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LEARNING OBJECTIVES**

Objective	Outcome Measurement	Learning Process	FORMS	
			Word	PDF
The ability to form an elders group.	My presentation outline will be approved by my supervisor. A questionnaire completed by the elders after they participate in the group will indicate their satisfaction with the group.	I will do research on how to start a group and facilitate a group. I will survey elders regarding what kinds of groups and what topics interest them. I will ask my supervisor for suggestions on how best to approach and communicate with elders. I will draft a presentation for my supervisor's review and feedback, making adjustments in my draft based on that feedback. I will survey the elders during and after the group(s) regarding their satisfaction with the activities and make adjustments to my approach based on their comments.		
A completed disaster/fire plan that will enable me to keep my clients and myself safe in the event of an emergency (e.g. fire, natural disaster).	The disaster plan and an emergency supply kit will meet with the approval of my local fire dept. and/or the local office of emergency services, and will be acceptable to my supervisor.	I will meet obtain information from local first responders (fire fighters, EMTs) and the local office of Emergency Services regarding what constitutes a suitable emergency plan and emergency supply kit. I will interview my client's health and human service providers to determine necessary components of an emergency plan. I will discuss with my client the plan and required components of a kit, and will make any adjustments based on the client's needs/wants. I will review all this information with my supervisor, and make adjustments based on the feedback I receive.		
The ability to more effectively	Observation by my supervisor or co-workers	I will identify specific aspects of what I am		

<p>provide case management services to clients.</p>	<p>that I am completing the case management activities correctly and in an efficient manner.</p>	<p>learning in my college courses regarding case management and discuss them with my supervisor before applying them in my workplace. I will discuss with my supervisor ways in which I can improve my case management services, including documentation, record keeping, making/following up on referrals, and case conferencing, and use her feedback to adjust my approach. My supervisor and co-workers will review my case management procedures, and I will make adjustments in my approach based on their feedback.</p>		
<p>Improve my ability to assist clients with anxiety disorders.</p>	<p>I will be able to knowledgably discuss anxiety disorders with my supervisor. My supervisor and co-workers will observe me interacting with clients that suffer with anxiety disorders in a therapeutic manner. Clients with anxiety disorders will respond favorably to my interactions with them.</p>	<p>I will research anxiety disorders and gain more knowledge to aid me in my work with these clients. Discuss with my supervisor my research findings and ways in which the information I've gathered can be applied to the workplace. Discuss with my supervisor and co-workers how to appropriately interact with current clients with anxiety disorder. Participate in case conferencing sessions regarding clients with this disorder. Ask supervisor and coworkers to observe my interactions with these clients and adjust my approach based on the feedback I receive.</p>		
<p>The ability to deliver an educational presentation on Diabetes.</p>	<p>I will have a completed PowerPoint presentation and presentation notes which will be approved by my supervisor. I will present the training to my supervisor and co-workers in a way that meets their approval.</p>	<p>I will conduct research on diabetes and ask my supervisor and coworkers questions regarding the appropriate information to present to my audience. I will prepare a draft PowerPoint presentation and a presentation outline for my supervisor's review, and make any modifications she recommends. I will do a mock presentation for coworkers and I will modify my presentation material and approach based on the feedback I</p>		

		receive from my co-workers and supervisor.		
Improve my ability to assist clients with autism.	I will be able to knowledgably discuss autism with my supervisor. My supervisor and co-workers will observe me interacting with autistic clients in a therapeutic manner. Clients will respond favorably to my interactions with them.	I will research autism and gain more knowledge to aid me in my work with these clients. Discuss with my supervisor my research findings and ways in which the information I've gathered can be applied to the workplace. Discuss with my supervisor and co-workers how to appropriately interact with current autistic clients. Participate in case conferencing sessions regarding clients with this disorder. Ask supervisor and coworkers to observe my interactions with these clients and adjust my approach based on the feedback I receive.		
The ability to effectively, efficiently and accurately operate the RPMS program/CHR	Performance will be measured by my supervisor's observation of my effective, efficient and accurate operation of the program.	I will receive instructions from a coworker, taking notes and asking questions as needed. I will attend a training course from Indian Health Services and or other firms as available. I will operate the RPMS program under the observation of my supervisor and coworkers and I will adjust my approach based on their feedback.		
Demonstrate the ability to write effective and concise progress reports on client interactions	My supervisor will approve, without the need for correction, at least 12 examples of progress notes.	I will read the agency's policy and procedure for writing progress notes. I will review existing progress notes provided to me by my supervisor as samples that demonstrate "best practice" in writing progress notes. I will write progress notes after individual and group sessions as drafts for my supervisor and/or coworkers to review. I will make adjustments in my approach based on their feedback.		
Improve professional conduct when dealing with clients.	I will behave in a manner consistent with established professional codes of ethics and standards of practice according to observations by my supervisor, co-workers	I will read any materials provided or recommended to me by my supervisor regarding professional conduct, including but not limited to agency policies and procedures. I will be		

	and clients.	observed by my supervisor and coworkers regarding my conduct and will receive ongoing feedback on how I might increase my professionalism. I will keep a journal of my interactions with clients that raise questions about what constitutes professional conduct and I will discuss these with my supervisor on a weekly basis.		
To increase my understanding of services available to clients and the processes necessary to connect clients with those services	I will make appropriate referrals without asking my supervisor or other staff for assistance. Clients will follow-through on the referrals and report that the referrals I've made are appropriate and useful.	Review any materials provided or recommended to me by my supervisor. Review client treatment plans to determine the various services typically required by clients. Interview supervisor and coworkers to gain more insight into the variety of client services available. Make individual contact with those service providers to determine the types and extent of services provided, and the appropriate referral process. Create a folder of local services with contact information to use as a resource.		
Demonstrate improved counseling techniques when facilitating client groups.	According to my supervisor's observations and feedback from clients of my ability to establish a therapeutic relationship with clients by providing a safe environment in order to facilitate client self-exploration, disclosure, and problem solving.	I will review literature pertaining to counseling and identify 3 new strategies, approved by my supervisor that I will implement under observation for my supervisor's feedback. I will observe other, more experienced counselors, using different counseling and facilitation techniques after which I will discuss my observations with them. I will be observed facilitating groups by experienced coworkers and/or my supervisor and I will make adjustments in my approach based on their feedback.		
Improve my technique for conducting client interviews.	According to my supervisor's observations, I will conduct interviews accurately and completely within the appropriate time	I will review the agency's policy and procedures and review any course materials from the college regarding conducting client interviews,		

	frame. I will complete all associated paperwork accurately, completely and in a timely manner. I will conduct all interviews with empathy and respect for clients	and discuss these with my supervisor. I will observe experience counselors conduct interviews, and discuss with them and my supervisor my observations. I will be observed conducting interviews and I will adjust my approach based on the feedback I receive.		
Demonstrate an understanding and ability to comply with confidentiality rules and regulations	I will be able to answer questions regarding the confidentiality protocol presented to me by my supervisors and/or clients. I will comply with all confidentiality rules and regulations.	I will read the regulations and the agency's policy and procedures regarding confidentiality, and make note of sections of the confidentiality rules that are not clear to me and obtain clarification from my supervisor. On a day-to-day basis I will make a note of situations where confidentiality is an issue and discuss these with my supervisor.		
Accurately and efficiently complete all paperwork	Supervisor and co-workers observing me appropriately assisting clients in completing paperwork.	Receive training from co-workers; review already completed files; be observed and receive feedback on the work I do; I will make corrections based on that feedback.		
Demonstrate appropriate therapeutic interactions and maintain appropriate boundaries.	My supervisor and co-workers will observe that my interactions with clients comply with the agency's protocols and good ethical standards for appropriate client/staff interactions	I will read the regulations and the agency's policy and procedures regarding client/staff interactions, and make note of sections of the client/staff interaction policies that are not clear to me and obtain clarification from my supervisor. On a day-to-day basis I will make a note of situations where client/staff interactions are an issue and discuss these with my supervisor.		
Be able to recognize chronic mental illness and interact with clients appropriately, within my scope of practice.	My progress notes will reflect my understanding of client conditions. My supervisor and coworkers will provide positive feedback regarding my interactions with clients. I will be able to answer questions posed to me by my supervisor, coworkers and clients regarding the basic	I will review the DSM-IV, training videos and other materials provided to me or recommended by my supervisor. I will attend staff meetings and staff trainings, ask appropriate questions and take notes which I will review with my supervisor. I will be observed in my interactions with clients and		

	diagnostic criteria for chronic mental illness and the specific signs and symptoms of various common disorders	make adjustments based on the feedback I receive. I will draft progress notes for my supervisor's review, which I will revise based on the feedback I receive.		
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