

**2021 Job Task Analysis (JTA) Evidence-based Research Study**  
**CRC Knowledge Domains, Competencies and Tasks**  
Effective March 2022  
[C]=Counseling [R]=Rehabilitation and Disability

**1. Professional Orientation and Ethical Practice**

**10.7%**

**A. Uphold professional ethical standards for rehabilitation counselors and manage risk.[C]**

- a) Conceptualize and articulate the counseling relationship
- b) Adhere to and ensure confidentiality, privileged communication, and privacy
- c) Understand how to promote and participate in advocacy and ensure accessibility
- d) Maintain professional roles to ensure appropriate service provision
- e) Maintain appropriate relationships with other professionals
- f) Understand the differing professional relationships in forensic and indirect services
- g) Understand the ethical requirements of evaluation, assessment, and interpretation
- h) Understand the ethical requirements in the roles of teaching, supervising, and training
- i) Understand the ethical implications of research and publication
- j) Understand the limits and ethical implications of the use of technology and distance counseling
- k) Understand and ensure appropriate business practices
- l) Understand and apply ethical decision-making models and processes.

**B. Understand and apply laws and public policy affecting individuals with disabilities. [R]**

- a) Summarize and synthesize the impacts of the Rehabilitation Act of 1973.
- b) Summarize and synthesize the impacts of Title V of the Rehabilitation Act of 1973 – Sections 501-504.
- c) Summarize and synthesize the impacts of the Rehabilitation Act of 1973, as Amended.
- d) Understand the impact of SSI/SSDI on employment, independent living and economic self-sufficiency.
- e) Understand the impact of veteran benefits (e.g., service- connected disability compensation and non-service-connected pension) on employment, independent living and economic self-sufficiency. **NEW**
- f) Summarize and synthesize the impacts of the Fair Labor Standards Act.
- g) Understand the definition of a disability in ADA, the uses of the definition, and how the definition relates to the rights guaranteed by the ADA.
- h) Understand the rights guaranteed by the ADA in an employment setting.
- i) Understand the definition of a reasonable accommodation as defined by the ADA.
- j) Understand the rights guaranteed by the ADA on public transportation.
- k) Understand the changes to the definition of disability in the ADAAA, the changes to the interactive process, and the implications for employees and employers. **NEW**
- l) Understand the role of the EEOC in relation to discrimination.
- m) Summarize and synthesize the impacts of IDEA.
- n) Summarize and synthesize the historical impacts of WIA.

- o) Understand the rights and limits guaranteed by FMLA.
- p) Understand the confidentiality and technology requirements of HIPAA.
- q) Understand the impact of TWWIA (Ticket to Work) on employment, independent living, and economic self-sufficiency.
- r) Understand the impact and implications of WIOA on employment outcomes, independent living, and economic self-sufficiency. **NEW**

**C. Advocate for diversity, understand, and apply appropriate services that address multicultural counseling issues. [C]**

**D. Understand and apply appropriate rehabilitation terminology and concepts. [R]**

**E. Understand and identify the differing professional roles, functions, and effective relationships with other providers and professionals. [C]**

**F. Understand the credentialing issues related to the rehabilitation counseling profession and advocate for appropriate solutions. [C]**

**G. Understand the differing organizational structures of rehabilitation counseling practice settings (e.g., public, private-for-profit, and not-for-profit service delivery systems). [R]**

**H. Understand, synthesize, and apply knowledge of historical and philosophical foundations of rehabilitation counseling. [R]**

<b>2. Counseling Theories, Techniques, and Evidence-Based Practice</b>	<b>11.3%</b>
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**A. Apply clinical problem-solving and critical-thinking skills. [C]**

**B. Understand rehabilitation techniques for individuals with disabilities. [R]**

**C. Understand individual counseling theories. [C]**

- a) Integrated/Eclectic
- b) Rational-Emotive Behavior Therapy
- c) Reality Therapy
- d) Person-Centered
- e) Psychoanalytic
- f) Gestalt
- g) Trait-factor/Person Environment Fit
- h) Behavioral
- i) Cognitive/Behavioral
- j) Adlerian
- k) Solution-Focused
- l) Narrative

- m) Feminist
- n) Existential

**D. Utilize individual counseling practices, interventions, and techniques. [C]**

- a) Systematic Desensitization
- b) Behavior Analysis and Therapy
- c) Social Skills
- d) Time Management
- e) Stress Management
- f) Restructuring
- g) Anger Management **NEW**
- h) Problem Solving Therapy **NEW**
- i) Person-centered practices **NEW**
- j) Mindfulness-based practices **NEW**

**E. Understand substance use and treatment. [C]**

**F. Establish and maintain effective working alliances with clients. [C]**

**G. Understand dual diagnosis and co-occurring disorders. [C] **NEW****

**H. Understand counseling/training to help clients develop workplace socialization skills. [R]**

**I. Demonstrate motivational interviewing use and skills. [C]**

**J. Facilitate treatment planning for clinical conditions (e.g., depression, anxiety, PTSD). [C]**

**K. Understand human growth and development. [C]**

**L. Apply evidence-based psychosocial/psychiatric rehabilitation interventions in rehabilitation counseling practice. [R]**

**M. Apply evidence-based vocational interventions in rehabilitation counseling practice. [R]**

**N. Apply or facilitate evidence-based counseling/therapy for clients with clinical diagnoses (e.g., depression, anxiety, PTSD). [C]**

**O. Apply or facilitate evidence-based counseling/therapy for clients with substance use disorders. [C]**

**P. Understand theories and techniques of clinical supervision. [C]**

**Q. Recognize and utilize evidence and research-based practices. [C]**

**3. Group and Family Counseling****4.7%**

- A. Understand family counseling theories. [C]**
- B. Incorporate family counseling practices and interventions. [C]**
- C. Understand group counseling theories. [C]**
- D. Incorporate group counseling practices and interventions. [C]**

**4. Crisis and Trauma Counseling and Interventions****6.0%**

- A. Conduct assessment of client risk and development of a safety plan. [C]**
- B. Provide effective rehabilitation counseling services for individuals with polytrauma injuries. [C]**
- C. Understand the impact of crises, disasters, and other trauma-causing events on people with disabilities. [C]**
- D. Use principles of crisis intervention for people with disabilities during crises, disasters, and other trauma-causing events. [C]**
- E. Understand the emergency management system within rehabilitation agencies and in the community. [C]**

**5. Medical and Psychosocial Aspects of Chronic Illness and Disability****9.3%**

- A. Evaluate the psychosocial and cultural impact of disability. [R]**
  - a) Individual adjustment to disability
  - b) Human sexuality and disability issues
  - c) Family or support system adjustment to disability
- B. Understand medical terminology. [R]**
- C. Apply knowledge of the medical aspects and implications of various disabilities. [R]**
  - a) Mental Functions
  - b) Sensory Functions and Pain
  - c) Voice and Speech Functions and Structures
  - d) Cardiovascular, Hematological, Immunological, and Respiratory Functions and Structures
  - e) Digestive, Metabolic, and Endocrine Systems and Structures

- f) Genitourinary and Reproductive Functions and Structures
- g) Neuromusculoskeletal and Movement Related Functions and Structures
- h) Skin and Related Functions and Structures
- i) Nervous System Structures
- j) Eye, Ear, and Related Structures
- k) Learning and Applying Knowledge
- l) Interpersonal Interactions and Relationships
- m) General Tasks and Demands **NEW**
- n) Communication **NEW**
- o) Mobility **NEW**
- p) Self-Care **NEW**
- q) Domestic-Life **NEW**
- r) Major Life Areas **NEW**
- s) Community, Social, and Civic Life **NEW**

**D. Review the implications of medications as they apply to individuals with disabilities. [R]**

**E. Address environmental and attitudinal barriers for individuals with disabilities. [R]**

<b>6. Assessment/Evaluation, Occupational Analysis, and Service Implementation</b>	<b>10.7%</b>
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**A. Understand the vocational implications of functional limitations associated with disabilities. [R]**

- a) Mental Functions
- b) Sensory Functions and Pain
- c) Voice and Speech Functions and Structures
- d) Cardiovascular, Hematological, Immunological, and Respiratory Functions and Structures
- e) Digestive, Metabolic, and Endocrine Systems and Structures
- f) Genitourinary and Reproductive Functions and Structures
- g) Neuromusculoskeletal and Movement Related Functions and Structures
- h) Skin and Related Functions and Structures
- i) Nervous System Structures
- j) Eye, Ear, and Related Structures
- k) Learning and Applying Knowledge
- l) Interpersonal Interactions and Relationships
- m) General Tasks and Demands **NEW**
- n) Communication **NEW**
- o) Mobility **NEW**
- p) Self-Care **NEW**
- q) Domestic-Life **NEW**
- r) Major Life Areas **NEW**

s) Community, Social, and Civic Life **NEW**

**B. Access and review resources for the assessment process. [C] **NEW****

- a) Review of case materials for pertinent information **NEW**
- b) Diagnostic and Statistical Manual of Mental Disorders (DSM)
- c) International Classification of Diseases (ICD) **NEW**

**C. Refer or conduct informal assessments. [C] **NEW****

- a) Interviews and initial assessments **NEW**
- b) Situational assessment/job shadowing/community-based work assessment

**D. Refer or conduct formal assessments. [C] **NEW****

- a) Achievement Tests
- b) Aptitude Tests
- c) Intelligence Tests
- d) Interest Inventories
- e) Career, Work Values, and Maturity Tests
- f) Personality Tests
- g) Psychological/Neuropsychological Tests
- h) Adaptive Behavior/Behavioral Observations
- i) Mental Health Screeners **NEW**
- j) Learning Styles Tests
- k) Ecological/Functional Capacity Evaluations
- l) Dexterity Tests
- m) Work Samples
- n) Non-Cognitive Tests **NEW**

**E. Refer or perform Transferable Skills Analysis (e.g., VDARE). [C] **NEW****

**F. Interpret assessment results for rehabilitation planning purposes. [C]**

**G. Perform job analysis. [R]**

**H. Assess ergonomic, job accommodation, and assistive technology needs. [R]**

**I. Advise on job modification and restructuring techniques. [R]**

**J. Perform labor market analysis. [R] **NEW****

- a) Occupational and labor market information (e.g., DOT, ORS, O\*NET, OOH, other national, regional, or local government labor market sources, private salary surveys)
- b) Methods and techniques used to conduct labor market surveys

**K. Use computer-based job matching systems. [C]**

## 7. Career Development and Job Placement

9.3%

- A. Understand, identify, and apply career development and job placement strategies. [R]
- B. Understand, identify, and apply job readiness, seeking, and retention skills. [C]
- C. Understand the unique needs of specialized populations in relation to job development and placement. [R] **NEW**
- D. Understand techniques to develop and retain relationships with employers to assist with job development and placement. [R]
- E. Understand and identify evidence-based employment models and services tailored to individuals with significant disabilities and/or barriers to competitive
  - a. employment. [R]
    - i. Supported Employment (SE)
    - ii. Customized Employment (CE)
    - iii. Individual Placement and Support (IPS)
    - iv. Self-Employment
- F. Understand the unique needs of individuals with a dual diagnosis in the workplace and apply appropriate strategies. [R]
- G. Understand and apply theories of career development and work adjustment. [C]
  - a. Trait-Factor/Person Environment Fit theories.
  - b. Personality theories
  - c. Developmental/Self-Concept theories
  - d. Sociological/Self-Concept theories
  - e. Behavioral theories
- H. Understand, identify, and facilitate the appropriate use of work conditioning or work hardening resources and strategies. [R]
- I. Understand the effective use of and risks of social media as a networking tool. [C]

## 8. Business Engagement

7.6%

- A. Assist employers with job accommodations for their employees with disabilities (e.g., assistive technology, workspace modifications). [R]
- B. Provide consultation services and training to employers / businesses concerning disability concepts, best practices, and applicable laws (e.g., hiring, return to work, reasonable accommodations, and retention). [R]

- C. Partner with employers/businesses to address needs and concerns related to hiring and retaining individuals with disabilities. [R]
- D. Understand, communicate, and apply business-focused strategies, techniques, and terminology to improve employment outcomes for individuals with disabilities.
  - a. [R]
- E. Work with employers to develop pipelines for employing individuals with disabilities using work-based learning and training methods. [R] NEW
  - a) Apprenticeships NEW
  - b) Internships NEW
  - c) On-the-job training (OJT) NEW
- F. Understand the dual customer role (e.g., employer and person with a disability). [R] NEW

<b>9. Community Resources and Partnerships</b>	<b>8.0%</b>
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- A. Understand the programs and services available for specific and underserved populations. [R]
- B. Understand Social Security programs, benefits, work incentives, and disincentives. [R]
- C. Possess knowledge of funding sources and community resources for rehabilitation services. [R]
- D. Provide or facilitate skills development and independent living services. [R]
- E. Provide or facilitate financial literacy training. [R]
- F. Understand and refer to services available through client advocacy programs (e.g., Client Assistance Program [CAP], legal aid). [R]
- G. Refer to and partner with one-stop career centers and
  - a. other community stakeholders. [R]
- H. Understand and facilitate life care planning and life care planning services. [R]
- I. Advocate with community partners for full community inclusion for people with disabilities. [R] NEW
- J. Provide or facilitate counseling on the impact of employment on community services and benefits. [R] NEW



**10. Case Management****10.0%****A. Understand and apply the case management process. [C]**

- a) Case finding
- b) Planning
- c) Service coordination
- d) Referral to and utilization of other disciplines
- e) Advocacy

**B. Complete case recording and documentation. [C]****C. Understand and apply negotiation, mediation, and conflict resolution strategies. [C]****D. Understand and apply the principles of caseload management. [C]****E. Understand and address institutional and social barriers that impede access, equity, and success for clients. [C]****F. Apply techniques for working with individuals with limited English proficiency or varied communication methods. [C]****G. Understand and apply principles, models, and documentation formats for biopsychosocial case conceptualization and treatment planning. [C]****11. Health Care and Disability Management****7.3%****A. Understand and provide appropriate medical intervention resources. [R]****B. Understand the diversity of healthcare benefits, delivery systems, and the impact of services on individuals with disabilities. [R]****C. Understand and collaborate with health promotion and**

- a. wellness providers regarding strategies for people with chronic illness and disability. [R]

**D. Understand different insurance programs (e.g., Medicare, Medicaid, group and individual, short-and**

- a. long-term disability, personal injury no-fault liability). [R]

**E. Understand and apply disability prevention and management strategies. [R]****F. Understand the variability of workers' compensation laws and practices. [R] NEW**

## 12. Research, Methodology, and Performance Management

5.3%

### A. Understand statistics and psychometric concepts related to measurement. [C]

- a. Validity
- b. Reliability/ Standard Error of Measurement
- c. Norms
- d. Scaled and Standard Scores
- e. Percentiles
- f. Distributions/Bell Curve
- g. Norm- and Criterion-Referenced Measurement **NEW**

### B. Understand research methods (e.g., surveys, case studies) and data analysis. [C]

### C. Assess research literature related to evidence - based practice. [C]

- a. Research databases (e.g., EBSCO, PsycINFO, MEDLINE)
- b. Ability to select between various levels of evidence-based research (e.g., subject matter experts to the systematic reviews and meta-analyses gold standard) **NEW**

### D. Comprehend concepts and principles of organizational development and stakeholder management. [C]

- a) Effective management of services and programs, including areas such as administration, finance, benefit systems, and
- b) accountability
- c) Strategic planning techniques and budget planning

### E. Understand program evaluation procedures for assessing the effectiveness of rehabilitation services and outcomes. [R]