

The Illinois Model For The Certification of Assessment and Referral Specialists



d/b/a IAODAPCA

**Mission: To protect the public by providing competency based
credentialing of Human Service Professionals**

**ICB, Inc.
401 East Sangamon Avenue
Springfield, IL 62702**

**1-800-272-2632 (Illinois Only)
217-698-8110
217-698-8234 (Fax)**

WWW.IAODAPCA.ORG

IAODAPCA@AOL.COM

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PREFACE

This document defines the role, purpose, functions and responsibilities of the certified alcohol and other drug abuse (AODA) assessment and referral specialist (CARS), and establishes a fair methodology for evaluation of competency. The credential defines minimum knowledge and skills to insure that the CARS meets an acceptable standard of competency.

Competency Based - This professional, voluntary certification system is competency based, meaning that the minimum standards for AODA assessment and referral specialists are the knowledge and skill base identified for the profession. The competencies are specific to AODA assessment and referral, thus distinguishing this profession from other behavioral health and human service professions.

Experience Based – This certification system recognizes paid work experience to acquire the minimum AODA assessment and referral competencies.

PURPOSE

Mission – To protect the public by providing competency based credentialing of Human Service Professionals

- To establish standards and procedures for the voluntary, professional certification of AODA assessment and referral specialists
- To assure competent, professional assessment and referral to persons suffering from alcohol/drug abuse or dependency and their family members
- To provide professional standards required for program licensing, accreditation and reimbursement
- To provide a respected credential of professional competency
- To provide a method for maintaining and updating professional standards

INTRODUCTION

The Illinois Model contains information needed not only to become certified, but also to serve as a resource tool after the certification process. The AODA assessment and referral specialist certification is intended to encompass a wide range of professionals and positions operating within the alcohol and other drug abuse/dependency field. The alcohol and other drug abuse assessment and referral specialist certification model is designed for those whose primary professional identification and involvement are in the alcohol and other drug abuse/dependency assessment and referral services field.

The assessment and referral specialist is one who combines a distinct knowledge base with human services skills to deal with the unique attitudes and behaviors associated with the assessment of alcohol and other drug abuse/dependence. The knowledge and skill base may be acquired through a combination of specialized training, education and supervised work experiences. The assessment and referral specialist helps the client to identify and address the physical, intellectual, emotional, social and spiritual consequences experienced as a result of alcohol and other drug use. Assessment and referral clients include all individuals regardless of age, gender, group affiliation and/or perceived risk for AODA problems. The assessment and referral specialist must be knowledgeable of all levels of care to be able to refer to the appropriate level.

Nonresidents of Illinois are eligible for assessment and referral specialist certification by IAODAPCA, but must meet all standards and criteria, submit all fees and maintain the certification via the continuing education mechanism.

REQUIREMENTS FOR CERTIFICATION

The following chart details the minimum requirements for certification based on work experience, supervised practical experience and training/education:

Degree Requirement	Required Work Experience	Supervised Practical Experience	Training/ Education	Required Written Examination
High School or GED	1 year (2,000 hours) paid qualified work experience in the past two years	150 Hours 10 hours documented in each core skill area	185 Hours <u>25 hours</u> Human Behavior <u>6 hours</u> Professional Ethics and Responsibility <u>154 hours</u> Performance Domains	Assessment/Referral Specialist Examination

Work Experience

CARS applicants must document paid qualified work experience defined as providing direct, clinically supervised AODA assessment and referral services in a position where at least 75% of their time has been devoted to providing IAODAPCA designated assessment and referral functions or supervising other AODA professionals in the performance of AODA assessment and referral functions. The required paid supervised work experience obtained within the two years immediately preceding application for certification, must have been under the documented clinical supervision of an experienced AODA professional (preferably IAODAPCA certified) with at least two years in the AODA field.

The work experience must be performed in a setting where the primary mission is AODA assessment and referral services, or in a secondary setting with a specific AODA assessment and referral service component. It must include alcohol and other drug abuse assessment and referral tasks and services using the defined performance domains to facilitate an interactive process to assist clients in identifying, seeking, accessing and utilizing treatment/counseling for the harmful consequences of their alcohol and other drug abuse/dependence.

Supervision

Applicants must submit documentation of clinical supervision received covering the assessment and referral domains with at least 10 hours documented for each domain. Hours the assessment/referral specialist spends providing AODA assessment and referral services are NOT counted as supervision. Supervised hours are understood to be face-to-face supervision.

Realizing that supervision may take place in a variety of settings and have many faces, IAODAPCA determined not to place limiting criteria on qualifications of a supervisor. Rather, it was determined that supervision should be as broadly defined as in the Center for Substance Abuse Treatment/Substance Abuse and Mental Health Services Administration's **Technical Assistance Publication number 21**. **TAP 21 defines supervision/clinical**

supervision as: the administrative, clinical, and evaluative process of monitoring, assessing and enhancing counselor performance.

Education

- A high school diploma or GED is required.
- Documentation that applicant has obtained a diploma, or a degree or certificate of completion from an institution that is accredited by the US Department of Education's Office of Post Secondary Education.
- Documentation of education in the Assessment and Referral Performance Domains.
 - screening, assessment, recommendations, case management, outcome evaluation, ethics and professional responsibility
- Sources of education are college courses, seminars, conferences, in-services, lectures, etc.
 - 1 college semester hour = 15 clock hours, 1 college quarter hour = 10 clock hours, 1 college trimester hour = 12 clock hours

ACCOUNTABILITY

This system is accountable to other AODA professionals. The credentials are independent, private, freestanding and self-supporting. The profession determines and maintains its own standards.

APPLICATION PROCESS

To obtain certification, applicants must meet all requirements, to include an approved application, successful completion of the written examination with a passing score, and payment of all appropriate fees.

The application process is a series of steps leading toward certification. Applicants seeking certification are required to pay for only one step at a time in the event they are found to be ineligible. Certification can possibly be obtained within 90 days of the application with no complications, but may take longer with delays and missing or incomplete information. Applicants who have not completed their applications after one year will be required to reapply and start over with the application process.

The application is a recording and compilation of documents demonstrating competency in the knowledge and skills specifically related to the domains of the AODA assessment and referral specialist. The process includes evaluations and validation from supervisors and trainers.

REVIEW PROCESS

Upon receipt, the application and materials will be screened by IAODAPCA for completeness and correctness. The results may be one of the following:

Application Approved – The application meets all certification standards, and the applicant must pass the written examination, if he or she has not already done so, in order to meet the requirements for certification.

Application Pending – Some materials need clarification, submission or resubmission of any part of the application. The applicant will be notified in writing of the problem(s). **Within one year of the application date, corrected materials must be submitted to IAODAPCA or the application will be destroyed resulting in reapplication.**

Application Denied – Certification standards were not met resulting in denial of application.

CERTIFICATION EXAMINATION

Applicants must pass the written examination that measures proficiency in the assessment and referral specialist's knowledge areas and skill base of the performance domains. The examination is administered four times per year.

Applicants may take examinations prior to approval of their application. The minimum application requirements include:

- the first two pages of the application that include general information about the applicant
- a signed and dated Assurance and Release form
- a signed, dated and notarized AODA Assessment and Referral Specialist Code of Ethics
- payment of the application fee
- a letter from the applicant requesting to take the examination prior to application approval

This information must be received prior to the application deadline. The applicant will receive an examination letter and test code sheet. To be scheduled for the examination, the applicant must return a completed test code sheet with payment of the non-refundable examination fee. A deadline is set by which the payment and test code sheet must be received in the IAODAPCA office.

Individuals with disabilities and/or religious obligations that require modifications in examination administration must submit a written request for specific procedural changes to IAODAPCA no fewer than sixty days prior to the scheduled examination date. Official documentation of the disability or religious issue must be provided with the written request. With supportive documentation and proper notice for request, IAODAPCA will offer appropriate modifications.

The development of a valid examination for the certification process begins with a clear and concise definition of the knowledge, skills and abilities needed for competent job performance. The test is based on what the assessment and referral specialist does in practice. The knowledge and skill bases for the questions in the examination are derived from the actual practice of the assessment and referral specialist. Multiple sources were utilized in the development of questions for the examination. The examinations are comprised of multiple-choice questions, and each question is linked to the performance domains as well as the knowledge and skills identified for each domain. Applicants are allowed three and one-half (3½) hours to complete the examination.

Examination results are Pass/Fail and will be reported to applicants within 60 days. Applicants failing the written examination will be given opportunities to retest providing the application is in good standing. IAODAPCA will notify them of the next examination date they will be eligible to test. Applicants must notify IAODAPCA of their intent to be seated for that examination by completing a test code sheet and paying the appropriate examination fee.

Applicants' files will be closed if applicants do not retest within one year of obtaining a failing score. In such a case they will be required to submit a new application.

CERTIFICATION TIME PERIOD

IAODAPCA certification encompasses two calendar years starting on the date of successful completion of the certification process. The date of issue and the date expiration will appear on the certificate along with a certification number.

FEES

Application Fee	\$ 75.00
Written Examination	\$125.00
Biennial Certification Fee	\$140.00
Inactive Status (Biennial)	\$ 20.00
Extension Fee (per month maximum 6 months)	\$ 10.00
Late Fee (per month maximum 6 months)	\$ 10.00
Returned Check Fee.....	\$ 35.00
Payment Plan Service Charge.....	\$ 15.00
Certificate (replacement copy).....	\$ 15.00

All fees are non-refundable. The fee schedule is subject to change without notice.

MAINTENANCE OF CERTIFICATION AND RECERTIFICATION

IAODAPCA believes certified professionals must be committed to ongoing personal and professional growth. Such a commitment stems from the recognition of the necessity to offer clients the best and widest range of currently accepted AODA assessment and referral services. Changing research findings require constant attention.

To maintain the high standards of professional practice and assure continuing awareness of new knowledge in the field, IAODAPCA requires all certified assessment and referral specialists to renew their certification every two years. They have the responsibility to maintain and renew their certification, and any failure to act is their responsibility. IAODAPCA must be notified, in writing, of any change of address to insure timely delivery of the recertification notification.

Certified assessment and referral specialists will be notified that their certification is about to expire no fewer than 30 days prior to the expiration date. They will submit their biennial certification fee and CEUs to IAODAPCA by their expiration date. Forms for the documentation of CEUs will accompany the notification and must be completed, signed and submitted with proof of attendance. CEUs should not be submitted until notification of expiration. **CEUS will not be accepted by fax.**

Certified assessment and referral specialists may arrange a payment plan for the biennial certification fee by selecting a payment option provided on the fee statement. Such requests must be received **PRIOR** to the expiration date. If 45 days have passed from the expiration date without payment of the biennial certification fee and/or submission of continuing education units, the certification shall be terminated. A non-response to biennial notices will result in termination of certification.

Continuing Education Policy

Forty (40) continuing education units (CEUs) are required to maintain certification and must be earned within the two-year certification period, and are not transferable to any other certification period. An average of 20 CEUs should be obtained each year. CEUs obtained prior to the initial date of certification are not eligible to be used for recertification. CEU credit can only be used one time for a training event, even if the event is repeated during different certification periods. A CEU is equivalent to one clock hour, excluding non-program time such as breaks, social hours, registration time and meal times. One college semester hour of credit is equivalent to 15 CEUs, one college trimester hour of credit is equivalent to 12 CEUs and one college quarter hour of credit is equivalent to 10 CEUs.

All 40 CEUs required to maintain certification **must** be recognized or petitioned for IAODAPCA CEUs. Continuing education is broken down into two categories, with some continuing education recognized by IAODAPCA for both categories.

- **Category I** - Minimum 15 CEUs of education specific to alcohol and other drug abuse/dependency.

Examples of Category I education are pharmacology, the effects of alcohol or drugs on the human body, signs and symptoms of AODA, dynamics of the addiction process, evaluation theory and procedure, medical treatment issues, detoxification/withdrawal, relapse, AODA rules and regulations, AODA special populations, history of AODA, theories of addiction.

- **Category II** - Minimum 25 CEUs of education specific to knowledge, skills and competencies related to the Assessment and Referral Domains, but does not have to be AODA specific.

Examples of Category II education are theory/techniques of therapeutic approaches, family dynamics, domestic violence, intervention/prevention strategies, health/safety, professional relationship dynamics, crisis intervention, human behavior/development, screening, assessment, recommendations, case management, outcome evaluation, professional responsibility and ethics, rules and regulations, cultural diversity issues, social services, confidentiality, legal systems, special populations.

Sources of Continuing Education

Recognized programs are training/education programs that IAODAPCA has identified as fulfilling the criteria for CEU credit or are pre-recognized sources. The certificate of completion will contain the name of the participant, name of the program, date of the program, the IAODAPCA program number, number of CEUs and the category designations.

Structured individual continuing education, such as the IAODAPCA Bibliocredit Reading Program and other self-study programs, is available with a maximum of 15 CEUs every two (2) years.

Up to 12 CEUs can be obtained every two years for volunteer time serving as a member of the IAODAPCA Board of Directors, a member of a Board committee, or a member of an IAODAPCA committee.

Teaching and training other AODA professionals in the assessment and referral knowledge or competency areas qualifies for up to a maximum of 15 CEUs in a two-year certification period. The number of CEUs awarded will be equal to the number of hours spent in actual training time. Patient education and public education lectures are not eligible. Presentations for which the CARS previously received credit are also not eligible.

Research papers accepted for publication, reading or discussion at a professional meeting or conference, and professional publications in the AODA field qualifies for up to a maximum of 15 CEUs in a two-year certification period. The topic must pertain to alcohol and other drug abuse and address one of the domains, knowledge or skill areas. The work can be counted only once even though presented in more than one format or location.

Agency In-service Education and Training Programs

Of the 40 CEUs required biennially, 20 may be agency in-service training programs. Inservices not previously awarded CEU recognition by IAODAPCA may be petitioned for CEUs.

Validation of Continuing Education

Certified assessment and referral specialists must document they have obtained CEUs and submit the appropriate validation for each educational experience.

- Certificates or other proof of completion for IAODAPCA recognized or petitioned trainings.
- Transcripts or other official grade reports for college or university courses.

Procedures to Petition for CEUs

Not all available educational experiences will have been awarded CEUs by IAODAPCA, requiring the CARS to petition for such education/training for CEU credit. Requests are to be submitted to IAODAPCA on the petition form, with the following information:

- Documentation of attendance
- Goals and objectives of the program
- Date/length of program in clock hours
- Brochure or other document describing program content and type
- Sponsor, location, instructor and target population
- Identification of the AODA specific content and/or assessment/referral domain
- Non-refundable petition fee (\$10.00)

Requests will be reviewed within 30 days, and the CARS will be notified of the results. If recognized, the CARS will be informed of the number of CEUs awarded.

Extension of Continuing Education Requirements

Certified assessment and referral specialists unable to meet the continuing education requirements for recertification may request an extension, in writing. Extensions are \$10.00 per month for up to six months from their expiration date. To request an extension a counselor must include the biennial certification fee plus extension fee with a written request. Extensions will not be granted beyond six months. If at the end of six months of extensions the requirements for recertification have not been met, the certification will be terminated. Reinstatement shall be through completing the full certification requirement.

NOTE: The full six months extension process leaves certified assessment and referral specialists only 18 months to obtain CEUs for the current certification period.

INACTIVE STATUS

Certified assessment and referral specialists in good standing unable to meet the continuing education requirements for recertification maintenance due to health or extenuating personal reasons may place their certification on inactive status if they meet the requirements. The process for reactivation from inactive status will then be followed in the event they wish to activate their certification.

Eligibility for “Inactive Status” for CARS who are:

- Certified and in good standing, i.e., current with fees and continuing education units
- Moving to another state but remaining active in the AODA field
- Retired
- Pursuing academic coursework and not active in the AODA field
- On extended military active duty
- Having health problems or other extenuating personal circumstances
- Leaving the AODA field and choosing not to maintain certification via CEUs

Insufficient CEUs will not be accepted as rationale for requesting inactive status.

Procedure for obtaining “Inactive Status”:

- Submit a written request to IAODAPCA stating the specific reason(s) for requesting inactive status
- Include documentation for eligibility
- Surrender current original certificate to IAODAPCA. A letter from IAODAPCA will be issued acknowledging the certification is on inactive status
- Pay a \$20.00 biennial fee.

During the period of inactive status, assessment and referral specialists are considered to be without IAODAPCA certification, and cannot refer to themselves in writing or verbally as certified assessment and referral specialists.

Procedure for reactivating a certificate from “Inactive Status”:

For CARS who have left the state and continued in the AODA field:

- Submit a written request for reactivation to IAODAPCA
- Document fulfillment of requirements for certification under the laws/rules of the jurisdiction in which the work experience is occurring
- Submit payment of appropriate fees based on level of certification
- Submit a written request for reactivation to IAODAPCA
- Submit payment of appropriate fees based on level of certification

For CARS who have left the AODA field but wish to reactivate their certification **before two years have lapsed:**

- Submit a written request for reactivation to IAODAPCA
- Submit payment of appropriate fees based on level of certification
- Submit payment of reapplication fee
- Provide documentation of current AODA employment
- Provide documentation of current CEU experience

For CARS who wish to reactive their certification and have been on inactive status for **more than two years:**

- Submit a written request for reactivation to IAODAPCA
- Submit payment of appropriate fees based on level of certification
- Submit payment of reapplication fee
- Submit payment of written examination fee
- Successfully complete the written examination required for certification
- Submit current job description, on agency letterhead, signed and dated by the CARS and current supervisor and include the amount of time spent in AODA direct service

TERMINATED CERTIFICATION

Certification will be terminated for the following:

1. Failure to apply for a fee extension beyond the expiration date for renewal of certification and have not requested an extension
2. Failure to comply with the conditions of an extension by the deadline
3. Failure to document 40 continuing education units (CEUs) over the two-year period of certification and no request for extension or payment plan
4. Ethics violations

Notification Procedure For Termination Of Certification

IAODAPCA will give certified assessment and referral specialists written notice at least 30 days before their certification expires.

All requests for reinstatement must be put in writing to the Executive Director of IAODAPCA. Telephone inquiries will not be accepted. A written response will be sent to the member.

CERTIFIED ASSESSMENT AND REFERRAL SPECIALIST ASSISTANCE

Certified assessment and referral specialists have a responsibility to provide quality assessment services and also to protect the welfare of clients. They also have a responsibility to themselves, to their peers and to the field to preserve, to promote and to protect the profession and the professional image of assessment and referral specialists.

IAODAPCA has a responsibility to provide clear-cut guidelines on its position regarding certified assessment and referral specialists whose competency becomes affected by either undiagnosed illness or other problems.

As role models, certified assessment and referral specialists have the responsibility to be healthy physically, mentally, emotionally and spiritually. The responsibility of a certified professional and of IAODAPCA pertaining to an impaired certified assessment and referral specialist lies in the IAODAPCA Certified Assessment and Referral Specialist Code of Ethics.

IAODAPCA believes it is inappropriate for certified assessment and referral specialists, who develop an alcohol or other drug abuse/dependency problem that subsequently interferes with their performance of assessment services, to retain certification in good standing until the problem has been addressed and recovery has been firmly established. If certified assessment and referral specialists' professional competence or performance is impaired by emotional or mental illness, severe grief reaction, or financial problems, IAODAPCA recommends that they use an AODA Professional Assistance Program.

IAODAPCA has established this policy for two reasons:

- The CARS needs time to establish personal recovery and health.
- The CARS should not be involved with direct delivery of assessment and referral services until his or her own health is restored and he or she can provide a good role model for health and recovery.

Certified assessment and referral specialists can assist in the following ways:

- As impaired behaviors are observed, become involved in confrontation and/or interventions, formally or informally.
- Offer encouragement for actions leading to recovery.
- Inform the individual about the AODA Certified Assessment and Referral Specialist Code of Ethics and the Assessor Assistance Policy.

APPEAL PROCESS

When applicants are denied certification, question the results of the application review, question examination results or are subject to an action by IAODAPCA that they deem unjustified, they have the right to inquire and appeal. If, after having been provided an explanation or clarification of the action of IAODAPCA, applicants (complainants) still think that an action taken is unjustified, they may appeal. Complainants may appeal the decision within

30 days of receipt of the notice of denial, or any other action deemed unjustified, by sending a certified letter to the Executive Director of IAODAPCA.

If applicants wish to appeal their written examination scores, they must submit a written request to IAODAPCA within 30 days of the postmark of the examination score report. Applicants will be required to pay a fee to re-score examinations. Applicants should be aware that examination security and item banking procedures does not permit them to have access to examination questions, answer keys or other secure materials.

DISCIPLINARY REVIEW PROCESS

Certified assessment and referral specialists hold a unique position of trust and responsibility and must be aware at all times of the ethical requirements imposed on them as a result of this special position.

IAODAPCA has established a disciplinary review process that provides an avenue through which complaints can be filed about ethical conduct of an IAODAPCA certified AODA professional or an applicant to the IAODAPCA certification system.

If it is suspected that a breach of the code of ethics has occurred, it is suggested that this be brought to the assessment and referral specialist's attention first. If this does not result in a satisfactory outcome, the assessment and referral specialist's supervisor should be informed. If this action still does not result in a satisfactory outcome, an ethics complaint should be made to IAODAPCA. For a copy of this formal process, contact IAODPACA directly.

ASSESSMENT AND REFERRAL SPECIALIST PERFORMANCE DOMAINS

Performance Domain I: Screening

Task 1 - Evaluate the client by gathering all pertinent information in order to determine appropriateness and priority for assessment and referral.

Knowledge

- Interviewing techniques
- Basic information for screening procedures, including demographics, income level, and what constitutes a priority client
- Screening instruments and questionnaires
- State and federal mandates

Skill

- Listening and empathizing
- Identifying client needs
- Using the telephone
- Accessing community resources and completing related paperwork
- Interpreting data from questionnaires and interviews

Task 2 - Determine the necessity for immediate referral for emergency or interim services by assessing the information provided in order to ensure the well being of the client.

Knowledge

- What constitutes an emergency or an interim service
- Interim services
- Medical and/or mental health crises
- Local, appropriate agencies
- Available transportation in crisis situations

Skill

- Listening and recognizing medical symptoms
- Using the telephone
- Accessing emergency personnel
- Crisis management techniques

Task 3 - Inform the client of the necessary procedures to access services through oral and/or written communication to ensure client understanding.

Knowledge

- Procedures necessary to access services
- Resource availability
- Good communication
- Necessary procedures
- Behavior patterns and progress of alcohol and other drug addiction
- Patterns of misuse and abuse of alcohol and other drugs
- Substitutions in addiction process
- Specific mental disorders and their correlation to alcohol and other drug misuse
- Recipient rights and procedures
- Client confidentiality rights and state federal requirements
- Existing programs to serve clients based upon their dependency

Skill

- Communicating procedures to clients
- Maximizing resources
- Using the telephone
- Implementing necessary procedures
- Obtaining feedback when referring the client to the appropriate agencies
- Professional demeanor and appearance
- Interpreting and documenting the information received

Task 4 - Schedule the appointment for assessment by offering available times so that the client can complete intake process.

Knowledge

- Available appointment times and office hours
- Availability of assessors
- Necessary appointment information

Skill

- Organization
- Using the telephone
- Completing the paperwork in a timely fashion
- Detailing past activities using appropriate methods

Task 5 - Organize the client file by placing initial paperwork and identification numbers in a folder so that the record process can begin.

Knowledge

- File order
- Agency policy and procedures regarding file composition
- Confidentiality procedures and recipient rights

- Universal precautions

Skill

- Gathering and completing all necessary forms
- Organizing the file order

Performance Domain 2: Assessment

Task 1 - Create a comfortable, non-judgmental atmosphere conducive to client disclosure by explaining the assessor's role and the client's rights to enhance the possibility of obtaining accurate information.

Knowledge

- Components necessary to improve client's comfort level
- Roles of the assessor
- Client's rights
- Confidentiality rights

Skill

- Procuring a private setting
- Demonstrating a relaxed attitude
- Explaining the process
- Presenting the recipient rights paperwork to the clients
- Building an attitude of trust with the client

Task 2 - Determine the level of the client's substance use and other salient issues by using information from the screening and diagnostic tools, including self-administered questionnaires and drug screens, in conjunction with a traditional psychosocial interview in order to make recommendations for intervention.

Knowledge

- Alcohol and other drug use/abuse/misuse
- Impact of chemical use on the client and others
- Assessment tools
- Components of a psychosocial history
- Diagnostic and laboratory reports (urinalysis, blood tests)
- Normal range of affect
- Referral rationale for group or individual therapy

Skill

- Analyzing information
- Assimilating information from multiple sources
- Drawing accurate conclusions from information

Task 3 - Gather collateral information about the client by contacting referral sources, family members, etc., in order to gain a clear and comprehensive understanding of the client and his or her situation.

Knowledge

- Referral sources
- Clients rights
- Family members who are available to contact
- Pertinent questions to elicit comprehensive collateral information
- Various medical issues which could inhibit treatment services
- Managed care systems and the ability to access these systems

Skill

- Listening
- Interviewing
- Maintaining good rapport with agency personnel
- Eliciting information in an inoffensive manner

Task 4 - Formulate a diagnosis and/or prognosis by interpreting all available data, coupled with clinical deliberation, to contribute to the treatment recommendation.

Knowledge

- Components of a diagnosis
- Components of a prognosis
- Testing instruments and other data and how to interpret them accurately
- Clinical practices
- Various motivational techniques to empower the client toward treatment

Skill

- Reading and writing
- Using computers
- Making good judgments
- Maintain self confidence
- Motivating others

Task 5 - Determine the level of care by using established criteria to contribute to the treatment recommendation.

Knowledge

- Jellenik Chart and other basic tools such as DSM IV
- Terminology used to define addiction
- Continuum of care
- Established ASAM Levels of Priority for Care
- Standard criteria that define addiction

Skill

- Interviewing
- Summarizing data
- Assessing client motivation for treatment
- Formulating clinical impressions
- Recognizing client problems which may require ancillary services
- Writing and communicating with others

Performance Domain 3: Recommendation

Task 1 - Match the clients needs to available programs consistent with the level(s) of care and priority through research in order to maximize the effectiveness of treatment.

Knowledge

- Available services
- Priority standards
- Treatment outcomes and specialties
- Standardized level of care (OP, IOP, Residential, etc.) guidelines (ASAM)
- Personal issues, i.e., transportation or child care issues
- Importance of self-evaluation
- Legal issues

- Program standards

- Consequences of inappropriate referral
- Regulatory guidelines
- Clients strengths and limitations

Skill

- Using community resources
- Communicating with clients effectively
- Eliciting and using feedback from colleagues and supervisors
- Researching available programs in terms of type and effectiveness
- Matching programs with client needs
- Interpreting diagnostic tools (ASAM)

Task 2 - Assist the client in scheduling an intake appointment by contacting the appropriate agency in order to facilitate entrance to treatment.

Knowledge

- Appropriate resources available in the community to match client's needs
- The demographics of the general area to ensure client's convenience
- The needed releases for appropriate agencies in order to keep client confidentiality
- Each agency's working hours and/or appointment times
- Scheduling procedures at all referral agencies

Skill

- Using community resources
- Communicating and negotiating effectively
- Maintaining sensitivity to others' cultures, reading abilities, etc

Task 3 - Incorporate a team approach with area professionals, where applicable, by sharing information to ensure a comprehensive approach to treatment.

Knowledge

- Type of professionals in area and names of professionals therein
- Basic areas of responsibility of other professionals
- Common terms and language of the profession
- The internal structure of other professions (who answers to whom)
- Interdisciplinary boundaries
- Professional directories or listings
- Common working hours
- Professional privilege and limitations of disclosure
- Recommendations and objectives
- Translators or interpreters when situations call for them
- Public influences and political trends and pressures
- Funding sources of other professions

Skill

- Using basic clerical tools, such as, telephones directories, fax machines, etc.
- Writing and communicating in a manner understandable to other professions
- Expressing your objectives or positions in a fluent verbal and written manner
- Working with persons from other racial, cultural backgrounds, etc.
- Speaking effectively in public

- Working as a member of a team (compromising, negotiating, sharing areas of responsibility, etc.)

Task 4 - Determine other appropriate interventions and/or services through needs/risk assessment to address the needs of the client and referral sources.

Knowledge

- STD/TB/HIV Risk
- Medical issues and medications (the need for detox)
- Additional substance abuse related programming, i.e., pregnant mothers, detox, Medicaid programs
- Drug-free housing
- AA/NA meeting, other available support, homeless assistance, shelters, mental health resources
- Needs/risk assessment
- Special needs and agendas of referral sources
- Urinalysis and breathalyzers

Skill

- Assessing risk for STDs/TB/HIV
- Obtaining medical history
- Finding appropriate programs
- Interacting with others
- Applying both practical and technical knowledge to counseling process

Task 5 - Write a report, honoring confidentiality obligations, in order to communicate recommendations to appropriate agencies/individuals.

Knowledge

- Confidentiality issue
- Information needed in a written recommendation report
- Professional standards
- Basic legal and/or clinical terms in written communications
- Status of the client regarding mental competence, age, guardian ad litem
- Recipient rights

Skill

- Interpreting data from questionnaires and interviews
- Completing paperwork in a timely fashion
- Gathering and completing all necessary forms
- Analyzing information
- Assimilating information from multiple sources
- Reading and writing
- Writing and communicating in a manner understandable to other professions
- Applying agency/licensing standards to documentation
- Using computers

Performance Domain 4: Case Management

Task 1 - Evaluate the individual's case by reviewing progress reports and assessment materials regularly to determine if additional referrals need to be made.

Knowledge

- Agency policies, procedures and standards for record keeping
- Professional terminology and ability to interpret professional language
- Treatment plans, goal setting and methods for interpreting progress

- Secondary and ancillary service agencies
- Referral procedures and confidentiality requirements

- Follow up process with referral sources
- Range of self help fellowship available to the community
- Procedures for documenting referral and follow up

Skill

- Identifying personal and agency limitations
- Networking/interacting with outside agencies/resources
- Skill in assessing need for referral and matching client's needs with outside resources
- Presenting the rationale for referral to the client
- Interpreting written data
- Observing and responding to feedback from other professionals
- Explaining and working within confidentiality guidelines
- Record keeping and case file management

Task 2 - Review individual progress through direct contact with the client and/or service provider to determine appropriateness of the referral, the need for a change in the level of care and assure that services are coordinated.

Knowledge

- Psychological components that constitute progress (understanding treatment dynamics)
- Methods for assessing progress
- Various levels of care and components of each
- Multidisciplinary services which may be necessary in progress assessments
- Methods for collecting information about progress
- Ways to network with other professionals
- Follow up process with referral sources
- Confidentiality guidelines
- Signs and symptoms of mental/personality disorders and their implications for treatment and referral
- Relationship between alcohol and other drug abuse
- Dynamics of relapse
- Continuum of care

Skill

- Evaluating and predicting progress in clients
- Communicating with clients and providers about progress
- Collecting and interpreting necessary and compressive information to reassess referrals
- Establishing follow up process with referral sources
- Reassessing client's needs and matching them to outside sources
- Identifying and evaluating personal and agency limitations, functions and abilities
- Networking/interacting with outside resources
- Making clear, concise oral and/or written case presentations
- Assessing needs for referral to self help groups
- Motivating clients to participate in self help groups

Task 3 - Support the client by utilizing a multidisciplinary network to provide secondary and ancillary services.

Knowledge

- Local, state and federal agencies to access for clients for additional services as needed
- Written/oral communication and understanding of forms involved
- Various therapeutic methods in order to match the client to the appropriate agency

- State, federal and agency confidentiality requirements

Skill

- Interpreting client's needs to other outside resources through referral
- Interacting with other agencies and people to facilitate the client's needs outside of treatment
- Identifying limitations of the client and agencies involved

Task 4 - Maintain client records in accordance with prescribed standards to ensure thorough documentation.

Knowledge

- Agency policies, procedures and standards for record keeping
- State, federal and agency requirements with respect to confidentiality, record keeping and procedures for case file destruction
- Scheduling periodic case reviews and recording the results
- Relationship between record keeping and the counseling process

Skill

- Filling out forms completely and accurately
- Communicating concisely in verbal and written formats
- Complying to confidentiality requirements
- Identifying appropriateness of requests for information by outside agencies
- Organize data
- Applying agency/licensing standards to documentation

Task 5 - Present cases to other assessment and referral specialists to facilitate decision-making and planning, and to avoid duplication of services using oral/written communication.

Knowledge

- Policies regarding consultation
- Professional scope of services
- Confidentiality
- Professional terminology
- Ways to present information for a comprehensive case study
- Capabilities and services of other professionals
- Oral/written communication
- Continuum of care
- Multidisciplinary team functions

Skill

- Making clear, concise oral/written presentations
- Assembling and analyzing progress information
- Interpreting written/oral reports from other professionals
- Assembling and analyzing data for case consultation
- Observing, evaluating and responding to feedback from other professionals, relative to knowledge of the case
- Identifying and using sources of supervision and consultation
- Accepting and/or understanding and using peer feedback to promote client welfare

Task 6 - Provide information through appropriate contacts with outside agencies in order to ensure adequate funding for services provided.

Knowledge

- Oral/written communication in a group setting for a case study

- Local agencies to assist the client for necessary referrals

- Recipient rights procedures and appeals
- Various treatment modalities to ensure client is matched to program with appropriate funding
- Confidentiality requirements
- Ways of organizing/documenting client data for presentation to funding agencies
- Health care funding sources and other providers, policies, procedures, limitations, fees, eligibility requirements and informational needs
- Terminology specific to funding and/or insurance options

Skill

- Providing accurate information and documentation with other agencies to ensure adequate funding
- Ensuring client's rights to confidentiality are protected while providing services to other agencies
- Establishing reliable contacts through networking
- Following up and reassessing the client's needs as necessary
- Obtaining accurate information from client about his or her finances

Performance Domain 5: Outcome Evaluation

Task 1 - Track client's progression through treatment in order to determine relevant variables for subsequent data analysis by accessing client information from various sources.

Knowledge

- Variables relevant for data analysis
- Codes within the State data system
- Areas where potential data exist
- Treatment continuum

Skill

- Obtaining information (data) from various sources (treatment programs, state data systems, etc.)
- Following clients through the treatment continuum
- Using computers

Task 2 - Locate clients who have consented to participate in order to make follow-up contact by using demographic information from informed consent records.

Knowledge

- Informed consent
- Demographic information pertinent to locating clients
- Directory assistance
- Confidentiality procedures
- Follow up procedures
- Social service agencies or other institutions where client may be located

Skill

- Obtaining information from peripheral sources
- Describing follow up procedures and purpose to client
- Writing letters (regarding location of clients) and creating forms

Task 3 - Obtain objective information from the client by administering an appropriate assessment tool/instrument to determine his or her current status.

Knowledge

- Appropriate assessment tools
- Telephone and face-to-face interviewing techniques
- Objective vs. subjective information
- Instrument administration
- Signs of deceit or denial (misrepresentation)

Skill

- Probing for information
- Recognizing the signs of misrepresented information (deceit, minimization, denial)
- Quantifying subjective information
- Interviewing and intervening

Task 4 - Evaluate the effectiveness of different interventions by comparing and contrasting obtained data in order to assess change.

Knowledge

- Descriptive statistics
- Change measurement
- Sampling techniques and sources of sampling error
- Manuals for computers and computer-driven statistical packages
- Research methodologies

Skill

- Compiling and organizing data
- Evaluate statistics that describe the data
- Accurate record keeping

Task 5 - Communicate results of outcome evaluations in order to provide meaningful information regarding treatment effectiveness by generating aggregate reports.

Knowledge

- Pertinent content for evaluation reports
- Audience for the report
- How treatment effectiveness is measured
- Technical writing

Skill

- Writing reports
- Gathering and organizing information
- Describing statistical data and interpreting results

Performance Domain 6: Professional Responsibility

Task 1 - Obtain the required documentation for release of information by complying with state and federal regulations in order to protect the client's confidentiality.

Knowledge

- State, federal and agency regulations specific to substance abuse
- Confidentiality laws

- Recipient's rights/grievance process
- Consequences which could result from noncompliance with confidentiality regulations

Skill

- Interpreting state, federal, and agency regulations regarding client's confidentiality in following procedures to protect clients rights
- Explaining the rationale for decisions affecting confidentiality

Task 2 - Pursue professional/personal development by participating in appropriate activities in order to offer state-of-the-art ARMS services.

Knowledge

- Professional literature on alcohol and other drugs
- Where to secure appropriate information on current trends in alcohol, drug and related fields
- Professional associations
- Resources to promote professional/personal growth
- Professional goals and objectives
- The value of assessing personal training needs
- Education and training methods which promote personal/professional growth
- Value of consultation to enhance personal and professional growth
- Various methods used in assessing own training needs
- Relationships between physical and mental health

Skill

- Reading and comprehending professional literature
- Applying professional knowledge to specific situations
- Accessing and using current professional literature
- Selecting and participating in appropriate training programs
- Assessing personal training needs
- Eliciting and using feedback from colleagues and supervisors
- Managing and/or preventing stress
- Using prevention measures to guard against burnout

Task 3 - Maintain knowledge of community agencies' services through on-going communication to best serve client's needs.

Knowledge

- Community agencies
- Value of professional public relations
- Self help options
- Techniques of public relations
- Government agencies
- Substance abuse, mental health and related issues
- Government funding

Skill

- Communicating with others
- Comprehending written language

Task 4 - Ensure that documentation is forwarded to the appropriate agencies (persons) in an efficient and timely fashion in order to maximize continuity of services and accountability.

Knowledge

- Correct names, addresses and telephone numbers of referral sources/appropriate persons

- Appropriate postage

- Self help groups
- Correct contact person
- Value of good public relations
- State/agency requirements for documentation

Skill

- Completing written reports in a timely manner
- Obtaining all appropriate names on the release of information form
- Mailing/faxing reports in a timely fashion
- Conveying pertinent information to the referral sources over the telephone
- Informing client of when his or her report will be mailed
- Calling the referral source with an explanation of any delay in mailing a report

Task 5 - Practice ethical behavior by adhering to established professional codes of ethics in order to maintain professional standards and safeguard the best interests of clients.

Knowledge:

- Federal, state and agency codes of ethics
- Clients rights
- Professional standards of practice
- Anti-discriminatory guidelines
- Mandatory reporting requirements

Skill

- Translating professional codes of ethics into appropriate behavior
- Communicating effectively

Task 6 - Recognize the importance of individual differences by gaining knowledge about personality, cultures, lifestyles and other factors influencing client behavior in order to provide services that are sensitive to the uniqueness of the individual.

Knowledge

- Basic personality types
- Cultural differences
- Various lifestyles
- Confidentiality
- Clients' rights
- Relationship between various cultures and substance abuse
- Dynamics of family systems within various cultures
- Correlation between substance abuse and mental illness
- Sexual dysfunction
- Risk factors for suicide, homicide, domestic violence, etc.
- Human development and motivation
- Literature dealing with culture-specific needs

Skill

- Communicating with others
- Empathizing, recognizing client feelings which stem from particular cultures
- Discerning behavior which results from lifestyle
- Conveying respect
- Adapting therapeutic strategies to specific client needs
- Assessing client information in light of his or her culture/lifestyle

- Assessing own personal biases towards other cultures/lifestyle

Task 7 - Adhere to the boundaries of professional expertise by recognizing limitations of knowledge, skill and experience in order to provide the most effective services.

Knowledge

- Professional guidelines for competence
- Value of periodic self assessment
- Resources to access to enhance knowledge, skills and experience
- Consequences of not complying with limitations
- Value of assessing personal training needs
- Value of consultation to enhance professional growth
- Education/training methods which promote personal/professional growth
- Certification and credentialing requirements

Skill

- Managing stress
- Recognizing need for self assessment for personal and professional growth
- Locating and accessing resources to enhance knowledge, skill and experience
- Recognizing personal and professional strengths and limitations