

Human Services: Counseling & Mental Health Services Focus Area

Use clear written, spoken and nonverbal messages when communicating with clients about mental health services and the counseling process. HUMH01

- 1 Explain mental health services based on the individual's choice and preference. HUMH01.01.01
- 2 Evaluate client's state of readiness for counseling or other mental health services. HUMH01.01.02
- 3 Document informed consent. HUMH01.01.03
- 4 Select an effective strategy to educate the client about the counseling process by synthesizing information collected. HUMH01.02.01
- 5 Document client acknowledgement of financial responsibilities. HUMH01.02.02
- 6 Speak clearly, understandably, and to the point. HUMH01.02.03
- 7 Analyze nonverbal behavior. HUMH01.02.04
- 8 Ask open-ended questions. HUMH01.02.05
- 9 Establish rapport, and enhance client confidence. HUMH01.03.01
- 10 Listen attentively with eye contact. HUMH01.03.02
- 11 Accurately repeat, rephrase, or interpret. HUMH01.03.03
- 12 Display non-threatening body language. HUMH01.03.04
- 13 Evaluate client's readiness for an open discussion. HUMH01.03.05
- 14 Use the communication skills required to manage conflict with client. HUMH01.03.06
- 15 Document client information and safeguard to maintain client confidentiality. HUMH01.04.01
- 16 Prepare accurate and concise records including progress notes and discharge summaries. HUMH01.04.02

17 Follow confidentiality guidelines. HUMH01.04.03

18 Report in a timely manner. HUMH01.04.04

Utilize functional and specialized assessments to evaluate needs and solutions for counseling and mental health. HUMH02

1 Prepare file documents by evaluating and interpreting information. HUMH02.01.01

2 Obtain past records whenever possible. HUMH02.01.02

3 Obtain releases for information and consults with past mental health providers or others who may have helpful information. HUMH02.01.03

4 Recognize issues and/or problems based on client participation. HUMH02.02.01

5 Present evaluation for client response. HUMH02.02.02

6 Address any denial of issues. HUMH02.02.03

7 Suggest solutions that incorporate client's perceptions. HUMH02.03.01

8 Contract for counseling plan. HUMH02.03.02

9 Collaborate with client to draw up a resource list. HUMH02.03.03

10 Evaluate client's progress in a timely manner. HUMH02.04.01

11 Review progress notes and counseling plans routinely. HUMH02.04.02

12 Communicate in unambiguous terms, avoiding technical language and jargon. HUMH02.04.03

13 Encourage comments and questions. HUMH02.04.04

14 Research interventions and theories that may be relevant. HUMH02.05.01

15 Use proactive approach to problem-solving. HUMH02.05.02

16 Develop a research-based plan to treat each client individually. HUMH02.05.03

17 Document the use of updated theory and knowledge and associated results. HUMH02.05.04

Evaluate client motivation, strengths and weaknesses to develop a client treatment program. HUMH03

1 Refer client to other service providers to serve unusual or unexpected needs. HUMH03.01.01

2 Match services to client level of need for least restrictive level of care. HUMH03.01.02

3 Choose therapeutic strategy based on evaluation. HUMH03.01.03

4 Create solutions to solve problems. HUMH03.02.01

-
- 5 Evaluate options with client.** HUMH03.02.02
 - 6 Negotiate agreement for using chosen solutions.** HUMH03.02.03
 - 7 Evaluate success with client by comparing progress with desired objectives.** HUMH03.03.01
 - 8 Time-limit treatment, based on progress.** HUMH03.03.02
 - 9 Negotiate discharge with client.** HUMH03.03.03
 - 10 Interpret client information to recommend proper care for crisis interventions.** HUMH03.04.01
 - 11 Provide recommended level of care.** HUMH03.04.02
 - 12 Provide client with resources to follow-through on recommendations.** HUMH03.04.03
 - 13 Inform clients and supervisors about problems, solutions, successes, plans, and implementations.** HUMH03.05.01
 - 14 Know and use organizational hierarchy.** HUMH03.05.02
 - 15 Follow organizational and legal procedures regarding duty to report, crisis intervention, and out of the ordinary events.** HUMH03.05.03
-

Demonstrate knowledge of an operational mental health or counseling program that meets organizational goals. HUMH04

-
- 1 Meet contractual obligations based on organizational policies and procedures.** HUMH04.01.01
 - 2 Access information quickly.** HUMH04.01.02
 - 3 Create a solution to enhance beneficial aspects of the organization and minimize malignant aspects of the organization.** HUMH04.01.03
 - 4 Use resources for effective response to clients.** HUMH04.02.01
 - 5 Use telephone, fax, and email for timely turnarounds.** HUMH04.02.02
 - 6 Identify educational resources and support groups.** HUMH04.02.03
 - 7 Collect data using online assessments.** HUMH04.02.04
 - 8 Assist in career planning and job search opportunities for clients.** HUMH04.02.05
 - 9 Provide a suitable facility to create a welcoming environment.** HUMH04.03.01
 - 10 Evaluate accessibility to transportation.** HUMH04.03.02
 - 11 Evaluate safety and security.** HUMH04.03.03
-

12 Provide a functional work environment, including equipment and utilities. HUMH04.03.04

13 Plan furniture, rooms, and decor for a non-threatening environment. HUMH04.03.05

14 Use business behaviors that provide privacy, autonomy, and dignity for clients from diverse backgrounds. HUMH04.03.06

Demonstrate the ethical and legal responsibilities of counseling and mental health services. HUMH05

1 Follow privacy regulations to ensure confidentiality of client information. HUMH05.01.01

2 Guard session information. HUMH05.01.02

3 Keeps records inaccessible to the general public. HUMH05.01.03

4 Keep current on changing laws to ensure that all legal guidelines are followed. HUMH05.02.01

5 Report abuse cases. HUMH05.02.02

6 Report life-threatening situations after evaluating the intensity of suicidal or homicidal intent. HUMH05.02.03

7 Release client records only under subpoena. HUMH05.02.04

Choose appropriate counseling and therapy techniques to serve identified needs. HUMH06

1 Create on-target solutions through assessment of difficulties with individual clients. HUMH06.01.01

2 Document that client remains in treatment until discharged. HUMH06.01.02

3 Document that client adjusts as predicted. HUMH06.01.03

4 Document that client refers others. HUMH06.01.04

5 Document that client returns when other problems arise. HUMH06.01.05

6 Use techniques effectively and consistently to inspire client confidence. HUMH06.02.01

7 Attend to client verbal behaviors, and respond consistently. HUMH06.02.02

8 Attend to client nonverbal behaviors, and respond consistently. HUMH06.02.03

9 Collaborate with clients to establish a milieu that encourages learning and change. HUMH06.03.01

10 Document client's interest in assignments and follow-through. HUMH06.03.02

11 Document client's follow-through with recommendations and change. HUMH06.03.03

12 Collaborate with clients to develop solutions aligning to their cultural backgrounds. HUMH06.04.01

13 Document that collaborations produce effective solutions resulting in client change. HUMH06.04.02