

State-Approved Technical Skill Assessments

7/1/2013

Pathway: Counseling and Mental Health Services

Cluster: Human Services

CLUSTER/ PATHWAY/ PROGRAM	CERTIFICATION / ASSESSMENT TITLE	TYPE	ISSUING ORGANIZATION	WEBSITE Please report broken web links	ELIGIBILITY REQUIREMENTS / PREREQUISITES	ADMINISTRA- TION ELIGIBILITY (Written, Oral, Practical, etc.)	PASSING SCORE	COST	COMMENTS
<ul style="list-style-type: none"> For use at SECONDARY For use at SECONDARY For use at SECONDARY For use at SECONDARY 									
Family and Consumer Sciences/ General Programs	Employability	Academic Assessment	SkillsUSA	http://www.workforcereadysystem.org/media/blueprints/Employability_blueprint.pdf	Entry-level assessment that verifies student mastery of the knowledge and skills for employability in all career pathways including careers in family & consumer sciences.	On line	73%	\$10 per assessment for SkillsUSA member; \$20 per assessment for non-member	Must be a member of SkillsUSA member for the reduce fee; also additional cost for membership to SkillsUSA.

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	SkillsUSA	SkillsUSA Work Force Ready System	SITE COORDINATOR	Each institution/ consortium should have a coordinator who contacts SkillsUSA to obtain assessment exams, proctoring information, data management needs, and other important functions. Your Proctor name, email address and phone number are required when ordering assessments to be administered to students. Click below for the SkillsUSA Work Force Ready System Web site and browse the various Assessment Links and other details: http://www.workforcereadysystem.org/index.shtml					

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Family and Consumer Sciences/ General Programs	21st Century Skills for Workplace Success	Academic Assessment	NOCTI	http://www.nocti.org/PDFs/JobReady/1037_21st_Century_Skills.pdf	Entry-level assessment that verifies student mastery of the knowledge and skills for employability in all career pathways including careers in family & consumer sciences.	Online	National Norm	\$18 - \$30 per exam	Job Ready Assessment
Family and Consumer Sciences/ General Programs	Workplace Readiness	Academic Assessment	NOCTI	http://www.nocti.org/PDFs/JobReady/3033_Workplace_Readiness.pdf	Entry-level assessment that verifies student mastery of the knowledge and skills for employability in all career pathways including careers in family & consumer sciences.	Online	National Norm	\$18 - \$30 per exam	Job Ready Assessment

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Family and Consumer Sciences/ General Programs	Career Skills (Workplace Readiness for Middle School)	Academic Assessment	NOCTI	http://www.nocti.org/PDFs/JobReady/CareerSkills.pdf	Assessment for middle school students but could be used for students with disabilities; verifies student mastery of basic knowledge and skills in all career pathways including careers in family & consumer sciences.	Online	National Norm	\$18 - \$30 per exam	Recommended for basic level programming in workplace readiness
	NOCTI	NOCTI	NOCTI TESTING AGREEMENT	Each institution/consortium should have a Testing Coordinator who contacts NOCTI to obtain assessment exams, proctoring information, data management needs, and other important functions. Click here for the NOCTI Testing Agreement form: http://www.nocti.org/forms.cfm					

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Family and Consumer Sciences/ General Programs	Broad Field Family and Consumer Sciences	Academic Assessment	American Association of Family & Consumer Sciences (AAFCS)	http://www.aafcs.org/CredentiatingCenter/index.asp	Broad-based pathway assessment that verifies student mastery of the knowledge and skills in family & consumer services.	Online	70%	\$25 per exam	
Family and Consumer Sciences/ General Programs	FACS Education I (Semester)	Academic Assessment	Oklahoma Career Tech	http://www.okcareertech.org/about/state-agency/divisions/testing/skills-standards/education-skills-standards/67003-adultfamilysemester.pdf	Broad-based pathway assessment that verifies student mastery of the knowledge and skills in all concepts of family & consumer sciences.	Online	70%	\$12 per exam; \$12 pre-test; \$12 post-test	
Family and Consumer Sciences/ General Programs	FACS Education II (Semester)	Academic Assessment	Oklahoma Career Tech	http://www.okcareertech.org/about/state-agency/divisions/testing/skills-standards/education-skills-standards/67003-adultfamilysemester.pdf	Broad-based pathway assessment that verifies student mastery of the knowledge and skills in all concepts of family & consumer sciences.	Online	70%	\$12 per exam; \$12 pre-test; \$12 post-test	

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	Careertech Testing Information for Consortia Leaders and/or High School Testing Coordinators	Careertech	TESTING AGREEMENT	Each institution/ consortium should have a Testing Coordinator who contacts Careertech to obtain assessment exams, proctoring information, data management needs, and other important functions. Click here for the Careertech Testing Agreement form: http://www.okcareertech.org/about/state-agency/divisions/testing					

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Family and Consumer Sciences/ General Programs	National Career Readiness Certification (Reading for Information/ Applied Mathematics/ Locating Information)	Certification	ACT WorkKeys	http://www.act.org/workkey	ACT National Career Readiness Certification plus KeyTrain curriculum available.	Online	3 (Bronze) or higher on all assessments	\$15.00 Per test (\$15.00 X 3 = \$45.00).	Job skills assessment assessing real world job skills-- Testing sites available across the country at reduced rates; see local workforce center for further information.

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<div style="display: flex; justify-content: space-between;"> ● For use at POSTSECONDARY For use at POSTSECONDARY For use at POSTSECONDARY </div>									
Counseling & Mental Health Services	Employability	Academic Assessment	SkillsUSA	http://www.workforcereadysystem.org/media/blueprints/Employability_blueprint.pdf	Entry-level assessment that verifies student mastery of the knowledge and skills for employability in all career pathways including careers in the Counseling & Mental Health Services.	On line	73%	\$10 per assessment for SkillsUSA member; \$20 per assessment for non-member	This fee is for a non-Skill USA member

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Counseling & Mental Health Services	Workplace Readiness	Academic Assessment	NOCTI	http://www.nocti.org/PDFs/JobReady/3033_Workplace_Readiness.pdf	Entry-level assessment that verifies student mastery of the knowledge and skills for employability in all career pathways including careers in family & consumer sciences.	Online	National Norm	\$18 - \$30 per exam	Job Ready Assessment

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	NOCTI Testing Information for Consortia Leaders and/or Testing Coordinators	NOCTI	TESTING AGREEMENT	Each institution/ consortium should have a Testing Coordinator who contacts NOCTI to obtain assessment exams, proctoring information, data management needs, and other important functions. Click here for getting started: http://nocti.org/GettingStarted.cfm					
Counseling and Mental Health Services	National Career Readiness Certification (Reading for Information/ Applied Mathematics/ Locating Information)	Certification	ACT WorkKeys	http://www.act.org/workkey	ACT National Career Readiness Certification plus KeyTrain curriculum available.	Online	3 (Bronze) or higher on all assessments	\$15.00 Per test (\$15.00 X 3 = \$45.00).	Job skills assessment assessing real world job skills-- Testing sites available across the country at reduced rates; see local workforce center for further information.

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Counseling and Mental Health Services	National Certified Counselor (NHCC)	Certification	National Board of Certified Counselors	http://www.nbcc.org/Specialties/CCMHC	See website for requirements				
Addiction Counseling	Licensed Alcohol and Drug Counselors (LADC) License	License	Minnesota Board of Behavioral Health and Therapy	http://www.bbht.state.mn.us/Licensing/LicensedAlcoholandDrugCounselorLADC/tabid/968/Default.aspx	Minimum of bachelor's degree, 270 hours of classroom hours (18 semester credits) in alcohol and drug counselor education. Also complete an 880-hour alcohol and drug counselor practicum.				

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KEY: Y=Essential N=Not Essential O=Optional

PERFORMANCE INDICATOR	PERFORMANCE MEASURE	COMMON CORE COMPETENCIES Consensus among work group		COMMENTS
		Secondary	Post-secondary	
TOPIC 1: ACADEMIC FOUNDATIONS: Achieve additional academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within a career cluster.				
INDICATOR 01.01 Complete required training, education, and certification to prepare for employment in a particular career field.	MEASURE 01.01.01 Identify training, education and certification requirements for occupational choice.	Y	Y	Comment from Postsecondary: Would like to see this skill at secondary level.
	MEASURE 01.01.02 Participate in career-related training and/or degree programs and participate in career exploration.	Y	Y	
	MEASURE 01.01.03 Pass certification tests to qualify for licensure and/or certification in chosen occupational area.	O	O	Comment from Postsecondary: Depends on program, if certification available. Comment from Business/Industry: Some employers have certification requirements; others do not; critical to have experience in Human Services.
INDICATOR 01.02 Demonstrate language arts knowledge and skills required to pursue the full range of post-secondary education and career opportunities.	MEASURE 01.02.01 Model behaviors that demonstrate active listening.	Y	Y	
	MEASURE 01.02.02 Adapt language for audience, purpose, situation. (i.e. diction/structure, style).	Y	Y	
	MEASURE 01.02.03 Organize oral and written information.	Y	Y	Comment from Postsecondary: May not always be written. i.e. CHW ELL may work more with oral skills.
	MEASURE 01.02.04 Compose focused copy for a variety of written documents such as agendas, audio-visuais, bibliographies, drafts, forms/documents, notes, oral presentations, reports, and technical terminology.	Y	O	Comment from Postsecondary: Varying levels, issues of ELL

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	<p>MEASURE 01.02.05 Edit copy to create focused written documents such as agendas, audio-visuals, bibliographies, drafts, forms/documents, notes, oral presentations, reports, and technical terminology.</p>	<p>Y</p>	<p>O</p>	<p>Comment from Postsecondary: Editing own or others work; some expectation for strong communication skills.</p>
	<p>MEASURE 01.02.06 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, sequence, summaries, and technical subject matter.</p>	<p>Y</p>	<p>Y</p>	
	<p>MEASURE 01.02.07 Evaluate oral and written information for accuracy, adequacy/sufficiency, appropriateness, clarity, conclusions/solutions, fact/opinion, relevancy, validity, and relationship of ideas.</p>	<p>Y</p>	<p>Y</p>	
	<p>MEASURE 01.02.08 Identify assumptions, purpose, and outcomes/solutions.</p>	<p>Y</p>	<p>Y</p>	
	<p>MEASURE 01.02.09 Predict potential outcomes and/or solutions based on oral and written information regarding trends.</p>	<p>Y</p>	<p>Y</p>	<p>Comment from Business/Industry: -Program-specific skill</p>
	<p>MEASURE 01.02.10 Present formal and informal speeches including discussion, information requests, interpretation, and persuasive arguments.</p>	<p>Y</p>	<p>Y</p>	<p>Comment from Postsecondary: May be a prerequisite for postsecondary.</p>
<p>INDICATOR 01.03 Demonstrate mathematics knowledge and skills required to pursue the full range of post-secondary education and career opportunities.</p>	<p>MEASURE 01.03.01 Identify whole numbers, decimals, and fractions.</p>	<p>Y</p>	<p>Y</p>	<p>Comment from Postsecondary: Math is an important foundation skill. Comment from Business/Industry: Designated coordinator needs this (i.e. helping with check book).</p>

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	MEASURE 01.03.02 Demonstrate knowledge of basic arithmetic operations such as addition, subtraction, multiplication, and division.	Y	Y	
	MEASURE 01.03.03 Demonstrate use of relational expressions such as equal to, not equal, greater than, less than, etc.	Y	Y	Comment from Postsecondary: e.g. identify in case studies
	MEASURE 01.03.04 Apply data and measurements to solve a problem.	Y	O	Comment from Postsecondary: Important to apply research to practice.
	MEASURE 01.03.05 Analyze mathematical problem statements for missing and/or irrelevant data.	O	O	Postsecondary: Depending on the programs
	MEASURE 01.03.06 Construct charts/tables/graphs from functions and data.	O	O	Comment from Postsecondary: Program-specific skill
	MEASURE 01.03.07 Analyze data when interpreting documents.	Y	O	Comment from Postsecondary: Program-specific skill
INDICATOR 01.04 Demonstrate science knowledge and skills required to pursue the full range of post-secondary and career education opportunities.	MEASURE 01.04.01 Evaluate scientific constructs including conclusions, conflicting data, controls, data, inferences, limitations, questions, sources of errors, and variables.	O	O	Comment from Postsecondary: Program-specific skill
	MEASURE 01.04.02 Apply scientific methods in qualitative and quantitative analysis, data gathering, direct and indirect observation, predictions, and problem identification.	Y	O	Comment from Postsecondary: Program-specific skill
TOPIC 2: COMMUNICATIONS: Use oral and written communication skills in creating, expressing and interpreting information and ideas including technical terminology and information.				
INDICATOR 02.01 Select and employ appropriate reading and communication strategies to learn and use technical concepts and vocabulary in practice.	MEASURE 02.01.01 Select and apply 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).	Y	Y	Comment from Postsecondary: Essential for a majority of programs (i.e. patient info, journals, important information); hiring requirements may look for language and cultural competencies (i.e. interpreters, cultural advocates).

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	MEASURE 02.01.02 Demonstrate use of content, technical concepts and vocabulary when analyzing information and following directions.	Y	Y	<i>e.g Understanding and application of technical jargon</i>
	MEASURE 02.01.03 Interpret information, data, and observations to apply information learned from reading to actual practice.	Y	Y	
	MEASURE 02.01.04 Report or document information, data, and observations to apply information learned from reading to actual practice.	Y	Y	Comment from Postsecondary: ELL services may be different - may do this orally.
	MEASURE 02.01.05 Communicate information, data, and observations to apply information learned from reading to actual practice.	Y	Y	
INDICATOR 02.02 Demonstrate use of the concepts, strategies, and systems for obtaining and conveying ideas and information to enhance communication in the workplace.	MEASURE 02.02.01 Employ verbal skills when obtaining and conveying information.	Y	Y	
	MEASURE 02.02.02 Record information needed to present a report on a given topic or problem.	Y	Y	
	MEASURE 02.02.03 Write internal and external correspondence that conveys and/or obtains information effectively.	Y	Y	Comment from Postsecondary: Program-specific skills Comment from Business/Industry: Essential! Basic communication, simple e-mails, requesting doctor's notes; correspondence must be professional and understandable.
	MEASURE 02.02.04 Communicate with other employees to clarify workplace objectives.	Y	Y	Comment from Business/Industry: Critical in daily meetings--updates on patients.
	MEASURE 02.02.05 Communicate effectively with customers and employees to foster positive relationships.	Y	Y	

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<p>INDICATOR 02.03 Locate, organize and reference written information from various sources to communicate with co-workers and clients/participants.</p>	<p>MEASURE 02.03.01 Locate, organize, and reference sources of information used to communicate with co-workers and customers.</p>	<p>O</p>	<p>Y</p>	<p>Comment from Business/Industry: e.g. Shift work--reports and communication books</p>
<p>INDICATOR 02.04 Evaluate and use information resources to accomplish specific occupational tasks.</p>	<p>MEASURE 02.04.01 Use informational texts, Internet, and/or technical materials to review and apply information sources for occupational tasks.</p>	<p>Y</p>	<p>Y</p>	<p>Comment from Business/Industry: Essential for all employees</p>
	<p>MEASURE 02.04.02 Evaluate the reliability of information from informational texts, Internet, and/or technical materials and resources.</p>	<p>Y</p>	<p>Y</p>	<p>Comment from Business/Industry: e.g. Risk management</p>
<p>INDICATOR 02.05 Use correct grammar, punctuation and terminology to write and edit documents.</p>	<p>MEASURE 02.05.01 Compose multi-paragraph documents clearly, succinctly, and accurately.</p>	<p>Y</p>	<p>O</p>	<p>Comment from Postsecondary: Program specific skill. Comment from Business/Industry: Need to understand what the documentation requires and that it is an essential part of work.</p>
	<p>MEASURE 02.05.02 Use descriptions of audience and purpose when preparing and editing written documents.</p>	<p>Y</p>	<p>O</p>	<p>Comment from Business/Industry: Frequent oral communication</p>
	<p>MEASURE 02.05.03 Use correct grammar, spelling, punctuation, and capitalization when preparing written documents.</p>	<p>Y</p>	<p>Y</p>	
<p>INDICATOR 02.06 Develop and deliver formal and informal presentations using appropriate media to engage and inform audiences.</p>	<p>MEASURE 02.06.01 Prepare oral presentations to provide information for specific purposes and audiences.</p>	<p>Y</p>	<p>Y</p>	
	<p>MEASURE 02.06.02 Identify support materials that will enhance an oral presentation.</p>	<p>Y</p>	<p>Y</p>	
	<p>MEASURE 02.06.03 Prepare support materials that will enhance an oral presentation.</p>	<p>Y</p>	<p>O</p>	<p>Comment from Postsecondary: Strategies are optional to enhance/prepare presentations.</p>
	<p>MEASURE 02.06.04 Deliver an oral presentation that sustains listeners' attention and interest.</p>	<p>Y</p>	<p>Y</p>	
	<p>MEASURE 02.06.05 Align presentation strategies to the intended audience.</p>	<p>Y</p>	<p>Y</p>	
	<p>MEASURE 02.06.06 Implement multi-media strategies for presentations.</p>	<p>Y</p>	<p>O</p>	<p>Comment from Business/Industry: i.e. transition programs, community presentations</p>

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INDICATOR 02.07 Interpret verbal and nonverbal cues/behaviors to enhance communication with co-workers and clients/participants.	MEASURE 02.07.01 Interpret verbal behaviors when communicating with clients and co-workers.	Y	Y	
	MEASURE 02.07.02 Interpret nonverbal behaviors when communicating with clients and co-workers.	Y	Y	
INDICATOR 02.08 Apply active listening skills to obtain and clarify information.	MEASURE 02.08.01 Interpret a given verbal message/information.	Y	Y	
	MEASURE 02.08.02 Respond with restatement and clarification techniques to clarify information.	Y	Y	
INDICATOR 02.09 Develop and interpret tables, charts, and figures to support written and oral communications.	MEASURE 02.09.01 Create tables, charts, and figures to support written and oral communications.	O	O	Comment from Postsecondary: Program-specific skill
	MEASURE 02.09.02 Interpret tables, charts, and figures used to support written and oral communication.	Y	O	Comment from Postsecondary: Job-specific skill
INDICATOR 02.10 Listen to and speak with diverse individuals to enhance communication skills.	MEASURE 02.10.01 Apply factors and strategies for communicating with a diverse workforce.	Y	Y	
	MEASURE 02.10.02 Demonstrate ability to communicate and resolve conflicts within a diverse workforce.	Y	Y	
INDICATOR 02.11 Exhibit public relations skills to increase internal and external customer/client satisfaction.	MEASURE 02.11.01 Communicate effectively when developing positive customer/client relationships.	Y	Y	Comment from Postsecondary: Job-specific skill

TOPIC 3: 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.

INDICATOR 03.01 Employ critical thinking skills independently and in teams to solve problems and make decisions (e.g., analyze, synthesize and evaluate).	MEASURE 03.01.01 Identify common tasks that require employees to use problem-solving skills.	Y	Y	
	MEASURE 03.01.02 Analyze elements of a problem to develop creative solutions.	Y	Y	

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	MEASURE 03.01.03 Describe the value of using problem-solving and critical thinking skills to improve a situation or process.	Y	Y	
	MEASURE 03.01.04 Create ideas, proposals, and solutions to problems.	Y	Y	
	MEASURE 03.01.05 Evaluate ideas, proposals, and solutions to problems.	Y	Y	
	MEASURE 03.01.06 Use problem-solving methods when developing proposals and solutions.	Y	Y	Comment from Postsecondary: Job-specific skill; may utilize Code of Ethics.
	MEASURE 03.01.07 Generate new and creative ideas to solve problems by brainstorming possible solutions.	Y	Y	
	MEASURE 03.01.08 Critically analyze information to determine value to the problem-solving task.	Y	Y	
	MEASURE 03.01.09 Guide individuals through the process of recognizing concerns and making informed decisions.	Y	Y	
	MEASURE 03.01.10 Identify alternatives using a variety of problem-solving and critical thinking skills.	Y	Y	
	MEASURE 03.01.11 Evaluate alternatives using a variety of problem-solving and critical thinking skills.	Y	Y	
INDICATOR 03.02 Employ critical thinking and interpersonal skills to resolve conflicts with staff and/or customers.	MEASURE 03.02.01 Analyze situations and behaviors that affect conflict management.	Y	Y	
	MEASURE 03.02.02 Determine best options/outcomes for conflict resolution using critical thinking skills.	Y	Y	
	MEASURE 03.02.03 Identify others' feelings, needs, and concerns.	Y	Y	
	MEASURE 03.02.04 Implement stress management techniques.	Y	Y	

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	MEASURE 03.02.05 Resolve conflicts with peers using conflict resolution skills.	Y	Y	
	MEASURE 03.02.06 Implement conflict resolution skills to address staff issues/problems.	O	Y	
INDICATOR 03.03 Identify, write and monitor workplace performance goals to guide progress in assigned areas of responsibility and accountability.	MEASURE 03.03.01 Communicate realistic performance goals, objectives and action plans.	O	Y	Comment from Postsecondary: Oral or written communication
	MEASURE 03.03.02 Monitor performance goals and adjust as necessary.	O	Y	
	MEASURE 03.03.03 Recognize goal achievement using appropriate rewards in the workplace.	O	O	
	MEASURE 03.03.04 Communicate goal achievement with managers and co-workers.	O	Y	
INDICATOR 03.04 Conduct technical research to gather information necessary for decision-making.	MEASURE 03.04.01 Recognize and align the information gathered to the needs of the audience.	O	Y	
	MEASURE 03.04.02 Gather technical information and data using a variety of resources.	O	Y	Comment from Postsecondary: Job-specific skill Comment from Business/Industry: Very important
	MEASURE 03.04.03 Recognize and analyze information and data for value to the research objectives.	O	O	Comment from Postsecondary: Depending on program; concern for 'research objective' as appropriate for performance indicator; needs more direction toward case management or other task.

TOPIC 4: INFORMATION TECHNOLOGY APPLICATIONS: Use information technology tools specific to the career cluster to access, manage, integrate, and create information.

INDICATOR 04.01 Employ computer operations applications to manage work tasks.	MEASURE 04.01.01 Manage basic computer operations - file storage and compress or alter files.	Y	Y	Comment from Postsecondary: Program-specific skill Comment from Business/Industry: Job-specific skill
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TOPIC 5: 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.

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INDICATOR 05.01 Apply principles of planning, design, development, and evaluation when creating professional programs to accomplish long-range goals.	MEASURE 05.01.01 Design programs or activities to meet specific organizational and professional development needs.	N	Y	Comment from Business/Industry: Job-specific skill
				e.g., Document that programs and activities effectively address needs.
INDICATOR 05.02 Accomplish team objectives using available personnel resources.	MEASURE 05.02.01 Accomplish team objectives using available personnel resources.	Y	Y	e.g., Document that team objectives have been met.
				e.g., Provide professional development opportunities for improvement.

TOPIC 6: 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.

INDICATOR 06.01 Implement personal and jobsite safety rules and regulations to maintain safe and healthful working conditions and environments.	MEASURE 06.01.01 Assess workplace conditions with regard to safety and health.	Y	Y	
	MEASURE 06.01.02 Align safety issues with appropriate safety standards to ensure a safe workplace/jobsite.	Y	Y	
	MEASURE 06.01.03 Identify safety hazards common to workplaces.	Y	Y	
	MEASURE 06.01.04 Identify safety precautions to maintain a safe worksite.	Y	Y	
	MEASURE 06.01.05 Select appropriate personal protective equipment as needed for a safe workplace/jobsite.	Y	Y	
	MEASURE 06.01.06 Inspect personal protective equipment commonly used for selected career pathway.	Y	Y	
	MEASURE 06.01.07 Use personal protective equipment according to manufacturer rules and regulations.	Y	Y	
	MEASURE 06.01.08 Employ a safety hierarchy and communication system within the workplace/jobsite.	O	Y	
	MEASURE 06.01.09 Implement safety precautions to maintain a safe worksite.	Y	Y	

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Cluster: Human Services

		KEY: Y=Essential N=Not Essential O=Optional		
INDICATOR 06.02 Complete work tasks in accordance with employee rights and responsibilities and employers obligations to maintain workplace safety and health.	MEASURE 06.02.01 Identify rules and laws designed to promote safety and health in the workplace.	Y	Y	
	MEASURE 06.02.02 State the rationale of rules and laws designed to promote safety and health.	Y	O	Comment from Postsecondary: Program-specific skills. Comment from Business/Industry: Essential! Basic communication, simple e-mails, requesting doctor's notes; correspondence must be professional and understandable.
INDICATOR 06.03 Employ emergency procedures as necessary to provide aid in workplace accidents.	MEASURE 06.03.01 Use knowledge of first aid procedures as necessary.	Y	O	Comments from Postsecondary: Program-specific skills Comment from Business/Industry: Required for entry-level worker.
	MEASURE 06.03.02 Use knowledge of CPR procedures as necessary.	Y	O	Comment from Secondary: Required by law. Comment from Postsecondary: Program-specific skills Comment from Business/Industry: Required for entry-level worker; Most businesses provide this if it is required.
	MEASURE 06.03.03 Use safety equipment as necessary.	Y	Y	
INDICATOR 06.04 Employ knowledge of response techniques to create a disaster and/or emergency response plan.	MEASURE 06.04.0 Know and follow an emergency and/or disaster plan.	Y	Y	

TOPIC 7: LEADERSHIP AND TEAMWORK: Use leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives.

INDICATOR 07.01 Model behaviors that demonstrate support for the organization's mission and ensure quality service in order to provide quality human services to clients.	MEASURE 07.01.01 Know and understand organizational priorities that reflect the organization's mission.	O	Y	e.g. Assist in setting organizational priorities to ensure quality.
	MEASURE 07.01.02 Establish working relationships with all levels of personnel.	Y	Y	e.g. Use interpersonal skills to build effective working relationships.
	MEASURE 07.01.03 Know and understand culturally competent practices that are sensitive to cultural, religious, disability, and gender issues.	Y	Y	e.g. Set up and/or participate in workshops relating to cultural, religious, disability, and gender issues specific to human services careers. e.g. Develop service guidelines with other co-workers .
	MEASURE 07.01.04 Maintain working relationships with all levels of personnel.	Y	Y	

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Cluster: Human Services

KEY: Y=Essential N=Not Essential O=Optional

TOPIC 8: ETHICS AND LEGAL RESPONSIBILITIES: Know and understand the importance of professional ethics and legal responsibilities.

INDICATOR 08.01 Apply ethical reasoning to a variety of workplace situations in order to make ethical decisions.	MEASURE 08.01.01 Apply ethical reasoning to a variety of workplace situations in order to make ethical decisions.	O	Y	
	MEASURE 08.01.02 Evaluate alternative responses to workplace situations based on personal or professional ethical responsibilities.	Y	Y	
	MEASURE 08.01.03 Identify personal and long-term workplace consequences of unethical or illegal behaviors.	Y	Y	
	MEASURE 08.01.04 Explain personal and long-term workplace consequences of unethical or illegal behaviors.	Y	Y	
	MEASURE 08.01.05 Determine the most appropriate response to workplace situations based on legal and ethical considerations.	Y	Y	
	MEASURE 08.01.06 Explain the most appropriate response to workplace situations based on legal and ethical considerations.	Y	Y	
INDICATOR 08.02 Interpret and explain written organizational policies and procedures to help employees perform their jobs according to employer rules and expectations.	MEASURE 08.02.01 Locate information on organizational policies in handbooks and manuals.	O	Y	
	MEASURE 08.02.02 Follow specific organizational policies and procedures and their influence on a specific work situation.	O	Y	
INDICATOR 08.03 Explain and apply the rules of confidentiality in work settings to inspire confidence with clients.	MEASURE 08.03.01 Maintain confidentiality while observing ethical and legal responsibilities.	Y	Y	e.g., Guard client information in conversation.
	MEASURE 08.03.02 Differentiate how to balance reporting requirements with privacy needs.	O	Y	e.g., Keep client information inaccessible from general public. e.g., Use strategies for documenting essential information while respecting privacy.

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Cluster: Human Services

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	<p>MEASURE 08.03.03 Communicate clearly to clients concerning rights of access to records and right to refuse consent for release of information.</p>	<p>N</p>	<p>Y</p>	
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TOPIC 9: EMPLOYABILITY AND CAREER DEVELOPMENT: Know and understand the importance of employability skills. Explore, plan, and effectively manage careers. Know and understand the importance of entrepreneurship skills.

<p>INDICATOR 09.01 Identify and demonstrate positive work behaviors and personal qualities needed to be employable.</p>	<p>MEASURE 09.01.01 Demonstrate self-discipline, self-worth, positive attitude, and integrity in a work situation.</p>	<p>Y</p>	<p>Y</p>	
	<p>MEASURE 09.01.02 Demonstrate flexibility and willingness to learn new knowledge and skills.</p>	<p>Y</p>	<p>Y</p>	
	<p>MEASURE 09.01.03 Exhibit commitment to the organization.</p>	<p>Y</p>	<p>Y</p>	
	<p>MEASURE 09.01.04 Identify how work varies with regard to site, from indoor confined spaces to outdoor areas, including aerial space and a variety of climatic and physical conditions.</p>	<p>O</p>	<p>Y</p>	
	<p>MEASURE 09.01.05 Apply communication strategies when adapting to a culturally diverse environment.</p>	<p>Y</p>	<p>Y</p>	
	<p>MEASURE 09.01.06 Manage resources in relation to the position (i.e. budget, supplies, computer, etc).</p>	<p>Y</p>	<p>Y</p>	
	<p>MEASURE 09.01.07 Identify positive work-qualities typically desired in each of the career cluster's pathways.</p>	<p>Y</p>	<p>Y</p>	
	<p>MEASURE 09.01.08 Manage work roles and responsibilities to balance them with other life roles and responsibilities.</p>	<p>Y</p>	<p>Y</p>	
<p>INDICATOR 09.02 Develop a personal career plan to meet career goals and objectives.</p>	<p>MEASURE 09.02.01 Develop career goals and objectives as part of a plan for future career direction.</p>	<p>Y</p>	<p>Y</p>	
	<p>MEASURE 09.02.02 Develop strategies to reach career objectives.</p>	<p>Y</p>	<p>Y</p>	

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INDICATOR 09.03 Demonstrate skills related to seeking and applying for employment to find and obtain a desired job.	MEASURE 09.03.01 Use multiple resources to locate job opportunities.	Y	Y	Comment from Secondary: Competencies taught in secondary CTE courses. Comment from Business/Industry: Essential for all measures in 09.03.
	MEASURE 09.03.02 Prepare a résumé.	Y	O	
	MEASURE 09.03.03 Prepare a letter of application.	Y	O	
	MEASURE 09.03.04 Complete an employment application.	Y	O	
	MEASURE 09.03.05 Interview for employment.	O	O	Comment from Postsecondary: Career services provided in other programs and/or departments at most colleges.
	MEASURE 09.03.06 List the standards and qualifications that must be met in order to enter a given industry.	Y	O	
	MEASURE 09.03.07 Employ critical thinking and decision-making skills to exhibit qualifications to a potential employer.	Y	Y	
INDICATOR 09.04 Maintain a career portfolio to document knowledge, skills and experience in a career field.	MEASURE 09.04.01 Select educational and work history highlights to include in a career portfolio.	Y	O	
	MEASURE 09.04.02 Produce a record of work experiences, licenses, certifications and products.	Y	O	
	MEASURE 09.04.03 Organize electronic or physical portfolio for use in demonstrating knowledge, skills and experiences.	Y	O	
INDICATOR 09.05 Demonstrate skills in evaluating and comparing employment opportunities in order to accept employment positions that match career goals.	MEASURE 09.05.01 Compare employment opportunities to individual needs and career plan objectives.	Y	Y	
	MEASURE 09.05.02 Evaluate employment opportunities based upon individual needs and career plan objectives.	Y	Y	
	MEASURE 09.05.03 Demonstrate appropriate methods for accepting or rejecting employment offers.	Y	Y	

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INDICATOR 09.06 Identify and exhibit traits for retaining employment to maintain employment once secured.	MEASURE 09.06.01 Model behaviors that demonstrate reliability and dependability.	Y	Y	
	MEASURE 09.06.02 Maintain appropriate dress and behavior for the job to contribute to a safe and effective workplace/jobsite.	Y	Y	
	MEASURE 09.06.03 Complete required employment forms and documentation such as I-9 form, work visa, W-4 and licensures to meet employment requirements.	Y	Y	
	MEASURE 09.06.04 Summarize activities necessary to retain a job in the industry.	Y	Y	Comment from Business/Industry: e.g. Professional development, licensing, certification
	MEASURE 09.06.05 Identify positive work behaviors and personal qualities necessary to retain employment.	Y	Y	
INDICATOR 09.07 Identify and explore career opportunities in one or more career pathways to build an understanding of the opportunities available in the cluster.	MEASURE 09.07.01 Locate and identify career opportunities that appeal to personal career goals.	Y	O	
	MEASURE 09.07.02 Match personal interest and aptitudes to selected careers.	Y	O	
INDICATOR 09.08 Recognize and act upon requirements for career advancement to plan for continuing education and training.	MEASURE 09.08.01 Identify opportunities for career advancement.	Y	O	
	MEASURE 09.08.02 Pursue education and training opportunities to acquire skills necessary for career advancement.	Y	O	Comment from Business/Industry: Some education & training opportunities are required by law.
INDICATOR 09.09 Continue professional development to keep current on relevant trends and information within the industry.	MEASURE 09.09.01 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.	Y	Y	Comment frm Business/Industry: Essential pertaining to updates in state and federal law-

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	MEASURE 09.09.02 Participate in relevant conferences, workshops, mentoring activities and in-service training to stay current with recent changes in the field.	O	O	Comment from Secondary/ Postsecondary: Example is student organization activities (i.e Family, Career and Community Leaders of America--FCCLA).
INDICATOR 09.10 Examine licensing, certification and credentialing requirements at the national, state and local levels to maintain compliance with industry requirements.	MEASURE 09.10.01 Examine continuing education requirements related to licensing, certification, and credentialing requirements at the local, state and national levels for chosen occupation.	O	N	
INDICATOR 09.11 Examine employment opportunities in entrepreneurship to consider entrepreneurship as an option for career planning.	MEASURE 09.11.01 Describe the opportunities for entrepreneurship in a given industry.	O	O	
INDICATOR 09.12 Explain written organizational policies, rules and procedures to help employees perform their jobs.	MEASURE 09.12.01 Locate appropriate information on organizational policies in handbooks and manuals.	O	Y	e.g., Identify the contents of various organizational publications. e.g., Select the appropriate document(s) as reference for the situation.
	MEASURE 09.12.02 Discuss how specific organizational policies and rules influence a specific work situation.	O	Y	e.g., Locate and identify at the specific organizational policy, rule or procedure to assist with a given situation. e.g., Explain specific organizational policy, rule or procedure to improve a given situation.

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An "assessment blueprint" is a document that indicates the knowledge and skills that will be covered in an assessment instrument and the percentage of the assessment that will be devoted to each area of knowledge and skills. The Minnesota assessment blueprints will be used to review the appropriateness of existing assessments by determining how closely those assessments match up to what the Counseling and Mental Health Services career pathway working groups have determined should be assessed. The assessment blueprints can also be used to guide the development of new assessments where suitable third-party assessments do not exist.

		SECONDARY	POST-SECONDARY	BUSINESS & INDUSTRY
		% of Assessment ↓	% of Assessment ↓	% of Assessment ↓
TOPIC 1	ACADEMIC FOUNDATIONS - Achieve additional academic knowledge and skills required to pursue the full range of career and postsecondary opportunities within the Counseling and Mental Health Services career pathway.	20%	15%	10%
TOPIC 2	COMMUNICATION - Use oral and written communication skills in creating, expressing, and interpreting information and ideas including technical terminology and information.	15%	15%	17%
TOPIC 3	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.	15%	15%	15%
TOPIC 4	INFORMATION TECHNOLOGY APPLICATIONS - Use information technology tools specific to Counseling and Mental Health Services occupations to access, manage, integrate, and create information.	5%	6%	6%
TOPIC 5	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.	5%	7%	7%
TOPIC 6	SAFETY, HEALTH AND ENVIRONMENTAL - Understand the importance of health, safety, and environmental management systems in organization.	8%	8%	8%
TOPIC 7	LEADERSHIP AND TEAMWORK - Use leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives.	10%	10%	12%
TOPIC 8	ETHICS AND LEGAL RESPONSIBILITY - Know and understand the importance of professional ethics and legal responsibilities.	10%	14%	13%
TOPIC 9	EMPLOYABILITY AND CAREER DEVELOPMENT - Know and understand the importance of employability skills. Explore, plan, and effectively manage careers. Know and understand the importance of entrepreneurship skills.	5%	5%	6%
TOPIC 10	TECHNICAL SKILLS - Use of technical knowledge and skills required to pursue careers in the Counseling and Mental Health Services career pathway, including knowledge of design, operation, and maintenance of technological systems.	7%	5%	6%
		100%	100%	100%