Human Services

Pathway: Family & Community Services

Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
HMPC01.01	Academic Foundations	Academic Courses	Enroll in academic program in Human Services area to obtain basic skills.	Complete appropriate degree, certification, diploma or credential to certify skills.	Receive appropriate diploma, certificate, diploma or credential in chosen area (below Bachelor's Degree).
HMPC01.02	Academic Foundations	#4: Family and Community Services Academic Courses	Obtain degree, certification, diploma or credential required for appropriate Human Services area.	Satisfy all licensure/certification and required training for specific job.	Show credential, certificate, license, degree, diploma, etc., to appropriate employers.
					Maintain employment in good standing.
HMPC01.03	Academic Foundations	#4: Family and Community Services	Identify individual, social, historical, economic, and cultural context to increase awareness of family and community services.	Select and apply knowledge and theories appropriate to address specific populations and specific circumstances.	Study supervisor observations indicating increasing mastery in individual selected areas of interest.
					Complete self-assessment of needs and mastery.
					Complete additional courses.
HMPC02.01	Communications	#4: Family and Community Services	Evaluate and identify a range of effective communication strategies and skills necessary to establish a collaborative relationship with others.	Use effective, sensitive communication skills to build rapport and channels of communication by recognizing and adapting a range of communication styles.	Use active listening skills as indicated by self-assessment and supervisor assessment.
				Formulate feedback with sensitivity to a person's cultural background and personal experiences.	Give, receive and act upon feedback promptly and with sensitivity.

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HMPC03.01	Problem Solving and Critical Thinking	#5: Introduction to Family and Community Services	Recognize concerns and assist individuals to make informed decisions.	Recognize individual preferences and strengths to create solutions for client.	Accurately identify concerns.
					Collect client history to monitor patterns of behavior.
					Identify individual problems and analyze sources of difficulties to create solutions.
					Lead client to use problem-solving skills for finding solutions.
					Enable client to identify resources, and to expand number of resources, if needed.
					Collaborate with client to prioritize problems and follow through with solutions.
					Mentor client and role-model effective problem-solving skills to enhance client participation.
					Connect client with additional resources to serve needs.
					Identify community, state or national resources to provide expanded care opportunities.
					Work with client to plan use of resources for transportation, application interviews and appointments.
					Provide referral information for other resources.
					Evaluate alternatives chosen by individuals.
					Evaluate effectiveness of solutions vs. prior help.
HMPC03.02	Problem Solving and Critical Thinking	#5: Introduction to Family and Community Services	Recognize various treatment plans to adjust to client needs.	Synthesize all information to summarize and adopt a treatment plan based on individual needs.	Evaluate individual progress.

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HMPC05.01	Systems	#5: Introduction to Family and Community Services	Access community resources to gain a broad awareness of available help.	Research to find agencies, organizations, and churches offering services.	Keep a portfolio of available community resources, such as transportation, social services, support groups, and advocacy groups.
				Visit community resource sites to become familiar with resources.	Keep names and phone numbers of contacts at each service.
				Update information as needed to keep up with innovations.	Update and access services suitable and available for client.
HMPC05.02	Systems	#5: Introduction to Family and Community Services	Research and use state and local social services providers to expand resource base.	Evaluate state and local social services providers to align services with client needs.	Use proper referral procedure for each service.
HMPC05.03	Systems	#5: Introduction to Family and Community Services	Communicate with client's family system to gain family support.	Collaborate professionally with family members to benefit client.	Document formal and informal meetings with family members.
				Follow policies and procedures to assure compliance with local, state and national regulations.	Adhere to job description.
HMPC06.01	Safety, Health and Environment	#6: Safety, Health and Environment	Examine laws governing abuse, neglect and confidentiality and other health and safety situations to establish legal aspect of operation.	Follow legal and other procedures to report concerns of abuse, neglect or exploitation.	Use and document quality assurance procedures.
				Assure accessibility, security and safety of program environment and transportation to all participants.	Document that the environment meets all applicable licensing and accreditation requirements.
					Document and report situations to appropriate authorities.

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HMPC06.02	Safety, Health and Environment	#6: Safety, Health and Environment	Examine crisis prevention, intervention and resolution techniques to formulate emergency plans.	Match techniques to align with particular circumstances and individuals.	Formulate appropriate interventions likely to prevent crisis situations.
				Intervene in emergency situation by managing the physical and social environment to reduce conflict and promote safety of participants, workers and others.	Use appropriate techniques to ensure a safe environment.
				Seek outside assistance to address particular situations.	Resolve a crisis or emergency situation.
HMPC08.01	Ethics and Legal Responsibilities	#7: Ethics and Legal Responsibilities	Know the rules of confidentiality to apply them and inspire confidence.	Observe ethical and legal responsibilities to maintain client confidentiality.	Guard client information in conversation.
					Keep client written information inaccessible from general public.
				Exercise proper judgment to balance reporting requirements with privacy needs.	Use strategies for documenting essential information while respecting privacy.
				Prepare indoctrination materials to ensure individuals are aware of rights of personal access to records and right to give or refuse consent for release of information.	Communicate clearly to clients concerning rights of access to records and right to refuse consent for release of information.
HMPC10.01	Technical Skills	#8: Family and Community Services Practices	Exercise formal and informal assessment practices in order to respond to the needs, desires, and interests of the clients.	Gather information and inform the participant about what to expect in the assessment process.	Complete verbal and written assessments to show strengths and needs of participants in a respectful manner, emphasizing individual's capabilities.
				Examine specific client etiology to create interventions.	Document client progress due to interventions.

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HMPC10.02	Technical Skills	#8: Family and Community Services Practices	Visit other sites and agencies to identify available community support and service networks.	Work with individual's support system and assist with identified community connections to align the needs of individuals to community supports.	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 which inform the goal-setting process for individual clients.
					Document an increase in frequency and number of contacts for the client.
					Provide a summary of visits and information gathered from family/friends.

Additional Recommended
CTE/Degree Major Course:

#3: Human Growth and Development

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