

The Pathway Knowledge and Skills Chart describes what all/most learners/workers need to know and be able to do to demonstrate competence within a career pathway. Following the pathway description, there are four sets of knowledge and skill expectations:



#### PATHWAY DESCRIPTION

Counseling and Mental Health Services Pathway: People working in counseling and mental health services assist people with personal, family, educational, mental health, and career decisions and problems. Mental health care may be provided in hospitals, clinics, schools or private settings.

#### A. FOUNDATIONAL ACADEMIC EXPECTATIONS

All secondary students should meet their state's academic standards. All Essential Cluster and Pathway Knowledge and Skills are predicated on the assumption that foundational academic skills have been attained. Some knowledge and skill statements will further define critical linkages and applications of academics in the cluster and/or pathway.

A. Foundational Academic Expectations
B. Essential Knowledge and Skills
C. Cluster (Foundation) Knowledge and Skills
D. Pathway Knowledge and Skills

#### B. ESSENTIAL KNOWLEDGE AND SKILLS

The following Essential Knowledge and Skill statements apply to careers in all clusters and pathways. Persons preparing for careers in this pathway should be able to demonstrate these skills in the context of this cluster and pathway.



Essential Topic ESS01

ACADEMIC FOUNDATIONS: Achieve additional academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within a career cluster.

ESS01.01

Complete required training, education, and certification to prepare for employment in a particular career field.



ESS01.01.01	Identify training, education and certification requirements for occupational
	choice.
ESS01.01.02	Participate in career-related training and/or degree programs.
ESS01.01.03	Pass certification tests to qualify for licensure and/or certification in chosen occupational area.
ESS01.02	Demonstrate language arts knowledge and skills required to
	pursue the full range of post-secondary education and career
	opportunities.
ESS01.02.01	Model behaviors that demonstrate active listening.
ESS01.02.02	Adapt language for audience, purpose, situation. (i.e. diction/structure, style).
ESS01.02.03	Organize oral and written information.
ESS01.02.04	Compose focused copy for a variety of written documents such as
	agendas, audio-visuals, bibliographies, drafts, forms/documents, notes, oral presentations, reports, and technical terminology.
ESS01.02.05	Edit copy to create focused written documents such as agendas, audio-
	visuals, bibliographies, drafts, forms/documents, notes, oral presentations,
	reports, and technical terminology.
ESS01.02.06	Comprehend key elements of oral and written information such as
	cause/effect, comparisons/contrasts, conclusions, context, purpose,
	charts/tables/graphs, evaluation/critiques, mood, persuasive text,
E0004 00 07	sequence, summaries, and technical subject matter.
ESS01.02.07	Evaluate oral and written information for accuracy, adequacy/sufficiency,
	appropriateness, clarity, conclusions/solutions, fact/opinion, propaganda,
E0004 00 00	relevancy, validity, and relationship of ideas.
ESS01.02.08	Identify assumptions, purpose, outcomes/solutions, and propaganda
ECC04 00 00	techniques.
ESS01.02.09	Predict potential outcomes and/or solutions based on oral and written
ESS01.02.10	information regarding trends.  Present formal and informal speeches including discussion, information
L3301.02.10	requests, interpretation, and persuasive arguments.
ESS01.03	Demonstrate mathematics knowledge and skills required to
L3301.03	pursue the full range of post-secondary education and career
	opportunities.
ESS01.03.01	• •
ESS01.03.01	Identify whole numbers, decimals, and fractions.  Demonstrate knowledge of basic arithmetic operations such as addition,
E3301.03.02	subtraction, multiplication, and division.
ESS01.03.03	Demonstrate use of relational expressions such as equal to, not equal,
20001.00.00	greater than, less than, etc.
ESS01.03.04	Apply data and measurements to solve a problem.
ESS01.03.05	Analyze Mathematical problem statements for missing and/or irrelevant
_30000.00	data.
ESS01.03.06	Construct charts/tables/graphs from functions and data.
ESS01.03.07	Analyze data when interpreting operational documents.



ESS01.04	Demonstrate science knowledge and skills required to pursue the full range of post-secondary and career education opportunities.
ESS01.04.01	Evaluate scientific constructs including conclusions, conflicting data, controls, data, inferences, limitations, questions, sources of errors, and variables.
ESS01.04.02	Apply scientific methods in qualitative and quantitative analysis, data gathering, direct and indirect observation, predictions, and problem identification.
Essential Topic ESS02	COMMUNICATIONS: Use oral and written communication skills in creating, expressing and interpreting information and ideas including technical terminology and information.
ESS02.01	Select and employ appropriate reading and communication
	strategies to learn and use technical concepts and vocabulary in
ESS02.01.01	practice.
E5502.01.01	Determine the most appropriate reading strategy for identifying the overarching purpose of a text (i.e. skimming, reading for detail, reading for meaning or critical analysis).
ESS02.01.02	Demonstrate use of content, technical concepts and vocabulary when analyzing information and following directions.
ESS02.01.03	Select the reading strategy or strategies needed to fully comprehend the content within a written document (i.e., skimming, reading for detail, reading for meaning or critical analysis).
ESS02.01.04	Interpret information, data, and observations to apply information learned from reading to actual practice.
ESS02.01.05	Transcribe information, data, and observations to apply information learned from reading to actual practice.
ESS02.01.06	Communicate information, data, and observations to apply information learned from reading to actual practice.
ESS02.02	Demonstrate use of the concepts, strategies, and systems for
	obtaining and conveying ideas and information to enhance
	communication in the workplace.
ESS02.02.01	Employ verbal skills when obtaining and conveying information.
ESS02.02.02	Record information needed to present a report on a given topic or problem.
ESS02.02.03	Write internal and external business correspondence that conveys and/or obtains information effectively.
ESS02.02.04	Communicate with other employees to clarify workplace objectives.
ESS02.02.05	Communicate effectively with customers and employees to foster positive relationships.
ESS02.03	Locate, organize and reference written information from various sources to communicate with co-workers and clients/participants.



ESS02.03.01	Locate written information used to communicate with co-workers and
ESS02.03.01	customers.
ESS02.03.02	Organize information to use in written and oral communications.
ESS02.03.03	Reference the sources of information.
ESS02.04	Evaluate and use information resources to accomplish specific
	occupational tasks.
ESS02.04.01	Use informational texts, Internet web sites, and/or technical materials to
	review and apply information sources for occupational tasks.
ESS02.04.02	Evaluate the reliability of information from informational texts, Internet
	Web sites, and/or technical materials and resources.
ESS02.05	Use correct grammar, punctuation and terminology to write and
	edit documents.
ESS02.05.01	Compose multi-paragraph documents clearly, succinctly, and accurately.
ESS02.05.02	Use descriptions of audience and purpose when preparing and editing
	written documents.
ESS02.05.03	Use correct grammar, spelling, punctuation, and capitalization when
	preparing written documents.
ESS02.06	Develop and deliver formal and informal presentations using
	appropriate media to engage and inform audiences.
ESS02.06.01	Prepare oral presentations to provide information for specific purposes
	and audiences.
ESS02.06.02	Identify support materials that will enhance an oral presentation.
ESS02.06.03	Prepare support materials that will enhance an oral presentation.
ESS02.06.04	Deliver an oral presentation that sustains listeners' attention and interest.
ESS02.06.05	Align presentation strategies to the intended audience.
ESS02.06.06	Implement multi-media strategies for presentations.
ESS02.07	Interpret verbal and nonverbal cues/behaviors to enhance
	communication with co-workers and clients/participants.
ESS02.07.01	Interpret verbal behaviors when communicating with clients and co-
	workers.
ESS02.07.02	Interpret nonverbal behaviors when communicating with clients and co-
	workers.
ESS02.08	Apply active listening skills to obtain and clarify information.
ESS02.08.01	Interpret a given verbal message/information.
ESS02.08.02	Respond with restatement and clarification techniques to clarify information.
ESS02.09	Develop and interpret tables, charts, and figures to support written
	and oral communications.
ESS02.09.01	Create tables, charts, and figures to support written and oral
	communications.
ESS02.09.02	Interpret tables, charts, and figures used to support written and oral
	communication.



ESS02.10	Listen to and speak with diverse individuals to enhance communication skills.
ESS02.10.01	Apply factors and strategies for communicating with a diverse workforce.
ESS02.10.02	Demonstrate ability to communicate and resolve conflicts within a diverse workforce.
ESS02.11	Exhibit public relations skills to increase internal and external customer/client satisfaction.
ESS02.11.01	Communicate effectively when developing positive customer/client relationships.
Essential Topic ESS03	PROBLEM-SOLVING AND CRITICAL THINKING: Solve problems using critical thinking skills (analyze, synthesize, and evaluate) independently and in teams. Solve problems using creativity and innovation.
ESS03.01	Employ critical thinking skills independently and in teams to solve
	problems and make decisions (e.g., analyze, synthesize and
	evaluate).
ESS03.01.01	Identify common tasks that require employees to use problem-solving skills.
ESS03.01.02	Analyze elements of a problem to develop creative solutions.
ESS03.01.03	Describe the value of using problem-solving and critical thinking skills to improve a situation or process.
ESS03.01.04	Create ideas, proposals, and solutions to problems.
ESS03.01.05	Evaluate ideas, proposals, and solutions to problems.
ESS03.01.06	Use structured problem-solving methods when developing proposals and solutions.
ESS03.01.07	Generate new and creative ideas to solve problems by brainstorming possible solutions.
ESS03.01.08	Critically analyze information to determine value to the problem-solving task.
ESS03.01.09	Guide individuals through the process of recognizing concerns and making informed decisions.
ESS03.01.10	Identify alternatives using a variety of problem-solving and critical thinking skills.
ESS03.01.11	Evaluate alternatives using a variety of problem-solving and critical thinking skills.
ESS03.02	Employ critical thinking and interpersonal skills to resolve
	conflicts with staff and/or customers.
ESS03.02.01	Analyze situations and behaviors that affect conflict management.
ESS03.02.02	Determine best options/outcomes for conflict resolution using critical thinking skills.
ESS03.02.03	Identify with others' feelings, needs, and concerns.
ESS03.02.04	Implement stress management techniques.
ESS03.02.05	Resolve conflicts with/for customers using conflict resolution skills.
ESS03.02.06	Implement conflict resolution skills to address staff issues/problems.



ESS03.03	Identify, write and monitor workplace performance goals to guide progress in assigned areas of responsibility and accountability.
ESS03.03.01 ESS03.03.02 ESS03.03.03	Write realistic performance goals, objectives and action plans.  Monitor performance goals and adjust as necessary.  Recognize goal achievement using appropriate rewards in the workplace.
ESS03.03.04 ESS03.04	Communicate goal achievement with managers and co-workers.  Conduct technical research to gather information necessary for decision-making.
ESS03.04.01 ESS03.04.02 ESS03.04.03 ESS03.04.04	Align the information gathered to the needs of the audience. Gather technical information and data using a variety of resources. Analyze information and data for value to the research objectives. Evaluate information and data to determine value to research objectives.
Essential Topic ESS04	INFORMATION TECHNOLOGY APPLICATIONS: Use information technology tools specific to the career cluster to access, manage, integrate, and create information.
ESS04.01	Use Personal Information Management (PIM) applications to
	increase workplace efficiency.
ESS04.01.01	Manage personal schedules and contact information.
ESS04.01.02	Create memos and notes.
<b>ESS04.02</b> ESS04.02.01	Employ technological tools to expedite workflow.  Use information technology tools to manage and perform work responsibilities.
ESS04.03	Operate electronic mail applications to communicate within a workplace.
ESS04.03.01	Use email to share files and documents.
ESS04.03.02	Identify the functions and purpose of email systems.
ESS04.03.03 ESS04.04	Use email to communicate within and across organizations.
ESS04.04.01	Operate Internet applications to perform workplace tasks.  Access and navigate Internet (e.g., use a web browser).
ESS04.04.02	Search for information and resources.
ESS04.04.03	Evaluate Internet resources for reliability and validity.
ESS04.05	Operate writing and publishing applications to prepare business
	communications.
ESS04.05.01	Prepare simple documents and other business communications.
ESS04.05.02	Prepare reports and other business communications by integrating
ECC04.05.02	graphics and other non-text elements.
ESS04.05.03 <b>ESS04.06</b>	Prepare complex multi-media publications.  Operate presentation applications to prepare presentations.
ESS04.06.01	Prepare presentations for training, sales and information sharing.
ESS04.06.02	Deliver presentations with supporting materials.



ESS04.07	Employ spreadsheet applications to organize and manipulate data.
ESS04.07.01 ESS04.07.02 ESS04.08 ESS04.08.01 ESS04.08.02 ESS04.08.03 ESS04.08.04	Create a spreadsheet. Perform calculations and analyses on data using a spreadsheet.  Employ database applications to manage data.  Manipulate data elements.  Manage interrelated data elements.  Analyze interrelated data elements.  Generate reports showing interrelated data elements.
ESS04.09	Employ collaborative/groupware applications to facilitate group work.
ESS04.09.01	Facilitate group work through management of shared schedule and contact information.
ESS04.09.02	Facilitate group work through management of shared files and online information.
ESS04.09.03 <b>ESS04.10</b>	Facilitate group work through instant messaging or virtual meetings.  Employ computer operations applications to manage work tasks.
ESS04.10.01 ESS04.10.02 ESS04.10.03 ESS04.11 ESS04.11.01 ESS04.11.02 ESS04.11.03 ESS04.11.04	Manage computer operations.  Manage file storage. Compress or alter files.  Use computer-based equipment (containing embedded computers or processors) to control devices.  Operate computer driven equipment and machines. Use installation and operation manuals. Troubleshoot computer driven equipment and machines. Access support as needed to maintain operation of computer driven equipment and machines.
Essential Topic ESS05	SYSTEMS: Understand roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. Identify how key organizational systems affect organizational performance and the quality of products and services. Understand global context of industries and careers.
ESS05.01	Describe the nature and types of business organizations to build
ESS05.01.01 ESS05.01.02 ESS05.01.03	an understanding of the scope of organizations.  List the types and functions of businesses.  Describe the types and functions of businesses.  Explain the functions and interactions of common departments within a business.
ESS05.02	Implement quality control systems and practices to ensure quality
ESS05.02.01	products and services. Describe quality control standards and practices common to the workplace.



Essential Topic ESS06	SAFETY, HEALTH AND ENVIRONMENTAL: Understand the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. Follow organizational policies and procedures and contribute to continuous improvement in performance and compliance.
ESS06.01	Implement personal and jobsite safety rules and regulations to
	maintain safe and healthful working conditions and environments.
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ESS06.01.01 ESS06.01.02	Assess workplace conditions with regard to safety and health.  Align safety issues with appropriate safety standards to ensure a safe workplace/jobsite.
ESS06.01.03	Identify safety hazards common to workplaces.
ESS06.01.04	Identify safety precautions to maintain a safe worksite.
ESS06.01.05	Select appropriate personal protective equipment as needed for a safe workplace/jobsite.
ESS06.01.06	Inspect personal protective equipment commonly used for selected career pathway.
ESS06.01.07	Use personal protective equipment according to manufacturer rules and regulations.
ESS06.01.08	Employ a safety hierarchy and communication system within the workplace/jobsite.
ESS06.01.09	Implement safety precautions to maintain a safe worksite.
ESS06.02	Complete work tasks in accordance with employee rights and
	responsibilities and employers obligations to maintain workplace
	safety and health.
ESS06.02.01	Identify rules and laws designed to promote safety and health in the workplace.
ESS06.02.02	State the rationale of rules and laws designed to promote safety and health.
ESS06.03	Employ emergency procedures as necessary to provide aid in
	workplace accidents.
ESS06.03.01	Use knowledge of First Aid procedures as necessary.
ESS06.03.02	Use knowledge of CPR procedures as necessary.
ESS06.03.03	Use safety equipment as necessary.
ESS06.04	Employ knowledge of response techniques to create a disaster
	and/or emergency response plan.
ESS06.04.01	Complete an assessment of an emergency and/or disaster situation.
ESS06.04.02	Create an emergency and/or disaster plan.
Essential Topic ESS07	LEADERSHIP AND TEAMWORK: Use leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives.
ESS07.01	Employ leadership skills to accomplish organizational goals and objectives.



ESS07.01.01	Analyze the various roles of leaders within organizations (e.g. contribute
20007.01.01	ideas; share in building an organization; act as role models to employees
	by adhering to company policies, procedures, and standards; promote the
<b>50005</b> 04 00	organization's vision; and mentor others).
ESS07.01.02	Exhibit traits such as empowerment, risk, communication, focusing on
	results, decision-making, problem solution, and investment in individuals when leading a group in solving a problem.
ESS07.01.03	Exhibit traits such as compassion, service, listening, coaching, developing
20007.01.00	others, team development, and understanding and appreciating others
	when acting as a manager of others in the workplace.
ESS07.01.04	Exhibit traits such as enthusiasm, creativity, conviction, mission, courage,
	concept, focus, principle-centered living, and change when interacting with
ESS07.01.05	others in general.  Consider issues related to self, team, community, diversity, environment,
E3307.01.03	and global awareness when leading others.
ESS07.01.06	Exhibit traits such as innovation, intuition, adaptation, life-long learning and
	coachability to develop leadership potential over time.
ESS07.01.07	Analyze leadership in relation to trust, positive attitude, integrity, and
	willingness to accept key responsibilities in a work situation.
ESS07.01.08	Describe observations of outstanding leaders using effective management
	styles.
FCC07 04 00	Deuticinate in civile and community leadenship and to my very support with a
ESS07.01.09	Participate in civic and community leadership and teamwork opportunities to enhance skills.
ESS07.01.09 ESS07.02	• • • • • • • • • • • • • • • • • • • •
	to enhance skills.
	to enhance skills.  Employ organizational and staff development skills to foster
ESS07.02 ESS07.02.01	to enhance skills.  Employ organizational and staff development skills to foster positive working relationships and accomplish organizational goals.  Implement organizational skills when facilitating others' work efforts.
ESS07.02	to enhance skills.  Employ organizational and staff development skills to foster positive working relationships and accomplish organizational goals.  Implement organizational skills when facilitating others' work efforts.  Explain how to manage a staff that satisfies work demands while adhering
ESS07.02.01 ESS07.02.02	to enhance skills.  Employ organizational and staff development skills to foster positive working relationships and accomplish organizational goals.  Implement organizational skills when facilitating others' work efforts. Explain how to manage a staff that satisfies work demands while adhering to budget constraints.
ESS07.02 ESS07.02.01	to enhance skills.  Employ organizational and staff development skills to foster positive working relationships and accomplish organizational goals.  Implement organizational skills when facilitating others' work efforts.  Explain how to manage a staff that satisfies work demands while adhering to budget constraints.  Describe how staff growth and development to increase productivity and
ESS07.02.01 ESS07.02.02 ESS07.02.03	to enhance skills.  Employ organizational and staff development skills to foster positive working relationships and accomplish organizational goals.  Implement organizational skills when facilitating others' work efforts.  Explain how to manage a staff that satisfies work demands while adhering to budget constraints.  Describe how staff growth and development to increase productivity and employee satisfaction.
ESS07.02.01 ESS07.02.02	to enhance skills.  Employ organizational and staff development skills to foster positive working relationships and accomplish organizational goals.  Implement organizational skills when facilitating others' work efforts.  Explain how to manage a staff that satisfies work demands while adhering to budget constraints.  Describe how staff growth and development to increase productivity and employee satisfaction.  Organize team involvement within a group environment.
ESS07.02.01 ESS07.02.02 ESS07.02.03 ESS07.02.04	to enhance skills.  Employ organizational and staff development skills to foster positive working relationships and accomplish organizational goals.  Implement organizational skills when facilitating others' work efforts.  Explain how to manage a staff that satisfies work demands while adhering to budget constraints.  Describe how staff growth and development to increase productivity and employee satisfaction.
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ESS07.02 ESS07.02.01 ESS07.02.02 ESS07.02.03 ESS07.02.04 ESS07.02.05 ESS07.02.06 ESS07.02.07 ESS07.02.08	Employ organizational and staff development skills to foster positive working relationships and accomplish organizational goals.  Implement organizational skills when facilitating others' work efforts.  Explain how to manage a staff that satisfies work demands while adhering to budget constraints.  Describe how staff growth and development to increase productivity and employee satisfaction.  Organize team involvement within a group environment.  Work with others to develop and gain commitment to team goals.  Distribute responsibility and work load fairly.  Model leadership and teamwork qualities to aid in employee morale.  Identify best practices for successful team functioning.
ESS07.02.01 ESS07.02.02 ESS07.02.03 ESS07.02.04 ESS07.02.05 ESS07.02.06 ESS07.02.07 ESS07.02.08 ESS07.02.09	Employ organizational and staff development skills to foster positive working relationships and accomplish organizational goals.  Implement organizational skills when facilitating others' work efforts. Explain how to manage a staff that satisfies work demands while adhering to budget constraints.  Describe how staff growth and development to increase productivity and employee satisfaction.  Organize team involvement within a group environment.  Work with others to develop and gain commitment to team goals.  Distribute responsibility and work load fairly.  Model leadership and teamwork qualities to aid in employee morale. Identify best practices for successful team functioning.  Explain best practices for successful team functioning.
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ESS07.02 ESS07.02.01 ESS07.02.02 ESS07.02.03 ESS07.02.04 ESS07.02.05 ESS07.02.06 ESS07.02.07 ESS07.02.09 ESS07.02.09 ESS07.03.01	Employ organizational and staff development skills to foster positive working relationships and accomplish organizational goals.  Implement organizational skills when facilitating others' work efforts.  Explain how to manage a staff that satisfies work demands while adhering to budget constraints.  Describe how staff growth and development to increase productivity and employee satisfaction.  Organize team involvement within a group environment.  Work with others to develop and gain commitment to team goals.  Distribute responsibility and work load fairly.  Model leadership and teamwork qualities to aid in employee morale.  Identify best practices for successful team functioning.  Explain best practices for successful team functioning.  Employ teamwork skills to achieve collective goals and use team members' talents effectively.  Work with others to achieve objectives in a timely manner.
ESS07.02 ESS07.02.01 ESS07.02.02 ESS07.02.03 ESS07.02.04 ESS07.02.05 ESS07.02.06 ESS07.02.07 ESS07.02.08 ESS07.02.09 ESS07.02.09	Employ organizational and staff development skills to foster positive working relationships and accomplish organizational goals.  Implement organizational skills when facilitating others' work efforts.  Explain how to manage a staff that satisfies work demands while adhering to budget constraints.  Describe how staff growth and development to increase productivity and employee satisfaction.  Organize team involvement within a group environment.  Work with others to develop and gain commitment to team goals.  Distribute responsibility and work load fairly.  Model leadership and teamwork qualities to aid in employee morale.  Identify best practices for successful team functioning.  Explain best practices for successful team functioning.  Employ teamwork skills to achieve collective goals and use team members' talents effectively.



ESS07.03.04	Demonstrate teamwork skills through working cooperatively with co- workers, supervisory staff, and others, both in and out of the organization,
ESS07.03.05	to achieve particular tasks.  Demonstrate teamwork processes that provide team building, consensus, continuous improvement, respect for the opinions of others, cooperation, adaptability, and conflict resolution.
ESS07.03.06	Develop plans to improve team performance.
ESS07.03.07	Demonstrate commitment to and a positive attitude toward team goals.
ESS07.03.08	Take responsibility for shared group and individual work tasks.
ESS07.03.09	Assist team members in completing their work.
ESS07.03.10	Adapt effectively to changes in projects and work activities.
ESS07.03.11	Negotiate effectively to arrive at decisions.
ESS07.04	Establish and maintain effective working relationships with all
	levels of personnel and other departments in order to accomplish
	objectives and tasks.
ESS07.04.01	Build effective working relationships using interpersonal skills.
ESS07.04.02	Use positive interpersonal skills to work cooperatively with co-workers
	representing different cultures, genders and backgrounds.
ESS07.04.03	Manage personal skills to accomplish assignments.
ESS07.04.04	Treat people with respect.
ESS07.04.05	Provide constructive praise and criticism.
ESS07.04.06	Demonstrate sensitivity to and value for diversity.
ESS07.04.07	Manage stress and control emotions.
ESS07.05	Conduct and participate in meetings to accomplish work tasks.
ESS07.05.01	Develop meeting goals, objectives and agenda.
ESS07.05.02	Assign responsibilities for preparing materials and leading discussions.
ESS07.05.03	Prepare materials for leading discussion.
ESS07.05.04	Assemble and distribute meeting materials.
ESS07.05.05	Conduct meeting to achieve objectives within scheduled time.
ESS07.05.06	Demonstrate effective communication skills in meetings.
ESS07.05.07	Produce meeting minutes including decisions and next steps.
ESS07.05.08	Use parliamentary procedure, as needed, to conduct meetings.
ESS07.06	Employ mentoring skills to inspire and teach others.
ESS07.06.01	Use motivational techniques to enhance performance in others.
ESS07.06.02	Provide guidance to enhance performance in others.
<b>Essential Topic</b>	ETHICS AND LEGAL RESPONSIBILITIES: Know and understand the
ESS08	importance of professional ethics and legal responsibilities.
ESS08.01	Apply ethical reasoning to a variety of workplace situations in
	order to make ethical decisions.
ESS08.01.01	Evaluate alternative responses to workplace situations based on legal
	responsibilities and employer policies.
ESS08.01.02	Evaluate alternative responses to workplace situations based on personal
	or professional ethical responsibilities.



ESS08.01.03	Identify personal and long-term workplace consequences of unethical or illegal behaviors.
ESS08.01.04	Explain personal and long-term workplace consequences of unethical or illegal behaviors.
ESS08.01.05	Determine the most appropriate response to workplace situations based on legal and ethical considerations.
ESS08.01.06	Explain the most appropriate response to workplace situations based on legal and ethical considerations.
ESS08.02	Interpret and explain written organizational policies and
L3300.02	·
	procedures to help employees perform their jobs according to
	employer rules and expectations.
ESS08.02.01	Locate information on organizational policies in handbooks and manuals.
ESS08.02.02	Discuss how specific organizational policies and procedures influence a specific work situation.
	EMPLOYABILITY AND CAREER DEVELOPMENT: Know and
<b>Essential Topic</b>	
·	understand the importance of employability skills. Explore, plan, and effectively
ESS09	manage careers. Know and understand the importance of entrepreneurship skills.
ESS09.01	Identify and demonstrate positive work behaviors and personal
E3303.01	•
	qualities needed to be employable.
ESS09.01.01	Demonstrate self-discipline, self-worth, positive attitude, and integrity in a work situation.
ESS09.01.02	Demonstrate flexibility and willingness to learn new knowledge and skills.
ESS09.01.03	Exhibit commitment to the organization.
ESS09.01.04	Identify how work varies with regard to site, from indoor confined spaces
20000.01.01	to outdoor areas, including aerial space and a variety of climatic and physical conditions.
ECC00 04 0E	• •
ESS09.01.05	Apply communication strategies when adapting to a culturally diverse environment.
ESS09.01.06	Manage resources in relation to the position (i.e. budget, supplies, computer, etc).
ESS09.01.07	Identify positive work-qualities typically desired in each of the career cluster's pathways.
ESS09.01.08	Manage work roles and responsibilities to balance them with other life roles and responsibilities.
ESS09.02	Develop a personal career plan to meet career goals and
E3309.02	objectives.
ESS09.02.01	Develop career goals and objectives as part of a plan for future career direction.
ESS09.02.02	Develop strategies to reach career objectives.
ESS09.03	Demonstrate skills related to seeking and applying for
L3303.03	
	employment to find and obtain a desired job.



ESS09.03.01	Use multiple resources to locate job opportunities.
ESS09.03.02	Prepare a résumé.
ESS09.03.03	Prepare a letter of application.
ESS09.03.04	Complete an employment application.
ESS09.03.05	Interview for employment.
ESS09.03.06	List the standards and qualifications that must be met in order to enter a given industry.
ESS09.03.07	Employ critical thinking and decision-making skills to exhibit qualifications to a potential employer.
ESS09.04	Maintain a career portfolio to document knowledge, skills and
	experience in a career field.
ESS09.04.01	Select educational and work history highlights to include in a career portfolio.
ESS09.04.02	Produce a record of work experiences, licenses, certifications and products.
ESS09.04.03	Organize electronic or physical portfolio for use in demonstrating knowledge, skills and experiences.
ESS09.05	Demonstrate skills in evaluating and comparing employment
	opportunities in order to accept employment positions that match
	career goals.
ESS09.05.01	Compare employment opportunities to individual needs and career plan objectives.
ESS09.05.02	Evaluate employment opportunities based upon individual needs and
	career plan objectives.
ESS09.05.03	Demonstrate appropriate methods for accepting or rejecting employment
	offers.
ESS09.06	Identify and exhibit traits for retaining employment to maintain
	employment once secured.
ESS09.06.01	Model behaviors that demonstrate reliability and dependability.
ESS09.06.02	Maintain appropriate dress and behavior for the job to contribute to a safe
	and effective workplace/jobsite.
ESS09.06.03	Complete required employment forms and documentation such as I-9
	form, work visa, W-4 and licensures to meet employment requirements.
ESS09.06.04	Summarize key activities necessary to retain a job in the industry.
ESS09.06.05	Identify positive work behaviors and personal qualities necessary to retain
ESS09.07	employment.  Identify and explore career opportunities in one or more career
L3309.01	
	pathways to build an understanding of the opportunities available
ECC00 07 04	in the cluster.
ESS09.07.01	Locate and identify career opportunities that appeal to personal career
ESS09.07.02	goals.  Match personal interest and aptitudes to selected careers.
L0009.01.02	ייומנטון אפוסטוומו וויונפופסנ מווע מאנונעעפס נט ספופטנפע טמופפוס.



ESS09.08	Recognize and act upon requirements for career advancement to
ECC00 00 04	plan for continuing education and training.
ESS09.08.01	Identify opportunities for career advancement.
ESS09.08.02	Pursue education and training opportunities to acquire skills necessary for career advancement.
ESS09.08.03	Examine the organization and structure of various segments of the industry to prepare for career advancement.
ESS09.08.04	Research local and regional labor (workforce) market and job growth information to project potential for advancement.
ESS09.08.05	Manage employment relations to make career advancements.
ESS09.09	Continue professional development to keep current on relevant
E3309.09	· · · · · · · · · · · · · · · · · · ·
F0000 00 04	trends and information within the industry.
ESS09.09.01	Use self assessment, organizational priorities, journals, Internet sites,
	professional associations, peers and other resources to develop goals that
	address training, education and self-improvement issues.
ESS09.09.02	Read trade magazines and journals, manufacturers' catalogues, industry
	publications and Internet sites to keep current on industry trends.
<b></b>	
ESS09.09.03	Participate in relevant conferences, workshops, mentoring activities and in-
	service training to stay current with recent changes in the field.
ESS09.10	Examine licensing, certification and credentialing requirements at
	the national, state and local levels to maintain compliance with
	industry requirements.
ESS09.10.01	Examine continuing education requirements related to licensing,
	certification, and credentialing requirements at the local, state and national
	levels for chosen occupation.
ESS09.10.02	Examine the procedures and paperwork involved in maintaining and
	updating licensure, certification and credentials for chosen occupation.
ESS09.10.03	Align ongoing licensing, certification and credentialing requirements to
	career plans and goals.
ESS09.11	Examine employment opportunities in entrepreneurship to
	consider entrepreneurship as an option for career planning.
ESS09.11.01	Describe the opportunities for entrepreneurship in a given industry.
	2 cooms and opportunition of compression print a given installarly.
	TECHNICAL SKILLS: Use of technical knowledge and skills required to
<b>Essential Topic</b>	pursue careers in all career cluster, including knowledge of design, operation,
ESS10	and maintenance of technological systems critical to the career cluster.
	•
ESS10.01	Employ information management techniques and strategies in the
	workplace to assist in decision-making.
ESS10.01.01	Use information literacy skills when accessing, evaluating and
	disseminating information.
ESS10.01.02	Describe the nature and scope of information management.
ESS10.01.03	Maintain records to facilitate ongoing business operations.
	the state of the s



ESS10.02	Employ planning and time management skills and tools to
	enhance results and complete work tasks.

ESS10.02.01	Develop goals and objectives.
ESS10.02.02	Prioritize tasks to be completed.

ESS10.02.03 Develop timelines using time management knowledge and skills.

ESS10.02.04 Use project-management skills to improve workflow and minimize costs.

### C. CLUSTER (FOUNDATION) KNOWLEDGE AND SKILLS

The following Cluster (Foundation) Knowledge and Skill statements apply to all careers in the Human Services Cluster. Persons preparing for careers in the Human Services Cluster should be able to demonstrate these skills in addition to those found on the Essential Knowledge and Skills Chart.

D. Pathway Knowledge and Skills	
C. Cluster (Foundation) Knowledge and Skills	
B. Essential Knowledge and Skills	
A. Foundational Academic Expectations	

### Cluster Topic HMC01

ACADEMIC FOUNDATIONS: Achieve additional academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within a career cluster.

No additional statements in this topic beyond those found in the Essential Knowledge and Skills Chart.

### Cluster Topic HMC02

**COMMUNICATIONS:** Use oral and written communication skills in creating, expressing and interpreting information and ideas including technical terminology and information.

No additional statements in this topic beyond those found in the Essential Knowledge and Skills Chart.

### Cluster Topic HMC03

PROBLEM-SOLVING AND CRITICAL THINKING: Solve problems using critical thinking skills (analyze, synthesize, and evaluate) independently and in teams. Solve problems using creativity and innovation.

No additional statements in this topic beyond those found in the Essential Knowledge and Skills Chart.

### Cluster Topic HMC04

INFORMATION TECHNOLOGY APPLICATIONS: Use information technology tools specific to the career cluster to access, manage, integrate, and create information.

No additional statements in this topic beyond those found in the Essential Knowledge and Skills Chart.



Cluster Topic HMC05	SYSTEMS: Understand roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. Identify how key organizational systems affect organizational performance and the quality of products and services. Understand global context of industries and careers.
HMC05.01	Apply principles of planning, design, development, and evaluation
	when creating professional programs to accomplish long-range
	goals.
HMC05.01.01	Design programs or activities to meet specific organizational and professional development needs.
Sample Indicators	Document that programs and activities effectively address needs.
HMC05.02	Select and employ available human resources to accomplish team
	objectives in the human services setting.
HMC05.02.01	Accomplish team objectives using available human resources.
Sample Indicators	Document that team objectives have been met.
	Provide professional development opportunities for improvement.
	SAFETY, HEALTH AND ENVIRONMENTAL: Understand the importance
Cluster Tenie	of health, safety, and environmental management systems in organizations and
Cluster Topic	their importance to organizational performance and regulatory compliance.
HMC06	Follow organizational policies and procedures and contribute to continuous
	improvement in performance and compliance.
HMC06.01	Describe, assess, and demonstrate rules and laws which should
	be followed in a human services setting to promote occupational
	safety and health.
HMC06.01.01	safety and health.  Demonstrate knowledge of rules and laws designed to promote safety and
	safety and health.  Demonstrate knowledge of rules and laws designed to promote safety and health and their rationale.
HMC06.01.01 Sample Indicators	safety and health.  Demonstrate knowledge of rules and laws designed to promote safety and
	safety and health.  Demonstrate knowledge of rules and laws designed to promote safety and health and their rationale.  Identify key rights of employees related to occupational safety and health.  Identify the responsibilities of employers related to occupational safety and health.
Sample Indicators	safety and health.  Demonstrate knowledge of rules and laws designed to promote safety and health and their rationale.  Identify key rights of employees related to occupational safety and health.  Identify the responsibilities of employers related to occupational safety and health.  Explain the role of government agencies in providing a safe workplace.
Sample Indicators HMC06.01.02	safety and health.  Demonstrate knowledge of rules and laws designed to promote safety and health and their rationale.  Identify key rights of employees related to occupational safety and health.  Identify the responsibilities of employers related to occupational safety and health.  Explain the role of government agencies in providing a safe workplace.  Demonstrate methods to correct common hazards.
Sample Indicators HMC06.01.02 HMC06.01.03	safety and health.  Demonstrate knowledge of rules and laws designed to promote safety and health and their rationale.  Identify key rights of employees related to occupational safety and health.  Identify the responsibilities of employers related to occupational safety and health.  Explain the role of government agencies in providing a safe workplace.  Demonstrate methods to correct common hazards.  Demonstrate personal and group health and safety practices.
Sample Indicators  HMC06.01.02  HMC06.01.03  HMC06.01.04	safety and health.  Demonstrate knowledge of rules and laws designed to promote safety and health and their rationale.  Identify key rights of employees related to occupational safety and health.  Identify the responsibilities of employers related to occupational safety and health.  Explain the role of government agencies in providing a safe workplace.  Demonstrate methods to correct common hazards.  Demonstrate personal and group health and safety practices.  Implement procedures to protect the health and safety of all individuals.
Sample Indicators HMC06.01.02 HMC06.01.03	safety and health.  Demonstrate knowledge of rules and laws designed to promote safety and health and their rationale.  Identify key rights of employees related to occupational safety and health.  Identify the responsibilities of employers related to occupational safety and health.  Explain the role of government agencies in providing a safe workplace.  Demonstrate methods to correct common hazards.  Demonstrate personal and group health and safety practices.  Implement procedures to protect the health and safety of all individuals.  Manage the physical and social environment to reduce conflict and
Sample Indicators  HMC06.01.02  HMC06.01.03  HMC06.01.04	safety and health.  Demonstrate knowledge of rules and laws designed to promote safety and health and their rationale.  Identify key rights of employees related to occupational safety and health.  Identify the responsibilities of employers related to occupational safety and health.  Explain the role of government agencies in providing a safe workplace.  Demonstrate methods to correct common hazards.  Demonstrate personal and group health and safety practices.  Implement procedures to protect the health and safety of all individuals.
Sample Indicators  HMC06.01.02  HMC06.01.03  HMC06.01.04  HMC06.01.05	safety and health.  Demonstrate knowledge of rules and laws designed to promote safety and health and their rationale.  Identify key rights of employees related to occupational safety and health.  Identify the responsibilities of employers related to occupational safety and health.  Explain the role of government agencies in providing a safe workplace.  Demonstrate methods to correct common hazards.  Demonstrate personal and group health and safety practices.  Implement procedures to protect the health and safety of all individuals.  Manage the physical and social environment to reduce conflict and promote safety.
Sample Indicators  HMC06.01.02  HMC06.01.03  HMC06.01.04  HMC06.01.05	safety and health.  Demonstrate knowledge of rules and laws designed to promote safety and health and their rationale.  Identify key rights of employees related to occupational safety and health.  Identify the responsibilities of employers related to occupational safety and health.  Explain the role of government agencies in providing a safe workplace.  Demonstrate methods to correct common hazards.  Demonstrate personal and group health and safety practices.  Implement procedures to protect the health and safety of all individuals.  Manage the physical and social environment to reduce conflict and promote safety.  Follow regulations and organizational policies and procedures to assure a safe and healthy environment.
Sample Indicators  HMC06.01.02  HMC06.01.03  HMC06.01.04  HMC06.01.05	safety and health.  Demonstrate knowledge of rules and laws designed to promote safety and health and their rationale.  Identify key rights of employees related to occupational safety and health.  Identify the responsibilities of employers related to occupational safety and health.  Explain the role of government agencies in providing a safe workplace.  Demonstrate methods to correct common hazards.  Demonstrate personal and group health and safety practices.  Implement procedures to protect the health and safety of all individuals.  Manage the physical and social environment to reduce conflict and promote safety.  Follow regulations and organizational policies and procedures to assure a
Sample Indicators  HMC06.01.02 HMC06.01.03 HMC06.01.04 HMC06.01.05  HMC06.01.06	safety and health.  Demonstrate knowledge of rules and laws designed to promote safety and health and their rationale.  Identify key rights of employees related to occupational safety and health.  Identify the responsibilities of employers related to occupational safety and health.  Explain the role of government agencies in providing a safe workplace.  Demonstrate methods to correct common hazards.  Demonstrate personal and group health and safety practices.  Implement procedures to protect the health and safety of all individuals.  Manage the physical and social environment to reduce conflict and promote safety.  Follow regulations and organizational policies and procedures to assure a safe and healthy environment.  LEADERSHIP AND TEAMWORK: Use leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives.
Sample Indicators  HMC06.01.02 HMC06.01.03 HMC06.01.05 HMC06.01.06  Cluster Topic HMC07	safety and health.  Demonstrate knowledge of rules and laws designed to promote safety and health and their rationale.  Identify key rights of employees related to occupational safety and health.  Identify the responsibilities of employers related to occupational safety and health.  Explain the role of government agencies in providing a safe workplace.  Demonstrate methods to correct common hazards.  Demonstrate personal and group health and safety practices.  Implement procedures to protect the health and safety of all individuals.  Manage the physical and social environment to reduce conflict and promote safety.  Follow regulations and organizational policies and procedures to assure a safe and healthy environment.
Sample Indicators  HMC06.01.02 HMC06.01.03 HMC06.01.05 HMC06.01.06  Cluster Topic HMC07	safety and health.  Demonstrate knowledge of rules and laws designed to promote safety and health and their rationale.  Identify key rights of employees related to occupational safety and health.  Identify the responsibilities of employers related to occupational safety and health.  Explain the role of government agencies in providing a safe workplace.  Demonstrate methods to correct common hazards.  Demonstrate personal and group health and safety practices.  Implement procedures to protect the health and safety of all individuals.  Manage the physical and social environment to reduce conflict and promote safety.  Follow regulations and organizational policies and procedures to assure a safe and healthy environment.  LEADERSHIP AND TEAMWORK: Use leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives.  Model behaviors that demonstrate support for the organization's



Sample Indicators Assist in setting organizational priorities to ensure quality.

HMC07.01.02 Establish working relationships with all levels of personnel.

HMC07.01.03 Develop culturally competent practices that are sensitive to cultural,

religious, disability, and gender issues.

Set up and/or participate in workshops relating to cultural, religious, disability, and Sample Indicators gender issues specific to human services careers.

gender issues specific to human services careers.

Develop service guidelines with other co-workers.

HMC07.01.04 Maintain working relationships with all levels of personnel.

Cluster Topic ETHICS AND LEGAL RESPONSIBILITIES: Know and understand the importance of professional ethics and legal responsibilities.

HMC08.01 Model ethical and legal conduct while working in the human

services industry.

HMC08.01.01 Comply with legal requirements to assure appropriate conduct.

Sample Indicators Assess and document legal compliance.

HMC08.01.02 Adhere to recognized ethical standards to inspire confidence.

Sample Indicators Assess and document adherence to ethical standards.

HMC08.01.03 Maintain compliance by seeking ethical and legal guidance from

appropriate sources.

Sample Indicators Document, review, and resolve ethical and legal conflicts.

HMC08.02 Demonstrate actions that comply with legal requirements for personal liability to guide personal conduct in the human services

setting.

skills.

HMC08.02.01 Prevent personal liability by following legal requirements.

Sample Indicators Assess adherence to appropriate personal liability requirements.

EMPLOYABILITY AND CAREER DEVELOPMENT: Know and

Cluster Topic understand the importance of employability skills. Explore, plan, and effectively manage careers. Know and understand the importance of entrepreneurship

HMC09.01 Explain written organizational policies, rules and procedures to

help employees perform their jobs.

HMC09.01.01 Locate appropriate information on organizational policies in handbooks

and manuals.

Sample Indicators Identify the contents of various organizational publications.

Select the appropriate document(s) as reference for the situation.

HMC09.01.02 Discuss how specific organizational policies and rules influence a specific

work situation.

Locate and identify specific organizational policy, rule or procedure to assist with a

Sample Indicators given situation.

Explain specific organizational policy, rule or procedure to improve a given situation.



Cluster Topic HMC10 TECHNICAL SKILLS: Use the technical knowledge and skills required to pursue the targeted careers for all pathways in the career cluster, including knowledge of design, operation, and maintenance of technological systems critical to the career cluster.

**HMC10.01** 

Describe and apply technical knowledge and skills required to be successful in careers in the human services area.

HMC10.01.01

Practice skills in a chosen career path to gain familiarity with technical processes.

Sample Indicators

Maintain successful employment.
Establish an entrepreneurial enterprise.

HMC10.02

Select and use cost effective resources to assist with planning the delivery of human services.

HMC10.02.01

Practice skills in a chosen career path to gain familiarity with technical

processes.

Sample Indicators

Appropriately use resources.

HMC10.03

Describe and apply human development principles to enhance the well being of individuals served by the human services industry.

HMC10.03.01

Demonstrate services that align with human development principles.

Assess and document the satisfaction of clients/customers/participants with services

Sample Indicators provided.

#### D. PATHWAY KNOWLEDGE AND SKILLS

The following knowledge and skill statements apply to all careers in the Counseling and Mental Health Services Pathway. The statements are organized within ten topics.

A. Foundational Academic Expectations

B. Essential Knowledge and Skills

C. Cluster (Foundation) Knowledge and Skills

D. Pathway Knowledge and Skills

Pathway Topic HMPB01

### **EMPLOYABILITY AND CAREER DEVELOPMENT**

**HMPB01.01** 

Obtain required state-specific certification, licensing, or certifications in order to practice within counseling and mental health services.

HMPB01.01.01

Meet minimum educational requirements and customize learning to meet iob requirements.

Display or present bona fide educational or professional credentials as

Sample Indicators

requested/required.

Maintain good standing in applicable criminal and professional registries.

HMPB01.01.02

Complete continuing education requirements.

Sample Indicators

State professional development goals consistent with the job and individual skill sets. Keep and store documentations of education.



	Send documentation to licensing or certifying boards in a timely manner.
HMPB01.01.03	Apply updated theory and knowledge in cases and professions.
Sample Indicators	Document the use of updated theory and knowledge and associated results.
HMPB01.01.04	Research interventions and theories that may be relevant.
Sample Indicators	Use proactive approach to problem-solving.
	Develop a research based plan.
HMPB01.01.05	Synthesize knowledge of human development, counseling, therapy and assessment theories to treat each client individually.

Pathway Topic HMPB02	COMMUNICATIONS
HMPB02.01	Employ communication strategies to establish a collaborative
	relationship with the client.
HMPB02.01.01	Build rapport by recognizing and adapting to the range of participant communication styles using effective, sensitive communication skills.
Sample Indicators	Use active listening skills.
HMPB02.01.02	Evaluate client's readiness for change by conducting open discussions.
Sample Indicators	Give, receive and act upon feedback promptly and with sensitivity to an individual's experiences and cultural background.

Use the communication skills required to manage conflict involving the participants.

### HMPB02.02 Employ clear written and spoken messages when educating clients about mental health services and the counseling process.

HMPB02.02.01	Incorporate language that is respectful of the individual, emphasizes capabilities, and is non-discriminatory.
Sample Indicators	Through written and oral communications, use language that is respectful of the individual, emphasizes capabilities, and is non-discriminatory.
HMPB02.02.02	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.
HMPB02.02.03	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.
MDD02 02	Ask open ended questions.
MPB02.03	Analyze and employ functional and specialized assessments to

### HMPB02.03 Analyze and employ functional and specialized assessments to evaluate needs and propose solutions within the counseling and

mental health setting.

HMPB02.03.01
Sample Indicators

Prepare file documents by evaluating and interpreting information.

Obtain past records whenever possible.

Obtain releases for information and consults with past mental health providers or others who may have helpful information.



HMPB02.03.02 Recognize issues and/or problems based on client participation.

Sample Indicators Present evaluation for client response.

Address any denial of issues.

HMPB02.03.03 Suggest solutions that incorporate client's perceptions.

Sample Indicators Contract for counseling plan.

Collaborate with client to draw up a resource list.

HMPB02.03.04 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.

HMPB02.04 Write clearly, understandably and to the point to create client documentation in mental health settings.

HMPB02.04.01 Document client information into detailed records.

Sample Indicators Prepare accurate and concise records.

HMPB02.04.02 Employ protocols designed to safeguard information and maintain client

confidentiality.

Sample Indicators Prepare progress notes containing only brief objective summarizations.

Prepare discharge summaries that are concise, objective, and to the point.

Pathway Topic HMPB03

PROBLEM-SOLVING AND CRITICAL THINKING

HMPB03.01 Evaluate client motivation, strengths and weaknesses to develop a client treatment program.

HMPB03.01.01 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.

HMPB03.01.02 Create solutions to solve problems.

Sample Indicators Evaluate options with client.

Negotiate agreement for using chosen solutions.

HMPB03.01.03 Evaluate success with client by comparing progress with desired

objectives.

Sample Indicators Time-limit treatment, based on progress.

Negotiate discharge with client.

HMPB03.02 Monitor and evaluate counseling or mental health clients for crisis interventions in order to apply interventions when needed.

HMPB03.02.01 Interpret client information accurately to assure proper care applications.

Sample Indicators Recommend more restrictive level of care, if indicated.

Provide client with resources to follow through on recommendations.

Pathway Topic HMPB04

**INFORMATION TECHNOLOGY APPLICATIONS** 

HMPB04.01 Employ the use of technology to communicate and select resources needed for certain cases.



HMPB04.01.01	Use telephone, fax and email for timely turnarounds.
Sample Indicators	Answer referral questions within 24 hours.
	Return messages within 24 hours.
HMPB04.01.02	Identify educational resources and support groups via the Internet.
Sample Indicators	Locate usable websites.
	Document clients' benefits from their use of resources.
HMPB04.01.03	Collect data using appropriate online assessments.
Sample Indicators	Lead clients through assessments.
	Verify that an assessment provides accurate information.
HMPB04.01.04	Select and use career planning to evaluate opportunities.
Sample Indicators	Confirm that clients find jobs.
	Confirm that clients can explain successful career paths.
HMPB04.01.05	Teach client to use electronic portfolios for job searches.
Sample Indicators	Confirm that clients use these services.
HMPB04.01.06	Select and use job search opportunities.

<b>Pathway</b>	Topic
HMPB	05

#### **SYSTEMS**

#### **HMPB05.01**

Develop and maintain an operational mental health or counseling program within a given organization to meet organizational goals.

HMPB05.01.01 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.

#### **HMPB05.02**

Use communication skills while interfacing with referral sources, including the legal system, to ensure appropriate client treatment.

HMPB05.02.01 Repo

Report client's progress to appropriate sources.

Follow confidentiality guidelines. Report in a timely manner.

HMPB05.03

Examine and summarize group dynamics to identify functions and effects of larger and smaller groups on personal effectiveness in order to tailor the mental health or counseling program to the client.

HMPB05.03.01

Inform clients and supervisors about problems, solutions, successes,

plans and implementations.

Sample Indicators

Know and use organizational hierarchy.

Identify immediate supervisor by sight, name and office location.

Follow organizational and legal procedures regarding duty to report, crisis intervention

and out of the ordinary events.

Seek routine supervision and join professional organizations.

### Pathway Topic HMPB06

### SAFETY, HEALTH AND ENVIRONMENT



HMPB06.01 Establish a physically and psychologically healthy environment

for counseling and mental health services to enhance

effectiveness of treatments.

HMPB06.01.01 Select a suitable location to create a welcoming environment.

Sample Indicators Evaluate accessibility to transportation.

Evaluate safety and security.

Provide a functional work environment, including equipment and utilities.

HMPB06.01.02 Create a psychologically suitable environment to facilitate confidence in

clients.

Sample Indicators Plan furniture, rooms, and décor for a non-threatening environment.

Use social skills needed for a diverse population.

Use business behaviors that provide privacy, autonomy and dignity for clients from

diverse backgrounds.

Pathway Topic HMPB07

#### **LEADERSHIP AND TEAMWORK**

No additional statements in the topic beyond those found in the Cluster or Essential Knowledge and Skills Charts.

Pathway Topic HMPB08

#### ETHICS AND LEGAL RESPONSIBILITIES

HMPB08.01

Observe ethical and legal responsibilities at all times to assure the best interests of the client are served.

HMPB08.01.01

Follow privacy regulations to ensure confidentiality of client information.

Sample Indicators

Guard session information.

Keeps records inaccessible to the general public.

HMPB08.01.02

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.

Only under subpoena release client records.

Pathway Topic HMPB09

### **EMPLOYABILITY AND CAREER DEVELOPMENT**

No additional statements in the topic beyond those found in the Cluster or Essential Knowledge and Skills Charts.

Pathway Topic HMPB10

### **TECHNICAL SKILLS**

**HMPB10.01** 

Synthesize and apply principles of counseling and relationship skills to motivate client change.

HMPB10.01.01

Establish rapport and enhance client confidence.

Sample Indicators

Listen attentively with steady eye contact, unless respecting cultural differences.

Avoid interrupting.

Accurately repeat, re-phrase or interpret.



Display non-threatening, assertive body language.

HMPB10.02

Reinforce client statements using verbal and nonverbal means to show change of client attitude and/or report change of behavior.

HMPB10.02.01

State client's comments and questions to show comprehension.

Sample Indicators

Say, "I see," "I understand," "Help me understand."

Avoid jargon.

Avoid technical language.

Speak in everyday standard language.

**HMPB10.03** 

Employ counseling and therapy techniques to selectively serve individual needs.

HMPB10.03.01

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.

**HMPB10.04** 

Recognize and employ strategies of reflection, interpretation, affirmation, summarizing and tracking to evaluate which counseling or mental health strategy will create client confidence.

HMPB10.04.01

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.

HMPB10.05

Apply strategies as counselor/therapist and consultant to promote client learning.

HMPB10.05.01

Collaborate with clients to establish milieu that provides encouragement of learning and change.

Sample Indicators

Document client's interest in assignments and follow through.

Document (including school staff, parents, and students) client's follow through with recommendations and change.

HMPB10.06 Communicate in a culturally competent manner.

HMPB10.06.01

Model behaviors that demonstrate cultural competence.

Sample Indicators

Document that clientele shows diverse population.

Document that clientele refers others from the same cultural background.

HMPB10.06.02

Collaborate with clients to develop solutions aligning to their cultural

backgrounds.

Sample Indicators

Document that collaborations produce effective solutions resulting in client change.

HMPB10.07

Consult with schools and business organizations to provide recommendations for successful change in mental health and counseling programs.

HMPB10.07.01

Develop effective school counseling programs using cooperative planning procedures.

Sample Indicators

Document that schools follow through with recommendations.

Document that school data shows improvement in areas set as goals in the counseling

program.



HMPB10.07.02 Implement 6

Implement effective school counseling programs using a team approach to implementation.