on your part. It also demands current research and knowledge in not only rehabilitation, but also administrative skills and the facilities/adjunct services available to help your clients reclaim their lives.

Rehabilitation counselors may work for insurance companies or consulting firms as well as large employers. Aspects of disability management include:

- Assessment of the company’s injury and disability records
- How it responded to injury and disability needs in the past
- Analyze the policies and benefits in place
- Research the people and positions who are involved in disability management at all levels
- Relevant tasks and accountability are analyzed
- The efficiency of information systems are tracked
- Education about disability management and collection of relevant data is assessed
- Injured and ill employees should be contacted by the company in a timely manner
- Policies should be in place to return workers to work as soon as it is feasible
 - This will include professionally designed job accommodations and modifications when necessary

Continuing education is an important criterion for the CRC. Keeping abreast of current research and brushing up on skills and techniques is a top priority in this field of practice. Thus the CRC must be recertified every 5 years to keep their license current and active. This requires:

- Documented proof of your 100 hours of continuing ed in domain study subjects - 10 of those hours are REQUIRED to be in Ethics
- Or you may prefer to retake the exam every 5 years

A QUICK NOTE ABOUT THE CRC EXAM

Offered three times annually, the CRC exam is computerized, so be familiar with computers - one less issue to worry about come test day. You will be allowed 3.5 hours to answer 175 multiple-choice items covering 12 subjects. The CRCC lists them as:

- Career Counseling and Assessment

- Job Development and Placement Services
- Vocational Consultation and Services for Employers
- Case and Caseload Management
- Individual Counseling
- Group and Family Counseling
- Mental Health Counseling
- Psychological and Cultural Issues in Counseling
- Medical, Functional and Environmental Aspects of Disabilities
- Foundations, Ethics and Professional Issues
- Rehabilitation Services and Resources
- Healthcare and Disability Systems

The exam is broken down into two sections:

1. General information on counseling
2. Information specifically oriented to the job of rehabilitation and dealing with issues for patients with disabilities

Just a suggestion, make sure you bone up on the CRCC Code of Professional Ethics!

PSYCHOLOGICAL ASPECTS OF REHABILITATION

A CRC may be called upon to evaluate a client's emotional and cognitive status. Both the pre-disability psychological status and acute emotional reaction to disability will affect rehabilitation. Disabled clients face various losses of functioning. Many disabled clients will need to deal with the anger they experience concerning their disability. Sometimes their anger will influence their motivation to be rehabilitated. It may be acted out as aggression. Other psychological symptoms the CRC will come across are depression and emotional lability. Some clients exhibit delusions and psychotic behaviors. Brain damage may result in loss of some cognitive functioning in regard to attention span or ability to synthesize new information. Mental fatigue will lead to diverse reactions to stress. These reactions may include anxiety and isolation. Denial is a frequent symptom. The client's ability to learn adaptive coping skills should be understood by the CRC.

ELIGIBILITY CRITERIA

In public sector rehabilitation, priority is given to the most severely disabled individuals. The 3 criteria for eligibility are: medical disability, handicap to employment and potential for rehabilitation from use of agency services. Objectives include: employment in the labor market, supported employment, sheltered employment, self-employment and homemaker.

IMPORTANT HISTORICAL LEGISLATION

1917: **Smith-Hughes Act** provided federal monies to states for vocational education and established the Federal Board for Vocational Education. This board later administered veteran and civilian rehabilitation programs.

1918: **Soldier's Rehabilitation Act** funded rehabilitation for disabled veterans.

1920: **Smith-Fess Act** (Civilian Vocational Rehabilitation Act-Public Law 236) funded civilian rehabilitation for 3 years and had to be periodically renewed.

1935: **Social Security Act** made federal funding of rehabilitation permanent.

1936: **Randolph-Sheppard Act** authorized operation of vending stands by visually handicapped on federal lands and funded research of rehabilitation for visually handicapped.

1938: **Wagner-O'Day Act** required federal government to buy certain products from sheltered workshops that served the blind.

1943: **Barden-Lafollette Act** expanded rehabilitation to psychiatrically handicapped and mentally retarded individuals and expanded rehabilitation services for the physically handicapped and blind.

Vocational Rehabilitation Act Amendments of 1954 (Public Law 565) greatly expanded federal funding.

Vocational Rehabilitation Act Amendments of 1965 expanded funding and eliminated the requirement for economic need. Rehabilitation services expanded to "behavior disorders": substance abusers, public offenders, psychological diagnoses and socially disadvantaged. Some funds that would have served traditional clients were diverted to this new group.

Rehabilitation Act of 1973 expanded civil rights to those individuals with severe disabilities or handicaps. Services to severely disabled individuals were given top priority and services to behavior-disordered individuals were discontinued. Consumers were required to be involved in their Individualized Written Rehabilitation Programs or IWRPs. Independent living centers were funded but eligibility included a vocational objective. **Title 5** of this act provided civil rights for disabled individuals. **Section 501** nondiscrimination and federal government regarding hiring of disabled individuals. **Section 502** established architectural and transportation barriers and compliance board. **Section 503** prohibited discrimination against disabled individuals by any federal contractor or subcontractor receiving \$2,500 or more. Contractors with at least 50 employees or minimum \$50,000 contracts with the federal government were required to have affirmative action plans. **Section 504** prohibited discrimination against disabled individuals among any federally supported agencies.

Rehabilitation Act Amendments of 1974, 1976 and 1978 continued to expand rights for the severely disabled offering private funds to assist individuals to enter independent living programs and institutions.

Rehabilitation Act Amendment of 1986 was directed at offering employment opportunities to those individuals that might prove unconventional offering aid for the severely disabled individual to enter the competitive workforce.

Consolidated Omnibus Budget Reconciliation Act 1986 - Congress passed this mandated act allowing employees temporary continuation of healthcare coverage at employer's group rates (known as COBRA). The rates are only available under certain circumstances such as loss of employment either voluntary or involuntary to exclude

“gross misconduct” or a reduction in the number of hours where insurance benefits are not available.

THE ADA 1990

The intent of the **Americans with Disabilities Act (ADA)** is to protect the civil rights of disabled United States citizens. The first of its five titles, **Title I**, prohibits employment discrimination toward disabled citizens among certain classes of employers, including public sector employers and employers of 15 or more employees. These employers must accommodate disabled employees through actions such as job restructuring and changing workstation layouts, unless this causes undue hardship to the employer. **Title II** ensures Public Services will be provided to disabled individuals, particularly public transportation. **Title III**, Public Accommodations, forbids discrimination (based on disability) in the provision of services or goods. **Title IV** prohibits time limitations or higher rates for telecommunication services for hearing or speech impaired. **Title V** covers miscellaneous provisions, including prohibition of discrimination based on an individual's involvement with an ADA complaint.

WHAT'S IN A MEMBERSHIP?

- Unlimited Access - You gain unlimited access to our exam questions as often as you like day or night!
- Comprehensive Review - Test Data Banks cover all areas tested by the National CRC exam. After finishing an exam you are given answers to the questions and have the opportunity to continue testing in that area or choose another exam domain.
- Definitions Section - You will have access to this area where mnemonics will help you remember the information you need to pass the exam. Hundreds of terms and definitions for you to learn so you can understand what a question is truly asking.
- Missed Question Bank - A data base is created of all your Missed Questions that you can access until you get them correct
- Matching - A number of different areas are available for review: Erickson, Freud, Piaget, and Ego Defense.
- Notables - Once in a while you may be asked about a notable professional in the field.
- DSM - Knowing the diagnostic criteria is a must! This area is covered using case study, terms and matching.
- Psychometric Tools - What assessment should you use? Learn when and how you would require the use of the BDI-2, ACL, CAT, MMPI-2, HTP and others.
- Missed Questions - A database is created of all your Missed Questions which you can access until you get them correct.
- Notables - Once in a while you may be asked about a notable professional in the field: Nathan Ackerman, Franklin Frazier, Ida Bell Wells-Barnett, Mary Cromwell Jarrett, etc.
- Learning Module - This is a special section to get your mind in gear for the exam. It consists of a vignette and what considerations you would choose and options you would avoid.
- Learning Activities - This section is perfect when you're really tired of studying but still want to stay engaged - We constructed learning games where you relax and learn and even enjoy the process - Our latest, "Heads Up" by renowned Java game designer Robert LiKamWa teaches you in a fast-paced, fun-packed, mind-challenging manner.
- Test Taking Strategies - A special section is available that explains how to take Analogies, Fusion, Comparison, and Classification Type Multiple Choice Questions, Order of Correctness, Keywords and Guessing techniques to pass the exam.
- Study Strategies - If you don't have a plan of where you're going or how to get there, chances are neither of them will happen. Our study strategies helps to maximize your precious time so you can pass the exam and get on with your life.
- Online E-mail - This section covers content material that you can access while you are on the Internet. The topics in this area change daily.

- Progress Report - An updated bar chart of your progress every time you take an exam is presented so you can monitor your progress!
- Access - Ability to access exam test banks and the site 24 hours a day, 7 days a week. No more wasted time when you wake up at 2:00 PM
- Upgrade - Option to upgrade your subscription for a longer time period at a reduced rate.
- Pass Guarantee - CRC exam guarantees that you will pass your CRC Exam or we will put you back on the site for free until you do!
- Daily E-Mail - You will receive Online e-mail along with your subscription covering content material that will be helpful in studying for the Exam!
- Daily Motivation Video - Many people who start out with good intentions to study sometimes lose their initial motivation as everyday life gets in the way - the kids, the family, work, obligations. We provide that extra boost by sending you inspirational videos to keep you on track.
- iPod - You've got to exercise sometime but that shouldn't prevent you from studying for your exam. Load your iPod with audio material from our site or go to iTunes and get our latest Podcast of content material.

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