Human Services

Pathway: Personal Care Services

Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
HMPD01.01	Academic Foundations	Academic Courses	Apply mathematics skills to provide services.	Use addition, subtraction, multiplication, division, percentage, ratio and proportion, and geometric concepts to manage math-based information.	Calculate final price for services rendered or products purchased including cash and credit sales.
					Utilize and mix products accurately according to manufacturer's guidelines.
				Use charts, tables, and graphs as resources for business decisions.	Accurately interpret information from charts, tables and graphs.
HMPD01.02	Academic Foundations	Academic Courses	Apply principles of biology, identifying living tissues, cells, and organisms to provide/select safe and effective products and services.	Identify and explain functions and interdependencies of tissues, cells and organisms to provide/select safe and effective products and services.	Apply principles of functions and interdependencies as part of a daily routine.
				Identify and explain interactions of tissues, cells and organisms with each other and the environment to provide/select safe and effective products and services.	Apply principles of interactions as part of a daily routine.
HMPD01.03	Academic Foundations	Academic Courses	Interpret written sentences and paragraphs in work-related documents to obtain items of information.	Use reading strategies to learn meaning, technical concepts, vocabulary, and follow directions.	Accurately follow directions.
					Interpret technical materials/resources to maintain current knowledge.
HMPD01.04	Academic Foundations	Academic Courses	Apply principles of chemistry, explaining the composition, structure and properties of substances and of chemical processes to provide broad-range services.	Identify appropriate uses of chemicals and their interactions to avoid improper use.	Accurately mix products and formulas according to manufacturer's guidelines.
				Identify danger signs of unsuccessful reactions to avoid endangering individuals.	React to danger signs with appropriate intervention.

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HMPD01.05	Academic Foundations	Academic Courses	Apply basic principles of human anatomy to classify areas of potential problems.	Apply principles of basic human anatomy to provide needed services.	List the systems of the body and describe their functions to gain familiarity with potential problems.
					Recognize, identify, and work with anatomical structures accurately.
HMPD02.01	Communications	#6: Communications and Marketing in Personal Care Services	Select communication strategies to effectively serve personal care clients/family members.	Use effective oral and written communication skills to address personal care clients/family members.	Communicate effectively with personal care clients/family members.
					Answer telephone calls with professional telephone etiquette.
					Provide accurate information to individuals/families.
					Make telephone calls to follow-up with clients.
				Consult with individuals/family members to determine needs, preferences and resources.	Create and present a plan to individuals/families for required services.
				Use interpersonal skills relating to client sensitivity, ethnic diversity and building rapport to evaluate client point of view and interact respectfully.	Listen non-judgmentally to analyze client requests, maintaining a flexible and tolerant attitude.
				Use verbal and nonverbal communication skills to establish and maintain positive relationships with co-workers, other professionals, and individuals/families.	Communicate effectively with individuals/families.
					Encourage co-workers to establish a team atmosphere.
					Discuss products with vendors and manufacturers in a courteous but thorough way to obtain accurate product information.
HMPD02.02	Communications	#6: Communications and Marketing Personal Care Services	Apply advertising principles to attract and retain a large clientele.	Evaluate and use media to provide maximum impact on particular client populations.	Document outcomes of media use.
					Provide effective advertising of products/services.

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HMPD03.01	Problem Solving and Critical Thinking	#4: Personal Care Services	Assist individuals to recognize concerns and make informed decisions.	Use several approaches to identify and evaluate alternatives.	Accurately describe alternatives.
					Assist individuals to understand potential outcomes.
					Help client identify potential barriers.
				Evaluate customer feedback to use it to best advantage.	Use customer feedback to enhance products and services.
HMPD03.02	Problem Solving and Critical Thinking	#4: Personal Care Services	Facilitate the development of an individualized plan to reflect client/family preferences, needs, and interests.	Analyze client/family wishes, in conjunction with feasibility, to create a course of treatment/action.	Create a plan of treatment/action.
HMPD03.03	Problem Solving and Critical Thinking	#4: Personal Care Services	Use time management principles and techniques to achieve objectives.	Maintain a business/appointment schedule to effectively serve client/family/community.	Document customer satisfaction.
HMPD03.04	Problem Solving and Critical Thinking	#4: Personal Care Services	Use interpretation and evaluation skills to enhance client satisfaction.	Observe client/family to interpret client satisfaction with solutions, procedures, and products.	Initiate open discussion based on interpretation to elicit client information.
					Negotiate for improving satisfaction if needed.
				Interpret technical information to choose best resource for use with client/family's unique preferences.	Inform client/family of the process and realistic outcomes for the technique, including possible risks, as well as rewards.
HMPD04.01	Information Technology Applications	#2: Information Technology Applications	Use technology to analyze data and information.	Summarize, compare and contrast information to arrive at reliable conclusions.	Retrieve and analyze data/information.
				Interpret information about a client, product, process or topic needed to initiate action.	Accurately interpret data.
				Use appropriate software to represent existing client, product, service, or topic information in a different form.	Describe and accurately summarize information/data using charts, graphs, and descriptive statistics.

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HMPD04.02	Information Technology Applications	#2: Information Technology Applications	Keep electronic records of client services to access and safeguard crucial client information.	Comply with established procedures to store and retrieve information.	Manage information in a database.
HMPD05.01	Systems	#4: Personal Care Services	Allocate resources to provide maximum benefit for the client, service provider, business or organization.	Order and stock products/inventory from vendors to keep supplies available for offering timely client services and products.	Place orders accurately and choose carefully for cost-performance ratio.
HMPD05.02	Systems	#4: Personal Care Services	Examine the range of personal care resources to access at appropriate times.	Design, analyze, and obtain resources necessary for business practice.	Maintain inventory that allows for satisfactory customer service while building a profitable business endeavor.
HMPD06.01	Safety, Health and Environment	#5: Practices in Personal Care Services	Practice emergency policies and procedures regarding health/safety for assurance you can apply them when needed.	Follow the organization's policies, procedures, and regulations to achieve a safe and healthy environment.	Effectively anticipate, respond, and document situations involving health and safety.
				Implement procedures to protect the health and safety of all individuals.	Document and report emergency situations and outcomes to appropriate authorities.
HMPD06.02	Safety, Health and Environment	#5: Practices in Personal Care Services	Recognize risks and potentially hazardous situations to help minimize workplace dangers.	Evaluate emergency situations to defuse them and determine intervention strategies.	Document and report emergency situations and outcomes to appropriate authorities.
				Use established guidelines, policies and procedures to take appropriate measures (e.g. personal protective equipment, etc.).	Apply and adhere to OSHA and CDC guidelines.
					Store chemicals in locked cabinets and secure keys.
HMPD07.01	Leadership and Teamwork	#4: Personal Care Services	Set priorities to accomplish the mission of the personal care organization.	Establish and maintain effective working relationships with all levels of personnel to provide effective services to the client/family.	Apply organizational priorities in daily work.

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HMPD07.02	Leadership and Teamwork	#4: Personal Care Services	Access appropriate materials to establish a personal role in setting personal care organization priorities.	Use organization's policies procedures and regulations to work with other coworkers in developing practices sensitive to cultural, religious, disability, and gender issues.	Perform role according to stated criteria.
					Set up and/or participate in workshops relating to cultural, religious, disability, and gender issues specific to personal care services.
HMPD07.04	Leadership and Teamwork	#4: Personal Care Services	Analyze the personal care environmental context and factors that may influence future direction.	Scan the environment to identify trends, factors, potential issues that affect the future of the organization.	Contribute to the development of the strategic plan of the organization.
HMPD07.05	Leadership and Teamwork	#4: Personal Care Services	Apply principles of conflict resolution to solve problems.	Use conflict management skills to facilitate solutions.	Report/document outcomes of conflict resolution techniques.
HMPD07.06	Leadership and Teamwork	#4: Personal Care Services	Use leadership skills to maintain a positive relationship with the community.	Maintain a helpful profile in the professional community and in the larger community to enhance community life.	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).
				Act as a community educator and advocate for the profession to educate the community.	Explain the role of a professional in the area of expertise to community groups.
					Conduct workshops, responding to questions and comments.
HMPD09.01	Employability and Career Development	#4: Personal Care Services	Continue professional development to keep current on relevant resources and information.	Use performance information to evaluate personal performance of goals and self improvement issues.	Evaluate self for performance and technical improvement needed to keep current.
					Develop a written professional development plan.
					Maintain licensure, certification as required.
					Request feedback of co-workers, clients/families, and supervisor to improve performance.

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Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
HMPD10.01	Technical Skills	#5: Practices in Personal Care Services	Apply technical knowledge and skills required to function in personal care services pathway.	Practice competently in chosen occupation to gain functional skills.	Satisfactorily practice in chosen occupation.
					Keep updated in all areas that include technology, physical surroundings and maintenance of systems that enhance the well-being of clients.
HMPD10.02	Technical Skills	#5: Practices in Personal Care Services	Synthesize client and professional information to attract new clientele and retain present clientele.	Research/assess client records to determine trends.	Interpret databases compiled annually.
					Create a plan based on research interpretation of databases.
					Run a pilot project before full implementation of a new plan.
					Implement and evaluate plan of action.
				Research current techniques and trends to determine applicability to business/organization.	Find information on the internet or at professional gatherings.
HMPD10.04	Technical Skills	#5: Practices in Personal Care Services	Apply administrative/clerical procedures and systems to provide client satisfaction.	Use software to create in-house documents and advertising materials.	Develop effective in-house documents and advertising materials.
				Use office/records management systems to keep client records current/accurate.	Maintain accurate client records.
					Use client records to effectively respond to client inquiries.

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HMPD10.05	Technical Skills	#5: Practices in Personal Care Services	Apply principles and processes for providing personal care services to satisfy the client's expectations.	Elicit and evaluate information to identify client's/family's needs.	Provide services based on assessment, aligning with client characteristics.
				Provide services and products to conform to the highest quality standards possible.	Apply quality standards to all services and products.
				Design and provide alternative delivery of services to serve special needs clients.	Match delivery of services to needs of client/family.
				Create and use a customer satisfaction survey to give feedback on any needed adjustments.	Make adjustments based on survey data.
HMPD10.06	Technical Skills	#5: Practices in Personal Care Services	Use techniques, principles, tools and instruments to develop efficient and safe delivery of client services.	Produce and use precision technical plans to develop delivery of client services.	Deliver client services and refine delivery system as needed.
				Create and use drawings and models to develop delivery of client services.	Deliver client services and refine delivery system as needed.
HMPD10.07	Technical Skills	#7: Entrepreneurship and Business Management	Apply economic and accounting principles and practices to promote business success and growth.	Investigate how financial markets work to make successful investment choices.	Make successful investment choices.
				Identify banking principles and evaluate banking institutions to determine where to establish a business account.	Establish a business account.

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HMPD10.08	Technical Skills	#7: Entrepreneurship and Business Management	Apply principles of mechanics to choose, evaluate and maintain service equipment.	Evaluate the design, use and benefits of service to choose equipment.	Deliver services using functional equipment.
				Repair and maintain business equipment to maintain client services.	Troubleshoot problems with business equipment.
					Contact appropriate repair and maintenance services.

Additional Recommended
CTE/Degree Major Course:

#3: Human Growth and Development

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