

LRS CHAPTER 4, TECHNICAL ASSISTANCE & GUIDANCE MANUAL

Part	Name	Effective Date
412.02	Guidance and Counseling	*August 23, 2018**
Authorization *Federal Register, Volume 81, Department of Education, 34 CFR 361, Part VI, State Vocational Rehabilitation Services Program, §361.48, §361.50, §361.52, §361.53 and §361.54.**		

NOTE: The Counselor should also refer to Part 408 Vocational Guidance and Counseling for Career Planning.

I. PURPOSE

- A. Guidance and Counseling during service delivery are essential to assist consumers in fulfilling the goal of successful employment. Guidance and counseling are integral parts of the vocational rehabilitation process and are oftentimes provided from referral to closure.
- B. The aim of guidance and counseling during service delivery is to:

Instill in the consumer the attitudes, competencies, norms and expectations needed to gain employment, retain employment, and maximize career advancement opportunities.
- C. Case documentation during service delivery is important because services can stretch out for several years. An accurate historic record of the critical decisions made is imperative to continuity of services.

II. EXAMPLES OF GUIDANCE/COUNSELING DURING SERVICE DELIVERY

- Explaining agency policy and/or guidelines;
- Coordinating services.
- Referring the consumer to other agencies/programs and providing the consumer with information on how to access the systems to which they are referred.
- Providing direction/assistance on any issues that impact the consumer, such as transportation availability; addressing childcare concerns/problems; finding accessible housing, etc.
- Discussions with consumer relative to progress/lack of progress in training.
- Providing assistance with job search/job placement.
- Assessing suitability of employment and need for post-employment services.

III. RESPONSIBILITIES DURING SERVICE DELIVERY

The Counselor must provide guidance and counseling to the consumer, including an explanation of the following:

- The Counselor's expectations of the consumer, with regard to the consumer's performance toward successful completion of services as outlined on an Individualized Plan for Employment (IPE) or Plan, and agreed to by the consumer. Such requirements must be clearly outlined as a part of the measurable criteria on an IPE or Plan.
- If the Counselor subsequently determines that the consumer does not have the ability to attain the employment goal selected because consumer fails to achieve the performance standards outlined on an IPE or Plan, the Counselor will provide career counseling to redirect the consumer into a more suitable and appropriate occupation.
- If the consumer elects to continue working towards the employment goal in question, after the Counselor's career counseling to redirect the consumer, the Counselor can discontinue services.
- If the consumer subsequently submits additional information and the Counselor determines such information indicates that the consumer has remedied weaknesses that impeded the consumer from progressing towards the employment goal, the Counselor can resume provision of services towards the employment goal previously in question.