

# The Twelve Core Functions and Global Criteria

## 1. SCREENING

**Screening:** the process by which a client is determined appropriate and eligible for admission to a particular program. The eligibility criteria are generally determined by the focus, target population and funding requirements of the counselor's program or agency. Many of the criteria are easily ascertained. These may include the client's age, sex, place of residence, legal status, veteran status, income level, and the referral source.

*The following supplemental expansion of this definition of "screening" may be used as a set of general guidelines:*

"Additionally it is imperative that the counselor use appropriate diagnostic criteria to determine whether the candidate's alcohol or other drug 'use' constitutes abuse. All counselors must be able to describe the criteria they use and demonstrate their competence by presenting examples of how the use of alcohol and other drugs has become dysfunctional for a particular client."

"The determination of a potential client's appropriateness for a program requires a greater degree of judgment and skill by the counselor and is influenced by the program's environment and modality (i.e., inpatient, outpatient, residential, chemotherapy, detoxification or day care). Important factors include physical condition of the client, the psychological functioning of the client, outside supports/resources, previous treatment efforts, motivation, and the philosophy of the program."

## GLOBAL CRITERIA

1. Evaluate psychological, social, and physiological signs and symptoms of alcohol and other drug use.
2. Determine the client's appropriateness for admission or referral.
3. Determine the client's eligibility for admission or referral.
4. Identify any coexisting conditions (medical, psychiatric etc.) that indicate need for additional professional assessment and/or services.
5. Adhere to applicable laws, regulations and agency policies governing alcohol and other drug abuse services.

## **2. INTAKE**

Intake: the administrative and initial procedures for admission to a program.

*The following supplemental expansion of this definition of "intake" may be used as a set of general guidelines:*

"The intake usually becomes an extension of the screening, when the decision to admit is formally made and documented. Much of the intake process includes completion of various forms. Typically, the client and the counselor fill out an admission or intake sheet, document the initial assessment, complete appropriate releases of information, collect financial data, sign consent for treatment, and assign the primary counselor."

### GLOBAL CRITERIA

6. Complete required documents for admission to the program.
7. Complete required documents for program eligibility and appropriateness.
8. Obtain appropriately signed consents for exchanging information with outside sources to protect client confidentiality and rights.

## **3. ORIENTATION**

Orientation: describing to the client:

- the general nature and goals of the program;
- the rules governing client conduct and infractions that can lead to disciplinary action or discharge from the program;
- in a nonresidential program, the hours during which services are available;
- treatment costs to be borne by the client, if any and;
- client's rights.

*The following supplemental expansion of this definition of "orientation" may be used as a set of general guidelines:*

"The orientation may be provided before, during and/or after the client's screening intake. It can be conducted in an individual, group, or family context. Portions of the orientation may include other personnel for certain specific parts of the treatment, such as medication."

#### GLOBAL CRITERIA

9. Provide an overview of the program to the client by describing program goals and objectives.
10. Provide an overview to the client by describing program rules and client obligations and rights.
11. Provide an overview to the client of the program operations.

#### **4. ASSESSMENT**

Assessment: Those procedures by which a counselor/program identifies and evaluates an individual's strengths, weaknesses, problems, and needs for the development of the treatment plan.

*The following supplemental expansion of this definition of "assessment" may be used as a set of general guidelines:*

"Although assessment is a continuing process, it is generally emphasized early in treatment. It usually results from a combination of focused interviews, testing, and/or record reviews."

"Many counselors use a General Systems perspective, which is analytic, synthetic, dynamic, and historic, simultaneously. Using this approach, the counselor would separately evaluate major life areas (i.e., physical health, vocational development, social adaptation, legal involvements, and psychological functioning). At the same time, the counselor assesses the extent to which alcohol or drug use has interfered with the client's functioning in each of these areas. Next, the counselor would attempt to determine the relationship of functioning between these life areas. The result of this assessment should suggest the focus for treatment."

#### GLOBAL CRITERIA

12. Gather relevant history from the client including but not limited to alcohol and other drug abuse using appropriate interview techniques.
13. Identify methods and procedures for obtaining corroborative information from significant secondary sources regarding client's alcohol and other drug abuse and psychosocial history.

14. Identify appropriate assessment tools.
15. Explain to the client the rationale for the use of assessment techniques in order to facilitate understanding.
16. Develop a diagnostic evaluation of the client's substance abuse and any coexisting conditions based on the results of all assessments in order to provide an integrated approach to treatment planning based on client's strengths, weaknesses, and identified problems and needs.

## **5. TREATMENT PLANNING**

Treatment Planning: the process by which the counselor and the client:

- identify and rank problems needing resolution;
- establish agreed-upon immediate and long-term goals, and;
- decide on treatment methods and the resources to be used.

*The following expanded definition of "treatment planning" may be used as a set of general guidelines:*

"The treatment contract is based on the assessment and is a product of a negotiation between the client and counselor to assure that the plan is tailored to the individual's needs. The language of the problem, goal, and strategy statements should be specific, intelligible to the client, and expressed in behavioral terms. The statement of the problem concisely elaborates to the client the need identified previously. The goal statements refer specifically to the identified problem and may include one objective or a set of objectives ultimately intended to resolve or mitigate the problem. The goals must be expressed in behavioral terms in order for the client and counselor to determine progress in treatment. The plan or strategy is a specific activity that links the problem with the goal. It describes the services, who will provide them, where they will be provided, and at what frequency. Treatment planning is a dynamic process, and the contracts must be regularly reviewed and modified as appropriate."

### **GLOBAL CRITERIA**

17. Explain assessment results to the client in an understandable manner.
18. Identify and rank problems based on individual client needs in the written treatment plan.

19. Formulate agreed upon immediate and long-term goals using behavioral terms in the written treatment plan.

20. Identify the treatment methods and resources to be utilized as appropriate for the individual client.

## **6. COUNSELING**

Counseling (Individual, Group and Significant Others): the utilization of special skills to assist individuals, families, or groups in achieving objectives through:

- explorations of a problem and its ramifications
- examination of attitudes and feelings
- consideration of alternative solutions and
- decision-making.

*The following supplemental expansion of this definition of "counseling" may be used as a set of general guidelines:*

"Counseling/Therapy is basically a relationship in which the counselor helps the client mobilize resources to resolve his/her problem and/or modify attitudes and values. The counselor must be able to demonstrate a working knowledge of at least three counseling approaches. These methods may include Reality Therapy, Behavior Therapy, Systemic Counseling, Transactional Analysis, Strategic Family Therapy, Client Centered Therapy, etc. Further, the counselor must be able to explain the rationale for using a specific approach for the particular client. For example, a behavioral approach might be suggested for clients who are resistant, manipulative, and having difficulty anticipating consequences and regulating impulses."

On the other hand, a cognitive approach may be appropriate for a client who is depressed, yet insightful and articulate.

"Also, the counselor should be able to explain his/her rationale for choosing a counseling approach in an individual, group, or significant other contact. Finally, the counselor should be able to explain why a counseling approach or context changed during treatment."

## GLOBAL CRITERIA

21. Select the counseling theory(ies) that apply(ies).
22. Apply technique(s) to assist the client, group, and/or family in exploring problems and ramifications.
23. Apply technique(s) to assist the client, group and/or family in examining the client's behavior, attitudes, and/or feelings if appropriate in the treatment setting.
24. Individualize counseling in accordance with cultural, gender, and lifestyle differences.
25. Interact with the client in an appropriate therapeutic manner.
26. Elicit solutions and decisions from the client.
27. Implement the treatment plan.

## **7. CASE MANAGEMENT**

Case Management: Activities which bring services, agencies, resources, or people together within a planned framework of action toward the achievement of established goals. It may involve liaison activities and collateral contacts.

*The following supplemental expansion of this definition of "case management" may be used as a set of general guidelines:*

"Case Management is the coordination of a multiple-service plan. By the time any alcohol and other drug abusers enter treatment, they tend to manifest dysfunction in a variety of areas. For example, a heroin addict may have hepatitis, lack job skills, and have a pending criminal charge. In this case, the counselor might monitor his medical treatment, make a referral to a vocational rehabilitation program, and communicate with representatives of the criminal justice system."

"The client may also be receiving other treatment services, such as family therapy and chemotherapy, within the same agency. These activities must be integrated into the treatment plan, and communication must be maintained with the appropriate personnel."

## GLOBAL CRITERIA

28. Coordinate services for client care.

29. Explain the rationale of case management activities to the client.

## **8. CRISIS INTERVENTION**

Crisis Intervention: Those services which respond to an alcohol and/or other drug abuser's needs during acute emotional and/or physical distress.

*The following supplemental expansion of this definition of "crisis intervention" may be used as a set of general guidelines:*

"A crisis is a decisive, crucial event in the course of treatment that threatens to compromise or destroy the rehabilitation effort. These crises may be directly related to alcohol and/or drug use (i.e., overdose or relapse) or indirectly related. The latter might include the death of a significant other, separation/divorce, arrest, suicidal gestures, psychotic episode, or outside pressure to terminate treatment."

"It is imperative that the counselor be able to mitigate or resolve the immediate problem and use the negative events to enhance the treatment effort, if possible."

## GLOBAL CRITERIA

30. Recognize the elements of the client crisis.

31. Implement an immediate course of action appropriate to the crisis.

32. Enhance overall treatment by using crisis events.

## **9. CLIENT EDUCATION**

Education: provision of information to individuals and groups, concerning alcohol and other drug abuse and the available services and resources.

*The following expanded definition of "education" may be used as a set of general guidelines:*

"Client education is provided in a variety of ways. In certain inpatient and residential programs, for example, a sequence of formal classes may be conducted using a didactic format with reading materials and films. On the other hand, an outpatient counselor may provide relevant information to the client individually and informally. In addition to alcohol and drug information, client education may include a description of self-help groups and other resources that are available to the clients and their families."

### **GLOBAL CRITERIA**

33. Present relevant alcohol and other drug use/abuse information to the client through formal and/or informal processes.

34. Present information about available alcohol and other drug services and resources.

## **10. REFERRAL**

Referral: identifying the needs of the client that cannot be met by the counselor or agency and helping the client to utilize the support systems and community resources available.

*The following supplemental expansion of this definition of "referral" may be used as a set of general guidelines:*

"In order to be competent in this function, the counselor must be familiar with community resources, both alcohol/drug and others, and be aware of the features and limitations of each service. In addition, the counselor must be able to demonstrate a working knowledge of the referral process, including the confidentiality requirements."

"Referral is obviously closely related to case management when integrated into the initial and ongoing treatment plan. It also includes, however, aftercare or discharge referrals that take into account the continuum of care."

## GLOBAL CRITERIA

35. Identify need(s) and/or problem(s) that the agency and/or counselor cannot meet.
36. Explain the rationale for the referral to the client.
37. Match client needs and/or problems to appropriate resources.
38. Adhere to applicable laws, regulations and agency policies governing procedures related to the protection of the client's confidentiality.
39. Assist the client in utilizing the support systems and community resources available.

## **11. REPORT AND RECORD KEEPING**

*Report and Record Keeping:* Charting the results of the assessment and treatment plan, and writing reports, progress notes, discharge summaries, and other client-related data.

*The following supplemental expanded definition of "report and record keeping" may be used as a set of general guidelines:*

"The report and record keeping function is extremely important. It can benefit the counselor by documenting the client's progress in achieving his/her goals. It can facilitate adequate communications between co-workers. It can assist the counselor's supervisor in providing timely feedback. It can be valuable to other programs that may provide services to the client at a later date. It can enhance the accountability of the program to its funding sources. Ultimately, if properly performed, it can enhance the client's treatment experience."

## GLOBAL CRITERIA

40. Prepare reports and relevant records integrating available information to facilitate continuum of care.
41. Chart pertinent ongoing information pertaining to the client.
42. Utilize relevant information from written documents for client care.

## **12. CONSULTATION WITH OTHER PROFESSIONALS IN REGARD TO CLIENT TREATMENT/SERVICES**

Consultation: Relating with our own and other professionals to assure comprehensive, quality care for the client.

*The following supplemental expanded definition of "working with others" may be used as a set of general guidelines:*

"Consultations are meetings for discussions, decision-making and planning. The most common consultation is the regular in-house staffing in which client cases are reviewed with other members of the treatment team. Consultations also can be conducted in individual sessions with the supervisor, other counselors, psychologists, physicians, probation officers and other service providers connected with the client's case."

### **GLOBAL CRITERIA**

43. Recognize issues that are beyond the counselor's base of knowledge and/or skill.
44. Consult with appropriate resources to ensure the provision of effective treatment services.
45. Adhere to applicable laws, regulations and agency policies governing the disclosure of client identifying data.
46. Explain the rationale for the consultation to the client, if appropriate.