



<b>Policy No.</b> 302	<b>Subject:</b> Status 14-0: Counseling and Guidance
<b>Section:</b> Services	<b>Revised:</b> 03/2020
<b>Signature:</b> Brandy McOmber, Resource Manager	<b>Version:</b> FINAL

**1. SCOPE OF SERVICES**

This service assists job candidates in understanding their disabling conditions and developing strategies to reach their goals and objectives. The counselor contributes to the objectives by assisting the job candidate in the use of medical, educational, psychological, vocational and social data. This information is used to form a realistic appraisal of present capacities, personal characteristics and work potentialities.

Informed choice should be infused throughout the counseling and guidance process. Motivational interviewing is one strategy that may be used. These techniques are particularly effective when working with a job candidate who is unable to make decisions, is resistant to change, or displays any type of behavior or communication that is contrary to progressing toward a vocational goal. While IVRS counselors provide the counseling services, other staff may provide guidance once the counselor has empowered the job candidate to move forward by establishing short-term and long-term goals and objectives. Guidance is generally performed by all staff with the goal of keeping progress and momentum moving forward with consistent follow through, encouragement, and information.

Referral is provided to other services, such as mental health, that extends beyond the scope of IVRS. The IVRS counselor advises the job candidate of the availability of programs and services of other agencies and/or professionals that might better meet their needs. At the individual’s request, the IVRS counselor facilitates the individual’s constructive use of those other resources. When it is determined that these services are necessary and required to progress, and the job candidate resists those services, the counselor may interrupt the program until the job candidate progresses in the identified services.



## 2. AGENCY EXPECTATIONS

- a. Agency staff will assist in gathering and researching information so job candidates and counselors can make informed decisions.
- b. Individuals will be referred to other service providers that might be able to assist in meeting their needs, as appropriate.
- c. Since this status is only used when the IVRS counselor is providing a significant program of counseling and guidance designed to result in job candidate placement, it is important that counseling and guidance services be adequately documented. The issues that were addressed and the resolution of them should be clearly stated. Case notes should include the issues, decision, rationale and next steps. Frequency of contact is based on the needs of the job candidate and should be a mutual decision.
- d. When counseling and guidance are the only services other than placement to be provided, the case notes must identify the issues to be worked on. Case notes should detail the progress to resolution. The service is extensive and is provided over a period of time.
- e. During meetings with the job candidate, staff will discuss any homework tasks previously provided, and discuss progress on those tasks.

## 3. EXCEPTIONS

- a. None

## 4. APPLICABLE FORMS/DOCUMENTS

- a. [IVRS Office Procedures Manual: 2.03 Motivational Interviewing \(MI\) Techniques](#)
- b. [Informed Choice Policy](#)

## 5. TRAINING

- a. [Status 14: Counseling and Guidance Policy Training](#)