Ethics and Technology in 2025:
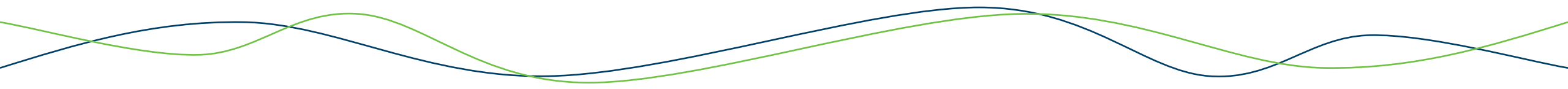## What's Fresh and What's Familiar

VR Center for Innovative Training in Vocational Rehabilitation

NTACT THE COLLABORATIVE

GW CRCRE Projects

- **Center for Innovative Training in Vocational Rehabilitation**

- **Center Website**

- **Virginia DARS EPIC Project**

- **Vocational Rehabilitation Technical Assistance Center for Quality Management**

- **National Technical Assistance Center on Transition the Collaborative**

- **VR Return on Investment Project**

- **Graduate School of Education and Human Development**

Today's Presenters

Rob Froehlich
Ed.D., LPC, CRC

Nichole Tichy
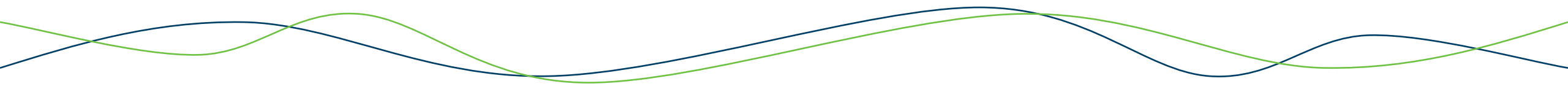**Ph.D., CRC**

Today's Learning Objectives

- **Understand the Ethical Implications of Technology Use in Counseling:**
  - Participants will be able to identify and explain key ethical considerations related to the use of technology in counseling, including issues of confidentiality, data security, and the impact of artificial intelligence on client interactions.

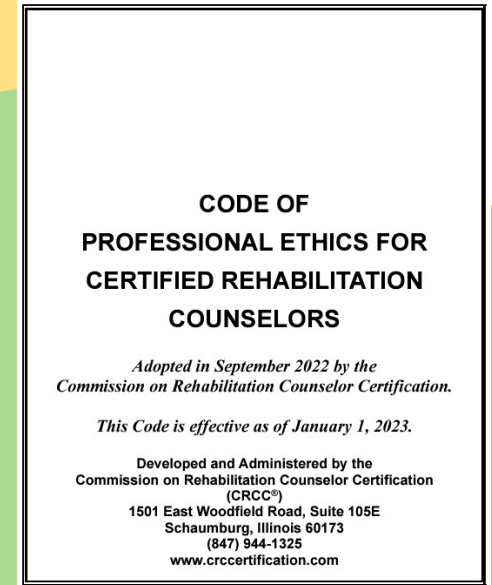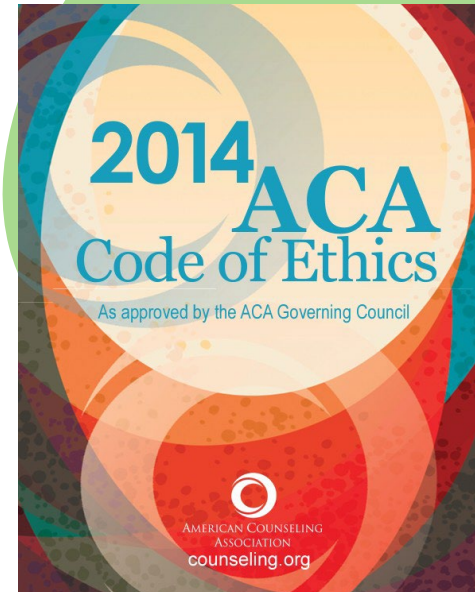- **Apply Professional Codes of Ethics to Technological Scenarios:**
  - Participants will learn to apply the CRCC Code of Professional Ethics and the ACA Code of Ethics to various technological contexts, ensuring that their counseling practices remain ethical and in compliance with professional standards.

- **Develop Strategies for Maintaining Professional Boundaries in Digital Environments:**
  - Participants will be equipped to establish and maintain appropriate professional boundaries when using digital communication tools, such as email, texting, and social media, in their counseling practices.
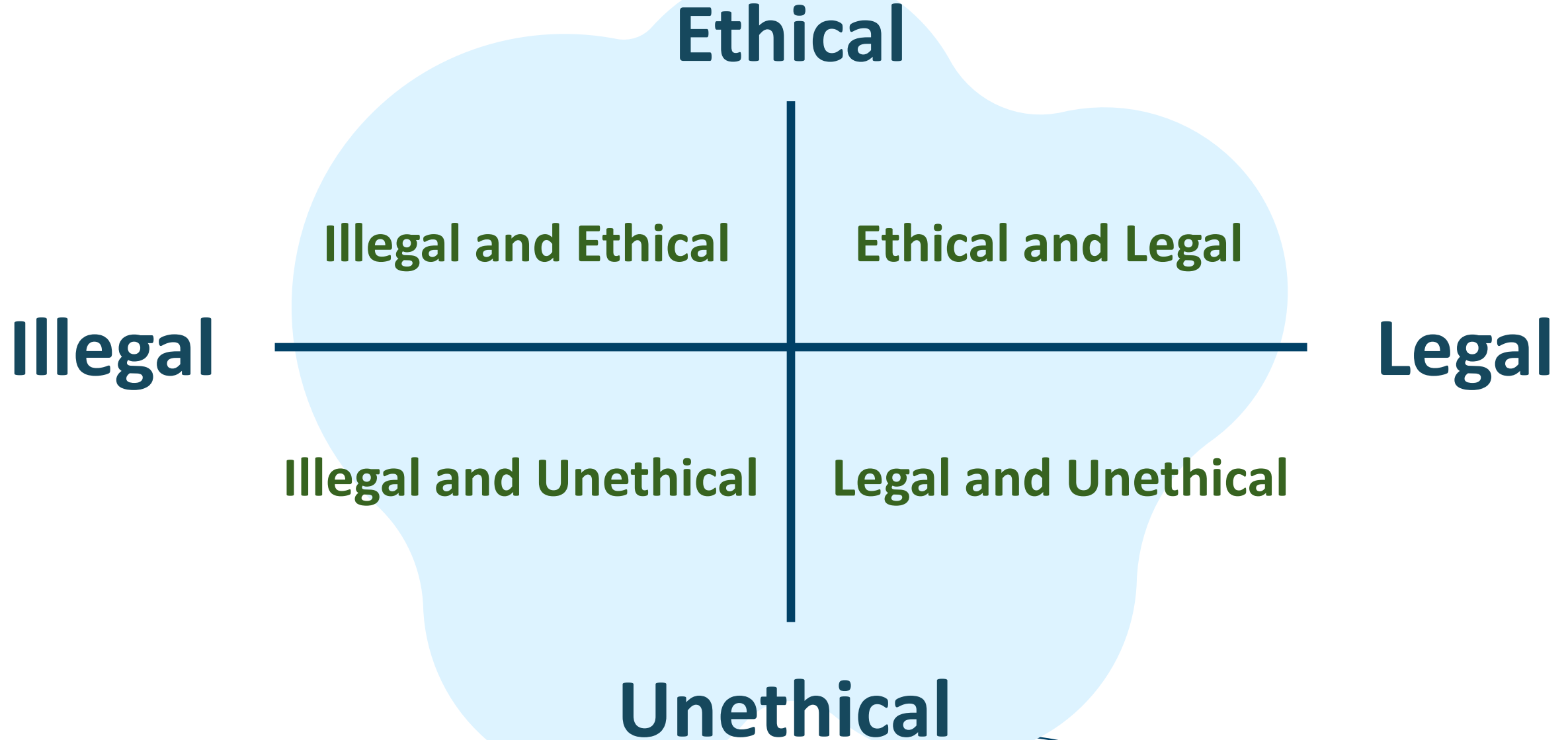
Codes of Ethics and Technology Guidance

- ## CRCC – Revised 2013

  - ### Code of Ethics for Certified Rehabilitation Counselors

- ## ACA - 2014 Revision

  - ### American Counseling Association Code of Ethics

2014 ACA Code of Ethics

As approved by the ACA Governing Council

AMERICAN COUNSELING ASSOCIATION
counseling.org

CODE OF
PROFESSIONAL ETHICS FOR
CERTIFIED REHABILITATION
COUNSELORS

Adopted in September 2022 by the
Commission on Rehabilitation Counselor Certification.

This Code is effective as of January 1, 2023.

Developed and Administered by the
Commission on Rehabilitation Counselor Certification
(CRCC®)
1501 East Woodfield Road, Suite 105E
Schaumburg, Illinois 60173
(847) 944-1325
www.crccertification.com

What Are Some Familiar Concepts To Remember?

Basic Security

- **Remember to consider basic Technology and Ethics privacy topics –**
  - headphones during virtual appointments,
  - screen lock when away from the computer,
  - not letting other folks use your credentials to log in, etc. Again, super basic but some folks are just not aware.
  - 2 factor identification
  - Use of strong passwords
- **Make sure you follow agency protocols**
  - Policies on Software Updates
  - Information Technology (IT) guidance and protocols
  - Phishing and Spam detectors
- **State Laws**
  - All 50 U.S. states, Washington, D.C., and U.S. territories have laws requiring organizations to notify individuals of security breaches involving their personal information.
  - Many states have laws prohibiting unauthorized access to computer systems and networks
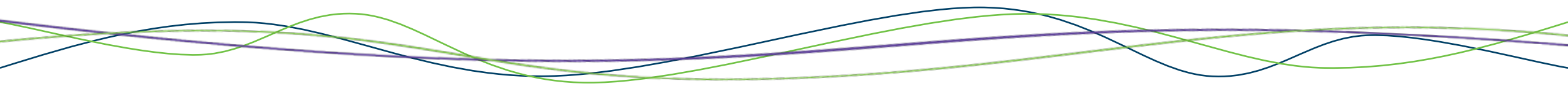
CRCC Code Section A.4.a

- **SEXUAL OR ROMANTIC RELATIONSHIPS ASSOCIATED WITH CURRENT CLIENTS.** CRCs/CCRCs are prohibited from engaging in any (e.g., electronic, virtual, online, and/or in-person) sexual or romantic interactions or relationships with current clients, their romantic partners, or their immediate family members.

Don't Forget About Other Appropriate Boundaries

- Remember **section A.4.g** extending professional boundaries can apply to technology as well as IRL

- Apply the **section A.4.h** steps that go along with extending professional boundaries
  - When is it appropriate to extend those boundaries? When is it not?

- Important to consider the limitations of electronic communication (e.g., methods, expected response times)

Communicating in your Client's Preferred Manner

- How does your client prefer to communicate, and can you accommodate that preference?

- **A.3.c** – Developmentally and Multiculturally Appropriate Communications

  - Think Accessibility

- Consider the interplay between code and policy

- **A.3.a.8** benefits and risks

- Competence and accessibility (client and counselor)

- Virtual versus In Person (we'll talk about that in a bit)

- Even basic technologies like texting, email require some consideration

Basis for Today's Presentation

- We've referred to other Code and Organizations, but most of this presentation will use the CRCC Code (CRCC, 2023) as the basis for the discussion of ethical practices and counseling.

- ***Note*** *– Part of ethical practice is acknowledging our own rationalizations and biases. Take care not to weaponize the Code or your own interpretation of the Code to justify not adhering to your organization's policies and procedures.*

- Still think creatively and question but objectively consider Confirmation Bias and how this may play into this dynamic.

What Are Some Basic Ethics and Technology Questions To Consider?

Technology as a Tool

- **When making choices regarding use of technology in counseling, a great starting question is , 'Why am I using this tool?'**

    - What do I want the technology to add to the counseling relationship?

    - What outcome and I looking for and why will the chosen technology be of assistance?

    - What do I know about the technology?

    - In what ways may the technology invite others into the counseling or therapeutic relationship?

    - Where does the data that I enter 'go'?
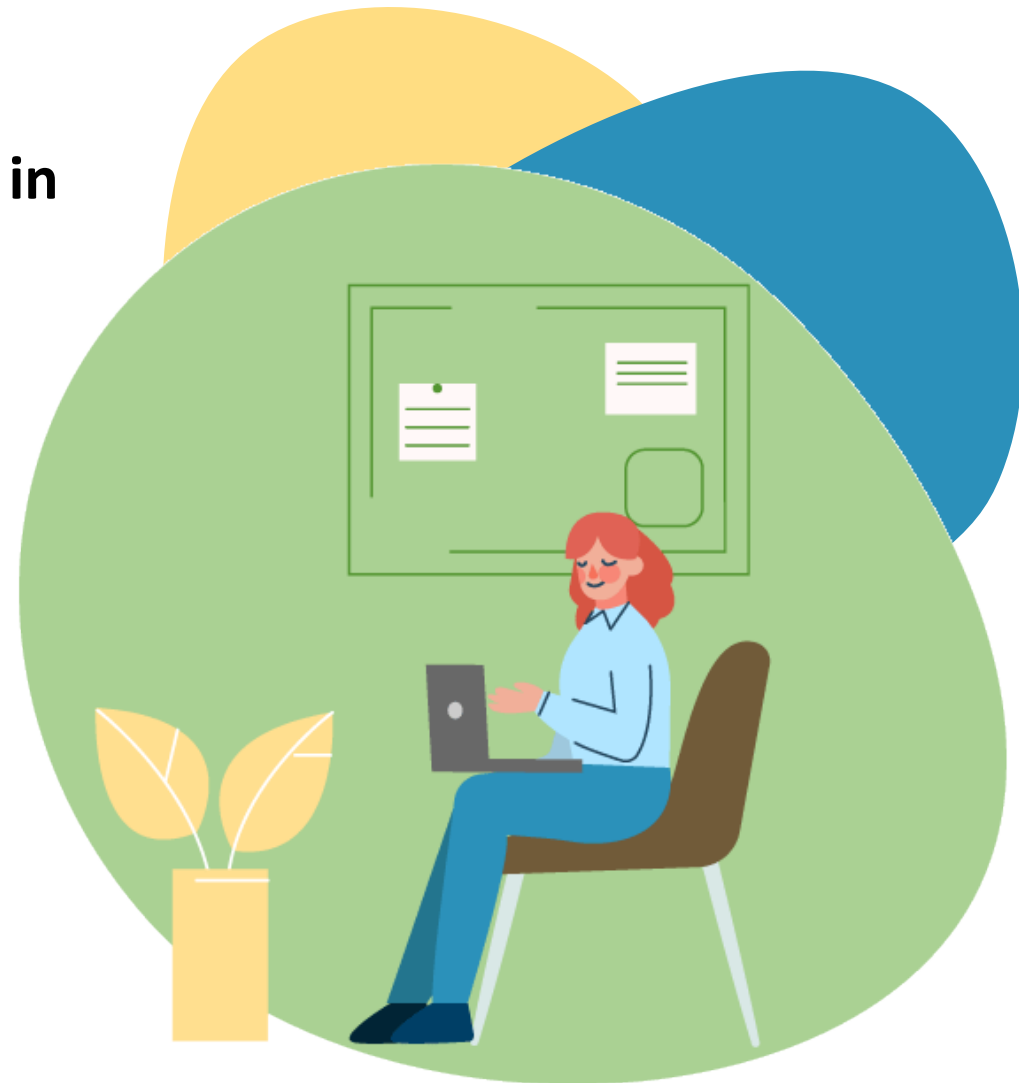
Critical Thinking and Technology Use

- Critical thinking is essential.

- It should be based upon our professional training and using that professional training to evaluate technology application/use with our clients.

- We should be 'using' technology based on our training. We should not be beholden to the information technology provides without asking important questions like 'Does that seem right?' or 'What is that decision based upon?

- This should all be part of our ethical decision making overall.

Can You Provide an Overview of Updates to the CRCC Code (2023) Regarding Technology?

Some Literature For Your Consideration

- Froehlich, R. J., Henry, J. S., Tichy, N., Hill, J. C., & Thompson, K. (2023). Rehabilitation Counselors and Technology, Social Media, and Distance Counseling: Contemporary Considerations. Rehabilitation Counseling Bulletin, 66(4), 265-273. **https://doi.org/10.1177/00343552221147219**

- Hartley, M. T., Bourgeois, P., & Clarke, B. J. (2023). Ethics of Technology Practice: Beliefs and Behaviors of Certified Rehabilitation Counselors During the COVID-19 Pandemic. *Rehabilitation counseling bulletin*, *66*(4), 244–256. **https://doi.org/10.1177/00343552221147216**

- Jo E, Kouaho W, Schueller S, & Epstein D. (2023). Exploring User Perspectives of and Ethical Experiences With Teletherapy Apps: Qualitative Analysis of User Reviews. *JMIR Mental Health*,*10*(:e49684). **https://mental.jmir.org/2023/1/e49684**

- Reamer, F. (2023). Artificial Intelligence in Social Work: Emerging Ethical Issues. *International Journal of Social Work Values and Ethics*, 20(2), 52-71. **https://doi.org/10.55521/10-020-205**

- Stoll, J., Müller, J. A., & Trachsel, M. (2020). Ethical Issues in Online Psychotherapy: A Narrative Review. *Frontiers in psychiatry*, *10*, 993. **https://doi.org/10.3389/fpsyt.2019.00993**

CRCC Code Section K: TECHNOLOGY, SOCIAL MEDIA, AND VIRTUAL COUNSELING (Some Framing Thoughts)

- **Intro –** "…CRCs/CCRCs appreciate the implications for legal and ethical practice when using technology, social media, or virtual counseling and are particularly mindful of issues related to confidentiality, accessibility, and online behavior."

Overall Directive

- **Section K.1 a. COMPETENCE.** When technology-based services are used in the counseling relationship, CRCs/CCRCs are held to the same level of expected behavior and competence as defined in the Code, regardless of the technology used or its application.

- **Remember** – competence does not mean expert, it's about having the knowledge, skills, and abilities to perform tasks effectively and ethically.

  - **For technology** – this could be understanding the benefits and limitations and compliance with ethical and legal standards

High Level Overview of Section K Subsections

- **K.1 Competence and Legal Considerations**
  - Only provide services you are qualified to provide through education, training or supervision
  - Adhere to state and federal regulations (e.g., HIPAA)
- **K.2 Accessibility**
  - Ensure technology is inclusive and consider digital literacy skills
- **K.3 Confidentiality and Disclosure**
  - Protect client data and inform clients of potential risks
- **K.4 Social Media**
  - Maintain professional boundaries
- **K.5 Virtual Counseling**
  - Evaluate appropriateness for clients and have plans for crisis situations

Basics on Confidentiality

- **PII – Personally Identifiable Information –** Anything that can be used to identify a person. (name, address, social security number or other identifying number or code, telephone number, email address, etc.)

- **PHI – Protected Health Information -** Protected health information (PHI) is any information in the medical record or designated record set that can be used to identify an individual and that was created, used, or disclosed in the course of providing a health care service such as diagnosis or treatment.

Social Media

- **Strengths and Benefits**

- **Limitations**

- **Evolution of Social Media Across CRC Policies/Code**

- **Recommended Use of Social Media**

Do You Standardize Your Statement on Social Media and on How Your Clients Can Access You?

- How do you work basic technology like texts into the counseling relationship?

- How do you articulate this to clients?

- How do you communicate your approach to counseling and technology (and there are many appropriate such approaches) to your client so you are treating all clients similarly?

Digital Footprint – Client and Counselor

- **Searching Client Outside of Session**

  - Are you looking because you are curious?

  - Are you looking with an employment related

  - intention?

  - Is there a way you can involve the consumer in this process?

  - Do you have a standard you use to make decisions on this topic so that you are not profiling consumers?

- **Counselor and Client Confidentiality and evolutions**

CRCC Section K.4.a

- **PROFESSIONAL ELECTRONIC PRESENCE.** If CRCs/CCRCs choose to have a professional social media presence that is separate and apart from their personal social media presence, they clearly display the purpose and limits of the professional page. CRCs/CCRCs maintain professionalism, integrity, and honesty in all electronic platforms interactions in which they are in their counselor role, avoiding making statements or sharing content that is not relevant to the profession.

CRCC Code Section K.4.b

- **MONITORING SOCIAL MEDIA.** CRCs/CCRCs recognize that information posted on social media sites is largely permanent and easily shared beyond the privacy settings of any particular site. CRCs/CCRCs take reasonable steps to monitor for and remove or correct potentially harmful information shared on sites they establish for their professional presence.

CRCC Section K.4.c

- **SOCIAL MEDIA AND INFORMED CONSENT.** CRCs/CCRCs clearly explain to their clients, as part of the informed consent procedure, the benefits, limitations, and boundaries of the use of social media in the provision of services. As part of appropriate boundaries, CRCs/CCRCs include an explicit statement in the disclosure regarding non-acceptance of friend or follow requests from clients on their personal social media accounts. After termination of the rehabilitation counseling relationship, CRCs/CCRCs determine for themselves if they will accept personal friend or follow requests from former clients. Additionally, CRCs/CCRCs work within their organizations to develop and clearly communicate a social media policy so the social media practice is transparent, consistent, and easily understood by clients. When discrepancies 36 exist between agency policy and the Code, CRCs/CCRCs advocate to align policies with the Code. If CRCs/CCRCs choose to have a professional social media page, they can provide this information to clients.

CRCC Code Section K.4.d

- **PRIVACY IN SOCIAL MEDIA.** CRCs/CCRCs respect the privacy of their client's presence on social media and avoid searching a client's virtual presence unless relevant to the rehabilitation counseling process. If a CRCs/CCRCs may search a client's virtual presence, this is disclosed in advance. CRCs/CCRCs caution clients of the potential impact that social media use may have on the counseling relationship and discuss the benefits and risks of using social media within the rehabilitation counseling process.

Note Taking Bots and Virtual Meetings

- **Consideration the benefits and the risks.**

- **Is it client information or is it process or procedural?**

- **Use of critical thinking to make that decision.**

- **If there is a possibility that HIPAA (PII, PHI) related information will be discussed, avoid using Bots.**

Zoom Accessibility and Follow Up

Meeting Accessibility

- Closed captioning and participant chat enabled for this meeting

- Participants are muted throughout today's presentation

- Viewer options available when hovering cursor over the bottom of your screen

- Spanish translation available

- Meeting transcript available for download

Dissemination of Meeting Highlights and Resources

- Notes/resources will be shared via email, post-meeting

- Link and passcode to zoom recording will be provided

AI Notetaking Bots

- Will be removed from meeting to maintain confidentiality and accuracy of information shared

Consider Accessibility:
If You Can't Access the Technology,
You Can't Use the Technology

CRCC Code of Ethics as Potential Source
Section K - Technology

- **K.2. a - ACQUISITION AND USE OF TECHNOLOGY.**

- **K.2. b - ACCESSING TECHNOLOGY.**

CRCC Code Section K.2.a

- **ACQUISITION AND USE OF TECHNOLOGY.** When providing technology-assisted services, CRCs/CCRCs ensure that technology and equipment used, purchased, or recommended for a client is in an accessible platform that meets the needs of the client. To ensure reasonable actions are implemented with security and confidentiality, CRCs/CCRCs use technology-based communications that allow for encryption and/or password protection. CRCs/CCRCs ensure technology is individualized, accessible, and meets language preferences.

CRCC Code Section K.2.b

- **ACCESSING TECHNOLOGY.** In considering technology-assisted services, CRCs/CCRCs are responsible for guiding clients to obtain reasonable access to pertinent applications. CRCs/CCRCs must carefully assess a client's emotional, physical, intellectual, and linguistic capabilities to understand the application's purpose and functionality as it pertains to their needs, as well as their ability to utilize the technology-assisted services.

What Are Some Virtual Counseling Considerations?

How Do Counselor Licensure Laws Relate to Virtual Counseling?

- **Practice across state lines**
  - Licensure portability
  - Counseling Compacts
- **Standards in technology**
  - Competence in Usage
  - Confidentiality Requirements
- **Crisis and Emergency Situations – are there policies and protocols in place?**
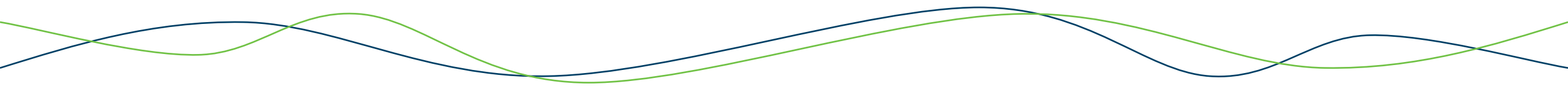- **Accessibility and Equity**
- **Including Legal Disclosures**
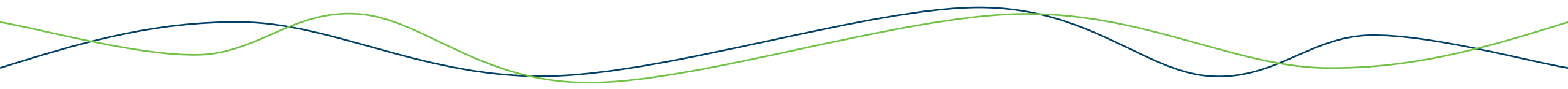
Virtual Counseling Considerations

- **Two major factors to consider:**

  - Privacy

  - Appropriateness
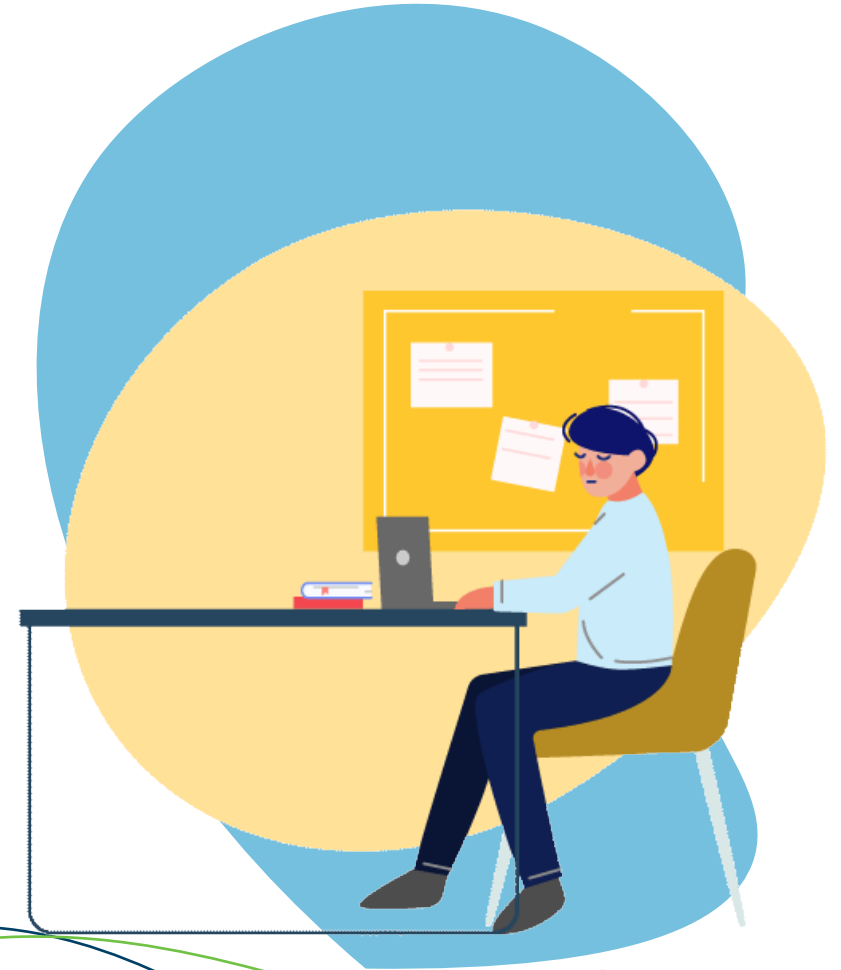
What About the Data?

- Is what I am using HIPAA compliant?

- Who can access whatever PII or PHI info I enter?

- Is there a more conservative way to get the info I am looking for with less potential for outside access?

- Where is the data that I enter housed? (Where does it go?)

- Firewall, Black Box

- Check your agency's guidance and policies…

Decision Making and Who's Needs?

- **Is virtual the preference of the client?**

- **Is it a preferred agency approach, or is in person preferred?**

- **Is there an evidence-based practice?**

- **What can I do if there is a mismatch between client's preference and agencies' preference?**

- **How can I collaborate when there is a dilemma?**

- **Who is virtual counseling best for and who is it not?**

- **This decision needs to be Individualized, just like our services...**

Getting the Counselor Ready

- **What does the law say?**

- **What does agency policy say?**

- **Who is a good candidate and who isn't?**

- **How do I engage the client?**

- **What to expect?**

- **What if something goes wrong?**

- **What are some Emergency Resources locally?**
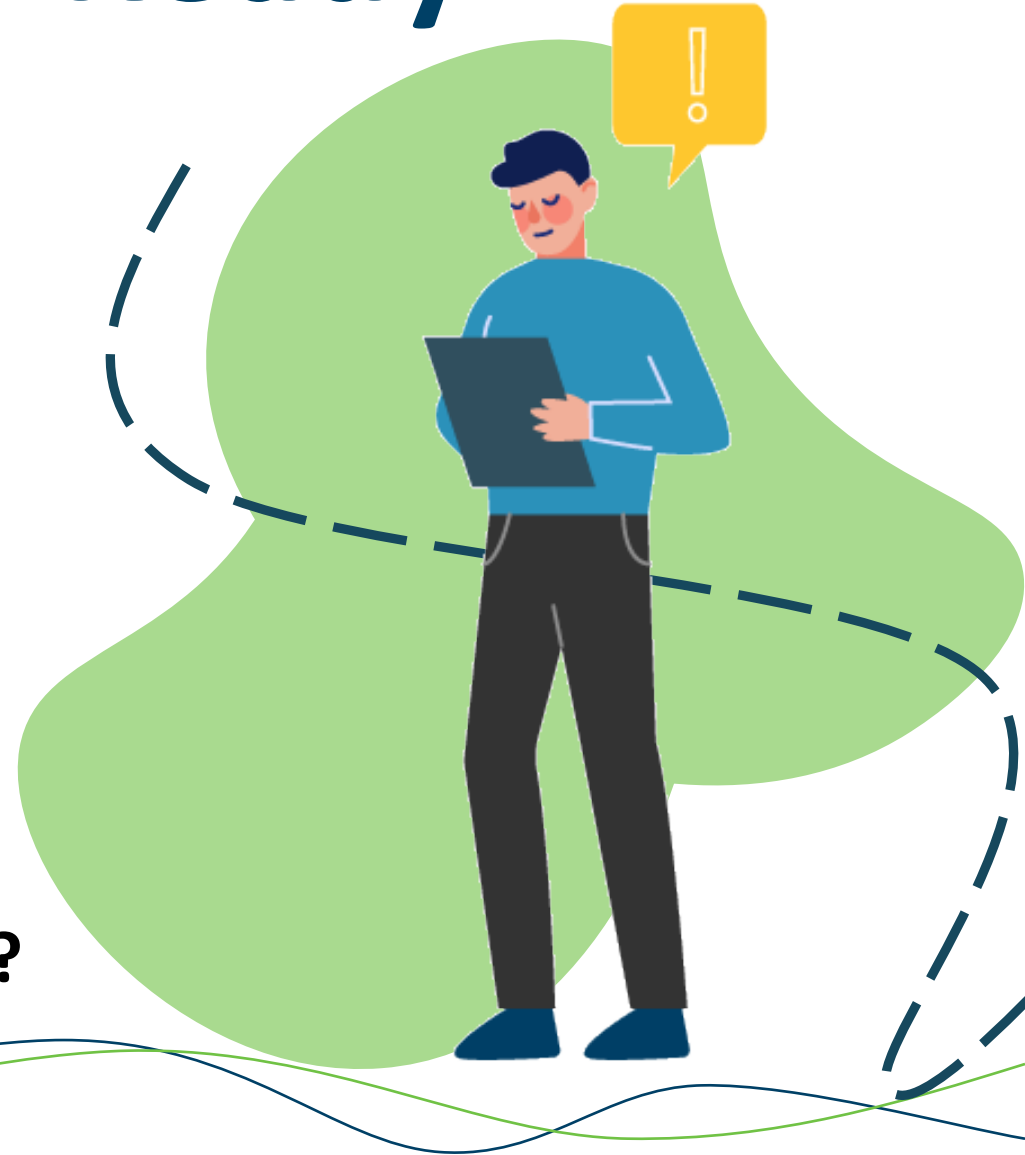
Getting the Client Ready

- **What can I expect regarding virtual counseling?**

- **How should I set up my environment?**

- **Consider the professional nature of the session.**

- **Review roles/relationships in counseling.**

- **Articulate the anticipated outcomes.**

What about Electronic Signatures?

- Some solid guidance is to check with your organizations legal counsel or administrators for guidance in your state/organization.

- Another excellent sources is:

 - **Electronic Signature Laws and Regulations for the United States**

Electronic Signature Considerations

- **ESIGN Act (2000): Grants electronic signatures the same legal status as handwritten signatures for interstate or international commerce.**
    - Requirements: Intent to sign, consent to electronic transactions, opt-out options, signed copies, and record retention.
    - Excludes documents like wills, codicils, and family law matters.
- **Uniform Electronic Transactions Act (UETA, 1999): Adopted by 49 states and U.S. territories; ensures legal recognition of electronic signatures and records.**
    - Exemptions: Wills, birth/death certificates, and testamentary trusts.
- **New York's ESRA: State-specific law recognizing electronic signatures with similar legal standing as handwritten signatures but with additional oversight and exclusions for specific documents.**
- **Additional Insights**
    - **Blockchain Technology:** States like Arizona, Nevada, and Tennessee have amended UETA to recognize blockchain-secured electronic signatures and smart contracts.
    - a type of distributed ledger technology that allows data to be securely stored and shared across a network of computers without the need for a central authority.
    - **Document Restrictions:** Some documents, such as marriage, birth, death certificates, and certain family law matters, often require physical ("wet") signatures.

Supervision as it Pertains to Technology

- **If you don't know, ask…**

- **We can't all be experts on all things technological, but we can be expert on finding someone who is…**
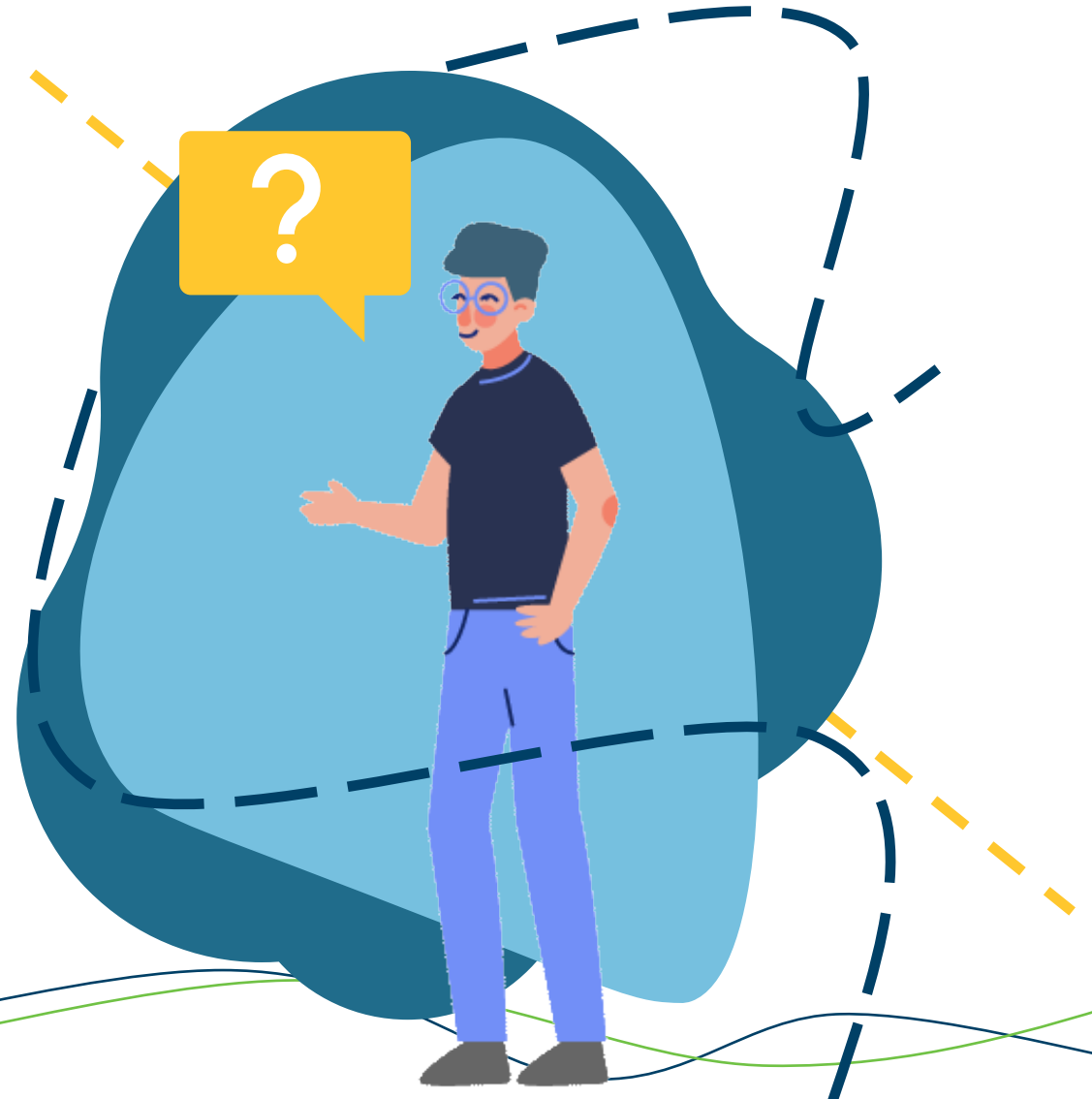
Artificial Intelligence and Counseling

How Can I Approach AI?

- Don't be afraid but proceed with caution.

- It's not all bad or all good.

- A good analogy for where we are with AI is where we as a field have been and how we have developed secondary to social media.

- Initially the field's response was not now not ever…

- But as the world has evolved so has the code.

- Focus has changed to include the use of critical thinking and decision-making models to make a choice to use or to avoid.
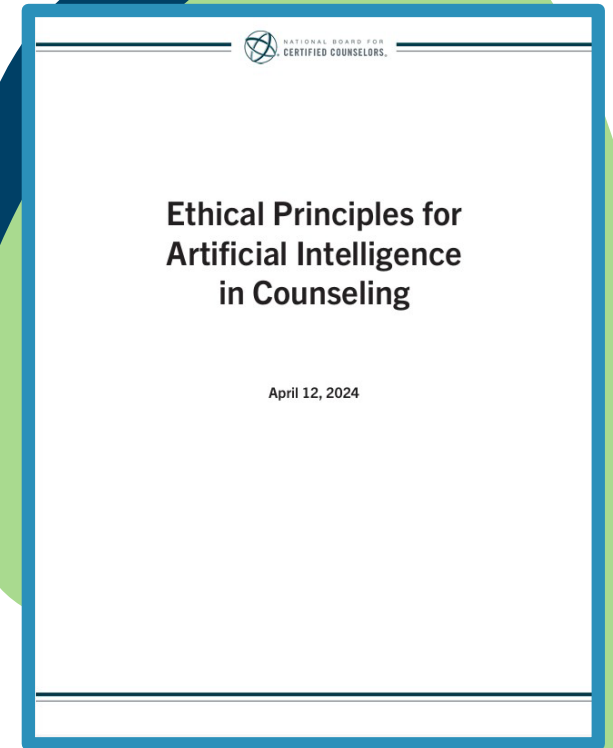
Professional Organizations and Additional Guidance on AI

NBCC Guiding Document

- **National Board for Certified Counselors – Ethical Principles for Artificial Intelligence in Counseling**

ACA Recommendations

- **Recommendations for Practicing Counselors and Their Use of AI**

What is Artificial Intelligence (AI)?

- **AI is a branch of computer science focused on creating systems capable of performing tasks that typically require human intelligence. These tasks include learning, reasoning, problem-solving, understanding natural language, perception, and decision-making.**

  - Basically, it's math. It's a series of linear regression utilizing predictive analytics to analyze patterns to predict relevant information

- **How does ChatGPT work?**

  - It predicts the next best word based on thousands of previous input words; basically (n+1)

AI Benefits

- **Increased Efficiency and Productivity**

  - AI automates repetitive tasks, freeing up human workers for more creative and complex responsibilities.

- **Enhanced Accuracy and Precision**

  - AI minimizes human error in data processing, decision-making, and repetitive tasks.

- **Personalized User Experience**

  - AI provides tailored recommendations on streaming platforms, e-commerce sites, and learning tools (think Netflix recommendations).

- **Cost savings**

- **Solving complex problems**

  - AI systems can analyze vast amounts of data and detect patterns, enabling solutions to issues in areas like climate change, disease control, and logistics.

- **Advancements in Healthcare**
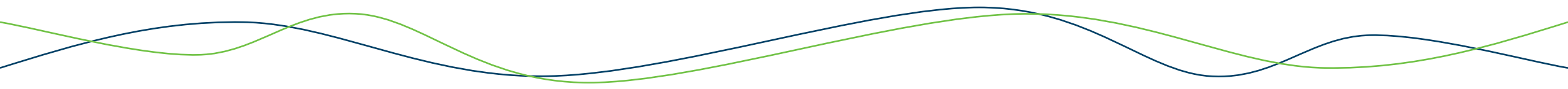
- **Improved Decision-Making**

- **Enhanced Safety**

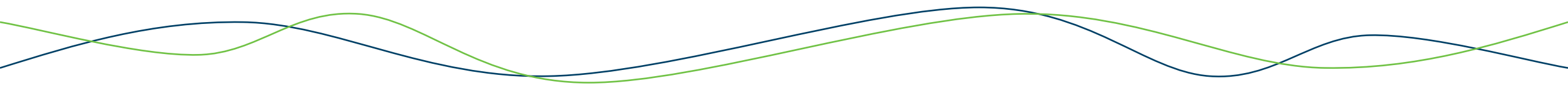 - AI-powered surveillance systems improve public safety by identifying threats.

- **Accessibility**

  - AI enhances accessibility for people with disabilities through tools

- **Innovation and Creativity**

Risks and Consequences of AI Usage

- **Ethical Concerns**

- **Privacy and Security Risks**

- **Dependence on AI**

  - **Overreliance:** Excessive reliance on AI systems may lead to reduced human skills and critical thinking abilities.

- **Weaponization**

- **Misinformation and Manipulation**

  - **Deepfakes:** AI-generated videos and audio can create realistic but false content, spreading misinformation or tarnishing reputations.

- **Inequality in Access**

  - **Digital Divide:** The adoption of AI technologies may widen the gap between wealthy and underdeveloped regions or communities that cannot afford advanced systems.

- **Ethical Use of Autonomous Systems -** AI errors in diagnosis or treatment can have life-threatening consequences.

- **Loss of Human Interaction**

- **Lack of Regulation**

AI and Accessibility Considerations

This too is a mixed bag that requires some decision making:
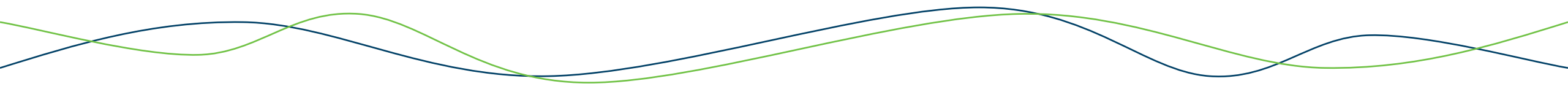
Positives:

- Can be used as a tool for individuals who have a difficult time picking up on social cues or context
  - Ex: "Take this response and make it empathic."
- AI in education could assist students with disabilities with note-taking.

Challenges:

- AI screening can screen out individuals who should actually be screened in regarding employment. (ATS or Applicant Tracking Systems);
- If AI is recording lectures to create notes, that raises potential concerns for faculty members regarding consent

ACA
AI Work Group Recommendations for Counselors

- Learn more about the essentials of artificial intelligence, its subfields, and its applications to mental health.

- Stay open, informed, and educated.

- Avoid over-reliance on AI.

- Recognize that AI may contain bias and be capable of discrimination.

- Career counselors and those who address employment issues should stay informed about how automation is shaping the world of work.

- Advocate for transparency in AI algorithms.

- Maintain transparency and informed consent.

- Leverage AI for data-driven insights.

- Ensure data security and privacy.

- Counselors should empower clients to communicate about their AI use.

- Supervisors can use AI to enhance the development of supervisees.

- Counselors must understand the limitations of AI in diagnosis and assessment in all counseling settings.

- Consider conducting research on the intersection of AI and counseling.

APA: Artificial Intelligence and the Field of Psychology, August 2024

Artificial Intelligence and the Field of Psychology

- The unique role of the APA and psychology in relation to AI can be categorized as falling within three interrelated domains:

  - **Shaping AI's Societal Impact**: Examples include the creation, perpetuation, and mitigation of misinformation and bias; creation, implementation, and improvement of effective digital literacy tools; and effects of AI on the behavior and wellbeing of children, adults, and society at large.

  - **Using AI to Promote Health and Wellbeing**: Examples include advance population health, increase access to care, reduce inequities in health outcomes, increase early intervention, mitigate health risks, tailor prevention strategies, and broadly promote personal wellbeing.

  - **Addressing and Upholding Ethics and Privacy Related to AI**: how to identify and mitigate ethical and privacy violations that may exist within AI platforms.

APA Journals Policy on Generative AI

APA's current policies on generative AI are:

- When a generative AI model is used in the drafting of a manuscript for an APA publication, the use of AI must be disclosed in the methods sections and cited.

- AI cannot be named as an author on an APA scholarly publication.

- When AI is cited in an APA scholarly publication, the author must employ the software citation template, which includes specifying in the methods sections how, when, and to what extent AI was used. Authors in APA publications are required to upload the full output of the AI as supplement material.

What's in the CRCC Code?

Section E: Professional Responsibility

- **E.1.a. Boundaries of competence**

- **E.1.b. New Specialty Areas of Practice**

- **E.1.d. Avoiding Harm**

- **E.1.g. Continuing Education**

"CRCs/CCRCs aspire to open, honest, and accurate communication in dealing with other professionals and the public. CRCs/CCRCs facilitate access to rehabilitation counseling services, practice in a nondiscriminatory manner within the boundaries of professional and personal competence and have a responsibility to abide by the Code" (CRCC, 2023, Section E).

Emphasis on Boundaries of Competence

E.1. PROFESSIONAL COMPETENCE

- **a. BOUNDARIES OF COMPETENCE.** CRCs/CCRCs practice only within the boundaries of their competence, based on their education, training, supervised experience, professional credentials, and appropriate professional experience. CRCs/CCRCs do not misrepresent their competence to clients or others.

- **b. NEW SPECIALTY AREAS OF PRACTICE.** CRCs/CCRCs transitioning into specialty areas requiring new core competencies begin practicing only after having obtained appropriate consultation, education, training, and/or supervised experience. While developing skills in new specialty areas, CRCs/CCRCs make reasonable efforts to ensure the competence of their work and to protect clients from possible harm.

Avoiding Harm

E.1. PROFESSIONAL COMPETENCE

- **d. AVOIDING HARM.** CRCs/CCRCs act to avoid harming clients, students, employees, supervisees, and research participants and to minimize or to remedy unavoidable or unanticipated harm.

- **Ethical Principle:**

  - **Nonmaleficence:** To do no harm to others
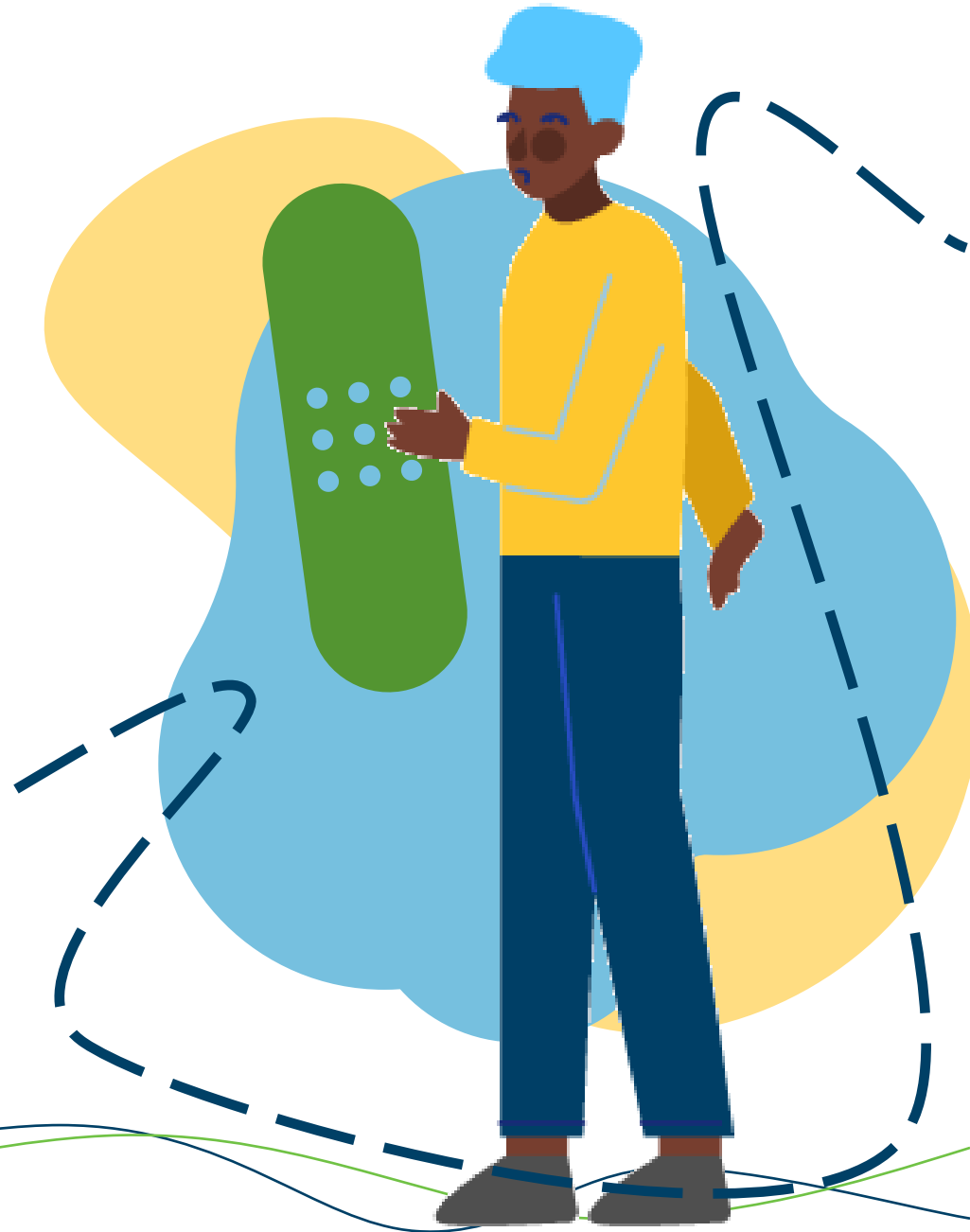
Key Reasons for Professional Responsibility

- **Protecting Client Well-Being - Counselors must prioritize client welfare by acting in their best interest and advocating for equitable opportunities.**
- **Upholding Ethical Standards (e.g., Autonomy Beneficence, Justice)**
- **Maintaining Confidentiality and Privacy**
  - Professional responsibility ensures that counselors safeguard this data and communicate its limits to clients, protecting them from discrimination or harm.
- **Balancing Multiple Stakeholder Interests**
  - Counselors must balance the interests of their clients, employers, and funding organizations ethically, ensuring client needs remain the priority while fulfilling obligations to stakeholders.

- **Addressing Emerging Challenges with Technology and AI**
  - The increasing use of digital tools, AI-driven platforms, and telehealth services in VR counseling introduces new ethical considerations.
- **Promoting Advocacy and Inclusion**
- **Ensuring Competence and Professional Growth**
- **Preventing and Managing Conflicts of Interest**
- **Building Trust and Accountability - the foundation of trust between counselors, clients, and stakeholders**

What are some AI Tools People are Using?

Platforms

Different Types of Platforms

- Natural Language Processing (NLP) Tools
  - **ChatGPT**
  - **Grammarly**
- Speech Recognition and Voice AI
  - **Amazon Alexa**
  - **Otter.ai**
- Predictive Analytics
  - **Tableau AI**

- Smart Assistants
  - **Apple Intelligence**
  - **Google Assistant**
  - **Microsoft Copilot**
- Specialized AI tools
  - **Goblin Tools**

AI in Vocational Rehabilitation Counseling

Sara is a client communication hub designed to improve efficiency in human services, including Vocational Rehabilitation (VR), by automating communication, scheduling, and compliance-related tasks.

Saraworks

Key Features:

- **Communication:** Centralized platform for text, email, video calls, and electronic signatures.

- **Compliance:** Automated case notes and document exchange integrated with major CMS platforms to ensure regulatory compliance.

- **Scheduling:** Client self-scheduling and automated reminders to streamline service delivery.

- **Automation:** Workflow templates and bulk outreach capabilities to enhance caseworker efficiency.

- **Benefits for VR Agencies:**

  - Reduces administrative burdens, allowing counselors to focus on client needs.

  - Ensures compliance with state and federal regulations (e.g., HIPAA, NIST 800-53).

  - Improves client engagement through real-time communication and accessibility.

- **Security:** Hosted on secure, FedRAMP-approved AWS GovCloud, ensuring high data protection standards.

- **Applications in Vocational Rehabilitation:**

  - Supports high caseloads by automating repetitive tasks.

  - Enhances client outcomes through better communication and streamlined service delivery.

  - Enables VR counselors to focus on personalized service rather than administrative overhead.

Beyond VR Tools and AI

- **AI to get ahead in school**

- **Grief Bots/Ghost Bots**

- **Relationship or sexual role-playing AI platforms**

Technology Evolves

- As the application to technology continues to evolve, one of the essential roles of the rehabilitation counselor is to keep up with understanding that evolution, and to put in place ethical 'guardrails' to minimize potentially harmful effects.

- We hope to continue to be a source of information as you continue along that journey.
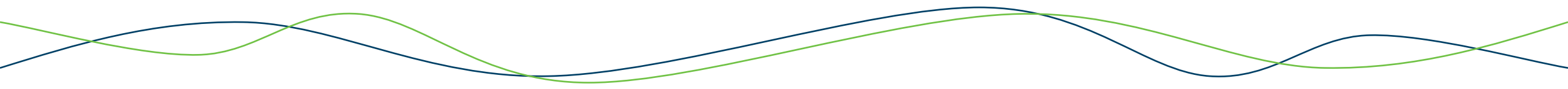
Thank You!

We appreciate the time you have taken to view this webinar and to consider ethical implications of the technology you use in your provision of counseling.

Dr. Froehlich

rfro@gwu.edu

(202)994-7126

Dr. Tichy

nbean2@email.gwu.edu