

Human Services: Personal Care Services Focus Area

Analyze basic principles of biology, chemistry and human anatomy for safe and effective utilization and selection of personal care products and services. [HUPC01](#)

- 1 Identify appropriate uses of chemicals and their interactions. [HUPC01.01.01](#)
- 2 Accurately mix products and formulas according to manufacturer's guidelines. [HUPC01.01.02](#)
- 3 Identify danger signs of unsuccessful reactions. [HUPC01.02.01](#)
- 4 React to danger signs with appropriate intervention. [HUPC01.02.02](#)
- 5 Identify how to correct and treat adverse reactions. [HUPC01.03.01](#)
- 6 Document adverse reactions and corrective actions taken. [HUPC01.03.02](#)
- 7 Explain the functions and interdependencies of tissues, cells, and organisms. [HUPC01.04.01](#)
- 8 Apply principles of functions and interdependencies as part of a daily routine. [HUPC01.04.02](#)
- 9 Explain interactions among tissues, cells, and organisms with each other and the environment. [HUPC01.05.01](#)
- 10 Apply principles of interactions as part of a daily routine. [HUPC01.05.02](#)
- 11 Determine needed services based on the principles of human anatomy. [HUPC01.06.01](#)
- 12 List the systems of the body, and describe their functions to gain familiarity with potential problems. [HUPC01.06.02](#)
- 13 Recognize, identify, and work with anatomical structures accurately. [HUPC01.06.03](#)

Evaluate an individualized personal care plan that reflects client preferences, needs and interests for a

- 1 Use several approaches to identify and evaluate alternatives. [HUPC02.01.01](#)
- 2 Accurately describe alternatives. [HUPC02.01.02](#)
- 3 Assist individuals to understand potential outcomes. [HUPC02.01.03](#)

**course of
treatment/action.** HUPC02

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- 4 Help client identify potential barriers.** HUPC02.01.04

 - 5 Evaluate customer feedback to determine how it may be best used to enhance or evolve future services.** HUPC02.02.01

 - 6 Use customer feedback to enhance products and services.** HUPC02.02.02

 - 7 Select appropriate resources to use with the client/family based upon industry-specific resources and client/family preferences.** HUPC02.03.01

 - 8 Inform client/family of the process and realistic outcomes including possible risks, as well as rewards.** HUPC02.03.02

 - 9 Develop a plan/program based on client/family wishes and feasibility.** HUPC02.04.01

 - 10 Create a plan of treatment/action.** HUPC02.04.02

 - 11 Initiate open discussion based on interpretation to elicit client information.** HUPC02.04.03

 - 12 Negotiate for improving satisfaction if needed.** HUPC02.04.04

 - 13 Deliver client services based on plan/program.** HUPC02.05.01

 - 14 Document feedback of client/family satisfaction.** HUPC02.05.02

Utilize data and information to maintain electronic records of client services and make recommendations for personal care services. HUPC03

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- 1 Formulate a reliable conclusion through summarizing, comparing, and contrasting information.** HUPC03.01.01

 - 2 Retrieve and analyze data/information.** HUPC03.01.02

 - 3 Interpret information about a client, product, process, or topic needed to initiate action.** HUPC03.02.01

 - 4 Accurately interpret data.** HUPC03.02.02

 - 5 Use appropriate software to represent existing client, product, service, or topic information in a different form.** HUPC03.03.01

 - 6 Describe and accurately summarize information/data using charts, graphs, and descriptive statistics.** HUPC03.03.02

 - 7 Comply with established procedures to store and retrieve information.** HUPC03.04.01

 - 8 Manage information in a database.** FC[D03.04.02
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Demonstrate policies and procedures to achieve a safe and healthy environment for personal care services. HUPC04

- 1 Determine intervention strategies needed through evaluation of multiple emergency situations.** HUPC04.01.01
- 2 Document and report emergency situations and outcomes to appropriate authorities.** HUPC04.01.02
- 3 Use correct safety procedures that follow established guidelines, policies, and procedures.** HUPC04.02.01
- 4 Apply and adhere to OSHA and CDC guidelines.** HUPC04.02.02
- 5 Store chemicals in locked cabinets and secure keys.** HUPC04.02.03
- 6 Follow the organization's policies, procedures, and regulations regarding health and safety.** FCDPD04.03.01
- 7 Effectively anticipate, respond, and document situations involving health and safety.** HUPC04.03.02
- 8 Implement procedures to protect the health and safety of all individuals.** HUPC04.04.01
- 9 Document and report emergency situations and outcomes to appropriate authorities.** HUPC04.04.02

Develop organizational policies, procedures and regulations that establish personal care organization priorities, accomplish the mission, and provide high-quality service to a diverse set of clients and families. HUPC05

- 1 Maintain effective working relationships with all levels of personnel within the organization.** HUPC05.01.01
- 2 Apply organizational priorities in daily work.** HUPC05.01.02
- 3 Model practices that demonstrate sensitivity to cultural, religious, disability, and gender issues.** HUPC05.01.03
- 4 Review financial markets and economic conditions to make successful financial choices.** HUPC05.02.01
- 5 Make successful investment choices.** HUPC05.02.02
- 6 Determine trends, factors, and potential issues that affect the financial aspect of the organization.** HUPC05.03.01
- 7 Determine where and how to establish a business account based on banking principles.** HUPC05.03.02
- 8 Establish and monitor a business account.** HUPC05.03.03
- 9 Evaluate media for maximum impact, targeting specific client populations.** HUPC05.04.01
- 10 Provide effective advertising of products/services.** HUPC05.04.02

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- 11 Develop effective in-house documents and advertising materials.** HUPC05.04.03

 - 12 Order and stock supplies/products/inventory from vendors.** HUPC05.05.01

 - 13 Place orders accurately, and choose carefully for cost-performance ratio.** HUPC05.05.02

 - 14 Maintain inventory that allows for satisfactory customer service while building a profitable business.** HUPC05.05.03

 - 15 Maintain current and accurate client records using office/records management systems.** HUPC05.06.01

 - 16 Maintain accurate client records.** HUPC05.06.02

 - 17 Use client records to effectively respond to client inquiries.** HUPC05.06.03

 - 18 Select and maintain service equipment to provided continued client services.** HUPC05.07.01

 - 19 Deliver services using functional equipment.** HUPC05.07.02

 - 20 Troubleshoot problems with business equipment.** HUPC05.07.03

 - 21 Contact appropriate repair and maintenance services.** HUPC05.07.04

 - 22 Utilize time management skills.** HUPC05.08.01

 - 23 Maintain a business/appointment schedule.** HUPC05.08.02

 - 24 Document customer satisfaction.** HUPC05.08.03
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Identify personal care business opportunities enhanced by community involvement, self-improvement and current trends. HUPC06

- 1 Maintain a helpful profile in the professional community and in the larger community to enhance community life.** HUPC06.01.01

- 2 Join professional associations and organizations and serve as officer, project leader, etc.** HUPC06.01.02

- 3 Join and serve in community groups or organizations (e.g., Kiwanis, Jaycees, etc.).** HUPC06.01.03

- 4 Act as a community educator and advocate for the profession.** HUPC06.02.01

- 5 Explain the role of a professional in the area of expertise to community groups.** HUPC06.02.02

- 6 Conduct workshops, responding to questions and comments.** HUPC06.02.03

- 7 Evaluate progress towards goals and self-improvement by using performance information.** HUPC06.03.01

8 Evaluate self for performance and technical improvement needed. HUPC06.03.02

9 Develop a written professional development plan. HUPC06.03.03

10 Maintain licensure/certification as required. HUPC06.03.04

11 Request feedback of co-workers, clients, and supervisor to improve performance. HUPC06.03.05

12 Research current techniques and trends to improve services. HUPC06.04.01

13 Interpret data compiled. HUPC06.04.02

14 Develop strategies for implementing a plan of action. HUPC06.04.03

Apply methods of obtaining feedback to understand expectations and promote high-quality personal care services standards. HUPC07

1 Identify client/family needs through evaluation of information elicited through various methods. HUPC07.01.01

2 Provide services based on assessment, aligning with client characteristics. HUPC07.01.02

3 Provide high quality services and products. HUPC07.02.01

4 Apply quality standards to all services and products. HUPC07.02.02

5 Design alternative delivery of services to serve special needs clients. HUPC07.03.01

6 Match delivery of services to needs of client/family. HUPC07.03.02

7 Create a customer satisfaction survey to collect feedback on services provided. HUPC07.04.01

8 Make adjustments based on survey data. HUPC07.04.02

9 Use a customer satisfaction survey to collect feedback on services provided. HUPC07.05.01

10 Evaluate feedback to determine future services or enhance existing services. HUPC07.05.02