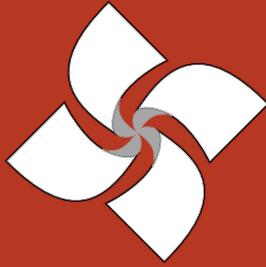


# THE NATIONAL CERTIFIED COUNSELOR



Volume 15, Number 1  
Summer/Fall 1998

National Board for Certified Counselors

## NEW NBCC BOARD MEMBERS AND OFFICERS NAMED

Dorothy Jeffries Anderson, Wayne L. Lanning, and Estela M. Pledge were elected to the NBCC Board of Directors effective July 1. Anderson and Lanning hold general directorships on the board. They replace outgoing board members John Bloom and Richard Percy. Pledge was elected to fill the one-year vacancy created by the resignation of Virginia Villarreal-Mann.

Anderson is in private practice in Memphis, TN. Lanning is a counselor educator at the University of Nevada in Las Vegas. Pledge serves as a behavioral health professional in Macomb, IL.

The NBCC Board of Directors' officers for 1998-99 are Sandra Lopez-Baez, chair; Richard Page, chair-elect; and Lynn Brueske, secretary. □

## ANNOUNCING STANDARDS AND SURVEY FOR INTERNET MENTAL HEALTH SERVICES

By Doug Guilbert and Tom Clawson

While existing Codes of Ethics and Standards of Practice have been developed as a result of experiences with face-to-face counseling, few exist for remote interactions such as correspondence, telephone, televideo, and the Internet. Recognizing that some Internet mental health services are ongoing and that this practice may be growing, the National Board for Certified Counselors (NBCC) wrote and implemented the NBCC WebCounseling Standards and, more recently, planned and called for a bilateral Forum on Internet Mental Health Practice.

At the invitation of NBCC and the Center for Credentialing and Education (CCE), the forum convened on January 9 in Bethesda, MD. Twenty-one representatives of mental health professional membership associations as well as individuals from key federal agencies attended. Participants shared information on current developments in delivery of mental health services over the Internet and began to clarify opportunities for

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## STANDARDS & SURVEY FOR INTERNET MENTAL HEALTH SERVICES

From Page 1

future collaboration. Two areas designated for such collaboration were the development and dissemination of interim "Core Standards" designed to apply to all mental health care providers, and the development of a survey intended to gather information related to organizational certificant/member experiences with what was termed "Internet mental health services."

### CORE STANDARDS

Past efforts to provide standards of practice for Internet health services include the development of WebCounseling Standards by NBCC, and a set of Core Principles resulting from the May 1997 Inter-Professional Meeting on

Standards of Practice hosted by the American Nursing Association (ANA). The NBCC WebCounseling Standards have been adopted by the NBCC Board of Directors and are available through the NBCC Internet home page ([www.nbcc.org](http://www.nbcc.org)). Relatedly, the NBCC Board of Directors has recently adopted Core Standards for National Certified Counselors who are involved in the provision of Internet mental health services. These standards represent the ongoing production of work done by a Work Group of the Inter-Professional Meeting on Standards of Practice and subsequent efforts by NBCC, and should be used in conjunction with the NBCC Code of Ethics and the NBCC Web-Counseling Standards.

The efforts of the Work Group of the Inter-Professional Meeting and Dr. John Bloom and Dr. Jim Sampson of NBCC are graciously acknowledged. The Standards adopted by the NBCC Board are as follows:

*The basic standards of professional conduct governing each mental health care profession are not altered by the use of Internet technologies to deliver mental health care, conduct research, or provide education. Developed by each profession, these standards focus in part on the practitioner's responsibility to provide ethical and high quality care on the Internet.*

*A mental health care system or mental health care practitioner cannot use the Internet as a vehicle for providing services that are not otherwise legally or professionally authorized, (e.g., setting fee structure, providing services beyond area and scope of practice).*

*Services provided via the Internet must adhere to basic assurance of quality and professional mental health care in accordance with each mental health care discipline's clinical standards. Each mental health care discipline must examine how Internet mental health practice impacts and/or changes its patterns of care delivery and how this may require modifications of existing clinical standards.*

*The use of Internet technologies does not require additional licensure; furthermore, special care should be taken to avoid licensing jurisdiction, both national and global.*

*Each mental health care profession is responsible for developing its own processes for assuring competencies in the delivery of mental health care through the use of technologies such as Internet mental health practice.*

- I. *Practice guidelines and clinical guidelines in the area of Internet mental health should be developed based on empirical evidence when available and professional consensus among all involved mental health care disciplines. The development of these guidelines may include collaboration with government agencies and among disciplines.*
- II. *The integrity and therapeutic value of the client/mental health care practitioner relationship should be maintained and not diminished by the use of Internet mental health technology.*
- III. *Confidentiality of client visits, client mental health records, and the integrity of information in a mental health care information system are essential and must be*



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# STANDARDS & SURVEY FOR INTERNET MENTAL HEALTH SERVICES

From Page 2

*maintained to the extent possible using current Internet policies.*

- IV.** Documentation requirements for Internet mental health services must be developed that assure documentation of each client encounter with recommendations and treatments, communication with other health care providers as appropriate, and adequate protections for client confidentiality.
- V.** All clients directly involved in an Internet mental health encounter must be informed about the process, attendant risks and benefits, and their rights and responsibilities, and must provide adequate informed consent.
- VI.** The safety of clients and practitioners must be ensured. Safe hardware and software, combined with demonstrated user competency, are

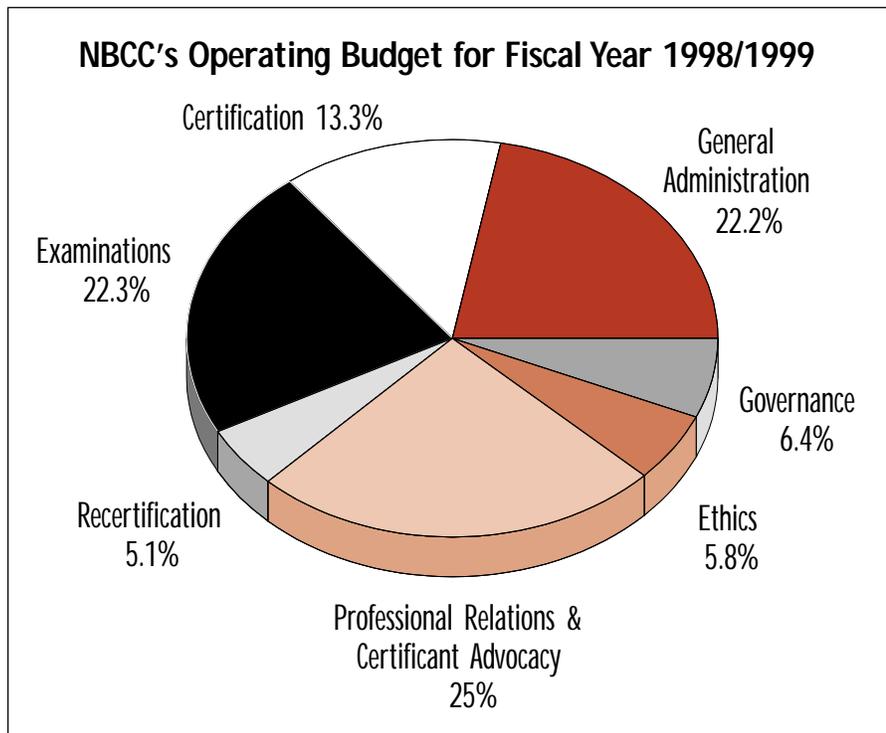
*essential components of safe mental health practice. Adequate referral sources in the client's geographic area must be documented for emergency situations.*

- VII.** A systematic and comprehensive research agenda must be developed and supported by government agencies and mental health care professions for the ongoing assessment of Internet mental health practices.
- VIII.** Geographically remote mental health care professionals are aware of location-specific conditions, events, and cultural issues that may limit credibility or lead to inappropriate interventions.
- IX.** Geographically remote mental health care professionals shall provide potential clients with appropriate referral sources.

*NBCC will continue to provide suggestions for change.*

## THE SURVEY

The second area of collaboration, the gathering of information related to organizational certificant/member experiences with Internet mental health services, has also been implemented by NBCC. NBCC has adopted a survey that is now available on an interactive basis through the Internet (available within [www.nbcc.org](http://www.nbcc.org) pages). **The survey is printed on page 4 to give you the opportunity to view it prior to logging on to the Internet should you choose to respond.** We would greatly appreciate for those who currently practice or contemplate practicing on the Internet to complete the survey as it will provide some important information for future efforts. Results will be posted and published. □



## NCC NETWORK

**Patricia B. Palmer, Ed.D., NCC,** of Rochester, NY, has produced "Healing Imagery for People Facing Cancer," a set of four relaxation and guided imagery audiotapes designed to mobilize inner healing resources. The set covers: Focus on the Immune System (Tape I), Receiving Chemotherapy (Tape II), Receiving Radiation Treatment (Tape III), and Imagery for Mobilizing Your Healing Energy (Tape IV). The tape set is available from TouchStar Productions (800-759-1294). Single audiotapes are available from Palmer (716-387-0820). □

## INTERNET MENTAL HEALTH SERVICES SURVEY

This survey is designed to be completed in less than ten minutes if you answer only the YES NO questions. However, should you have additional time, the various mental health professions that may be joining in this effort would benefit greatly from your sharing any written comments to these questions. Be aware that your answers may be posted on the Internet for any person who visits the site. You are not required to input any personal identifying information.

Please identify yourself only as

1. Someone who, at least once, has actually provided Internet Mental Health Services.
2. Someone who is interested in Internet Mental Health Practice but, as yet, has never provided such services.

### DEFINITION

For purposes of this survey, Internet Mental Health Practice 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."

### DEMOGRAPHICS

I have a state credential (license) to practice as

- |   |  |
|---|--|
| <input type="checkbox"/> a professional counselor or professional mental health counselor | <input type="checkbox"/> addictions counselor          |
| <input type="checkbox"/> psychiatrist   | <input type="checkbox"/> psychologist                  |
| <input type="checkbox"/> social worker  | <input type="checkbox"/> marriage and family counselor |
|   | <input type="checkbox"/> other                         |

I practice, but have no credential (either because the state doesn't issue credentials in my area of expertise or because I am not eligible).

The computer from which I offer my Internet Mental Health Practice is located in

- |  |                                     |
|--|-------------------------------------|
| <input type="checkbox"/> United States   | <input type="checkbox"/> Europe     |
| <input type="checkbox"/> Canada          | <input type="checkbox"/> Asia       |
| <input type="checkbox"/> Mexico          | <input type="checkbox"/> Africa     |
| <input type="checkbox"/> Central America | <input type="checkbox"/> Australia  |
| <input type="checkbox"/> South America   | <input type="checkbox"/> Antarctica |

### 1. EXTENT OF PRACTICE

**YES NO** Have you provided Internet Mental Health Services at any time in the last year?

Number of current or former clients located in

- current state or province
- another state or province
- another country

Discussion:

### 2. SCOPE OF PRACTICE

**YES NO** Do you in any way limit the scope of your Internet Mental Health Practice because of

**YES NO** — Legal Issues

**YES NO** — Ethical Issues

**YES NO** — Reimbursement Issues

**YES NO** — Certain problems inappropriate to be dealt with in this manner

Discussion:

### 3. INSURANCE ISSUES

**YES NO** Have you found a third-party payer which knowingly reimburses for Internet Mental Health Practice?

### 4. INSURANCE ISSUES

**YES NO** Have you found a liability insurance carrier which knowingly covers Internet Mental Health Practice?

### 5. METHODOLOGY

Which of the following Internet methodologies have you used?

**YES NO** Synchronous exchange of e-mail (client and therapist responding immediately to each other's e-mail)

**YES NO** Asynchronous exchange of e-mail (client and therapist responding to each other's e-mail within a specified period of time, i.e., 48 hours)

**YES NO** Support Chat Group (exchanges take place whenever client "drops-in")

**YES NO** Two-Way Videoconferencing (exchanges take place at specified periods of time, i.e, between 2-4 P.M. every Thursday)

**YES NO** "Dear Abby" services

### 6. VISUAL INPUT

**YES NO** When visual input becomes more readily available for use in the process, will you be more inclined to provide Internet Mental Health Practice services?

Discussion:

### 7. ENCRYPTION

**YES NO** Do you encrypt exchanges in your Internet Mental Health Practice?

Discussion:

### 8. FEES

**YES NO** Do you charge fees for Internet Mental Health Practice?

If yes, explain your fee structure.

Discussion:

### 9. BACKUP COUNSELOR

**YES NO** Do you identify a backup counselor in the client's locale to help the client deal with emergencies?

Discussion:

### 10. SUPERVISION

**YES NO** Is your Internet Mental Health Practice supervised?

If yes, is the supervisor

- local (i.e., available for face-to-face supervision)
- remote (i.e., available for Internet supervision)
- local and remote (available for both)

Discussion:

## REACH FOR THE STARS

By Virginia Villarreal-Mann, Past Specialty Director, NBCC Board

At the recent American Counseling Association (ACA) conference in Indianapolis, Sandy Lopez-Baez, Wyatt Kirk, and I were privileged to hear a dynamic young woman by the name of Lieutenant Colonel USAF Yvonne D. Cagle, M.D. Dr. Cagle, the keynote speaker at the Association for Multicultural Counseling and Development's luncheon, is one of 44 NASA Astronaut Candidate Mission Specialists. She and her colleagues are undergoing vigorous training for future space travel to Mars.

Dr. Cagle shared that at a very young age she would look up at the starlit night and tell her family that some day she wanted to go to the moon. Amidst their laughter and jokes, she refused to be discouraged and never lost sight of her dream. "Put wings on your mind and dream the impossible," she encouraged us.

### NATIONAL MULTICULTURAL INSTITUTE

The National Multicultural Institute is a good resource for multicultural information. It may be contacted at:

3000 Connecticut Avenue, NW,  
Suite 438

Washington, D.C. 20008-2556  
Telephone: 202-483-0700  
Web site: [www.nmci.org](http://www.nmci.org)

Her speech made me think how many dreams become, with unwavering determination, reality. Such is the case with NBCC. In 1982, this organization began as a dream of nationally certifying counselors free from state politics, mandates,



From left: Virginia Villarreal-Mann, Sandra Lopez-Baez, and Wyatt Kirk with Lieutenant Colonel USAF Yvonne D. Cagle, M.D., one of 44 NASA Astronaut Candidate Mission Specialists.

and laws. Who could have imagined that 16 years later more than 29,000 counselors throughout the country would have achieved voluntary certification? Who could have dreamed that in 1995 NBCC would incorporate two new corporations, the Center for Credentialing and Education (CCE) and the Research and Assessment Corporation for Counseling (RACC)? Would anyone in 1982 have believed that NBCC would be leading the way in the issue of WebCounseling and developing standards for the practice of WebCounseling?

NBCC has led the way in protecting the rights of counselors to have fair access to testing. With its support, the Fair Access Coalition in Testing (FACT) was formed and now more than 30 organizations are members of the coalition. Five specialty certifications have

been added, and interested groups continue to dialogue with NBCC about creating specialties or new credentials.

Dreams continue to unfold as NBCC works collaboratively with other mental health services groups in the managed care arena and as it seeks to become a truly multicultural organization.

Trailblazers and dreamers are often met with laughter, eye rolling, snickers, and the snide criticism of others. Yet it is those who give wings to their dreams, and are not boxed in by conventional wisdom, who open doors and create opportunities for others. "Dare to believe, dare to achieve," said Dr. Cagle. It is hard to speculate what will be the issues NBCC will be grappling with in the next 16 years. But I have no doubts that it will continue to build on its foundation of successes. □

## CONTINUING EDUCATION PROVIDER UPDATE

### REINSTATED PROVIDERS

**KidsPeace National**, Wecosville, PA  
#5275

**Family Therapy Institute of Washington, DC**, Rockville, MD  
#5668

**Glenda Isenhour**, Brierfield, AL, #6009

### NEW APPROVED PROVIDERS

**Mental Health Association of Montgomery County**, Rockville, MD  
#5796

**Association for the Advancement of Behavior Therapy**, New York, NY  
#5797

**Family Therapy Practice Center**, Washington, DC, #5798

**Organizational Resources**, Shreveport, LA, #5799

**The American Institute of Medical Education**, Sherman Oaks, CA, #5800

**Health Science Seminars**, Palo Alto, CA, #5801

**CORA Services**, Philadelphia, PA, #5802

**Trance\*Sand\*Dance Press**, Taos, NM  
#5803

**Orchard Park**, Wheeling, WV, #5804

**Mental Health Council of Arkansas**, Little Rock, AR, #5805

**Golden Gate University**, San Francisco, CA, #4467

**Azusa Pacific University**, Azusa, CA  
#4468

### PROVIDERS NOT RENEWING

**Chestnut Hill College**, #5171

**Winston-Salem/Forsyth County Schools**, #5187

**Reflective Agreement Institute**  
#5639

**Continuing Education Resources**  
#5640

**Tennessee Department of Education**  
#5716

**Cam Loveday, Success Motivation**  
#6038

### NEW APPROVED HOME STUDY PROGRAMS

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Order from: Journal Learning International  
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## THE NBCC STAFF TEAM

By Pam Leary, Recertification Administrator

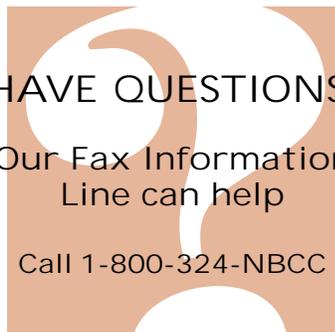
It is not widely known but two of our staff members, Susan Eubanks and I, have both had breast cancer in the last three years. NBCC staff members have been wonderfully supportive of both of us. Susan and I both realize that we weren't the only ones to suffer from our battle. Our coworkers all experienced a myriad of emotions, including a deep desire to be of help, as they watched our struggle (which, I am happy to say, seems behind us).

Recently, Susan was invited to be a team captain in the American Cancer Society's "Relay for Life," which is a fund-raising event built around teams of people keeping at least one team member on a running/walking track for 24 straight hours. Susan, in turn, invited NBCC staff members to participate by walking or donating baked goods. There was such a positive response that we were able to form an NBCC team.

Team members elicited supporters to pledge donations for each walker. There were tents and food and music to support the walkers and lots of banners and ribbons celebrating those of us who are survivors. Most significant for Susan and me was the "Survivor Lap." Our coworkers cheered as we and dozens of other survivors took our lap around the track. Susan and her husband, Ray, sold yummy barbecue, and we all sold baked goods donated by the staff.

Many organizations were represented, including the National Breast Cancer Coalition (NBCC), so we called ourselves "The Other NBCC." Susan organized our team for the relay, and we raised more than \$2,000 for cancer research. But even more importantly, we all got an opportunity to come together for a wonderful cause which has touched our entire staff very personally.

This was a healing event for all of us after three years of pretty rough going. There could not have been a better team-building exercise for the NBCC staff than the "Relay for Life." Susan and I want to express our deep gratitude and love to all the staff members who walked, baked, sat with us at our tent, donated money, and wished us well. NBCC...what a team! □



# RACC MEMORIAL HONORS THOSE DEDICATED TO THE COUNSELING PROFESSION

The Research and Assessment Corporation for Counseling, Inc. (RACC) has received another donation in memory of a deceased counselor. A contribution honoring the memory of Paula Kelly has been sent by Dr. Bette Holzberg to help promote the work of RACC. Kelly's name is being inscribed on a plaque in the RACC office.

Do you have a colleague who is now deceased who dedicated his or her life to helping others through the profession of counseling? Consider making a donation to RACC in memory of that counselor. Names of counselors so honored will be inscribed on a plaque in the RACC office and will be published in *The National Certified Counselor*. Use the form below, indicating that this is a memorial gift. If you provide the name and address of surviving family members, RACC will notify them that you have made a gift in memory of their loved one.

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NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

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- Please charge \$\_\_\_\_\_ (insert amount) to my credit card.
- VISA     MASTERCARD     AMERICAN EXPRESS

CARD NUMBER \_\_\_\_\_

EXPIRATION DATE \_\_\_\_\_

CARDHOLDER \_\_\_\_\_

SIGNATURE \_\_\_\_\_

MEMORIAL GIFT: In memory of \_\_\_\_\_

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

- May we list your name as a RACC donor in NBCC publications?
- YES     NO

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Ten percent of all National Certified Counselors (NCCs) will be contacted in the fall to participate in the most extensive job analysis of counselors to date. This job analysis study will provide invaluable information regarding the actual work practices of NCCs. Data will be used to define the roles of professional counselors and to revise the National Counselor Examination for Licensure and Certification (NCE). If you are chosen as a respondent for this study, please be sure to participate in this exciting opportunity for the counseling profession!

### NATIONAL BETA CLUB CONFERENCE

The National Beta Club will present its 12th annual National Educational Conference for Counselors and Administrators on September 28, 1998, in Essex Junction, VT. For more information, call 1-800-845-8281.

### THE INTERNATIONAL ALLIANCE FOR INVITATIONAL EDUCATION

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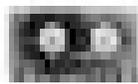
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## NBCC FAX INFORMATION LINE MENU

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
- 1006 Standards for the Ethical Practice of WebCounseling

#### 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
- 4111 Contact Hour Verification Form
- NBCC Approved CE 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 Calendar

- 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



### 1998 Level I Training

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## Eye Movement Desensitization and Reprocessing

"The speed at which change occurs during EMDR correlates with the traditional system of time as essential for psychological healing. Shapiro has integrated elements from many different schools of psychotherapy into her protocols, making EMDR applicable to a variety of clinical populations and accessible to clinicians from different orientations."

Based on a talk by Kalk, MD, Professor of Psychiatry, Boston University School of Medicine

EMDR, a specialized approach, accelerates the treatment of a wide variety of psychological complaints and self-esteem issues related to upsetting past events and present life conditions. Over 22,000 clinicians internationally have been trained by EMDR Institute, Inc. The training format consists of lectures, videotaped demonstrations and supervised practice.

One trained facilitator (for every 8 participants) will be available to assist during the experiential, supervised practice.

**Suggested Reading:** *Eye Movement Desensitization and Reprocessing: Basic Principles, Protocols and Procedures* and *EMDR: The Revolutionary Therapy for Overcoming Anxiety, Stress, and Trauma* by Dr. Shapiro, the creator of the EMDR method.

Please contact the EMDR Institute office for information on additional EMDR trainings.

## NCCs OF NOTE

**Larry Conant**, M.Ed., NCC, NCSC, of Florissant, MO, is the recipient of the St. Louis Education Equity Coalition's 1998 Educational Equity Award. Conant, a professional counselor with a private practice, was honored for his work in ameliorating gender bias and sexual harassment in schools. Conant also has received the Metro St. Louis Woman's Political Caucus 1996 Good Guy Award. Other awards include the Missourians for Students at Risk, MoStar (1998); Chi Sigma Iota (1993); Who's Who Among Human Services Professionals (1993); and Who's Who Among Students in American Universities and Colleges (1992). To book Conant for a training workshop, call 314-841-0452 or write to him at 2831 Chapel View Drive, Florissant, MO 63031.

**Brad Kochunas**, NCC, CCMHC, MAC, of Middletown, OH, has been honored by the Association for Spiritual, Ethical, and Religious Values in Counseling at the American Counseling Association's 1998 World Counseling Conference held in March in Indianapolis. Kochunas is the recipient of the 1997-1998 Biggs-Pine Outstanding Writing Award for the article, "Preserving Soul: Rescuing Diversity in the Managed Care Era," which appeared in the *Counseling and Values Journal*. The article focused upon the trend of limiting counseling to only a handful of standardized approaches acceptable to managed care companies.

Kochunas promotes alternative approaches in counseling and specializes in integrating astrology with traditional methods. Although he believes that he is the only licensed therapist in southwestern Ohio using astrology, he notes that over the last 15 years an increasing number of mental health professionals are incorporating astrology into their counseling work. He's available at SoulPsych@aol.com. □

## STATE LICENSURE UPDATE

### CONGRATULATIONS TO THE ALASKA COUNSELING ASSOCIATION

In June the governor of Alaska signed into law the newest counselor licensure legislation in the country. Plans are underway to establish a licensure board to oversee the credentialing process. The board will consist of five members including: at least one counselor in private practice, one who works in a public agency, one from a rural area, and one member of the general public who is not a counselor or related to a counselor. If a counselor is interested in serving on the Alaska licensure board, he or she should send a résumé and letter of interest to:

Cindy Smith  
Board and Commissions  
Office of the Governor  
P.O. Box 110001  
Juneau, AK 99811-0001

In the letter, persons may include how they are qualified, such as a licensable counselor, a registered voter in Alaska, from a rural area, if they work at an agency, or are in private practice.

There is no pay for the service of being a board member. The board will meet four times a year for two working days. Expenses will be paid for transportation, meals, and lodging.

### ARKANSAS

Correction: Arkansas' e-mail address is akthomas@saumag.edu.



VISIT THE  
NBCC  
WEB SITE  
Your On-line Guide  
to NBCC Information  
and Services at  
<http://www.nbcc.org>

## RECERTIFICATION NEWS

### THE NEW VERIFICATION FORM

A new Contact Hour Verification Form has been developed for your convenience in documenting continuing education contact hours when the provider charges an extra fee for a certificate or for activities where there is no certificate offered. This form can be printed from the NBCC Web site ([www.nbcc.org](http://www.nbcc.org)) or requested from the NBCC Fax Information Line (800-324-NBCC; document 4111). Please read the form carefully before filling one out. The completed forms should be stored in your NBCC Continuing Education Folder, which you received when you became certified. **DO NOT send copies to NBCC.** They will

be returned to you for storage in your file. *Make multiple copies as needed.* More copies may be requested from the Recertification Department.

### NCCS WITH A JUNE 30, 1998 EXPIRATION DATE

If your expiration date was June 30, 1998 and you have not yet turned in your recertification form, you have until December 31, 1998. In addition to the form, fee payment and any required documents must be submitted. After December 31, 1998, an extra fee and a required continuing education audit will be necessary for reinstatement of active certification. Please contact the Recertification Department if you have questions.

### NCCS WITH A DECEMBER 31, 1998 EXPIRATION DATE

If your expiration date is December 31, 1998, you should receive your recertification form by the end of November. NCCs should be sure that, by that time, you have 100 hours of continuing education completed and that you can document the hours. Contact the Recertification Department if you have questions.

### HAVE YOU READ YOUR CONTINUING EDUCATION FOLDER?

When you became certified or recertified by NBCC, you were issued a Continuing Education Folder that contains all of the requirements for recertification and continuing education. It is also a place to store and log your continuing education activity documents. The information contained in the folder is your

guide for choosing appropriate continuing education activities from either approved or non-approved continuing education providers. Please read the folder and its contents before calling the Recertification Department. If you have lost your folder, you may request a new one at no charge.

### HOME STUDY: CREDIT AND CONVENIENCE

This is a reminder that NBCC accepts continuing education credit earned through home study programs as long as the programs appear on the NBCC Approved Home Study Courses list. This list may be ordered through your fax machine by calling 1-800-324-6222. When the automated system answers, wait for the prompts and punch in your fax number and the number of the document you want. For the home study list, punch in #4001. For a full menu of available documents including the continuing education calendar of events and the list of approved providers, see the NBCC Fax Information Menu in every issue of *The National Certified Counselor*. □

## VOLUNTARY AUDITS

*The following NCCs have passed the NBCC Voluntary Audit for special recognition in continuing education. While 100 hours of continuing education are required for recertification, these NCCs have completed and documented more than 130 hours in the five-year certification period. They have received a special certificate citing this achievement and are to be congratulated for their dedication to excellence. NBCC salutes them!*

Maria Edert, #30389, Maisach, Germany  
Howard P. Wright, Sr., #7805,  
Southport, ME

AMERICAN MENTAL HEALTH  
COUNSELORS ASSOCIATION  
(AMHCA) HAS A WEB SITE  
ADDRESS:  
[WWW.AMHCA.ORG](http://WWW.AMHCA.ORG)



Please remember to reprogram your speed dial keys. NBCC's new area code is 336. Our new phone and fax numbers are:

Phone: 336-547-0607

Fax: 336-547-0017

# NBCC WEB SITE REDESIGNED

By Barbara Potts, NCC, NCSC, Special Projects Coordinator

During the spring the NBCC Internet Web site (<http://www.nbcc.org>) underwent major reconstruction with a redesign of all pages. If you have not visited lately, you are encouraged to check out the new site.

The changes have made the Web site more user-friendly. The lengthy text which required scrolling through paragraphs of information on the home page has been replaced with buttons to direct the visitor to the information sought. A useful addition at the top of the page is the NCE Registration and Status Info bar, which gives applicants information on the status of the exam date for which they are registering.

Another new feature is the NCC LINC, an online service for NCCs. Clicking on this button will allow NCCs to access valuable information and resources. Information on Ethics and WebCounseling, Affiliates and Related Sites, and Contact NBCC (by e-mail, phone, fax, or postal) is also included on the site, as well as expanded information on state credentialing of counselors.

A popular service from the old Web site which is being continued is the Need A Counselor? button. NBCC gets hundreds of requests from consumers each year for lists of counselors (general or specialists) in specific areas of the country.

Information for applicants has been expanded on the web site. They are now able to find out about requirements, deadlines, and fees, as well as to print the information booklet, application, and all necessary documentation forms. There is also a Counselor Ed Connection, with information for students and counselor educators.

Many hours of work have been put into the redesign of the web site. Hopefully, NCCs, applicants, and the public will find it helpful and easy to use. Keep watching the site as it undergoes further construction—exciting new developments are on the way! □

WEB STATISTICS			
Internet use is increasing dramatically as more and more people get online, and statistics for the NBCC Web site reflect that increase.			
	June 1997	May 1998	June 1998
<b>Home Page Hits</b>	1,260	3,952	4,237
<b>User Sessions</b>	1,824	4,089	7,097
<b>Total Hits</b>	16,606	64,751	111,239

**NBCC**  
PROMOTING  
QUALITY  
COUNSELING  
THROUGH  
CERTIFICATION

## 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.

**Don Langenberg**, #10462, Reprimand, failure to disclose reprimand by Oregon Board

**APPLICATIONS FOR THE APPROVED CLINICAL SUPERVISOR (ACS) CREDENTIAL NOW AVAILABLE**  
Applications for the NBCC Approved Clinical Supervisor (ACS) credential are now available. More than 800 applications have been mailed to people who had indicated an interest in the newest NBCC credential. Applications can be requested by calling the application request line (1-800-398-5389) or using the order form in this newsletter. Application information and forms can also be printed from our Web site: [www.nbcc.org](http://www.nbcc.org). □

## REFLECTIONS

By Wendy Charkow, Summer Fellow

My time spent at NBCC this summer as the first AAC/RACC/NBCC fellow has been interesting and educational. I have learned a great deal about the counseling profession that is not taught in graduate programs, counseling texts, or even internships. As a fellow at NBCC, I was given the opportunity to understand the critical contemporary and future-oriented issues that professional counselors face in terms of certification, licensure, the work of counselors as compared to other mental-health service providers, the pressure for accountability, and the need to educate the public about the actual work practices of counselors.

I was fortunate to work this summer in NBCC's Examination Department and gained invaluable knowledge about high-stakes testing and the procedures involved in developing and utilizing the National Counselor Examination for Licensure and Certification (NCE). In addition, the exposure to the business and corporate side of our profession that I have received at NBCC will undoubtedly guide me in my development as a well-rounded professional counselor.

I think that NBCC is a wonderful environment in which to work, learn, and interact with other professionals. The staff has been extremely helpful and friendly; they seem to go out of their way to meet the needs of their many consumers. I am grateful for the many experiences that this fellowship has given me as well as the opportunities to gain both practical knowledge and skills in working with research, assessment, and professionalization issues. □

## AAC · NBCC · RACC SUMMER FELLOWSHIP

The 1998 recipient of the Association for Assessment in Counseling (AAC) · National Board for Certified Counselors (NBCC) · Research and Assessment Corporation for Counseling (RACC) Summer Fellowship is Wendy Charkow, a native of Princeton, NJ, and a graduate student in the Department of Counseling and Educational Development at The University of North Carolina at Greensboro (UNCG).

Wendy received her Master's Degree in Community Counseling in May with a perfect A average. This fall she will be continuing as a doctoral student in Counseling and Counselor Education at UNCG. She graduated summa cum laude with her Bachelor of Science Degree in Psychology from James Madison University of Harrisonburg, VA, in 1996.

Wendy is a student member of AAC, ACA, IAMFC, and the North Carolina Counseling Association (NCCA). She has attended the ACA World Conference in 1997 and 1998. Wendy gave a presentation at the 1997 NCCA convention concerning counseling women about abortion issues and presented at the 1998 NCCA convention regarding counseling practices with bereaved children. Also, she has been actively involved in the Upsilon Nu Chi Chapter of Chi Sigma Iota (CSI). Wendy has two articles in press and one under consideration. She enjoys research and professional issues concerning assessment. Wendy's clinical and research interests also include program evaluation, bereavement, and domestic violence.

The AAC, NBCC, and RACC created the Summer Fellowship opportunity for research and professional development in assessment. The fellowship is designed to help future counseling professionals become effective and knowledgeable in working with assessment issues that are of concern to the counseling profession. AAC·NBCC·RACC Fellows will gain greater knowledge about assessment, research, licensure, and certification.

Graduate students in counseling and counselor-education programs who are selected for the eight-week fellowships will be involved with NBCC and RACC, which are located in Greensboro, NC. Fellows will have access to knowledgeable mentors and will be given opportunities to learn about the professional activities of AAC, NBCC, and RACC, and issues of concern to the counseling profession. Through meaningful work at NBCC and RACC, fellows will be exposed to a variety of operational levels concerning licensure and certification of professional counselors. □



Wendy Charkow

TIME FOR  
SPECIALTY  
CERTIFICATION

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



# NBCC ORDER FORM

QTY	ITEM	PRICE	TOTAL
	<b>Brochures &amp; Documents</b> One copy of each brochure or document may be requested at no charge.		
	Client Rights and Responsibilities Brochures	\$5.00/25	
	NCCs: Dedicated to Helping You Brochures	\$5.00/25	
	NBCC: Working for You—Benefits of Being an NCC	\$5.00/25	
	NBCC Code of Ethics	\$5.00/25	
	<b>Books &amp; Prep Guides</b>		
	Preparation Guide for the National Counselor Examination for Licensure and Certification (NCE)	\$24.95	
	National Clinical Mental Health Counseling Self-Assessment Examination	\$34.95	
	NBCC's <i>Work Behavior Analysis of Professional Counselors</i>	\$24.95	
	<i>Counselor Preparation 1996–1998, Programs, Faculty, Trends</i>	\$80.00	
	<b>Applications</b>		
	State Counselor Licensure List	No charge	
	General Practice (NCC) Information Brochure	No charge	
	General Practice (NCC) Application Packet	\$10.00	
	Counselor Educator's Express Application	No charge	
	Approved Clinical Supervisor Application	No charge	
	Specialty Application (School, Career, Gerontological, Mental Health, Addictions)	No charge	
	Provider of CE Activities Application (for use by private agencies, community colleges, school districts, etc.)	No charge	
	<b>Pins, Plaques &amp; Certificates</b>		
	NBCC Lapel Pin w/NCC Designation (cloisonne)	\$6.75	
	NBCC Lapel Pin (cloisonne and suitable for non-NCCs)	\$8.50	
	NCC Bar Pin	\$5.50	
	Specialty Pins: NCCS, NCCC, NCGG, CCMHC, MAC (circle one)	\$5.50	
	NBCC Display Plaque (complete engraving information below)*	\$29.95	
	Duplicate Certificate	\$10.00	
	<b>TOTAL</b>		

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.

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The National Board for Certified Counselors, Inc. (NBCC) values diversity. There are no barriers to certification on the basis of gender, race, creed, age, sexual orientation, or national origin.



ACCREDITED BY THE NATIONAL  
COMMISSION FOR CERTIFYING AGENCIES

## NBCC NEWSLETTER CHANGES NAME; NCC CREDENTIAL GETS NEW LOGO

As you began to read this issue of the newsletter, you may have noticed some changes. The most noticeable change is the new name—*The National Certified Counselor*. We

think this will more accurately reflect the purpose of the newsletter and the audience to whom it is directed.

  
*national certified counselor*

The new logo for the National Certified Counselor (NCC) features the lowercase letters "ncc" in a bold, red, sans-serif font. To the right of the letters is a red, stylized four-petaled flower or starburst design. Below the logo, the words "national certified counselor" are written in a red, italicized, serif font.

You also may have noticed the new, more contemporary NCC logo. The new logo has been trademarked, and NCCs will receive information about using it on business cards and letterhead.

With Volume 15, the newsletter is moving to a publication schedule of three issues per year. This is the Summer/Fall issue; the Winter issue will be mailed in December and the Spring issue in April. Regular updates on current counseling issues and events can be found on the News Wire page at the NBCC Web site ([www.nbcc.org](http://www.nbcc.org)). Plans are underway to post a monthly NBCC Now online newsletter at the Web site as well. □

### NATIONAL BOARD FOR CERTIFIED COUNSELORS, INC.

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SEE PAGE 1.