



Proposal for a New Academic Program

Institution: Portland State University

College/School: School of Social Work

Department/Program Name: Family Studies and Human Services

Degree and Program Title: B.A./B.S. in Human Services

1. Program Description

- a. Proposed Classification of Instructional Programs (CIP) number.

44.0000 Human Services, General

- b. Brief overview (1-2 paragraphs) of the proposed program, including its disciplinary foundations and connections; program objectives; programmatic focus; degree, certificate, minor, and concentrations offered.

The School of Social Work (SSW) at PSU is Oregon's only publicly funded Council on Social Work Education (CSWE) accredited program. To fulfill its statewide mandate, the Human Services program, housed in the School of Social Work, will be offered as a fully asynchronous online option.

Disciplinary Foundation: The field of Human Services is broad and interdisciplinary. It seeks to define and respond to human need and human development by combining concepts from a range of social science fields, including but not limited to: anthropology, psychology, social work, sociology, public health, race and ethnic studies, and so on. Both academic discipline and profession aim to prevent behavioral health and psychosocial problems and to improve overall quality of life among service users. The Human Services profession also seeks to improve accessibility, accountability, and coordination among professionals and agencies.

Program Objectives: Human service professionals are committed to improving quality of life for individuals, families, and communities. This program will prepare individuals with the knowledge and technical skills to deliver care across a range of settings, including schools, hospitals, behavioral health agencies, clinics, disability services, addictions treatment facilities, residential and nursing homes, and other settings. The foundation of successful human service practice is the ability to see the human first. The Human Service major at PSU is distinguished by its emphasis on cultural humility and responsiveness. Students will learn to see people and communities in all their complexity and to work with them in collaborative, respectful, and person-centered ways. As mentioned, the program will offer four concentrations that are a direct response to workforce needs in the State of Oregon. These focused areas (Addictions, Behavioral Health, Child and Youth Work, and Aging) will prepare graduates to seek specialized credentialing in these disciplines and will lay the foundation for potential graduate work.

Programmatic Focus: This program was designed with practitioners in mind and will prepare graduates to obtain direct practice positions in the human services field. It differs from psychology

and sociology because it is interdisciplinary and blends electives drawn from these majors with generalist human service field practice techniques. It differs from Social Science because it is uniquely designed to prepare students for immediate entry into the direct practice employment. It differs from Child, Youth, and Family Studies and from the BA/BS in Social Work because it does not require a practicum placement but rather grants credit for prior learning (CPL) when students can demonstrate that they are competent in core areas of human service practice. Those students who do not qualify for Credit for Prior Learning may develop core Human Services competencies through extensive virtual simulation experiences.

c. Course of study – proposed curriculum, including course numbers, titles, and credit hours.

Human Services is a BA/BS interdisciplinary major preparing individuals for culturally responsive work in the field of human and social services. Students will take courses from many departments at PSU including Child, Youth, and Family Studies; Psychology; Sociology; and the School of Gender, Race, and Nations. Graduates will be equipped to address the spectrum of human need in settings such as schools, behavioral health agencies, healthcare settings, and aging and disability agencies. The program consists of 56 total credits, with 20 Foundation Human Services credits, 12 advanced practice credits, 12 elective credits in Race and Ethnic Studies, and 12 elective credits in one of four workforce concentrations of study: 1) Addictions; 2) Behavioral Health; 3) Children and Youth Work; and 4) Gerontology. The course of study leads to a Bachelor of Arts or a Bachelor of Science degree in Human Services and meets the academic requirements and standards for: 1) a Human Services-Board Certified Practitioner (HS-BCP) offered by the Center for Credentialing Education (CCE); 2) a certification conferred upon human services professionals in Oregon by the Mental Health and Addictions Certification Board of Oregon (MHACBO); 3) a minor in Child, Youth, and Family Studies; or 4) a certificate in Aging. Course of study may lead to graduate work in Human Services, Counseling, Social Work or another related field.

Prerequisite for the HS Major:

- Introduction to Social Work
- Introduction to Psychology
- Introduction to Human Services or its equivalent

Required Foundation Human Services Coursework (20 credits):

- HS 303 - Trauma Informed Helping Professional (4 credits)
- HS 305 - Human Service Management Systems (4 credits)
- HS 307 - Inquiry, Evaluation, & Accountability (4 credits)
- CFS 391 - Family Theories (4 credits)
- CFS 487 - Examining Bias and Belief (4 credits)

Advanced Practice courses (12 credits)

The following **series of practice and skill development courses** will nurture competencies essential for effective and empathic communication with diverse individuals, families, and communities. These courses will draw on real-world scenarios to simulate effective practice in human services and will incorporate virtual and time-limited scheduled assessments of competency. **Prior Learning will be assessed in HS 411, which may lead to the award of Credit for Prior Learning in lieu of HS 412 and HS 413.

- HS 411 - Introduction to Practice and Skill Assessment I: Portfolio Learning * (4 credits)
- HS 412- Practice and Skill Development in Human Services I * (4 credits)
- HS 413- Practice and Skill Development in Human Services II * (4 credits)

Race and Ethnic Studies courses to promote Culturally Responsive Practice (12 credits)

See appendix 1 for a list of course options.

Workforce Based Concentrations (12 credits)

1) Addictions; 2) Behavioral Health; 3) Child and Youth Work; 4) Gerontology

See appendix 2 for list of course options for all concentrations.

- d. Manner in which the program will be delivered, including program location (if offered outside of the main campus), course scheduling, and the use of technology (for both on-campus and off-campus delivery).

The program is offered fully asynchronous online with some use of simulation technology.

- e. Adequacy and quality of faculty delivering the program.

New courses in the Human Services program have been developed by Dr. Tozi Gutierrez, Human Services Program Coordinator. Dr. Gutierrez is a native Oregonian from the rural community of Independence, Oregon. Dr. Gutierrez's academic interests include administration and leadership development, online social work education and student engagement, culturally responsive teaching, social change, and Latine communities. She is a national trainer on organizational operations and leadership, teaching and learning in Hispanic Serving Institutions, and strategies for inclusive culture and climate. Dr. Gutierrez earned her Ph.D. in leadership studies from Our Lady of the Lake University in San Antonio, Texas. She also has a MSSW from the University of Texas at Arlington and B.A. in Psychology from Western Oregon State University. Dr. Gutierrez is committed to engaging people from diverse identities and backgrounds towards creating a positive learning community where students thrive. Prior to this appointment, Dr. Gutierrez worked in leadership positions at PSU--as MSW Director from 2021-2022. As such, she is very familiar with PSU's curriculum and structure.

Other instructors in the Human Services program will be existing faculty of the Child, Youth, and Family Studies program, the Bachelor's in Social Work program, and from Sociology, Psychology, the School of Gender, Race, and Nations, and other units at PSU.

Prior to developing the program, Dr. Gutierrez (then MSW Director), Hillary Hyde (CYFS Program Director), and Associate Dean Stephanie Bryson from the School of Social Work engaged multiple community and workforce partners (i.e. most Oregon behavioral health providers, PCC and other community colleges with 2-year associate degrees in human services), advisors, and other PSU partners including the AD of CLAS to vet the Human Services curriculum and competencies. The program was designed with input from multiple stakeholders to meet critical workforce shortages in the State of Oregon.

- f. Adequacy of faculty resources – full-time, part-time, adjunct.

The Human Services Coordinator has a half time admin/instructional position and will teach foundation courses in the program's initial years. As mentioned, practice and RESR electives will rely on existing full time and part time instructors. In 2021-2022, SSW received funding from the Oregon Higher Education Coordinating Commission to: 1) develop a Credit for Prior Learning infrastructure; and 2) hire faculty for the HS program. Funding was earmarked for the hire of 1-2 dedicated faculty lines which will be housed in the larger Family Studies and Human Services program.

g. Other staff.

At present, the major is supported by Melissa Penners, long time (20+ years at PSU) Program Admin Assistant for the CYFS and BSW programs at PSU. Melissa has expressed interest in continuing to support this new major. Christian Steinmetz, the Marketing and Communications Manager, will provide .075 FTE for marketing and recruitment efforts.

h. Adequacy of facilities, library, and other resources.

We have retained some funding from the original HECC resources and do not anticipate the need for resources beyond our infrastructure in the School of Social Work. For example, with HECC funding, we have secured a new Project Manager position that will coordinate and manage the simulation development process. Multiple positions in the Child Welfare Partnership, renowned developers of child welfare training and simulation, will be involved in developing real world Human Services simulations for use in practice courses and for demonstration of competencies among students without significant prior workforce experience. The SSW now houses 3 fully asynchronous programs--CYFS, BSW, and MSW. Just as in those programs, we will work with OAI to build new courses and if funding permits, to pay faculty for new course builds.

i. Anticipated start date.

Fall 2024

2. Relationship to Mission and Goals

a. Manner in which the proposed program supports the institution's mission, signature areas of focus, and strategic priorities.

In 2022, Portland State University was ranked #51 in the nation and #1 in the Pacific Northwest for social mobility (U.S. News and World Report). In keeping with its commitment to social transformation, the PSU Faculty Senate has approved the use of Credit for Prior Learning (CPL), as the benefits of CPL are significant and far-reaching--particularly for the priority populations identified by Senate Bill 1545. The Human Services program at PSU will serve as the use case for CPL. It will also intentionally recruit Oregon priority populations and as mentioned, is fundamentally built as an access program with a significant DEI component.

PSU promotes access, inclusion and equity as pillars of excellence. The Human Services program promotes access and inclusion through targeted recruitment of Oregon Priority Population students. It promotes equity through the recognition of prior learning achieved in the workplace and through a curriculum fundamentally structured around diversity, equity, and inclusion.

b. Manner in which the proposed program contributes to institutional and statewide goals for student access and diversity, quality learning, research, knowledge creation and innovation, and economic and cultural support of Oregon and its communities.

We have conducted extensive market research, liaised with community college partners, and conducted needs assessments of Oregon's behavioral health workforce. Most adult learners entering post-secondary education in the human services field do so with significant workforce experience in child welfare, chemical dependency, leadership, and case management. Our review of employment data shows that social service/human services jobs are among the top jobs that PSU graduates enter after graduating with degrees in social work, psychology, sociology, and social sciences. However, our current BA/BS degrees in Social Work and Child, Youth, and Family Studies are not accessible for many priority population students. This is due to accreditation requirements of unpaid 450-hour practicum placements, prescribed student-to-faculty ratios, and limited access to a fully online degree option.

In addition to establishing a CPL structure that, from the outset, is targeted to priority populations, this interdisciplinary Human Services Degree will meet current institutional and statewide goals by curating specific and relevant direct practice courses offered in the School of Social Work through our BSW and Child, Youth, and Family Studies programs and through other PSU departments like Psychology; Sociology; Gender, Race, and Nations; and Public Health. Moreover, offerings from the Race and Ethnic Studies Requirement list will inculcate in students an appreciation for historical and contemporary issues affecting Oregon's diverse communities.

Our flexible online-CPL undergrad Human Services Degree will: 1) Offer an accessible interdisciplinary social/human services degree with limited investment; 2) Absorb qualified applicants who cannot enter other human services programs due to limited admissions; 3) Attract a new pool of qualified applicants by offering credit for prior learning; 3) Build upon PSU's successful track-record of supporting high-quality and innovative social science educational and research programs (e.g., Social Work #36 in nation per U.S. News & World Report); 4) Provide a pathway for students who already work full-time direct service jobs and who need flexibility instead of a one-size fits all field placement; and 5) Create a graduate pathway for advanced specializations that can fill the gaps in Oregon's addictions and behavioral health workforce.

Research, knowledge creation and innovation are addressed by: 1) a rigorous evaluation of outcomes--particularly formative and summative evaluations of simulation for mastery of core human services competencies; and 2) the use of Credit for Prior learning portfolio processes.

Finally, as discussed, the Human Services program will remediate current critical workforce shortages in the State of Oregon by preparing job-ready, skilled, and knowledgeable workers for careers in child welfare, early childhood education, early childhood mental health, behavioral health, addictions, gerontology, and other human services fields.

- c. Manner in which the program meets regional or statewide needs and enhances the state's capacity to:
 - i. improve educational attainment in the region and state;
 - ii. respond effectively to social, economic, and environmental challenges and opportunities; and
 - iii. address civic and cultural demands of citizenship.

The Human Services program responds to critical behavioral health workforce shortages in Oregon by targeting adult learners in the priority population who are seeking to earn an interdisciplinary Human Services degree. Reducing the time to degree is critical for priority population students to fill current critical workforce shortages in behavioral health, healthcare, and chemical dependency

treatment. According to EAB Market Pulsecheck, behavioral health occupations will see faster than average growth over the next decade. Moreover, the Bureau for Labor Statistics projects a 25% increase in need for mental health professionals through 2029. The program will create strong collaborations with community colleges across Oregon and will serve as PSU's pilot program for our larger university initiative to integrate CPL across PSU's degree programs. An educated workforce and populous will address the civic and cultural demands of citizenship.

The most recent Oregon's Health Care Workforce Needs assessment¹ published by the Oregon Health Authority highlights the critical need for human service professionals. PSU plays an essential role in responding to many of the identified current workforce challenges, including increasing the diversity of healthcare providers to eliminate health disparities, improving the supply and distribution of the healthcare workforce, and expanding training/education pathways for the many segments of the healthcare workforce.

Additionally, many policy and workforce development responses and investments within the state, region, and nation will require a significant increase in a ready and qualified workforce. This program offers an efficient and effective education pathway to increase the number of students completing a bachelor's degree, including those who have stopped out previously.

3. Accreditation

- a. Accrediting body or professional society that has established standards in the area in which the program lies, if applicable.
 - Council for Standards in Human Service Education (CSHSE)²
 - National Organization for Human Services (NOHS)³
- b. Ability of the program to meet professional accreditation standards. If the program does not or cannot meet those standards, the proposal should identify the area(s) in which it is deficient and indicate steps needed to qualify the program for accreditation and date by which it would be expected to be fully accredited.

The Council for Standards in Human Service Education (CSHSE) has two major design areas that programs in human services must meet for accreditation: General Program Characteristics (standards 1-10) and Curriculum (standards 11-21). The Human Service major meets the structural requirements of the 10 general program characteristics with room to continue developing the operational infrastructures as the program grows. The Curriculum design is based on a broad interdisciplinary education to meet the Knowledge, Theory, Skills, and Values of standards 11-20. As the human services program grows, assessments, adjustments, and enhancements to the curriculum will occur.

Standard 21 is Field Experience, which is a practicum or internship, that occurs in a human service setting. Fieldwork is the environment where students integrate the knowledge, theory, skills, and professional behaviors that are concurrently being taught in the classroom. The Council for Standards in Human Service Education requires fieldwork to be an integral part of the education process which is one aspect of the human services major under exploration. It is the School of

¹ <https://www.oregon.gov/oha/HPA/HP-HCW/Documents/2023-Oregon-Health-Care-Workforce-Needs-Assessment.pdf>

² <https://cshse.org/>

³ <https://www.nationalhumanservices.org/ethical-standards-for-hs-professionals>

Social Work's experience that internships, practicums, or fieldwork requirements are extremely challenging and oftentimes comprise a hardship for students to add into their educational journey. Many students are working full time to afford education, experience secondary trauma responses, and face financial hardships. It is the intent of the human service degree program to offer Credit for Prior Learning (CPL) and practice simulation as an alternative to fieldwork hours. At this time, it is cost prohibitive to seek accreditation as a new major with limited resources for faculty, staff and student needs. The School of Social Work is supporting the development of a new major with a seed award from the Higher Education Coordinating Commission (HECC) and due to the current financial climate at PSU, we do not anticipate seeking accreditation for at least 3-5 years.

- c. If the proposed program is a graduate program in which the institution offers an undergraduate program, proposal should identify whether or not the undergraduate program is accredited and, if not, what would be required to qualify it for accreditation.

Not applicable

- d. If accreditation is a goal, the proposal should identify the steps being taken to achieve accreditation. If the program is not seeking accreditation, the proposal should indicate why it is not.

To prepare an accreditation narrative proposal, the Human Services major must collect, at minimum, two years of aggregate data to demonstrate student achievement (e.g., enrollment trends, retention, student learning outcomes, graduation rates and grade point average, student satisfaction, agency feedback, graduate transfer rates, graduate school or employment data, and alumni surveys). The HS anticipates seeking accreditation in academic year 2028-2029, depending on the growth of the major and flexibility with fieldwork requirements.

4. Need

- a. Anticipated fall term headcount and FTE enrollment over each of the next five years.

Fall 2024 is the anticipated launch of Human Services with a target enrollment goal of 20 students in Year 1 during the start-up process. A steady increase in enrollment is projected at a rate no less than 10%, for a maximum projected enrollment of 60 students in Year 5.

- b. Expected degrees/certificates produced over the next five years.

- Year 1 - none (students in progress)
- Year 2 - none (students in progress)
- Year 3 - 20
- Year 4 - 30
- Year 5 - 40

- c. Characteristics of students to be served (resident/nonresident/international; traditional/nontraditional; full-time/part-time, etc.).

A degree in Human Services is an in-demand degree both for: 1) nontraditional students who are working full time in a social service field and who bring to PSU years of work experience and some education credits; and 2) existing PSU students seeking a path to direct practice employment that does not require an intensive unpaid practicum placement. The degree path will serve resident, nonresident, traditional, full, and part-time students.

- d. Evidence of market demand.

The School of Social Work has been listening actively to workforce stakeholders as programs in the school prepare new professionals. A consistent request has been to consider a Human Service major. One of the workforce stakeholder partners, the Oregon Alliance of Children's Program identified, "Workforce is our most important resource in the public behavioral health system. The position vacancy is as high as 50% in some critical areas like crisis intervention and in services for people involved in the justice system...It will take 5-10 years to catch up with the demand, and in order to retain the mission-driven workforce we have and entice others to make the commitment to the public behavioral health system..." The market demand for helping professionals has grown exponentially in the wake of Covid-19 and increasingly challenging global circumstances.

See the following appendices for full market analysis reports. All indicate significant market demand.

- Appendix 3: HSD Occupational Outlook
 - Appendix 4: Human Service Pathways and competencies completed by the Council on Adult and Experiential Learning (CAEL) with HECC funding
 - Appendix 5: Oregon specific job posting analytics (Lightcast analysis also provided by HECC funding)
 - Appendix 6: Lightcast Program Overview for Human Services
- e. If the program's location is shared with another similar Oregon public university program, the proposal should provide externally validated evidence of need (e.g., surveys, focus groups, documented requests, occupational/employment statistics and forecasts).

Human Services is offered at many community colleges in Oregon. The local community colleges have been waiting for a 4-year HS undergraduate pathway for many years. We have been in communication with Portland Community College Human Services program, Mount Hood Community College Human Services program, Clackamas Community College Human Services program, and Central Oregon Community College Human Services program. Informed by our conversations, we sought to design a major that is a natural bridge between community college curricula and ours--one that eliminates duplication of course content. This degree program is a thus a collaborative endeavor with community colleges. There is widespread excitement and anticipation of this new degree program at PSU. The following Oregon community colleges have HS programs:

1. Portland CC
2. Chemeketa CC
3. Clackamas CC
4. Mt. Hood CC
5. Central Oregon CC
6. Rouge CC
7. Lane CC
8. Linn-Benton CC
9. Umpqua CC

The School of Social Work is a member of the HECC Transfer Council Major Transfer Map HDFS Subcommittee. The members of this group are representatives from Human Service program across the State of Oregon. Many of the 4-year colleges do not offer a major in Human Services but some combination of human services and family studies. There is no identified Oregon State School that offers a fully asynchronous online human service major with CPL or simulation as part of their curriculum. The following four-year institutions in Oregon offer Human Services education.

1. U of U – BA/BS Family and Human Services
 2. OSU – BS Human Development and Family Science Major: Human Services is an option track.
 3. SOU – BA/BS Human Services
 4. Warner Pacific – MA in Human Services
- f. Estimate the prospects for success of program graduates (employment or graduate school) and consideration of licensure, if appropriate. What are the expected career paths for students in this program?

Human Services performance indicators are three-fold; 1) employment of program graduates, 2) credentialing of program graduates, and 3) graduate school acceptance. The performance metrics will be tracked by conducting 9-12 month follow up surveys with graduates. The survey will query students' employment status and range of pay. The second indicator is the number of students who become certified as Human Services-Board Certified Practitioner (HS-BCP) offered by the Center for Credentialing Education (CCE) or a certification conferred upon human services professionals in Oregon by the Mental Health and Addictions Certification Board of Oregon⁴ (MHACBO). Lastly, we will query the number of students who are in a graduate program or plan to enroll in a graduate studies program.

5. Outcomes and Quality Assessment

- a. Expected learning outcomes of the program.

The Human Service major will graduate students ready for the workforce. The experience these students will gain via simulations and hands-on real-world opportunities will prepare them for the work environment and job expectations. In part, the concept for this program derived from stakeholders in leading social service agencies and organizations in Oregon. In part, the quality of our program will be assessed by industries in which PSU/HS students are employed. The following industry competencies form the basis of our learning outcomes:

- **HUMAN SERVICES: *INDUSTRY-WIDE FOUNDATIONAL SKILLS***
 - **PERSONAL EFFECTIVENESS COMPETENCIES**
 - **Interpersonal Skills:** Displaying skills to work effectively with others from diverse backgrounds.
 - **Integrity:** Displaying strong moral principles and work ethic.
 - **Professionalism:** Maintaining a professional presence.
 - **Initiative:** Demonstrating a commitment to effective job performance by taking action on one's own and following through to get the job done.
 - **Dependability:** Displaying responsible behaviors at work.
 - **Adaptability:** Displaying the capability to adapt to new, different, or changing requirements.
 - **Lifelong Learning:** Demonstrating a commitment to self-development and improvement of knowledge and skills.
 - **ACADEMIC COMPETENCIES**
 - **Communication:** Listening, speaking, and signaling so others can understand using a variety of methods, including hearing, speech, American Sign Language, instant messaging, text-to-speech devices, etc.

⁴ <https://mhacbo.org/en/>

- **Basic Computer Skills:** Using information technology and related applications, including adaptive devices and software, to convey and retrieve information.
- **Critical & Analytical Thinking:** Using logical thought processes to analyze information and draw conclusions.
- **Reading:** Understanding written sentences, paragraphs, and figures in work-related documents on paper, computers, or adaptive devices.
- **Writing:** Using standard business English to compile information and prepare written documents on paper, computers, or adaptive devices.
- **Mathematics:** Using mathematics to express ideas and solve problems.
- **Science & Technology:** Using scientific rules and methods to express ideas and solve problems on paper, computers, or adaptive devices.
- **WORKPLACE COMPETENCIES**
 - **Leadership:** Managing and leading team members to successful outcomes in the workplace.
 - **Scheduling/Coordinating:** Making arrangements that fulfill all requirements as efficiently and economically as possible.
 - **Problem Solving/Decision Making:** Generating, evaluating, and implementing solutions to problems.
 - **Customer Focus:** Efficiently and effectively addressing the needs of clients/customers.
 - **Instruction/Teaching:** Teaching others how to do something.
 - **Detail Orientation:** Being accurate and thorough in review and development of work materials/content.
 - **Teamwork:** Working cooperatively with others to complete work assignments.
 - **Creative Thinking:** Generating innovative and creative solutions.

Human Service Programmatic Goals:

1. **Workforce Demand:** Students will demonstrate key competencies in high need areas such as addictions counseling, behavioral health, child welfare, youth services, and jobs in the aging industry.
 2. **Focused Race and Ethnic Studies:** Upon completion, students will demonstrate knowledge of historical and contemporary issues affecting diverse individuals, families, and communities.
 3. **Credit For Prior Learning:** Afford students the opportunity for CPL through practice simulation as an alternative to credit and fieldwork hours.
 4. **Broaden Educational Reach:** 100% asynchronous online learning format will attract (a) Communities of color; (b) Women; (c) Low-income communities; (d) Rural and frontier communities; (e) Veterans; (f) Persons with disabilities; (g) Incarcerated and formerly incarcerated individuals; (h) Members of Oregon's nine federally recognized Indian tribes; (i) Individuals who disproportionately experience discrimination in employment on the basis of age; and (j) Individuals who identify as members of the LGBTQ+ community.
- b. Methods by which the learning outcomes will be assessed and used to improve curriculum and instruction.

The Human Service program evaluation will include feedback from industry/stakeholders, students, and faculty. Human Services assessment efforts are focused on a 360-evaluation concept and will collect feedback input from 1.) stakeholder/industry feedback, 2.) student feedback, 3.) programmatic evaluation, and 4.) outside evaluator.

Each new HS course designed will include a faculty course evaluation to measure curriculum and instruction. Student feedback will be gathered in two forms, students will engage in traditional course evaluations each term and graduating students will receive an exit survey at the completion of the program. Additionally, we plan to follow up with students 9-12 months after graduation to determine areas of curricular improvement. It is our intent to align the curriculum with stakeholder needs. Thus, we will also survey stakeholders who regularly employ our graduates. Lastly, we will engage an outside evaluator to assess the data collected from the 360 reviews. The curriculum will be adjusted based on 360-degree feedback.

Multiple methods will be used to assess and improve instruction and student experience. The quality of online courses will be monitored based on student evaluations of the course content and course design. Employer, student, and faculty feedback will drive program adjustment and improvement.

In year one, Dr. Gutierrez will closely monitor whether learning goals are achieved. With a small program, we are nimble enough to address efficiencies and effectiveness timely. In coordination with academic advising, Dr. Gutierrez will closely monitor students' progression in the major, identify obstacles students encounter, address academic barriers, and track the time it takes students to complete the program requirements. Dr. Gutierrez will identify students who are first generation college students to provide additional supports for their academic success. We will collect data on diversity markers such as age, ethnic & race (BIPOC), academic, background (first generation), or gender. Additionally, we plan to follow up with students 9-12 months after graduation to determine if the program prepared them for their job, provided them with additional skills to find a higher paying job, or prepared them to promote within their organization. We will use this data to assess areas where curricular improvements are needed or attention on student retention and success.

- c. Nature and level of research and/or scholarly work expected of program faculty; indicators of success in those areas.

The objective of this program is to train a workforce ready to fill high need positions in addictions, behavioral health, youth and child work, and gerontology. The curriculum will be informed by the latest research across a number of fields, including sociology, psychology, and social work. Having said that, the program is more applied than any other in the School of Social Work. We do not expect the focus of this program to be on research. However, stakeholder-academic partnerships may arise through this major that would benefit research in various content areas.

6. Program Integration and Collaboration

- a. Closely related programs in this or other Oregon colleges and universities.

Human Services is offered at many community colleges in Oregon. The local community colleges have been waiting for a 4-year HS undergraduate pathway for many years. We have been in communication with Portland Community College Human Services program, Mount Hood Community College Human Services program, Clackamas Community College Human Services program, and Central Oregon Community College Human Services program. Informed by our conversations, we sought to design a major that is a natural bridge between community college

curricula and ours--one that eliminates duplication of course content. This degree program is a thus a collaborative endeavor with community colleges. There is widespread excitement and anticipation of this new degree program at PSU. The following Oregon community colleges have HS programs:

1. Portland CC
2. Chemeketa CC
3. Clackamas CC
4. Mt. Hood CC
5. Central Oregon CC
6. Rouge CC
7. Lane CC
8. Linn-Benton CC
9. Umpqua CC

- b. Ways in which the program complements other similar programs in other Oregon institutions and other related programs at this institution. Proposal should identify the potential for collaboration.

The School of Social Work is a member of the HECC Transfer Council Major Transfer Map HDFS Subcommittee. The members of this group are representatives from Human Service program across the State of Oregon. Many of the 4-year colleges do not offer a major in Human Services but some combination of human services and family studies. There is no identified Oregon State School that offers a fully asynchronous online human service major with CPL or simulation as part of their curriculum. The following four-year institutions in Oregon offer Human Services education.

1. U of U – BA/BS Family and Human Services
2. OSU – BS Human Development and Family Science Major: Human Services is an option track.
3. SOU – BA/BS Human Services
4. Warner Pacific – MA in Human Services

- c. If applicable, proposal should state why this program may not be collaborating with existing similar programs.

There is no identified Oregon State School that offers a fully asynchronous online human service major with CPL or simulation as part of their curriculum.

- d. Potential impacts on other programs.

There is no identified Oregon State School that offers a fully asynchronous online human service major with CPL or simulation as part of their curriculum.

7. External Review

If the proposed program is a graduate level program, follow the guidelines provided in *External Review of New Graduate Level Academic Programs* in addition to completing all of the above information.

Not applicable

Appendix 1: Human Services Academic Program

Race and Ethnic Studies

Electives in Practice with Diverse Groups

ANTH 310U Chinese Culture & Society
ANTH 311U Peoples and Cultures of Latin America
ANTH 312U Southeast Asian Societies and Cultures
ANTH 313U Native American - Settler Relations
ANTH 314U Native Americans
ANTH 318U Asian American Experience
ANTH 320 Indigenous Peoples of the Pacific Northwest Coast
ANTH 325U Culture, Health, and Healing
ANTH 417 Advanced Topics in Native American Studies
BST 302U The Contemporary African American Experience
BST 318U Black Families in the U.S.
BST 326U Cuba, Dominican Republic, Puerto Rico
BST 335U The Multi-Racial Experience
BST 384U African Immigrant Communities in Oregon
BST 412 Oregon African American History
BST 414 Racism
CFS 318U Black Families in the U.S.
CFS 340U Queer Families
CFS 385U Working with Diverse Families
CFS 440 Critical Youth Studies
CFS 450 Youth Work Practice
CFS 488 Structural Oppression
CHLA 301U Chicano/Latino Communities
CHLA 305 Latinx Youth Culture
CHLA 390U Latinos in the Pacific Northwest
CHLA 420 Chicanx Families
COMM 415 Problems of Intercultural Communication
CR 310U Conflict Resolution Values & Ethics
CR 312 Intercultural Conflict Resolution
CR 449 Intro to Holocaust and Genocide Studies
NAS 392 Indigenous Ways of Knowing
NAS 426 Tribal Critical Race Theory
PHE 415 Native American Health: Decolonizing Health Equity
PSY 425 Psychology of Black Manhood in America
PSY 428 Diversity, Prejudice, and Intergroup Relations
WS 322U Race, Class, & Gender

WS 451 Interrupting Oppression

Appendix 2: Human Services Academic Program Workforce Based Electives

Addictions

ANTH 325U Culture, Health, Healing
CCJ 385 Domestic Violence
CCJ 415 Counseling Skills for Criminal Justice
CCJ 485 Offender Rehabilitation
CFS 310 Critical Histories in CYFS: Gender/Race/Class
CFS 350 Interpersonal Violence: Impact on Children & Families
CFS 360 Critical Disabilities
COUN 437 Current Issues in Addictions Counseling
COUN 441 Introduction to Counseling
PHE 326U Drug Education
PSY 350 Counseling
PSY 450 Psychopharmacology
SOC 314U Alcohol & Other Drugs
SW 384U Addictions & Recovery: Impact on Families and Communities
SW 410 Trauma Informed Mental Health Practice
SW 416 Motivational Interviewing

Behavioral Health

ANTH 325U Culture, Health, and Healing
CCJ 385 Domestic Violence
CCJ 415 Counseling Skills for Criminal Justice
CFS 310 Critical Histories in CYFS: Gender/Race/Class
CFS 350U Interpersonal Violence: Impact on Children & Families
CFS 382U Mental Health & Families
COUN 430 Intro to Psychiatric Diagnoses (human development prereq)
COUN 441 Introduction to Counseling
PHE 350 Health and Health Systems
PSY 350 Counseling
PSY 450 Psychopharmacology
SOC 419 Sociology of Mental Illness
SW 375 Intimate Partner Violence: Theory & Practice
SW 410 Trauma Informed Mental Health Practice
SW 416 Motivational Interviewing
WS 426 Gender & Mental Health

Children and Youth Work ([CYFS Minor](#))

ANTH 325U Culture, Health, and Healing
CCJ 305 Juvenile Justice Reform
CCJ 385 Domestic Violence
CFS 310 Critical Histories in CYFS: Gender/Race/Class
CFS 350U Interpersonal Violence: Impact on Children & Families
CFS 360 Critical Disability
CFS 382U Mental Health & Families
CFS 390U Sexuality & Family Systems
CFS 393U Community Resources and Family Support
CFS 410 Grief & Loss & Families
CFS 440 Critical Youth Studies
CFS 450 Youth Work Practice
CFS 492 Family Law & Policy
COUN 445 Youth at Risk
PSY 459U Infant Development
PSY 461U Psychology of Adolescence and Early Maturity
SPHR 385 Autism Spectrum Disorders
SPHR 473 Perspectives on Disability
SW 320U Intro to Child Welfare
SW 410 Trauma Informed Mental Health Practice
WS 354-56 Interpersonal Violence and Special Populations
WS 382U Transgender Studies
WS 467 Work and Family
WS 480 Intro to Critical Disabilities Studies

Gerontology ([Aging Services Minor](#))

ANTH 325U Culture, Health, and Healing
AGE 410 Topics courses
CFS 350U Interpersonal Violence: Impact on Children & Families
CFS 360 Critical Disability
CFS 381U Families, Stress, and Change
CFS 382U Mental Health & Families
CFS 410 Grief & Loss & Families
PHE 350 Health and Health Systems
PHE 354U Social Gerontology
PHE 416 Families & Aging
PHE 423 Business and Aging
PSY 350 Counseling
SOC 466 Sociology of Death & Dying

SOC 469 Sociology of Aging
SW 410 Trauma Informed Mental Health Practice
SW 416 Motivational Interviewing

Appendix 3

**Helping those in need:
Human service workers**



Many people experience hardship and need help. This help is provided by a network of agencies and organizations, both public and private. Staffed by human service workers, this network, and the kinds of help it offers, is as varied as the clients it serves. “Human services tend to be as broad as the needs and problems of the client base,” says Robert Olding, president of the National Organization for Human Services in Woodstock, Georgia.

Human service workers help clients become more self-sufficient. They may do this by helping them learn new skills or by recommending resources that allow them to care for themselves or work to overcome setbacks. These workers also help clients who are unable to care for themselves, such as children and the elderly, by coordinating the provision of their basic needs.

The first section of this article explains the duties of human service workers and the types of assistance they provide. The next several sections detail the populations served by, and the occupations commonly found in, human services. Another section describes some benefits and drawbacks to the work, and the section that follows discusses the education and skills needed to enter human service occupations. The final section lists sources of additional information.

What human service workers do

Human service workers provide a variety of services aimed at improving clients’ lives. The type of assistance they offer varies by client group, the type of organization that employs these workers, and their role in the organization. (See the box on page 25 for more information about different types of human service organizations.)

Although duties vary by job, all human service workers perform many of the same basic tasks. They evaluate a client’s needs, create a treatment plan, and put the plan into



action. Throughout the process, they provide clients with emotional support.

Evaluate and plan

Working closely with the client, human service workers identify problems and create a plan for services to help the client solve these problems. This process—which includes evaluating the client’s support system, environment, and values—is tailored to each individual’s needs. “Steps differ, based on where the client is at that point in time,” says Deborah Jackson, a family self-sufficiency coordinator for a housing commission in the Annapolis, Maryland, area.

Human service workers can’t force help on someone who doesn’t want it, and they can’t take over a client’s life. Instead, they try to help every client make good decisions, find resources to overcome problems, and inspire the client to make improvements. “I know they can succeed,” Jackson says of her clients, “but I can’t succeed for them.”

Put the plan into action

After evaluating the client’s situation and creating a plan, human service workers put the

**Colleen
Teixeira
Moffat**

*Colleen
Teixeira Moffat
is an economist
in the Office of
Occupational
Statistics and
Employment
Projections, BLS.
She is available
at (202) 691-5157
or [teixeiramoffat.
colleen@bls.gov](mailto:colleen@bls.gov).*

plan into effect. This may include providing direct assistance or helping clients in coordinating services, or both.

Practical assistance helps clients accomplish daily living activities: eating, bathing, dressing, and so forth. Workers most often provide this assistance in institutions, such as hospitals, shelters, and residential care facilities for people who are elderly or disabled. Practical assistance might also include helping clients with recreational activities, from arts and crafts to games.

In addition, human service workers coordinate services that are provided by their own or other organizations, including government, for-profit, and nonprofit agencies. They help clients by researching types of, and eligibility requirements for, assistance. For example, human service workers might help a client who lives in unsafe housing locate and qualify for low-income apartments in the client's community. Another way that human service

workers help coordinate services is to assist clients with completing necessary paperwork.

After clients begin receiving assistance, human service workers monitor the clients' status to ensure that services are being provided and are appropriate. Jackson, for example, sees her clients about once a week so she can track their progress.

Provide emotional support

Because their clients often face many difficult problems simultaneously, human service workers routinely provide emotional support along with other forms of help. These workers must foster a good working relationship to ensure that a client feels comfortable discussing problems candidly and asking for help.

The kind of emotional care human service workers provide ranges from empathy to celebration, depending on what a client is experiencing. "Clients have the enthusiasm to improve their lives," says Jackson. "It's often a

*Human service workers
act as liaisons between
clients and care
providers.*



Types of human service organizations

Human service agencies are often managed by state or local governments. There is also a large number of nonprofit—and some for-profit—human service organizations. Some organizations focus on working with a particular population or alleviating a specific type of problem. Others work with a wide range of populations and issues.

Most of these organizations are part of the social assistance industry. The organization types described below differ somewhat from the formal classifications that BLS uses.

Employment agencies provide clients with the assistance necessary to find and keep jobs. Employment agencies include job placement agencies and vocational rehabilitation services for people with disabilities.

Food and nutrition agencies help clients get healthy meals or learn the skills necessary to prepare nutritious meals themselves. Food delivery programs and food banks are examples.

Housing and shelter organizations help clients find appropriate temporary or permanent housing. Organizations include senior housing facilities, homeless shelters, and transitional housing.

Legal and victims assistance organizations assist people who have been victims of crime. These organizations also provide information to educate the public about crime prevention, and they help rehabilitate people who have been convicted of crimes. Examples include abuse prevention programs, juvenile justice organizations, and prisoner rehabilitation programs.

Multipurpose human service organizations provide multiple services that help clients improve their situation. Among these organizations are senior citizen centers, foster care and adoption agencies, and women's shelters.

Public safety and disaster relief organizations help people prepare for and recover from disasters. Examples include disaster relief and search-and-rescue organizations.

Youth development organizations provide recreational and social programs for children and teenagers. Among these are Big Brothers/Big Sisters, Boys & Girls Clubs, and afterschool programs.

lack of confidence that prevents them. They've never had someone encourage them.”

However, human service workers are trained to recognize when emotional support and encouragement are not enough. In those cases, human service workers may direct a client toward additional support services to address more serious issues, such as domestic violence.

Populations served by human service workers

Human service workers assist a diverse population of clients, who are of every age and have a broad range of issues. “The client base of human services runs the gamut,” says the

National Organization of Human Services’ Olding. Neil Headman, assistant professor of human services at the University of Illinois at Springfield, agrees. “It doesn’t matter who your client is,” he says. “Everyone needs help.”

The following overview of types of clients is not exhaustive. Furthermore, clients dealing with more than one problem may fall into more than one group; for example, someone with a mental illness may also have a problem with substance abuse.

Children and families. Human service workers ensure that children live in safe homes and have their basic needs met. Guiding parents in caring for their children may include assisting with applications for food stamps or low-income housing and locating reliable childcare.

In some cases, such as those involving physical abuse or domestic violence, human service workers might recommend that children be removed from their parents' custody and be placed in foster care or group homes. This removal may be temporary or permanent, but the goal is to work with parents toward improving the situation so that children can return home. "The best place to serve kids is in their home and with a family," says Joan Wallace-Benjamin, who runs a child welfare agency in the Boston, Massachusetts, area. If a return home isn't possible, human service workers try to find permanent homes and adoptive parents for the children.

The elderly. Human service workers who assist older clients help them to live independently in their own homes whenever possible.

Human service workers assist clients of all ages.



This might mean coordinating the delivery of prepared meals or the placement of personal care aides to help with daily living activities.

For older clients who are unable to live alone, human service workers help with their placement in nursing homes or other residential care facilities. For clients nearing the end of their lives, human service workers may coordinate the provision of hospice care. (For information on nursing careers in nursing homes and other facilities, see "Nursing jobs in nursing homes," in the spring 2011 issue of the *Quarterly*, available online at www.bls.gov/ooq/2011/spring/art03.pdf.)

The homeless. Human service workers help people who are homeless to meet basic needs. Human service workers may refer clients to a variety of providers, such as temporary or permanent housing facilities, organizations that serve meals, and job centers that can assist the clients in learning new skills or finding jobs. Some clients might need help finding treatment to address an underlying cause of homelessness.

Immigrants. Immigrants often need help adjusting to life in a new country. Human service workers help them find housing, jobs, and other resources, such as programs for learning English. In some cases, human service workers also refer clients to legal aid services to assist immigrants with paperwork and other administrative issues.

People with addictions. Human service workers help people who are struggling with many types of addiction, such as to alcohol or gambling. They evaluate clients' needs and then direct clients to rehabilitation facilities, including both inpatient and outpatient treatment centers, that can best meet those needs. They also refer clients to groups or programs to help clients get support outside of treatment. Some human service workers might work with families of addicts, helping family members understand the nature of addiction and referring them to support programs for families.

People with criminal records. People who have been imprisoned face challenges re-entering society, such as overcoming

the stigma of their criminal record. Human service workers help these clients integrate back into society by matching them with job training or placement programs, helping them find housing, and directing them to support programs so they avoid reoffending.

People with disabilities. In working with people who have disabilities, human service workers often focus on helping clients live independently. Types of assistance include finding rehabilitation services to help clients adapt to the disability, working with employers on adjusting job details so that positions may be filled by clients with disabilities, and referring clients to personal care services that can help with daily living activities.

For people with disabilities who cannot live independently, human service workers help locate suitable residential care facilities.

People with mental illnesses. Human service workers direct clients who are mentally ill to appropriate resources, such as self-help and support groups. In addition, they help clients with severe mental illness to become self-sufficient and receive proper care. Human service workers refer these clients to providers of personal care services, group housing, or residential care facilities.

Veterans. For some veterans, adjusting to civilian life after military service can be difficult. Human service workers assist these veterans in a variety of ways: finding housing, adapting skills gained in the military to civilian jobs, and navigating through the extensive network of veteran services available.

Combat veterans often face additional challenges, such as adapting to physical or mental disability. Human service workers direct veterans with disabilities to services that provide appropriate assistance.

Common jobs for human service workers

Human service agencies are organized differently, but some jobs are common to many of them. Not all of these positions are in all agencies; job tasks in one position may



Aiding clients with disabilities often centers around helping them to live independently.

overlap with those in another, and some agencies may use different titles. Furthermore, job titles include occupations that are found outside of human services, and job tasks may differ in other settings.

Jobs in human services are separated into two types: Those in which workers deal directly with clients and those in which workers provide administrative support for an organization that provides services. Both types are essential for human service organizations to run effectively.

Direct work with clients

Human service workers who deal directly with clients are responsible for providing the services that an organization offers. Job titles for people who work directly with clients include the following:

Case workers and case managers. Case workers and case managers assess clients' needs and work with them to develop a treatment plan. These workers, who are sometimes called social and human service assistants, help clients in choosing among suitable resources and then follow up to ensure that the services provided are appropriate.

Counselors. These workers provide individual and group counseling to help clients with marital difficulties or other problems or in making decisions, such as about career options. Counselors may diagnose and treat mental and emotional disorders. Some specialize in working with specific populations, such as children and families or veterans.

Psychologists. Psychologists diagnose and treat emotional and mental disorders. They provide therapy to individuals, groups, and families. They may design, or assist other human service workers in developing, individual treatment plans for clients.

Social workers. Social workers help clients cope with or solve everyday problems,

such as difficulty getting organized. After talking with clients, the social worker may provide strategies to help them modify their behaviors or environments. A social worker also acts as an advocate for clients and refers them to other resources.

Administrative workers

Administrative workers provide the management and support necessary for a human service organization to function. Job titles for administrative workers in human services include the following:

Development directors. These workers create their organization's fundraising strategy and supervise fundraising activities. They work with the executive director and program directors to determine funding needs and then meet with potential donors to explain these needs and how donations are used to serve the community. Development directors often supervise other staff members, such as grant writers.

Counselors and psychologists are among the human service workers who deal directly with clients.



Executive directors. Executive directors oversee the operation of human service organizations. They perform high-level administrative tasks that range from budgeting to human resources management. Much of their time is spent meeting with policymakers, community leaders, and others interested in their organization and its programs. Executive directors also are responsible for setting the organization's goals and for ensuring that staff members work toward those goals.

Grant writers. Grant writers research sources of funding for which their organizations are eligible. They prepare and maintain records regarding applications, funding received, and how funds are spent.

Program directors. These workers design and implement human service programs. They assess the needs of the population that their organization serves and create programs to meet those needs. Program directors supervise staff members and ensure that the program meets state and federal criteria for service providers. These workers also may be responsible for collecting data that are used to evaluate the effectiveness of their programs.

Ups and downs of human service work

Human service work is both rewarding and challenging. Like most careers, however, the suitability of workers for these jobs varies by individual. "It's wonderful work," says Carol Goertzel, president and chief executive officer of human service agencies in Holmes, Pennsylvania, "but it's not for everybody."

Human service workers help clients improve their lives, and it's satisfying to see results over time. These results are often dramatic and show how much people can accomplish when they get professional help. "Anyone who expects big results within short periods of time is asking a lot from people who've had no support," Goertzel says. "We see people make incredible changes."

Most human service workers build relationships with their clients out of concern



Grant writers prepare and maintain records regarding grant applications, any funding received, and how funds are spent.

and a desire to help, aware that clients don't always express their gratitude. "You can't expect people to say, 'Thank you so much. You helped me today,'" Goertzel says.

As the U.S. population grows, so will the demand for the kinds of help human service agencies provide. However, financial resources available to these organizations do not grow as quickly as the demand for services, increasing competition among agencies seeking funds from the same donors. Human service workers are often asked to provide additional services without having access to additional resources. Some workers find the resulting stress difficult to manage.

Much of a human service organization's budget is based on highly unpredictable charitable donations. Because wages are usually tied to this variable budget, workers in human service jobs tend to earn less than those in occupations requiring similar levels of education.

The U.S. Bureau of Labor Statistics (BLS) does not collect employment and wage data specifically on human service workers.

However, BLS does collect data on occupations—including several types of counselors, psychologists, and social workers—in which workers provide human services in the social assistance industry. (See table below.)

Few human service workers pursue these careers solely for the income, though. Workers cite a passion for the field, noting that human service jobs provide opportunities to help people in need and to find solutions to community problems.

Getting into human services

People are drawn to human services for different reasons. Backgrounds vary, but personal experience is sometimes a motivator. Jackson, for example, says that surviving domestic violence stirred her desire to help others. “My

philosophy is that I went through what I went through for a reason,” she says. “My role is to help people.”

Jobs in human services are based on the client population served. Workers who enter these occupations often have similar skills, although their education levels may vary.

Skills

“Human service workers are trained with a core set of skills that they can apply anywhere,” says the University of Illinois’ Headman. Chief among these are interpersonal and communication skills, because most workers deal directly with a variety of people. Building relationships with clients involves listening to a client’s problems, needs, and concerns and communicating solutions, treatments, or services for them. In addition, human service workers must work well on teams because

Employment and wages for selected human service workers in social assistance, May 2010

Occupation	Employment ¹	Annual median wage ²
Counselors		
Substance abuse and behavioral disorder counselors	14,190	\$36,790
Educational, guidance, school, and vocational counselors	20,930	35,370
Marriage and family therapists	10,880	41,320
Mental health counselors	24,000	37,410
Rehabilitation counselors	50,730	29,650
Counselors, all other	6,360	33,170
Psychologists		
Clinical, counseling, and school psychologists	8,000	\$56,080
Social and human services		
Social and human service assistants	130,210	\$26,550
Social workers		
Child, family, and school social workers	76,180	\$34,640
Healthcare social workers	18,880	38,910
Mental health and substance abuse social workers	25,410	35,720
Social workers, all other	13,880	36,340

¹ Estimates do not include self-employed workers.

² The median is the wage at which half of workers earned more and half earned less.



Human service workers should be empathetic and able to communicate well.

they often collaborate with others in their field.

Human service workers also need analytical skills to help clients develop strategies to solve problems. The ability to think creatively helps workers determine ways to get around hurdles that interfere with clients' efforts to succeed.

In addition, human service workers should be compassionate and patient. Most of their clients are in stressful situations, so it is important for these workers to be empathetic and sensitive to their clients' emotional needs.

Education

Educational requirements in human service organizations vary with the type of work performed. However, many human service workers have some kind of postsecondary degree. The education level usually ranges from an associate's degree to a master's degree, depending on workers' titles.

At all education levels, degrees are offered in human services, counseling, social work, and psychology. Most programs require some fieldwork, such as an internship, so that

students get practical experience working with clients. The level of education generally dictates the type of work someone may perform and the amount of responsibility he or she may be given.

Associate's degree. Human service workers with an associate's degree often perform entry-level tasks. They spend most of their time interviewing new clients and managing details of cases. They help connect clients with appropriate resources and complete any required paperwork.

Bachelor's degree. Those who have a bachelor's degree spend much of their time managing client cases, just as workers with an associate's degree do. They also provide some clinical support.

Master's degree. Workers with a master's degree focus primarily on clinical work, providing counseling to clients. In some states or settings, these workers may need to be supervised by a licensed professional—such as a psychologist, social worker, or counselor—or they may be required to hold a license themselves.



For more information

Your local library may have books and periodicals about human service work. To learn more about specific occupations, consider visiting human service organizations to ask about opportunities for gaining experience, such as internships, job shadowing, and informational interviewing.

Another source of information about hundreds of occupations is the *Occupational Outlook Handbook*. The *Handbook* provides detailed information about occupations with tasks that are similar to those of human service workers. In addition to more detailed information about counselors, social workers, and psychologists—all of which were described briefly in this article—related *Handbook* occupations include social and community service managers, health educators, and social and human service assistants. The *Handbook* is available in many public libraries and career centers or online at www.bls.gov/ooh.

Several associations also have information specific to careers in human services. Contact the following organizations to learn more:

National Organization for
Human Services
5314 Old Highway 5
Suite 206 #214
Woodstock, GA 30188
(770) 924-8899

www.nationalhumanservices.org
National Human Services Assembly
1319 F St., NW
Suite 402
Washington, DC 20004
(202) 347-2080

www.nationalassembly.org
Council for Standards in Human Service
Education
2118 Plum Grove Rd.
#297
Rolling Meadows, IL 60008
www.cshse.org



Coming soon: 2010–20 projections!

Biennial projections of occupations, industries, the labor force, and the economy between 2010 and 2020 from the U.S. Bureau of Labor Statistics



Available online in 2012:

- Data in graphic format (winter 2011–12 *Occupational Outlook Quarterly*)
- Detailed articles about the projections (February 2012 *Monthly Labor Review*)
- Links to 2010–20 projections highlights (February news release)
- Completely revised online edition of *Occupational Outlook Handbook* (spring 2012)

See first links online February 1, 2012, at **www.bls.gov/emp**.

Appendix 4

OCCUPATIONAL COMPETENCY ANALYSIS



**HUMAN SERVICES
OCCUPATIONS**



Portland State
UNIVERSITY

TABLE OF CONTENTS

Social and Human Service Assistants	4
Child, Family, and School Social Workers	6
Social and Community Service Manager	8
Counselors - Substance Abuse, Behavioral Disorder, and Mental Health	10
Case Manager	12
Skills Trainer	14
Community and Social Service Specialists	16
Peer Support Specialists	18
Behavioral Health Specialists	20
Community Health Workers	22

OVERVIEW

Portland State University is developing programs designed to prepare students to qualify for jobs and enter careers in Human Services in the region. This report featuring high-demand occupations is designed to articulate the competencies, skills, and credentials required by employers to inform quality, robust, industry-validated training and education programs.

This report includes occupations in the Human Services sector areas.

WHY COMPETENCIES MATTER

Competencies represent sets of skills, knowledge, and attitudes necessary for broad job functions. These competencies are linked to successful performance and are desirable regardless of an individual's area of expertise or role. Competencies provide a framework to help focus individuals' behavior on things that matter most to an organization and help drive success. They can provide a common way to harmonize, select, and develop talent. Competencies help define how a person should perform a role, and they are often determined in the context of workplace demands - the knowledge, and skills needed to do a specific job or task.

HOW TO USE THESE OCCUPATIONAL COMPETENCY ANALYSES

The occupational competencies included in this report are meant to serve as a tool for Portland State University and other education and training providers to develop curricula that meet employer needs for identified in-demand occupations. An important note about these analyses is that they are not an exact science and are meant to serve as tools for what is generally required for each occupation. Requirements for competencies vary based on many factors such as employer type, size, preference, location, and specific need.



CAEL collaborated with Portland State University to develop the following Competency Analyses in key industries aligned with academic programs. Recognizing that adult learners are the backbone of the U.S. economy, CAEL helps forge a clear, viable connection between education and career success, providing solutions that promote sustainable and equitable economic growth. CAEL opens doors to opportunity in collaboration with workforce and economic developers, postsecondary educators, and employers, industry groups, foundations, and other mission-aligned organizations. By engaging with these stakeholders, we foster a culture of innovative, lifelong learning that helps individuals and their communities thrive. Established in 1974, CAEL, a Strada Education Network affiliate, is a nonprofit 501(c)(3) membership organization.

INDUSTRY-WIDE FOUNDATIONAL SKILLS

Foundational skills are defined as core skills that provide a foundation for success in school and in the world of work. Nationally, employers have identified a link between foundational skills and job performance, and foundational skills are often a prerequisite for workers to learn new industry-specific skills. Foundational skills are broken down into three categories as defined below:

- ④ **Personal Effectiveness Competencies** are essential for all life roles - roles as a member of a family, a community, and a larger society. These “soft skills” are increasingly valued in the labor market.
- ④ **Academic Competencies:** These are critical competencies primarily learned in an academic setting, as well as cognitive functions and thinking styles. These competencies are likely to apply to all organizations in a single industry or be represented by an industry association nationwide.
- ④ **Workplace Competencies:** These competencies represent those skills and abilities that allow individuals to function in an organizational setting.



HUMAN SERVICES: INDUSTRY-WIDE FOUNDATIONAL SKILLS

PERSONAL EFFECTIVENESS COMPETENCIES

- ④ **Interpersonal Skills:** Displaying skills to work effectively with others from diverse backgrounds.
- ④ **Integrity:** Displaying strong moral principles and work ethic.
- ④ **Professionalism:** Maintaining a professional presence.
- ④ **Initiative:** Demonstrating a commitment to effective job performance by taking action on one's own and following through to get the job done.
- ④ **Dependability:** Displaying responsible behaviors at work.
- ④ **Adaptability:** Displaying the capability to adapt to new, different, or changing requirements.
- ④ **Lifelong Learning:** Demonstrating a commitment to self-development and improvement of knowledge and skills.

ACADEMIC COMPETENCIES

- ④ **Communication:** Listening, speaking, and signaling so others can understand using a variety of methods, including hearing, speech, American Sign Language, instant messaging, text-to-speech devices, etc.
- ④ **Basic Computer Skills:** Using information technology and related applications, including adaptive devices and software, to convey and retrieve information.
- ④ **Critical & Analytical Thinking:** Using logical thought processes to analyze information and draw conclusions.
- ④ **Reading:** Understanding written sentences, paragraphs, and figures in work-related documents on paper, computers, or adaptive devices.
- ④ **Writing:** Using standard business English to compile information and prepare written documents on paper, computers, or adaptive devices.
- ④ **Mathematics:** Using mathematics to express ideas and solve problems.
- ④ **Science & Technology:** Using scientific rules and methods to express ideas and solve problems on paper, computers, or adaptive devices.

WORKPLACE COMPETENCIES

- ④ **Leadership:** Managing and leading team members to successful outcomes in the workplace.
- ④ **Scheduling/Coordinating:** Making arrangements that fulfill all requirements as efficiently and economically as possible.
- ④ **Problem Solving/Decision Making:** Generating, evaluating, and implementing solutions to problems.
- ④ **Customer Focus:** Efficiently and effectively addressing the needs of clients/customers.
- ④ **Instruction/Teaching:** Teaching others how to do something.
- ④ **Detail Orientation:** Being accurate and thorough in review and development of work materials/content.
- ④ **Teamwork:** Working cooperatively with others to complete work assignments.
- ④ **Creative Thinking:** Generating innovative and creative solutions.



HUMAN SERVICES OCCUPATIONS

SOCIAL AND HUMAN SERVICE ASSISTANTS

JOB DESCRIPTION

Assist other social and human service providers in providing client services in a wide variety of fields, such as psychology, rehabilitation, or social work, including support for families. Assist clients in identifying and obtaining available benefits and social and community services and assists social workers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse, human relationships, rehabilitation, or dependent care.

KEY FOUNDATIONAL COMPETENCIES

Active Listening, Social Perceptiveness, Service Orientation, Problem Solving/Decision Making, Teamwork, Time Management

OCCUPATIONAL COMPETENCIES

Client Service:

- ② Advise and support clients regarding food stamps, child care, food, money management, sanitation, or housekeeping.
- ② Assist clients in planning food budgets and preparation of forms.
- ② Transport and accompany clients to shopping areas or to appointments.
- ② Visit individuals in homes or attend group meetings to provide information on agency services, requirements, or procedures.

Client Consultation & Referral:

- ② Provide information or refer individuals to public or private agencies or community services for assistance.

Assessment & Evaluation:

- ② Examine patients to assess general physical condition.
- ② Assess clients' cognitive abilities and physical and emotional needs to determine appropriate care plan.
- ② Conduct screening to determine acute needs.

Planning & Coordination:

- ② Follow and implement behavioral management and care plans for clients.
- ② Collaborate with other professionals to assess client needs or plan treatments.

Reporting & Record Keeping:

- ② Submit reports and review reports or problems with superior.
- ② Support and contribute towards reports or evaluations.
- ② Maintain social services program records.
- ② Prepare reports for management concerning visits with clients.

Communication:

- ② Explain regulations, policies, or procedures.
- ② Interpret laws and guidelines.
- ② Present social services program information to the public.
- ② Interview individuals or family members to compile information on social, educational, criminal, institutional, or drug history.

KNOWLEDGE

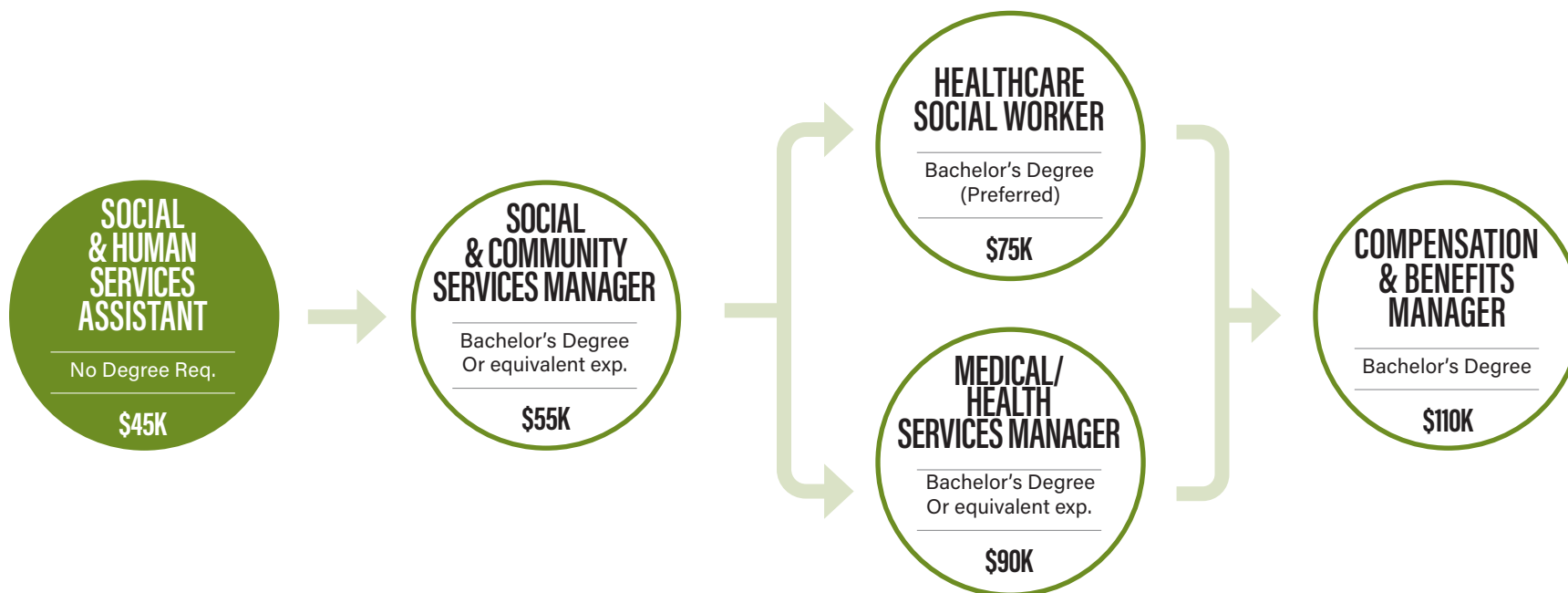
Customer Services, Psychology, Therapy and Counseling, Administrative



HUMAN SERVICES OCCUPATIONS

SOCIAL AND HUMAN SERVICE ASSISTANTS

SALARY RANGE	Entry Level: \$30,000	Advanced Level: Up to \$59,000
TECHNOLOGIES	<ul style="list-style-type: none">Database softwareSpreadsheetsMedical softwareMicrosoft SuiteGoogle SuiteTelehealth Programs	
CREDENTIALS	Required: High School diploma or equivalent Preferred: Bachelor's degree	Optional/Dependent on Specialty: Qualified Mental Health Associate (QMHA)
WORK EXPERIENCE	1 to 3+ Years	
OTHER KNOWN JOB TITLES	Case Work Aide, Addictions Counselor Assistant, Clinical Assistant, Residential Care Assistant, Social Services Aide, Social Services Assistant, Social Work Assistant, Social Work Associate, Social Worker Assistant	





HUMAN SERVICES OCCUPATIONS

CHILD, FAMILY, AND SCHOOL SOCIAL WORKERS

JOB DESCRIPTION

Responsible for managing multiple clients and their individual needs. Provide social services and assistance to improve the social and psychological functioning of children and their families and to maximize the family well-being and the academic functioning of children.

KEY FOUNDATIONAL COMPETENCIES

Active Listening, Speaking, Critical Thinking, Social Perceptiveness, Judgement and Decision Making, Empathy

OCCUPATIONAL COMPETENCIES

Client Consultation & Referral:

- Counsel clients regarding educational or vocational issues, interpersonal issues.
- Confer with clients to discuss treatment plans or progress.
- Counsel clients or patients with substance abuse issues.
- Help clients get needed services or resources by referring clients to community, social service programs, and educational or work programs.
- Advise clients or community groups on health issues.
- Recommend legal actions.

Planning & Coordination:

- Develop care plans for multiple services.
- Arrange physical or mental health services for clients.

Reporting & Record Keeping:

- Write reports or evaluations.
- Maintain client records.
- Collect information about clients.

Communication:

- Maintain constant communication with the patient as well as a case manager.
- Collaborate with other professionals to assess client needs or plan treatments.
- Confer with family members to discuss client treatment plans or progress.
- Interview clients to gather information about their backgrounds, needs, or progress.
- Collaborate with other professionals to develop education or assistance programs.
- Advocate for individual or community needs.

Research & Evaluation:

- Evaluate clients based on the needs, limitations, and desires.
- Evaluate characteristics of individuals to determine needs or eligibility.
- Evaluate the effectiveness of counseling or educational programs.
- Evaluate potential problems in home or work environments of clients.
- Conduct research on social issues.

Personnel Management:

- Supervise workers providing client or patient services.

KNOWLEDGE

Customer and Personal Service, Psychology, Therapy and Counseling, Administrative



HUMAN SERVICES OCCUPATIONS

CHILD, FAMILY, AND SCHOOL SOCIAL WORKERS

SALARY RANGE

Entry Level: \$36,000

Advanced Level: Up to \$77,000

TECHNOLOGIES

- Database software
- Medical software
- Spreadsheets

CREDENTIALS

Required: Associate's degree or Bachelor's degree and Licensure
Preferred: Master's Degree (dependent on role/employer)

Certifications:

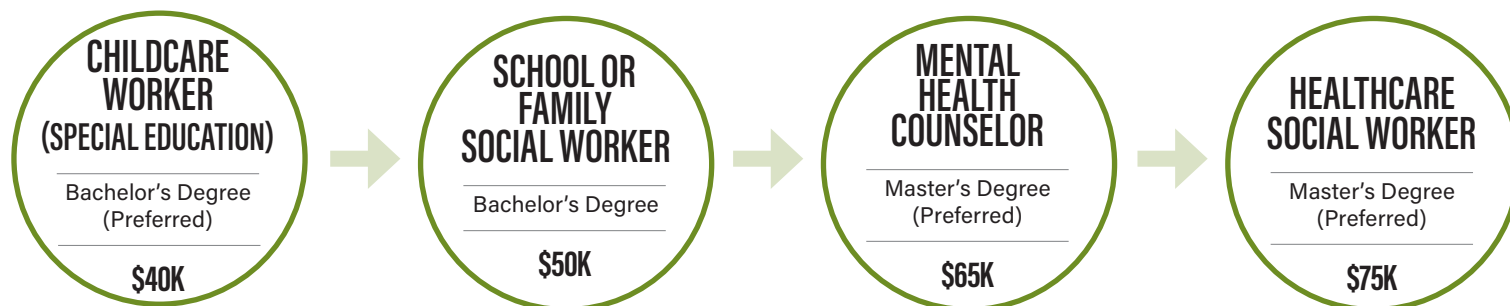
Certified Children, Youth, and Family Social Worker
Certified Social Work Case Manager
Clinical Social Work Associate (CSWA)
Licensed Clinical Social Worker (LCSW)

WORK EXPERIENCE

2-4 years

OTHER KNOWN JOB TITLES

Adoption Social Worker, Case Manager, Case Worker, Child Protective Services Social Worker (CPS Social Worker), Family Protection Specialist, Family Resource Coordinator, Family Service Worker, Foster Care Social Worker, School Social Worker, Youth Services Specialist





HUMAN SERVICES OCCUPATIONS

SOCIAL AND COMMUNITY SERVICE MANAGER

JOB DESCRIPTION

Plan, direct, or coordinate the activities of a social service program or community outreach organization. Oversee the program or organization's budget and policies regarding participant involvement, program requirements, and benefits. Work may involve directing social workers, counselors, or probation officers. May work at public institutions and private practice.

KEY FOUNDATIONAL COMPETENCIES

Service Orientation, Social Perceptiveness, Active Listening and Learning, Complex Problem Solving

OCCUPATIONAL COMPETENCIES

Client Consultation & Referral:

- ⌚ Provide direct service and support to clients.
- ⌚ Handle referrals for clients, such as for child advocacy issues.
- ⌚ Conduct needs evaluations.
- ⌚ Resolve client complaints or problems.

Administration & Management:

- ⌚ Develop operating strategies, plans, or procedures.
- ⌚ Direct administrative or support services.
- ⌚ Monitor performance of organizational members or partners.
- ⌚ Develop organizational policies or programs.
- ⌚ Conduct opinion surveys or needs assessments.
- ⌚ Plan and administer budgets for programs, equipment, and support services.

Training & Education:

- ⌚ Implement and evaluate staff, volunteer, or community training programs.
- ⌚ Evaluate training programs, instructors, or materials.

Personnel Management:

- ⌚ Recruit and hire personnel.
- ⌚ Manage human resources activities.
- ⌚ Supervise employees.
- ⌚ Interview employees, customers, or others to collect information.

Data and Reporting:

- ⌚ Maintain operational records.
- ⌚ Prepare financial documents, reports, or budgets.
- ⌚ Prepare operational budgets.

Communication:

- ⌚ Speak to community groups to explain and interpret agency purposes, programs, and policies.
- ⌚ Consult with other professionals.
- ⌚ Establish interpersonal business relationships to facilitate work activities.

Policy & Legal:

- ⌚ Advise others on legal or regulatory compliance matters.
- ⌚ Analyze impact of legal or regulatory changes.

Marketing Communication:

- ⌚ Meet with community members and funding providers to discuss their programs.
- ⌚ Represent the organization in external relations.
- ⌚ Promote products, services, or programs.
- ⌚ Coordinate special events or programs.
- ⌚ Analyze market research data.

KNOWLEDGE

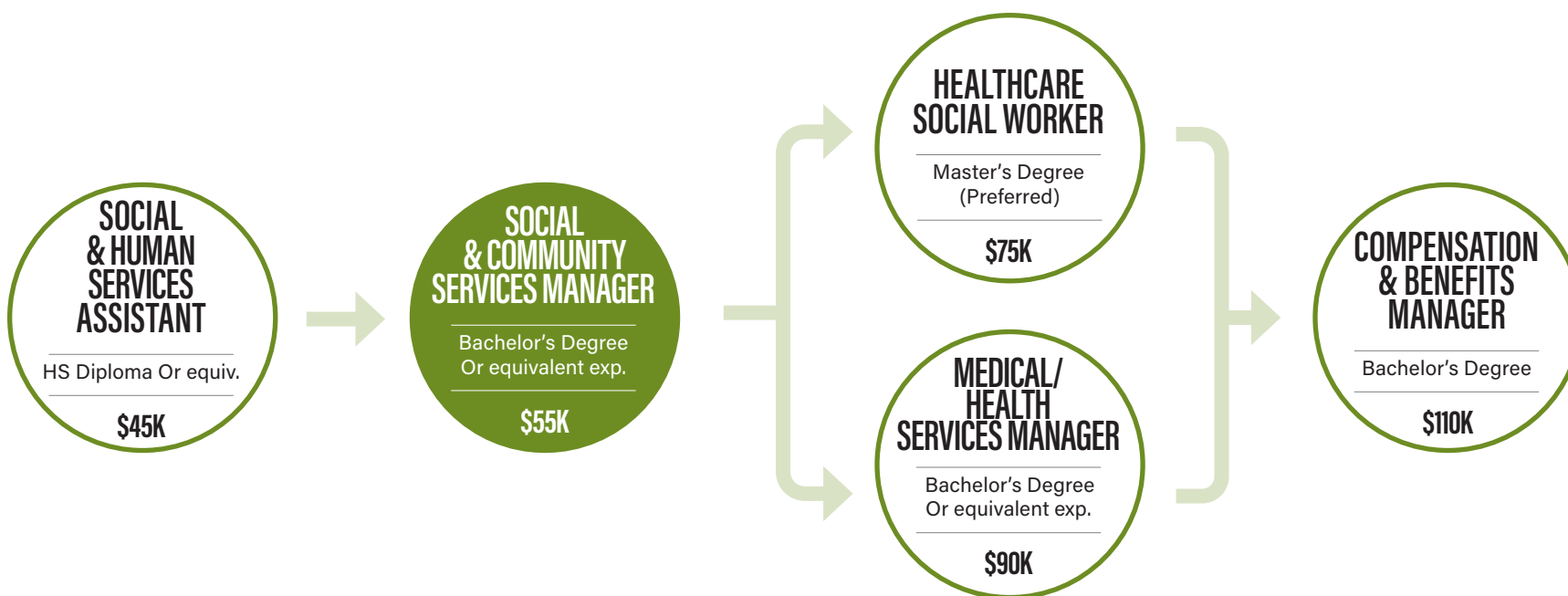
Customer and Personal Service, Administration and Management, Psychology, Education and Training,



HUMAN SERVICES OCCUPATIONS

SOCIAL AND COMMUNITY SERVICE MANAGER

SALARY RANGE	Entry Level: \$38,000	Advanced Level: Up to \$102,000
TECHNOLOGIES	<ul style="list-style-type: none"> Database software Spreadsheets Medical software Office suite software 	
CREDENTIALS	Required: Associate's degree or Bachelor's degree Dependent on role/employer: Master's degree	Optional/Dependent on Specialty: Certifications: Qualified Mental Health Professional (QMHP)
WORK EXPERIENCE	4 + years	
OTHER KNOWN JOB TITLES	Adoption Services Manager, Child Welfare Services Director, Children's Service Supervisor, Clinical Services Director, Community Services Director, Psychiatric Social Worker Supervisor, Social Services Director, Transitional Care Director, Vocational Rehabilitation Administrator	





HUMAN SERVICES OCCUPATIONS

COUNSELORS - SUBSTANCE ABUSE, BEHAVIORAL DISORDER, AND MENTAL HEALTH

JOB DESCRIPTION

Assess and treat individuals with mental, emotional, or substance abuse problems, including abuse of alcohol, tobacco, and/or other drugs. Activities may include individual and group therapy, crisis intervention, case management, client advocacy, prevention, and education.

KEY FOUNDATIONAL COMPETENCIES

Communication, Scheduling/Coordinating, Problem Solving/Decision Making, Leadership, Basic Computer Skills, Time Management

OCCUPATIONAL COMPETENCIES

Client Consultation & Referral:

- ② Assist patients in overcoming dependencies, adjusting to life, or making changes by counseling clients individually or in group sessions.
- ② Provide clients or family members with information about addiction issues and about available services or programs - making appropriate referrals when necessary - by referring them to resources and/or additional counsel.
- ② Keep family members informed of treatment planning and progress by counseling family members and assisting them in understanding, dealing with, and supporting clients or patients.

Planning:

- ② Develop client treatment plans by conducting research, drawing on clinical experience, and collecting client histories.
- ② Evaluate individuals' mental and physical condition and determine their suitability for participation in a specific program by interviewing clients, reviewing records, and conferring with other professionals.
- ② Comply with changes in client status by modifying treatment plans.

Monitoring & Recording:

- ② Review and evaluate clients' progress by following and tracking measurable goals described in treatment and care plans.
- ② Follow up on the progress of discharged patients by creating an aftercare plan to determine effectiveness of treatments.

Data & Reporting:

- ② Complete and maintain accurate records or reports by reporting on the patients' histories and progress, services provided, or other required information.

Patient Advocacy & Crisis Intervention:

- ② Resolve emergency problems in crisis situations by intervening as an advocate for clients or patients and acting as a liaison between the clients and medical staff.
- ② Serve as further support for the client by coordinating activities with courts, probation officers, community services, or other post-treatment agencies.

Diagnostic Procedures:

- ② Assess individuals' degree of drug dependency by collecting and analyzing urine samples.

Teamwork:

- ② Confer with other mental health professionals, coordinating psychologists, or other health professionals, such as doctors, nurses, or social workers, by coordinating counseling efforts.

Teaching & Mentoring:

- ② Train or supervise student interns or new staff by conducting check-in meetings and following up on progress and goals throughout their training.
- ② Work to orient new clients by conducting chemical dependency program orientation sessions.
- ② Provide further information by instructing others in program methods, procedures, or functions.
- ② Serve the community further by developing, implementing, or evaluating public education, prevention, or health promotion programs, working in collaboration with organizations, institutions, or communities.

Lifelong Learning:

- ② Increase knowledge and skills by attending training and participating in case conferences or staff meetings.

KNOWLEDGE

Substance Abuse, Mental Health, Psychology, Social Work, Behavioral Health, Crisis Intervention, Case Management, Trauma-Informed Care



HUMAN SERVICES OCCUPATIONS

COUNSELORS - SUBSTANCE ABUSE, BEHAVIORAL DISORDER, AND MENTAL HEALTH

SALARY RANGE	Entry Level: \$40,000 (for clinical social work: \$80,000)	Advanced Level: Up to \$60,000 (for clinical social work: \$90,000)
TECHNOLOGIES	<ul style="list-style-type: none"> ⌚ Calendar and scheduling software ⌚ Database user interface and query software ⌚ Desktop publishing software ⌚ Document management software 	<ul style="list-style-type: none"> ⌚ Electronic mail software ⌚ Internet browser software ⌚ Medical software (MediTech / EPIC) ⌚ Office suite software
CREDENTIALS	<p>Required: Bachelor's degree in Social Work (or similar field)</p> <p>Preferred: Master's degree in Clinical Social Work</p>	<p>Optional/Dependent on Specialty: Medication Administration Certification, Clinical Counseling; Master's in Clinical Mental Health</p> <p>Certifications: Qualified Mental Health Associate (QMHA) Credentialed Alcoholism and Substance Abuse Counselor (CSAC), (Level 2 and Advanced)</p>
WORK EXPERIENCE	1 to 10+ years	
OTHER KNOWN JOB TITLES	Case Manager, Clinical Social Worker, Clinical Therapist, Clinician, Counselor, Mental Health Therapist, Psychotherapist, Social Worker, Substance Abuse Counselor, Therapist	





HUMAN SERVICES OCCUPATIONS

CASE MANAGER

JOB DESCRIPTION

Coordinate care for clients and work with agencies and institutions to ensure that clients get the care they need. Help people who have different psychosocial needs, such as domestic violence victims, people with disabilities or the homeless. Act as a liaison between clients and their treatment or care options. Unlike social workers, case managers do not provide therapy, though they may give limited counseling to clients. Case managers can work as a specialist in a variety of areas including: housing, employability, disability management, disaster management, refugee resettlement, etc.

KEY FOUNDATIONAL COMPETENCIES

Active Listening, Communication, Empathy, Detail Oriented, Problem Solving/Decision Making, Time Management, Scheduling/Coordinating

OCCUPATIONAL COMPETENCIES

Client Consultation & Referral:

- ① Verify client eligibility.
- ① Provide referrals or otherwise assists clients step-by-step through the process of accessing resources.
- ① Arrange services with social services, health and governmental agencies.
- ① Listen and understand clients' needs.

Client Service:

- ① Support clients to achieve wellness and autonomy by facilitating multiple care aspects.
- ① Help clients make informed decisions by advocating for them regarding their clinical status and treatment options.
- ① Assist clients in understanding options.
- ① Assist clients in applying for and obtaining the identified services and benefits.

Planning:

- ① Develop detailed, individualized service plans.
- ① Utilize community resources to help address basic needs.

Patient Advocacy:

- ① Develop detailed, individualized service plans.
- ① Utilize community resources to help address basic needs.

Monitoring & Recording:

- ① Monitor clients' ongoing needs or problems and ensure that they continue to receive needed services.
- ① Monitor progress on the service plan, working closely with others as necessary to ensure that clients receive appropriate, high quality care.

Assessment & Evaluation:

- ① Perform intake interviews to identify and understand client's psychosocial needs.
- ① Perform mental health assessments and evaluations with accuracy, addressing medical history, personal needs, interests and strengths.
- ① Assess client's strengths, weaknesses and needs in a variety of areas, such as mental or physical health, behavioral or substance abuse concerns, or housing and transportation issues.
- ① Assess motivational and psychosocial issues.

Communication & Coordination:

- ① Coordinate all of the patients' services.
- ① Work with agencies and institutions to ensure that clients get the care needed.
- ① Coordinate and provide care that is safe, timely, effective, efficient, equitable, and client-centered.
- ① Interact with patients to keep track of their progress and to ensure satisfaction.
- ① Develop effective working relations and cooperate with medical team throughout case management process

Data & Reporting:

- ① Record cases information, complete accurately all necessary forms and produce statistical reports.
- ① Adhere to all reporting requirements and monitor and record all case-related activities on an ongoing basis.

Lifelong Learning:

- ① Increase knowledge and skills by attending training and participating in case conferences or staff meetings.

KNOWLEDGE

Social Work, Behavioral Health, Substance Abuse, Mental Health, Psychology, Crisis Intervention, Case Management



HUMAN SERVICES OCCUPATIONS

CASE MANAGER

SALARY RANGE	Entry Level: \$32,000	Advanced Level: Up to \$75,000
TECHNOLOGIES	<ul style="list-style-type: none">🕒 Calendar and scheduling software🏥 Medical software🔍 Database user interface and query software📄 Document management software	
CREDENTIALS	Required: Bachelor's degree or Associate's degree and 2+ years experience or 3+ years of experience Valid Driver's License	Certifications: Qualified Mental Health Associate (QMHA) OSHA
WORK EXPERIENCE	0 to 3+ years	
OTHER KNOWN JOB TITLES	Human Services Case Manager, Personal Agent, Service Coordinator	





HUMAN SERVICES OCCUPATIONS

SKILLS TRAINER

JOB DESCRIPTION

Coordinate care with many different community resources, behavioral health skills training in the home, school and community. Perform crisis intervention for support with safety planning. Support clients overcome barriers in transportation, participation in society, finding employment, participation in groups and appointments, maintaining personal safety in community, and healthy interaction with family and friends.

KEY FOUNDATIONAL COMPETENCIES

Speaking, Active Listening, Reading Comprehension, Critical Thinking, Service Orientation

OCCUPATIONAL COMPETENCIES

Client Consultation & Referral:

- ② Facilitate obtaining medical assistance, housing, employment, socialization, money management, therapy and fiscal benefits.
- ② Coordinate the services and supports identified in treatment or service plans.

Client Services:

- ② Deliver therapeutic services using evidence-based approaches with individuals, families, and groups as determined by treatment or service plans.
- ② Provide psychoeducation activities with individuals, family members/natural supports.
- ② Provide crisis prevention and intervention services by implementing skills development strategies.
- ② Apply mental health assessment, treatment and service terminology.

Monitoring & Recording:

- ② Monitor residents for changes in psychiatric presentation as well as medical presentation and provide appropriate intervention as needed.

Data & Reporting:

- ② Complete accurate, timely clinical documentation of the highest quality and consistent with agency standards, rules and regulations.
- ② Review and process records to ensure continuity of program.
- ② Maintain records.

Teamwork & Coordination:

- ② Work as a multidisciplinary team member in a positive and productive manner.
- ② Establish effective working relationships with clients, co-workers, supervisors, community partners and families/natural supports.
- ② Coordinate services and communication with community providers.

Teaching & Mentoring:

- ② Provide individual and group recreational, social and skills training services under a developed treatment or service plan.
- ② Assist and support other mental health professionals by applying intervention and treatment methods, strategies and techniques.
- ② Perform behavioral health skills training in the home, school and community.

Compliance & Safety:

- ② Conduct investigations and/or formal reviews to assess compliance with standards, policies, regulations, or laws.
- ② Comply with all applicable laws, regulations, policies and procedures.
- ② Provide and maintain a safe environment for caregivers, patients and guests.

KNOWLEDGE

Crisis Intervention, Medication Management



HUMAN SERVICES OCCUPATIONS

SKILLS TRAINER

SALARY RANGE	Entry Level: \$40,000	Advanced Level: Up to \$65,000
TECHNOLOGIES	<ul style="list-style-type: none">Document management softwareSpreadsheetsMedical softwareCommunication software, video conferencing, phone and email	
CREDENTIALS	Required: High School Diploma or equivalent Dependent on role/employer: Bachelor's degree or 3 years of experience	Certifications: Qualified Mental Health Associate (QMHA) Optional/Dependent on Specialty: Clinical Social Work Associate (CSWA) Licensed Clinical Social Worker (LCSW)
WORK EXPERIENCE	1 to 3+ years	
OTHER KNOWN JOB TITLES	Case Manager, Training Specialist	





HUMAN SERVICES OCCUPATIONS

COMMUNITY AND SOCIAL SERVICE SPECIALISTS

JOB DESCRIPTION

Assists in meeting the psychosocial needs of patients and their families, to help patients utilize services to achieve optimum level of function, and to coordinate care throughout the continuum of care. Provide supportive counseling and brief interventions including assessment and treatment for patients experiencing coexisting medical concerns and social/behavioral/mental health issues.

KEY FOUNDATIONAL COMPETENCIES

Active Listening, Communication, Scheduling/Coordinating, Problem Solving/Decision Making, Social Perceptiveness

OCCUPATIONAL COMPETENCIES

Client Consultation & Referral:

- ⊗ Deliver customer service and patient care that is timely, efficient and accurate.
- ⊗ Provide psychosocial counseling, support, and information to patients and families regarding illness and related issues.
- ⊗ Provide interventions for patients experiencing emotional distress, using a variety of evidence-based treatment modalities, interventions and strategies.
- ⊗ Make appropriate referrals and notifications to appropriate departments, when applicable.
- ⊗ Respect the privacy and protect the confidentiality of patients and family members.
- ⊗ Coordinate care with outpatient providers.

Planning:

- ⊗ Assure care is accomplished effectively and efficiently in a cost effective manner.
- ⊗ Establish, review and revise the plan of care for each patient.

Assessment & Evaluation:

- ⊗ Identify possible victims of child abuse, domestic violence, and elder abuse.
- ⊗ Assess the potential threat of harm to self and/or others and/or inability to care for one self.
- ⊗ Perform patient assessment of social, economic, emotional and family situations.

Monitoring, Recording & Reporting:

- ⊗ Provide thorough documentation of all patient interactions in accordance with hospital, state, federal and regulatory requirements.
- ⊗ Gather data and accurately document information in a timely manner demonstrating compliance with department standards.

Teamwork & Collaboration:

- ⊗ Participate with team members in facilitating patient's and family's learning throughout the continuum of care.
- ⊗ Collaborate with others to support patient.
- ⊗ Engage and build collaborative relationships with community partners and organizations.

Communication:

- ⊗ Utilize plain language to define and explain complex rules and guidelines in a variety of settings.
- ⊗ Formulate documents or reports that include a conclusion and recommended action.
- ⊗ Identify and communicate appropriate community resources pertinent to patient, family, and caregiver needs.
- ⊗ Act as a resource to staff in identification of needed community resources for patients and families.

Teaching or Mentoring:

- ⊗ Provide appropriate patient family and/or caregiver education in order to facilitate successful and ongoing management of patient health and safety.
- ⊗ Reinforce patients' continued health care through teaching and referrals to community agencies.
- ⊗ Facilitate support groups, community meetings, health and well-being activities, educational workshops, and social and recreation experiences

Compliance & Safety:

- ⊗ Conduct investigations and/or formal reviews to assess compliance with standards, policies, regulations, or laws.
- ⊗ Comply with all applicable laws, regulations, policies and procedures.
- ⊗ Provide and maintain a safe environment for caregivers, patients and guests.

KNOWLEDGE

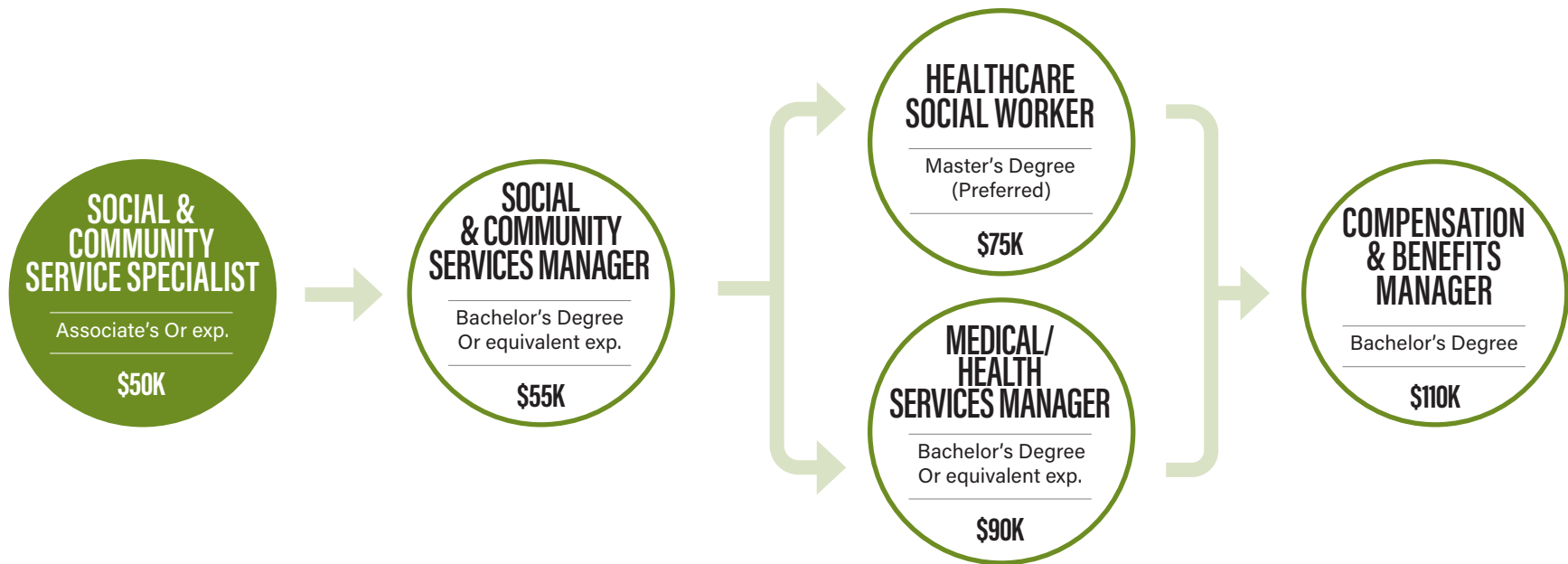
Social Work, Crisis Intervention, Conflict Resolution, Behavioral Management Techniques



HUMAN SERVICES OCCUPATIONS

COMMUNITY AND SOCIAL SERVICE SPECIALISTS

SALARY RANGE	Entry Level: \$50,000	Advanced Level: Up to \$96,000
TECHNOLOGIES	<ul style="list-style-type: none"> ➤ Communication software, including phone and meeting, Desktop software ➤ Database software ➤ Medical software 	
CREDENTIALS	<p>Required: Associate's degree with 1+ year experience or Bachelor's degree</p> <p>Preferred (dependent on role and employer): Master's degree</p>	<p>Certifications and Licensure:</p> <p>Licensure as a clinical social worker (LCSW)</p> <p>Licensed Professional Counselor (LPC)</p> <p>Qualified Mental Health Associate (QMHA)</p>
WORK EXPERIENCE	1 to 2+ years	
OTHER KNOWN JOB TITLES	Social Services Specialist, Resource Developer, Pernancy Worker, Intake & Outreach Specialist	





HUMAN SERVICES OCCUPATIONS

PEER SUPPORT SPECIALISTS

JOB DESCRIPTION

Support individuals through shared knowledge, beliefs, and experiences that promote recovery and wellness. Facilitate timely access to substance use assessment and treatment, foster engagement during and after completion of treatment, and support child welfare caseworkers and court professionals to better understand the treatment and recovery processes. Peer specialists often have personal experience with substance use disorders or child welfare involvement.

KEY FOUNDATIONAL COMPETENCIES

Active Listening, Communication, Scheduling/Coordinating, Problem Solving/Decision Making, Time Management

OCCUPATIONAL COMPETENCIES

Client Service:

- ② Conduct support meetings with clients.
- ② Apply principles of mental health peer support.
- ② Use personal recovery experiences to model coping techniques and recovery.
- ② Organize and lead individual and group social and recreational activities.
- ② Provide treatment and assist in stabilization of clients using evidence-based methods including wraparound, strengths-based, and family-centered framework.
- ② Assist clients in crisis/emergency planning and interventions.
- ② Assist clients in accessing and scheduling appointments and obligations when applicable.

Client Consultation & Referral:

- ② Provide expertise and consultation from a mental health consumer perspectives.
- ② Provide information about peer counseling, support, and consumer perspectives.
- ② Consult with staff and treatment/wraparound teams regarding client perspectives.
- ② Partner with clients to cultivate goals and analyze progress toward vision and goals.
- ② Work with clients to ensure their voice is included in discharge planning.
- ② Advocate to ensure support services and community resources are in place upon discharge.
- ② Assist clients with socializing, planning, and carrying out leisure activities.

Education & Training:

- ② Educate about peer support relationship to include topics such as healthy personal boundaries, individual rights, and shared decision-making.

Mentoring & Coaching:

- ② Provide coaching on advocacy and self-help skills to enhance client's process of recovery.
- ② Provide coaching to facilitate system navigation, accessing community resources, and engagement with formal and informal resources and supports.
- ② Support clients through active listening and skills modeling to support health and wellness, vocational/educational, and independent living goals.
- ② Share experiences, skills, strengths, supports, and resources to benefit the individual by demonstrating wellness through their own effective symptom management.

Planning:

- ② Develop a peer support recovery plan in coordination with client.

Data & Reporting:

- ② Document daily clinical information and provide timely accurate documentation to meet billing requirements.

Communication & Collaboration:

- ② Establish rapport by demonstrating and maintaining clear, consistent, appropriate, and therapeutic boundaries.
- ② Maintain communication with appropriate positions regarding client needs and treatment plans.
- ② Present a positive attitude, professional demeanor and demonstrated respect.
- ② Work with the team to complete required assessments.
- ② Participate on interviewing panels.

Compliance & Safety:

- ② Utilize, reference, and follow policies, procedures, and guidelines.
- ② Perform all work tasks in a proper and safe manner per established policies, procedures, and guidelines to prevent unnecessary injury, time loss and expense.
- ② Comply with all federal, state and agency health and safety reporting requirements.

KNOWLEDGE

HIPPA, Principles of Mental Health Peer Support, Referral Systems, Trauma Informed Care



HUMAN SERVICES OCCUPATIONS

PEER SUPPORT SPECIALISTS

SALARY RANGE

Entry Level: \$40,000

Advanced Level: Up to \$65,000

TECHNOLOGIES

- ⌵ Communication software, including phone and meeting
- ⌵ Desktop software
- ⌵ Database software
- ⌵ Medical software

CREDENTIALS

Required: High School Diploma or GED

Valid Driver's License

Preferred: Bachelor's degree

Certifications:

- ⌵ Certified Recovery Mentors (CRM I)
- ⌵ Traditional Healthcare Worker Program (TWP)
- ⌵ Peer Wellness Specialist (PWS(PWS) Training Program
- ⌵ Peer Support Specialist (PSS) Training Program
- ⌵ Qualified Mental Health Associate (QMHA)

Optional/Dependent on Specialty:

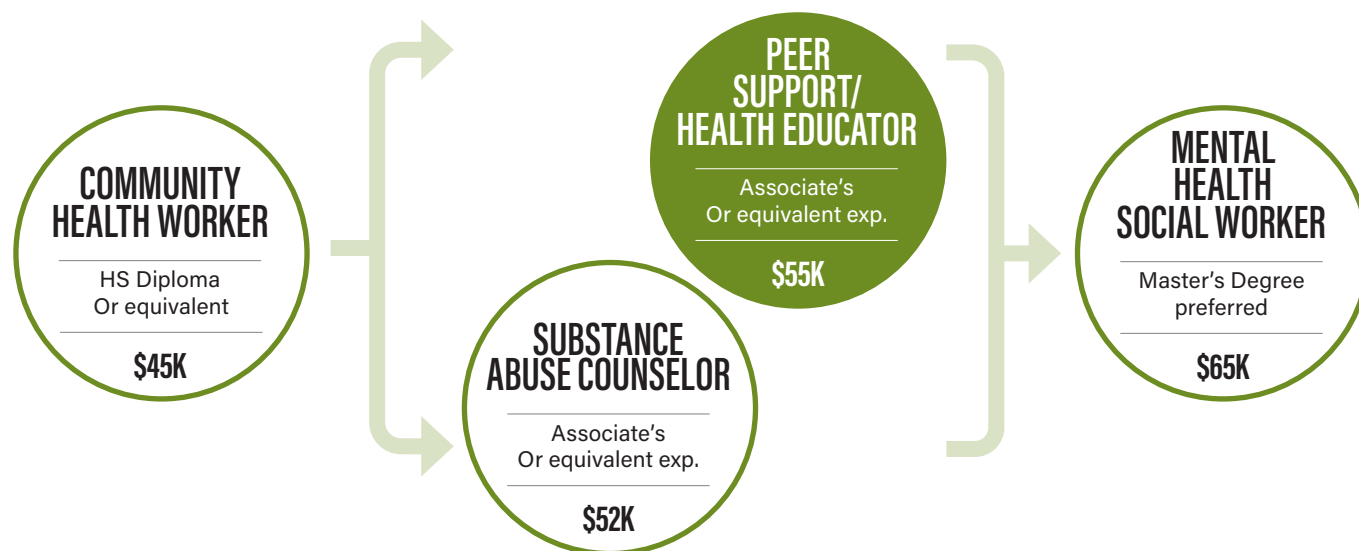
- ⌵ First Aid and Cardiopulmonary Resuscitation (CPR)
- ⌵ Certified Wraparound Facilitator (CWF)
- ⌵ Certified Family Peer Support Worker (CFPSW)

WORK EXPERIENCE

1 to 3+ years

OTHER KNOWN JOB TITLES

Peer Wellness Specialist, Mental Health Worker, Peer Specialist





HUMAN SERVICES OCCUPATIONS

BEHAVIORAL HEALTH SPECIALISTS

JOB DESCRIPTION

Help individuals to overcome mental health challenges and addiction disorders.

KEY FOUNDATIONAL COMPETENCIES

Active Listening, Speaking, Writing, Social Perceptiveness, Speaking, Writing, Reading Comprehension

OCCUPATIONAL COMPETENCIES

Client Service:

- Support patient with a development disorder transition into functional adult life.
- Follow care plans providing supportive interventions.
- Provide ongoing follow up support in-person or by telephone to support clients.

Client Consultation & Referral:

- Manage treatment of psychiatric and chronic medical conditions, psychosocial issues, and health behavior change through consultation.
- Refer clients with behavioral health needs for assessment and intervention.
- Facilitate and oversee referrals to specialty mental health services and support a smooth transition from specialty mental health services to primary care.

Assessment & Evaluation:

- Manage the assessment of psychiatric and chronic medical conditions, psychosocial issues, and health behavior change through consultation and brief, focused assessment and treatment.
- Evaluate crisis situations and employ appropriate interventions.
- Evaluate symptoms of disorder to help plan coping mechanisms for functioning with the disorder.
- Interview individuals to assess needs, readiness to change, and create a plan.

Data & Reporting:

- Prepare reports and document client services.

Coordination & Planning:

- Coordinate and communicate care needs effectively with patient, service delivery partners, and primary care team members to ensure a holistic plan of care.
- Collaborate with other Behavioral Health Specialists to improve behavioral health skills.
- Collaborate with clients and care teams to provide support to increase knowledge and understanding of health conditions.
- Plan intervention for clients, based on condition.
- Utilize quality improvement tools and experience with process improvement.

Training & Education:

- Teach consumers and health care practitioners.
- Provide education and consultation to health coaches and clinicians on the basic principles of brief behavioral interventions and reinforcing their use in medical visits.
- Facilitate group-based visits and workshops to holistically address medical and behavioral health needs.
- Provide education regarding preventative care measures.

Communication & Teamwork:

- Work in a team setting as well as independently.
- Communicate both verbally and in writing including timely, professional, and accurate completion of documentation.
- Establish and maintain effective working relationships with other employees, clients and their families, other agencies, and the public at all times.
- Read scientific articles, conference papers, or other sources of research to identify emerging analytic trends and technologies.

KNOWLEDGE

Psychology, Customer and Personal Service, Education and Training, Administrative, Behavioral Medicine and Treatments, Cognitive Behavioral Therapy



HUMAN SERVICES OCCUPATIONS

BEHAVIORAL HEALTH SPECIALISTS

SALARY RANGE	Entry Level: \$50,000	Advanced Level: \$85,000
TECHNOLOGIES	<ul style="list-style-type: none"> ⌚ Desktop software ⌚ Database software ⌚ Graphics and presentation software ⌚ Spreadsheets ⌚ Medical software 	
CREDENTIALS	<p>Required: Bachelor's degree or 5+ years of equivalent experience</p> <p>Valid Driver's License</p> <p>Licensure</p> <p>Preferred, or required based on employer: Master's degree</p>	<p>Certifications:</p> <ul style="list-style-type: none"> ⌚ Qualified Mental Health Associate (QMHA) ⌚ Certification in health coaching, alcohol and drug counseling, qualified mental health associate, and/or other health care related certification. ⌚ Substance abuse training and or certification
WORK EXPERIENCE	3+ years	
OTHER KNOWN JOB TITLES	Mental Health Specialist, Behavioral Health Support Specialist, Program Specialist, Crisis Intervention Specialist	





HUMAN SERVICES OCCUPATIONS

COMMUNITY HEALTH WORKERS

JOB DESCRIPTION

Promote health within a community by assisting individuals to adopt healthy behaviors. Serve as an advocate for the health needs of individuals by assisting community residents in effectively communicating with healthcare providers or social service agencies. Act as liaison or advocate and implement programs that promote, maintain, and improve individual and overall community health. May deliver health-related preventive services such as blood pressure, glaucoma, and hearing screenings. May collect data to help identify community health needs.

KEY FOUNDATIONAL COMPETENCIES

Active Listening, Social Perceptiveness, Speaking, Writing, Reading Comprehension

OCCUPATIONAL COMPETENCIES

Client Consultation & Referral:

- Refer clients to community or social service programs.
- Confer with clients to discuss treatment plans or progress.
- Advise clients or community groups on health issues.
- Advise others on social or educational issues.
- Recommend legal actions.
- Advocate for individual or community needs.

Client Service:

- Provide basic health care services.
- Visit individuals in their homes to provide support or information.
- Transport clients to appointments.
- Provide educational materials to community members.
- Monitor clients to evaluate treatment progress.
- Help clients get needed services or resources.

Assessment & Monitoring:

- Assess individual or community needs for educational or social services.
- Monitor nutrition related activities of individuals or groups.

Planning:

- Plan programs to address community health issues.

Data & Reporting:

- Collect information about community health needs.
- Maintain client records.

Communication & Teamwork:

- Develop working relationships with others to facilitate program activities.

Training & Education:

- Teach life skills or strategies to clients or their families.
- Lead classes or community events.

KNOWLEDGE

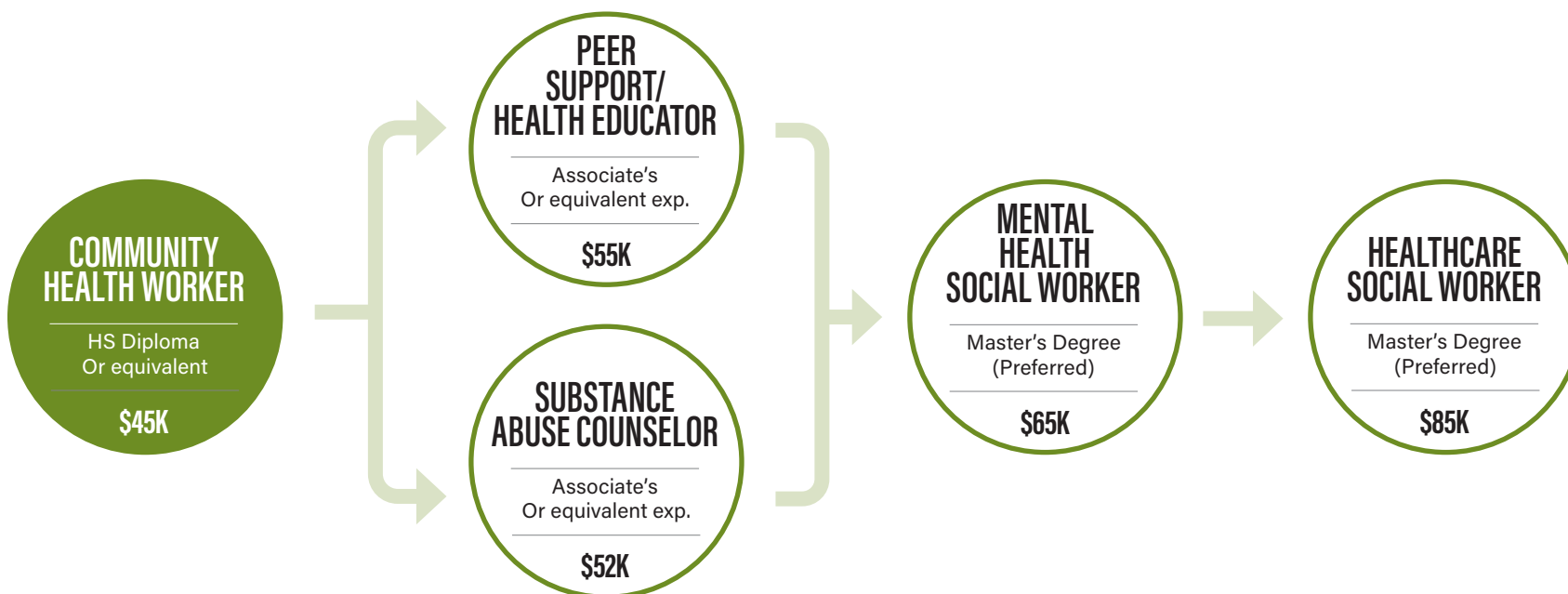
Customer and Personal Service, Education and Training, Administration and Management, Medicine, Psychology, Administrative, Computers and Electronics, Personnel and Human Resources



HUMAN SERVICES OCCUPATIONS

COMMUNITY HEALTH WORKERS

SALARY RANGE	Entry Level: \$36,000	Advanced Level: Up to \$76,000
TECHNOLOGIES	<ul style="list-style-type: none"> Database software Medical software Presentation software Spreadsheets 	
CREDENTIALS	Required: Associate's degree or Bachelor's degree Dependant on role/employer: Master's degree	Certifications: Traditional Health Worker Program (TWP) THW Oral Health for Community Health Worker Training Program Optional/Dependent on Specialty: Healthcare Interpreter Program (HCI)
WORK EXPERIENCE	2 to 4 years	
OTHER KNOWN JOB TITLES	Apprise Counselor, Community Health Outreach Worker, Community Health Program Coordinator, Community Health Program Representative (Community Health Program Rep), Community Health Promoter, Community Health Worker (CHW), Community Nutrition Educator, HIV CTS Specialist (Human Immunodeficiency Virus Counseling and Testing Services Specialist)	





Appendix 5

Job Posting Analytics

Lightcast Q4 2023 Data Set

December 2023

Parameters

Select Timeframe: Dec 2022 - Nov 2023

Occupations:

16 items selected. See Appendix A for details.

Regions:

27 items selected. See Appendix B for details.

Minimum Experience Required: Any

Advertised Salary: Include all postings regardless

Education Level: Any

Job Type: Include Internships

Keyword Search:

Posting Type: Newly Posted

Job Postings Overview

36,655

Unique Postings
109,898 Total Postings

3,693

Employers Competing
34,567 Total Employers

27 Days

Median Posting Duration
Regional Average: 27 Days

3 : 1

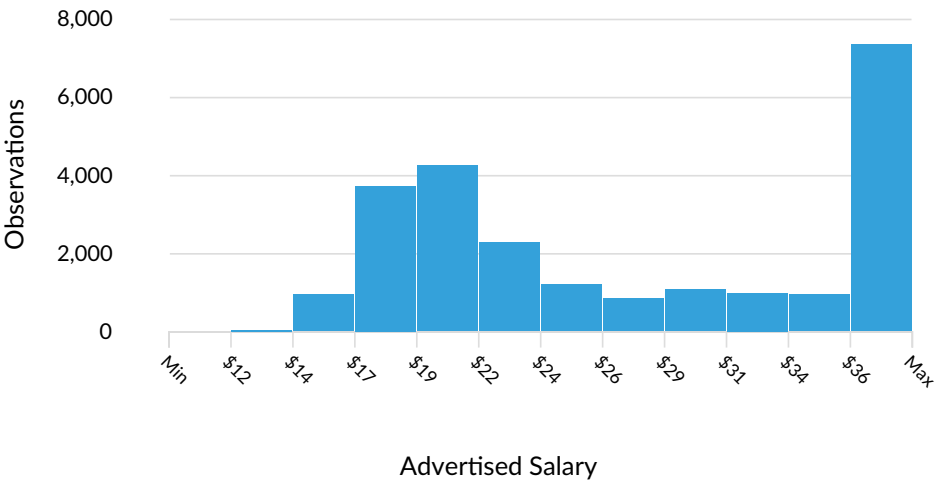
Posting Intensity
Regional Average: 3 : 1

Advertised Salary

There are 23,516 advertised salary observations (64% of the 36,655 matching postings).

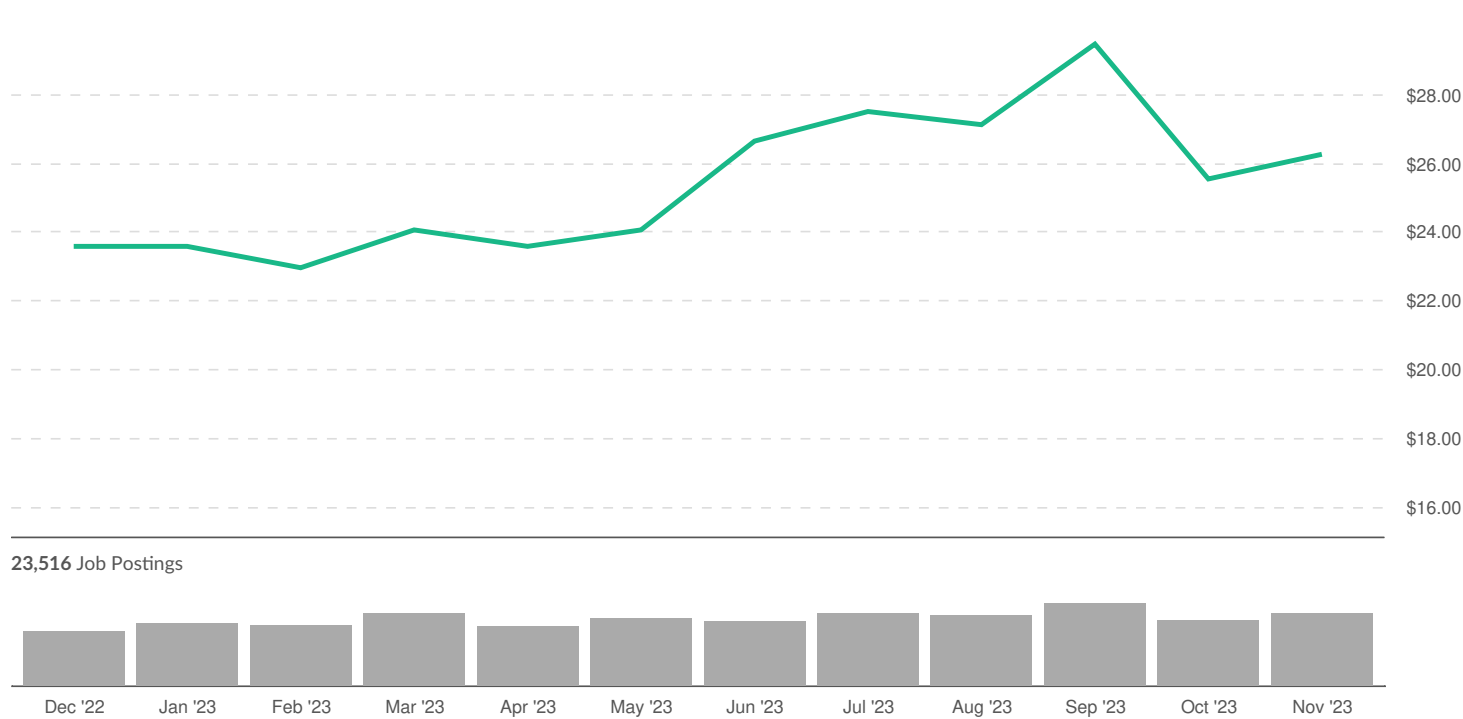
\$25.05/hr

Median Advertised Salary

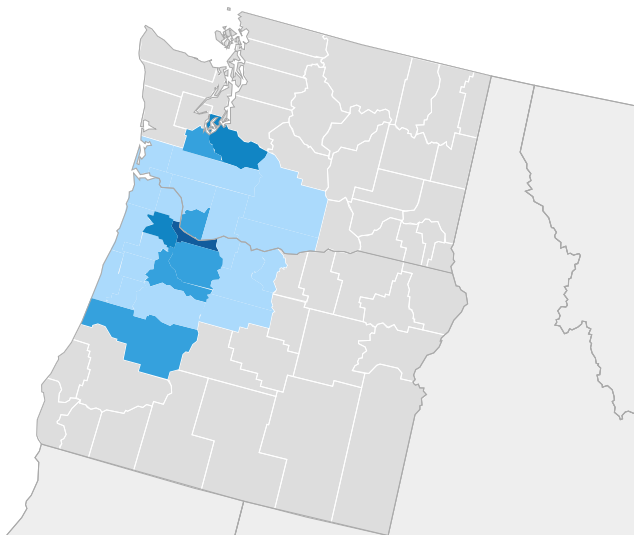


Advertised Wage Trend

▲ 11.5% Dec 2022 – Nov 2023
\$25.05 Median

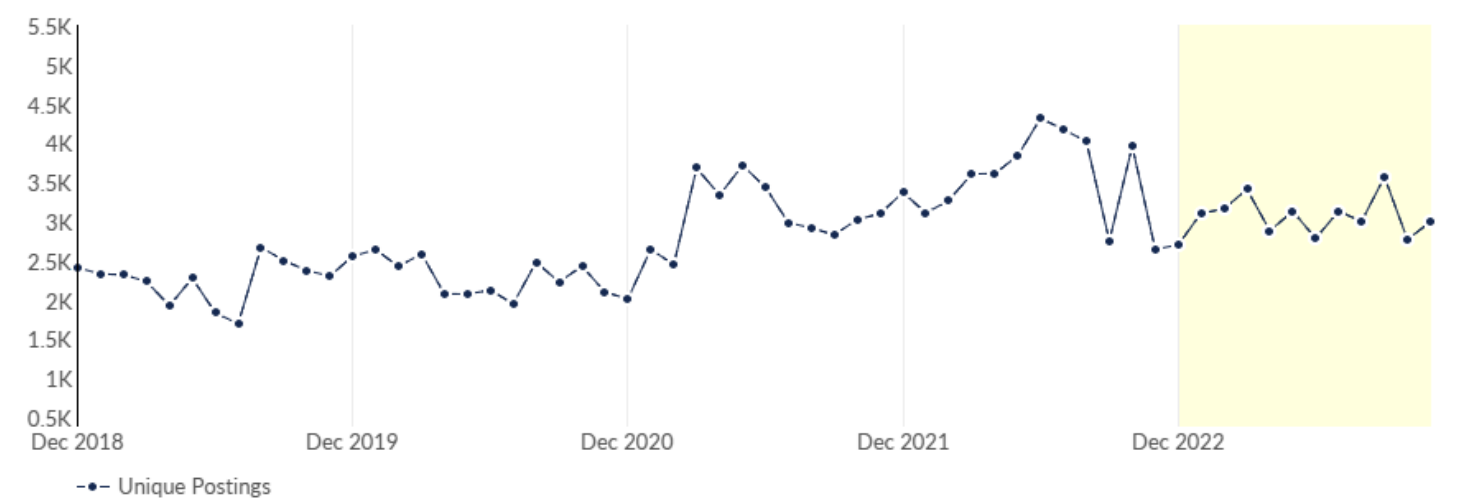


Job Postings Regional Breakdown



County	Unique Postings (Dec 2022 - Nov 2023)
Multnomah County, OR	8,297
Pierce County, WA	5,196
Washington County, OR	4,425
Marion County, OR	3,286
Clackamas County, OR	3,003

Unique Postings Trend



Month	Unique Postings	Posting Intensity
Nov 2023	2,995	3 : 1
Oct 2023	2,773	3 : 1
Sep 2023	3,569	3 : 1
Aug 2023	3,002	3 : 1
Jul 2023	3,133	3 : 1
Jun 2023	2,786	3 : 1
May 2023	3,131	3 : 1
Apr 2023	2,884	3 : 1
Mar 2023	3,413	3 : 1
Feb 2023	3,161	3 : 1
Jan 2023	3,106	3 : 1
Dec 2022	2,702	3 : 1

Education Breakdown

Education Level	Unique Postings	% of Total
No Education Listed	15,719	43%
High school or GED	6,723	18%
Associate degree	3,958	11%
Bachelor's degree	8,850	24%
Master's degree	6,920	19%
Ph.D. or professional degree	1,911	5%

Minimum Education Breakdown

Minimum Education Level	Unique Postings (minimum)	Unique Postings (max advertised)	% of Total (minimum)
High school or GED	6,723	0	18%
Associate degree	3,089	635	8%
Bachelor's degree	6,455	1,831	18%
Master's degree	4,066	2,552	11%
Ph.D. or professional degree	603	1,308	2%

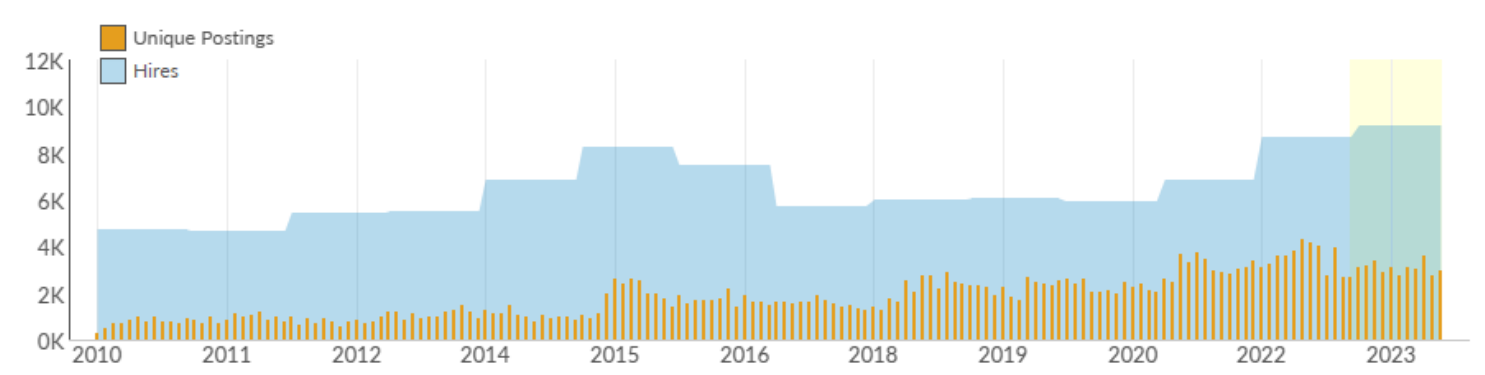
Experience Breakdown

Minimum Experience	Unique Postings	% of Total
No Experience Listed	16,810	46%
0 - 1 Years	7,455	20%
2 - 3 Years	8,583	23%
4 - 6 Years	2,876	8%
7 - 9 Years	480	1%
10+ Years	451	1%

Job Postings vs. Hires

<div>3,055</div> <div>Avg. Monthly Postings (Dec 2022 - Nov 2023)</div>	<div>9,111</div> <div>Avg. Monthly Hires (Dec 2022 - Nov 2023)</div>
---	--








In an average month, there were 3,055 newly posted job postings for 16 Occupations, and 9,111 actually hired. This means there were approximately 3 hires for 16 Occupations for every 1 unique job posting.













Occupation	Avg Monthly Postings (Dec 2022 - Nov 2023)	Avg Monthly Hires (Dec 2022 - Nov 2023)
Medical and Health Services Managers	847	262
Home Health and Personal Care Aides	835	5,687
Substance Abuse, Behavioral Disorder, and Mental Health Counselors	419	438
Social and Human Service Assistants	180	444
Childcare Workers	150	1,036
Training and Development Specialists	124	250
Social and Community Service Managers	116	150
Social Workers, All Other	97	72
Healthcare Social Workers	92	118
Child, Family, and School Social Workers	72	222
Counselors, All Other	49	25
Community and Social Service Specialists, All Other	21	116
Compensation and Benefits Managers	21	5

Community Health Workers	12	107
Rehabilitation Counselors	12	105
Mental Health and Substance Abuse Social Workers	10	73










Top Companies Posting

	Total/Unique (Dec 2022 - Nov 2023)	Posting Intensity	Median Posting Duration
LifeStance Health	4,488 / 1,195	4 : 1 	26 days
Providence	3,274 / 734	4 : 1 	25 days
CareInHomes	1,583 / 711	2 : 1 	22 days
State of Washington	763 / 493	2 : 1 	17 days
Department Of Human Services	1,050 / 416	3 : 1 	23 days
Kaiser Permanente	1,367 / 356	4 : 1 	32 days
Lifeworks Nw	845 / 329	3 : 1 	23 days
MultiCare Health System	675 / 283	2 : 1 	36 days
Walmart	725 / 267	3 : 1 	55 days
Care Group	307 / 256	1 : 1 	17 days




















Top Cities Posting

City	Total/Unique (Dec 2022 - Nov 2023)	Posting Intensity	Median Posting Duration
Portland, OR	37,523 / 9,099	4 : 1 	28 days
Salem, OR	7,162 / 2,834	3 : 1 	26 days
Tacoma, WA	5,006 / 2,184	2 : 1 	27 days
Eugene, OR	5,739 / 1,996	3 : 1 	28 days
Vancouver, WA	5,727 / 1,962	3 : 1 	27 days
Beaverton, OR	4,169 / 1,202	3 : 1 	27 days
Olympia, WA	2,320 / 1,154	2 : 1 	27 days
Hillsboro, OR	3,008 / 1,072	3 : 1 	27 days
Gresham, OR	2,773 / 764	4 : 1 	26 days
Corvallis, OR	1,732 / 715	2 : 1 	27 days











Top Posted Occupations

	Total/Unique (Dec 2022 - Nov 2023)	Posting Intensity	Median Posting Duration
Medical and Health Services Managers	29,475 / 10,161	3 : 1 	27 days
Home Health and Personal Care Aides	27,986 / 10,015	3 : 1 	26 days
Substance Abuse, Behavioral Disorder, and Mental Health Counselors	20,352 / 5,025	4 : 1 	28 days
Social and Human Service Assistants	4,881 / 2,157	2 : 1 	27 days
Childcare Workers	4,365 / 1,794	2 : 1 	24 days
Training and Development Specialists	3,442 / 1,486	2 : 1 	26 days
Social and Community Service Managers	3,581 / 1,393	3 : 1 	29 days
Social Workers, All Other	4,670 / 1,162	4 : 1 	26 days
Healthcare Social Workers	3,944 / 1,107	4 : 1 	26 days
Child, Family, and School Social Workers	2,373 / 866	3 : 1 	26 days

Top Posted Occupations











Occupation (O*NET)	Total/Unique (Dec 2022 - Nov 2023)	Posting Intensity	Median Posting Duration
Medical and Health Services Managers	29,475 / 10,161	3 : 1 	27 days
Personal Care Aides	21,066 / 7,647	3 : 1 	25 days
Mental Health Counselors	18,408 / 4,591	4 : 1 	28 days
Home Health Aides	6,920 / 2,368	3 : 1 	28 days
Social and Human Service Assistants	4,881 / 2,157	2 : 1 	27 days
Training and Development Specialists	3,442 / 1,486	2 : 1 	26 days
Social and Community Service Managers	3,581 / 1,393	3 : 1 	29 days
Social Workers, All Other	4,670 / 1,162	4 : 1 	26 days
Healthcare Social Workers	3,944 / 1,107	4 : 1 	26 days
Childcare Workers	2,690 / 1,024	3 : 1 	24 days
Child, Family, and School Social Workers	2,373 / 866	3 : 1 	26 days
Nannies	1,675 / 770	2 : 1 	23 days
Counselors, All Other	2,526 / 589	4 : 1 	26 days
Substance Abuse and Behavioral Disorder Counselors	1,944 / 434	4 : 1 	30 days
Community and Social Service Specialists, All Other	487 / 250	2 : 1 	29 days
Compensation and Benefits Managers	670 / 248	3 : 1 	29 days
Community Health Workers	409 / 143	3 : 1 	29 days
Rehabilitation Counselors	344 / 139	2 : 1 	28 days
Mental Health and Substance Abuse Social Workers	393 / 120	3 : 1 	33 days

Top Posted Occupations










Occupation	Total/Unique (Dec 2022 - Nov 2023)	Posting Intensity	Median Posting Duration
Caregiver / Personal Care Aide	19,903 / 7,088	3 : 1 	25 days
Healthcare Administrator	7,374 / 2,289	3 : 1 	27 days
Home Health Aide	5,046 / 1,838	3 : 1 	27 days
Family / Behavioral Therapist	8,442 / 1,565	5 : 1 	25 days
Family / School / General Social Worker	5,314 / 1,508	4 : 1 	26 days
Mental / Behavioral Health Counselor	4,061 / 1,315	3 : 1 	28 days
Social / Human Services Specialist	3,040 / 1,270	2 : 1 	28 days
Medical Director	2,325 / 876	3 : 1 	24 days
Healthcare Social Worker	3,033 / 843	4 : 1 	28 days
Mental / Behavioral Health Social Worker	2,756 / 819	3 : 1 	30 days
Training and Development Specialist	1,649 / 710	2 : 1 	26 days
Office / Administrative Assistant	1,508 / 692	2 : 1 	27 days
Social / Human Service Assistant	1,399 / 624	2 : 1 	29 days
Case Worker	1,636 / 608	3 : 1 	27 days
Nanny / Babysitter	1,266 / 603	2 : 1 	23 days
Director of Nursing	1,902 / 557	3 : 1 	29 days
Substance Abuse Counselor	2,605 / 548	5 : 1 	29 days
Nursing Manager / Supervisor	1,891 / 496	4 : 1 	26 days
Program Manager	1,412 / 481	3 : 1 	29 days
Registered Nurse	1,232 / 420	3 : 1 	26 days
Social / Human Services Manager	1,082 / 419	3 : 1 	27 days
Preschool / Childcare Teacher	806 / 358	2 : 1 	23 days
Retail Store Manager / Supervisor	852 / 341	2 : 1 	22 days
Compensation / Benefits Analyst	819 / 308	3 : 1 	27 days
Nursing Home / Home Health Administrator	1,037 / 298	3 : 1 	28 days

Animal Care Worker / Manager	588 / 265	2 : 1		25 days
Compensation / Benefits Manager	659 / 241	3 : 1		32 days
Behavior Analyst	1,284 / 237	5 : 1		24 days
Residential Assistant / Advisor	827 / 230	4 : 1		28 days
Physical Therapist	824 / 220	4 : 1		32 days
Operations Manager / Supervisor	481 / 208	2 : 1		26 days
Director of Rehabilitation	824 / 200	4 : 1		28 days
Patient Advocate / Navigator	497 / 189	3 : 1		30 days
General Manager	381 / 173	2 : 1		31 days
Laboratory Manager	417 / 173	2 : 1		32 days
Physician	513 / 155	3 : 1		29 days
Nursing Assistant	360 / 151	2 : 1		27 days
Automotive Service Technician / Mechanic	357 / 142	3 : 1		55 days
Youth Counselor / Worker	368 / 131	3 : 1		31 days
Registrar / Patient Service Representative	292 / 131	2 : 1		25 days
Academic / Guidance Counselor	419 / 124	3 : 1		27 days
Human Resources / Labor Relations Specialist	232 / 106	2 : 1		29 days
Career Counselor	184 / 99	2 : 1		28 days
Human Resources Manager	382 / 97	4 : 1		26 days
Volunteer	250 / 96	3 : 1		26 days
Medical Office / Practice Manager	221 / 95	2 : 1		29 days
Restaurant / Food Service Supervisor	381 / 93	4 : 1		28 days
Communications / Public Relations Manager	185 / 92	2 : 1		27 days
Property / Real Estate / Community Manager	260 / 90	3 : 1		28 days
Scheduler / Operations Coordinator	158 / 80	2 : 1		22 days

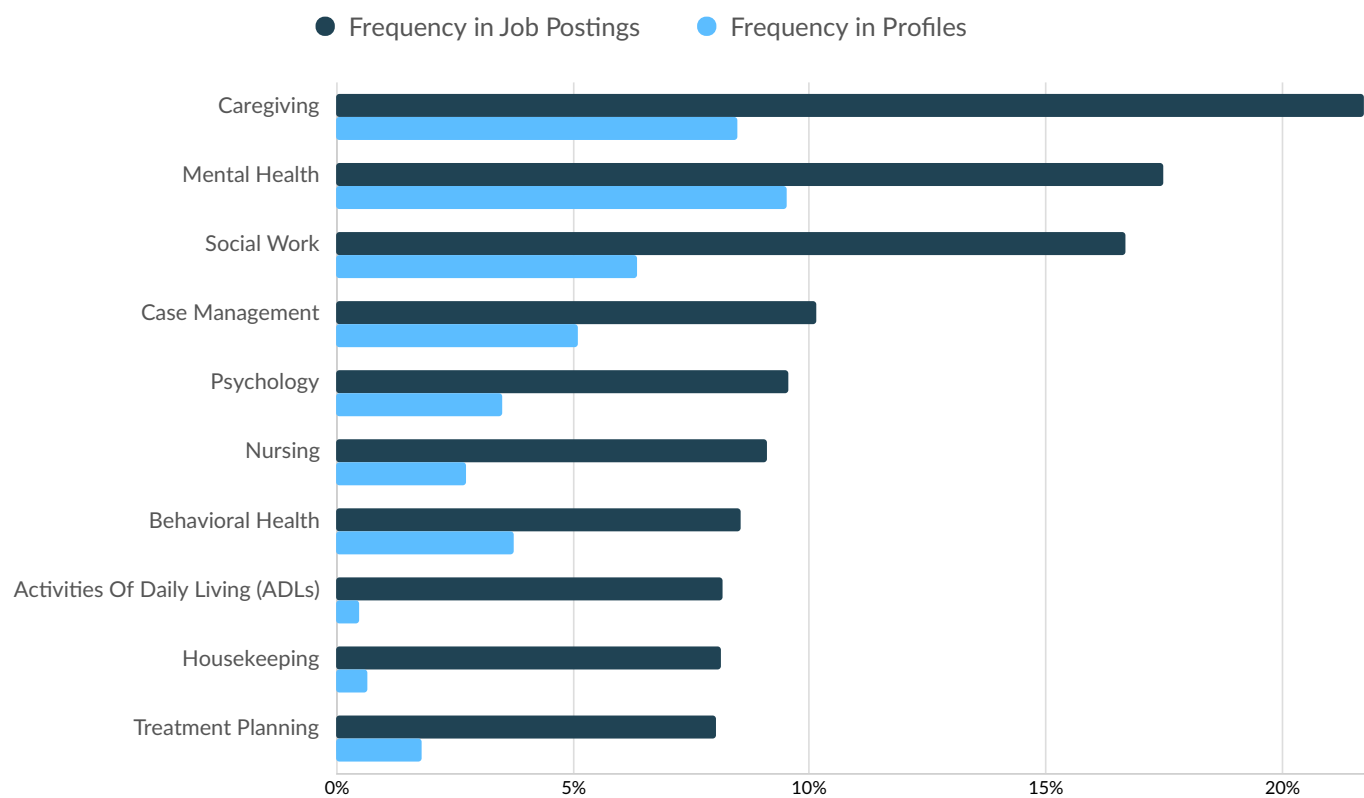
Top Posted Job Titles

	Total/Unique (Dec 2022 - Nov 2023)	Posting Intensity	Median Posting Duration
Caregivers	8,709 / 2,948	3 : 1 	26 days
Direct Support Professionals	2,815 / 957	3 : 1 	27 days
In-Home Caregivers	2,034 / 737	3 : 1 	25 days
Mental Health Therapists	4,340 / 588	7 : 1 	28 days
Licensed Clinical Social Workers	2,523 / 542	5 : 1 	25 days
Licensed Mental Health Therapists	1,590 / 454	4 : 1 	27 days
Care Caregivers	863 / 355	2 : 1 	22 days
Social Workers	993 / 322	3 : 1 	28 days
Directors of Nursing	982 / 314	3 : 1 	27 days
Medical Social Workers	1,019 / 267	4 : 1 	26 days

Top Industries

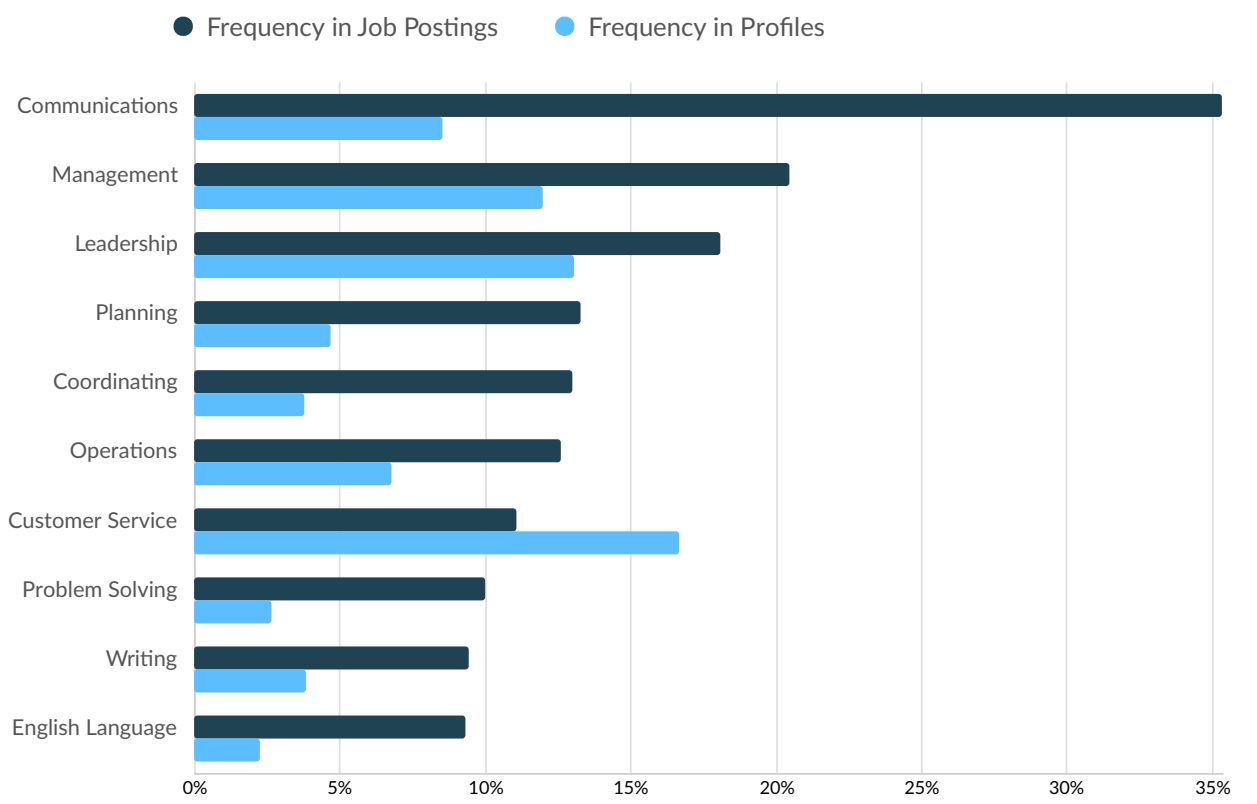
	Total/Unique (Dec 2022 - Nov 2023)	Posting Intensity	Median Posting Duration
Home Health Care Services	6,545 / 2,596	3 : 1 	22 days
General Medical and Surgical Hospitals	5,665 / 1,615	4 : 1 	31 days
Assisted Living Facilities for the Elderly	4,605 / 1,534	3 : 1 	28 days
Offices of Physicians, Mental Health Specialists	5,728 / 1,281	4 : 1 	26 days
Other General Government Support	2,397 / 1,141	2 : 1 	24 days
Other Individual and Family Services	3,702 / 1,124	3 : 1 	32 days
Nursing Care Facilities (Skilled Nursing Facilities)	3,340 / 938	4 : 1 	27 days
Offices of Physicians (except Mental Health Specialists)	2,840 / 900	3 : 1 	28 days
Employment Placement Agencies	1,296 / 712	2 : 1 	27 days

Top Specialized Skills



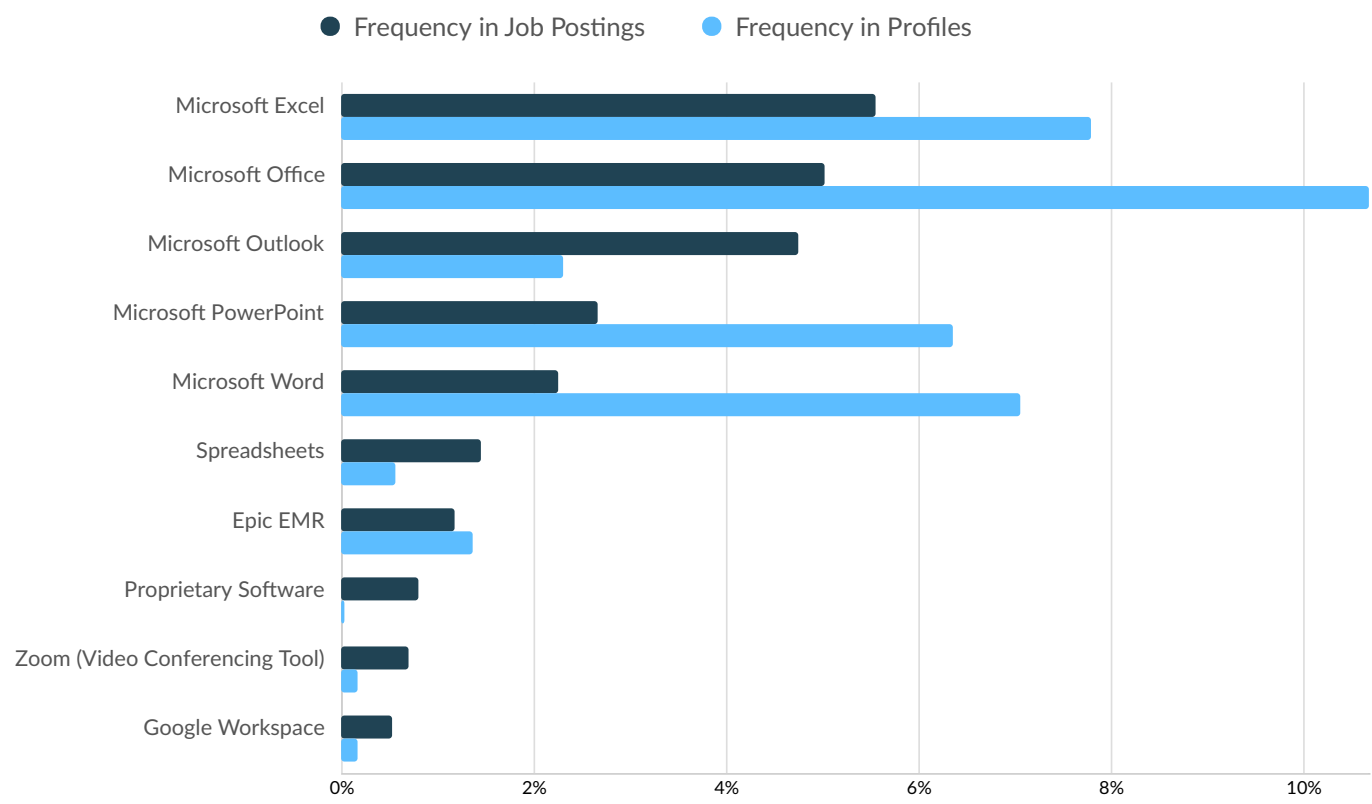
	Postings	% of Total Postings	Profiles	% of Total Profiles
Caregiving	7,973	22%	7,747	8%
Mental Health	6,422	18%	8,702	10%
Social Work	6,119	17%	5,826	6%
Case Management	3,731	10%	4,681	5%
Psychology	3,502	10%	3,218	4%
Nursing	3,343	9%	2,523	3%
Behavioral Health	3,139	9%	3,435	4%
Activities Of Daily Living (ADLs)	2,996	8%	460	1%
Housekeeping	2,987	8%	605	1%
Treatment Planning	2,943	8%	1,656	2%

Top Common Skills



	Postings	% of Total Postings	Profiles	% of Total Profiles
Communications	12,958	35%	7,804	9%
Management	7,501	20%	10,949	12%
Leadership	6,632	18%	11,955	13%
Planning	4,876	13%	4,303	5%
Coordinating	4,773	13%	3,456	4%
Operations	4,621	13%	6,208	7%
Customer Service	4,055	11%	15,217	17%
Problem Solving	3,672	10%	2,452	3%
Writing	3,469	9%	3,527	4%
English Language	3,419	9%	2,071	2%

Top Software Skills



	Postings	% of Total Postings	Profiles	% of Total Profiles
Microsoft Excel	2,035	6%	7,122	8%
Microsoft Office	1,844	5%	9,762	11%
Microsoft Outlook	1,745	5%	2,111	2%
Microsoft PowerPoint	981	3%	5,815	6%
Microsoft Word	828	2%	6,456	7%
Spreadsheets	530	1%	515	1%
Epic EMR	432	1%	1,247	1%
Proprietary Software	296	1%	36	0%
Zoom (Video Conferencing Tool)	255	1%	152	0%
Google Workspace	195	1%	150	0%

Top Qualifications

Postings with Qualification	
Valid Driver's License	8,131
Licensed Clinical Social Worker (LCSW)	3,508
Cardiopulmonary Resuscitation (CPR) Certification	3,189
Registered Nurse (RN)	2,864
Licensed Marriage And Family Therapist (LMFT)	2,656
First Aid Certification	2,149
Licensed Professional Counselor (LPC)	1,859
Certified Nursing Assistant (CNA)	1,515
Licensed Mental Health Counselor (LMHC)	1,461
Basic Life Support (BLS) Certification	1,316

Appendix A - Occupations

Results should include

Code	Description
21-1093	Social and Human Service Assistants
11-9151	Social and Community Service Managers
21-1022	Healthcare Social Workers
11-9111	Medical and Health Services Managers
11-3111	Compensation and Benefits Managers
39-9011	Childcare Workers
21-1021	Child, Family, and School Social Workers
21-1015	Rehabilitation Counselors

Code	Description
21-1029	Social Workers, All Other
21-1099	Community and Social Service Specialists, All Other
21-1018	Substance Abuse, Behavioral Disorder, and Mental Health Counselors
31-1128	Home Health and Personal Care Aides
21-1023	Mental Health and Substance Abuse Social Workers
21-1019	Counselors, All Other
13-1151	Training and Development Specialists
21-1094	Community Health Workers

Appendix B - Regions

Code	Description
41003	Benton County, OR
41005	Clackamas County, OR
41007	Clatsop County, OR
41009	Columbia County, OR
41027	Hood River County, OR
41031	Jefferson County, OR
41039	Lane County, OR
41041	Lincoln County, OR
41043	Linn County, OR
41047	Marion County, OR
41051	Multnomah County, OR
41053	Polk County, OR
41055	Sherman County, OR
41057	Tillamook County, OR

Code	Description
41065	Wasco County, OR
41067	Washington County, OR
41071	Yamhill County, OR
53011	Clark County, WA
53015	Cowlitz County, WA
53039	Klickitat County, WA
53041	Lewis County, WA
53049	Pacific County, WA
53053	Pierce County, WA
53059	Skamania County, WA
53067	Thurston County, WA
53069	Wahkiakum County, WA
53077	Yakima County, WA

Appendix C

Top Posting Sources

Website	Postings on Website (Dec 2022 - Nov 2023)
indeed.com	15,388
simplyhired.com	11,737
state.or.us	2,885
dejobs.org	2,617
arkansasjobboard.com	2,132
careerjet.com	1,666
recruiternetworks.com	1,560
myworkdayjobs.com	1,137
governmentjobs.com	1,121
disabledperson.com	911
latpro.com	900
vancouverwarecruiter.com	872
icims.com	854
craigslist.org	835
monster.com	831
ziprecruiter.com	714
partnersindiversity.org	618
ultipro.com	590
providence.jobs	586
glassdoor.com	508
snagajob.com	423
retirementjobs.com	392
salemrecruiter.com	326
careerarc.com	322
careercast.com	321

Appendix D

Sample Postings

Personal Care Attendant (PCA) Caregiver - Day Shift

Link to Live Job Posting: www.simplyhired.com

Location: Portland, OR

O*NET: 31-1122.00

Company: Prestige Care

Job Title: Caregivers/Personal Care Attendants

Personal Care Attendant (PCA) Caregiver - Day Shift 363 reviews Milwaukie, OR 97267 Prestige Care - Homewood Heights 363 reviews Read what people are saying about working here. Job Company Job details Heres how the job details align with your . Shift and schedule Day shift Full job description Homewood Heights is paying excellent hourly wage for Caregivers. Please call 503-659-6600 after you have applied.

Job Summary:

Provides direct resident care, completes assignments as a universal worker, assists in maintaining a positive physical and psychosocial environment for residents, and upholds Prestiges core values of respect, integrity, commitment and trust.

Essential Functions:

1. Provides direct resident care while promoting resident dignity, independence and choice, regularly observes residents physical and mental conditions and reports changes to the Health Services Director, Expressions Coordinator, or Executive Director. 2. Assists with or performs ADLs, takes vital signs and weights and accurately documents care services provided and observations on communication log and incident reports. Reports and documents all incidents and accidents immediately. 3. Assists residents to and from dining room and activities. 4. Performs First Aid and initiates emergency response procedures as required. 5. Greets residents, visitors, and staff courteously and answers phones when assigned. 6. Follows and supports community fire safety and infection control practices and promptly reports any unsafe conditions or equipment to immediate supervisor. 7. Serves meals in the dining room, assisting residents at meal time, provides resident tray delivery, and assists with dining room and kitchen clean up and maintenance. 8. Assists with tours, move-ins, move-outs, and transfers and coordinates personal care service with co-workers assisting with lifting and responds to assistance pages promptly. 9. Assists with apartment housekeeping services and residents laundry. 10. Attends and participates in training, in-services, and staff meetings. 11. Performs other related duties as assigned.

Qualifications:

Must complete and pass competency evaluation within 120 days of employment, state required training including the Revised Fundamentals of Care, Dementia Care, First Aid, CPR and HIV training if not able to provide appropriate documentation of prior training. Must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Must be able to perform essential job duties with or without reasonable accommodation. EDUCATION and/or

EXPERIENCE

High school diploma or GED with one or more years of personal care experience with older adults preferred

CERTIFICATES, LICENSES, REGISTRATIONS

Current First Aid and CPR certification. Food Handlers permit if required by State.

EOE/M/F/VETS/DISABLED

At Prestige, it is our promise to personally touch lives every day. It is a philosophy of caring based on our core values of integrity, trust,

commitment, and respect, that are at the center of all that we do. We are committed to a diverse and inclusive workforce that represents all of us, coming from different experiences, cultures, backgrounds, and viewpoints. Inclusion is the way we treat one another and how we celebrate what makes us different. Prestige is proud to be an Equal Employment Opportunity employer. We do not discriminate based upon race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics. Information About Homewood Heights Assisted Living Located at 17999 SE River Road, Homewood Heights Assisted Living is a 44 apartment all assisted living, community. Homewood Heights has a reputation for being one of the highest performing assisted living communities not only in the Portland-area, but in the entire state of Oregon! It recently won the Bronze award via the American Health Care Association/National Center for Assisted Living, and have enjoyed multiple deficiency free surveys. Homewood Heights is small, but beautiful. It is set in a smaller community in a beautiful, wooded setting. Our Ageless Grace program is second to none with a culture that is full of laughter, much recognition of our team members, and a strong leadership team. Our community employs many high performing, empathetic healthcare providers that serve our residents, and keep our community looking absolutely stunning. If working in a home-like setting, in a strong team atmosphere that has a strong promote-from-within culture, and has a national award-winning reputation, Homewood Heights Assisted Living is the place for you. Who Is Prestige Care? Prestige Care is a family of over 75 skilled nursing + post-acute care centers, as well as assisted living and memory care communities in 8 Western states. We are an organization of over 5,000 team members who serve thousands of residents, where we have the privilege of personally touching their lives every day. We have four core values of integrity, trust, commitment, and respect that guide everything that we do. With a strong commitment to career development and advancement, Prestige Care is a employer that can help you achieve your career goals and objectives. With a healthcare career at Prestige Care, you will enjoy a collaborative, team-oriented environment where your work truly matters at the end of every day. If you require alternative methods of application or screening, you must approach the employer directly to request this as Indeed is not responsible for the employer's application process.

Directors of Nursing — Avamere Living in Eugene, OR (Nov 2023 - Active)

Director of Nursing (DON)

Link to Live Job Posting: www.simplyhired.com

Location: Eugene, OR

O*NET: 11-9111.00

Company: Avamere Living

Job Title: Directors of Nursing

Director of Nursing (DON) Avamere Living - 3.1 Eugene, OR Job Details Full-time From \$125,000 a year 13 hours ago Benefits AD&D insurance Disability insurance Health insurance Dental insurance 401(k) Tuition reimbursement Paid time off Employee assistance program Vision insurance 401(k) matching Employee discount Life insurance Referral program Qualifications Nursing Skilled nursing facility RN License HIPAA Supervising experience Discharge planning EMR systems Computer skills Document management systems Care plans Under 1 year

Full Job Description Position:

Director of Nursing (DON)

Status:

Full-time Position Type:

Salaried Location:

Avamere Rehabilitation of Eugene Join us at Avamere as a dynamic Nursing Director, leading strategic healthcare initiatives in our skilled nursing facility (SNF). Experience a vibrant team environment with a collaborative decision-making culture. As a DNS at Avamere, you'll have the daily opportunity to make a meaningful difference in the lives of those you serve. If you're passionate about helping others, we invite you to be a valuable part of team Avamere. Experience the camaraderie of a vibrant team environment, characterized by a collaborative decision-making culture. You will have daily opportunities to make a meaningful difference in the lives of the individuals under our care. If you are passionate about making a positive impact and helping others, we extend a warm invitation for you to become a valuable member of Team Avamere.

Benefits and Perks:

Time Off to

Rest & Recharge:

Paid time off/sick leave (rolls over annually) Generous employee referral program 401(k) retirement plan with employer contributions

Exceptional Healthcare Coverage & Benefits:

Comprehensive benefits package with medical coverage Voluntary dental, vision, and life insurance Short-term disability and AD&D coverage Health insurance, including a significantly reduced-cost plan through our partnership with SEIU 503 and the Essential Worker Healthcare Trust Holistic Programs for

Well-Being, Financial Planning & More:

Tuition assistance and reimbursement Mentorship opportunities Employee assistance program featuring free counseling services, financial coaching, legal services, and more Achieve Career Goals with

Tuition Payback and Mentorship:

Tuition reimbursement Career development opportunities through mentorship

Licenses & Certifications Required:

1.

Registered Nurse Duties and Responsibilities:

1. Develop a written plan of care for each resident and review all medical and nursing treatments to ensure alignment with the residents care plan and wishes. 2. Implement and maintain an ongoing quality assurance program for the nursing department, monitoring the facility's QI, QM, and survey reports. 3. Assist in planning, scheduling, and revising the MDS, including the implementation of CAAs and Triggers. 4. Review and revise care plans and assessments, ensuring all personnel providing care are aware of the residents care plan. 5. Develop methods for coordination of nursing services with other resident services to ensure continuity of the residents total regimen of care. 6. Participate in and develop reviews of discharge plans and prepare reports for the Care Plan Committee as directed. 7. Monitor nursing care to ensure adherence to established departmental policies and procedures. 8. Review nurses notes to determine if the care plan is being followed. 9. Determine staffing needs and work assignments of the nursing department necessary to meet the total nursing needs of the residents. 10. Provide leadership training that includes administrative and supervisory principles essential for Resident Care Managers and Charge Nurses. 11. Provide direct nursing care as necessary. 12. Prepare, plan, and operate under the nursing department budget. 13. Participate in state and federal surveys of the facility; assist the Administrator in reviewing deficiencies and developing plans of correction. 14. Attend continuing education programs to stay abreast of changes in the profession, and participate in/provide leadership for in-service training for nursing personnel. 15. Create and uphold an atmosphere of warmth, patience, enthusiasm, and a calm and cheerful environment.

Qualifications:

1. Must possess a nursing degree from an accredited college or university. 2. Must possess a current, unencumbered, active license to practice as an RN in this state. 3. Must have a minimum of 3 years of experience as a supervisor in a healthcare setting. 4. Must have a minimum of 6 months of experience in rehabilitative and restorative nursing practices. 5. Knowledgeable of nursing and medical practices and procedures, as well as laws, regulations, and guidelines that pertain to nursing care facilities. 6. Experience with Electronic Medical Records and computer documentation systems. 7. Maintain confidentiality of all resident care information in accordance with HIPAA guidelines.

Experience:

1.

Preferred:

3 years of healthcare supervisory experience

Employee Perks:

1. Tuition assistance 2. Mentorship opportunities 3. Employee assistance program featuring free counseling services, financial coaching, legal services, and more 4. Generous employee referral program 5. Paid time off/sick leave (rolls over annually) 6. 401(k) retirement plan with employer contributions

Health Insurance Benefit Highlights:

1. PPO or HMO plan options 2. Deductibles as low as \$800.00 3. Significantly reduced premium costs 4. Benefits start within the first month of hire, with no 60+ day waiting period 5. Vision, dental, STD, LTD, AD&D, and other benefits available for enrollment Whether you have questions or feel that this role may not be an exact fit, we encourage you to consider joining the Avamere Team. Gain access to our comprehensive career-building resources by visiting teamavamere.com and connecting with an Avamere recruiter today! Avamere Living is an

Equal Opportunity Employer and participates in E-Verify.

Job Type:

Full-time Pay:

From \$125,000.00 per year

Benefits:

401(k) 401(k) matching Dental insurance Disability insurance Employee assistance program Employee discount Health insurance Life insurance Paid time off Tuition reimbursement Vision insurance Healthcare setting: Nursing home Ability to commute/relocate: Eugene, OR 97405: Reliably commute or planning to relocate before starting work (Preferred)

License/Certification:

RN in Oregon State (Required)

Work Location:

In person

Mental Health Counselors — Providence in Oregon City, OR (Nov 2023 - Active)

Mental Health Counselor Bachelors

Link to Live Job Posting: dejobs.org

Location: Oregon City, OR

O*NET: 21-1014.00

Company: Providence

Job Title: Mental Health Counselors

Mental Health Counselor Bachelors Providence - 3.9 Oregon City, OR Job Details Part-time 1 hour ago Qualifications Inpatient Master's degree Social Sciences Bachelor's degree 2 years Full Job Description Description Mental Health Counselor Bachelors at Providence Willamette Falls Medical Center (On-Call, Evening Shift). Since 1954, Willamette Falls has served the community as a not-for-profit hospital dedicated to exceptional care. We offer some of the most advanced technologies, systems and services, and remain committed to the tradition of community outreach and involvement. The Specialist-Mental Health (MHS) works with other members of inpatient unit staff to provide patient care in a variety of job duties, and under the direct supervision of the RN, or the Mental Health Professional Therapist, or the inpatient unit Manager or Director. Providence caregivers are not simply valued they're invaluable. Join our team at Providence Willamette Falls Medical Center and thrive in our culture of patient-focused, whole-person care built on understanding, commitment, and mutual respect. Your voice matters here, because we know that to inspire and retain the best people, we must empower them.

Required Qualifications:

Bachelor's Degree in Social Science fields (Social Work, Sociology, Psychology or other related field). Or currently enrolled or holds a Masters degree in the following fields (Social Work, Sociology, Psychology). 2 years in an acute or residential inpatient psychiatric facility, or alternative behavioral school in a similar role. Applicable internship or practicum experience may be applied towards required years of experience. Why Join Providence? Our best-in-class benefits are uniquely designed to support you and your family in staying well, growing professionally, and achieving financial security. We take care of you, so you can focus on delivering our Mission of caring for everyone, especially the most vulnerable in our communities. About Providence At Providence, our strength lies in Our Promise of Know me, care for me, ease my way. Working at our family of organizations means that regardless of your role, we'll walk alongside you in your career, supporting you so you can support others. We provide best-in-class benefits and we foster an inclusive workplace where diversity is valued, and everyone is essential, heard and respected. Together, our 120,000 caregivers (all employees) serve in over 50 hospitals, over 1,000 clinics and a full range of health and social services across Alaska, California, Montana, New Mexico, Oregon, Texas and Washington. As a comprehensive health care organization, we are serving more people, advancing best practices and continuing our more than 100-year tradition of serving the poor and vulnerable. The amounts listed are the base pay range; additional compensation may be available for this role, such as shift differentials, standby/on-call, overtime, premiums, extra shift incentives, or bonus opportunities. Check out our benefits page for more information about our Benefits and Rewards. About the Team Providence has been serving the Pacific Northwest since 1856 when Mother Joseph of the Sacred Heart and four other Sisters of Providence arrived in Vancouver, Washington Territory. As the largest healthcare system and largest private employer in Oregon, Providence is located in areas ranging from the Columbia Gorge to the wine country to sunny southern Oregon to charming coastal communities to the urban setting of Portland. Our award-winning and comprehensive medical centers are known for outstanding programs in cancer, cardiology, neurosciences, orthopedics, women's services, emergency and trauma care, pediatrics and neonatal intensive care. Our not-for-profit network also provides a full spectrum of care with leading-edge diagnostics and treatment, outpatient health centers, physician groups and clinics, numerous outreach programs, and hospice and home care. We are committed to the principle that every workforce member has the right to work in surroundings that are free from all forms of unlawful discrimination and harassment. We are committed to cultural diversity and equal employment for all individuals. It is our policy to recruit, hire, promote, compensate, transfer, train, retain, terminate, and make all other employment-related decisions without regard to race, color, religious creed (including religious dress and grooming practices), national origin (including certain language use restrictions), ancestry, disability (mental and physical including HIV and AIDS), medical condition (including cancer and genetic characteristics), genetic information, marital status, age, sex (which includes pregnancy, childbirth, breastfeeding and related medical conditions), gender, gender identity, gender expression, sexual

orientation, genetic information, and military and veteran status or any other applicable legally protected status. We will also provide reasonable accommodation to known physical or mental limitations of an otherwise qualified caregiver or applicant for employment, unless the accommodation would impose undue hardship on the operation of our business. We are a community where all people, regardless of differences, are welcome, secure, and valued. We value respect, appreciation, collaboration, diversity, and a shared commitment to serving our communities. We expect that all workforce members in our community will act in ways which reflect a commitment to and accountability for, racial and social justice and equality in the workplace. As such, we will maintain a workplace free of discrimination and harassment based on any applicable legally protected status. We also expect that all workforce members will maintain a positive workplace free from any unacceptable conduct which creates an intimidating, hostile, or offensive work environment.

Requisition ID:

239200

Company:

Providence Jobs Job Category:

Behavioral Health Job Function:

Clinical Care Job Schedule:

Part time

Job Shift:

Evening Career Track:

Clinical Professional Department:

5003 PWFMC

PSYCH ADOL

Address:

OR Oregon City 1500

Division St Work Location:

Providence Willamette Falls Medical Ctr-Oregon City Pay Range:

\$24.26 - \$38.61 The amounts listed are the base pay range; additional compensation may be available for this role, such as shift differentials, standby/on-call, overtime, premiums, extra shift incentives, or bonus opportunities. Check out our benefits page for more information about our Benefits and Rewards. Providence is proud to be an Equal Opportunity Employer. Providence does not discriminate on the basis of race, color, gender, disability, veteran, military status, religion, age, creed, national origin, sexual identity or expression, sexual orientation, marital status, genetic information, or any other basis prohibited by local, state, or federal law.

Resident Care Managers — Vancouver Specialty & Rehabilitative Care in Vancouver,...

Resident Care Manager

Link to Live Job Posting: www.indeed.com

Location: Vancouver, WA

O*NET: 11-9111.00

Company: Vancouver Specialty & Rehabilitative Care

Job Title: Resident Care Managers

Resident Care Manager Vancouver Specialty & Rehabilitative Care - 2.5 Vancouver, WA Job Details Full-time From \$81,000 a year 20 hours ago Benefits Health insurance Dental insurance 401(k) Paid time off Vision insurance Life insurance Qualifications Long term care Nursing home experience Resident's rights RN License BLS Certification English MDS Computer skills LPN Care plans 2 years Nursing Full Job Description This is a Full Time position, Monday - Friday, with rotating on call weekends sharing between all RCM managers. MDS experience and a WA LPN or RN license in required. Nursing Home experience also a plus. Provides and plans the daily nursing activities and care as prescribed by the physician and in accordance with accepted standards of nurse practice and regulations. Promotes a positive physical and psychosocial environment for the residents. RCMs need to effectively communicate with team members, residents, physicians, families and healthcare partners, while providing the best possible care and services to resident. Essential Duties and Responsibilities include the following:

1. Plans and directs ongoing care in collaboration with DON/IDT recognizing individual needs of residents and staff
2. Monitors work assignments, provides feedback, evaluates performance, performs daily rounds, redirects staff, and informs DON of pertinent problems timely.
3. Communicates and coaches staff regarding policies, completes quality care audits, and supervises professional staff in daily delivery of resident care.
4. Assist with new admissions, transfers, and discharges ensuring related documentation is current, signed, and the record keeping meets the policies and procedures.
5. Reviews and completes resident records and related documentation in a timely manner, including the completion of nursing assessments, weekly wound assessments, daily charting, POC, clinical alerts, A/I, MAR/TAR orders, and MDS assessments and care plans.
6. Attends resident care conferences and develops interdisciplinary plan of care for each resident.
7. Regularly observes audits and assesses each residents condition, status, and care requirements and takes appropriate action to assure care needs are met.
8. Transcribes and carries out or delegates physician orders in accordance with the nurse practice act.
9. Reports all Abuse/Neglect per purple book. Ensuring investigations, interventions, notifying the MD/family, DON, and Administrator.
10. Attends daily, weekly, monthly meetings per facility policy and ensures follow up on any tasks in a timely manner to ensure resident care needs are met.
11. Supervises and directs unit staff to ensure timely needs of residents.
12. Safety. Knows and follows center rules. Follows center dress and hygiene policies. Demonstrates proper use of equipment. Reports equipment needs or repairs. Follows center smoking policies. Reports and documents any incidents or accidents of residents, staff or visitors to the appropriate center personnel. Reports all hazardous conditions/equipment to Supervisor. Performs duties, which may include transportation of residents, as assigned in Center Disaster Plan. Uses required protective equipment. Follows infection control standards, policies and procedures.
13. Resident Rights. Knows Resident Rights. Helps the residents/patients exercise and/or protect their rights. Reports resident/patient complaints to management. Maintains confidentiality of resident/patient information
14. HIPAA. Follows and adheres to Centers policies and procedures implementing HIPAA requirements for the privacy and security of protected health information. Uses and/or discloses only minimum amount of Protected Health Information necessary to complete assigned tasks. (Applies only if position requires access to PHI under Role Based Access Grid.) Reports all suspected violation of companys HIPAA policies or procedures to Center Privacy Designee.

Other Duties:

1. Participates in all-hands dining. 2. Performs other duties as directed by center management. 3. Participates in marketing events. 4. Works overtime, holiday and weekend hours as scheduled. 5. Works the floor/cart as needed and assigned.

MINIMUM QUALIFICATIONS

Education:

Current LPN/RN license with the state.

Experience:

Prefer long term experience of at least three years.

Skills, Knowledge and Abilities:

Must be able to adapt to a flexible work schedule. Ability to relate positively, effectively and appropriately with residents, families, community members, volunteers and other center staff. Possess special interest in, and a positive attitude about, working with long-term care residents and the elderly. Ability to read, write, speak and understand English. Meets all health requirements, as required by law. Demonstrates basic computer knowledge and ability with an aptitude to learn company applications.

Job Type:

Full-time Pay:

From \$81,000.00 per year

Benefits:

401(k) Dental insurance Health insurance Life insurance Paid time off Vision insurance Medical specialties:

Geriatrics Schedule:

8 hour shift On call Work setting: Long term care

Experience:

Nursing:

2 years (Required) Nursing home: 1 year (Preferred)

License/Certification:

RN License (Preferred) LPN (Preferred) BLS Certification (Required)

Work Location:

In person

Owner Seeks P Assistant Asap. LIVE-IN, Salary, Meals. Come to N CA!

Link to Live Job Posting: portland.craigslist.org

Location: Portland, OR	O*NET: 31-1122.00
Company: Unclassified	Job Title: Unclassified

Owner Seeks P Assistant Asap. LIVE-IN, Salary, Meals. Come to N CA! (RELOCATE to N California. Assistance available•) compensation: Meals, Live-in, Salary.

A BIG PLUS

if you can Start Immediately! Seeking a Trustworthy and Reliable LIVE-IN Personal Assistant with good work ethics and youthful energy. Help Owner with Personal and company needs. Sevice company is growing and expanding in California. Optimization project!

RELOCATE

to N California if hired. •Assistance available. Work patiently with Owner in temporary leisurely residence until we move to a permanent residence. It will be a

GREAT RELIEF

to find a really helpful Assistant! Assist Owner with COOKING Cleaning.. light Errands (grocery shopping, etc) Emails, phone calls, Organizing and general Assistance. Required Trustworthy PHONE number for interview VALID DL and Vehicle(Exceptions) No pets Presentable (pics ok) No Smoking, Vaping/No drug use Free to relocate, entry level, recent grads, some college, high school diploma, adventurous, encouraged to apply! Training. Compensation Package ENTRY LEVEL+ (\$800 - \$2,000 Growth) Salary + Live-in, meals, etc. Monthly Salary Negotiable. (Live-in preferred) Relocation Assistance available APPLY Email a brief info about yourself, availability to start. Please copy and paste your resume in the body of your email or just describe your work experience. Photos/profile/Links helpful.

MUST INCLUDE

a

RELIABLE PHONE NUMBER

for interview. do NOT contact me with unsolicited services or offers post id: 7692413096 updated: []

Appendix E - Data Sources and Calculations

Lightcast Job Postings

Job postings are collected from various sources and processed/enriched to provide information such as standardized company name, occupation, skills, and geography.

State Data Sources

This report uses state data from the following agencies: Oregon Employment Department; Washington State Employment Security Department

Program Overview

Human Services, General

Lightcast Q4 2023 Data Set

December 2023

Parameters

Completions Year: 2022

Jobs Timeframe: 2021 - 2022

Job Postings Timeframe: Dec 2022 - Nov 2023

Programs:

Code	Description
44.0000	Human Services, General

Regions:
27 items selected. See Appendix A for details.

Education Level: Any

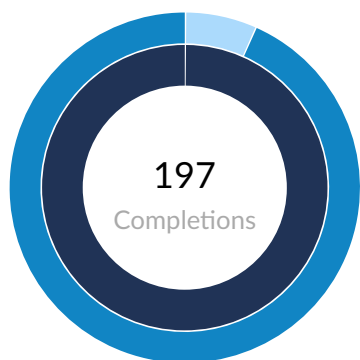
Tuition Type: Tuition & Fees

Graduate Status: Undergraduate

Residency: In-State

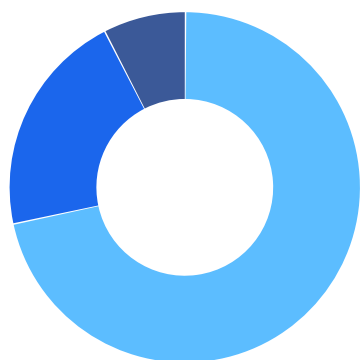
The figure consists of three panels. The first panel shows '6 Institutions' with a '20% Growth (2018-2022)' in green. The second panel shows '197 Completions' with a '-21% Growth (2018-2022)' in red. The third panel is a 'Completions Distribution' chart showing a range from 2 to 91, with an 'Average: 32.8' and a 'Median: 27' marked on a horizontal axis.

Program Overview



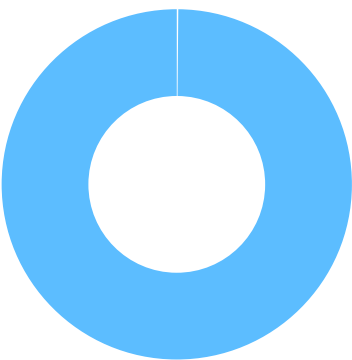
		Completions (2022)	% Completions	Institutions (2022)	% Institutions
●	All Programs	197	100%	6	100%
●	Distance Offered Programs	13	7%	1	17%
●	Non-Distance Offered Programs	184	93%	5	83%

Market Share by Institution Type



Institution Type	Completions (2022)	Market Share
Public, 4-year or above	141	71.6%
Public, 2-year	41	20.8%
Private not-for-profit, 4-year or above	15	7.6%

Market Share by Program

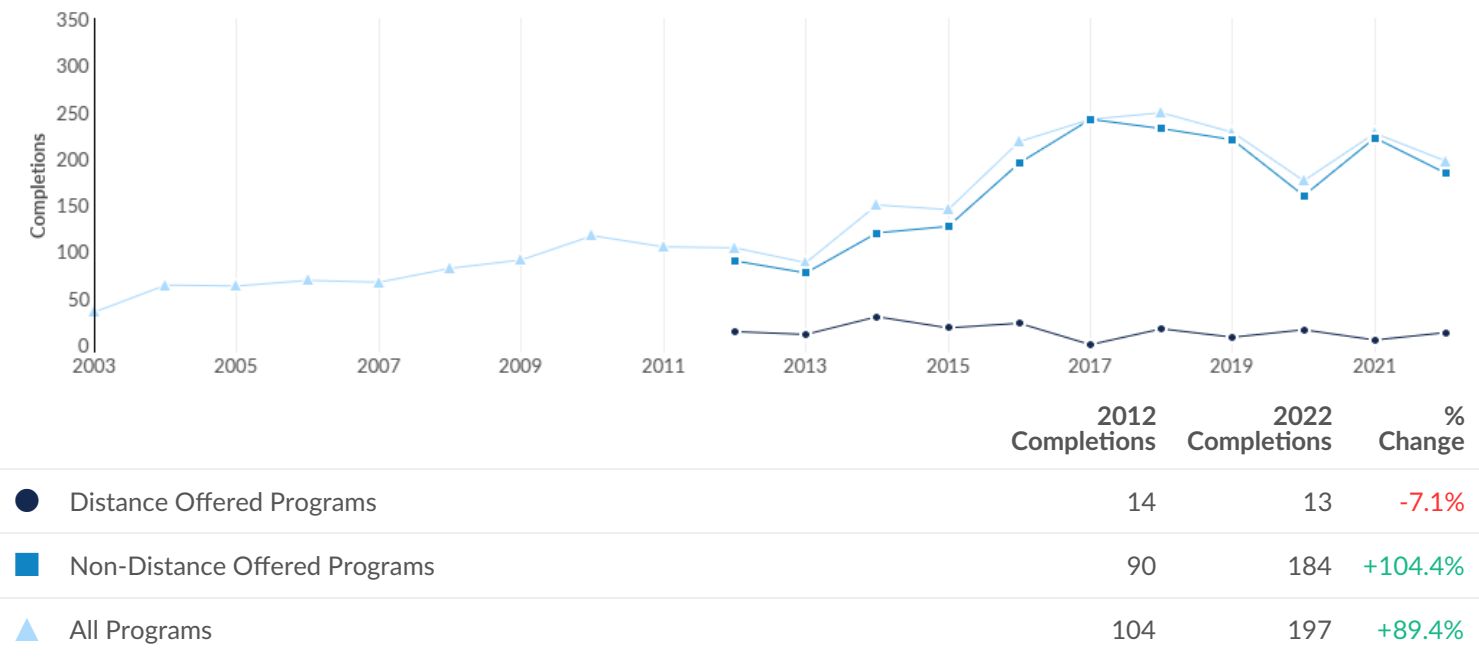


Program	Completions (2022)	Market Share
Human Services, General (44.0000)	197	100.0%

Completions by Institution

Institution	Completions (2022)	Growth % YOY (2022)	Market Share (2022)	IPEDS Tuition & Fees (2022)	Completions Trend (2018-2022)
University of Oregon	91	-11.7%	46.2%	\$14,112	
Tacoma Community College	43	-39.4%	21.8%	\$4,901	
Portland Community College	41	-6.8%	20.8%	\$4,810	
Warner Pacific University Professional and Graduate Studies	13	160.0%	6.6%	\$12,480	
Clark College	7	75.0%	3.6%	\$4,529	
George Fox University	2	Insf. Data	1.0%	\$39,540	

Regional Trends



Regional Completions by Award Level



Similar Programs

78
Programs (2022)

20,539
Completions (2022)

CIP Code	Program	Completions (2022)
24.0101	Liberal Arts and Sciences/Liberal Studies	8,497
24.0102	General Studies	2,420
42.0101	Psychology, General	1,828
52.0101	Business/Commerce, General	1,001
13.1210	Early Childhood Education and Teaching	787
44.0701	Social Work	694
13.1299	Teacher Education and Professional Development, Specific Levels and Methods, Other	523
03.0104	Environmental Science	343
51.2201	Public Health, General	310
30.9999	Multi-/Interdisciplinary Studies, Other	307

Target Occupations

<p>65,226</p> <p>Jobs (2021)</p> <p>28% above National average</p>	<p>+1.8%</p> <p>% Change (2021-2022)</p> <p>Nation: +2.5%</p>	<p>\$22.36/hr</p> <p>\$46.5K/yr</p> <p>Median Earnings</p> <p>Nation: \$20.13/hr;</p> <p>\$41.9K/yr</p>	<p>10,352</p> <p>Annual Openings</p>
---	---	---	--------------------------------------

Occupation	2021 Jobs	Annual Openings	Median Earnings	Growth (2021 - 2022)	Employment Concentration (2021)
Receptionists and Information Clerks	18,042	3,483	\$17.49/hr	+5.91%	1.07
Substance Abuse, Behavioral Disorder, and Mental Health Counselors	9,392	1,504	\$26.77/hr	+7.28%	1.69
Social and Human Service Assistants	8,153	1,629	\$20.69/hr	+6.59%	1.22
Child, Family, and School Social Workers	6,373	499	\$28.17/hr	-4.49%	1.15
Social and Community Service Managers	4,244	457	\$37.50/hr	-7.68%	1.52
Rehabilitation Counselors	3,869	335	\$22.43/hr	-24.11%	2.61
Eligibility Interviewers, Government Programs	3,531	353	\$25.75/hr	-4.64%	1.43
Healthcare Social Workers	2,753	361	\$34.97/hr	+3.31%	0.97
Mental Health and Substance Abuse Social Workers	2,459	236	\$24.77/hr	-7.56%	1.26
Community and Social Service Specialists, All Other	2,284	380	\$22.95/hr	+5.34%	1.43
Community Health Workers	1,825	613	\$23.73/hr	+15.29%	1.77
Health Education Specialists	1,523	308	\$31.89/hr	+10.24%	1.64
Marriage and Family Therapists	779	194	\$29.31/hr	+14.25%	0.72

Growth

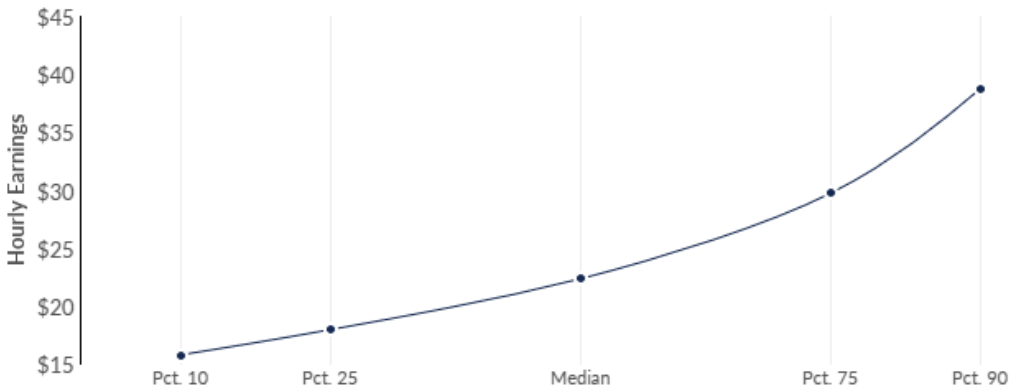
65,226 2021 Jobs	66,379 2022 Jobs	1,153 Change (2021-2022)	1.8% % Change (2021-2022)
---------------------	---------------------	-----------------------------	------------------------------



Occupation	2021 Jobs	2022 Jobs	Change	% Change
Social and Community Service Managers (11-9151)	4,244	3,918	-326	-8%
Marriage and Family Therapists (21-1013)	779	890	111	14%
Rehabilitation Counselors (21-1015)	3,869	2,936	-933	-24%
Substance Abuse, Behavioral Disorder, and Mental Health Counselors (21-1018)	9,392	10,076	684	7%
Child, Family, and School Social Workers (21-1021)	6,373	6,087	-286	-4%
Healthcare Social Workers (21-1022)	2,753	2,844	91	3%
Mental Health and Substance Abuse Social Workers (21-1023)	2,459	2,273	-186	-8%
Health Education Specialists (21-1091)	1,523	1,679	156	10%
Social and Human Service Assistants (21-1093)	8,153	8,690	537	7%
Community Health Workers (21-1094)	1,825	2,104	279	15%
Community and Social Service Specialists, All Other (21-1099)	2,284	2,406	122	5%
Eligibility Interviewers, Government Programs (43-4061)	3,531	3,367	-164	-5%
Receptionists and Information Clerks (43-4171)	18,042	19,109	1,067	6%

Percentile Earnings

<div>\$17.97/hr</div> <div>25th Percentile Earnings</div>	<div>\$22.36/hr</div> <div>Median Earnings</div>	<div>\$29.76/hr</div> <div>75th Percentile Earnings</div>
---	--	---



Occupation	25th Percentile Earnings	Median Earnings	75th Percentile Earnings
Social and Community Service Managers (11-9151)	\$27.64	\$37.50	\$47.89
Marriage and Family Therapists (21-1013)	\$23.72	\$29.31	\$37.30
Rehabilitation Counselors (21-1015)	\$18.51	\$22.43	\$28.29
Substance Abuse, Behavioral Disorder, and Mental Health Counselors (21-1018)	\$21.18	\$26.77	\$34.33
Child, Family, and School Social Workers (21-1021)	\$22.29	\$28.17	\$34.44
Healthcare Social Workers (21-1022)	\$26.46	\$34.97	\$41.23
Mental Health and Substance Abuse Social Workers (21-1023)	\$19.73	\$24.77	\$34.01
Health Education Specialists (21-1091)	\$26.66	\$31.89	\$37.71
Social and Human Service Assistants (21-1093)	\$18.03	\$20.69	\$24.03
Community Health Workers (21-1094)	\$19.16	\$23.73	\$31.90
Community and Social Service Specialists, All Other (21-1099)	\$18.65	\$22.95	\$30.83
Eligibility Interviewers, Government Programs (43-4061)	\$22.32	\$25.75	\$28.95
Receptionists and Information Clerks (43-4171)	\$15.60	\$17.49	\$19.73

Job Postings Summary

<div>15,687</div> <div>Unique Postings</div> <div>48,183 Total Postings</div>	<div>3 : 1</div> <div>Posting Intensity</div> <div><div></div></div> <div>Regional Average: 3 : 1</div>	<div>2,240</div> <div>Employers Competing</div> <div>34,567 Total Employers</div>	<div>27 days</div> <div>Median Posting Duration</div> <div>Regional Average: 27 days</div>
---	---	---	--

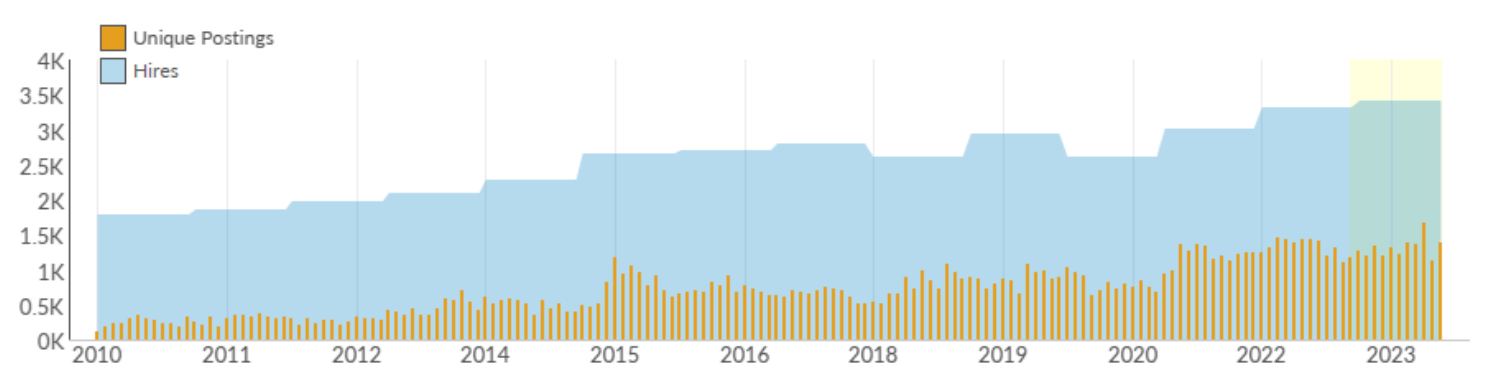
There were 48,183 total job postings for your selection from December 2022 to November 2023, of which 15,687 were unique. These numbers give us a Posting Intensity of 3-to-1, meaning that for every 3 postings there is 1 unique job posting.

This is close to the Posting Intensity for all other occupations and companies in the region (3-to-1), indicating that they are putting average effort toward hiring for this position.

Job Postings vs. Hires











1,307	3,396
Avg. Monthly Postings (Dec 2022 - Nov 2023)	Avg. Monthly Hires (Dec 2022 - Nov 2023)

In an average month, there were 1,307 newly posted job postings for 13 Occupations, and 3,396 actually hired. This means there were approximately 3 hires for 13 Occupations for every 1 unique job posting.













Occupation	Avg Monthly Postings (Dec 2022 - Nov 2023)	Avg Monthly Hires (Dec 2022 - Nov 2023)
Substance Abuse, Behavioral Disorder, and Mental Health Counselors	419	438
Receptionists and Information Clerks	222	1,407
Social and Human Service Assistants	180	444
Social and Community Service Managers	116	150
Healthcare Social Workers	92	118
Child, Family, and School Social Workers	72	222
Health Education Specialists	64	84
Marriage and Family Therapists	62	36
Eligibility Interviewers, Government Programs	25	96
Community and Social Service Specialists, All Other	21	116
Community Health Workers	12	107
Rehabilitation Counselors	12	105
Mental Health and Substance Abuse Social Workers	10	73

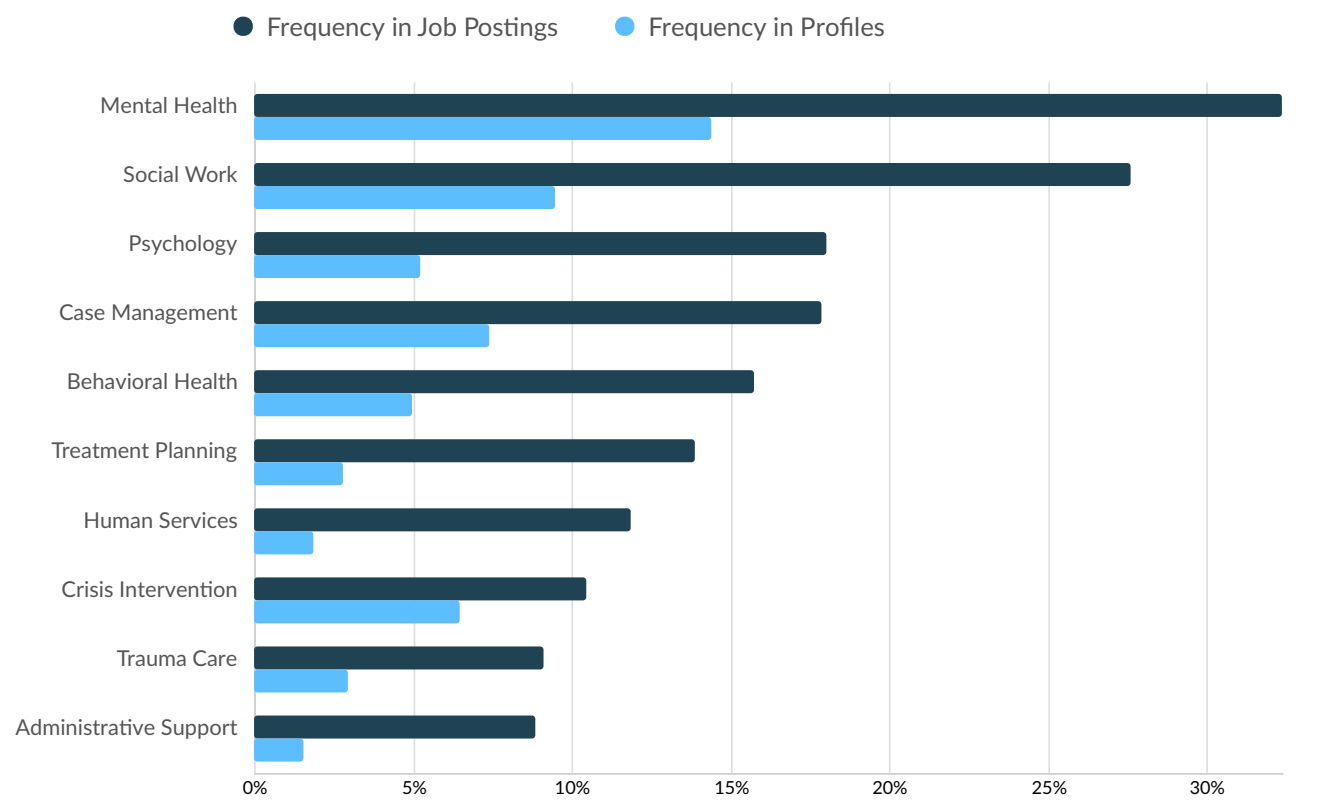
Top Companies Posting

Company	Total/Unique (Dec 2022 - Nov 2023)	Posting Intensity	Median Posting Duration
LifeStance Health	4,134 / 1,176	4 : 1 	27 days
Department Of Human Services	1,025 / 403	3 : 1 	23 days
State of Washington	511 / 319	2 : 1 	17 days
Lifeworks Nw	642 / 275	2 : 1 	22 days
Kaiser Permanente	830 / 216	4 : 1 	32 days
Providence	827 / 188	4 : 1 	27 days
Talkspace	752 / 187	4 : 1 	34 days
Telecare	359 / 142	3 : 1 	29 days
Legacy Health	464 / 129	4 : 1 	28 days
Guideline Healthcare	245 / 126	2 : 1 	25 days

Top Posted Job Titles

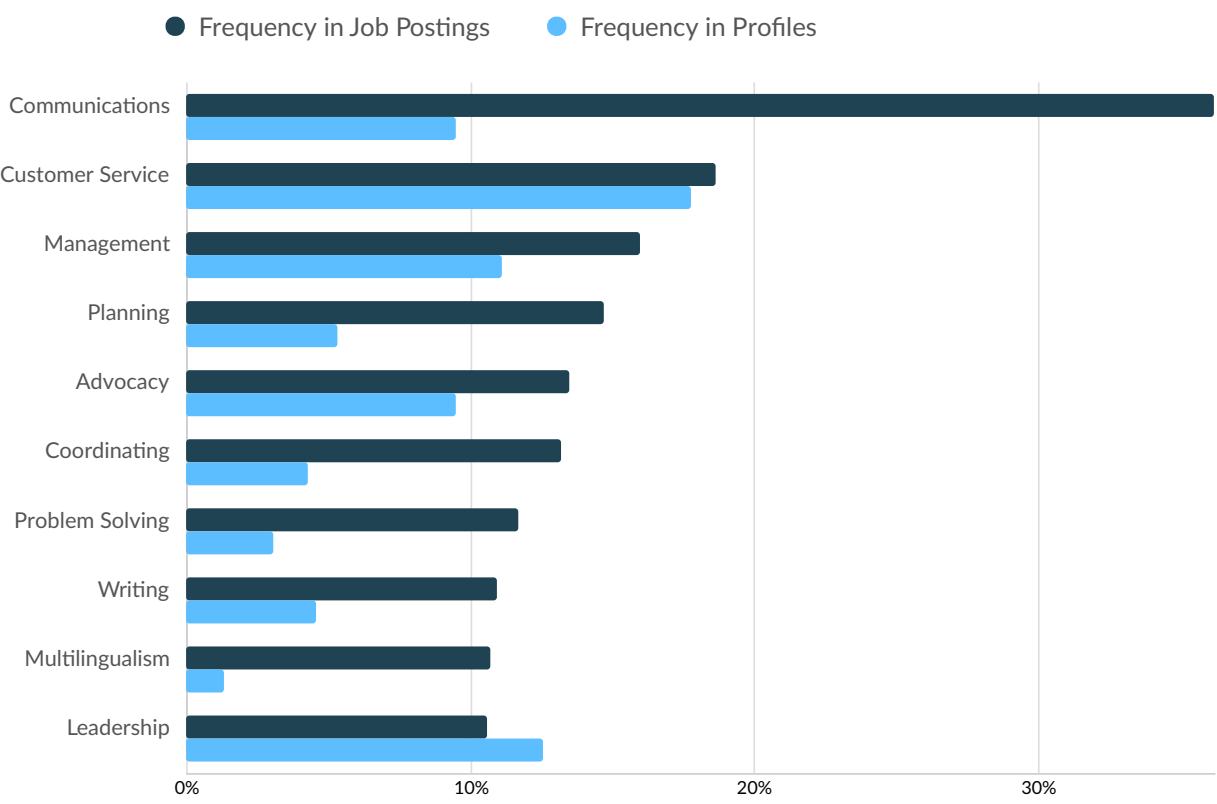
Job Title	Total/Unique (Dec 2022 - Nov 2023)	Posting Intensity	Median Posting Duration
Receptionists	2,873 / 1,279	2 : 1 	25 days
Mental Health Therapists	4,340 / 588	7 : 1 	28 days
Licensed Mental Health Therapists	1,590 / 454	4 : 1 	27 days
Licensed Clinical Social Workers	1,622 / 393	4 : 1 	25 days
Front Desk Receptionists	729 / 319	2 : 1 	24 days
Counselors	675 / 263	3 : 1 	28 days
Behavioral Health Consultants	833 / 253	3 : 1 	32 days
Mental Health Counselors	807 / 232	3 : 1 	29 days
Licensed Mental Health Counselors	924 / 198	5 : 1 	31 days
Directors of Social Services	580 / 143	4 : 1 	27 days

Top Specialized Skills



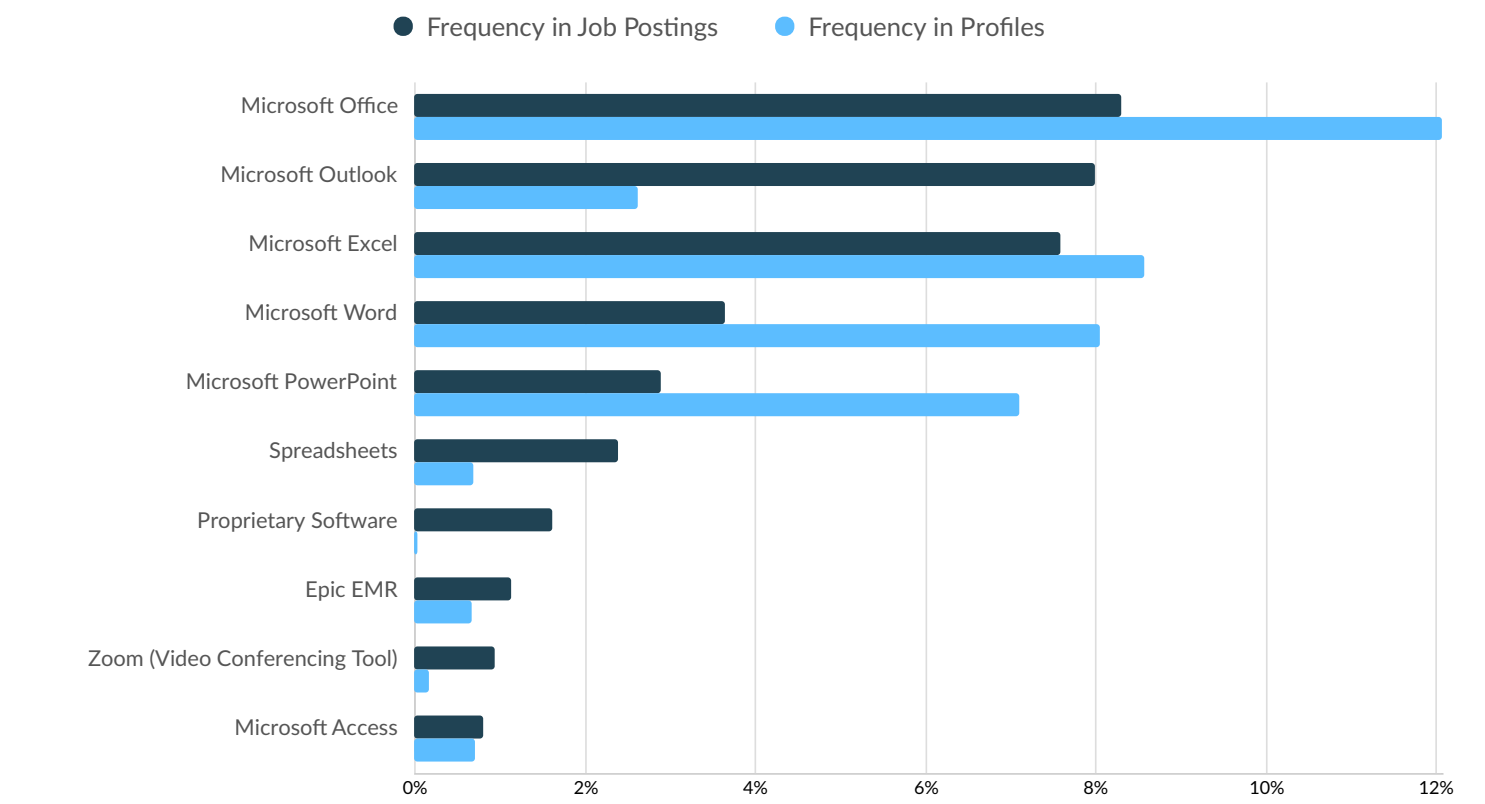
Skills	Postings	% of Total Postings	Profiles	% of Total Profiles
Mental Health	5,079	32%	7,967	14%
Social Work	4,334	28%	5,241	9%
Psychology	2,832	18%	2,902	5%
Case Management	2,801	18%	4,097	7%
Behavioral Health	2,469	16%	2,754	5%
Treatment Planning	2,178	14%	1,553	3%
Human Services	1,861	12%	1,043	2%
Crisis Intervention	1,640	10%	3,576	6%
Trauma Care	1,433	9%	1,645	3%
Administrative Support	1,391	9%	863	2%

Top Common Skills



Skills	Postings	% of Total Postings	Profiles	% of Total Profiles
Communications	5,681	36%	5,246	9%
Customer Service	2,928	19%	9,839	18%
Management	2,507	16%	6,156	11%
Planning	2,306	15%	2,958	5%
Advocacy	2,119	14%	5,244	9%
Coordinating	2,076	13%	2,356	4%
Problem Solving	1,836	12%	1,682	3%
Writing	1,717	11%	2,521	5%
Multilingualism	1,679	11%	727	1%
Leadership	1,662	11%	6,935	13%

Top Software Skills



Skills	Postings	% of Total Postings	Profiles	% of Total Profiles
Microsoft Office	1,304	8%	6,673	12%
Microsoft Outlook	1,255	8%	1,455	3%
Microsoft Excel	1,192	8%	4,740	9%
Microsoft Word	574	4%	4,454	8%
Microsoft PowerPoint	456	3%	3,929	7%
Spreadsheets	375	2%	383	1%
Proprietary Software	254	2%	17	0%
Epic EMR	178	1%	377	1%
Zoom (Video Conferencing Tool)	147	1%	100	0%
Microsoft Access	127	1%	391	1%

Top Qualifications

Qualification	Postings with Qualification
Valid Driver's License	3,876
Licensed Clinical Social Worker (LCSW)	3,088
Licensed Marriage And Family Therapist (LMFT)	2,498
Licensed Professional Counselor (LPC)	1,712
Licensed Mental Health Counselor (LMHC)	1,340
Licensed Independent Clinical Social Worker	1,020
Cardiopulmonary Resuscitation (CPR) Certification	891
Certified Alcohol And Drug Counselor (CADC)	743
First Aid Certification	553
Registered Nurse (RN)	539

Appendix A - Regions

Code	Description
41003	Benton County, OR
41005	Clackamas County, OR
41007	Clatsop County, OR
41009	Columbia County, OR
41027	Hood River County, OR
41031	Jefferson County, OR
41039	Lane County, OR
41041	Lincoln County, OR
41043	Linn County, OR
41047	Marion County, OR
41051	Multnomah County, OR
41053	Polk County, OR
41055	Sherman County, OR
41057	Tillamook County, OR

Code	Description
41065	Wasco County, OR
41067	Washington County, OR
41071	Yamhill County, OR
53011	Clark County, WA
53015	Cowlitz County, WA
53039	Klickitat County, WA
53041	Lewis County, WA
53049	Pacific County, WA
53053	Pierce County, WA
53059	Skamania County, WA
53067	Thurston County, WA
53069	Wahkiakum County, WA
53077	Yakima County, WA

Appendix B

Program Selection Details

CIP Code	Program Name
44.0000	Human Services, General

Appendix C - Data Sources and Calculations

Institution Data

The institution data in this report is taken directly from the national IPEDS database published by the U.S. Department of Education's National Center for Education Statistics.

Location Quotient

Location quotient (LQ) is a way of quantifying how concentrated a particular industry, cluster, occupation, or demographic group is in a region as compared to the nation. It can reveal what makes a particular region unique in comparison to the national average.

Occupation Data

Emsi occupation employment data are based on final Emsi industry data and final Emsi staffing patterns. Wage estimates are based on Occupational Employment Statistics (QCEW and Non-QCEW Employees classes of worker) and the American Community Survey (Self-Employed and Extended Proprietors). Occupational wage estimates are also affected by county-level Emsi earnings by industry.

Lightcast Job Postings

Job postings are collected from various sources and processed/enriched to provide information such as standardized company name, occupation, skills, and geography.

State Data Sources

This report uses state data from the following agencies: Oregon Employment Department; Washington State Employment Security Department



Portland State University seeks the Oregon Higher Education Coordinating Commission approval to offer an instructional program leading to a B.A./B.S. in Human Services.

Program Description and Justification

1. Identify the institution, degree, and title of the program.

Institution: Portland State University

Degree: B.A./B.S.

Title of the program: Human Services

2. Describe the purpose and relationship of the proposed program to the institution's mission and strategic plan.

In 2022, Portland State University was ranked #51 in the nation and #1 in the Pacific Northwest for social mobility (U.S. News and World Report). In keeping with its commitment to social transformation, the PSU Faculty Senate has approved the use of Credit for Prior Learning (CPL), as the benefits of CPL are significant and far-reaching--particularly for the priority populations identified by Senate Bill 1545. The Human Services program at PSU will serve as the use case for CPL. It will also intentionally recruit Oregon priority populations and as mentioned, is fundamentally built as an access program with a significant DEI component.

PSU promotes access, inclusion and equity as pillars of excellence. The Human Services program promotes access and inclusion through targeted recruitment of Oregon Priority Population students. It promotes equity through the recognition of prior learning achieved in the workplace and through a curriculum fundamentally structured around diversity, equity, and inclusion.

3. What evidence of need does the institution have for the program?

The School of Social Work has been listening actively to workforce stakeholders as programs in the school prepare new professionals. A consistent request has been to consider a Human Service major. One of the workforce stakeholder partners, the Oregon Alliance of Children's Program identified, "Workforce is our most important resource in the public behavioral health system. The position vacancy is as high as 50% in some critical areas like crisis intervention and in services for people involved in the justice system...It will take 5-10 years to catch up with the demand, and in order to retain the mission-driven workforce we have and entice others to make the commitment to the public behavioral health system..." The market demand for helping professionals has grown exponentially in the wake of Covid-19 and increasingly challenging global circumstances.

4. Are there similar programs in the state? If so, how does the proposed program supplement, complement, or collaborate with those programs?

Human Services is offered at many community colleges in Oregon. The local community colleges have been waiting for a 4-year HS undergraduate pathway for many years. We have been in communication with Portland Community College Human Services program, Mount Hood Community College Human Services program, Clackamas Community College Human Services program, and Central Oregon Community College Human Services program. Informed by our conversations, we sought to design a major that is a natural bridge between community college curricula and ours--one that eliminates duplication of course content. This degree program is thus a collaborative endeavor with community colleges. There is widespread excitement and anticipation of this new degree program at PSU. The following Oregon community colleges have HS programs:

1. Portland CC
2. Chemeketa CC
3. Clackamas CC
4. Mt. Hood CC
5. Central Oregon CC
6. Rouge CC
7. Lane CC
8. Linn-Benton CC
9. Umpqua CC

The School of Social Work is a member of the HECC Transfer Council Major Transfer Map HDFS Subcommittee. The members of this group are representatives from Human Service program across the State of Oregon. Many of the 4-year colleges do not offer a major in Human Services but some combination of human services and family studies. There is no identified Oregon State School that offers a fully asynchronous online human service major with CPL or simulation as part of their curriculum. The following four-year institutions in Oregon offer Human Services education.

1. U of U – BA/BS Family and Human Services
2. OSU – BS Human Development and Family Science Major: Human Services is an option track.
3. SOU – BA/BS Human Services
4. Warner Pacific – MA in Human Services

All appropriate University committees and the Statewide Provosts Council have approved the proposed program. The Portland State University Board of Trustees approved the program on April 4, 2024.

Recommendation to the Commission

The Statewide Provosts Council recommends that the Oregon Higher Education Coordinating Commission authorize Portland State University to establish an instructional program leading to a B.A./B.S. in Human Services, effective fall 2024.

Institution: Portland State University (PSU)

Program: BA, BS in Human Services

Action: At the May 8, 2024 meeting, the Statewide Provosts Council approved a new BA and BS program for PSU in Human Services to move forward to the Oregon Higher Education Coordinating Commission for its review and approval. The PSU Board of Trustees approved the BA and BS in Human Services program at its April 4, 2024 meeting.

Eastern Oregon University

Peter Geissinger, Interim Provost

☒ Approved

☐ Opposed

☐ Abstained



Oregon State University

Ed Feser, Provost

☒ Approved

☐ Opposed

☐ Abstained



Portland State University

Shelly Chabon, Interim Provost

☒ Approved

☐ Opposed

☐ Abstained



University of Oregon

Karen Ford, Interim Provost

☒ Approved

☐ Opposed

☐ Abstained



Oregon Health & Science University

Marie Chisholm-Burns, Provost

☒ Approved

☐ Opposed

☐ Abstained



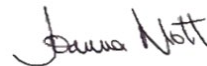
Oregon Tech

Joanna Mott, Provost

☒ Approved

☐ Opposed

☐ Abstained



Southern Oregon University

Casey Shillam, Provost

☒ Approved

☐ Opposed

☐ Abstained



Western Oregon University

Jose Coll, Provost

☒ Approved

☐ Opposed

☐ Abstained

