

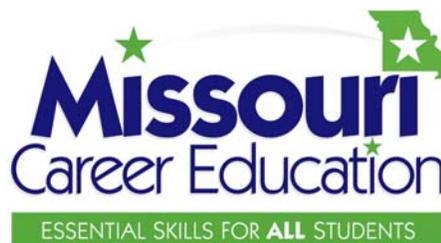
STATEWIDE VALIDATION

of
National Career Cluster Knowledge and Skills Statements
with
Suggestions to Better Prepare the Workforce of Tomorrow

*Responses Received from Online Survey of Missouri Business and Industry
Conducted November 20, 2006 through January 8, 2007*

16 Career Clusters

- *Agriculture, Food and Natural Resources*
- *Architecture and Construction*
- *Arts, Audio-Visual Technology, and Communication*
- *Business, Management and Administration*
- *Education and Training*
- *Finance*
- *Government and Public Administration*
- *Health*
- *Hospitality and Tourism*
- ***Human Services***
- *Information Technology*
- *Law, Public Safety, Corrections and Security*
- *Manufacturing*
- *Marketing, Sales and Service*
- *Science, Technology, Engineering and Mathematics*
- *Transportation, Distribution and Logistics*



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How essential are the following knowledge and skill statements to a FOUNDATION in a career or continuing education in Human Services? **ACADEMIC:**

	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Complete required training and education/certification to prepare for human services employment.	68% (76)	29% (32)	4% (4)	0% (0)	0% (0)	1.36
Apply mathematical skills and concepts of data analysis to perform human services tasks.	13% (15)	57% (64)	25% (28)	4% (5)	0% (0)	2.21
Use and evaluate information resources to accomplish specific human services tasks.	54% (60)	44% (49)	3% (3)	0% (0)	0% (0)	1.49
Total Respondents						112

What other **ACADEMIC** skills and knowledge are essential as a foundation for success in an array of careers and educational pursuits in Human Services?

Total Respondents	48
(See Comments page)	

How essential are the following knowledge and skill statements to a FOUNDATION in a career or continuing education in Human Services? **COMMUNICATIONS:**

	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Apply principles of effective oral and written communication to talk and write effectively.	83% (91)	17% (18)	0% (0)	0% (0)	0% (0)	1.17
Use listening skills to effectively interact with others.	92% (99)	8% (9)	0% (0)	0% (0)	0% (0)	1.08
Recognize forms of non-verbal communication to fully understand meaning.	66% (72)	34% (37)	0% (0)	0% (0)	0% (0)	1.34
Use aspects of cross-cultural communication to address diversity.	63% (68)	35% (38)	1% (1)	1% (1)	0% (0)	1.40

Use helpful communication techniques to support individuals and groups (e.g., conflict resolution, facilitation skills).	69% (75)	28% (31)	3% (3)	0% (0)	0% (0)	1.34
Total Respondents						109

PROBLEM SOLVING AND CRITICAL THINKING:

	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Assist individuals to recognize concerns and make informed decisions.	70% (76)	29% (31)	1% (1)	0% (0)	0% (0)	1.31
Develop an individualized plan to reflect an individual's preferences, needs and interests.	62% (67)	31% (34)	6% (6)	0% (0)	1% (1)	1.43
Total Respondents						108

SYSTEMS:

	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Apply principles of planning, design and development to accomplish long-range goals.	42% (45)	56% (60)	3% (3)	0% (0)	0% (0)	1.61
Use the range of human resources available to accomplish team objectives.	43% (46)	51% (55)	6% (7)	0% (0)	0% (0)	1.64
Total Respondents						109

INFORMATION TECHNOLOGY APPLICATIONS:

	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Use technology to access, manage, integrate and create information.	44% (48)	52% (57)	4% (4)	0% (0)	0% (0)	1.60
Use existing classification systems to manage information.	21% (23)	56% (61)	18% (20)	1% (1)	4% (4)	1.99
Use technology to analyze and interpret information.	26% (28)	59% (64)	16% (17)	0% (0)	0% (0)	1.90
Total Respondents						109

What other skills and knowledge relative to these categories are essential as a foundation for success in an array of careers and educational pursuits in Human Services?

Total Respondents	7
(See Comments page)	

How essential are the following knowledge and skill statements to a FOUNDATION in a career or continuing education in Human Services? LEADERSHIP AND TEAMWORK:

	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Recognize the organization's mission and its priorities to ensure quality.	49% (52)	49% (52)	3% (3)	0% (0)	0% (0)	1.54
Recognize and model leadership and teamwork behaviors to inspire and motivate others.	66% (71)	32% (34)	2% (2)	0% (0)	0% (0)	1.36
Recognize and use team work skills to take advantage of diverse abilities.	62% (66)	35% (37)	4% (4)	0% (0)	0% (0)	1.42
Total Respondents						107

TECHNICAL SKILLS:						
	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Apply technical knowledge and skills required to function in career paths within the Human Services area.	32% (34)	60% (64)	7% (8)	0% (0)	1% (1)	1.75
Use resource allocation and distribution to assist with planning the delivery of human services.	36% (39)	50% (53)	11% (12)	1% (1)	2% (2)	1.76
Apply principles of human development to enhance the well being of the individual.	40% (43)	51% (55)	7% (8)	0% (0)	1% (1)	1.67
Total Respondents						107

EMPLOYABILITY AND CAREER DEVELOPMENT:						
	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Continue professional development to keep current on relevant resources and information.	64% (68)	36% (38)	1% (1)	0% (0)	0% (0)	1.37
Apply career development principles to assure personal and professional growth	46% (49)	50% (54)	3% (3)	0% (0)	1% (1)	1.57
Total Respondents						107

What other skills and knowledge related to these categories are essential as a foundation for success in an array of careers and educational pursuits in Human Services?	
Total Respondents	3
(See Comments page)	

How essential are the following knowledge and skill statements to a FOUNDATION in a career or continuing education in Human Services? SAFETY, HEALTH AND ENVIRONMENTAL:

	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Recognize risks and potentially hazardous situations to achieve a safe and healthy environment.	39% (41)	52% (55)	7% (7)	2% (2)	0% (0)	1.71
Evaluate emergency situations to defuse them and determine intervention strategies.	49% (51)	44% (46)	6% (6)	2% (2)	0% (0)	1.61
Study policies, procedures, and regulations regarding health and safety to promote a safe workplace.	28% (29)	54% (57)	17% (18)	1% (1)	0% (0)	1.91
Total Respondents						105

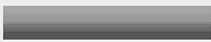
ETHICS AND LEGAL RESPONSIBILITIES:

	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Apply ethical and legal responsibilities to all conduct in the workplace.	78% (82)	21% (22)	1% (1)	0% (0)	0% (0)	1.23
Total Respondents						105

What other skills and knowledge are essential as a foundation for success in an array of careers and educational pursuits in Human Services?

Total Respondents	4
(See Comments page)	

Please select a career pathway:

		Response Percent	Response Total
Early Childhood Development and Services		19%	20
Counseling and Mental Health Services		32.4%	34
Family and Community Services		25.7%	27
Personal Care Services		3.8%	4
Consumer Services		19%	20
Total Respondents			105

How essential are the following skills for the "Early Childhood Development and Services" career pathway?

	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Obtain adequate education to meet state-specific requirements for work.	73% (16)	27% (6)	0% (0)	0% (0)	0% (0)	1.27
Uses grammatically correct standard English and competent reading skills to communicate.	55% (12)	45% (10)	0% (0)	0% (0)	0% (0)	1.45
Listen respectfully and attentively to children, parents, and staff members to collect input.	95% (21)	5% (1)	0% (0)	0% (0)	0% (0)	1.05
Write plainly, synthesizing and summarizing childhood development and services information to assure it is easily understood by parents and staff members.	57% (12)	33% (7)	10% (2)	0% (0)	0% (0)	1.52
Create and organize parent-teacher conferences, open houses and family forums to enhance family and community	36% (8)	55% (12)	5% (1)	5% (1)	0% (0)	1.77

Apply problem solving and critical thinking skills to provide solutions.	77% (17)	23% (5)	0% (0)	0% (0)	0% (0)	1.23
Use technology to enhance child care programs.	24% (5)	38% (8)	38% (8)	0% (0)	0% (0)	2.14
Maintain relationship with licensing and certification organizations to keep up with news and changes.	50% (11)	50% (11)	0% (0)	0% (0)	0% (0)	1.50
Create working relationships with parents and family members to maintain involvement.	82% (18)	18% (4)	0% (0)	0% (0)	0% (0)	1.18
Follow through with safety and sanitation procedures to assure compliance and readiness.	77% (17)	23% (5)	0% (0)	0% (0)	0% (0)	1.23
Create an inviting and encouraging atmosphere to encourage parent and family participation.	91% (20)	9% (2)	0% (0)	0% (0)	0% (0)	1.09
Adhere to ethical and legal responsibilities to protect children and families.	82% (18)	18% (4)	0% (0)	0% (0)	0% (0)	1.18
Apply principles of child growth and development, including social, emotional, physical and cognitive milestones to provide comprehensive program offerings.	77% (17)	23% (5)	0% (0)	0% (0)	0% (0)	1.23
Incorporate play and other activities to develop children's skills.	82% (18)	18% (4)	0% (0)	0% (0)	0% (0)	1.18
Evaluate activities and curriculum for inclusiveness of cultural diversity.	50% (11)	41% (9)	9% (2)	0% (0)	0% (0)	1.59
Total Respondents						22

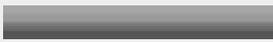
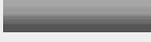
What additional skills and knowledge are essential for careers in this pathway?

Total Respondents

2

(See Comments page)

How would you characterize your relationship to the workforce in the career pathway of Early Childhood Development and Services? Answer as many as applicable.

		Response Percent	Response Total
I make hiring decisions		33.3%	7
I supervise people who are in this career field		42.9%	9
I work in this career field		47.6%	10
I have a friend or relative who works in this career field		23.8%	5
I have an interest in improving the quality of the workforce in this area		66.7%	14
I have an interest in attracting more people to this career field		38.1%	8
I have no professional connection with this career field		4.8%	1
Other (please specify)		14.3%	3
Total Respondents			21

Thank you for your responses. Please indicate what you would like to do next.

		Response Percent	Response Total
Continue to the final wrap-up questions of this survey		95.2%	20
Return to the Human Services career cluster list to select another pathway.		4.8%	1
Total Respondents			21

How essential are the following skills for the "Counseling and Mental Health Services" pathway?						
	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Obtain adequate education to meet state-specific requirements, including licensures and certifications.	81% (25)	19% (6)	0% (0)	0% (0)	0% (0)	1.19
Apply principles of communication strategies to establish a collaborative relationship with the client.	91% (29)	9% (3)	0% (0)	0% (0)	0% (0)	1.09
Use principles of clarity and organization to write and speak well.	69% (22)	31% (10)	0% (0)	0% (0)	0% (0)	1.31
Apply principles of functional and specialized assessments to evaluate specific needs.	59% (19)	38% (12)	3% (1)	0% (0)	0% (0)	1.44
Write clearly, understandably and to the point to achieve effective communications.	72% (23)	28% (9)	0% (0)	0% (0)	0% (0)	1.28
Evaluate client motivation, strengths and weaknesses to develop a client treatment program.	78% (25)	19% (6)	3% (1)	0% (0)	0% (0)	1.25
Incorporate new knowledge to expand personal skills base.	59% (19)	34% (11)	6% (2)	0% (0)	0% (0)	1.47
Evaluate client for crisis intervention to apply intervention when needed.	69% (22)	31% (10)	0% (0)	0% (0)	0% (0)	1.31
Use computer skills to provide comprehensive services.	25% (8)	50% (16)	25% (8)	0% (0)	0% (0)	2.00
Develop and maintain a smoothly running program within a given organization to meet organizational goals.	41% (13)	50% (16)	6% (2)	0% (0)	3% (1)	1.65
Use communications skills to interface effectively with referral sources, including the legal system.	62% (20)	38% (12)	0% (0)	0% (0)	0% (0)	1.38

Study group dynamics to identify functions and effects of larger and smaller groups on personal effectiveness.	47% (15)	44% (14)	9% (3)	0% (0)	0% (0)	1.63
Establish a physically and psychologically healthy environment for counseling and mental health services.	78% (25)	22% (7)	0% (0)	0% (0)	0% (0)	1.22
Behave professionally to fulfill ethical and legal responsibilities.	88% (28)	12% (4)	0% (0)	0% (0)	0% (0)	1.13
Observe ethical and legal responsibilities at all times to assure the best interests of the client are served.	88% (28)	12% (4)	0% (0)	0% (0)	0% (0)	1.13
Synthesize principles of counseling and relationship skills to motivate client change.	69% (22)	31% (10)	0% (0)	0% (0)	0% (0)	1.31
Verbally and nonverbally reinforce client statements to show change of attitude or report change of behavior.	62% (20)	34% (11)	3% (1)	0% (0)	0% (0)	1.41
Use personal and organizational strengths to demonstrate that client welfare is foremost in this field.	60% (18)	37% (11)	3% (1)	0% (0)	0% (0)	1.43
Use counseling and therapy techniques effectively to selectively serve individual needs.	75% (24)	25% (8)	0% (0)	0% (0)	0% (0)	1.25
Recognize strategies of reflection, interpretation, affirmation, summarizing and tracking to evaluate when to use a particular strategy.	62% (20)	28% (9)	9% (3)	0% (0)	0% (0)	1.47
Apply strategies as counselor/therapist and consultant to promote individual learning.	66% (21)	31% (10)	3% (1)	0% (0)	0% (0)	1.38
Create milieus and solutions to respect cultural diversity.	53% (17)	44% (14)	3% (1)	0% (0)	0% (0)	1.50

Consult with schools and business organizations to provide recommendations for successful change.	44% (14)	38% (12)	19% (6)	0% (0)	0% (0)	1.75
Total Respondents						32

What other skills and knowledge are essential for this career pathway?	
Total Respondents	2
(See Comments page)	

How would you characterize your relationship to the workforce in the career pathway of Counseling and Mental Health Services? Answer as many as applicable.			
		Response Percent	Response Total
I make hiring decisions		41.9%	13
I supervise people who are in this career field		51.6%	16
I work in this career field		77.4%	24
I have a friend or relative who works in this career field		41.9%	13
I have an interest in improving the quality of the workforce in this area		61.3%	19
I have an interest in attracting more people to this career field		45.2%	14
I have no professional connection with this career field		0%	0
Other (please specify)		9.7%	3
Total Respondents			31

Thank you for your responses. Please indicate what you would like to do next.

		Response Percent	Response Total
Continue to the final wrap-up questions of this survey		96.7%	29
Return to the Human Services career cluster list to select another pathway.		3.3%	1
Total Respondents			30

How essential are the following skills for the "Family and Community Services" pathway?

	Very important	Important	Slightly Important	Not Important	No opinion	Response Average
Enroll in academic program in Human Services area to obtain basic skills.	44% (12)	48% (13)	7% (2)	0% (0)	0% (0)	1.63
Obtain degree, certification, diploma or credential required for appropriate Human Services area.	67% (18)	30% (8)	4% (1)	0% (0)	0% (0)	1.37
Identify individual, social, historical, economic, and cultural context to increase awareness of family and community services.	52% (14)	41% (11)	4% (1)	0% (0)	4% (1)	1.50
Evaluate and identify a range of effective communication strategies and skills necessary to establish a collaborative relationship with others.	67% (18)	30% (8)	4% (1)	0% (0)	0% (0)	1.37
Recognize concerns and assist individuals to make informed decisions.	59% (16)	37% (10)	0% (0)	0% (0)	4% (1)	1.38
Recognize various treatment plans to adjust to client needs.	59% (16)	37% (10)	0% (0)	0% (0)	4% (1)	1.38
Access community resources to gain a broad awareness of available help.	70% (19)	26% (7)	0% (0)	0% (0)	4% (1)	1.27

Research and use state and local social services providers to expand resource base.	59% (16)	37% (10)	4% (1)	0% (0)	0% (0)	1.44
Communicate with client's family system to gain family support.	59% (16)	37% (10)	4% (1)	0% (0)	0% (0)	1.44
Examine laws governing abuse, neglect and confidentiality and other health and safety situations to establish legal aspect of operation.	56% (15)	37% (10)	7% (2)	0% (0)	0% (0)	1.52
Examine crisis prevention, intervention and resolution techniques to formulate emergency plans.	37% (10)	52% (14)	11% (3)	0% (0)	0% (0)	1.74
Know the rules of confidentiality to apply them and inspire confidence.	85% (23)	15% (4)	0% (0)	0% (0)	0% (0)	1.15
Exercise formal and informal assessment practices in order to respond to the needs, desires, and interests of the clients.	63% (17)	33% (9)	4% (1)	0% (0)	0% (0)	1.41
Visit other sites and agencies to identify available community support and service networks.	44% (12)	41% (11)	11% (3)	4% (1)	0% (0)	1.74
Total Respondents						27

What other skills and knowledge are essential for this career pathway?

Total Respondents	2
(See Comments page)	

How would you characterize your relationship to the workforce in the career pathway of Family and Community Services? Answer as many as applicable.

		Response Percent	Response Total
I make hiring decisions		29.6%	8
I work in this career field		63%	17
I supervise people who are in this career field		33.3%	9
I have an interest in improving the quality of the workforce in this area		63%	17
I have an interest in attracting more people to this career field		22.2%	6
I have no professional connection with this career field		11.1%	3
I have a friend or relative who works in this career field		7.4%	2
No response		11.1%	3
Total Respondents			27

Thank you for your responses. Please indicate what you would like to do next.

		Response Percent	Response Total
Continue to the final wrap-up questions of this survey		84.6%	22
Return to the Human Services career cluster list to select another pathway.		15.4%	4
Total Respondents			26

How essential are the following skills for the "Personal Care Services" career pathway?

	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Apply mathematics skills to provide services.	25% (1)	25% (1)	50% (2)	0% (0)	0% (0)	2.25
Apply principles of biology, identifying living tissues, cells, and organisms to provide/select safe and effective products and services.	67% (2)	0% (0)	33% (1)	0% (0)	0% (0)	1.67
Interpret written sentences and paragraphs in work-related documents to obtain items of information.	50% (2)	25% (1)	25% (1)	0% (0)	0% (0)	1.75
Apply principles of chemistry, explaining the composition, structure and properties of substances and of chemical processes to provide broad-range services.	25% (1)	75% (3)	0% (0)	0% (0)	0% (0)	1.75
Apply basic principles of human anatomy to classify areas of potential problems.	50% (2)	50% (2)	0% (0)	0% (0)	0% (0)	1.50
Select communication strategies to effectively serve personal care clients/family members.	100% (4)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Apply advertising principles to attract and retain a large clientele.	50% (2)	25% (1)	25% (1)	0% (0)	0% (0)	1.75
Assist individuals to recognize concerns and make informed decisions.	75% (3)	25% (1)	0% (0)	0% (0)	0% (0)	1.25
Facilitate the development of an individualized plan to reflect client/family preferences, needs, and interests.	50% (2)	50% (2)	0% (0)	0% (0)	0% (0)	1.50
Use time management principles and techniques to achieve objectives.	100% (4)	0% (0)	0% (0)	0% (0)	0% (0)	1.00

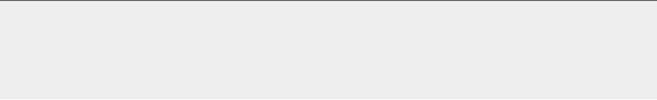
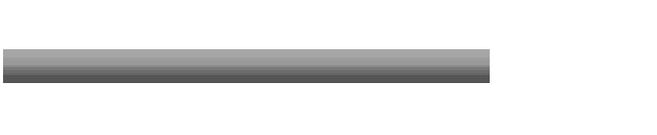
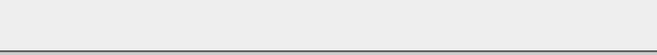
Use interpretation and evaluation skills to enhance client satisfaction.	75% (3)	25% (1)	0% (0)	0% (0)	0% (0)	1.25
Use technology to analyze data and information.	50% (2)	25% (1)	25% (1)	0% (0)	0% (0)	1.75
Keep electronic records of client services to access and safeguard crucial client information.	100% (4)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Allocate resources to provide maximum benefit for the client, service provider, business or organization.	100% (4)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Examine the range of personal care resources to access at appropriate times.	50% (2)	25% (1)	25% (1)	0% (0)	0% (0)	1.75
Practice emergency policies and procedures regarding health/safety for assurance you can apply them when needed.	50% (2)	50% (2)	0% (0)	0% (0)	0% (0)	1.50
Recognize risks and potentially hazardous situations to help minimize workplace dangers.	75% (3)	25% (1)	0% (0)	0% (0)	0% (0)	1.25
Set priorities to accomplish the mission of the personal care organization.	50% (2)	50% (2)	0% (0)	0% (0)	0% (0)	1.50
Access appropriate materials to establish a personal role in setting personal care organization priorities.	50% (2)	25% (1)	25% (1)	0% (0)	0% (0)	1.75
Analyze the personal care environmental context and factors that may influence future direction.	75% (3)	25% (1)	0% (0)	0% (0)	0% (0)	1.25
Apply principles of conflict resolution to solve problems.	75% (3)	0% (0)	25% (1)	0% (0)	0% (0)	1.50
Use leadership skills to maintain a positive relationship with the community.	75% (3)	25% (1)	0% (0)	0% (0)	0% (0)	1.25

Continue professional development to keep current on relevant resources and information.	100% (4)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Apply technical knowledge and skills required to function in personal care services pathway.	100% (4)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Synthesize client and professional information to attract new clientele and retain present clientele.	100% (4)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Apply administrative/clerical procedures and systems to provide client satisfaction.	75% (3)	25% (1)	0% (0)	0% (0)	0% (0)	1.25
Apply principles and processes for providing personal care services to satisfy the client's expectations.	100% (4)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Use techniques, principles, tools and instruments to develop efficient and safe delivery of client services.	100% (4)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Apply economic and accounting principles and practices to promote business success and growth.	75% (3)	0% (0)	25% (1)	0% (0)	0% (0)	1.50
Apply principles of mechanics to choose, evaluate and maintain service equipment.	50% (2)	25% (1)	25% (1)	0% (0)	0% (0)	1.75
Total Respondents						4

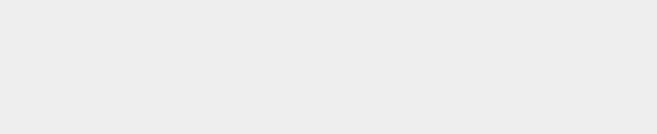
What other skills and knowledge are essential for this career pathway?

Total Respondents	1
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How would you characterize your relationship to the workforce in the career pathway of Personal Care Services? Answer as many as applicable.

		Response Percent	Response Total
I make hiring decisions		0%	0
I supervise people who are in this career field		0%	0
I work in this career field		75%	3
I have a friend or relative who works in this career field		75%	3
I have an interest in improving the quality of the workforce in this area		75%	3
I have an interest in attracting more people to this career field		50%	2
I have no professional connection with this career field		25%	1
Other (please specify)		0%	0
Total Respondents			4

Thank you for your responses. Please indicate what you would like to do next.

		Response Percent	Response Total
Continue to the final wrap-up questions of this survey		100%	4
Return to the Human Services career cluster list to select another pathway.		0%	0
Total Respondents			4

How essential are the following skills for the "Consumer Services" career pathway?

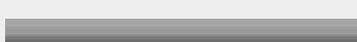
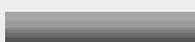
	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Obtain recommended academic credentials and licensures to prepare for a career in consumer services.	45% (9)	45% (9)	5% (1)	5% (1)	0% (0)	1.70
Obtain a broad based knowledge in consumer products and industry equipment to allow demonstration of product/equipment features and associated uses.	45% (9)	45% (9)	5% (1)	5% (1)	0% (0)	1.70
Read and understand current research information to include in presentations to clients and consumers.	25% (5)	50% (10)	25% (5)	0% (0)	0% (0)	2.00
Motivate clients/consumers to follow through with recommendations to serve the clients'/consumers' best interests.	45% (9)	50% (10)	5% (1)	0% (0)	0% (0)	1.60
Communicate to clients/consumers orally and in writing to explain consumer services offered, using standard English.	90% (18)	10% (2)	0% (0)	0% (0)	0% (0)	1.10
Use critical thinking skills of analyzing, synthesizing and evaluating economic and budgeting principles to solve financial/economic problems.	80% (16)	20% (4)	0% (0)	0% (0)	0% (0)	1.20
Use business tools to access, manage, integrate and create consumer services information.	40% (8)	60% (12)	0% (0)	0% (0)	0% (0)	1.60
Provide accurate public service information to educate various audiences.	35% (7)	45% (9)	20% (4)	0% (0)	0% (0)	1.85
Identify key information to provide to various audiences.	40% (8)	35% (7)	25% (5)	0% (0)	0% (0)	1.85

Establish a physically and psychologically healthy environment to offer consumer services in a safe environment.	30% (6)	40% (8)	20% (4)	5% (1)	5% (1)	2.00
Behave ethically to provide recommendations in the best interests of the client/consumer.	85% (17)	15% (3)	0% (0)	0% (0)	0% (0)	1.15
Use business procedures to produce successful client outcome and business success.	42% (8)	53% (10)	5% (1)	0% (0)	0% (0)	1.63
Total Respondents						20

What other skills and knowledge are essential for this career pathway?

Total Respondents	1
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How would you characterize your relationship to the workforce in the career pathway of Consumer Services? Answer as many as applicable.

		Response Percent	Response Total
I make hiring decisions		65%	13
I supervise people who are in this career field		55%	11
I work in this career field		60%	12
I have a friend or relative who works in this career field		30%	6
I have an interest in improving the quality of the workforce in this area		70%	14
I have an interest in attracting more people to this career field		50%	10
I have no professional connection with this career field		5%	1
Other (please specify)		5%	1
Total Respondents			20

Thank you for your responses. Please indicate what you would like to do next.

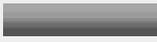
		Response Percent	Response Total
Continue to the final wrap-up questions of this survey		95%	19
Return to the Human Services career cluster list to select another pathway.		5%	1
Total Respondents			20

In which state do you live?

		Response Percent	Response Total
Missouri		93.5%	87
Other (please specify)		6.5%	6
Total Respondents			93

Please indicate the professional area in which you work:

		Response Percent	Response Total
Business/Industry		22.6%	21
State Agency		28%	26
Federal Agency		1.1%	1
Association/Chamber		3.2%	3
Secondary Education		6.5%	6
Postsecondary Education		11.8%	11
Other (please specify)		26.9%	25
Total Respondents			93

Years of work experience:			
		Response Percent	Response Total
Student		0%	0
0-1		0%	0
2-5		8.6%	8
6-10		14%	13
11-20		34.4%	32
21-30		24.7%	23
31+		18.3%	17
Total Respondents			93

What other comments would you like to add related to career education in Missouri?	
Total Respondents	12
(See Comments page)	

Would you be willing to participate in future surveys like this related to Missouri Career Education and workforce development?			
		Response Percent	Response Total
Yes		43.5%	40
Maybe		31.5%	29
No		25%	23
Total Respondents			92

Would you be willing to serve on a local or state advisory council for the betterment of career education and workforce preparation in Missouri?

		Response Percent	Response Total
Yes		18.3%	17
Maybe		32.3%	30
No		49.5%	46
Total Respondents			93

If you indicated "yes" or "maybe" to either of the two questions above, please provide DESE your contact information (include name, company, address, telephone number, and e-mail address). This information will be used solely for the purposes described.

Total Respondents	37
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Through which channel did you receive this survey?

		Response Percent	Response Total
Trade association or professional society		21.3%	20
Chamber of Commerce or industry group		0%	0
Business colleague		22.3%	21
e-mail from Department of Elementary and Secondary Education		35.1%	33
Educator		9.6%	9
Website link		2.1%	2
Word-of-mouth		3.2%	3
Other (please specify)		6.4%	6
Total Respondents			94

Was this survey easy to use?			
		Response Percent	Response Total
Yes		88.3%	83
No		0%	0
Somewhat		6.4%	6
Comments		5.3%	5
Total Respondents			94

COMMENTS FOR HUMAN SERVICES:**FOUNDATION Knowledge and Skills:****ACADEMIC**

What other ACADEMIC skills and knowledge are essential as a foundation for success in an array of careers and educational pursuits in Human Services?	
<u>1.</u>	computer skills/knowledge
<u>2.</u>	clear and concise communications skills Organization skills
<u>3.</u>	financial knowledge
<u>4.</u>	Human Growth and Development (encompassing pre-matal, infancy, early childhood, child development, adolescent development and adult development and aging) Family Development Theories and Lifecycle Stages Psychology of Personality Development Group and Systems Dynamics Oral and Written Communication Skills Human Management Skills Community Organization and Resources Computer Technology Media Resources and Technology
<u>5.</u>	Solid understanding of organizational development issues and human identity theory
<u>6.</u>	Very good reading, listening and verbal communication skills. The ability to draw conclusions. The ability to generalize.
<u>7.</u>	wording, speech skills, attitude
<u>8.</u>	Extensive interships and/or practical experience.
<u>9.</u>	A person needs excellent communication skills, both written and verbal communication skills. There is a great deal of reading involved. A person must also possess excellent interpersonal skills.
<u>10.</u>	Spelling, grammar in order write reports, correspondence, etc. Computer skills.
<u>11.</u>	Reading/comprehnsion and written expression.
<u>12.</u>	Networking, Professionalism, Ethics and legal issues.
<u>13.</u>	Communication Skills Customer Service Effective Listening Skills
<u>14.</u>	Good people skills.
<u>15.</u>	case management, stress management, problem solving, quick processing skills, understanding of community resources.
<u>16.</u>	Reading, writing, business knowledge.
<u>17.</u>	understanding of human relationships--patience, tolerance, ability to cope with change
<u>18.</u>	Listening; problem solving; collaboration; project management
<u>19.</u>	Communication
<u>20.</u>	Skill sets would include ability to analyze information and statistics; knowledge of human behavior; and development of critical thinking and logic.
<u>21.</u>	Oral and written communication for effective expression of ideas. Reading comprehension at grade level. Social studies with emphasis on exposure to other cultures and geopolitical influences. Knowledge of the structure and function of government. Knowledge of our political process. Working understanding of the US Constitution.
<u>22.</u>	Master's degree is preferred

<u>23.</u>	Reading comprehension; good writing skills
<u>24.</u>	An understanding of psychology (why humans do what they do) is important across all 5 pathways. A well rounded social science background with specific coursework in the chosen pathway. Experiential learning (job shadows, volunteering, service learning, internships, and apprenticeships) are necessary in all 5 pathways.
<u>25.</u>	knowledge about human psychology and interpersonal relationships
<u>26.</u>	Coordination with various agencies in support systems; treatment planning skills; training in the person centered approach
<u>27.</u>	communication skills knowledge of available resources and how to access those resources
<u>28.</u>	A broad based knowledge of history and the ability to read.
<u>29.</u>	Study of human reactions to different situations that people encounter in work and life.
<u>30.</u>	self-regulated or meta-cognitive learning skills
<u>31.</u>	decision making problem solving communication
<u>32.</u>	Communicate professionally Dress and groom yourself with pride and dignity Listen Do your work in a timely manner Have compassion for those you are serving Know your job and keep up on changes Keep in close communication with superiors, let them know your needs and strengths
<u>33.</u>	Specific certifications and degrees should be in each field.
<u>34.</u>	The skills of motivational interviewing and behavior change therapy.
<u>35.</u>	Communication skills both verbal and written
<u>36.</u>	Interviewing skills, crisis intervention skills, report (progress note) writing
<u>37.</u>	reading comprehension
<u>38.</u>	Communication skills Written skills
<u>39.</u>	child development adult development human development
<u>40.</u>	Communication skills
<u>41.</u>	- good reading and writing skills - cultural competency
<u>42.</u>	Counseling theory Data analysis (as related to a variety of evaluative instruments) Counseling techniques
<u>43.</u>	Critically analyze scientific studies and apply research results to clinical situations.
<u>44.</u>	Public Speaking
<u>45.</u>	Extra study in the area of the human psyche.
<u>46.</u>	Language, grammar, sentence structure.
<u>47.</u>	Training in Microsoft Office products.
<u>48.</u>	knowledge of human growth and development knowledge of social policy knowledge of practice methods and theory

FOUNDATION - OTHER

What other skills and knowledge relative to these categories are essential as a foundation for success in an array of careers and educational pursuits in Human Services?

1. Knowledge and understanding of individual differences (personality profiles such as the Myers-Briggs) Understanding of cultural aspects of communication
2. manual book keeping
3. understanding of disabilities and their impact on employment and living independently
4. strong organizational skills, ability to multi-task in order to manage large caseloads.
5. Being able to properly balance the systems, processes and people is critical to success. Too much dependency on technology applications for analysis or interpretation could be detrimental. Another skill that would be useful is creativity- the ability to think of new systems and techniques. Risk analysis is another valuable knowledge base.
6. Knowing how to use technology to do research. Reading a lot and knowing how to "filter" the information to fit your situation.
7. Use visual and computer graphic to communicate more effectively.

FOUNDATION - OTHER

What other skills and knowledge related to these categories are essential as a foundation for success in an array of careers and educational pursuits in Human Services?

1. There is a difference between management and leadership- people choose to be leaders, they can be assigned management. Knowledge and skill development on motivating people, thought leadership principles would be very helpful. Negotiation skills are also important for creating a win-win, team nurturing, etc.
2. Again, communication skills.
3. Continue to improve technical skills and follow current research.

PATHWAY Knowledge and Skills:**PATHWAY - EARLY CHILDHOOD DEVELOPMENT AND SERVICES**

What additional skills and knowledge are essential for careers in this pathway?

1. Creating appropriate learning environments, completeing appropriate observations and assessments, professional growth and development. Missouri has established Core Competencies for Early Care and Education Professionals and Core Competencies for Youth Development Professionals that outline what those who work with children and youth should know and be able to do. Informaiton about the Core Competencies can be found at www.OPENInitiative.org/core_overview.html.
2. Effective business management of resources!! Diversify funding streams for sustainability!! Be an effective business leader and understand the financial part of the business.

PATHWAY - COUNSELING AND MENTAL HEALTH SERVICES**What other skills and knowledge are essential for this career pathway?**

- 1.** Note: DRAFT approved by MACCE and submitted to DESE addressing proposed competencies for the CERTIFICATION of SCHOOL SOCIAL WORKERS, who are key mental health providers within the schools. I. INITIAL CERTIFICATE: A school social worker's certificate, valid for a period of five (5) years from the effective date on the certificate, will be issued to those persons meeting the following requirements: A. Completion of a master's degree in social work (MSW) and recommendation for certification from the designated official of the college or university accredited by the Council on Social Work Education (CSWE). AND B. A minimum of fifty-seven (57) semester hours of professional preparation at the graduate level with competencies demonstrated in all areas listed to the satisfaction of a university meeting the approval of the Missouri Department of Elementary and Secondary Education: Course Areas: Separate graduate courses in all of the following content areas are required which incorporate: 1. Human Behavior and the Social Environment 2. Social Welfare Policy 3. Social Work Theory, Methods, and Practice, including: Individual, Family, Group, Consultation, Community Intervention Methods, and Professional Ethics. 4. Research Methodology 5. Psychology of the Exceptional Child 6. School Social Work Practice in the Public Schools, including: a. Interventive methods with Individuals, Families, and Groups; consultation with school personnel and the school community. b. School laws, rules and regulations, and public policy pertaining to school social work practice. c. Organizational and administrative concepts and processes related to schools d. Special education incorporating I.D.E.A., Section 504, bio-psychosocial assessment, case management, consultation and process coordination. 7. Following the required foundation practicum, candidates for School Social Worker Certification must also complete a supervised school concentration practicum/internship totaling at least six hundred (600) contact hours. a. The School Social Work internship must be in a school setting. b. The School Social Work internship must provide for the development and demonstration of professional skills including, but not limited to: i. Communication, interviewing and observation skills ii. Social developmental, adaptive behavior and cultural background assessments iii. Effective intervention with vulnerable populations iv. Home-school-community liaison v. Application of theory to specific practice modalities: Advocacy Case management Collaboration and participation Community resource development Consultation Crisis intervention Individual, group, and family intervention Multi-disciplinary team work Prevention and early intervention vi. Evaluation of practice vii. Evaluation of program C. Competencies 1. Professional Conduct and Ethics: Demonstrates commitment to the values and ethics of the social work profession and abides by the NASW's Code of Ethics as a guide to ethical decision making. 2. Professional School Social Work Practice: Demonstrates knowledge and understanding basic to the social work profession and school social work. 3. Diversity and Student Learning: Demonstrates an understanding of the backgrounds and broad range of experiences that shape students' approaches to learning. 4. School and Systems Structure, Organization, and Climate: Demonstrates knowledge and understanding of the organization and structure of the local education agency. 5. Home/School/Community Liaison: Demonstrates knowledge and understanding of the reciprocal influences of home, school, and community and their impact on student's success in the school environment. 6. Assessment: Uses skills in systematic assessment to document and assess aspects of the biological, medical, psychological, cultural, sociological, emotional, legal and environmental factors that affect student's learning. 7. School Policy & Advocacy: Demonstrates an understanding of the relationship between practice and policies affecting students and advocates for policies affecting students. 8. Prevention, Crisis Interventions, and Mental Health Services: Selects and applies proven or promising prevention and intervention methods to enhance students' educational experiences. 9. Research and Program Evaluation: Participates in practice evaluation and shares findings with consumers, the local education agency, the community and/or the profession. 10. Consultation and Collaboration: a) The school social worker possesses skills in developing coalitions at the local, state and national levels that promote student success. b) Promotes collaboration among community health and mental health services providers and facilitates student access to these services 11. Professional Development Assumes responsibility for continued professional development in accordance with the National Association of Social Worker's (NASW) guidelines and state requirements. D. The school social work internship must be supervised by a field instructor holding a Master's or higher degree in social work from a college or university accredited by the Council on Social Work Education (CSWE) and to the extent possible a School Social

Worker Certificate. E. Must achieve a score equal to or in excess of the qualifying score on the exit assessment(s), not to include the principles of learning, as defined in the rules promulgated by the board. The official score report shall be submitted to the Department of Elementary and Secondary Education (DESE).

2. Team work and coordination with team participants

PATHWAY – FAMILY AND COMMUNITY SERVICES

What other skills and knowledge are essential for this career pathway?

1. Human Growth and Development (encompassing pre-natal, infancy, early childhood, child development, adolescent development and adult development and aging) Family Development Theories and Lifecycle Stages Psychology of Personality Development Group and Systems Dynamics Oral and Written Communication Skills Human Management Skills Community Organization and Resources Computer Technology Media Resources and Technology

2. Be aware of personal ideas, prejudices and biases so as not to drive interventions based on own needs/wants.

PATHWAY – PERSONAL CARE SERVICES

What other skills and knowledge are essential for this career pathway?

1. Use of technology, especially computers to enhance the provision of services.

PATHWAY – CONSUMER SERVICES

What other skills and knowledge are essential for this career pathway?

1. Risk assessment and analysis; solid demonstration of financial management skills; above average verbal and written communications skills.

OTHER COMMENTS:

What other comments would you like to add related to career education in Missouri?

1. All education pathways should be open and well communicated to all.

2. Have personally been involved with clerical/secretarial positions in this field all 31+ years.

3. It doesn't pay enough when compared to work-load, the number of difficult clients you deal with, and when compared to all other 49 states.

4. Much less time needs to be spent preparing and actually teaching students to score well on the MAP test and more time on the basics and on career exploration.

5. All students should become familiar with the basics in financial services such as budgeting, saving/borrowing, mortgages, credit reports, etc. If this were the case, then all employees would be better able to manage some of the critical work and non-work aspects of their lives - a better situation for all concerned. This involves embedding financial services curriculum into most schools throughout the state.

6. Having the business community involved in curriculum development is critical to students

	obtaining the core competencies necessary to succeed in their chosen profession. Having successful professionals in each field relay those competencies most necessary for success would demonstrate the practical application of education in the workplace.
<u>7.</u>	"Human services" is a broad area. These services are provided in a variety of settings which may require differing competencies based on the host organization/agency.
<u>8.</u>	Because of the state funding cuts in mental health, there has been a trickle down effect to the education system as well. I realize that the department of education has also suffered state funding cuts; however, I feel that it is very important with the current societal atmosphere that all the school systems be equipped with school social workers. One way of doing this may be to allow social workers to be considered in the school counseling positions especially in the elementary schools. A child with mental health needs has a difficult time absorbing the educational skills needed to succeed in life. Therefore, it is essential to address children's mental health needs in the educational system as well.
<u>9.</u>	Spanish speaking professionals are greatly needed in the field of dietetics.
<u>10.</u>	I am very concerned about the low writing skills of most graduates that I see. Please make creative writing a priority for students. Their spelling and grammar is terrible.
<u>11.</u>	I teach in a counseling master's program in Missouri.
<u>12.</u>	My husband and I have a small business that serves a nation-wide clientele. Of utmost importance to us and to our business are skills related to the use of computers and technology. Computer technology and the creative use of such technology has made our work profitable.