

## 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 clients/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 provided 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..*





# CCTC

Common Career Technical Core