

# NBCC NEWSNOTES

National Board for Certified Counselors

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Fall 1997

## GUIDELINES FOR THE NEW WORLD OF WEBCOUNSELING

By John W. Bloom, Chair, NBCC WebCounseling Task Force, Member, NBCC Board of Directors

In 1995, the NBCC Board of Directors appointed a WebCounseling Task Force to examine the practice of online counseling and to assess the possible existence of any regulatory issues NBCC might need to address. The task force established a listserv composed of more than 20 individuals who had specific knowledge, expertise, skills, and opinions regarding the practice of what is herein referred to as WebCounseling. Soon it became apparent that counseling had a diverse presence on the Internet, from Web sites that simply promoted a counselor's home or office practice, to sites that provided information about counseling, to sites that actually claimed to offer therapeutic interventions either as an adjunct to face-to-face counseling or as a stand-alone service.

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## BEEN THERE, DONE THAT: MULTICULTURAL TRAINING CAN ALWAYS BE PRODUCTIVELY REVISTED

By Janine M. Bernard, Chair, Board of Directors

In mid-August, I represented NBCC at the Diversity Leadership Summit called by American Counseling Association President Courtland Lee and held in Indianapolis. The summit included several identified leaders in the area of multiculturalism, as well as representatives of ACA, ACA regions and divisions, and related counseling groups such as NBCC. The weekend that followed was invigorating and heartening, reminding me of how much I enjoy being in the presence of folks who have wrestled with a topic over time and are ever discovering new insights and asking new questions. Our charge was to develop an ACA Multicultural/Diversity Agenda. Though we experienced serious time constraints, we were able to produce an agenda that is scheduled to appear in the October issue of *Counseling Today*. It offers some direction and some challenge to all of us.

As positive as my experience was, I continued to be nagged by some reactions I received prior to the summit. When I told some counselors that I

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## GUIDELINES FOR WEBCOUNSELING

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Some sites were poorly constructed, poorly edited, and poorly presented. Others were run by anonymous individuals, people with no credentials or fraudulent credentials, and some sites were operated by individuals with appropriate credentials and years of professional experience. However, these credentials were all based on education and experience gained in face-to-face counseling, and the relevance of these credentials to the practice of WebCounseling was unknown. No one knew if the lack of visual input made a difference in the outcome of the counseling process. No one knew about the legality of counseling across state or national boundaries. No one knew if there was any relevant research in any field of communication that could shed light on

these questions.

In the meantime, other professions were being transformed because of electronic communications. In California, for example, Telemedicine was not only introduced but was legalized by the state legislature. And in the counseling profession, it became apparent that while some professionals didn't like the concept of online counseling, no one could stop burgeoning numbers of individuals from opening practices and soliciting clients from all over the globe.

With this as background, the WebCounseling Task Force started to develop guidelines for the practice of WebCounseling—guidelines that could hopefully give the novice online counselor a vision of some of the professional, ethical, and legal pitfalls that might exist; guidelines that evolved into Standards for the Ethical Practice of WebCounseling (see page 3). While NBCC does not advocate the practice of WebCounseling, it

is hoped that these voluntary standards, formally adopted in 1997, will give counselors and other behavioral health professionals the direction needed to minimize risk and danger to WebCounselor and WebClient alike. □

## NCCC BULLETIN BOARD

Career Counselor Academy members Lynn Brueske, Lee Richmond, and Carl McDaniels (chair) met in Greensboro on August 2. They set a target membership of 1,000 by August 1998 when the CCA meets next. There will be a major effort to encourage current NCCCs to maintain their speciality credentials and to promote the National Career Counseling certification among their peers. NCCs are urged to sign up for the NCCC examination to show their commitment to career counseling. □



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## A CHANGE IN ANNUAL RENEWAL FEES

NBCC has assumed an ever-expanding role in professional issues and ethics involving counselors. The costs involved with such activities now average about \$35 per National Certified Counselor (NCC). This cost does not include expenses to review the credentials of new applicants or to administer the exam, nor does it cover any costs associated with general office administration or governance activities such as board meetings. NBCC has been fortunate enough to establish other sources of revenue to help in covering those costs.

However, to continue to fulfill the NBCC mission and NBCC's role in professional issues, the board must ensure that NBCC will remain fiscally sound. Therefore, for the first time since 1989, the NBCC Board voted to increase the annual maintenance fee. This increase will raise fees from \$25 per year to \$35 per year.

The first billing affected will be for NCCs with December renewal dates. Bills will be mailed to those NCCs during November 1997. NCCs with June renewal dates will see the change reflected in the bills they receive in May 1998. NBCC expresses its gratitude for the prompt manner in which NCCs have paid their fees. This support has provided, and will continue to provide, vital resources for the counseling profession. □

# STANDARDS FOR THE ETHICAL PRACTICE OF WEBCOUNSELING

*The relative newness of the use of the Internet for service and product delivery leaves authors of standards at a loss when beginning to create ethical practices on the Internet. This document, like all codes of conduct, will change as information and circumstances not yet foreseen evolve. However, each version of this code of ethics is the current best standard of conduct passed by the NBCC Board of Directors. As with any code, and especially with a code such as this, created for an evolving field of work, NBCC and CCE welcome comments and ideas for further discussion and inclusion.*

Further, the development of these WebCounseling standards has been guided by the following principles:

- ❑ These standards are intended to address practices which are unique to WebCounseling and WebCounselors.
- ❑ These standards are not to duplicate non-Internet-based standards adopted in other codes of ethics.
- ❑ Recognizing that significant new technology emerges continuously, these standards should be reviewed frequently.
- ❑ WebCounseling ethics cases should be reviewed in light of delivery systems existing at the moment rather than at the time the standards were adopted.

WebCounselors who are not National Certified Counselors may indicate at their Web site their adherence to these standards, but may not publish these standards in their entirety without written permission of the National Board for Certified Counselors.

**THE PRACTICE OF WEBCOUNSELING** shall be defined as “the practice of professional counseling and information delivery that occurs when client(s) and counselor are in separate or remote locations and utilize electronic means to communicate over the Internet.”

In addition to following the NBCC Code of Ethics pertaining to the practice of professional counseling, WebCounselors shall:

1. Review pertinent legal and ethical codes for possible violations emanating from the practice of WebCounseling and supervision.

*Liability insurance policies should also be reviewed to determine if the practice of WebCounseling is a covered activity. Local, state, provincial, and national statutes as well as the*

*codes of professional membership organizations, professional certifying bodies, and state or provincial licensing boards need to be reviewed. Also, as no definitive answers are known to questions pertaining to whether WebCounseling takes place in the WebCounselor’s location or the WebClient’s location, WebCounselors should consider carefully local customs regarding age of consent and child abuse reporting.*

2. Inform WebClients of encryption methods being used to help insure the security of client/counselor/supervisor communications.

*Encryption methods should be used whenever possible. If encryption is not made available to clients, clients must be informed of the potential hazards of unsecured communication on the Internet. Hazards may include*

*authorized or unauthorized monitoring of transmissions and/or records of WebCounseling sessions.*

3. Inform clients if, how and how long session data are being preserved.

*Session data may include WebCounselor/WebClient email, test results, audio/video session recordings, session notes, and counselor/supervisor communications. The likelihood of electronic sessions being preserved is greater because of the ease and decreased costs involved in recording. Thus, its potential use in supervision, research, and legal proceedings increases.*

4. In situations where it is difficult to verify the identity of WebCounselor or WebClient, take steps to address impostor concerns, such as by using code words, numbers, or graphics.

5. When parent/guardian consent is required to provide WebCounseling to minors, verify the identity of the consenting person.

6. Follow appropriate procedures regarding the release of information for sharing WebClient information with other electronic sources.

*Because of the relative ease with which email messages can be forwarded to formal and casual referral sources, WebCounselors must work to ensure the confidentiality of the WebCounseling relationship.*

7. Carefully consider the extent of self-disclosure presented to the WebClient and provide rationale for WebCounselor’s level of disclosure.

*WebCounselors may wish to ensure that, minimally, the WebClient*  
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## GUIDELINES

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has the same data available about his/her service provider as would be available if the counseling were to take place face to face (i.e., possibly ethnicity, gender, etc.). Compelling reasons for limiting disclosure should be presented. WebCounselors will remember to protect themselves from unscrupulous users of the Internet by limiting potentially harmful disclosure about self and family.

8. Provide links to Web sites of all appropriate certification bodies and licensure boards to facilitate consumer protection.

9. Contact NBCC/CCE or the WebClient's state or provincial licensing board to obtain the name of at least one Counselor-On-Call within the WebClient's geographical region.

WebCounselors who have contacted an individual to determine his or her willingness to serve as a Counselor-On-Call (either in person, over the phone, or via email) should also ensure that the WebClient is provided with local crisis intervention hotline numbers, 911, and similar numbers in the event that the Counselor-On-Call is unavailable.

10. Discuss with their WebClients procedures for contacting the WebCounselor when he or she is off-line.

This means explaining exactly how often email messages are to be checked by the WebCounselor.

11. Mention at their Web sites those presenting problems they believe to be inappropriate for WebCounseling.

While no conclusive research has been conducted to date, those topics might include: sexual abuse as a primary issue, violent relationships, eat-

ing disorders, and psychiatric disorders that involve distortions of reality.

12. Explain to clients the possibility of technology failure.

The WebCounselor gives instructions to WebClients about calling if problems arise, discusses the appropriateness of the client calling collect when the call might be originating from around the world, mentions differences in time zones, and talks about dealing with response delays in sending and receiving email messages

13. Explain to clients how to cope with potential misunderstandings arising from the lack of visual cues from WebCounselor or WebClient.

For example, suggesting the other person simply say, "Because I couldn't see your face or hear your tone of voice in your email message, I'm not sure how to interpret that last message."

## NBCC FAX INFORMATION LINE MENU

To receive information from the NBCC Fax Information Line, call 1-800-324-NBCC (6222).

### 1001 Menu of Publications

#### General Information

- 1002 Code of Ethics
- 1003 Consumer Rights and Responsibilities
- 1004 "Dedicated to Helping you—What is a National Certified Counselor?"
- 1005 Order Form—Plaque, pins, NBCC Code of Ethics

#### Certification

- 2001 Certification Information and Application Request Form
- 2002 CACREP Programs List
- 2003 State Licensure List

#### Testing

- 3001 National Test Dates and Sites
- 3002 Preparation Guide Order Form—National Counselor Examination (NCE) for Licensure and Certification
- 3003 Preparation Guide Order Form—National Clinical Mental Health Counseling Examination (NCMHCE)
- 3004 NCMHCE Additional Information for Examinees

#### Continuing Education

- 4001 Approved Home Study Programs

### NBCC Approved Providers

- 4002 **Region 1**—Connecticut, Maine, New Jersey, New York, Vermont, Delaware, Massachusetts, New Hampshire, Rhode Island
- 4003 **Region 2**—District of Columbia, Florida, Georgia, Maryland, North Carolina, Pennsylvania, South Carolina, Virginia
- 4004 **Region 3**—Alabama, Arkansas, Kentucky, Louisiana, Mississippi, Tennessee, West Virginia
- 4005 **Region 4**—Illinois, Indiana, Iowa, Michigan, Minnesota, Missouri, Nebraska, Ohio, Wisconsin
- 4006 **Region 5**—Colorado, Idaho, Kansas, Montana, Nevada, North Dakota, South Dakota, Utah, Wyoming
- 4007 **Region 6**—Alaska, Arizona, California, Hawaii, New Mexico, Oklahoma, Oregon, Texas, Washington
- 4008 **Region 7**—Canada, Puerto Rico, United Kingdom, U.S. Virgin Islands

#### Continuing Education Update

- 5001 **New England**—Maine, Rhode Island, New Hampshire, Massachusetts, Vermont

- 5002 **Northeast**—New York, Connecticut
- 5003 **Eastern Seaboard**—New Jersey, Delaware, Maryland
- 5004 **Mid-Atlantic**—Virginia, Pennsylvania, Washington DC
- 5005 **Southeast**—North Carolina, South Carolina, Georgia, Florida
- 5006 **South**—Kentucky, Tennessee, West Virginia, Arkansas
- 5007 **Deep South**—Mississippi, Louisiana, Alabama
- 5008 **Great Lakes**—Ohio, Michigan, Minnesota, Illinois, Indiana, Wisconsin
- 5009 **Midwest**—Missouri, Kansas, Nebraska, Iowa
- 5010 **West**—Colorado, Nevada, Utah, South Dakota, North Dakota, Idaho, Montana, Wyoming
- 5011 **Southwest**—Oklahoma, Texas, New Mexico, Arizona
- 5012 **Pacific**—Washington, Oregon, California, Alaska, Hawaii
- 5013 **Non-U.S.**—Puerto Rico, Canada, U.S. Virgin Islands

## BEEN THERE; DONE THAT

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would be attending a diversity summit, a common reaction was to tell me about some training they had received. Past tense. My trip to Indianapolis was stalled in Philadelphia for a few hours and I ended up talking to a few businessmen waiting for the same flight. Again, when asked what I would be doing in Indianapolis, the reaction to my answer (including one audible groan) was "Yeah, our company did that a couple of years ago." Been there; done that.

I found myself wondering if the reaction would have been the same if I had been going to a summit on family of origin issues or on the psychology of the individual. We seem to appreciate that our understanding of these topics is ongoing with no endpoint in sight. What was it about diversity as a topic that led some to think that they had been there and done that?

One thought I had while at the summit was that we as a profession perhaps have over-relied on a "conversion" paradigm to communicate the importance of addressing multiculturalism in counseling. There are advantages and some disadvantages to this paradigm.

The chief advantage is that conversion connotes an urgency. This urgency is appropriate because the mental health fields had gone too long neglecting cultural aspects of counseling, including addressing issues of oppression in our society. Multiculturalism wasn't just a nice add-on to how we operate; it required a deeper commitment, a new world view.

Although the advantage may have outweighed disadvantages, the disadvantages of the conversion paradigm may have caught up with us. For one, conversion is a paradigm that makes a lot of people nervous. It tends to focus on dichotomies; you are either with the program or not. In addition, conversion also isn't something one should have to go through more than once (if it "took," that is). Finally, it must be said that conversion can spawn zealots, perhaps well-meaning but not always productive. "Been there; done that. I'm with the program."

One of the inspiring aspects of the 1997 Diversity Summit under Lee's expert leadership was that, though the energy and commitment remained high, there seemed to be an atmosphere of enlightenment rather than conversion. Enlightenment allows for questions and for disagreement among persons who are accepted as "believers." Even though opinions differed, it was possible to find common ground when it came time to develop an ACA Multicultural/Diversity Agenda. Future development was assumed. Enlightenment takes longer than conversion.

The ACA seems to be positioned to enter a second generation of diversity awareness. Some of the first generation struggles are behind us. We have benefited from those struggles and have also moved beyond them.

This is an invigorating time in the development of our professional knowledge and in challenging some of our assumptions. We have several pioneers in the area of multiculturalism to thank for getting us here, persons who continue to grow as they lead the profession. We are asking more sophisticated questions and struggling with multiple realities as we attempt to find direction. This is a time to stay with the dialogue. So the next time you are looking for a place to "spend" those CE tokens, I would encourage you not to skip over the topics of diversity and multiculturalism, even if you've been there. Some places are worth revisiting. □

### NOTE: CODE OF ETHICS COMING

The revised NBCC Code of Ethics is to be voted on by the NBCC Board of Directors in October. A copy of the new code will be printed in next issue.

## RACC NEWS

### RACC'S SPENCER RECEIVES HONOR

The Meadville/Lombard Theological School awarded the honorary degree of Doctor of Humane Letters to Leon Spencer at its 152nd commencement convocation on June 8 at First Unitarian Church of Chicago. An assistant professor of leadership, technology, and human development at Georgia Southern, Spencer specializes in family and marital therapy and issues of chemical dependency. He was honored for his outstanding leadership nationally and on a denominational level to promote racial justice and diversity. Spencer was appointed to the first Research and Assessment in Counseling Council (RACC) by the NBCC Board of Directors in 1996. □



### NEW AREA CODE FOR NBCC

As of December 15, 1997, NBCC's new area code will be 336. Our new phone and fax numbers will be:

**Phone: 336-547-0607**  
**Fax: 336-547-0017**

# CAREER DEVELOPMENT FACILITATOR (CDF) CURRICULUM UPDATE

By Harvey Schmelter-Davis, NCC, Manager, CDTI, NOICC

The Career Development Facilitator Curriculum is an instructional package designed for delivery by instructors whose purpose is to improve the knowledge of staff who deliver career development services. It was developed through the National Occupational Information Coordinating Committee (NOICC) Career Development Training Institute (CDTI) with leadership from Howard Splete and Judy Hoppin at Oakland University, Rochester, MI.

It addresses all the competencies required by the Center for Credentialing and Education (CCE) for certification as a Career Development Facilitator. Some 148 professionals have been trained as CDF instructors to offer the 120-hour curriculum. A recent survey of these CDF instructors reveal the many ways it is being offered: for credit, noncredit, intensively for three weeks at a time, one day a week for 15 weeks, 3 credit courses, in an employment and training administration center, and distance learning.

Participants include staff providing career-related services in a variety of work settings including: one-stop career centers, business and industry, school-to-work programs, community-based organizations, social service agencies, educational institutions, state employment services, employment and training, vocational rehabilitation, and workforce development programs.

The CDF curriculum contains four modules of 30 hours each: Career Development Overview, Theory, and Information; Helping

and Assessment Skills; Career Information, Resources, and Program Design; and Reality Checks, Goal Setting, and Action Plans. It is endorsed by the National Career Development Association (NCDA), the National Employment Counseling Association (NECA), the National Association for Workforce Development Professionals (NAWDP), and CCE.

The project is an exciting experience. NOICC and NCDA are working together to provide quality products to train both instructors of the curriculum and individuals seeking training to become certified as a CDF. NCDA is establishing a registry of qualified instructors and programs for individuals seeking certification as a Career Development Facilitator.

CCE has been asked to provide input on these two projects to ensure the curriculum continues to meet the high quality of training required for CDF certification. The

goal is to make this effort self-supporting through fee for service arrangements. Both the SOICCs and NCDA state organizations will be involved in helping to expand this program and share in the fee for service arrangements to cover costs.

While most CDF instructor training programs will be offered in the spring, there will be one instructor training program on December 7-10 in Raleigh, NC. Current information about new developments related to the CDF can be obtained by visiting the NOICC home page at [www.noicc.gov](http://www.noicc.gov) or the NCDA home page at [www.ncda.org](http://www.ncda.org).

Contact the NOICC Training Center at 405-743-5197 to obtain CDF instructor training session schedules and/or purchase a copy of the curriculum. For certification information, contact the CCE at 888-335-9CDF. □

## NCCS, BE PROUD

When someone asks you what the NCC after your name means, or when a fellow NCC asks whether or not you are planning on renewing your NCC credential at the end of your five-year certification period, take a moment to let them know why being an NCC is important and something to be proud of. Several NCCs we asked came up with the following list of reasons to be proud of your NCC credentials.

- NCCs serve an estimated 5 million people per year.
- Continuing education is a hallmark of the NCC credential. NCCs are required to complete 100 hours of relevant continuing education every five years.
- NBCC continues to search for ways to strengthen the profession. The new corporations created by NBCC—the Center for Credentialing and Education (CCE) and the Research and Assessment Corporation for Counseling (RACC)—are already engaging in research, continuing education, and credentialing projects that will bring more positive attention to NCCs across the country.

# STATE COUNSELOR LICENSURE/CERTIFICATION (September 15, 1997)

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105 Pleasant Street, Box 457  
Concord, NH 03301  
Phone: (603) 271-6762

## NEW JERSEY

### LAW PASSED 1993

Leslie Aronson  
New Jersey Division of Consumer Affairs  
Board of Professional Counselors  
P.O. Box 45007  
Newark, NJ 07102  
Phone: (201) 504-6415  
Fax: (201) 648-3536

## NEW MEXICO

### LAW PASSED 1993

Juanita M. Uhl, Administrator  
New Mexico Counseling and Therapy Practice Board  
Regulation and Licensings Dept.  
1599 St. Francis Drive  
P.O. Box 25101  
Santa Fe, NM 87504  
Phone: (505) 827-7554  
Fax: (505) 827-7548

## NORTH CAROLINA

### REGISTRY LAW PASSED 1983, LICENSURE LAW PASSED 1993

Lucinda Chew  
North Carolina Board of Licensed Professional Counselors  
Box 21005  
Raleigh, NC 27619-1005  
Phone: (919) 787-1980  
Fax: (919) 571-8672

## NORTH DAKOTA

### LAW PASSED 1989

Kathy C. Kottenbrock, Executive Secretary  
North Dakota Board of Counselor Examiners  
P.O. Box 2735  
Bismark, ND 58502  
Phone: (701) 224-8234



# STATE COUNSELOR LICENSURE/CERTIFICATION

## OHIO

### LAW PASSED 1984

Beth Farnsworth, Executive Director  
Pat Sposito, Administrative Assistant  
Counselor and Social Worker Board  
77 South High Street, 16th Floor  
Columbus, OH 43266  
Phone: (614) 466-0912  
Fax: (614) 728-7790

## OKLAHOMA

### LAW PASSED 1985

Mike Blazi, Administrator  
Licensed Professional Counselors  
Advisory Board  
1000 NE 10th Street  
Oklahoma City, OK 73117-1299  
Phone: (405) 271-6030  
Fax: (405) 271-1918

## OREGON

### LAW PASSED 1989

Carol Flemming, Board Administrator  
Oregon Board of Licensed  
Professional Counselors and  
Therapists  
3218 Pringle Road SE, #160  
Salem, OR 97302-6312  
Phone: (503) 378-5499

## RHODE ISLAND

### LAW PASSED 1987

Russell Spaight, Administrator  
Mental Health Counselor  
Dept. of Health  
Division of Professional Regulation  
3 Capitol Hill, Room 104  
Providence, RI 02908-5097  
Phone: (401) 277-2827  
Fax: (401) 277-1272

## SOUTH CAROLINA

### LAW PASSED 1985

Marjorie Montgomery, Administrator  
South Carolina Dept. of Labor  
Licensing Regulations  
Division Professional and Occupational  
Licensing  
P.O. Box 11329  
Columbia, SC 29211-1329  
Phone: (803) 896-4660  
Fax: (803) 896-4719

## SOUTH DAKOTA

### LAW PASSED 1990

Joyce Vos, Executive Secretary  
South Dakota Board of Counselor  
Examiners  
1116 S. Minnesota Avenue  
P.O. Box 1822  
Sioux Falls, SD 57101-1822  
Phone: (605) 331-2927  
Fax: (605) 331-2043

## TENNESSEE

### LAW PASSED 1984

Martha Agee, Board Administrator  
Tennessee State Board of Professional  
Counselors and Marital and Family  
Therapists  
1st Floor, Cordell Hull Building  
425 5th Ave. N.  
Nashville, TN 37247-1010  
Phone: (615) 532-3202  
Fax: (615) 332-5164

GUIDE TO WRITTEN  
EXAMINATIONS  
ADMINISTERED BY THE  
STATES ON NEXT PAGE

## TEXAS

### LAW PASSED 1981

Kathy Craft, Executive Secretary  
Texas State Board of Examiners for  
Professional Counselors  
1100 West 49th Street  
Austin, TX 78756-3183  
Phone: (512) 834-6658  
Fax: (512) 834-6789

## UTAH

### LAW PASSED 1994

Ronald Bingham, Contact  
328 MCKB Building  
P.O. Box 25094  
Brigham Young University  
Provo, UT 84602  
Phone: (801) 378-3857  
Fax: (801) 378-3961

## VERMONT

### LAW PASSED 1988

Dianne LaFaille, Staff Assistant  
Board of Allied Mental Health  
Practitioners  
109 State Street  
Montpelier, VT 05609-1106  
Phone: (802) 828-2390  
Fax: (802) 828-2465

## VIRGINIA

### LAW PASSED 1976

Evelyn Brown, Executive Director  
Joyce Williams, Contact  
Virginia Board of Professional  
Counselors  
Dept. of Health Professions  
6606 West Broad Street, Fourth Floor  
Richmond, VA 23230  
Phone: (804) 662-9912  
For an application: (888) 81-STATE

## WASHINGTON

### LAW PASSED 1987

Tonya Stauffer, Program Manager  
Health Professions Quality Assurance  
Division  
Health Professions Section Two  
1300 S.E. Quince Street  
Olympia, WA 98504-7869  
Phone: (360) 664-3004  
Fax: (360) 753-0739

## WEST VIRGINIA

### LAW PASSED 1986

JeanAnn Brewer, Program Specialist  
West Virginia Board of Examiners in  
Counseling  
WV Graduate College  
100 Angus E. Payton Drive  
South Charleston, WV 25303-1600  
Phone: (304) 345-3852

## WISCONSIN

### LAW PASSED 1992

Wisconsin Dept. of Regulation  
Licensing  
P.O. Box 8935  
Madison, WI 53708  
Phone: (608) 266-0145  
Fax: (608) 267-0644

## WYOMING

### LAW PASSED 1987

Veronica Skoranski, Acting Executive  
Director  
Mental Health Professions Licensure  
Board  
First Bank Plaza  
2020 Carey Avenue, Suite 201  
Cheyenne, WY 82002  
Phone: (307) 777-7788  
Fax: (307) 777-6005

# STATE COUNSELOR LICENSURE/CERTIFICATION

## WRITTEN EXAMINATIONS ADMINISTERED BY THE STATES PROFESSIONAL COUNSELOR LICENSURE/CERTIFICATION

Alabama	NCE	Montana	NCE/NCMHCE
Arizona	NCE	Nebraska	NCE/NCMHCE
Arkansas	NCE	New Hampshire	NCMHCE
California	(NCCE Career Registry)	New Jersey	NCE
Colorado	NCE	New Mexico	NCE/NCMHCE
Connecticut	**	North Carolina	NCE
Delaware	NCE	North Dakota	NCE
District of Columbia	**	Ohio (generalist license)	OH
Florida	NCE	Ohio (clinical endorsement)	OH
Georgia	NCE	Oklahoma	NCE
Idaho	NCE	Oregon	NCE
Illinois	NCE/NCMHCE	Rhode Island	NCMHCE
Indiana	**	South Carolina	NCE
Iowa	NCE/NCMHCE	South Dakota	NCE/NCMHCE
Kansas	NCE	Tennessee	NCE
Kentucky	NCE	Texas	TX
Louisiana	NCE	Utah	NCE/NCMHCE
Maine	NCE	Vermont	NCE/NCMHCE
Maryland	NCE	Virginia	VA
Massachusetts	NCMHCE	Washington	NCE/NCMHCE
Michigan	NCE	West Virginia	NCE
Mississippi	NCE	Wisconsin	NCE
Missouri	NCE	Wyoming	NCE

### KEY

<b>NCE</b>	National Counselor Examination for Licensure and Certification of the NBCC
<b>NCCE</b>	National Career Counselor Examination of the NBCC
<b>NCMHCE</b>	National Clinical Mental Health Counseling Examination of the NBCC
<b>OH</b>	Ohio Licensed Professional Counselor Examination
<b>TX</b>	Texas Professional Counselor Examination
<b>VA</b>	Virginia Written Counselor Examination
<b>**</b>	These states are in the process of determining exam status.

### NOTES

- ❑ Please check with individual state licensure boards for specific information about application procedures and any additional requirements. Most states using the NCE will accept a passing score taken for national certification or licensure in a different state.
- ❑ States may accept alternative national certification examinations (i.e., Certified Rehabilitation Counselors) as satisfying the written exam component of state credentialing requirements. Contact individual states if you have questions regarding equivalent examinations.
- ❑ **Information for school counselors:** If you are interested in endorsement as a school counselor in the states of Washington and Maryland, please contact the offices of those state boards of education for information on how the National Counselor Examination is used as a part of the certification process.

## MAC BULLETIN BOARD

By Virginia Villarreal-Mann, Academy Chair and MAC Academy Member

One of the fun things about summer vacations is the opportunity to attend family reunions. On August 2, three NBCC academies had a reunion of sorts with members renewing old acquaintances, visiting with NBCC staff, and greeting new academy members. The MAC academy members are Charles "Rick" Gressard, academy chair; Sandra Barker, past academy chair; and Virginia Villarreal-Mann, NBCC Board member. The two other academies present were career and gerontology.

During the one day meeting, the academies had the opportunity to dialogue with staff about new projects and initiatives. The academies also shared concerns and brainstormed new ideas for promoting the specialties and serving certificants.

Collectively, the academies felt that promoting the specialties to the public and to counseling professionals was of the utmost importance. Currently only 15 percent of the 27,000 NCCs have elected to qualify for specialty certification. Promotional activities include making presentations at conferences, publishing articles in counseling and related publications, conducting direct advertising campaigns, having brochures and promotional literature available at conferences, and using the NBCC Web site as a means of informing prospective certificants about specialties.

After lunch each academy met separately to create a plan of action and set goals for 1997-98. Susan Eubanks, NBCC associate executive director for professional affairs, reported that currently there are 662 MAC specialty certificates. She also shared information on the E-MAC specialty Examination for Master Addictions Counselors, which was administered on October 11.

In the area of promoting the specialty, MAC academy members agreed that the Counseling Education Program was an important target group. Also continued cooperation and working in collaboration with the International Association for Addictions and Offenders Counselor (IAOCC), NAADAC, and CRCC is a desired goal so that the special relationship that has been created with these organizations can continue. □

### TIME FOR SPECIALTY CERTIFICATION



- Career
- Gerontological
- School
- Clinical Mental Health
- Addictions

## RECERTIFICATION NEWS

### NCCS WITH A JUNE 30, 1997 EXPIRATION DATE

If your expiration date is June 30, 1997, and you have still not sent in your yellow recertification form, you should do so immediately. Forms received after December 31, 1997, will not be honored, and the NCC will have to go through reinstatement, which involves an extra fee and a mandatory continuing education audit. If you have questions about your form or you did not receive one, please write to the Recertification Department, 3 Terrace Way, Suite D, Greensboro, NC 27403. Or you may fax us at 910-547-0017.

### NCCS WITH A DECEMBER 31, 1997 EXPIRATION DATE

If your expiration date is December 31, 1997, please be patient. Your recertification form will arrive in the mail near the end of November. That's when you will discover if you are one of the 10 percent selected for the mandatory audit. If you are selected for audit, you will be asked to send in copies of your continuing education documents with the signed form and fee payment.

### HOW DO I KNOW IF MY CONTINUING EDUCATION WILL COUNT IF IT IS NOT NBCC APPROVED?

There is a *checklist* in your NBCC Continuing Education File folder that you received when you became certified or recertified. The title is almost identical to this article. If the activity in question meets the criteria on the checklist, then you can be assured that NBCC will accept it. □

## ACADEMIES SHOW THE SPIRIT OF COOPERATION

By Virginia Villarreal-Mann,  
NBCC Specialty Director

The National Board for Certified Counselors (NBCC) held its third annual academies meeting on August 2 in Greensboro, NC. There are currently five specialty certifications offered by NBCC. They include the areas of school counseling, gerontological counseling, clinical mental health, career counseling, and addictions counseling.

The National Counselor Certification (NCC) is a prerequisite for any specialty certification. Each specialty has an academy comprised of three representatives, one board member who does not hold the specialty certification, and two NCCs who hold the appropriate specialty certification.

The purpose of the academies is to recommend policies and promotional activities to the NBCC Board of Directors, promote their respective specialty within the profession, inform the public about the specialties, and provide professional expertise to the NBCC staff during the examination review process and examination development.

Three academies were represented at the August meeting. From gerontology were members Barbara Keene (chair), Richard Johnson, and Dick Page. Addictions academy members were Charles Gressard (chair), Sandra Barker, and Virginia Villarreal-Mann. Career was represented by Carl McDaniels (chair), Lee Richmond, and Lynn Brueske.

There are several reasons why the academies meet together on a yearly basis. First, NBCC staff is able to share progress being made on behalf of the specialties such as promotional activities, new proj-

ects, and initiatives. Second, it allows an opportunity for dialogue among the academies. During this time, academy members share concerns and brainstorm new ideas for promoting the specialties serving certificants. The third is to allow each academy the opportunity to meet and develop a yearly plan of action with specific goals which is presented to the NBCC Board of Directors.

Collectively, the three academies consider promoting the specialties to the public and to counseling professionals of the utmost importance. This included making presentations at conferences, publishing articles in counseling and related publications, conducting direct advertising campaigns, making brochures and promotional literature available at conferences, and using the NBCC Web site as a means of informing prospective certificants about specialties. Currently of the 27,000 nationally certified counselors, only 15 percent have elected to qualify for specialty certification. Academy members also agreed on the importance of continuing our collaborative efforts with the American Counseling Association (ACA) and the Council for the Accreditation of Counseling and Related Educational Programs (CACREP) to help reach a clear and united professional position on the definition and recognition of specialties.

NBCC specialty certification identifies to the counseling profession and to the public those counselors who have met national standards criteria established by members of the profession, not political legislation. It also informs clients that the specialty certificant has knowledge, training, and experi-

ence in his or her area of expertise which is in addition to core counseling coursework or entry level training.

Bob Pate, past NBCC Board chair, has stated, the mission of "NBCC is to build on the concept that counseling is a single profession and that counselors, regardless of their work setting or area of professional specialization, share a common base of knowledge, skill, and attitude about those we seek to help. NBCC will continue to operate on the belief that all professional counselors must have that common base." In the spirit of Pate's statement, each academy, while representing its unique specialty, demonstrates a spirit of cooperation and professional unity. This unified approach ensures that the beneficiary will be the consumer of counseling services.

Interest has been expressed by groups wanting to establish specialty certification with NBCC. The specialty shall have an accepted set of educational and experience standards that is clearly beyond the common core requirements of all professional counselors. Furthermore, all specialty members must first be National Certified Counselors (NCCs). At present, the Association for Counselor Education and Supervision (ACES) has endorsed an application to create an NBCC specialty credential in Counseling Supervision. For more information on NBCC's five specialty certifications or on establishing a new specialty certification, visit our Web site at <http://www.nbcc.org> or contact NBCC. □

## CONTINUING EDUCATION: IT'S ON THE WEB

By Pamela S. Leary, NCC, LPC, NBCC Recertification Administrator

The counseling profession has historically benefited from advances in computer technology, mostly in terms of client services such as testing and information. The newest development, Web-based continuing education, will benefit us directly as we strive to stay abreast of the latest trends and as we work to complete our requirements for our professional credentials.

The Center for Credentialing and Education (CCE), an NBCC affiliate, is in the process of creating a Web-based continuing education program tentatively titled "Clinical Skills for Mental Health Professionals." This program will make use of retired case studies from the NBCC Clinical Mental Health Counselor Examination (CMHCE). There will be a series of questions regarding treatment that will guide the user through the learning process. The program will be interactive so that explanations for incorrect and correct answers will be provided as the user travels through the program. The user will be given a second chance to answer a similar question after an incorrect answer and explanation. Watch the NBCC Web site ([www.nbcc.org](http://www.nbcc.org)) for the start date of this program.

Until the CCE program is ready, NCCs will be interested to know that there is already a Web-based home study program approved for recertification credit. NBCC recently approved a company called PsyBC, which offers several Web-based courses for up to eight hours of credit.

PsyBC makes use of a panel of experts who react, online, to professional articles sent to the subscribers. Please see PsyBC's information under "Continuing Education Providers" in this *NewsNotes*. There are others who have contacted NBCC and are in the review process. Until further notice, all Web-based continuing education must be pre-approved by NBCC in order for you to use it as recertification credit. The same rules apply to these programs as to any other home study.

Web-based programs such as these change the face of continuing education for counselors. Soon, those of you who have online service will be able to get many of your continuing education hours in your home on your own computer. It is an exciting time to be in continuing education, and we at NBCC hope you will take full advantage of these new opportunities. □

### CONGRATULATIONS

NBCC congratulates the Maine Education Services in Augusta, ME, on its staff being 100 percent NCC credentialed. MES is a not-for-profit organization dedicated to creating educational and career advancement opportunities for all Maine people. The Higher Education Resources Outreach (HERO) Program is an outreach service offering education and career counseling to Maine families. The counseling staff includes:

**Janet K. Etzel**, MS, LCPC, NCC NBCC #34177

**William S. Webb**, M.Ed., NCC NBCC #41120

**Crisanne K. Blackie**, M.Ed., NBCC #41119

**William H. Stone**, Ed.D., LPC, NCC, NCCC NBCC #21913

### RESEARCH & TESTING NEWS

In August, NBCC hosted its third State Counselor Board meeting. Twenty-five participants representing 22 different state credentialing boards attended. All state counselor credentialing boards, as well as a representative from any state with a new credentialing law, were invited to attend.

The meeting included updates on the National Counselor Examination for Licensure and Certification (NCE), the new National Clinical Mental Health Counseling Examination (NCMHCE), the Counselor Preparation Comprehensive Examination (CPCE), and the new Examination for Master Addictions Counselors (EMAC). Discussions were held on two recent job analyses of clinical mental health counselors and addictions counselors.

In addition to testing talk, topics discussed included Legal Issues in Ethics and Discipline, Health Care Financing (Managed Care/Insurance), and the Fair Access Coalition on Testing (FACT). The meeting concluded with an open forum and informal time for state board officials to share ideas with each other and NBCC staff. □

### DISCIPLINARY ACTIONS

*The following NCCs were adjudicated by the NBCC Ethics Hearing Committee for violating the NBCC Code of Ethics. Sanctions are listed after each name.*

**Wendy Roorn**, #21535, Probation

**Maribeth Flood**, #48094, Probation

**John Rogers**, #36238, Suspended

**Carl Hale**, #31203, Revoked

**Steven Lindenberg**, #00768, Revoked

## CONTINUING EDUCATION PROVIDERS

### NEW APPROVED PROVIDERS

- Southern Christian University**,  
Montgomery, AL, #4460
- Eastern Kentucky University**,  
Richmond, KY, #4461
- Jewish Family Service of Atlantic  
County**, Ventnor, NJ, # 5755
- Intermountain Associates**,  
Albuquerque, NM, #5756
- EMDR International**, Austin, TX, #5757
- Grow Counseling and Resources**,  
Morgan Hill, CA, #5758  
(Home Study only)
- USMEPCOM**, North Chicago, IL, #5759
- American Art Therapy Association**,  
Mundelein, IL, #5760
- C.G. Jung Society of West Jersey**,  
Delran, NJ, #5761
- Brief Therapy and Family Counseling  
Center**, Philadelphia, PA, #5762
- Chesapeake Beach Professional  
Seminars**, Chesapeake Beach, MD,  
#5763
- Family Institute of Cambridge**,  
Watertown, MA, #5764
- Psychological Services**, Hermitage, PA,  
#5765
- Common Boundary**, Bethesda, MD,  
#5766
- Kinnections Dance and Movement  
Therapy**, Rochester, NY, #5767
- AdCare Educational Institute**,  
Worcester, MA, #5769

### NEW HOME STUDY PROGRAMS

- “Geriatric Assessment”**  
..... 18 contact hours  
**To order, contact:**  
**CMR Home Study**  
2899 Agoura Rd., Suite 160  
Westlake Village, CA 91361-3200  
Phone: 818-706-1671 Provider #5484  
**PLEASE NOTE:** The CMR program  
“Stress in the Workplace” has been  
discontinued.
- “Testifying in Court”**  
..... 12 contact hours  
**To order, contact:**  
**Affect+, PO Box 273476**  
Tampa, FL 33688-3476  
Phone: 813-948-8887 Provider # 5416
- “Managed Care Inclusion”**  
..... 6 contact hours  
**To order, contact:**  
**Grow Counseling and Resources**  
13227 Wimberly Sq., #261  
San Diego, CA 92128  
Phone: 619-486-8818 Provider #5758

- “Stress and Disease”**  
..... 6 contact hours
- “Mind/Body Interaction and Disease”**  
..... 6 contact hours  
**To order, contact:**  
**Institute for Cortext Research/Mind  
Matters Seminars**  
445 South Antonio Rd., Suite 202  
Los Altos, CA 94022  
Phone: 415-949-0401 Provider #5399
- Subscription to Professional  
Counselor Magazine**  
..... 2 contact hours per issue  
**To order, contact:**  
**US Journal Training, Inc.**  
The Enterprise Center  
3201 SW 15<sup>th</sup> St.  
Deerfield Beach, FL 33442  
Phone: 800-851-9100 Provider #5130

- Subscription to In Session:  
Psychotherapy in Practice**  
..... 4 contact hours per issue  
**To order, contact:**  
**John Wiley and Sons**  
Subscriptions Dept.  
9<sup>th</sup> Floor, 605 Third Ave.  
New York, NY 10158  
Phone: 800-825-7550
- Continuing education credit  
processed by: PsychoEducational  
Resources, PO Box 2196,**  
Keystone Heights, FL 32656  
Phone: 800-892-9249 Provider #5536

- Subscription to Family Therapy  
Networker**  
..... 2 contact hours per issue  
**To order, contact:**  
**The Family Therapy Networker**  
Subscription Service  
8528 Bradford Rd.  
Silver Spring, MD 20901  
Phone: 301-589-6536
- Continuing education credit  
processed by: Journal Learning  
International, PO Box 1189,**  
Clackamas, OR, 97015  
Phone: 503-725-4741 Provider #5635

- “Psychopharmacology for  
Psychotherapists”**  
..... 8 contact hours
- “Group Therapy”** ..... 8 contact hours
- “Psychoanalysis”** ..... 8 contact hours  
These programs are available only on  
the Internet. The site to contact is  
<http://www.psybc.com> or you can  
write to **PsyBC, 108 Eagle Rock Way,**  
Montclair, NJ 07042  
Phone: 201-744-6007  
email address: [psybc-  
info@psybc.com](mailto:psybc-info@psybc.com) Provider #5751

*For a complete list of NBCC-approved home  
study programs, please call our fax  
information line at 1-800-324-6222.  
Ask for document #4001.*

- APPROVED PROVIDERS  
REINSTATED**  
**Bradford Health Services**, Birmingham,  
AL, #5414

## NCC NETWORK

**Ray Palmer, NCC, and Pat Howland, NCC**, both of Storrs, CT, recently were published in a special issue of the *Career Planning & Adult Development Journal* (Spring 1997). Their article, “Computer-Assisted Career Guidance Systems & the New World of Work: Practical & Ethical Dilemmas,” addresses a variety of issues involved in effective use of “CACGS” in an environment of rapidly and radically changing job description and requirements, varied and nonlinear forms of careers and career paths, and increasingly diverse clients.

**James Thomson, NCC**, of Crystal Lake, IL, has published a new book, *A Bill of Rights for Happy, Healthy People*. Midwest Book Review has declared it to be “a self-help workshop under one cover!” The book provides a specific and practical set of guidelines to help individuals and couples move toward a happier and more successful lifestyle. Thomson believes that the book’s 70 action steps, in addition to guidelines for group work, will make it a useful resource for any counselor. For additional information, contact Solutions Counseling Service, 7808 Virginia Road, Crystal Lake, IL; phone 815-356-5117; or [www.bookzone.com](http://www.bookzone.com). □

# NBCC ORDER FORM

You may use this form to place an order. Indicate the quantity for each item selected, figure total cost, include credit card information or check or money order payable to NBCC, and complete your shipping address.

QTY	ITEM	PRICE	TOTAL
	Client Rights and Responsibilities Brochures	\$5.00/25	
	NCCs: Dedicated to Helping You Brochures	\$5.00/25	
	NBCC Lapel Pin w/NCC Designation (cloisonne)	\$6.75	
	NBCC Lapel Pin (cloisonne and suitable for non-NCCs)	\$8.50	
	Specialty Pins: NCSC, NCCC, NCGC, CCMHC, MAC (circle one)	\$5.50	
	NBCC Counselor Certification Video	\$9.50	
	NBCC's <i>Work Behavior Analysis of Professional Counselors</i>	\$24.95	
	<i>Counselor Preparation 1996-1998, Programs, Faculty, Trends</i>	\$80.00	
	NBCC Display Plaque (complete engraving information below)*	\$29.95	
	State Counselor Licensure List	No charge	
	General Practice (NCC) Application	No charge	
	Specialty Application (School, Career, Gerontological, Mental Health, Addictions)	No charge	
	Application for NBCC Provider Approval of CE Activities (for use by private agencies, community colleges, school districts, etc.)	No charge	
	NBCC Code of Ethics	No charge	
	<b>Total</b>		

Complete this section only if you are ordering the NBCC Display Plaque. \*ENGRAVING: Please indicate engraving desired below, one character per space.

## COUNSELOR PREPARATION 1996-98 AVAILABLE

The latest edition of *Counselor Preparation 1996-98, Programs, Faculty, Trends*, by Joseph W. Hollis, Ed.D., is now available through NBCC. The ninth edition identifies 629 counselor preparation programs across the United States. In addition, 522 programs which responded to requests for information are profiled.

Data available on programs include major, degree granted, number of enrollees, number of yearly graduates, admission requirements, graduation requirements, clinical experience required in clock hours, and placement settings of graduates in the first year after completion of the program. Faculty and contact information about each program are also included, as well as information on participation in Chi Sigma Iota, percentage of faculty who are NCCs, and program accreditation. Statistical information is included on the programs so that they may be compared to each other and to national averages.

The book is available for \$75.00, plus \$5.00 shipping and handling from NBCC. Use the order form on this page. □

### SHIPPING/PAYMENT INFORMATION

NCC CERTIFICATE # \_\_\_\_\_

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

HOME PHONE \_\_\_\_\_ WORK PHONE \_\_\_\_\_

CHECK OR MONEY ORDER IN THE AMOUNT OF \$ \_\_\_\_\_

CHARGE ORDER

PLEASE CHARGE MY \_\_\_ VISA \_\_\_ MASTERCARD \_\_\_ AMEX/OPTIMA

CARD NUMBER \_\_\_\_\_ EXPIRATION DATE \_\_\_\_\_

SIGNATURE \_\_\_\_\_

RETURN TO: NBCC, PO BOX 651051, CHARLOTTE, NC 28265-1051

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ACCREDITED BY THE NATIONAL  
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## NCCs OF NOTE

**Glenda E. Isenhour**, Ph.D, NCC, of Montevallo, AL, has been named Acting Vice President of Student Affairs at the University of Montevallo.

**Mary L. Roark**, Ed.D., NCC, of Plattsburgh, NY, received the Chancellor's Award for Excellence in Teaching from the State University of New York. Roark is professor of counselor education at Plattsburgh State University of New York, where she began her tenure in 1980. She has contributed to more than 50 presentations at national, state, and regional conferences and to numerous professional publications. She has published widely on the topic of campus violence and campus safety. She is one of the founding officers of the New York Board of Certified Professional Counselors.

**Pat Nellor Wickwire**, Ph.D., NCC, of Hermosa, CA, was presented with the Clarion Model Distinguished Service Award by the California Association for Counseling and Development at the 1997 CACD Convention in San Francisco. Wickwire was recognized for outstanding contributions to the profession and for outstanding leadership in counseling practice, administration, and program design. She also was presented with an award initiated by the CACD California Women's Caucus this year and named in her honor.



**Pat Nellor  
Wickwire**

The CACD California Women's Caucus Award honors significant contributions to the knowledge and understanding of the development of women and girls and those who serve as role models to colleagues and to women throughout the profession. □

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