

**New Counselor Competency Development Checklist Name: \_\_\_\_\_**

**Key: 1= no training on this area; 2= received training 3= demonstrates understanding, needs more opportunity to practice; 4=understands and practices; 5= demonstrates competency in this area**

**The Rehabilitation Delivery System            1   2   3   4   5**

- Has attended training on the Rehabilitation Delivery system
- Understands agency structure (RO structure, CO roles, DDS, agency organizational chart).
- Understands and describes agency vision and mission.
- Defines the scope of services of NH Vocational Rehabilitation as well as basic limitations on some services (financial need, comparable benefit)
- Is familiar with the role and function of the Client Assistance Program (CAP).
- Understands the significance of confidentiality
- Responds to case inquiries tactfully, legally and ethically.
- Checks with supervisor or central office consultants regarding inquire from the media, police, lawmakers, court proceedings, attorneys, etc.

Comments: \_\_\_\_\_  
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**Community Awareness            1   2   3   4   5**

- Networks with other agencies, as appropriate, to facilitate individual plans for employment.
- Understands the importance of personal behavior as it relates to the public and community relations
- Understands the role and function of CRPs
- Demonstrates the ability to find and utilize Comparable benefits
- Demonstrate referral process to vendors, CRPs, and employment resources.

Comments: \_\_\_\_\_  
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**Quantitative Goals            1   2   3   4   5**

- Demonstrates ability to move individuals through the VR process to attain goals
- Understands factors that contribute to the attainment of employment goals.
- Consistently demonstrates that successful employment outcomes are the focus of the rehabilitation process.

Comments: \_\_\_\_\_  
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**Ethics And Professionalism**                    1    2    3    4    5

- Understand the principles of ethical behavior in working with individuals with disabilities and the code of ethics for rehabilitation counselors
- Demonstrate and ability to utilize ethical principles in the provision of services (e.g., integrity, confidentiality, scope of practice, etc. )
- Understands principles of counseling ethics in working with people with disabilities and code of ethics for rehabilitation counselors
- DOE Staff manual confidentiality, sexual harassment, etc
- Is familiar with the ethical principles and the implications for the following:
  - use of state position for personal benefit or the benefit of a family member;
  - outside employment that causes a conflict of interest with the state position;
  - acceptance of gifts;
  - obligation to disclose a conflict of interest to a supervisor; and
  - the concept of “conflict of interest” (i.e., serving on boards, accepting gifts etc.).
- Seeks consultation as appropriate

Comments: \_\_\_\_\_  
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**Information**                    1    2    3    4    5

- Utilizes the internet appropriately.
- Pays attention to e-mail, voice-mail, memos and other pertinent information

Comments: \_\_\_\_\_  
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**Fiscal Procedures**                    1    2    3    4    5

- Using the CMS to develop IPE
- Understands: line items, authorizations (VR5s), FPO, PO
- Understands Fiscal authority and signatory limits
- Is aware of services that need additional processes (van mods, home mods, self employment)
- Works cooperatively with Account Tech to process fiscal transactions.

Comments: \_\_\_\_\_  
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**Caseload management**

1 2 3 4 5

- Tracking progress of cases on his/her caseload using CMS reports
- Identifies and obtains essential information to expedite eligibility decision.
- Makes eligibility decisions within 60 days or waiver letter if extension is needed.
- Writes plans in a timely manner or explains delays
- Reviews employment plans at least annually.
- Provides timely personal contact with customers
- Effectively manages the flow of communications:
  - maintains an effective filing system;
  - processes information received from e-mail, mail, meetings, etc.; and
  - manages telephone calls and returns them in a timely manner (within 24 hours when possible).
- Sets clear boundaries with customers on actions and responsibilities.
- Prioritizes work.
- Maintains complete, orderly case files with up to date case recording.
- Manages time in order to meet the needs of the customer while tending to bureau and federal standards for case movement and documentation.
- Closes cases on time with rational and documentation.
- Maintains a safe and accessible work area.

Comments: \_\_\_\_\_  
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**Knowledge Of The Rehabilitation Process**

1 2 3 4 5

- Able to explain the rehab process to individuals and their representatives
- Independently conducts initial interviews and determines whether the application should be completed or deferred.
- Knows what information is needed to make eligibility decisions and write certificates of eligibility.
- Knows how to efficiently obtain the information needed.
- Knows the appropriate time for plan development, and documents appropriate reasoning behind the goal development.
- Includes in written plan reasonable time frames for service delivery and amendments to reflect major changes and yearly review of plan.
- Records through case notes timely, accurate and appropriate information in the case record, addresses the issue of long term supports where appropriate, and shares information effectively with customers and families.

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**Knowledge of the Rehabilitation Process (continued)**

- Understands the finite nature of VR services and communicates it to customers.
- Discusses case closure in advance of this action, and describes why closure is appropriate.
- Completes required forms and CMS fields appropriately.
- Monitors rehabilitation and vocational progress,

Comments: \_\_\_\_\_  
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**Issues faced by persons experiencing disability**                      1    2    3    4    5

- Understands the basic principles of functional assessment.
- Gathers pertinent information in order to obtain a clear understanding of the:
  - customer's adjustment;
  - work history, family history, educational background, etc.;
  - self-assessment, interest and aptitude measures;
  - clinical data, medical history, disability specific information.
- Identifies the barriers to employment for individuals with disabilities.
- Has an awareness of the stigma and biases that persist concerning the integration of persons with disabilities into the work and community.

Comments: \_\_\_\_\_  
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**Employment Goal Development**                      1    2    3    4    5

- Utilize assessment information such as prior records, test results, and other pertinent evaluation results
- To understand an individual rehabilitation plan and demonstrate ability to develop a plan with a customer focusing on informed choice
- Knowledge of CRPs and their service delivery systems for individual with disabilities
- Consistently demonstrate in the case record clear documentation of what the individual is looking for in terms of employment, as well as the customer's expectations of the counselor and the agency.
- Consistently demonstrate an understanding of the functional limitations of the individual as it relates to the career choice and employment possibilities.
- Consistently demonstrate active client participation and accountability for goal development, progress, and goal achievement.
- Demonstrate a variety of techniques to assist the client in moving toward, and developing an employment goal, i.e. interest, aptitude inventories, work experience, family expectation, situational assessments, career exploration, job shadowing, networking, etc.
- Demonstrate on eligibility certificate an analysis and understanding of functional limitations.

Comments: \_\_\_\_\_  
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**Placement**            1    2    3    4    5

- Demonstrates the necessary skills to collaborate with others to facilitate appropriate placement for customers.
- Demonstrates, in each case record, that placement has been a major focus since the beginning of the VR process.

Comments: \_\_\_\_\_  
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**Knowledge Of Benefits**            1    2    3    4    5

- Recognizes when to call a benefits specialist or when to refer a customer for services.
- Knows where to find information when needed.

Comments: \_\_\_\_\_  
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**In-the-Field Experience**            1    2    3    4    5

Comments: \_\_\_\_\_  
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**COUNSELING SKILLS**            1    2    3    4    5

- Uses good listening skills to develop counseling relationship
- Explains program clearly
- Conveys a positive outlook
- Focuses counseling on employment
- Demonstrates respect for customers from various cultures and socioeconomic backgrounds.
- Identifies action plans (steps) and sets limits.
- Demonstrates appropriate boundaries in counseling relationship.
- Seeks assistance, as needed, to work with difficult and complex customer situations.
- Understands the role of the rehabilitation counselor and how it differs from other helping professions.
- Casework describes counseling activities: how agreements are reached, how barriers are addressed, how decisions are made.
- Case notes reflect career planning and decision making.

Comments: \_\_\_\_\_  
\_\_\_\_\_

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**Customer involvement and self management**

- Understands that informed choice is a principle of the agency
- Case record demonstrates the data considered in making decisions regarding services, goals, providers, similar benefits etc.,
- Routinely utilizes and disseminates agency literature explaining program parameters and options.
- Has a clear understanding of client's rights and responsibilities and recourse (such as mediation, informal review and administrative hearing), and can explain this verbally and in writing utilizing language that can be understood by the customer.

Comments:

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**Collaboration**

- Accepts constructive feedback and improves.
- Connects customers to other resources as needed.
- Collaborates with other supports around customer as needed.
- Implements suggestions made by Regional Leader.
- Assumes responsibility for agreed upon actions.

Comments:

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Additional Comments:

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**Next Steps Planning:**

Area to address

Activities/Resources

Timeline

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Counselor Signature      date

Regional Leader Signature      date