



# THE COMMISSION ON REHABILITATION COUNSELOR CERTIFICATION



**Annual Report**  
**2017-2018**

# TABLE OF CONTENTS

Letter From the President.....	3
Message from the Executive Director.....	4
Leadership.....	5
CRCC Team.....	6
Committee Members.....	7
Credentialing.....	10
CRC Certification.....	11
CRC By the Numbers.....	13
Welcoming New CRCs.....	14
CRC Exam Pass Rates.....	15
Renewals.....	16
New Eligibility Criteria.....	17
CRC e-UNIVERSITY.....	18
Financial Summary.....	20
CRCC Notices.....	21

# LETTER FROM THE PRESIDENT

***“Working together, we can all be part of a positive change movement.”***



Everyone has a favorite season. Mine is fall. As the long sultry summer slips away, I am always ready for the cooler days of fall. Many of my best memories and life-changing journeys are associated with fall. My love of fall is about more than reminiscing about old memories; it is also about appreciating the present and looking toward a changing future. Exciting changes for CRCC are ahead.

## Looking Toward the Future

The need for rehabilitation counselors is not diminishing; the number of people living with disabilities in the United States continues to increase. In order to meet the demand for rehabilitation counselors, this profession must continue to grow. We all must inspire and recruit new people into our profession.

Now that the CORE/CACREP merger is finalized, rehabilitation counseling is recognized as a specialized practice within the CACREP curriculum standards. There are challenges to this outcome; some training programs grapple with how they will adapt to meet changing program standards. There are also advantages when we align with the broader community of counselors. These alliances can make us stronger as we join forces on shared concerns and interests, while respecting our unique specializations.

After 25 years of dedicated service to the profession, Cindy Chapman resigned her position as the Executive Director (ED). Through a collaborative effort, a new ED was selected, and we are excited to welcome Pam Shlemon to the CRCC team. With Pam at the helm, I am looking forward with excited anticipation. Pam has a dynamic personality, is an experienced networker, and has a long history of moving organizations toward positive outcomes. I expect this will be another year of exciting change as Pam collaborates with the Board of Directors to advance the CRC and the rehabilitation counseling profession.

Anticipating the changing environment and the growing need for rehabilitation counselors, CRCC is implementing new CRC Exam eligibility criteria. The exam will remain rigorous and require demonstrated knowledge within the foundational domains of rehabilitation counseling.

Sincerely,

*Stephanie Gotay*

Stephanie Gotay, CRC

# MESSAGE FROM THE EXECUTIVE DIRECTOR

***“CRCs possess the highest level of education specializing in rehabilitation counseling”***



As the 100th anniversary of the rehabilitation counseling profession approaches, I am honored to lead a remarkable organization with a rich history of certifying and supporting dedicated, passionate, and talented rehabilitation counselors.

CRCC has the opportunity to build on its rich history and develop a sustainable future for CRCs. Our future includes expanding our footing by promoting our mission and demonstrating the CRCs' utility as leaders and problem-solvers. Rehabilitation counselors are experts at focusing on an individual's strengths to create adaptations, accommodations, and modifications to overcome or manage the personal, social, and/or psychological effects of disabilities on employment and independent living.

CRCC serves as a collective voice for our community, we look forward to fostering partnerships and collaborating on a broader agenda with organizations who share our concern for putting people with disabilities at the forefront of our efforts.

I want to offer my deep gratitude to CRCC's Board of Directors and Committee members and advisors. We would not be able to continue our work without your efforts.

Recently, we held several focus groups and Executive Think Tank meetings. We are grateful to the many thought leaders who participated and generously provided insights into the current state of the field. Their insight will play a critical role in our forward momentum.

As we look forward to 2019 and beyond, we will announce new initiatives designed to elevate the field of rehabilitation counseling.

Warmest Regards,

*Pam Shlemon*

Pam Shlemon  
Executive Director

# LEADERSHIP

## CRCC Board of Directors



**Stephanie Gotay, CRC**  
*President*



**Allison Flanagan, CRC**  
*President-Elect*



**Steven L. West, PhD, CRC**  
*Immediate Past President*



**James J. Quinn, PhD, CRC, LPC, LRC, NCC**  
*Treasurer/Secretary*



**Nancy Adams, CRC, CI & CT**  
*At-Large Director*



**Michelle Aliff, CRC**  
*At-Large Director*



**Renata Beck, CRC**  
*At-Large Director*



**Nicholas C. Derzis, PhD, CRC**  
*At-Large Director*



**Whitney Harris**  
*Public Member Director*



**Sharon Y. Murphy, PhD, CRC, CVRC, LPC**  
*At-Large Director*



**Treye Rosenberger, CRC**  
*Student Director*



**Noel Ysasi, PhD, CRC**  
*At-Large Director*

# CRCC TEAM

Pam Shlemon  
Executive Director

Susan Brown Zahn  
Director of Education

Darlene Jones  
Pre-Approval/Certification Coordinator

Denise Mayes  
IT/Database Coordinator

Helen Moustakes  
Accountant

Kathy O'Brian  
Certification Coordinator

Keely Paulus  
Certification Coordinator

Kathy Sjodin  
Administrative Assistant

Susan Stark  
Operations Manager

Joe Williams  
Certification Manager

# CRCC COMMITTEE MEMBERS 2018-2019



## Executive Committee

Stephanie Gotay, CRC - President  
Allison Flanagan, CRC – President-Elect  
Steven L. West, PhD, CRC -  
Immediate Past President  
James J. Quinn, PhD, CRC, LPC, LRC, NCC -  
Treasurer/Secretary  
Pamela Shlemon - Executive Director

## Governance Committee

Steven L. West, PhD, CRC – Chair  
Michelle Aliff, CRC  
Nicholas C. Derzis, PhD, CRC  
Lorin C. Lovely, CRC  
Pamela Shlemon - Executive Director

## Finance & Audit Committee

James J. Quinn, PhD, CRC, LPC, LRC, NCC -  
Chair  
Renata Beck, CRC  
Stephanie Gotay, CRC  
Whitney Harris

## Ethics Committee

Stephen A. Zanskas, PhD, CRC - Chair  
Michael Foster, PhD, CRC  
Robert Froehlich, EdD, CRC, LPC  
Sharon Y. Murphy, PhD, CRC, CVRC, LPC  
Mitchell Schmidt, CRC, LPC  
Cecelia Walker, CRC

## Standards & Examination Committee

Darlene Groomes, PhD, CRC - Chair  
Nancy Adams, CRC  
Yuleinys Castillo, CRC, LPC  
Brett Crehan, CRC, LMHC  
Katherine Kline, PhD, CRC, LPC  
Elaine Robertson, CRC

# THANK YOU FOR YOUR SERVICE

The generous support of CRCC's volunteers, subject matter experts, peer reviewers, editors, and item writers has been a driving force in the organization's effort to build momentum in the field of rehabilitation counseling. We are grateful for the passion and generosity of all.

## **CRCC Board of Directors**

(Service concluded on 6/30/2018)

Benjamin C. Jenkins, PhD, CRC

Kathe Matrone, PhD, CRC

Matthew Winship, CRC

## **CRCC Committee Members**

(Service concluded on 6/30/2018)

Jacob Chan, PhD, CRC

Christine Kampi, CRC

Alexander Verbun, CRC

Noel Ysasi, PhD, CRC

## **2017 Item Writing Participants**

Nancy Adams, CRC, CI & CT

Rasheen Clark, CRC

Valerie Dorsey, CRC

Brandy Fowler, CRC

Sabrina Harris, MS, CRC

Stephanie Homer, CRC

Ben Jenkins, CRC

Stephanie Jenkins, CRC

Louis Lipinski, CRC

Nolan McKelvey, CRC

Ashleigh Sasso, CRC

Marlene Swarts, CRC



## Subject Matter Experts, Peer Reviewers, and Series Editors

### CRCC e-UNIVERSITY

Michael Ahlers, CVE  
Cayte Anderson, PhD, CRC  
Christopher B. Bean, CRC  
Jennifer Bechtel, MEd, CRC  
Paul J. Bourgeois, PhD, CRC  
Sharon M. Brown, PhD, CRC  
Eileen Burkner, PhD, CRC  
Maggie Butler, PhD, CRC  
Susanne M. Bruyère, PhD, CRC  
Adriza Caesar, CRC  
Wendy A. Coduti, PhD, CRC  
Leah Cox Thomas, MS, CRC  
A Lynne Deese, MA, ATP  
Roy J. Del Valle, PhD, CRC  
Nicole Ditchman, PhD, CRC  
Yolanda V. Edwards, PhD, CRC  
Allison Fleming, PhD, CRC  
Jenipher Gaffney, CRC  
William E. Garner, RhD, CRC  
W. Dent Gitchel, Jr., PhD, CRC  
Sara Grivetti, CRC  
Euchay Ngozi Horsman, PhD, CRC  
Garrett E. Huck, PhD, CRC  
Samantha O. Johnson, CRC  
Kelly Kazukaukas, PhD, CRC, CVE  
Teesha Kirschbaum, MA, CRC  
Hung Jen Kuo, PhD, CRC  
Trenton Landon, PhD, CRC  
Jonathon E. Larson, EdD, CRC  
Eun-Jeong Lee, PhD, CRC  
Todd Lewicki, PhD  
Heather M. Lindsey, CRC  
Angela MacDonald, MEd, CRC  
Lori Magnuson, PhD, CRC  
Ann Martin, MA, CRC  
Michelle McKnight-Lizotte, PhD, CRC  
Aaron Mertes, MS, CRC  
Andrea Nerlich, PhD, CRC, CVE  
Raymond C. Ortega, EdD, CRC  
Roxanna Pebdani, PhD, CRC  
Brian Phillips, PhD, CRC  
Susan E. Pugh, CRC  
Rick H. Robinson, PhD, CRC  
Valeria Rodriguez, PhD, CRC  
Christina N. Ruffatti, CRC  
John E. Sassin, Jr., PhD, CRC  
Debra Scholten, CRC  
Linda Shaw, PhD, CRC  
Kari L. Shea, CRC  
Michael J. Sisley, CRC  
Steven R. Sligar, EdD, CVE  
Robert L. Stevens, CRC  
Alicia Strain, MEd, CRC  
Susan Stuntzner, PhD, CRC  
Vilia Tarvydas, PhD, CRC  
Amanda Tashjian, PhD, CRC  
Tammara P. Thomas, PhD, CRC  
Veronica I. Umeasiebgu, PhD, CRC  
Elizabeth M. Watson, CRC  
Rachel Weber, CRC  
Keith Wilson, PhD, CRC  
Valyncia Wilson, CRC

# CREDENTIALING

The Commission on Rehabilitation Counselor Certification (CRCC) was incorporated in January 1974. CRCC has grown to be the world's largest rehabilitation counseling organization.

The Certified Rehabilitation Counselor (CRC) credentialing process was the first certification mechanism in the counseling and rehabilitation professions in the United States. It is considered to be the most established and reputable credentialing process for these professions.

CRCC has certified over 40,000 qualified rehabilitation counseling professionals. Today, over 15,000 CRCs are practicing in the United States and other countries.

The purpose of the CRC credential is to ensure rehabilitation counselors who hold the CRC the hold the highest level of education related to working with people with disabilities. This expertise includes:

- Professional orientation and ethical practice
- Counseling theories, techniques and evidence-based practice
- Group and family counseling
- Crisis and trauma counseling and interventions
- Medical and psychosocial aspects of chronic illness and disability
- Assessment, occupational analysis, and service implementation
- Career development and job placement
- Demand-side employer engagement
- Community resources and partnerships
- Case management
- Health care and disability management
- Research, methodology, and performance management

This knowledge base helps the CRC demonstrate minimal competencies with the greatest achievement level of positive outcomes for people living with physical, mental, developmental, or emotional disabilities. CRCs work with clients to overcome or manage the personal, social, or psychological effects of disabilities on employment and independent living.

## **Expanding Opportunities**

As the scope of the knowledge and skills needed to effectively work with people with disabilities has broadened, the opportunities for rehabilitation counselors have also increased. CRCs can be found working in a wide variety of practice settings including state vocational rehabilitation (VR) agencies, private practice, insurance companies, medical centers, schools, hospitals, clinics, businesses, and non-profit organizations. Employment of rehabilitation counselors is projected to grow thirteen percent from 2016 to 2026, faster than the average for all occupations. Demand for rehabilitation counselors is expected to grow as people age into disability and needs of groups such as veterans with disabilities and youth with disabilities increase.

## **Rehabilitation Counseling: A “Best Kept” Secret**

The CRC credential is increasingly important as the political and financial challenges of serving people with disabilities expand. The practice and process of providing the highest quality of services for people living with disabilities must be safeguarded!

## **Raising Public Awareness**

Many individuals living with disabilities know little, if anything, about the CRC certification and the significance of receiving services from rehabilitation counselor. While a client may access detailed qualification information about a CPA or lawyer, it may be difficult for them to understand the meaning behind the CRC credential. CRCs are not generalists, they specialize in working with people with disabilities. This specialization is the value of the CRC to the client. Working with a CRC means the client is working with a professional dedicated to meeting the needs of people with disabilities.

The public needs to be made aware of the importance of the CRC.



# CRC CERTIFICATION

## Role & Function Study

In October of 2017, CRCC updated the specifications for the CRC Exam. In order to accomplish this feat, CRCC commissioned a role and function study.

What is a Role and Function Study?

It is an evidence-based study of the knowledge skills and activities performed within the field of rehabilitation counseling. The study provides empirical data used to update and validate the CRC Exam specifications. The findings of this study inform examination development and validate the knowledge domains used in exam.

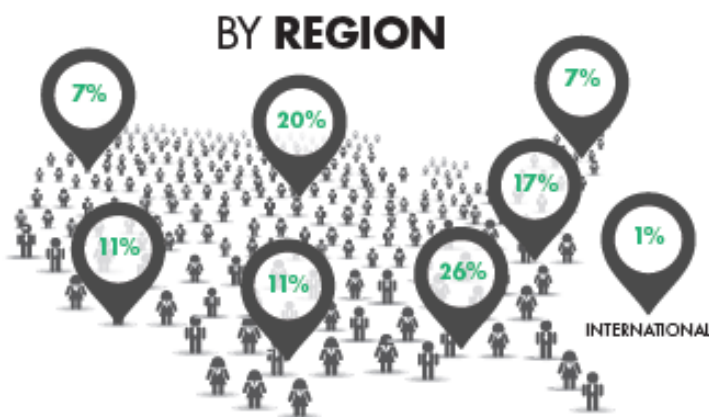
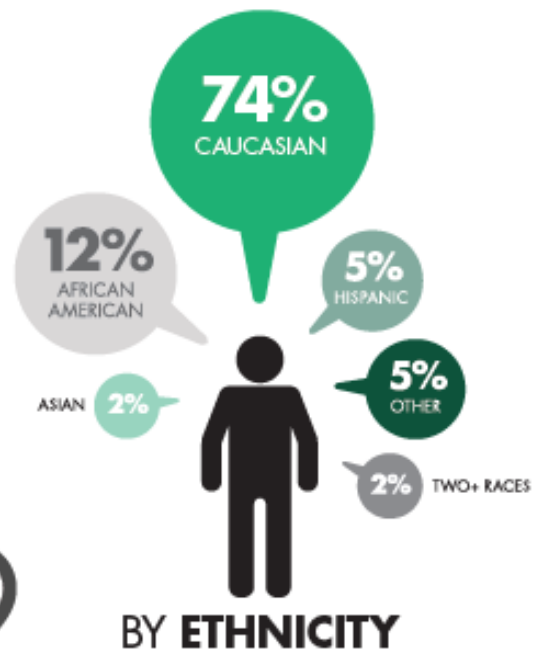
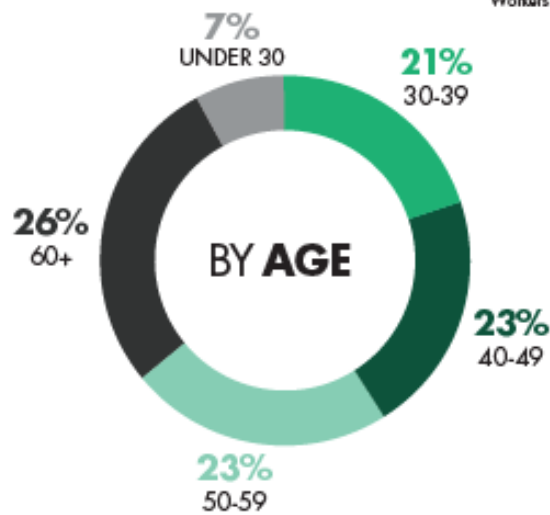
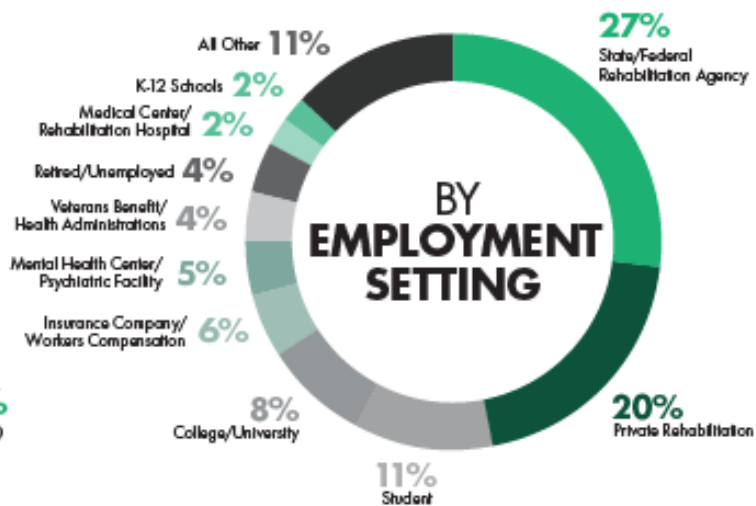
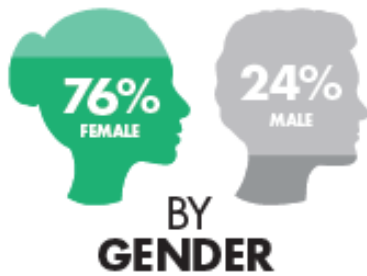
CRCC would like to thank Michael J. Leahy, PhD, Fong Chan, PhD, Kanako Iwanaga, PhD, Emre Umucu, PhD, Connie Sung, PhD, Malachy Bishop, PhD, and David Strauser, PhD, for their work on the recently published study, *“Empirically Derived Test Specifications for the Certified Rehabilitation Counselor Examination: Revisiting the Essential Competencies of Rehabilitation Counselors.”*



“The purpose of the article is to examine the results of the Certified Rehabilitation Counselor (CRC) knowledge validation study conducted in collaboration with CRCC. The research design for the study included both descriptive and ex post facto approaches. Three hundred ninety-four CRCs completed the *Knowledge Validation Inventory-Revised (KVI-R)* survey. Factor Analysis results revealed six knowledge domains: (a) rehabilitation and mental health counseling, (b) employer engagement and job placement, (c) case management, (d) medical and psychosocial aspects of chronic illness and disability, (e) research methodology and evidence-based practice, and (f) group and family counseling. The findings of the study provided important information for CRCC to examine and develop test and item specifications that will guide future versions of the CRC Exam. The findings also inform the description of the knowledge base underlying the practice of rehabilitation counseling and contribute to further empirical evidence regarding the knowledge domains identified in the replication and extension of the previous study completed in 2012.”

“The findings can also be used to empirically validate the specialty standards for rehabilitation counseling within the current CACREP accreditation requirements.” For more information on this study click [here](#).

# CRCs BY THE NUMBERS\* 7/1/2018



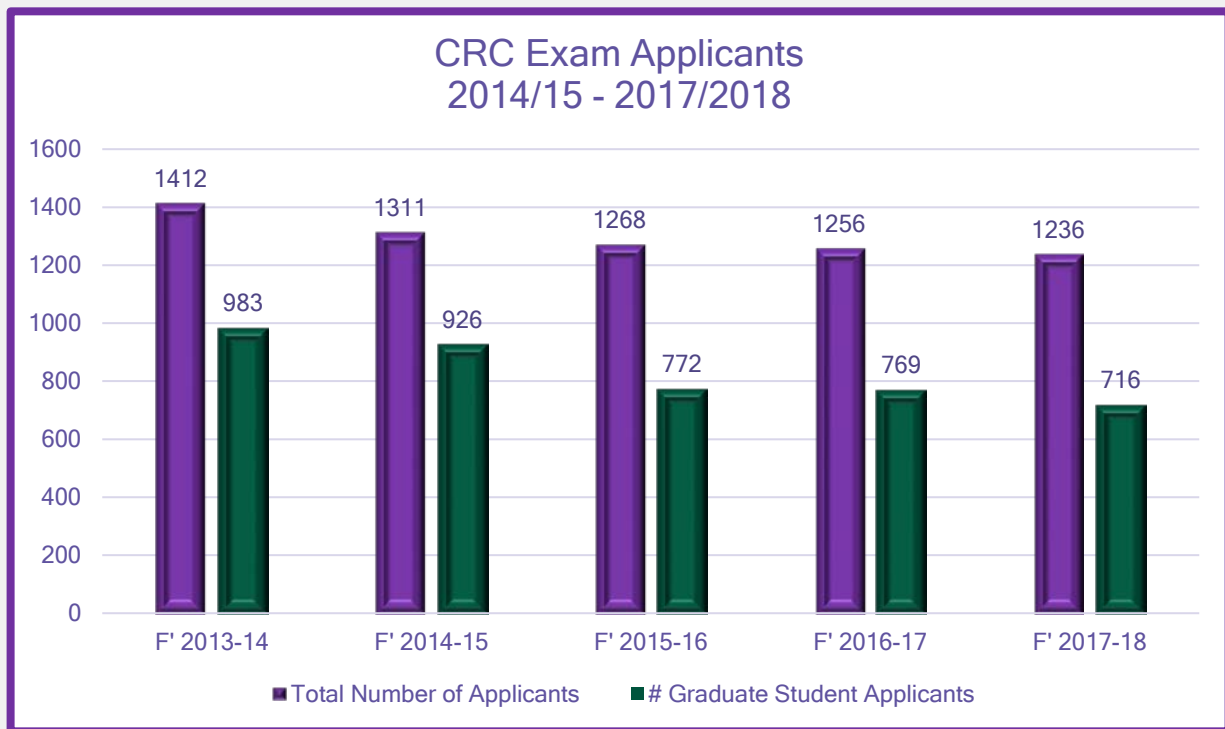
\* Represents data as reported to CRCC by its CRCs.

# WELCOMING NEW CRCs

CRCC would like to welcome the 646 newly-minted CRCs into the CRCC family. We are excited about their future contributions to the rehabilitation counseling field.

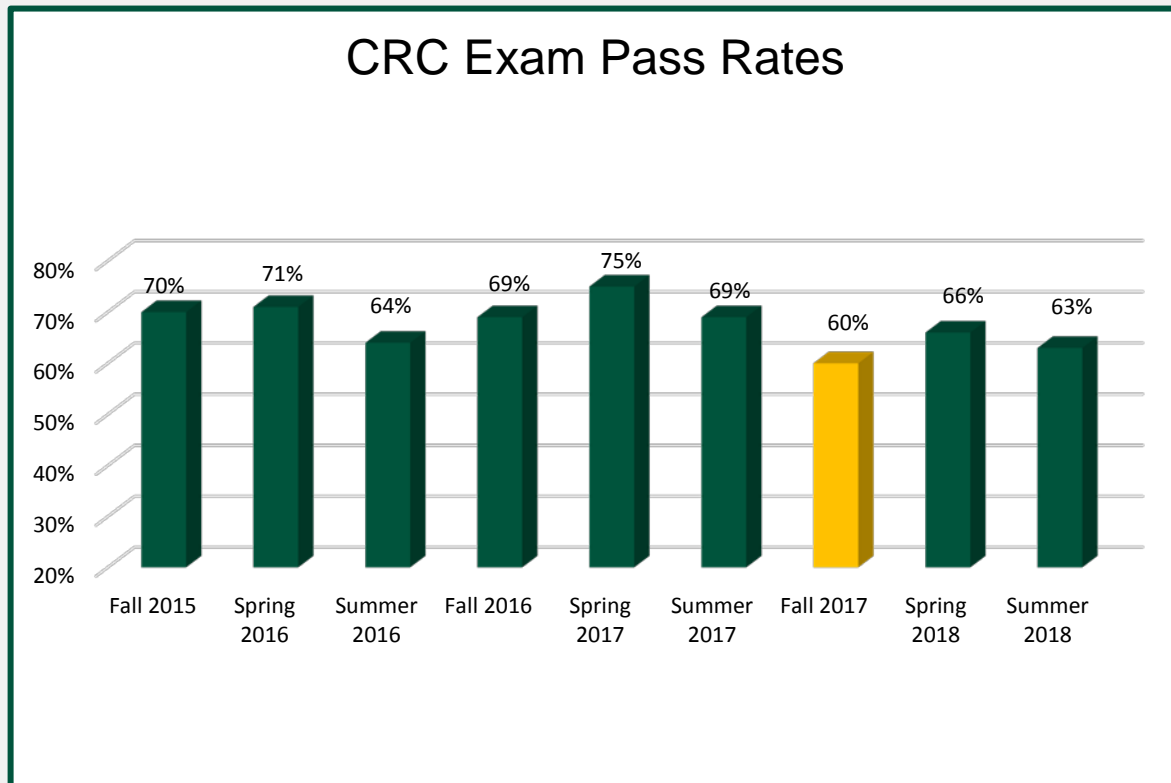
Obtaining certification sets you apart from others in this profession. It demonstrates CRC certification possess an advanced level of specialized education and training to understand the medical, vocational, functional and psychosocial needs through a holistic and comprehensive counseling process. CRC adhere to rigid standards of ethical practice and have an ongoing commitment to lifelong learning

CRCC has shown minimal declines in new applicants over the past few years with the total number of applicants remaining relatively stable as evidenced by the graph above.



# CRC EXAM PASS RATES

The pass rates for first time test takers have remained relatively stable over the past few years. The largest dip was in Fall 2017. It is important to note the Fall 2017 exam was the first implementation of the current examination specification. It is typical to see this type of fluctuation as the new exam is introduced and as test takers adapt to new knowledge domains. CRCC has already seen evidence of and continues to see pass rates rebounding.

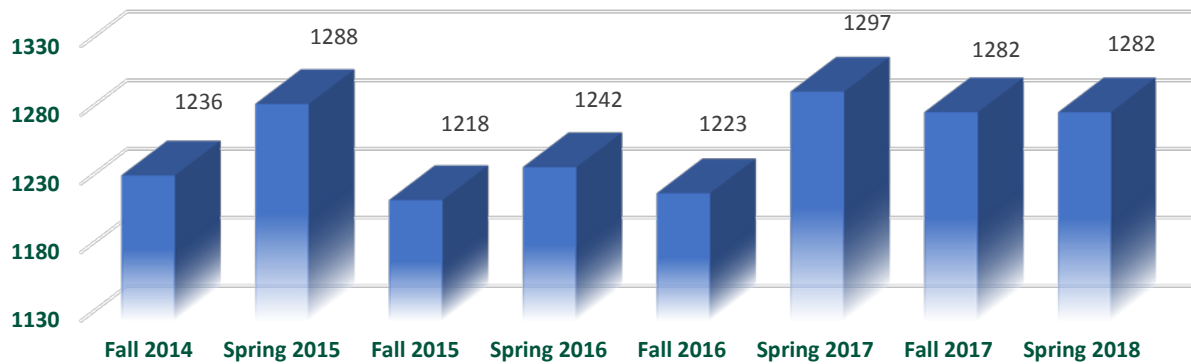


# RENEWALS

CRCC would also like to acknowledge the 2,424 people who renewed their certification in the past 2 cycles. By renewing your certification, you are demonstrating that you are at the cutting edge of your field and at the forefront of you peers. CRCC has been showing steady renewal numbers.

The following chart shows the number of certificants that renewed each cycle:

## ALL CERTIFICANTS RENEWING BY CYCLE





# NEW ELIGIBILITY CRITERIA MARCH 2020 CRC EXAMINATION

In early 2016, CRCC directed its Standards & Examination Committee to begin a process of reviewing the eligibility criteria for the CRC Exam. Over the course of 24 months, the Committee engaged in a process to seek and review public feedback and created criteria aligning with the contemporary state of the profession of rehabilitation counseling. The new criteria provide pathways for entering the rehabilitation counseling profession and to become certified.

To view the new eligibility criteria click [here](#).



# CRCC e-UNIVERSITY

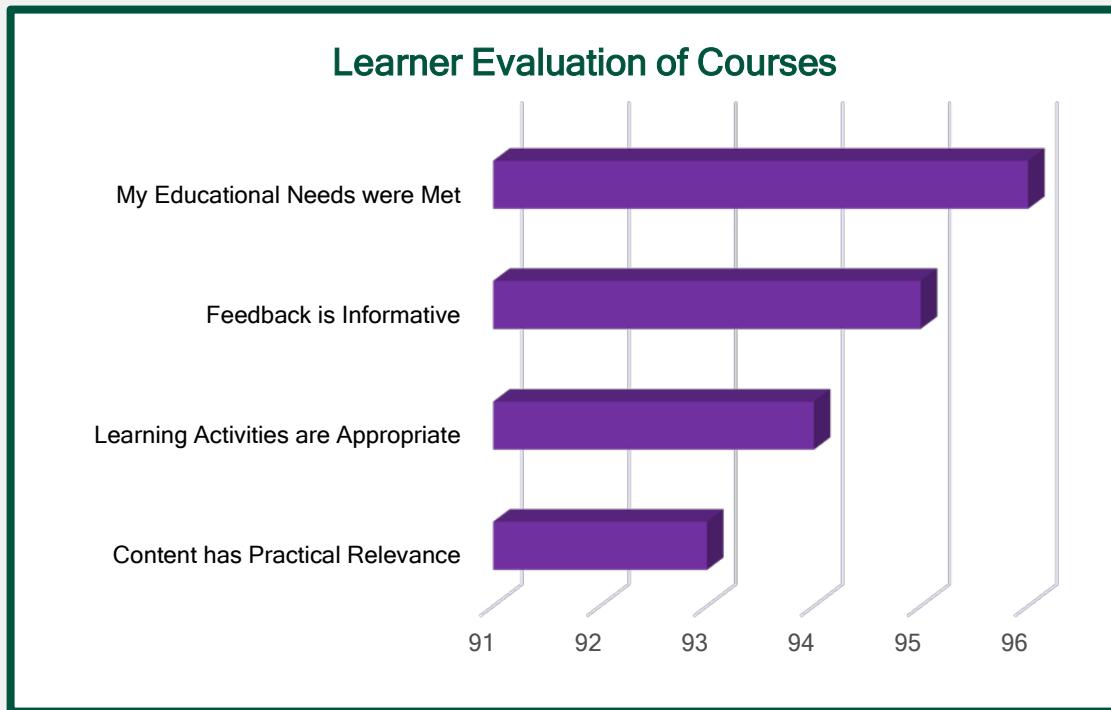


CRCC e-UNIVERSITY celebrated its second year with new courses, more learners, and a major award. CRCC won the Brandon Hall Group Silver Award for Excellence in the Best Use of Section 508 Requirements for Training Programs. The award entries were evaluated by a panel of industry experts. The awards were based on key criteria including fitting the need, design of the program, functionality, innovation, and overall measurable benefits.



“CRCC e-UNIVERSITY allows us to reach CRCs and other rehabilitation counseling professionals who might not otherwise have easy access to continuing education,” said Susan Brown Zahn, PhD, Director of Education. “Our commitment is to support the professional development efforts of our learners. Each new course brings new opportunities to meet those needs.”

CRCC e-UNIVERSITY supports the renewal process for all certificants with continuing education courses focusing on rehabilitation counseling. Since CRCC e-UNIVERSITY launched at the end of July 2016, more than 5,000 learners have enrolled in our online courses. Learners have already completed more than 2,179 courses. Over 10,000 continuing education clock hours have been earned by CRCs and other learners.



CRCC e-UNIVERSITY courses feature trusted content created by CRCs for CRCs. These courses can be completed anywhere and at the learner's convenience. Featuring a wide variety of topics, the course catalog has grown from 9 to 29 courses. More than 100 hours of continuing education credit is available and new courses are continually added to the catalog.

Learners are asked to evaluate each course they complete. We are pleased to see high ratings associated with the courses. Learner feedback indicated a need for more advanced courses. In response to this feedback, courses designed to meet these continuing education needs have been added to the catalog.



# FINANCIAL SUMMARY

## COMMISSION ON REHABILITATION COUNSELOR CERTIFICATION STATEMENTS OF FINANCIAL POSITION

June 30, 2018 and 2017

	<u>2018</u>	<u>2017</u>
<b><u>Assets</u></b>		
Current Assets		
Cash and cash equivalents	\$ 177,576	\$ 332,888
Investments	1,977,042	1,543,325
Miscellaneous receivables	1,912	4,437
Due from CORE	-	28,133
Prepaid expenses	73,436	74,109
Total current assets	<u>2,229,966</u>	<u>1,982,892</u>
Property, Equipment and Software		
Office equipment and furniture	27,136	27,136
Software and software development	600,495	600,495
	<u>627,631</u>	<u>627,631</u>
Less accumulated depreciation and amortization	<u>(590,352)</u>	<u>(545,218)</u>
Net property, equipment and software	<u>37,279</u>	<u>82,413</u>
<b>Total Assets</b>	<b><u>\$ 2,267,245</u></b>	<b><u>\$ 2,065,305</u></b>
<b><u>Liabilities and Net Assets</u></b>		
Current Liabilities		
Accounts payable	\$ 22,392	\$ 62,021
Accrued expenses	36,740	41,081
Deferred rent obligation	2,924	12,946
Deferred revenue	78,858	68,837
Total current liabilities	<u>140,914</u>	<u>184,885</u>
Net Assets, unrestricted	<u>2,126,331</u>	<u>1,880,420</u>
<b>Total Liabilities and Net Assets</b>	<b><u>\$ 2,267,245</u></b>	<b><u>\$ 2,065,305</u></b>

**STATEMENTS OF ACTIVITIES (CONT.)**  
**For the Years Ended June 30, 2018 and 2017**

	2018	2017
<b>Operating Income (Loss) (forward)</b>	\$ 131,734	\$ (90,229)
<b>Other Revenue (Expense)</b>		
Interest and dividends	59,772	41,040
Realized loss on investments	-	(2,644)
Unrealized gain on investments	54,405	187,517
Total Other Revenue (Expense)	114,177	225,913
<b>Change in Net Assets</b>	245,911	135,684
<b>Net Assets, unrestricted</b>		
Beginning of year	1,880,420	1,744,736
End of year	\$ 2,126,331	\$ 1,880,420

CRCC operates on a fiscal year (FY) that begins on July 1st and ends on June 30th. The financial data in this summary is for the most recent FY concluded on June 30, 2018.

CRCC's annual audit and financial statements have been prepared in accordance with generally accepted accounting principles by Desmond & Ahern, Ltd., a certified public accounting firm located in Chicago, Illinois

# CRCC NOTICES

The CRCC Ethics Committee meets periodically to adjudicate cases alleging violation of the *CRCC Code of Professional Ethics for Rehabilitation Counselors*. Since last report, the Committee convened in accordance with the *Guidelines and Procedures for Processing Complaints* and acted as follows:

In November 2017, CRCC found that Johnie Angell, Customer Number 00067140, was in violation of the *Code of Professional Ethics for Rehabilitation Counselors* effective as of January 1, 2017. Noted violations of the 2010 Code include Standards B.6.a, D.1.d, D.3.a, D.5.d, D.5.f, K.2.a, K.2.c, and K.3.f. Noted violations of the 2017 Code include Standards B.6.a, D.1.e, D.3.a, D.5.e, D.5.g, K.2.a, K.2.c, K.3.g, and L.2.e. Her certification as a CRC was placed on probation until December 31, 2018.