Oregon CTE

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

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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
	1 **Create solutions to solve problems.** HUMH03.02.01

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	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
	Evaluate safety and security. HUMH04.03.03

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

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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