



SCANS COMPETENCIES FOR PROGRAM Level One Human Services Technician Certificate ACADEMIC YEAR 2017-2018			
Competency	Course where Competency is Assessed	Method of Assessment	Findings and Plans for Improvements
1 READING: Locate, understand, and interpret written information in prose and in documents such as manuals, graphs, and schedules.	PMHS2166	Journal Article Critiques, Client Charts, Interpretive Case Study Assessments	100% students comprehended content at a 70% level. Journal articles changed to portray other client scenarios, keeping those reflecting ethical standards of profession,
2 WRITING: Communicate thoughts, ideas, information, and messages in writing, and create documents such as letters, directions, manuals, reports, graphs, and flow charts.	PMHS2166	Projects, Journal Article Critiques, Client Case Staffings, Client Case Management Presentations, Resume Writing	90% success rate of demonstrating understanding of protocol at a 70% level. Protocol of Client Staffings and Case Management modified.
3 ARITHMETIC OR MATHEMATICS: Perform basic computations and approach practical problems by choosing appropriately from a variety of mathematical techniques.	PMHS-2166	Critique Scientific Journal Articles which require a working knowledge of statistics	Continue use of critiques utilizing statistics, 90% of students comprehend statistics utilized in research articles at a 70% level.
4 SPEAKING AND LISTENING: Organize ideas and communicate orally; receive, attend to, interpret, and respond to verbal messages and other cues.	PMHS 2166	Oral Client Case Presentation via Staffings/Case Management, Presentations of Assigned topics, Skill Acquisition in Counseling Courses	100% students demonstrate abilities in case/staffing presentations and oral discussions at a 70% level. Review of skills for proficiency.
5 THINKING SKILLS: A worker must think creatively, make decisions, solve problems, visualize, know how to learn, and reason effectively.	PMHS 2166	Assigned Client Case Reflecting Best Practices, Presentations of Case Management, Discussions Reflecting Best Practices in Therapeutic Environments Consistent with Legal/Ethical Guidelines	95% students demonstrate proficiency in understanding the importance of best practices and problem-solving skills at a 70% level. Review process.
6 PERSONAL QUALITIES: A worker must display responsibility, self-esteem, sociability, self-management, integrity, and honesty.	PMHS 2166	Self-Assessment/Development Assignments, Mid-semester Evaluation by Clinical and Academic Supervisor Reflecting Work at Practicum Sites, Weekly Discussions on Performance/Observations at Practicum Sites	95% of students completed work in a timely manner, evaluations at mid-semester/end of semester demonstrated strengths in these areas at a 70% level – additional briefings with professionalism in client scenarios/best practices
7 WORKPLACE COMPETENCIES: Resources; interpersonal skills; information; systems; and technology	PMHS 2166	Self-Assessments, Practicum Mid-semester and End-of-Semester Evaluation Tools of Self-Performance and Practicum Site Performance.	100% of student demonstrated proficiencies above a 70% level. Review and remedy assessments with feedback loop.

8 BASIC USE OF COMPUTERS	PMHS 2166	Client Case Presentation, Use at Practicum Sites, Staffings, Journal Article Critiques, Self-Assessments	100% of students demonstrate proficiency of computers pertinent to required assignments at a 70% level. Continue to enhance skills level.
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