Human Services Career Cluster

1. Evaluate principles of planning, development, implementation and evaluation to accomplish long-range goals in the human services.

   **HU 1.1**: Design programs or activities to meet the needs of individuals and families.
   **Sample Indicators:**
   - Document that programs and activities effectively address needs.

   **HU 1.2**: Analyze data and information to meet the needs of individuals and families.
   **Sample Indicators:**
   - Retrieve, analyze and interpret data.
   - Describe and accurately summarize information/data using charts, graphs and descriptive statistics.

   **HU 1.3**: Accomplish team objectives to meet organizational needs.
   **Sample Indicators:**
   - Provide professional development opportunities for improvement.
   - Document that team objectives have been met.

2. Evaluate the role of the family, community and human services in society and the economy.

   **HU 2.1**: Provide services that are sensitive to cultural, religious, disability and gender issues.
   **Sample Indicators:**
   - Participate in workshops and training programs that relate to these issues.

   **HU 2.2**: Describe the types of human services provided in a community.
   **Sample Indicators:**
   - Give examples of each type of service and its major functions.
   - Identify specific occupations within these services.

   **HU 2.3**: Evaluate the role human service providers have on the economic condition of a community.
   **Sample Indicators:**
   - Describe the benefits provided by the human service providers.
   - Portray how a community would be affected if human service providers were not available.
   - Determine the role of prevention education in addressing issues of society.

3. Use effective communication with human services clients and their families.

   **HU 3.1**: Develop organizational priorities that reflect the organization's mission.
   **Sample Indicators:**
• Assist in setting organizational priorities to ensure quality.

HU 3.2: Develop practices that are sensitive to cultural, religious, disability and gender issues.

Sample Indicators:
• Set up and/or participate in workshops relating to cultural, religious, disability and gender issues specific to human services careers.
• Develop service guidelines with other co-workers.

HU 3.3: Maintain working relationships with individuals, co-workers, and family.

Sample Indicators:
• Use interpersonal skills to build effective working relationships.
• Identify basic needs of children, individuals and families.

HU 3.4: Follow regulations and organizational policies and procedures to assure a safe and healthy environment.

Sample Indicators:
• Document information regarding questionable health or safety issues.
• Train personnel on regulations and policies concerning a safe and healthy workplace.

HU 3.5: Provide written procedures and policies for protecting the health and safety of all individuals.

Sample Indicators:
• Present evidence of written procedures and policies.

4. Demonstrate ethical and legal conduct in human services settings.

HU 4.1: Prevent personal liability by following legal requirements.

Sample Indicators:
• Assess adherence to appropriate personal liability requirements.

HU 4.2: Implement procedures to protect the health and safety of all individuals.

Sample Indicators:
• Document and report emergency situations and outcomes to appropriate authorities.

HU 4.3: Explain the role of government in human services.

Sample Indicators:
• Identify agencies that monitor human services facilities and operations.
• Provide examples of government intervention/actions in a human services operation.

HU 4.4: Comply with legal requirement to assure appropriate conduct.

Sample Indicators:
• Assess and document legal compliance.
HU 4.5: Apply specific organizational policies and rules to a specific work situation.
Sample Indicators:
- Locate and identify specific organizational policy, rule or procedure to assist with a given situation.
- Select the appropriate document as a reference for the situation.

HU 4.6: Maintain compliance by seeking ethical and legal guidance from appropriate sources.
Sample Indicators:
- Document, review, and resolve ethical and legal conflicts.

HU 4.7: Demonstrate knowledge of rules and laws designed to promote safety and health.
Sample Indicators:
- Identify key rights of employees related to occupational safety and health.
- Identify the responsibilities of employers related to occupational safety and health.
- Identify rights of clients/customers.

5. Evaluate career opportunities in each of the Human Services Career Pathways.

HU 5.1: Practice skills in a chosen career path to gain familiarity with technical processes.
Sample Indicators:
- Maintain successful employment.
- Explore entrepreneurial opportunities.

HU 5.2: Meet education and state-specific requirements for a career in human services.
Sample Indicators:
- Present legitimate credentials at job interview.
- Document continuing education classes.
- Present licensing and certification requirements.

HU 5.3: Participate in career planning for human services.
Sample Indicators:
- Assess personal interests and skills needed for success.
- Explore family and consumer science educational programs.
- Identify sources of career information and training.

6. Explain how human development principles enhance the well-being of individuals and families.

HU 6.1: Demonstrate services that align with human development principles.
Sample Indicators:
- Assess and document the satisfaction of clients/customers/participants with services provided.
- Recommend best products, plans or services for clients/consumers.
- Produce plans showing benefits for clients/consumers.
- Identify services needed to meet the essential needs of children, individuals and families.

HU 6.2: Act as a community educator and advocate for the profession.
Sample Indicators:
- Explain the role of a professional in the area of expertise to community groups.
- Join professional associations and organizations and serve in leadership capacity.

HU 6.3: Assist individuals in making informed decisions.
Sample Indicators:
- Describe alternatives and help identify potential barriers.
- Help client to understand potential outcomes.
- Demonstrate the understanding of individual needs at various ages, stages and developmental milestones.

Consumer Services Career Pathway (HU-CSM)

1. Obtain necessary credentials, licensures or state-specific requirements to prepare for a career in consumer services.

HU-CSM 1.1: Examine consumer services laws and ethics to prepare for careers that require state licensure and/or careers that require specific credentials or skills.
Sample Indicators:
- Attend education classes to prepare for licensure examinations.
- Pass examinations for licensures and maintain licensures with continuing education credits.
- Plan educational program to assure career requirements are met.

HU-CSM 1.2: Complete continuing education requirements.
Sample Indicators:
- Document completion of continuing education classes.
- Maintain current and marketable business

2. Communicate product or equipment features that meet the needs of clients and consumers.

HU-CSM 2.1: Demonstrate product/equipment features to clients and consumers.
Sample Indicators:
- Confirm clients/consumers’ understanding of product/equipment features.
- Answer client and consumer questions confidently and accurately.
HU-CSM 2.2: Conduct research on products and services.
Sample Indicators:
- Locate and synthesize product/service information.
- Discuss research findings in everyday language.

3. Make consumer services recommendations meeting the needs of clients or customers.

HU-CSM 3.1: Motivate clients.
Sample Indicators:
- Listen attentively.
- Speak courteously and respectfully.
- Include clients/consumers in planning.
- Defuse clients/consumer’s anger or skepticism.
- Resolve conflicting interests.
- Respond to client/consumer objections or complaints so that client/consumer shows satisfaction.

HU-CSM 3.2: Apply client/consumer service techniques to complete transactions.
Sample Indicators:
- Manage objections with courtesy and defuse them.
- Facilitate clients/consumer's follow-through with the transaction.
- Maintain client/consumer relationship as client/consumer returns for services and refers others.

HU-CSM 3.3: Elicit financial information and preferences through interviews with clients/consumers.
Sample Indicators:
- Obtain all necessary information.
- Identify client/consumer preferences.

HU-CSM 3.4: Advise customers using appropriate and relevant information.
Sample Indicators:
- Respond to questions appropriately.
- Evaluate risk/reward relationships of consumer’s preferences.
- Recommend options related to situation.
- Follow up with client/consumer on outcome of plan implementation.

4. Analyze financial/economic situations when making recommendations about consumer services.

HU-CSM 4.1: Evaluate client/consumer resources versus product costs and client risk tolerance level.
Sample Indicators:
• Evaluate client/consumer resources versus cost.
• Educate client/consumer about most beneficial choices.
• Recommend best products, plans, or services for client/consumer.

HU-CSM 4.2: Synthesize economic principles, client/consumer data, and math skills to produce comprehensive budgets, purchasing plans, and/or financial plans.
Sample Indicators:
• Produce attainable and manageable plans.
• Produce plans showing benefits for clients/consumers.

HU-CSM 4.3: Create plan to balance purchases, budgets, businesses, real estate investments or portfolio investments.
Sample Indicators:
• Produce balanced plan, explaining to client/consumer how the plan provides balance.

HU-CSM 4.4: Consult with co-workers or those knowledgeable in a field of expertise when needed to expedite solutions to problems.
Sample Indicators:
• Refer client/consumer to others if client/consumer will be better served.

HU-CSM 4.5: Develop client/consumer recommendations using the appropriate investing or purchasing strategy.
Sample Indicators:
• Analyze client/consumer's assets and purchasing power.
• Evaluate options and choose options for maximum return and minimum risk.
• Synthesize elements to produce purchase or investment recommendations that satisfy clients/consumers.

5. Use standard business processes or procedures to create consumer service information and facilitate client interactions.

HU-CSM 5.1: Develop client/consumer recommendations using the appropriate investing or purchasing strategy.
Sample Indicators:
• Manage numerical information using a calculator.

HU-CSM 5.2: Use appropriate computer applications.
Sample Indicators:
• Use Internet to access current information.
• Use Microsoft Word, Power Point and Excel.
• Write, send, and receive e-mail.
• Use specialized software to prepare needed documents, accurately representing market analyses, contracts, projected outcomes, amortization, etc.
• Use desktop software to produce advertising materials.
• Create documents for client/consumer and office use.
• Create website for Internet advertising.

HU-CSM 5.3: Use computer technology to maintain product and client information.
Sample Indicators:
• Create product information such as brochures.
• Establish and update customer database.

6. Use a variety of methods to educate audiences about consumer services.

HU-CSM 6.1: Present comprehensive subject or product information.
Sample Indicators:
• Provide customized oral presentations and visual materials to specific audiences.
• Confirm clients'/customers' understanding of product/equipment features.

HU-CSM 6.2: Select and use key information to advertise consumer services.
Sample Indicators:
• Use the concept of 3-4 primary "info bites" for advertising in various forms of media.

7. Demonstrate knowledge of ethical and legal responsibilities associated with providing consumer services.

HU-CSM 7.1: Model behaviors that demonstrate stewardship of client/consumer assets.
Sample Indicators:
• Provide beneficial help and suggestions to client/consumer.
• Recognize when a client/consumer needs an advocate, and follow through with meeting these needs.

HU-CSM 7.2: Model ethical behaviors in the relationship with a consumer services client/consumer.
Sample Indicators:
• Offer prompt, honest, and efficient services.
• Protect client/consumer from fraud, deceit or misrepresentation.
• Immediately disclose any conflicts of interest.
• Make recommendations for service based on the preferences and needs of the client/consumer.

HU-CSM 7.3: Comply with the letter and spirit of laws and regulations related to retail, governmental or private services.
Sample Indicators:
• Document any questionable conduct.

HU-CSM 7.4: Inform clients and customers about protection agencies and their rights related to fraudulent practices.
Sample Indicators:
• Identify agencies and contact information of consumer protection agencies.

8. Apply business procedures and utilize equipment and facilities to produce satisfying client outcomes.

HU-CSM 8.1: Manage funds.
Sample Indicators:
• Provide accurate records of receipts and disbursements.
• Recommend options regarding investments, insurance, retirement, etc.
• Create financial plan or purchasing plan for client.

HU-CSM 8.2: Advise clients using appropriate and relevant information.
Sample Indicators:
• Complete paperwork for orders/purchases with accuracy.
• Provide desired product to consumer.
• Demonstrate product/equipment features to clients and customers.

HU-CSM 8.3: Provide a safe, accessible, and psychologically suitable environment for client/consumer.
Sample Indicators:
• Evaluate accessibility to transportation.
• Evaluate safety and security of the location.
• Implement elements of a non-threatening environment.

Counseling & Mental Health Services Career Pathway (HU-CMH)

1. Use clear written, spoken and non-verbal messages when communicating with clients about mental health services and the counseling process.

HU-CMH 1:1: Explain mental health services based on the individual’s choice and preference.
Sample Indicators:
• Evaluate client's state of readiness for counseling or other mental health services.
• Document informed consent.

HU-CMH 1:2: Select an effective strategy to educate the client about the counseling process by synthesizing information collected.
Sample Indicators:
• Document client acknowledgement of financial responsibilities.
• Speak clearly, understandably and to the point.
• Analyze nonverbal behavior.
• Ask open-ended questions.

HU-CMH 1.3: Establish rapport, and enhance client confidence.
Sample Indicators:
• Listen attentively with eye contact.
• Accurately repeat, rephrase or interpret.
• Display non-threatening body language.
• Evaluate client’s readiness for an open discussion.
• Use the communication skills required to manage conflict with client.

HU-CMH 1.4: Document client information and safeguard to maintain client confidentiality.
Sample Indicators:
• Prepare accurate and concise records including progress notes and discharge summaries.
• Follow confidentiality guidelines.
• Report in a timely manner.

2. Utilize functional and specialized assessments to evaluate needs and solutions for counseling and mental health.

HU-CMH 2.1: Prepare file documents by evaluating and interpreting information.
Sample Indicators:
• Obtain past records whenever possible.
• Obtain releases for information and consults with past mental health providers or others who may have helpful information.

HU-CMH 2.2: Recognize issues and/or problems based on client participation.
Sample Indicators:
• Present evaluation for client response.
• Address any denial of issues.

HU-CMH 2.3: Suggest solutions that incorporate client’s perceptions.
Sample Indicators:
• Contract for counseling plan.
• Collaborate with client to draw up a resource list.

HU-CMH 2.4: Evaluate client's progress in a timely manner.
Sample Indicators:
• Review progress notes and counseling plans routinely.
• Communicate in unambiguous terms, avoiding technical language and jargon.
• Encourage comments and questions.

HU-CMH 2.5: Research interventions and theories that may be relevant.
Sample Indicators:
• Use proactive approach to problem-solving.
• Develop a research-based plan to treat each client individually.
• Document the use of updated theory and knowledge and associated results.

3. Evaluate client motivation, strengths and weaknesses to develop a client treatment program.

HU-CMH 3.1: Refer client to other service providers to serve unusual or unexpected needs.
Sample Indicators:
• Match services to client level of need for least restrictive level of care.
• Choose therapeutic strategy based on evaluation.

HU-CMH 3.2: Create solutions to solve problems.
Sample Indicators:
• Evaluate options with client.
• Negotiate agreement for using chosen solutions.

HU-CMH 3.3: Evaluate success with client by comparing progress with desired objectives.
Sample Indicators:
• Time-limit treatment, based on progress.
• Negotiate discharge with client.

HU-CMH 3.4: Interpret client information to recommend proper care for crisis interventions.
Sample Indicators:
• Provide recommended level of care.
• Provide client with resources to follow-through on recommendations.

HU-CMH 3.5: Inform clients and supervisors about problems, solutions, successes, plans and implementations.
Sample Indicators:
• Know and use organizational hierarchy.
• Follow organizational and legal procedures regarding duty to report, crisis intervention and out of the ordinary events.

4. Demonstrate knowledge of an operational mental health or counseling program that meets organizational goals.
HU-CMH 4.1: Meet contractual obligations based on organizational policies and procedures.
Sample Indicators:
- Access information quickly.
- Create a solution to enhance beneficial aspects of the organization and minimize malignant aspects of the organization.

HU-CMH 4.2: Use resources for effective response to clients.
Sample Indicators:
- Use telephone, fax, and email for timely turnarounds.
- Identify educational resources and support groups.
- Collect data using online assessments.
- Assist in career planning and job search opportunities for clients.

HU-CMH 4.3: Provide a suitable facility to create a welcoming environment.
Sample Indicators:
- Evaluate accessibility to transportation.
- Evaluate safety and security.
- Provide a functional work environment, including equipment and utilities.
- Plan furniture, rooms, and decor for a non-threatening environment.
- Use business behaviors that provide privacy, autonomy and dignity for clients from diverse backgrounds.

5. Demonstrate the ethical and legal responsibilities of counseling and mental health services.

HU-CMH 5.1: Follow privacy regulations to ensure confidentiality of client information.
Sample Indicators:
- Guard session information.
- Keeps records inaccessible to the general public.

HU-CMH 5.2: Keep current on changing laws to ensure that all legal guidelines are followed.
Sample Indicators:
- Report abuse cases.
- Report life-threatening situations after evaluating the intensity of suicidal or homicidal intent.
- Release client records only under subpoena.

6. Choose appropriate counseling and therapy techniques to serve identified needs.

HU-CMH 6.1: Create on-target solutions through assessment of difficulties with individual clients.
Sample Indicators:
- Document that client remains in treatment until discharged.
- Document that client adjusts as predicted.
• Document that client refers others.
• Document that client returns when other problems arise.

HU-CMH 6.2: Use techniques effectively and consistently to inspire client confidence.
Sample Indicators:
• Attend to client verbal behaviors, and respond consistently.
• Attend to client nonverbal behaviors, and respond consistently.

HU-CMH 6.3: Collaborate with clients to establish a milieu that encourages learning and change.
Sample Indicators:
• Document client’s interest in assignments and follow-through.
• Document client’s follow-through with recommendations and change.

HU-CMH 6.4: Collaborate with clients to develop solutions aligning to their cultural backgrounds.
Sample Indicators:
• Document that collaborations produce effective solutions resulting in client change.

Early Childhood Development & Services Career Pathway (HU-EC)

1. Demonstrate communication techniques with children to facilitate ongoing development and enhance learning.

HU-EC 1:1: Interact with child as an individual and in group settings.
Sample Indicators:
• Interact with children on their level (e.g., bend down to engage children and provide support).
• Confirm that staff members question children when appropriate.
• Regularly engage parents in conversations concerning their child’s development, child development in general, and current issues in the program or classroom.
• Regularly engage children in meaningful conversations about areas of interest to the child.
• Ask children to comment and question openly and often.
• Rephrase and respond to comments appropriately and accurately.

HU-EC 1:2: Provide a positive role model to the children.
Sample Indicators:
• Interact with child in a positive manner.
• Use grammatically correct speech in communication.

HU-EC 1:3: Engage children in meaningful and developmentally appropriate conversations to enhance learning and direct behavior.
Sample Indicators:
• Regularly engage children in meaningful conversations about areas of interest to the child.
- Confirm that children understand and respond by following directions.
- Use strategies when providing guidance/intervention for inappropriate behavior (e.g., redirection, appropriate choices, etc.).
- Ask children for input on classroom rules and routines.

2. Communicate effectively with fellow staff members to facilitate child development activities.

**HU-EC 2:1:** Communicate about classroom activities.
*Sample Indicators:*
- Communicate scheduled meetings to parents and family.
- Keep accurate meeting records.
- Implement action plans that are agreed to by all parties.

**HU-EC 2:2:** Communicate about the developmental abilities of the children in the classroom.
*Sample Indicators:*
- Document in clear, concise writing the child's development and services provided.
- Keep accurate records up-to-date and readily available.

**HU-EC 2:3:** Communicate information with staff and family members.
*Sample Indicators:*
- Develop a system that enables communication to be shared as appropriate and needed.
- Develop a system to assure continual contact with parents, guardians and caregivers.

**HU-EC 2:4:** Document and share intervention strategies (when needed) regarding typical and atypical child development.
*Sample Indicators:*
- Respond quickly to situations that require adult intervention, such as injury or behavior issues.
- Take immediate action to help a child, which may include first aid or calling 911.
- Inform supervisor of problem and action.
- Document incident report.

3. Maintain working knowledge of child development licensing and certification organizations to keep abreast of current procedures and changes.

**HU-EC 3:1:** Identify appropriate licensing regulations.
*Sample Indicators:*
- Document that program is compliant with current licensing regulations.

**HU-EC 3:2:** Respond to all licensing and certification communications in a timely manner.
*Sample Indicators:*
- Maintain required credentials.
HU-EC 3.3: Initiate communication as needed to resolve situations.
Sample Indicators:
- Respond proactively when problems arise.
- Follow through with suggestions provided.

HU-EC 3.4: Cooperate with all service providers.
Sample Indicators:
- Respond to requests or concerns.
- Follow through with solutions in a timely manner.

HU-EC 3.5: Meet state-specific early childhood requirements for employment and licensing regulations.
Sample Indicators:
- Document employee CDA certifications.
- Document continuing education classes.

4. Create and maintain relationships between staff and parents/family members to encourage involvement and facilitate child development and learning.

HU-EC 4.1: Develop activities that promote staff and parent/family member involvement.
Sample Indicators:
- Greet parents and family members when they enter the program or classroom.
- Use correct names for parents and family members.
- Listen and talk to parents and families about their expectations and hopes.
- Document parents' actions and comments indicating understanding of information provided.
- Show respect for various family structures.

HU-EC 4.2: Demonstrate strategies to establish and communicate the parent's and family's role as primary teachers.
Sample Indicators:
- Request parents' suggestions for curriculum development.
- Discuss child's progress with parents at formal and informal meetings.
- Suggest developmentally appropriate activities that the parent can do with their child at home.

HU-EC 4.3: Educate families on the development of their child.
Sample Indicators:
- Write and phone parents/family regularly to inform them about child's progress and activities.
- Provide parents with developmental information about their child and typically developing children of their child's age.
5. Evaluate safety and sanitation procedures associated with the early childhood education environment to assure compliance and prevent potential hazards.

HU-EC 5.1: Meet health requirements.
Sample Indicators:
- Provide a safe and sanitary environment.

HU-EC 5.2: Provide and maintain safety indoors and outdoors.
Sample Indicators:
- Provide supervision at all times.

HU-EC 5.3: Respond to emergency situations appropriately.
Sample Indicators:
- Follow organizational policies and procedures.

6. Adhere to ethical and legal responsibilities, laws and regulations to protect children and families.

HU-EC 6.1: Comply with early childhood education laws and regulations.
Sample Indicators:
- Follow through with reporting cases of child abuse.
- Maintain confidentiality when handling any information concerning children, parents or other staff members.

HU-EC 6.2: Demonstrate respect for diversity in the early childhood environment.
Sample Indicators:
- Treat children, parents, and other staff with respect at all times.

HU-EC 6.3: Recognize abuse and neglect.
Sample Indicators:
- Identify documentation needed in the reporting process.
- Determine appropriate authorities and agencies for reporting incidents.
- Report incidents following proper procedures.

7. Apply principles of child growth and development, including social, emotional, physical and cognitive milestones, to provide comprehensive program offerings.

HU-EC 7.1: Evaluate curriculum for compliance with state-specific and NAEYC standards.
Sample Indicators:
- Observe, assess and document children's participation type and level.
- Observe, assess and document children's developmental progress.
• Document that curriculum meets standards.

HU-EC 7.2: Evaluate child's strengths and needs.
Sample Indicators:
• Create rapport with the children and parents/family members.
• Analyze children's developmental level from observation and elicited information.
• Recognize developmental delays in children.

HU-EC 7.3: Analyze information and observations to individualize a plan of instruction for each child.
Sample Indicators:
• Observe, assess and document that children can follow the plan successfully.
• Observe, assess and document children's progress.

HU-EC 7.4: Plan developmentally appropriate activities and lesson plans to reflect various cultures, interests and developmental levels.
Sample Indicators:
• Observe, assess and document children’s progress.
• Plan learning activities focused on various cultures.
• Plan activities and practices that support the development of special needs children.

HU-EC 7.5: Implement activities and lesson plans to reflect various interests, cultures and developmental levels including special needs.
Sample Indicators:
• Observe, assess, and document children’s progress.
• Identify community agencies to provide special needs services.
• Provide books, posters, food and music that represent diversity.

8. Evaluate curriculum for inclusiveness of children with special needs.

Family & Community Services Career Pathway (HU-FAM)

1. Use formal and informal assessment practices to create and evaluate a prevention and/or treatment plan.

HU-FAM 1.1: Summarize a prevention/treatment plan based upon a synthesis of information about individual needs.
Sample Indicators:
• Evaluate individual progress.

HU-FAM 1.2: Gather information and inform the participant about what to expect in the assessment process.
Sample Indicators:
- Complete verbal and written assessments to show the strengths and needs of participant.

**HU-FAM 1.3:** Create interventions and implement a treatment plan based on identified individual needs.
Sample Indicators:
- Document client progress due to interventions.

**HU-FAM 1.4:** Create solutions for clients that will help them make informed decisions using individual preferences and strengths.
Sample Indicators:
- Accurately identify concerns.
- Collect client history to monitor patterns of behavior.
- Identify individual problems, and analyze sources of difficulties.
- Lead client to use problem-solving skills for finding solutions.
- Connect client with additional resources to serve needs.

2. **Identify community resources to provide family and community services.**

**HU-FAM 2.1:** Research to find agencies, organizations and churches offering services.
Sample Indicators:
- Keep a portfolio of available community resources, such as transportation, social services, support groups and advocacy groups.

**HU-FAM 2.2:** Conduct a visit to a community resource site to become familiar with resources.
Sample Indicators:
- Keep names and phone numbers of contacts at each service.

**HU-FAM 2.3:** Research and evaluate state and local social services provides.
Sample Indicators:
- Use proper referral procedure for each service.
- Update information as needed to keep current.

**HU-FAM 2.4:** Match individual’s needs with identified community resources.
Sample Indicators:
- Document information that describes needs, preferences, strengths and potential supports.

3. **Communicate effectively to gain support from the client’s family and other support groups.**

**HU-FAM 3.1:** Follow policies and procedures to assure compliance with local, state, and national regulations.
Sample Indicators:
- Adhere to job description.
- Identify regulation violations.
- Implement best practices.

HU-FAM 3.2: Collaborate professionally with family members.
Sample Indicators:
- Document formal and informal meetings with family members.
- Give, receive, and act upon feedback promptly and with sensitivity.
- Provide a summary of visits and information gathered from family/friends.

HU-FAM 3.3: Collaborate with an individual’s support system to provide services.
Sample Indicators:
- Document information that describes needs, preferences, strengths and potential supports.
- Document client’s satisfaction that his/her needs, preferences, etc. have been accurately identified.
- Provide examples of information collected to inform individual clients of the goal-setting process.
- Document an increase in frequency and number of contacts for the client.
- Provide a summary of visits and information gathered from family/friends.

4. Comply with laws and procedures that govern abuse, neglect, confidentiality and other health and safety situations.

HU-FAM 4.1: Follow legal and applicable procedures to report concerns of abuse, neglect or exploitation.
Sample Indicators:
- Use and document quality assurance procedures.

HU-FAM 4.2: Assure accessibility, security and safety of program environment and transportation to all participants.
Sample Indicators:
- Document that the environment meets all applicable licensing and accreditation requirements.
- Document and report situations to appropriate authorities.

HU-FAM 4.3: Maintain client confidentiality while observing ethical and legal responsibilities.
Sample Indicators:
- Guard client information in conversation.
- Keep client written information inaccessible to general public.
HU-FAM 4.4: Follow policies and procedures of organization and laws and regulations in documentation of reporting requirements.

Sample Indicators:
- Use strategies for documenting essential information while respecting privacy.

HU-FAM 4.5: Prepare indoctrination materials to ensure individuals are aware of rights regarding access to records and information.

Sample Indicators:
- Communicate clearly to clients their rights of access to records and their rights to refuse consent for release of information.

5. Evaluate crisis prevention, intervention and resolution techniques to formulate emergency plans.

HU-FAM 5.1: Align individuals with prevention, intervention or resolution techniques appropriate for the circumstances.

Sample Indicators:
- Formulate appropriate interventions likely to prevent crisis situations.

HU-FAM 5.2: Manage the physical and social environment to reduce conflict and promote safety of participants, workers, and others when intervening in emergency situations.

Sample Indicators:
- Use appropriate techniques to ensure a safe environment.

HU-FAM 5.3: Recognize when to seek outside assistance to address emergency situations.

Sample Indicators:
- Resolve a crisis or emergency situation.

Personal Care Services Career Pathway (HU-PC)

1. Analyze basic principles of biology, chemistry and human anatomy for safe and effective utilization and selection of personal care products and services.

HU-PC 1.1: Identify appropriate uses of chemicals and their interactions.

Sample Indicators:
- Accurately mix products and formulas according to manufacturer's guidelines.

HU-PC 1.2: Identify danger signs of unsuccessful reactions.

Sample Indicators:
- React to danger signs with appropriate intervention.
HU-PC 1.3: Identify how to correct and treat adverse reactions.
  Sample Indicators:
  • Document adverse reactions and corrective actions taken.

HU-PC 1.4: Explain the functions and interdependencies of tissues, cells and organisms.
  Sample Indicators:
  • Apply principles of functions and interdependencies as part of a daily routine.

HU-PC 1.5: Explain interactions among tissues, cells and organisms with each other and the environment.
  Sample Indicators:
  • Apply principles of interactions as part of a daily routine.

HU-PC 1.6: Determine needed services based on the principles of human anatomy.
  Sample Indicators:
  • List the systems of the body and describe their functions to gain familiarity with potential problems.
  • Recognize, identify and work with anatomical structures accurately.

2. **Evaluate an individualized personal care plan that reflects client preferences, needs and interests for a course of treatment/action.**

HU-PC 2.1: Use several approaches to identify and evaluate alternatives.
  Sample Indicators:
  • Accurately describe alternatives.
  • Assist individuals to understand potential outcomes.
  • Help client identify potential barriers.

HU-PC 2.2: Evaluate customer feedback to determine how it may be best used to enhance or evolve future services.
  Sample Indicators:
  • Use customer feedback to enhance products and services.

HU-PC 2.3: Select appropriate resources to use with the client/family based upon industry-specific resources and client/family preferences.
  Sample Indicators:
  • Inform client/family of the process and realistic outcomes including possible risks, as well as rewards.

HU-PC 2.4: Develop a plan/program based on client/family wishes and feasibility.
Sample Indicators:
- Create a plan of treatment/action.
- Initiate open discussion based on interpretation to elicit client information.
- Negotiate for improving satisfaction if needed.

HU-PC 2.5: Deliver client services based on plan/program.
Sample Indicators:
- Document feedback of client/family satisfaction.

3. Utilize data and information to maintain electronic records of client services and make recommendations for personal care services.

HU-PC 3.1: Formulate a reliable conclusion through summarizing, comparing and contrasting information.
Sample Indicators:
- Retrieve and analyze data/information.

HU-PC 3.2: Interpret information about a client, product, process or topic needed to initiate action.
Sample Indicators:
- Accurately interpret data.

HU-PC 3.3: Use appropriate software to represent existing client, product, service or topic information in a different form.
Sample Indicators:
- Describe and accurately summarize information/data using charts, graphs and descriptive statistics.

HU-PC 3.4: Comply with established procedures to store and retrieve information.
Sample Indicators:
- Manage information in a database.

4. Demonstrate policies and procedures to achieve a safe and healthy environment for personal care services.

HU-PC 4.1: Determine intervention strategies needed through evaluation of multiple emergency situations.
Sample Indicators:
- Document and report emergency situations and outcomes to appropriate authorities.

HU-PC 4.2: Use correct safety procedures that follow established guidelines, policies and procedures.
Sample Indicators:
- Apply and adhere to OSHA and CDC guidelines.
- Store chemicals in locked cabinets and secure keys.

**HU-PC 4.3:** Follow the organization's policies, procedures and regulations regarding health and safety.
*Sample Indicators:*
  - Effectively anticipate, respond, and document situations involving health and safety.

**HU-PC 4.4:** Implement procedures to protect the health and safety of all individuals.
*Sample Indicators:*
  - Document and report emergency situations and outcomes to appropriate authorities.

5. Develop organizational policies, procedures and regulations that establish personal care organization priorities, accomplish the mission and provide high-quality service to a diverse set of clients and families.

**HU-PC 5.1:** Maintain effective working relationships with all levels of personnel within the organization.
*Sample Indicators:*
  - Apply organizational priorities in daily work.
  - Model practices that demonstrate sensitivity to cultural, religious, disability and gender issues.

**HU-PC 5.2:** Review financial markets and economic conditions to make successful financial choices.
*Sample Indicators:*
  - Make successful investment choices.
  - Determine trends, factors, and potential issues that affect the financial aspect of the organization.

**HU-PC 5.3:** Determine where and how to establish a business account based on banking principles.
*Sample Indicators:*
  - Establish and monitor a business account.

**HU-PC 5.4:** Evaluate media for maximum impact, targeting specific client populations.
*Sample Indicators:*
  - Provide effective advertising of products/services.
  - Develop effective in-house documents and advertising materials.

**HU-PC 5.5:** Order and stock supplies/products/inventory from vendors.
*Sample Indicators:*
  - Place orders accurately, and choose carefully for cost-performance ratio.
- Maintain inventory that allows for satisfactory customer service while building a profitable business.

**HU-PC 5.6:** Maintain current and accurate client records using office/records management systems.  
*Sample Indicators:*  
- Maintain accurate client records.  
- Use client records to effectively respond to client inquiries.

**HU-PC 5.7:** Select and maintain service equipment to provide continued client services.  
*Sample Indicators:*  
- Deliver services using functional equipment.  
- Troubleshoot problems with business equipment.  
- Contact appropriate repair and maintenance services.

**HU-PC 5.8:** Utilize time management skills.  
*Sample Indicators:*  
- Maintain a business/appointment schedule.  
- Document customer satisfaction.

6. **Identify personal care business opportunities enhanced by community involvement, self-improvement and current trends.**

**HU-PC 6.1:** Maintain a helpful profile in the professional community and in the larger community to enhance community life.  
*Sample Indicators:*  
- Join professional associations and organizations and serve as officer, project leader, etc.  
- Join and serve in community groups or organizations (e.g., Kiwanis, Jaycees, etc.).

**HU-PC 6.2:** Act as a community educator and advocate for the profession.  
*Sample Indicators:*  
- Explain the role of a professional in the area of expertise to community groups.  
- Conduct workshops, responding to questions and comments.

**HU-PC 6.3:** Evaluate progress towards goals and self-improvement by using performance information.  
*Sample Indicators:*  
- Evaluate self for performance and technical improvement needed.  
- Develop a written professional development plan.
• Maintain licensure/certification as required.
• Request feedback of co-workers, clients, and supervisor to improve performance.

HU-PC 6.4: Research current techniques and trends to improve services.
Sample Indicators:
• Interpret data compiled.
• Develop strategies for implementing a plan of action.

7. **Apply methods of obtaining feedback to understand expectations and promote high-quality personal care services standards.**

HU-PC 7.1: Identify client/family needs through evaluation of information elicited through various methods.
Sample Indicators:
• Provide services based on assessment, aligning with client characteristics.

HU-PC 7.2: Provide high quality services and products.
Sample Indicators:
• Apply quality standards to all services and products.

HU-PC 7.3: Design alternative delivery of services to serve special needs clients.
Sample Indicators:
• Match delivery of services to needs of client/family.

HU-PC 7.4: Create a customer satisfaction survey to collect feedback on services provided.
Sample Indicators:
• Make adjustments based on survey data.

HU-PC 7.5: Use a customer satisfaction survey to collect feedback on services provided.
Sample Indicators:
• Evaluate feedback to determine future services or enhance existing services.