

Human Services: Family & Community Services Focus Area

Use formal and informal assessment practices to create and evaluate a prevention and/or treatment plan. **HUFC01**

- 1 Summarize a prevention/treatment plan based upon a synthesis of information about individual needs.** **HUFC01.01.01**
- 2 Evaluate individual progress.** **HUFC01.01.02**
- 3 Gather information and inform the participant about what to expect in the assessment process.** **HUFC01.02.01**
- 4 Complete verbal and written assessments to show the strengths and needs of participant.** **HUFC01.02.02**
- 5 Create interventions and implement a treatment plan based on identified individual needs.** **HUFC01.03.01**
- 6 Document client progress due to interventions.** **HUFC01.03.02**
- 7 Create solutions for clients that will help them make informed decisions using individual preferences and strengths.** **HUFC01.04.01**
- 8 Accurately identify concerns.** **HUFC01.04.02**
- 9 Collect client history to monitor patterns of behavior.** **HUFC01.04.03**
- 10 Identify individual problems, and analyze sources of difficulties.** **HUFC01.04.04**
- 11 Lead client to use problem-solving skills for finding solutions.** **HUFC01.04.05**
- 12 Connect client with additional resources to serve needs.** **HUFC01.04.06**

Identify community resources to provide family and community services. **HUFC02**

- 1 Research to find agencies, organizations, and churches offering services.** **HUFC02.01.01**
- 2 Keep a portfolio of available community resources, such as transportation, social services, support groups, and advocacy groups.** **HUFC02.01.02**

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- 3 Conduct a visit to a community resource site to become familiar with resources.** HUFC02.02.01

 - 4 Keep names and phone numbers of contacts at each service.** HUFC02.02.02

 - 5 Research and evaluate state and local social services provides.** HUFC02.03.01

 - 6 Use proper referral procedure for each service.** HUFC02.03.02

 - 7 Update information as needed to keep current.** HUFC02.03.03

 - 8 Match individual's needs with identified community resources.** HUFC02.04.01

 - 9 Document information that describes needs, preferences, strengths, and potential supports.** HUFC02.04.02
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Communicate effectively to gain support from the client's family and other support groups. HUFC03

- 1 Follow policies and procedures to assure compliance with local, state, and national regulations.** HUFC03.01.01

 - 2 Adhere to job description.** HUFC03.01.02

 - 3 Identify regulation violations.** HUFC03.01.03

 - 4 Implement best practices.** HUFC03.01.04

 - 5 Collaborate professionally with family members.** HUFC03.02.01

 - 6 Document formal and informal meetings with family members.** HUFC03.02.02

 - 7 Give, receive, and act upon feedback promptly and with sensitivity.** HUFC03.02.03

 - 8 Provide a summary of visits and information gathered from family/friends.** HUFC03.02.04

 - 9 Collaborate with an individual's support system to provide services.** HUFC03.03.01

 - 10 Document information that describes needs, preferences, strengths, and potential supports.** HUFC03.03.02

 - 11 Document client's satisfaction that his/her needs, preferences, etc. have been accurately identified.** HUFC03.03.03

 - 12 Provide examples of information collected to inform individual clients of the goal-setting process.** HUFC03.03.04

 - 13 Document an increase in frequency and number of contacts for the client.** HUFC03.03.05

 - 14 Provide a summary of visits and information gathered from family/friends.** HUFC03.03.06
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Comply with laws and procedures that govern abuse, neglect, confidentiality and other health and safety situations. HUFC04

- 1 Follow legal and applicable procedures to report concerns of abuse, neglect, or exploitation.** HUFC04.01.01
- 2 Use and document quality assurance procedures.** HUFC04.01.02
- 3 Assure accessibility, security, and safety of program environment and transportation to all participants.** HUFC04.02.01
- 4 Document that the environment meets all applicable licensing and accreditation requirements.** HUFC04.02.02.
- 5 Document and report situations to appropriate authorities.** HUFC04.02.03
- 6 Maintain client confidentiality while observing ethical and legal responsibilities.** HUFC04.03.01
- 7 Guard client information in conversation.** HUFC04.03.02
- 8 Keep client written information inaccessible to general public.** HUFC04.03.03
- 9 Follow policies and procedures of organization and laws and regulations in documentation of reporting requirements.** HUFC04.03.04
- 10 Use strategies for documenting essential information while respecting privacy.** HUFC04.03.05
- 11 Prepare indoctrination materials to ensure individuals are aware of rights regarding access to records and information.** HUFC04.05.01
- 12 Communicate clearly to clients their rights of access to records and their rights to refuse consent for release of information.** HUFC04.05.02

Evaluate crisis prevention, intervention and resolution techniques to formulate emergency plans. HUFC06

- 1 Align individuals with prevention, intervention, or resolution techniques appropriate for the circumstances.** HUFC06.01.01
- 2 Formulate appropriate interventions likely to prevent crisis situations.** HUFC06.01.02
- 3 Manage the physical and social environment to reduce conflict and promote safety of participants, workers, and others when intervening in emergency situations.** HUFC06.01.03
- 4 Use appropriate techniques to ensure a safe environment.** HUFC06.01.04
- 5 Recognize when to seek outside assistance to address emergency situations.** HUFC06.02.01
- 6 Resolve a crisis or emergency situation.** HUFC06.02.02