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# Ethics and Pre-ETS: Multicultural and Career Counseling

Capacity Building Institute 2024

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# Objectives

- The overall objective of this presentation is to provide tools and resources to professionals supporting students and youth with disabilities in receiving pre-employment transition services.
- Upon attending the session, participants will be able to conceptualize and discuss topics as they pertain to:
  - Multicultural Concerns and Ethics
  - Pre-Employment Transition Services
  - Career Counseling Theories
- Upon attending the session, participants will be able to explain how to integrate career counseling theories and multicultural considerations into career exploration practices with students and youth with disabilities.

# Ethics and Rehabilitation: Who Are We and Why Are We the Presenters?

- **Rob**
  - NTACT:C Team member; Background in Vocational Rehabilitation and Mental Health Counseling; Certified Rehabilitation Counselor, Licensed Professional Counselor
  - Publications; Courses Instructed; Chair CRC Ethics Committee
- **Nichole**
  - NTACT:C Team member; Background in Vocational Rehabilitation providing Pre-ETS; Certified Rehabilitation Counselor
  - Courses Instructed, CRC Ethics Committee Member, Publications

# What does the CRCC Ethics Committee Do?

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# CRCC Ethics Committee Members

- Active CRC's who comprehensively review all scenarios received.
- Serve 3-year terms, and two new members are selected each year using a competitive selection:
  - Intent is to balance the committee relative to professional practice settings, geographic locale, and multiple categories regarding intersectionality.

# CRCC Ethics Committee

- Provides advisory opinions on select situations having ethical implications.
  - If consulting colleagues and other rehabilitation counselors does not result in resolution of the matter, individuals may request advisory opinions from the CRCC Ethics Committee.
  - CRCC advisory opinions should be regarded only as general educational assistance, and not as specific direction in any particular instance.

# CRCC Advisory Opinions

- Available for review is a compilation of the essence of the questions presented dating back to 1996, as well as the Committee's response and Code citations.
- A convenient index allows individuals to review all opinions relating to a particular Standard of the Code.
- Advisory Opinions - CRCC Commission on Rehabilitation Counselor Certification

# Ethics Committee Administers Grievance Process

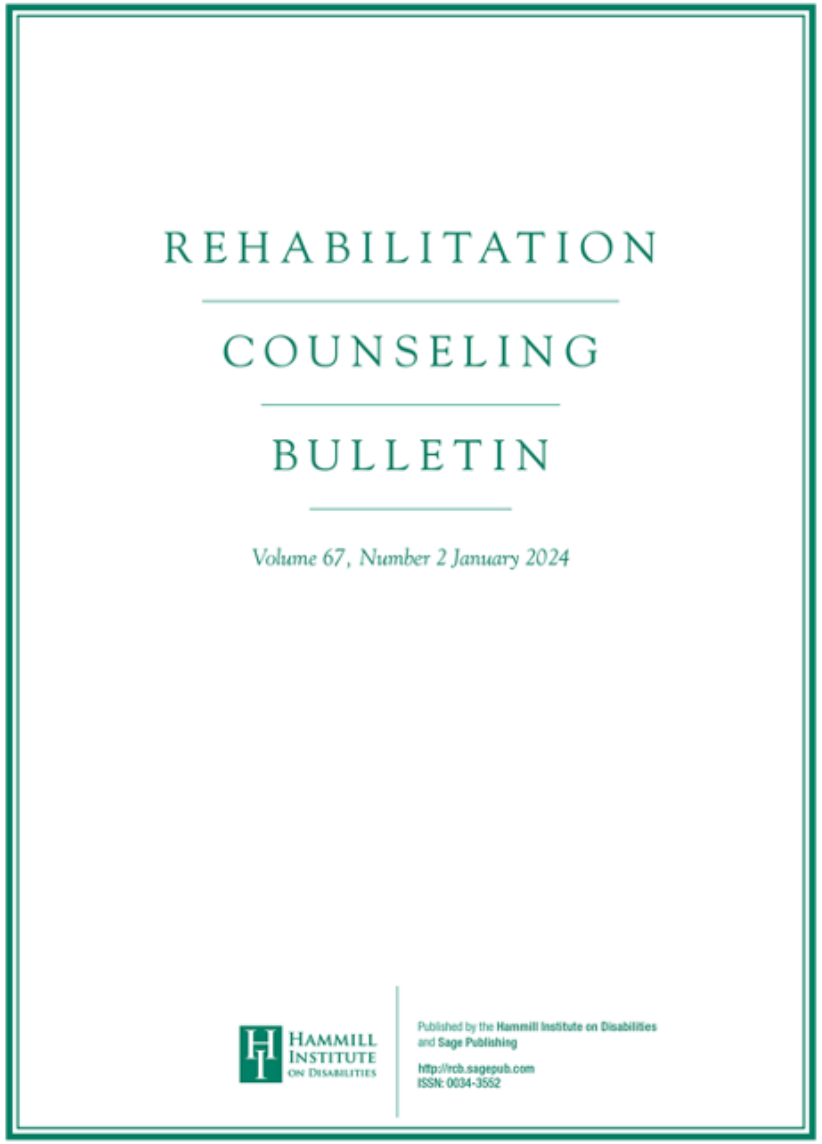
- CRCC takes its responsibility to the community and its Code of Professional Ethics for Rehabilitation Counselors very seriously.
- Process is outlined on the CRCC Website:
  - Grievance Process - CRCC Commission on Rehabilitation Counselor Certification
- All grievances are reviewed fully by the CRCC Ethics Committee in accordance with the Guidelines and Procedures for Processing Complaints.
- Actions range from a letter of instruction to revocation of certification.

# Some common categories of grievances

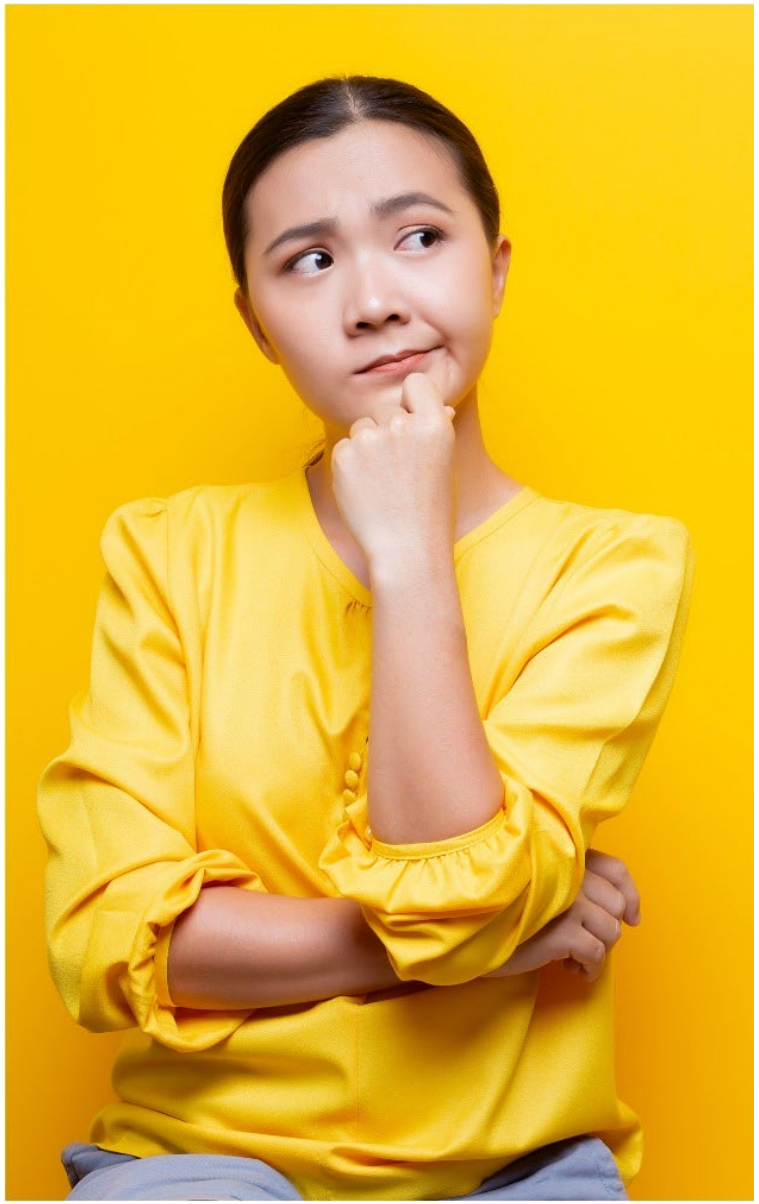
| | |
|---|---|
| Non-professional interactions (Boundaries) | Grievances with other colleagues |
| Grievances with systems | Failure to adhere to proper business practices (e.g., documentation, billing) |
| Conflict of Interest | Questions on Technology |

# New CRCC Code of Ethics went into effect Jan. 2023

To coincide with the new Code of Ethics, The Rehabilitation Counseling Bulletin devoted an entire Special Issue (Volume 66, Number 4) to the topic.



# Section D – Multicultural Concerns



# Most Frequent Scenarios

- When I say the Title of Section D – Multicultural Concerns and you think about the work you do, what dilemmas do you most frequently encounter that would relate to Multicultural Concerns?

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**MJ** is a 17-year-old client you have begun working with recently. MJ is a high school junior and many of the Pre - Employment Transition Services are appropriate for them at this stage of development, including Career Exploration, Work Based Learning Experiences, Exploration of Education and Training Programs post high school, Workplace Readiness Training, and Self Advocacy. MJ has been diagnosed with ADHD and this is the reason they have been referred to you. They have been prescribed Adderall, and mostly take it as prescribed but sometimes feel the medication is changing who they are. They also see a therapist for enhancing executive functioning skills and to address issues pertaining to intersecting identities. MJ has strong academic potential as evidenced by their grades but is apathetic regarding the idea of college and is equally apathetic about career options. MJ feels like the deck is stacked against all young people, feels that those in government are corrupt and exploitive, and doesn't understand why they should even try as there is no way a young person in this economy can ever expect to own their own home or realize the 'American Dream.' MJ has requested that you refer to them as MJ and not Maggie, the name their parents still use in reference to them. MJ's parents have phoned and sent texts/emails indicating the only option they want you to pursue for their child is to find information and options regarding an undergraduate degree in Business (which MJ on multiple occasions has indicated is of no interest to them). When they do reach out, they refer to your client as Maggie. MJ is interested in Podcasting and in advocacy issues pertaining to non-binary issues and minoritized identities. They have an online social support network but feel disenfranchised from their school community and view it as an institution operating and promoting oppression. As we go along think about:

- What ethical dilemmas do you feel are present for you, the counselor/professional, in this scenario?
- How do career counseling theory and career counseling interventions relate to this scenario?
- What kind of guidance can you gather from the CRCC Code of Ethics?

# Updates to the Code Pertaining to Multicultural Concerns

- Section D is an entirely new section building on topics and considerations always infused throughout the entirety of the code.
- Taking an excerpt from the Introduction to Section D, I think it's important for people to know: This section features the attitudes and behaviors of a multiculturally competent CRCs/CCRCs who maintain an awareness of self and others. Furthermore, the section describes the ethical responsibility of CRCs/CCRCs to exhibit cultural knowledge and skills aligned with the core values of the profession.

# Article for Your Review (1)

- Henry, J. S., Kulesza, E. T., Williams Awadeha, N. F., Hicks, S. B., Middleton, R. A., & Robinson, M. (2023). **A way forward with multicultural considerations, advocacy, and accessibility across the 2023 revised code of professional ethics for rehabilitation counseling educators and practitioners**. *Rehabilitation Counseling Bulletin, 66(4),* 274 – 282. https://journals.sagepub.com/doi/full/10.1177/00343552221146164

# Overview

- What follows is an overview of the structure of Section D the newly added Multicultural Concerns section.
- As we review, please be thinking about which of these sections has relevance to the scenario with MJ, and why.

# Section Outline - D.1 Strengthening the Multicultural Relationship

A. Establishing Effective Multicultural Relationships

B. Impact of Client Intersectionality/Identity

C. Awareness of Client Worldview

D. Interventions

# D.2 Avoiding Harm and Value Imposition

A. Avoiding Harmful Multicultural Service Provision

B. Avoiding Microaggression

C. Implicit Bias

D. Recognition and Respect of Client Values

- → Bracketing? Is it possible?
- → TEDxOakland Video: Eliminating Microaggressions – The Next Level of Inclusion
- → Psychotherapy Networker Video: Handling Microaggressions in Therapy

# D.3 Personal and Professional Development and Cultural Competence

A. Personal Awareness
B. Antiracism
C. Social Justice
D. Cultural Humility
E. Use of Affirming Language
F. Avoiding Discrimination
G. Serving Religious Cultures

# D.4 Diversity, Equity, and Belonging in Coworker Relationships

- CRCs/CCRCs promote diversity, equity, and belonging within coworker relationships and professional settings.
- CRCs/CCRCs maintain and enhance inclusive work environments to avoid negative indirect influences on client outcomes.
- CRCs/CCRCs foster good working relationships by promoting trust, respect, self-awareness, and open communication.
- CRCs/CCRCs are committed to minimizing barriers to opportunity for diverse colleagues.

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# Pre-Employment Transition Services and Working with Youth

# Quick Refresher

- Since likely not everyone in our audience today provides pre-employment transition services, let's do a quick refresher of what this entails (and we mean quick).
- Pre-employment transition services are provided to students with a disability and often consists of five required activities:
  - Job Exploration Counseling
  - Work-Based Learning Experiences
  - Counseling on Postsecondary Education Opportunities
  - Workplace Readiness Training
  - Instruction in Self-Advocacy
- As well as four coordination activities and nine authorized activities.
- Both vocational rehabilitation agencies and schools are required by law to provide certain transition services and supports to improve post-school outcomes of students with disabilities.
- https://transitionta.org/topics/pre-ets/

# Article for Your Review (2)

- Joseph, M. A. M., Osmanu, K., & Moss, K. (2017). **Ethical considerations for working with transition aged youth and students with disabilities given the implications of WIOA** Journal of Applied Rehabilitation Counseling, 48(2), 42-47. https://connect.springerpub.com/content/sgrjarc/48/2/42

# Career Counseling and Pre-ETS

- Career theory and counseling directly relate to Job Exploration Counseling, but also have a tie to each of the other required Pre-ETS services as well.

# Don’t Be Afraid of Career Counseling

- No matter your role, you can add significant value and direction to the work you do with your students/clients by paying some attention to their career counseling needs.

# Career Counseling Theory

- You need to have some structure to the framework you use, but…
- You don't have to be a researcher or a career counseling scholar in order to benefit from Career Development Theory.

# 3 Phases of Career Counseling (Parsons)

- **According to Parsons Career Counseling and the process of getting a career really breaks down to 3 steps:**
  - Gaining Self-Understanding
  - Obtaining Knowledge About the World of Work
  - Integrating Information about Oneself and the World of Work

# Career Variables

- Aptitude
- Achievement
- Knowledge, Skills, Abilities (the KSAs)
- Interests
- Values
- Personality
- Social Context
- Strengths
- Growth Edges/Limitations/Barriers

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# Theories and Groupings of Theories

# Theories Grouped by Type

- We're going to revisit:
  - Trait and Factor
    - Person Environment
    - Work Adjustment
    - MBTI
    - Holland
  - Lifespan
  - Social Learning

# Work Adjustment Theory

- Not only about the individual, but about how the individual is received in the world of work.
- Satisfaction
- Satisfactoriness

# Holland's Theory of Types

- Realistic
- Investigative
- Artistic
- Social
- Enterprising
- Conventional

# Myers-Briggs Type Indicator

- *"Much seemingly chance variation in human behavior is not due to chance; it is in fact the logical result of a few basic, observable preferences."*
  *– Carl Jung*
- Innate **preferences** for:
  - What energizes you (Extroversion or Introversion)
  - How you gather data (Sensing or Intuition)
  - How you make decisions (Thinking or Feeling)
  - How you approach life (Judging or Perceiving)
  - ***Not*** ability, mental health, or intelligence

# Career Assessment - The Big Picture

- Don't get too far in the weeds worrying about the term 'Assessment'
- Remember, you need to TALK to the person.
- Factors requiring examination:
  - Individual's interests, personality, skills, values
  - Information about the work setting/world of work
- But what else needs to be considered?

# What is going on in the person's life?

- Developmental Phase
- Disability Related Issues
- Clip on Disability Assumptions
  - Social media clips from World Down Syndrome Day

# Super and Adult Career Development Stages

- Exploration
  - Occurs in individuals typically aged 15 to 25. In this stage individuals are learning about the world of work and options.
- Establishment
  - Occurs in individuals typically aged 25 – 45 getting started in a job that will continue to be a career or in a full time capacity that is not likely to end.
- Maintenance
  - Occurs in individuals typically aged 45 to 65. These individuals have already made a name for themselves in their chosen careers, and tasks revolve around maintaining their status.
- Disengagement – Retirement planning and implementation
  - RECYCLING (and non-normative events)

# Super and 6 Life Roles

- Child
- Student
- Homemaker
- Worker
- Citizen
- Leisurite

# Unknown Factors

- Have you ever worked with individuals with realistic goals, in areas with opportunity and some unknown 'stuff' happens that derails the process?
- What kind of 'stuff' might cause this to occur?

# Planned Happenstance

- **Not all things related to career follow a linear path or have rational and justifiable causes. Sometimes "stuff" just happens.**
- This theory takes that "stuff" into consideration.
- The theory argues that people need to capitalize on the events that occur in their lives.
- In essence, if life gives you lemons, the best approach is to make lemonade.
- Adversity is viewed as an opportunity for growth.
- Indecision is viewed in a more positive light as "open-mindedness."

# Planned Happenstance (2)

4 Step approach to Career Counseling using this theoretical approach:

1. Normalize planned happenstance in the client's history
2. Assist clients to transform curiosity into opportunities for learning and exploration
3. Teach clients to produce desirable chance events
4. Teach clients to overcome blocks to action

# Social Learning Theory Interventions

- Look for inconsistencies between words and actions: for instance, your client states, “I'm motivated to get a job”, but then doesn’t look for a job, send out resumes, etc.
- Test simplistic answers for inadequacies: For instance, "I'll find a job if only I try hard enough." Not only is this inaccurate, but the client may internalize lack of success as lack of ability.
- Confront attempts to build an illogical consistency – “I've always wanted to be a veterinarian” (but I don't like being around most animals, not interested in science, bad grades, don't want to go to post graduate school).

# Crucial Career Counseling Interventions

- Enhance individuals' vocational fund of knowledge
- Address career assumptions and myths that are inaccurate
- Informational Interviews
- Projective techniques to break through artificial ceilings (often self-imposed)
- Homework

# Tools Based on All This Theory Information

- Career Index Plus – 'The Career Index Plus (TCI+) is **a career information system that collects Labor Market Information (LMI) from a host of resources and deposits it onto a single, user -friendly site**. Access is free and the data is the most recent available.'
- O*Net Online - O*NET OnLine has detailed descriptions of the world of work for use by job seekers, workforce development and HR professionals, students, developers, researchers, and more!'
- Career Pathways and Career Clusters - small groups of occupations within a career cluster. Occupations within a pathway share common skills, knowledge, and interests.

# Contact Us

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IDEAs that Work

Office of Special Education Programs
U.S. Department of Education

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