PATHWAY: Early Childhood Development & Services

Pathway Topic: Academic Foundations

Pathway KS Statement: Obtain adequate education to meet state-specific requirements for work.

Performance Element: Hold a high school diploma and meet state specific requirements.

Measurement Criteria: Present legitimate credentials at job interview.

Performance Element: Hold a bachelors degree in early childhood development (highly desired) and meet state specific requirements to qualify for employment.

Measurement Criteria: Present legitimate credentials at job interview.

Performance Element: Follow through with continuing education requirements to maintain skills.


Measurement Criteria: Provide documentation to supervisor for review and filing.

Pathway Topic: Communications

Pathway KS Statement: Uses grammatically correct standard English and competent reading skills to communicate.

Performance Element: Give directions and guidance to children in a kind and easily understood manner to enhance learning and direct behavior.

Measurement Criteria: Confirm that children understand and respond by following directions.

Performance Element: Engage children in meaningful and developmentally appropriate conversations to enhance learning and direct behavior.

Measurement Criteria: Confirm that children seek information, ask questions, and engage in conversations with adults.

Performance Element: Engage in meaningful conversations with parents and children to support curriculum development and classroom management.

Measurement Criteria: Provide children with learning opportunities that are meaningful and developmentally appropriate.

Measurement Criteria: Make changes in expectations as needed.

Measurement Criteria: Ask children for input on classroom rules and routines.

Measurement Criteria: Seek parental input for suggestions and advice.

Measurement Criteria: Ask parents to indicate their expectations and hopes.

Pathway KS Statement: Listen respectfully and attentively to children, parents, and staff members to collect input.

Performance Element: Engage children and parents in meaningful conversations (showing interest and openness when listening) to encourage participation.

Measurement Criteria: Interact with children on their level, bend down to engage children and provide support.

Measurement Criteria: Confirm that staff members comment and question children when appropriate.

Measurement Criteria: Regularly engage parents in conversations concerning their child’s development, child development in general and current issues in the program or classroom.
Pathway Topic: Communications

**Measurement Criteria:** Regularly engage children in meaningful conversations about areas of interest to the child.

**Measurement Criteria:** Ask children to comment and question openly and often.

**Measurement Criteria:** Re-phrase and respond to comments appropriately and accurately.

**Pathway KS Statement:** Write plainly, synthesizing and summarizing childhood development and services information to assure it is easily understood by parents and staff members.

**Performance Element:** Develop accurate progress notes and lesson plans to document children’s development and services provided.

**Measurement Criteria:** Discuss lesson plans and progress notes with other staff members and parents.

**Measurement Criteria:** Store past lesson plans and progress notes that are available for review.

**Performance Element:** Develop and send parent notifications and newsletters to maintain family involvement.

**Measurement Criteria:** Document parents’ actions and comments indicating understanding of information provided.

**Pathway KS Statement:** Create and organize parent-teacher conferences, open houses and family forums to enhance family and community involvement.

**Performance Element:** Hold formal and informal meetings with parents to discuss children’s progress.

**Measurement Criteria:** Communicate scheduled meetings to parents and family.

**Measurement Criteria:** Keep accurate meeting records.

**Measurement Criteria:** Implement action plans that are agreed to by all parties.

Pathway Topic: Problem Solving and Critical Thinking

**Pathway KS Statement:** Apply problem solving and critical thinking skills to provide solutions.

**Performance Element:** Recognize and apply appropriate practice to manage the learning environment.

**Measurement Criteria:** Establish a developmentally-appropriate learning environment in which children are able to succeed.

**Measurement Criteria:** Make changes when necessary.

**Performance Element:** Recognize child development that is both typical and atypical to provide intervention when needed.

**Measurement Criteria:** Respond quickly to situations that require adult intervention, such as injury or behavior issues.

**Measurement Criteria:** Take immediate action to help a child, which may include first aid or calling 911.

**Measurement Criteria:** Use first aid with universal precautions.

**Measurement Criteria:** Inform supervisor of problem and action.

**Measurement Criteria:** Document incident report.
Pathway Topic: Information Technology Applications

**Pathway KS Statement:** Use technology to enhance child care programs.

Performance Element: Use computer and applicable software for record keeping, lesson plans, and children’s learning activities.

**Measurement Criteria:** Keep lesson plans and accurate records up-to-date and readily available.

**Measurement Criteria:** Engage children in utilizing computer technology.

Pathway Topic: Systems

**Pathway KS Statement:** Maintain relationship with licensing and certification organizations to keep up with news and changes.

Performance Element: Identify updates in the licensing regulations to implement changes as needed.

**Measurement Criteria:** Document that program is compliant with current licensing regulations.

Performance Element: Respond to all licensing and certification communications in a timely manner to ensure compliance.

**Measurement Criteria:** Maintain required credentials.

Performance Element: Initiate communication as needed to handle situations and problems.

**Measurement Criteria:** Respond proactively when problems arise.

**Measurement Criteria:** Follow through with suggestions provided.

Performance Element: Cooperate with all service providers to offer client services.

**Measurement Criteria:** Respond to requests or concerns.

**Measurement Criteria:** Follow through with solutions in a timely manner.

**Pathway KS Statement:** Create working relationships with parents and family members to maintain involvement.

Performance Element: Provide ways for all staff members to know all parents and family members served.

**Measurement Criteria:** Greet parents and family members when they enter the program or classroom.

**Measurement Criteria:** Use correct names for parents and family members.

**Measurement Criteria:** Talk to parents and families.

Pathway Topic: Health, Safety and Environment

**Pathway KS Statement:** Follow through with safety and sanitation procedures to assure compliance and readiness.

Performance Element: Anticipate potential hazards and react in a timely manner to ensure children’s safety.

**Measurement Criteria:** Provide a safe and sanitary environment.

**Measurement Criteria:** Provide supervision at all times.

Pathway Topic: Leadership and Teamwork

**Pathway KS Statement:** Create an inviting and encouraging atmosphere to encourage parent and family participation.

Performance Element: Present opportunities to enhance parent’s and family’s roles
Pathway Topic: Leadership and Teamwork

as primary teachers.

Measurement Criteria: Write and phone parents/family regularly to inform them about child’s progress and activities.

Measurement Criteria: Request parents’ suggestions for curriculum development.

Measurement Criteria: Schedule appointments at parents’ requests or on own initiative to discuss child’s development.

Measurement Criteria: Provide parents with developmental information about their child and typically developing children of their child’s age.

Pathway Topic: Ethics and Legal Responsibilities

Pathway KS Statement: Adhere to ethical and legal responsibilities to protect children and families.

Performance Element: Comply with laws and regulations to maintain a successful workplace.

Measurement Criteria: Follow through with reporting cases of child abuse.

Measurement Criteria: Maintain confidentiality when handling any information concerning children, parents or other staff members.

Performance Element: Respect diversity to benefit from all human resources available.

Measurement Criteria: Treat children, parents and other staff with respect at all times.

Pathway Topic: Technical Skills

Pathway KS Statement: Apply principles of child growth and development, including social, emotional, physical and cognitive milestones to provide comprehensive program offerings.

Performance Element: Create developmentally appropriate activities to enhance learning.


Performance Element: Create lesson plans reflecting various interests and developmental levels to serve all children.


Performance Element: Evaluate curriculum for compliance with state-specific and NAEYC standards.

Measurement Criteria: Observe, assess, and document that children participate eagerly and actively.

Measurement Criteria: Observe, assess, and document that children show developmental progress.

Measurement Criteria: Document that curriculum meets standards.

Performance Element: Evaluate child’s strengths and needs to ascertain program goals.

Measurement Criteria: Create rapport with the children and parents/family members.

Measurement Criteria: Analyze children’s developmental level from observation and elicited information.

Performance Element: Synthesize information to develop a plan for each child.

Measurement Criteria:
Pathway Topic: Technical Skills

Observe, assess, and document that children can follow the plan successfully and that children show progress.

Pathway KS Statement: Incorporate play and other activities to develop children’s skills.

Performance Element: Create activities suitable for varied learning styles and needs.

Measurement Criteria: Observe, assess, and document that children are actively participating.

Measurement Criteria: Observe, assess, and document that children show developmental progress.

Pathway KS Statement: Evaluate activities and curriculum for inclusiveness of cultural diversity.

Performance Element: Establish environment to highlight richness and diversity of children, parents and families in the program.

Measurement Criteria: Behave courteously and respectfully to people of all cultures.

Measurement Criteria: Create learning activities focused on various cultures.

Measurement Criteria: Give parents an opportunity to share their culture in the classroom.

Measurement Criteria: Provide books, posters, food and music representing diversity.
PATHWAY: Counseling & Mental Health Services

Pathway Topic: Academic Foundations

Pathway KS Statement: Obtain adequate education to meet state-specific requirements, including licensures and certifications.

Performance Element: Meet minimum educational requirements and customize learning to meet job requirements.

Measurement Criteria: Display or present bona fide educational or professional credentials as requested/required.

Measurement Criteria: Maintain good standing in applicable criminal and professional registries.

Performance Element: Follow through with continuing education requirements to improve professionalism.

Measurement Criteria: State professional development goals consistent with the job and individual skill sets.

Measurement Criteria: Keep and store documentations of education.

Measurement Criteria: Send documentation to licensing or certifying boards in a timely manner.

Performance Element: Apply updated theory and knowledge effectively in specific situations.

Measurement Criteria: Document the use of updated theory and knowledge and associated results.

Performance Element: Research interventions and theories that may be relevant.

Measurement Criteria: Use proactive approach to problem solving.

Measurement Criteria: Develop a research based plan.

Pathway Topic: Communications

Pathway KS Statement: Apply principles of communication strategies to establish a collaborative relationship with the client.

Performance Element: Use effective, sensitive communication skills to build rapport and channels of communication by recognizing and adapting to the range of participant communication styles.

Measurement Criteria: Use active listening skills.

Performance Element: Conduct open discussion to evaluate client’s state of readiness for change.

Measurement Criteria: Give, receive and act upon feedback promptly and with sensitivity to an individual's experiences and cultural background.

Measurement Criteria: Use the communication skills required to manage conflict involving the participants.

Pathway KS Statement: Use principles of clarity and organization to write and speak well.

Performance Element: Incorporate language that is respectful of the individual, emphasizes capabilities, and is non-discriminatory.

Measurement Criteria: Though written and oral communications, use language that is respectful of the individual, emphasizes capabilities, and is
Pathway Topic: Communications

Performance Element: Solicit individual’s choice and preferences to explain mental health services.

Measurement Criteria: Evaluate client’s state of readiness for counseling or other mental health services.

Measurement Criteria: Document informed consent.

Performance Element: Synthesize information to choose effective strategy to educate client about the counseling process.


Measurement Criteria: Speak clearly, understandably and to the point.

Measurement Criteria: Analyze nonverbal behavior.

Measurement Criteria: Ask open ended questions.

Pathway KS Statement: Apply principles of functional and specialized assessments to evaluate specific needs.

Performance Element: Evaluate and interpret information to prepare file documents.

Measurement Criteria: Obtain past records whenever possible.

Measurement Criteria: Obtain releases for information and consults with past mental health providers or others who may have helpful information.

Performance Element: Include client participation to recognize issues and/or problems.


Measurement Criteria: Address any denial of issues.

Performance Element: Incorporate client’s perceptions to suggest solutions.

Measurement Criteria: Contract for counseling plan.

Measurement Criteria: Collaborate with client to draw up a resource list.

Performance Element: Evaluate client’s progress in a timely manner to promote client confidence.

Measurement Criteria: Review progress notes and counseling plans routinely.

Measurement Criteria: Communicate in unambiguous terms, avoiding technical language and jargon.

Measurement Criteria: Encourage comments and questions.

Pathway KS Statement: Write clearly, understandably and to the point to achieve effective communications.

Performance Element: Summarize information to prepare it for entry into client records.

Measurement Criteria: Prepare accurate and concise records.

Performance Element: Safeguard client information to protect client confidentiality.

Measurement Criteria: Prepare progress notes containing only brief objective summarizations.

Measurement Criteria: Prepare discharge summaries that are concise, objective, and to the point.

Pathway Topic: Problem Solving and Critical Thinking
Pathway Topic: Problem Solving and Critical Thinking

Pathway KS Statement: Evaluate client motivation, strengths and weaknesses to develop a client treatment program.

Performance Element: Refer client to other service providers to serve unusual or unexpected needs.

Measurement Criteria: Match services to client level of need for least restrictive level of care.

Measurement Criteria: Choose therapeutic strategy based on evaluation.

Performance Element: Create solutions to solve problems.

Measurement Criteria: Evaluate options with client.

Performance Element: Evaluate success with client to compare progress with desired objectives.

Measurement Criteria: Time-limit treatment, based on progress.

Measurement Criteria: Negotiate discharge with client.

Pathway KS Statement: Incorporate new knowledge to expand personal skills base.

Performance Element: Include other points of view to solve problems.

Measurement Criteria: Write plans based on client perceptions.

Measurement Criteria: Consult with others as needed.

Performance Element: Learn from mistakes to assure better future performance.

Measurement Criteria: Speak up when in error.

Measurement Criteria: Prevent the same errors from being repeated.

Pathway KS Statement: Evaluate client for crisis intervention to apply intervention when needed.

Performance Element: Interpret client information accurately to assure proper care applications.

Measurement Criteria: Recommend more restrictive level of care, if indicated.

Measurement Criteria: Provide client with resources to follow through on recommendations.

Pathway Topic: Information Technology Application

Pathway KS Statement: Use computer skills to provide comprehensive services.

Performance Element: Use telephone, fax and email for timely turnarounds.

Measurement Criteria: Answer referral questions within 24 hours.

Measurement Criteria: Return messages within 24 hours.

Performance Element: Use Internet to identify resources for education and online support groups.

Measurement Criteria: Locate usable websites.

Measurement Criteria: Document clients’ benefits from their use of resources.

Performance Element: Use online assessments to speed data collection.

Measurement Criteria: Lead clients through assessments.

Measurement Criteria: Verify that an assessment provides accurate information.
Pathway Topic: Information Technology Application

Performance Element: Find and use career planning and job searches to evaluate opportunities.

Measurement Criteria: Confirm that clients find jobs.
Measurement Criteria: Confirm that clients can explain successful career paths.

Performance Element: Teach client to use electronic portfolios for job searches.
Measurement Criteria: Confirm that clients use these services.

Pathway Topic: Systems

Pathway KS Statement: Develop and maintain a smoothly running program within a given organization to meet organizational goals.

Performance Element: Apply organization’s policies and procedures to meet contractual obligations.

Measurement Criteria: Access information quickly.
Measurement Criteria: Create a solution to enhance beneficial aspects of the organization and minimize malignant aspects of the organization.

Pathway KS Statement: Use communications skills to interface effectively with referral sources, including the legal system.

Performance Element: Report client’s progress to appropriate sources to ensure appropriate client treatment.

Measurement Criteria: Follow confidentiality guidelines.
Measurement Criteria: Report in a timely manner.

Pathway KS Statement: Study group dynamics to identify functions and effects of larger and smaller groups on personal effectiveness.

Performance Element: Communicate openly with clients and supervisors to inform them about problems, solutions, successes, plans and implementations.

Measurement Criteria: Know and use organizational hierarchy.
Measurement Criteria: Identify immediate supervisor by sight, name and office location.
Measurement Criteria: Follow organizational and legal procedures regarding duty to report, crisis intervention and out of the ordinary events.
Measurement Criteria: Seek routine supervision and join professional organizations.

Pathway Topic: Safety, Health and Environment

Pathway KS Statement: Establish a physically and psychologically healthy environment for counseling and mental health services.

Performance Element: Select a suitable location to create a welcoming environment.

Measurement Criteria: Evaluate accessibility to transportation.
Measurement Criteria: Evaluate safety and security.
Measurement Criteria: Provide a functional work environment, including equipment and utilities.

Performance Element: Create a psychologically suitable environment to facilitate confidence in clients.
Measurement Criteria: Plan furniture, rooms, and décor for a non-threatening
Pathway Topic: Safety, Health and Environment

**Measurement Criteria:** Use social skills needed for a diverse population.
**Measurement Criteria:** Use business behaviors that provide privacy, autonomy and dignity for clients from diverse backgrounds.

Pathway Topic: Ethics and Legal Responsibilities

**Pathway KS Statement:** Behave professionally to fulfill ethical and legal responsibilities.

**Performance Element:** Obtain and maintain required credentials (i.e., state licensure, certification, etc.) to assure legal compliance.
**Measurement Criteria:** Present credentials and experience honestly.
**Measurement Criteria:** Practice within legal guidelines, certifications, or licensures.

**Pathway KS Statement:** Observe ethical and legal responsibilities at all times to assure the best interests of the client are served.

**Performance Element:** Follow privacy regulations to ensure confidentiality of client information.
**Measurement Criteria:** Guard session information.
**Measurement Criteria:** Keep records inaccessible to the general public.
**Performance Element:** Keep current on changing laws to ensure that all legal guidelines are followed.
**Measurement Criteria:** Report abuse cases.
**Measurement Criteria:** Report life-threatening situations after evaluating the intensity of suicidal or homicidal intent.
**Measurement Criteria:** Only under subpoena release client records.

Pathway Topic: Technical Skills

**Pathway KS Statement:** Synthesize principles of counseling and relationship skills to motivate client change.

**Performance Element:** Create rapport to enhance client confidence.
**Measurement Criteria:** Listen attentively with steady eye contact, unless respecting cultural differences.
**Measurement Criteria:** Avoid interrupting.
**Measurement Criteria:** Accurately repeat, re-phrase or interpret.
**Measurement Criteria:** Display non-threatening, assertive body language.

**Pathway KS Statement:** Verbally and nonverbally reinforce client statements to show change of attitude or report change of behavior.

**Performance Element:** State client’s comments and questions to show comprehension.
**Measurement Criteria:** Say, “I see”, “I understand,” “Help me understand”.
**Measurement Criteria:** Avoid jargon.
**Measurement Criteria:** Avoid technical language.
**Measurement Criteria:** Speak in everyday standard language.

**Pathway KS Statement:** Use personal and organizational strengths to demonstrate that client welfare is foremost in this field.

**Performance Element:** Synthesize knowledge of human development, counseling and
Pathway Topic: Technical Skills

therapy and assessment theories to treat each client individually.

- **Measurement Criteria:** Use assessment techniques suited to each individual that are documented in counseling and treatment planning.

- **Measurement Criteria:** Recognize issues and problems and suggest solutions documented in counseling/treatment plans.

- **Measurement Criteria:** Use relationship-building skills and theoretical skills pertaining to client’s motivation to change, indicated by client’s continuation of counseling/treatment and progress.

- **Measurement Criteria:** Use knowledge of group therapy theories to evaluate clients, recruit for groups, build a therapeutic milieu in group, and accelerate client changes.

**Pathway KS Statement:** Use counseling and therapy techniques effectively to selectively serve individual needs.

**Performance Element:** Assess difficulties accurately to create on-target solutions.

- **Measurement Criteria:** Document that client remains in treatment until discharged.

- **Measurement Criteria:** Document that client adjusts as predicted.

- **Measurement Criteria:** Document that client refers others.

- **Measurement Criteria:** Document that client returns when other problems arise.

**Pathway KS Statement:** Recognize strategies of reflection, interpretation, affirmation, summarizing and tracking to evaluate when to use a particular strategy.

**Performance Element:** Use techniques effectively and consistently to inspire client confidence.

- **Measurement Criteria:** Attend to client verbal behaviors and respond consistently.

- **Measurement Criteria:** Attend to client nonverbal behaviors and respond consistently.

**Pathway KS Statement:** Apply strategies as counselor/therapist and consultant to promote individual learning.

**Performance Element:** Collaborate with clients to establish milieu that provides encouragement of learning and change.

- **Measurement Criteria:** Document client’s interest in assignments and follow through.

- **Measurement Criteria:** Document (including school staff, parents, and students) client’s follow through with recommendations and change.

**Pathway KS Statement:** Create milieus and solutions to respect cultural diversity.

**Performance Element:** Display diversity awareness to attract clients of diverse cultures.

- **Measurement Criteria:** Document that clientele shows diverse population.

- **Measurement Criteria:** Document that clientele refers others from the same cultural background.

**Performance Element:** Collaborate with clients to invent solutions aligning to their cultural backgrounds.

- **Measurement Criteria:** Document that collaborations produce effective solutions resulting in client change.
Pathway Topic: Technical Skills

Pathway KS Statement: Consult with schools and business organizations to provide recommendations for successful change.

Performance Element: Use cooperative planning to produce effective school counseling programs.

Measurement Criteria: Document that schools follow through with recommendations.

Measurement Criteria: Document that school data shows improvement in areas set as goals in the counseling program.
PATHWAY: Family & Community Services

Pathway Topic: Academic Foundations

Pathway KS Statement: Enroll in academic program in Human Services area to obtain basic skills.

Performance Element: Complete appropriate degree, certification, diploma or credential to certify skills.

Measurement Criteria: Receive appropriate diploma, certificate, diploma or credential in chosen area (below Bachelor’s Degree).

Pathway KS Statement: Obtain degree, certification, diploma or credential required for appropriate Human Services area.

Performance Element: Satisfy all licensure/certification and required training for specific job.

Measurement Criteria: Show credential, certificate, license, degree, diploma, etc. to appropriate employers.

Measurement Criteria: Maintain employment in good standing.

Pathway KS Statement: Identify individual, social, historical, economic, and cultural context to increase awareness of family and community services.

Performance Element: Select and apply knowledge and theories appropriate to address specific populations and specific circumstances.

Measurement Criteria: Study supervisor observations indicating increasing mastery in individual selected areas of interest.

Measurement Criteria: Complete self-assessment of needs and mastery.

Measurement Criteria: Complete additional courses.

Pathway Topic: Communications

Pathway KS Statement: Evaluate and identify a range of effective communication strategies and skills necessary to establish a collaborative relationship with others.

Performance Element: Use effective, sensitive communication skills to build rapport and channels of communication by recognizing and adapting a range of communication styles.

Measurement Criteria: Use active listening skills as indicated by self-assessment and supervisor assessment.

Performance Element: Formulate feedback with sensitivity to a person’s cultural background and personal experiences.

Measurement Criteria: Give, receive and act upon feedback promptly and with sensitivity.

Pathway Topic: Problem Solving and Critical Thinking

Pathway KS Statement: Recognize concerns and assist individuals to make informed decisions.

Performance Element: Recognize individual preferences and strengths to create solutions for client.

Measurement Criteria: Accurately identify concerns.

Measurement Criteria: Collect client history to monitor patterns of behavior.
**Human Services**

**Pathway Topic: Problem Solving and Critical Thinking**

*Measurement Criteria:* Identify individual problems and analyze sources of difficulties to create solutions.

*Measurement Criteria:* Lead client to use problem-solving skills for finding solutions.

*Measurement Criteria:* Enable client to identify resources, and to expand number of resources, if needed.

*Measurement Criteria:* Collaborate with client to prioritize problems and follow through with solutions.

*Measurement Criteria:* Mentor client and role model effective problem solving skills to enhance client participation.

*Measurement Criteria:* Connect client with additional resources to serve needs.

*Measurement Criteria:* Identify community, state or national resources to provide expanded care opportunities.

*Measurement Criteria:* Work with client to plan use of resources for transportation, application interviews and appointments.

*Measurement Criteria:* Provide referral information for other resources.

*Measurement Criteria:* Evaluate alternatives chosen by individuals.

*Measurement Criteria:* Evaluate effectiveness of solutions vs. prior help.

**Pathway KS Statement:** Recognize various treatment plans to adjust to client needs.

Performance Element: Synthesize all information to summarize and adopt a treatment plan based on individual needs.

*Measurement Criteria:* Evaluate individual progress.

**Pathway Topic: Systems**

**Pathway KS Statement:** Access community resources to gain a broad awareness of available help.

Performance Element: Research to find agencies, organizations, and churches offering services.

*Measurement Criteria:* Keep a portfolio of available community resources, such as transportation, social services, support groups, and advocacy groups.

Performance Element: Visit community resource sites to become familiar with resources.

*Measurement Criteria:* Keep names and phone numbers of contacts at each service.

Performance Element: Update information as needed to keep up with innovations.

*Measurement Criteria:* Update and access services suitable and available for client.

**Pathway KS Statement:** Research and use state and local social services providers to expand resource base.

Performance Element: Evaluate state and local social services providers to align services with client needs.

*Measurement Criteria:* Use proper referral procedure for each service.

**Pathway KS Statement:** Communicate with client’s family system to gain family support.

Performance Element: Collaborate professionally with family members to benefit...
Pathway Topic: Systems

Performance Element: Follow policies and procedures to assure compliance with local, state and national regulations.

**Measurement Criteria:** Adhere to job description.

Pathway Topic: Safety, Health and Environment

**Pathway KS Statement:** Examine laws governing abuse, neglect and confidentiality and other health and safety situations to establish legal aspect of operation.

Performance Element: Follow legal and other procedures to report concerns of abuse, neglect or exploitation.

**Measurement Criteria:** Use and document quality assurance procedures.

Performance Element: Assure accessibility, security and safety of program environment and transportation to all participants.

**Measurement Criteria:** Document that the environment meets all applicable licensing and accreditation requirements.

**Measurement Criteria:** Document and report situations to appropriate authorities.

**Pathway KS Statement:** Examine crisis prevention, intervention and resolution techniques to formulate emergency plans.

Performance Element: Match techniques to align with particular circumstances and individuals.

**Measurement Criteria:** Formulate appropriate interventions likely to prevent crisis situations.

Performance Element: Intervene in emergency situation by managing the physical and social environment to reduce conflict and promote safety of participants, workers and others.

**Measurement Criteria:** Use appropriate techniques to ensure a safe environment.

Performance Element: Seek outside assistance to address particular situations.

**Measurement Criteria:** Resolve a crisis or emergency situation.

Pathway Topic: Ethics and Legal Responsibilities

**Pathway KS Statement:** Know the rules of confidentiality to apply them and inspire confidence.

Performance Element: Observe ethical and legal responsibilities to maintain client confidentiality.

**Measurement Criteria:** Guard client information in conversation.

**Measurement Criteria:** Keep client written information inaccessible from general public.

Performance Element: Exercise proper judgment to balance reporting requirements with privacy needs.

**Measurement Criteria:** Use strategies for documenting essential information while respecting privacy.

Performance Element: Prepare indoctrination materials to ensure individuals are
Pathway Topic: Ethics and Legal Responsibilities

aware of rights of personal access to records and right to give or refuse consent for release of information.

**Measurement Criteria:** Communicate clearly to clients concerning rights of access to records and right to refuse consent for release of information.

Pathway Topic: Technical Skills

**Pathway KS Statement:** Exercise formal and informal assessment practices in order to respond to the needs, desires, and interests of the clients.

**Performance Element:** Gather information and inform the participant about what to expect in the assessment process.

**Measurement Criteria:** Complete verbal and written assessments to show strengths and needs of participants in a respectful manner, emphasizing individual’s capabilities.

**Performance Element:** Examine specific client etiology to create interventions.

**Measurement Criteria:** Document client progress due to interventions.

**Pathway KS Statement:** Visit other sites and agencies to identify available community support and service networks.

**Performance Element:** Work with individual’s support system and assist with identified community connections to align the needs of individuals to community supports.

**Measurement Criteria:** Document information that describes needs, preferences, strengths and potential supports.

**Measurement Criteria:** Document client's satisfaction that his/her needs, preferences, etc. have been accurately identified.

**Measurement Criteria:** Provide examples of information collected which inform the goal setting process for individual clients.

**Measurement Criteria:** Document an increase in frequency and number of contacts for the client.

**Measurement Criteria:** Provides a summary of visits and information gathered from family/friends.
PATHWAY: Personal Care Services

Pathway Topic: Academic Foundations

**Pathway KS Statement:** Apply mathematics skills to provide services.

**Performance Element:** Use addition, subtraction, multiplication, division, percentage, ratio and proportion, and geometric concepts to manage math-based information.

**Measurement Criteria:** Calculate final price for services rendered or products purchased including cash and credit sales.

**Measurement Criteria:** Utilize and mix products accurately according to manufacturer’s guidelines.

**Performance Element:** Use charts, tables, and graphs as resources for business decisions.

**Measurement Criteria:** Accurately interpret information from charts, tables and graphs.

**Pathway KS Statement:** Apply principles of biology, identifying living tissues, cells, and organisms to provide/select safe and effective products and services.

**Performance Element:** Identify and explain functions and interdependencies of tissues, cells and organisms to provide/select safe and effective products and services.

**Measurement Criteria:** Apply principles of functions and interdependencies as part of a daily routine.

**Performance Element:** Identify and explain interactions of tissues, cells and organisms with each other and the environment to provide/select safe and effective products and services.

**Measurement Criteria:** Apply principles of interactions as part of a daily routine.

**Pathway KS Statement:** Interpret written sentences and paragraphs in work-related documents to obtain items of information.

**Performance Element:** Use reading strategies to learn meaning, technical concepts, vocabulary, and follow directions.

**Measurement Criteria:** Accurately follow directions.

**Measurement Criteria:** Interpret technical materials/resources to maintain current knowledge.

**Pathway KS Statement:** Apply principles of chemistry, explaining the composition, structure and properties of substances and of chemical processes to provide broad-range services.

**Performance Element:** Identify appropriate uses of chemicals and their interactions to avoid improper use.

**Measurement Criteria:** Accurately mix products and formulas according to manufacturer’s guidelines.

**Performance Element:** Identify danger signs of unsuccessful reactions to avoid endangering individuals.

**Measurement Criteria:** React to danger signs with appropriate intervention.

**Pathway KS Statement:** Apply basic principles of human anatomy to classify areas of potential problems.

**Performance Element:** Apply principles of basic human anatomy to provide needed
Human Services

Pathway Topic: Academic Foundations

Pathway Topic: Communications

Pathway KS Statement: Select communication strategies to effectively serve personal care clients/family members.

Performance Element: Use effective oral and written communication skills to address personal care clients/family members.

Measurement Criteria: Communicate effectively with personal care clients/family members.

Measurement Criteria: Answer telephone calls with professional telephone etiquette.

Measurement Criteria: Provide accurate information to individuals/families.

Measurement Criteria: Make telephone calls to follow-up with clients.

Performance Element: Consult with individuals/family members to determine needs, preferences and resources.

Measurement Criteria: Create and present a plan to individuals/families for required services.

Performance Element: Use interpersonal skills relating to client sensitivity, ethnic diversity and building rapport to evaluate client point of view and interact respectfully.

Measurement Criteria: Listen non-judgmentally to analyze client requests, maintaining a flexible and tolerant attitude.

Performance Element: Use verbal and nonverbal communication skills to establish and maintain positive relationships with co-workers, other professionals, and individuals/families.

Measurement Criteria: Communicate effectively with individuals/families.

Measurement Criteria: Encourage co-workers to establish a team atmosphere.

Measurement Criteria: Discuss products with vendors and manufacturers in a courteous but thorough way to obtain accurate product information.

Pathway KS Statement: Apply advertising principles to attract and retain a large clientele.

Performance Element: Evaluate and use media to provide maximum impact on particular client populations.


Measurement Criteria: Provide effective advertising of products/services.

Pathway Topic: Problem Solving and Critical Thinking

Pathway KS Statement: Assist individuals to recognize concerns and make informed decisions.

Performance Element: Use several approaches to identify and evaluate alternatives.

Measurement Criteria: Accurately describe alternatives.
Pathway Topic:  Problem Solving and Critical Thinking

**Measurement Criteria:** Assist individuals to understand potential outcomes.

**Measurement Criteria:** Help client identify potential barriers.

Performance Element: Evaluate customer feedback to use it to best advantage.

**Measurement Criteria:** Use customer feedback to enhance products and services.

**Pathway KS Statement:** Facilitate the development of an individualized plan to reflect client/family preferences, needs, and interests.

Performance Element: Analyze client/family wishes, in conjunction with feasibility, to create a course of treatment/action.

**Measurement Criteria:** Create a plan of treatment/action.

**Pathway KS Statement:** Use time management principles and techniques to achieve objectives.

Performance Element: Maintain a business/appointment schedule to effectively serve client/family/community.

**Measurement Criteria:** Document customer satisfaction.

**Pathway KS Statement:** Use interpretation and evaluation skills to enhance client satisfaction.

Performance Element: Observe client/family to interpret client satisfaction with solutions, procedures, and products.

**Measurement Criteria:** Initiate open discussion based on interpretation to elicit client information.

**Measurement Criteria:** Negotiate for improving satisfaction if needed.

Performance Element: Interpret technical information to choose best resource for use with client/family’s unique preferences.

**Measurement Criteria:** Inform client/family of the process and realistic outcomes for the technique, including possible risks, as well as rewards.

Pathway Topic:  Information Technology Application

**Pathway KS Statement:** Use technology to analyze data and information.

Performance Element: Summarize, compare and contrast information to arrive at reliable conclusions.

**Measurement Criteria:** Retrieve and analyze data/information.

Performance Element: Interpret information about a client, product, process or topic needed to initiate action.

**Measurement Criteria:** Accurately interpret data.

Performance Element: Use appropriate software to represent existing client, product, service, or topic information in a different form.

**Measurement Criteria:** Describe and accurately summarize information/data using charts, graphs, and descriptive statistics.

**Pathway KS Statement:** Keep electronic records of client services to access and safeguard crucial client information.

Performance Element: Comply with established procedures to store and retrieve information.

**Measurement Criteria:** Manage information in a database.
Pathway Topic: Systems

Pathway KS Statement: Allocate resources to provide maximum benefit for the client, service provider, business or organization.
Performance Element: Order and stock products/inventory from vendors to keep supplies available for offering timely client services and products.
Measurement Criteria: Place orders accurately and choose carefully for cost-performance ratio.

Pathway KS Statement: Examine the range of personal care resources to access at appropriate times.
Performance Element: Design, analyze, and obtain resources necessary for business practice.
Measurement Criteria: Maintain inventory that allows for satisfactory customer service while building a profitable business endeavor.

Pathway Topic: Safety, Health and Environment

Pathway KS Statement: Practice emergency policies and procedures regarding health/safety for assurance you can apply them when needed.
Performance Element: Follow the organization’s policies, procedures, and regulations to achieve a safe and healthy environment.
Measurement Criteria: Effectively anticipate, respond, and document situations involving health and safety.
Performance Element: Implement procedures to protect the health and safety of all individuals.
Measurement Criteria: Document and report emergency situations and outcomes to appropriate authorities.

Pathway KS Statement: Recognize risks and potentially hazardous situations to help minimize workplace dangers.
Performance Element: Evaluate emergency situations to defuse them and determine intervention strategies.
Measurement Criteria: Document and report emergency situations and outcomes to appropriate authorities.
Performance Element: Use established guidelines, policies and procedures to take appropriate measures (e.g. personal protective equipment, etc.).
Measurement Criteria: Apply and adhere to OSHA and CDC guidelines.
Measurement Criteria: Store chemicals in locked cabinets and secure keys.

Pathway Topic: Leadership and Teamwork

Pathway KS Statement: Set priorities to accomplish the mission of the personal care organization.
Performance Element: Establish and maintain effective working relationships with all levels of personnel to provide effective services to the client/family.
Measurement Criteria: Apply organizational priorities in daily work.

Pathway KS Statement: Access appropriate materials to establish a personal role in setting personal care organization priorities.
Performance Element: Use organization’s policies procedures and regulations to work with other coworkers in developing practices sensitive to cultural, religious,
Human Services

Pathway Topic: Leadership and Teamwork

disability, and gender issues.

Measurement Criteria: Perform role according to stated criteria.
Measurement Criteria: Set up and/or participate in workshops relating to cultural, religious, disability, and gender issues specific to personal care services.

Pathway KS Statement: Analyze the personal care environmental context and factors that may influence future direction.

Performance Element: Scan the environment to identify trends, factors, potential issues that affect the future of the organization.

Measurement Criteria: Contribute to the development of the strategic plan of the organization.

Pathway KS Statement: Apply principles of conflict resolution to solve problems.

Performance Element: Use conflict management skills to facilitate solutions.


Pathway KS Statement: Use leadership skills to maintain a positive relationship with the community.

Performance Element: Maintain a helpful profile in the professional community and in the larger community to enhance community life.

Measurement Criteria: Join professional associations and organizations and serve as officer, project leader, etc.
Measurement Criteria: Join and serve in community groups or organizations (e.g. Kiwanis, Jaycees, etc).

Performance Element: Act as a community educator and advocate for the profession to educate the community.

Measurement Criteria: Explain the role of a professional in the area of expertise to community groups.
Measurement Criteria: Conduct workshops, responding to questions and comments.

Pathway Topic: Employability and Career Development

Pathway KS Statement: Continue professional development to keep current on relevant resources and information.

Performance Element: Use performance information to evaluate personal performance of goals and self improvement issues.

Measurement Criteria: Evaluate self for performance and technical improvement needed to keep current.
Measurement Criteria: Develop a written professional development plan.
Measurement Criteria: Maintain licensure, certification as required.
Measurement Criteria: Request feedback of co-workers, clients/families, and supervisor to improve performance.

Pathway Topic: Technical Skills

Pathway KS Statement: Apply technical knowledge and skills required to function in personal care services pathway.

Performance Element: Practice competently in chosen occupation to gain functional...
Human Services

Pathway Topic: Technical Skills

Measurement Criteria: Satisfactorily practice in chosen occupation.

Measurement Criteria: Keep updated in all areas that include technology, physical surroundings and maintenance of systems that enhance the well-being of clients.

Pathway KS Statement: Synthesize client and professional information to attract new clientele and retain present clientele.

Performance Element: Research/assess client records to determine trends.

Measurement Criteria: Interpret databases compiled annually.

Measurement Criteria: Create a plan based on research interpretation of databases.

Measurement Criteria: Run a pilot project before full implementation of a new plan.

Measurement Criteria: Implement and evaluate plan of action.

Performance Element: Research current techniques and trends to determine applicability to business/organization.

Measurement Criteria: Find information on the internet or at professional gatherings.

Pathway KS Statement: Apply administrative/clerical procedures and systems to provide client satisfaction.

Performance Element: Use software to create in-house documents and advertising materials.

Measurement Criteria: Develop effective in-house documents and advertising materials.

Performance Element: Use office/records management systems to keep client records current/accurate.

Measurement Criteria: Maintain accurate client records.

Measurement Criteria: Use client records to effectively respond to client inquiries.

Pathway KS Statement: Apply principles and processes for providing personal care services to satisfy the client’s expectations.

Performance Element: Elicit and evaluate information to identify client’s/family’s needs.

Measurement Criteria: Provide services based on assessment, aligning with client characteristics.

Performance Element: Provide services and products to conform to the highest quality standards possible.

Measurement Criteria: Apply quality standards to all services and products.

Performance Element: Design and provide alternative delivery of services to serve special needs clients.

Measurement Criteria: Match delivery of services to needs of client/family.

Performance Element: Create and use a customer satisfaction survey to give feedback on any needed adjustments.

Measurement Criteria: Make adjustments based on survey data.

Pathway KS Statement: Use techniques, principles, tools and instruments to develop efficient and safe delivery of client services.
Pathway Topic: Technical Skills

Performance Element: Produce and use precision technical plans to develop delivery of client services.

Measurement Criteria: Deliver client services and refine delivery system as needed.

Performance Element: Create and use drawings and models to develop delivery of client services.

Measurement Criteria: Deliver client services and refine delivery system as needed.

Pathway KS Statement: Apply economic and accounting principles and practices to promote business success and growth.

Performance Element: Investigate how financial markets work to make successful investment choices.

Measurement Criteria: Make successful investment choices.

Performance Element: Identify banking principles and evaluate banking institutions to determine where to establish a business account.

Measurement Criteria: Establish a business account.

Pathway KS Statement: Apply principles of mechanics to choose, evaluate and maintain service equipment.

Performance Element: Evaluate the design, use and benefits of service to choose equipment.

Measurement Criteria: Deliver services using functional equipment.

Performance Element: Repair and maintain business equipment to maintain client services.

Measurement Criteria: Troubleshoot problems with business equipment.

Measurement Criteria: Contact appropriate repair and maintenance services.
PATHWAY: Consumer Services

Pathway Topic: Academic Foundations

Pathway KS Statement: Obtain recommended academic credentials and licensures to prepare for a career in consumer services.

Performance Element: Hold a high school diploma to qualify for employment.

Measurement Criteria: Present credentials.

Performance Element: Follow through with continuing education to maintain professionalism.

Measurement Criteria: Maintain legitimate credentials.

Measurement Criteria: Provide documentation to supervisor for review and filing.

Performance Element: Hold a Bachelors Degree in Business, Family and Consumer Sciences, or marketing to prepare for a career in consumer services.

Measurement Criteria: Apply fundamental principles of economics and business.

Measurement Criteria: Explain specific field of operation, whether business planning, stock market investing, financial planning, accounting, consumer education or real estate.

Performance Element: Study consumer services laws and ethics to obtain state licensure.

Measurement Criteria: Attend education classes to prepare for licensure examinations.

Measurement Criteria: Pass examinations for licensures and maintain licensures with continuing education credits.

Performance Element: Follow through with continuing education requirements to keep current.

Measurement Criteria: Document completion of continuing education classes.

Measurement Criteria: Maintain current and marketable business skills.

Pathway KS Statement: Obtain a broad based knowledge in consumer products and industry equipment to allow demonstration of product/equipment features and associated uses.

Performance Element: Use product/equipment to demonstrate features to client and consumer audiences.

Measurement Criteria: Confirm clients'/consumers' understanding of product/equipment features.

Pathway KS Statement: Read and understand current research information to include in presentations to clients and consumers.

Performance Element: Include research findings casually in everyday language to keep instruction at an appropriate level.

Measurement Criteria: Answer client and consumer questions confidently and accurately.

Pathway Topic: Communications

Pathway KS Statement: Motivate clients/consumers to follow through with recommendations to serve the clients'/consumers' best interests.

Performance Element: Use client/consumer service skills, including ability to empathize, to motivate clients.
Human Services

Pathway Topic: Communications

**Measurement Criteria:**
- Listen attentively.
- Speak courteously and respectfully.
- Include clients/consumers in planning.
- Defuse client’s/consumer’s anger or skepticism.
- Resolve conflicting interests.
- Respond to client/consumer objections or complaints so that client/consumer shows satisfaction.

**Pathway KS Statement:** Communicate to clients/consumers orally and in writing to explain consumer services offered, using standard English.

**Performance Element:** Apply client/consumer service techniques to complete transactions.

- Manage objections with courtesy and defuse them.
- Persuade the client/consumer to agree with an acceptable transaction.
- Facilitate client’s/consumer’s follow through with the transaction.
- Maintain client/consumer relationship as client/consumer returns for services and refers others.

**Performance Element:** Use interviewing skills to elicit necessary financial information and preferences.

- Obtain all necessary information.
- Identify client/consumer preferences.

Pathway Topic: Problem Solving and Critical Thinking

**Pathway KS Statement:** Use critical thinking skills of analyzing, synthesizing and evaluating economic and budgeting principles to solve financial/economic problems.

**Performance Element:** Apply principles of consumer services expertise to analyze client/consumer preferences and needs and to create recommendations.

- Evaluate client/consumer resources versus cost.
- Educate client/consumer about most beneficial choices.
- Recommend best products, plans or services for client/consumer.

**Performance Element:** Synthesize economic principles, client/consumer data, and math skills to produce comprehensive budgets, purchasing plans, and/or financial plans.

- Produce attainable and manageable plans.
- Produce plans showing benefits for clients/consumers.

**Performance Element:** Create plan to balance purchases, budgets, businesses, real estate investments or portfolio investments.

- Produce balanced plan, explaining to client/consumer how the plan provides balance.

**Performance Element:** Consult with co-workers or those knowledgeable in a field of expertise when needed to expedite solutions to problems.
Pathway Topic: Problem Solving and Critical Thinking

Measurement Criteria: Refer client/consumer to others if client/consumer will be better served.

Performance Element: Apply investing or purchasing strategies to make client/consumer recommendations.

Measurement Criteria: Analyze client’s/consumer’s assets and purchasing power.

Measurement Criteria: Evaluate options and choose options for maximum return and minimum risk.

Measurement Criteria: Synthesize elements to produce purchase or investment recommendations that satisfy clients/consumers.

Pathway Topic: Information Technology Applications

Pathway KS Statement: Use business tools to access, manage, integrate and create consumer services information.

Performance Element: Use a calculator to manage numerical information.

Measurement Criteria: Add, subtract, multiply, divide accurately.

Measurement Criteria: Perform complex transactions accurately.

Performance Element: Use computer skills to access, manage, integrate and create information.

Measurement Criteria: Use Internet to access current information.


Measurement Criteria: Write, send and receive e-mail.

Measurement Criteria: Use specialized software to prepare needed documents, accurately representing market analyses, contracts, projected outcomes, amortization, etc.

Measurement Criteria: Publish with Desktop Software to produce advertising materials.

Measurement Criteria: Create documents for client/consumer and office use.

Measurement Criteria: Create website for Internet advertising.

Pathway KS Statement: Provide accurate public service information to educate various audiences.

Performance Element: Present comprehensive subject or product information to promote a subject or product.

Measurement Criteria: Provide customized oral presentations and visual materials to specific audiences.

Pathway KS Statement: Identify key information to provide to various audiences.

Performance Element: Use the concept of 3-4 primary “info bites” needed for TV advertising.

Measurement Criteria: Follow through with presenting “info bites” as required.

Pathway Topic: Safety, Health and Environment

Pathway KS Statement: Establish a physically and psychologically healthy environment to offer consumer services in a safe environment.

Performance Element: Select a location suitable to offer consumer services safely.

Measurement Criteria: Evaluate accessibility to transportation.
Pathway Topic: Safety, Health and Environment

**Measurement Criteria:** Evaluate safety and security of the location.
**Measurement Criteria:** Incorporate a functional work environment, equipment needs and required utilities for offering consumer services.

**Performance Element:** Create a psychologically suitable environment to offer consumer services in a safe environment.

**Measurement Criteria:** Implement elements of a non-threatening environment.
**Measurement Criteria:** Use social skills needed for a diverse population.
**Measurement Criteria:** Use strategies to protect the privacy, autonomy and dignity of clients/consumers from diverse backgrounds.

Pathway Topic: Ethics and Legal Responsibilities

**Pathway KS Statement:** Behave ethically to provide recommendations in the best interests of the client/consumer.

**Performance Element:** Behave as a steward of client/consumer assets to maintain client’s/consumer’s best interests.

**Measurement Criteria:** Provide beneficial help and suggestions to client/consumer.
**Measurement Criteria:** Evaluate when client/consumer needs an advocate and follow through with meeting these needs.

**Performance Element:** Behave ethically in relationship with consumer services client/consumer to maintain client’s/consumer’s best interests.

**Measurement Criteria:** Offer prompt, honest and efficient services.
**Measurement Criteria:** Protect client/consumer from fraud, deceit or misrepresentation.
**Measurement Criteria:** Immediately disclose any conflicts of interest.
**Measurement Criteria:** Make recommendations for service based on the preferences and needs of the client/consumer.

Pathway Topic: Technical Skills

**Pathway KS Statement:** Use business procedures to produce successful client outcome and business success.

**Performance Element:** Use a cash register to manage funds.

**Measurement Criteria:** Provide accurate change or refunds.
**Measurement Criteria:** Balance drawer at the end of a shift.

**Performance Element:** Follow business procedure to place orders for customer and for supplies.

**Measurement Criteria:** Complete paperwork with accuracy.
**Measurement Criteria:** Provide desired product to consumer.

**Performance Element:** Answer questions correctly and offer advice to satisfy customer expectations.

**Measurement Criteria:** Advise consumer to make suitable personal and/or business decisions, whether purchasing or investing.
**Measurement Criteria:** Recommend options regarding investments, insurances, tax guidelines, retirement planning, estate planning, purchasing, real estate ventures or accounting procedures.
**Measurement Criteria:** Evaluate risk/reward relationships of consumer’s preferences.
Pathway Topic: Technical Skills

*Measurement Criteria:* Create financial plan or purchasing plan and present to client.

*Measurement Criteria:* Follow up with client/consumer on outcome of plan implementation.