Human Services Curriculum Integrity
Community Support Skill Standards

The Human Services class and fieldwork curriculum incorporates the Community Support Skill Standards developed by the Council for Standards of Human Service Education. Graduates are expected to develop knowledge and skills in these areas.

Competency 1  Participant Empowerment

- Respects the participant’s human, civil, and legal rights
- Teaches the participant problem solving techniques
- Assists the participant to identify alternatives in decision making
- Assists the participant to understand the consequences of alternatives to decisions
- Assists the participant to identify personal responsibilities to be proactive
- Promotes partnership in the design of support services
- Supports the participation to participate in goal development that relate to the participant
- Assists the participant to make informed choices
- Teaches self-advocacy methods
- Makes referrals as appropriate

Competency 2  Communication

- Uses effective, sensitive communication styles adapting to the range of participant communication styles
- Uses basic counseling skills (listening, attending, responding, feedback)
- Uses non-verbal communications effectively (posture, eye contact, vocal style, etc.)
- Gives feedback to staff/supervisor about experiences with participants
- Assists participant to express ideas, concerns, goals, and visions
- Uses all forms of communication that are respectful and non-discriminatory
- Cooperates and communicates with staff to achieve participant goals
- Uses language and terms the participant can understand
- Uses appropriate terminology in reporting and presenting at staff meetings.
- Gives valid information to participants
Competency 3  Assessment
- Initiates or assists in an assessment process (participates in intakes/interviews)
- Assists the participant to lessen anxiety and feel comfortable in an assessment or when explaining the assessment
- Writes assessments that reflect strengths and needs of participants
- Writes assessments that are within the guidelines, policies, and procedures of the agency
- Maintains the confidentiality of all information in accordance with federal statutes, regulations, agency policy, and ethical practice
- Gathers assessment information in an accurate and objective manner
- Gives written and verbal assessments that are free from bias (cultural, gender, age, sexual orientation)
- Discusses findings and recommendations with participants as appropriate
- Assists participants to use findings of assessments to develop strategies to obtain needed resources and supports
- Assists the participant to advocate when they disagree with assessment and present their viewpoints on the assessment results

Competency 4  Community and Service Networking
- Identifies the needs of the participant for community supports (collaborates with the participant/information from family/significant other)
- Documents information relative to needed community supports in the record
- Learns about the needs for community supports from the participant
- Supports/refers the participant to link with the community networks/resources
- Researches, develops, and maintains information on community/networking resources
- Identifies factors that help or hinder utilization of community resources
- Uses problem solving techniques to identify ways to overcome obstacles
- Supports participants to make contact with community resources and supports
- Maintains a record of feedback from community resources and supports relative to participant use of services

Competency 5  Facilitation of Services
- Maintains collaborative professional relationships with the participant
- Maintains collaborative professional relationships with staff/supervisors
- Follows ethical standards of practice (confidentiality, informed consent, etc.)
- Attends and participates in staff and team meetings
- Respects appropriate boundaries in the helping relationship
- Uses appropriate self-disclosure to participants or staff
- Assists or facilitates the development of an individualized plan based on participant preferences, needs, and interests
- Maintains progress notes regarding achievement of service plans
- Obtains feedback regarding outcome attainment from participant
- Recommends changes in the service plan based on participant feedback
Competency 6  Community Living Skills and Support Standards
- Knows and is sensitive to the participant’s preferences and abilities regarding physical and personal management needs
- Respects privacy, autonomy, and dignity of participants as they cope with life issues
- Provides physical and personal support to participant’s concerns for safety (e.g. protective clothing, usage of safety rails, wheelchair brakes, etc.)
- Observes and records the participant’s ability to cope with daily life management physical needs
- Respects the cultural issues relating to coping strategies used by participants to manage daily life
- Identifies basic needs of participants (food, clothing, shelter, safety, love)
- Teaches the participant to recognize signs and symptoms of physical/emotional illness
- Supports the participant to take action toward signs and symptoms of physical or emotional illness
- Teaches health maintenance and prevention of illness.
- Supports the participant in the development of friendships and other relationships

Competency 7  Education, Training, and Self-Development
- Identifies area for self-improvement
- Completes required training mandated by state regulations, agency policy
- Develops goals for the learning experiences in the agency
- Educates participants, co-workers, and community members about issues relevant to the field
- Participates in the in-service training of the agency as appropriate

Competency 8  Advocacy
- Gathers information, reviews, and analyzes all aspects of the participant’s problem
- Summarizes participant’s advocacy problems in supervision sessions
- Makes contact with advocacy organizations to understand range of services
- Knows current laws, services, and community resources to assist and educate participants
- Educates the participant regarding rights and service options
- Assists, facilitates, and/or represents participants when there are barriers to service needs
- Initiates and maintains relationships with relevant community resources and civic organizations.
Competency 9  Vocational, Educational, and Career Support
- Assists the participant to identify/clarify career goals, interest, ambitions, and talents
- Contacts community resources to obtain materials of interest to the participant
- Refers a participant for educational/vocational assessments as appropriate with participant approval
- Reviews vocational assessment results with participants as appropriate
- Prepares participant for educational employment as appropriate
- Assists the participant to identify job training opportunities
- Collaborates with training personnel and employers to support the participant’s success
- Provides job retention supports
- Assess environmental access to training/employment for participants as appropriate
- Collaborates with the training/employer to identify resources that will enhance the participant’s job performance/retentions

Competency 10  Crisis intervention
- Evaluates crisis situations for intervention
- Uses crisis prevention concepts in practice
- Recognizes own limitations in crisis situations
- Seeks outside assistance in crisis as appropriate
- Manages a crisis situation
- Follows agency policies/procedures in crisis situations as appropriate
- Identifies emergency community resources for crisis situations as appropriate
- Examines incidents of crisis and explores causes of the crisis to develop possible preventive strategies
- Reviews crisis situations with authorized staff to determine need for ongoing support
- Reviews organizational policies or personnel changes to lower risk of crisis situations

Competency 11  Organizational Participation
- Knows the mission and practices of the organization
- Supports the organization to reach its mission
- Contributes to program evaluations
- Seeks feedback from participants on organization performance.
- Incorporates the results of personal performance evaluations and participant feedback into practice as appropriate
- Develops personal practices that are sensitive to cultural, religious, racial, disability, and gender issues
- Establishes and maintains effective relationships with all levels of personnel
- Understands the organization budget and support staff in the beneficial use of resources
- Explains the organization chart and its relationship to participant services.
Competency 12   Documentation

- Writes records accurately as assigned by the agency
- Writes effectively using proper terminology, grammar, correct spelling, and sentence structure
- Completes documentation reports as assigned
- Requests supervisor review of documentation to ensure requirements are met
- Maintains standards of confidentiality and ethical practice
- Ensures that participants are aware of their rights to give consent or refuse to release records
- Informs participants about situations that would involve disclosure
- Understands the legal requirements and personal liability of all written communication
- Manages time so that documentation requirements are met
- Balances the necessity of documentation with the importance of other activities, especially direct contact with participants