

<b>CSG</b> <b>Client Services</b> <b>Guide</b>	Date Issued  09/30/20	Subject  <b>Counseling and</b> <b>Guidance</b>	Section  <b>900</b>
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## Section 900 COUNSELING AND GUIDANCE

### 900 COUNSELING AND GUIDANCE

#### 900.1 Federal Regulations

[34 CFR 361.48](#) – Scope of vocational rehabilitation services

#### 900.2 Guidance

- **Purpose**
  - Counseling and guidance is:
    - a support service to help clients make informed choices throughout the rehabilitation process
    - one of the most substantial services the counselor provides
    - not based on financial need
    - listed on all individualized plans for employment (IPE), and provided in association with all other services planned/authorized
    - sometimes listed as the primary service on the IPE
- **Initial Considerations**
  - When counseling and guidance (C&G) is the primary service, the IPE should reflect the following:
    - Long and/or short term goals
    - Specific services to be provided
    - Where and how often the client and counselor will meet
    - Time frame to achieve the designated goals
  - When an IPE has been developed:
    - In providing quality customer service, contact with the client should be regular and ongoing as agreed upon in the IPE.
    - document the specific counseling and guidance services

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- Although counseling and guidance is not based on financial need, any related secondary services are based on financial need and all required financial documentation must be obtained.

### **900.3 Procedure**

- Document informed choice in the VR case management system.
- If authorizing a secondary service that is based on financial need, collect required financial information and file in the financial section of the case management system.
- Record progress in the case management system in accordance with timelines and specific C&G services specified in the IPE.
- The IPE must be reviewed with the client at least annually.
- There must be documentation reflecting substantial services leading to a positive employment outcome before the case is closed successfully.