

# Developing Needs-Based Services Using the Cognitive Information Processing (CIP) Approach

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# Nature of the Problem

- Increasing numbers of adults with varying needs are seeking services
- Information, advice, and guidance services are not receiving the increased funding necessary to meet increased demand
- Careers advisers and information staff need to explore a variety of models for designing services to cost-effectively meet the needs of adults

# A Better Approach

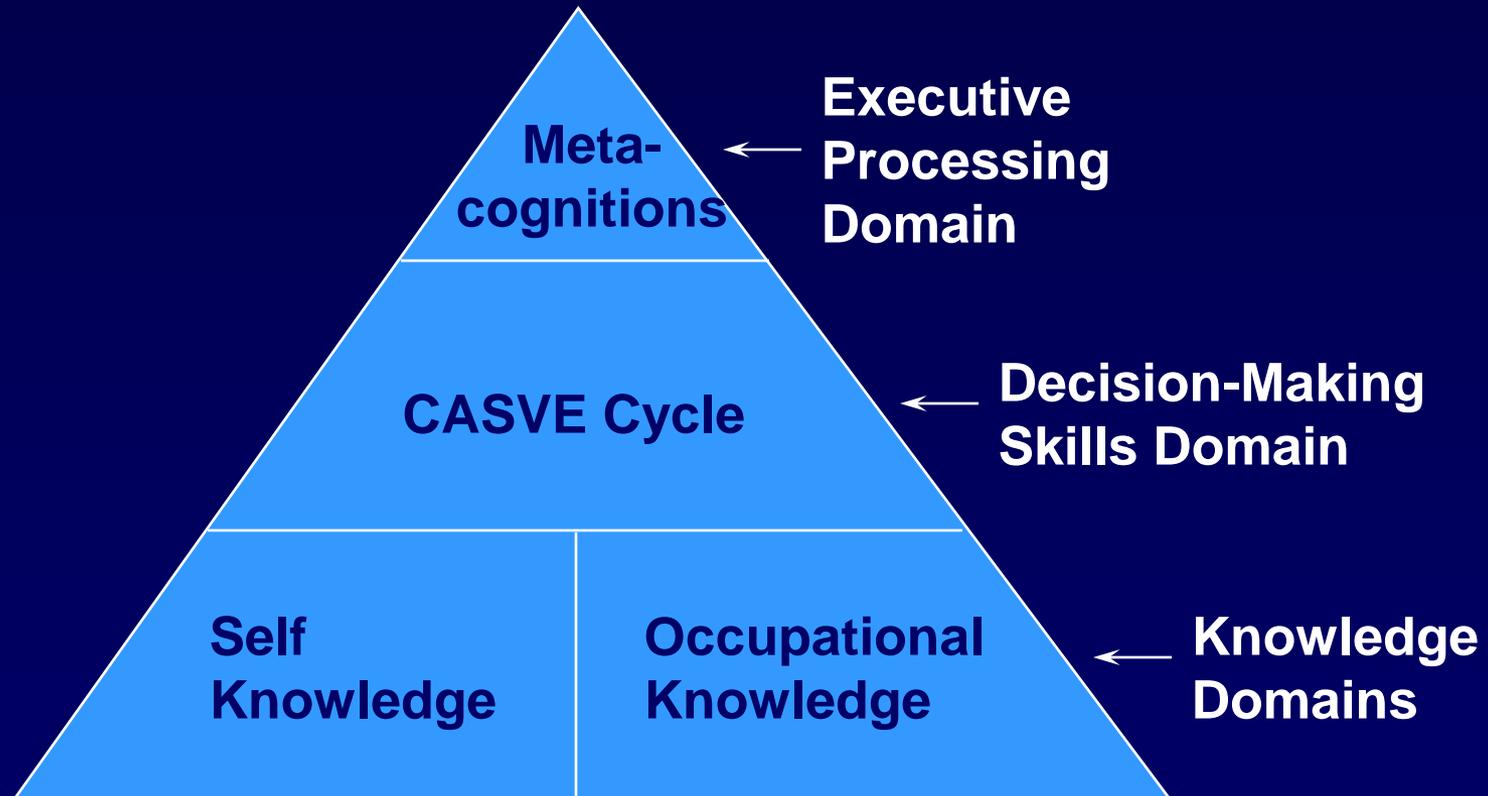
Limiting staff time in delivering individual case-managed services to adults leaves more staff time for

- brief services that serve more adults, or
- longer services for adults with extensive needs

# Translating Theory to Practice

- Pyramid concept - what is involved in career choice (**Content**) (**Knowing**)
- CASVE cycle - how to make career choices (**Process**) (**Doing**)

# Pyramid of Information Processing Domains



# Pyramid of Information Processing Domains



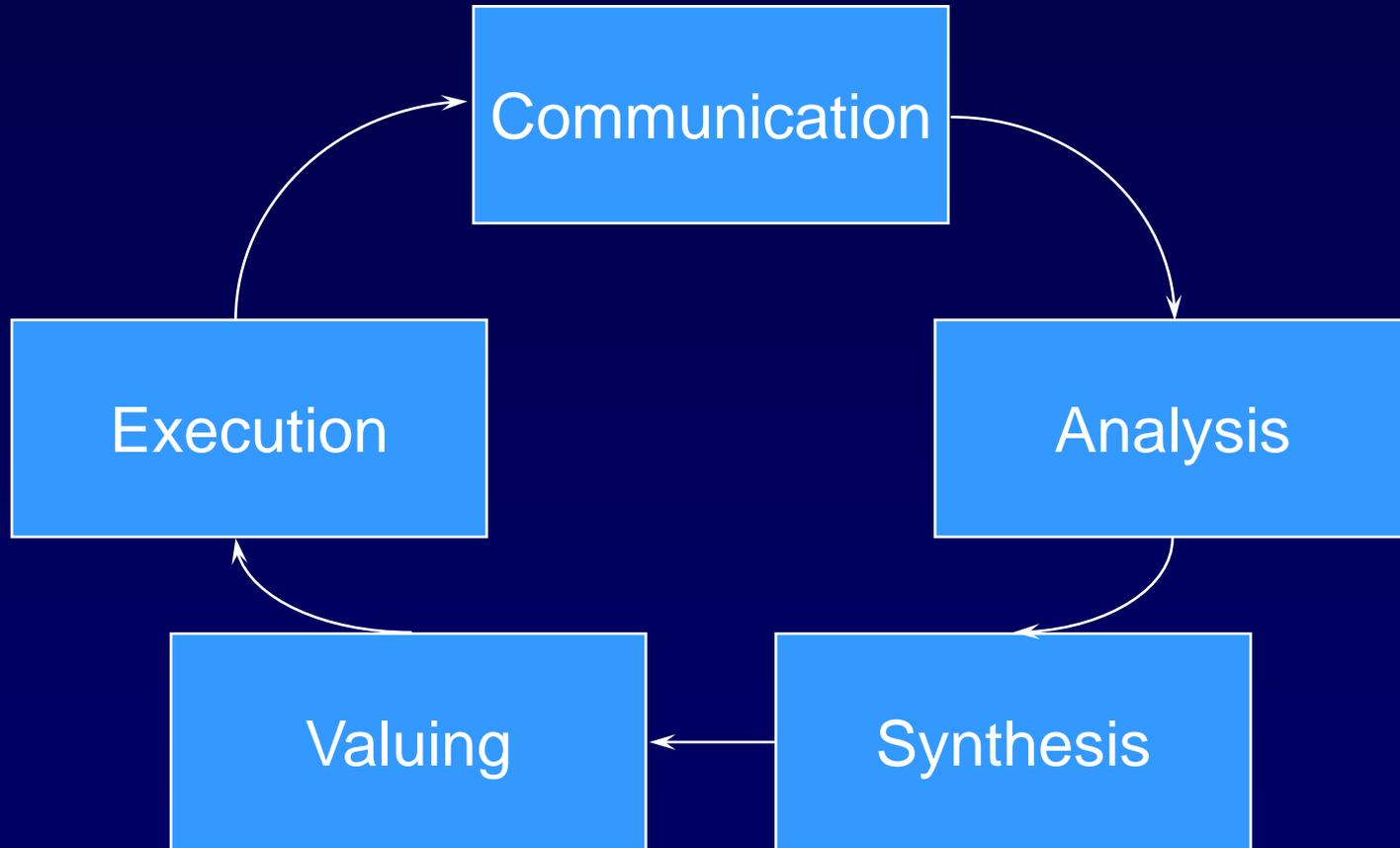
**Client Version**

## Pyramid of Information Processing Domains

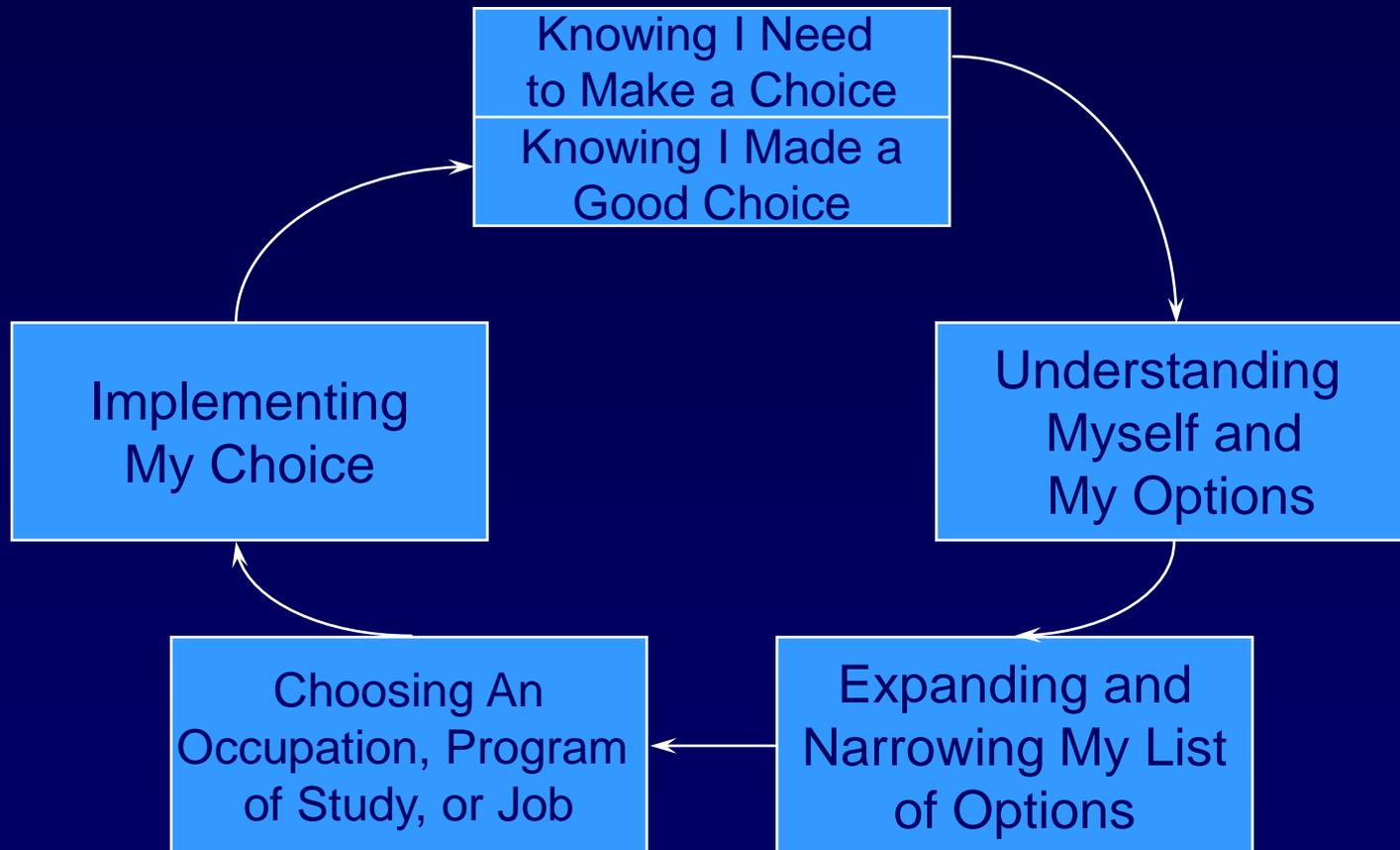
- The nature of
  - self-knowledge
  - options knowledge
  - decision-making skills, and
  - self-talk

can make career problem solving easier or more difficult for adults

# CASVE Cycle



# CASVE Cycle - Client Version



# The CASVE Cycle

- Some adults are more ready to complete the CASVE Cycle than others

# Readiness

The **capability** of an adult to make appropriate career choices taking into account the **complexity** of family, social, economic, and organizational factors that influence career development

Capability – **Internal** to the adult

Complexity – **External** to the adult

# Readiness Model

**Capability**

(low)



(high)

# Capability

Cognitive and affective capacity of the adult to engage in effective career choice behaviors

How our career choices are influenced by the way we think and feel

# Capability

- **Honest** exploration of values, interests, and skills
- **Motivated** to learn about options
- Able to **think clearly** about career problems
- **Confident** of their decision-making ability
- Willing to **assume responsibility** for problem solving
- Aware of **how** thoughts and feelings influence behavior
- Able to **monitor and regulate** problem solving

# Readiness Model

Complexity (high)



(low)

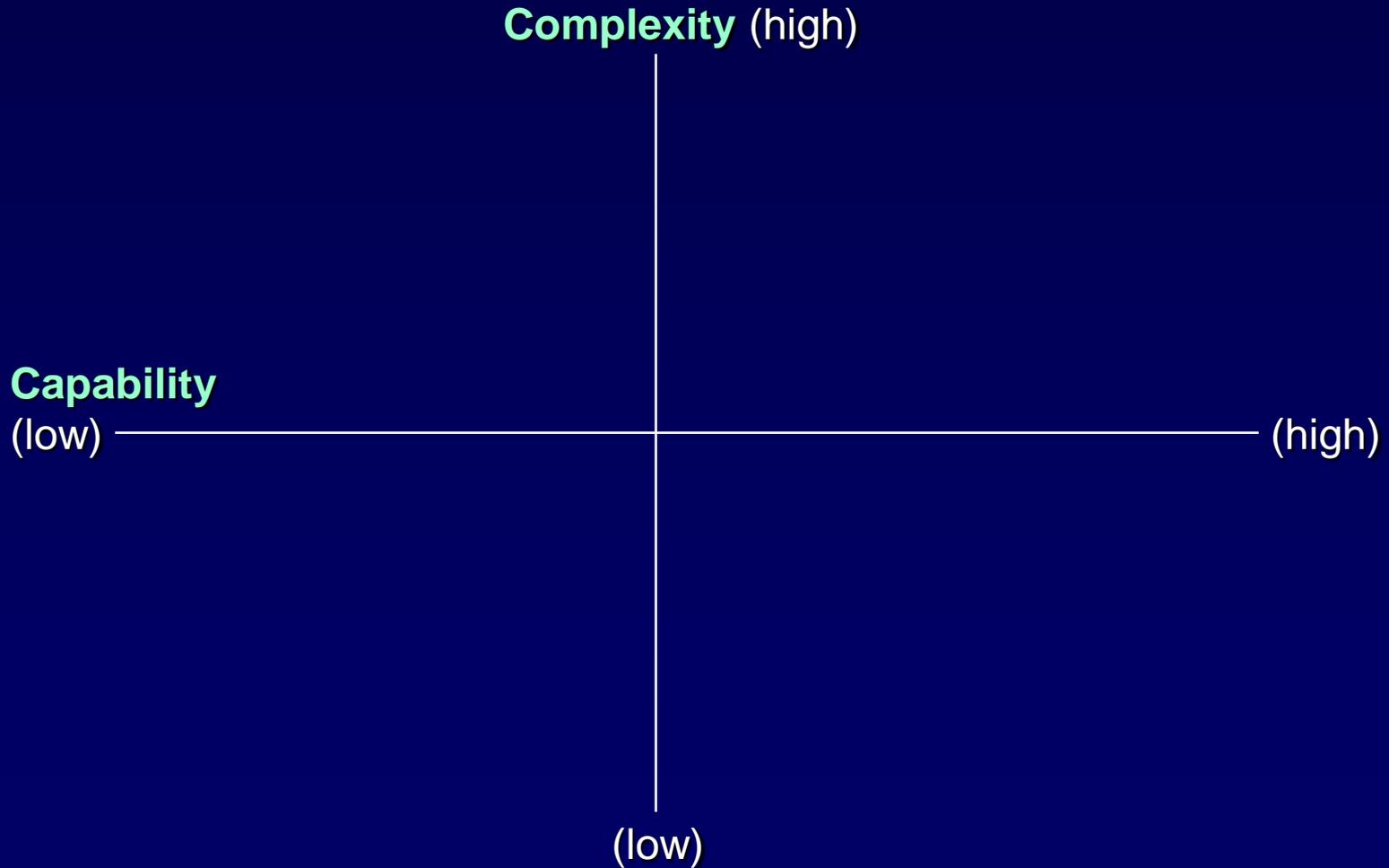
# Complexity

- Contextual factors, originating in the family, society, employing organizations, or the economy, that make it more difficult (or less difficult) for adults to solve career problems and make career decisions
- How the **world around us** influences our ability to make career choices

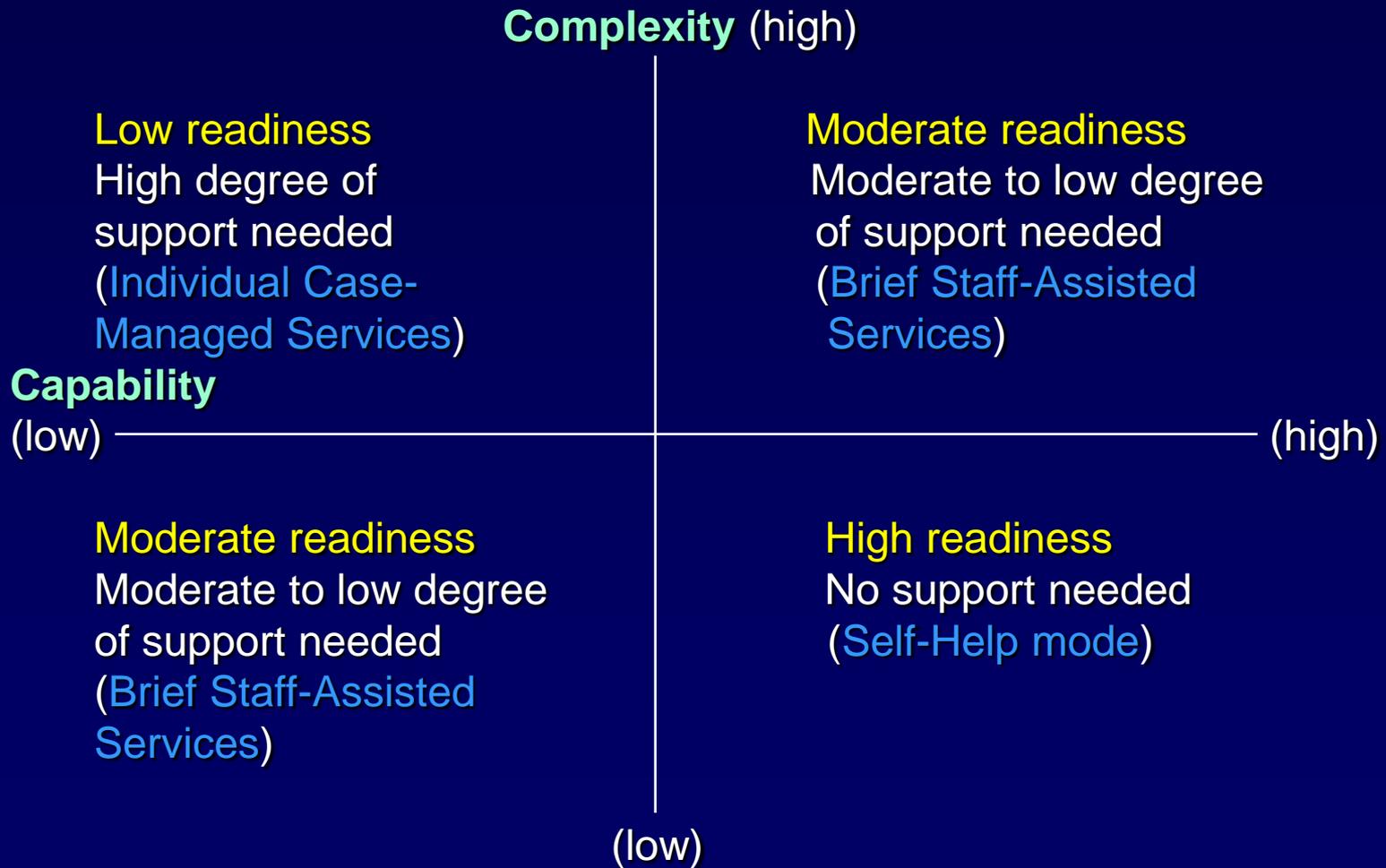
# Complexity

- **Family** factors
  - Support, deferral, role overload, dysfunction
- **Social** factors
  - Social support, stereotyping, discrimination
- **Economic** factors
  - General (rate of change), personal (poverty)
- **Organizational** factors
  - Size, organizational culture, stability

# Readiness Model



# Readiness Model



# Screening & Selecting Options

Figure 1

Individual Choice

# Screening & Selecting Options

Figure 1

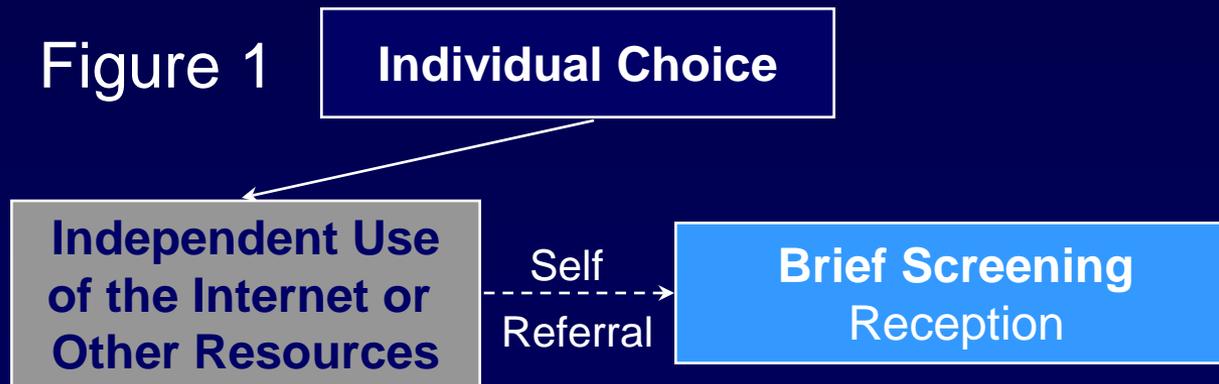
**Individual Choice**

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graph TD; A[Individual Choice] --> B[Independent Use of the Internet or Other Resources]
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**Independent Use  
of the Internet or  
Other Resources**

# Screening & Selecting Options

Figure 1



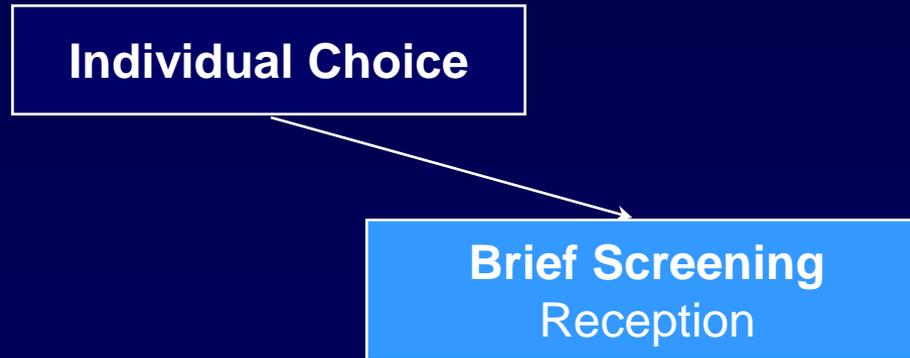
# Screening & Selecting Options

Figure 1

Individual Choice

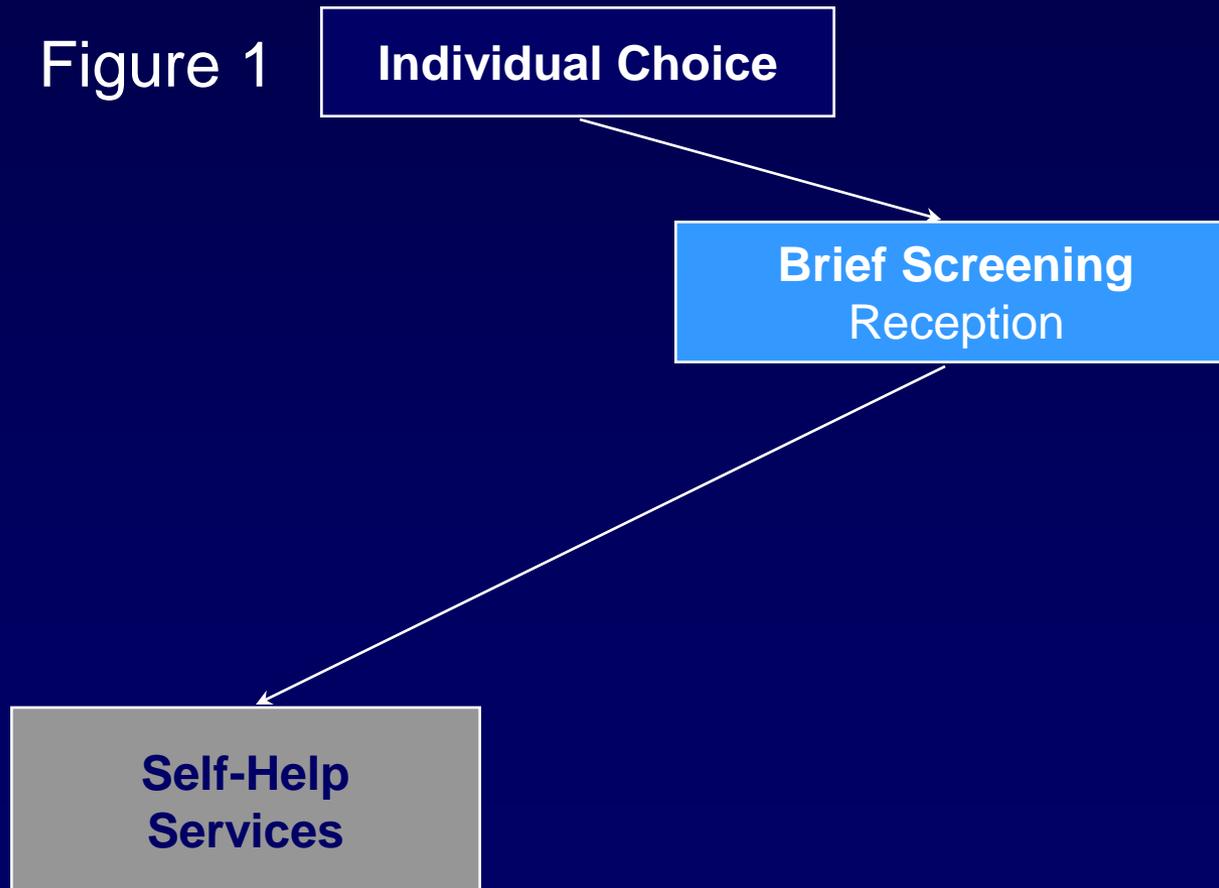
# Screening & Selecting Options

Figure 1



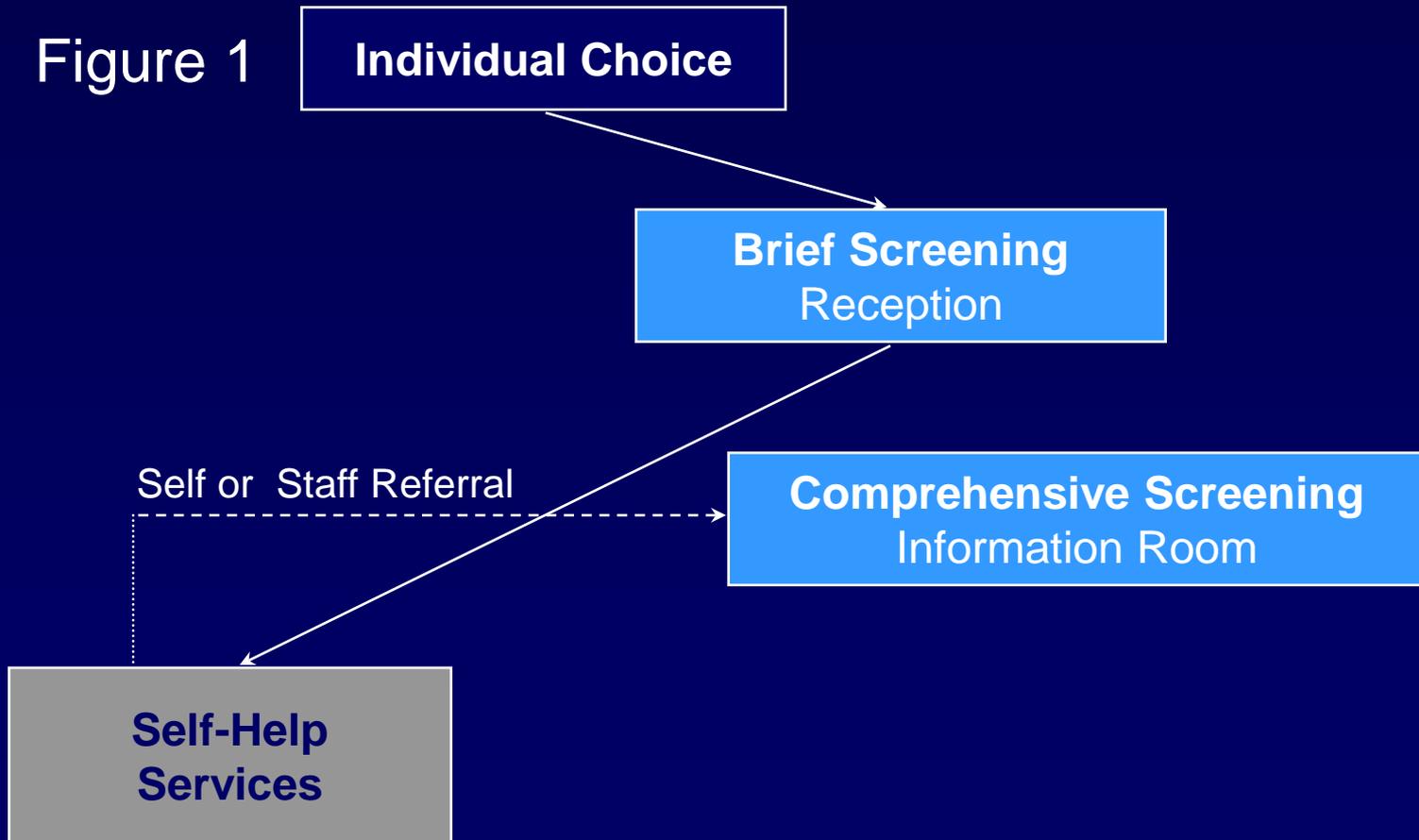
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Figure 1



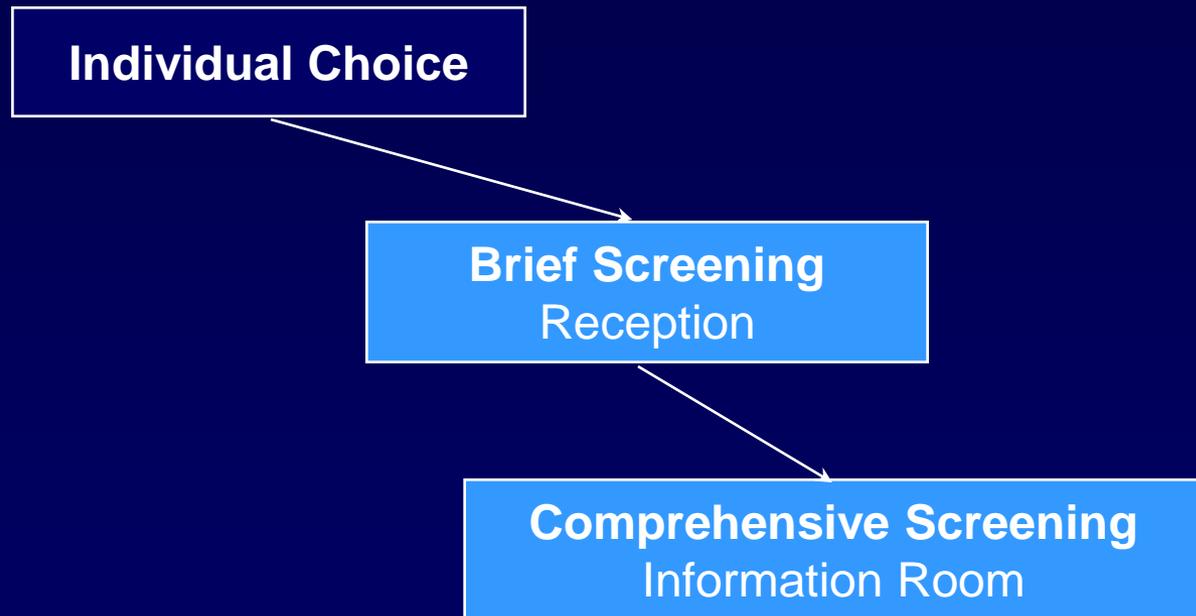
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Figure 1



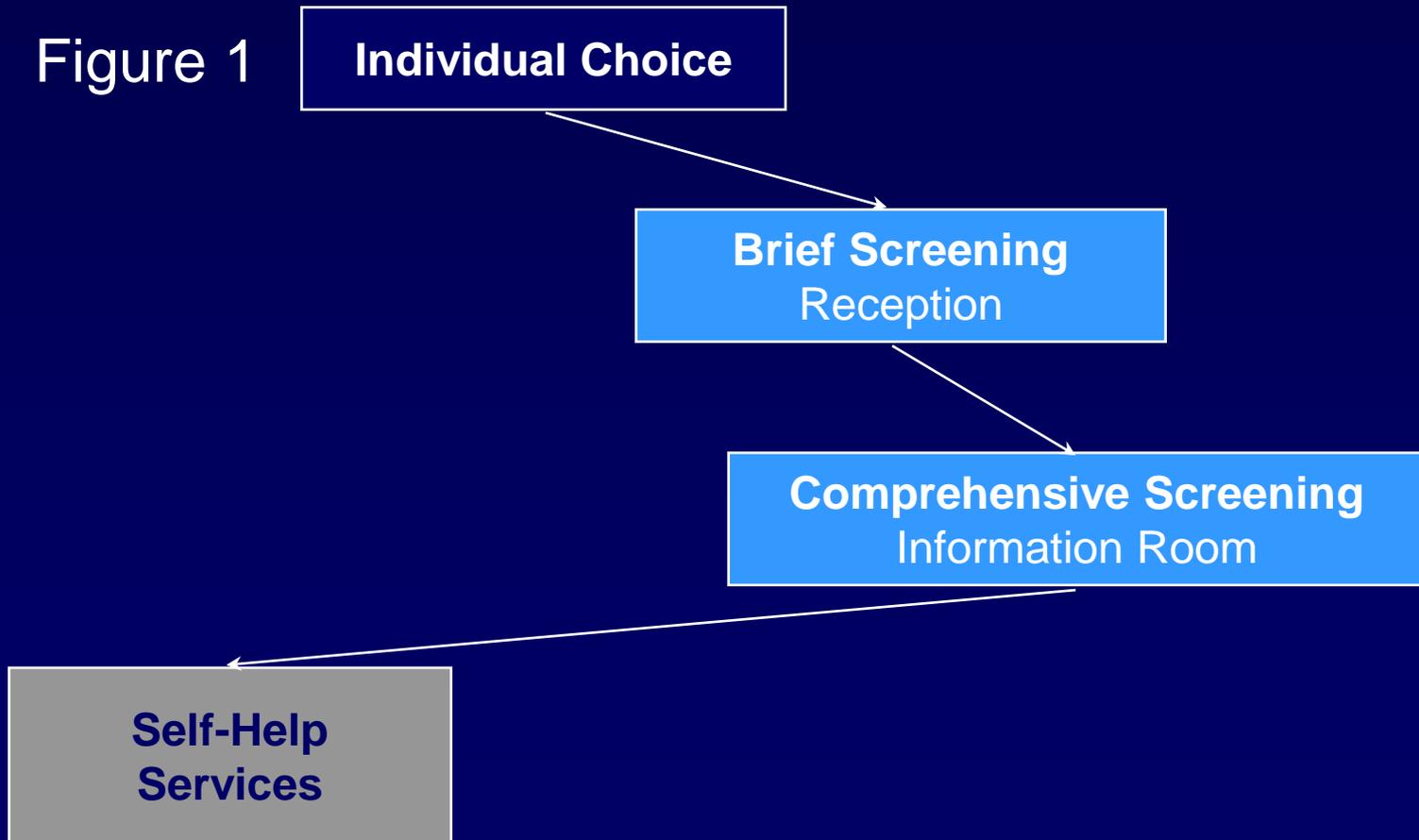
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Figure 1



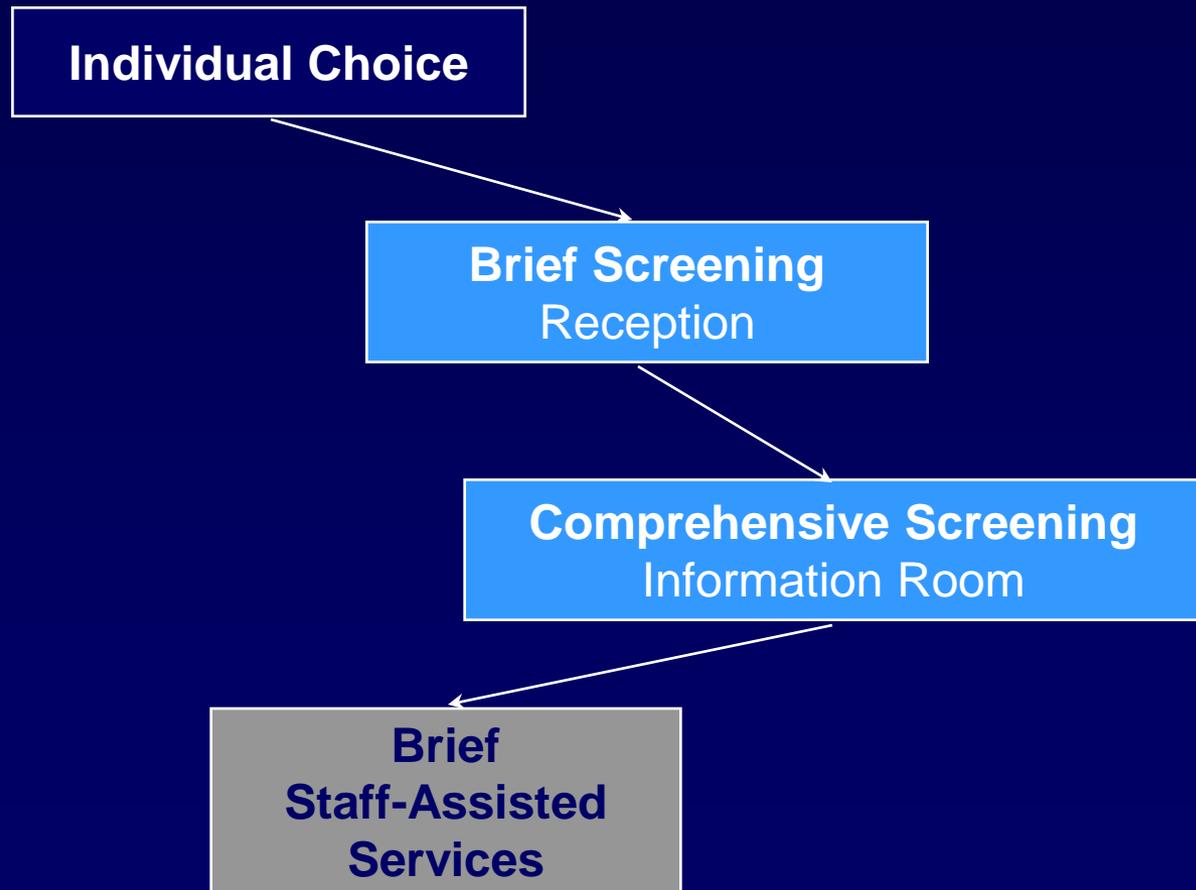
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Figure 1



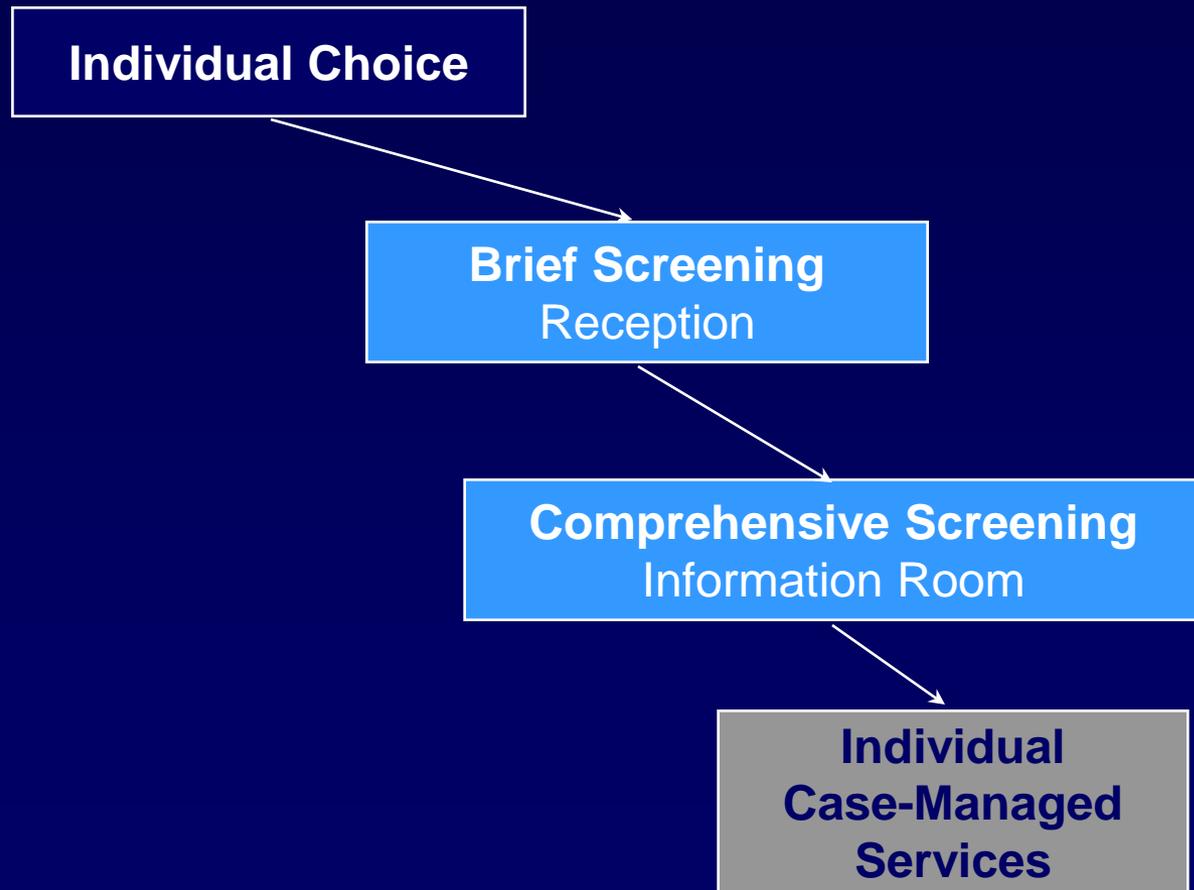
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Figure 1



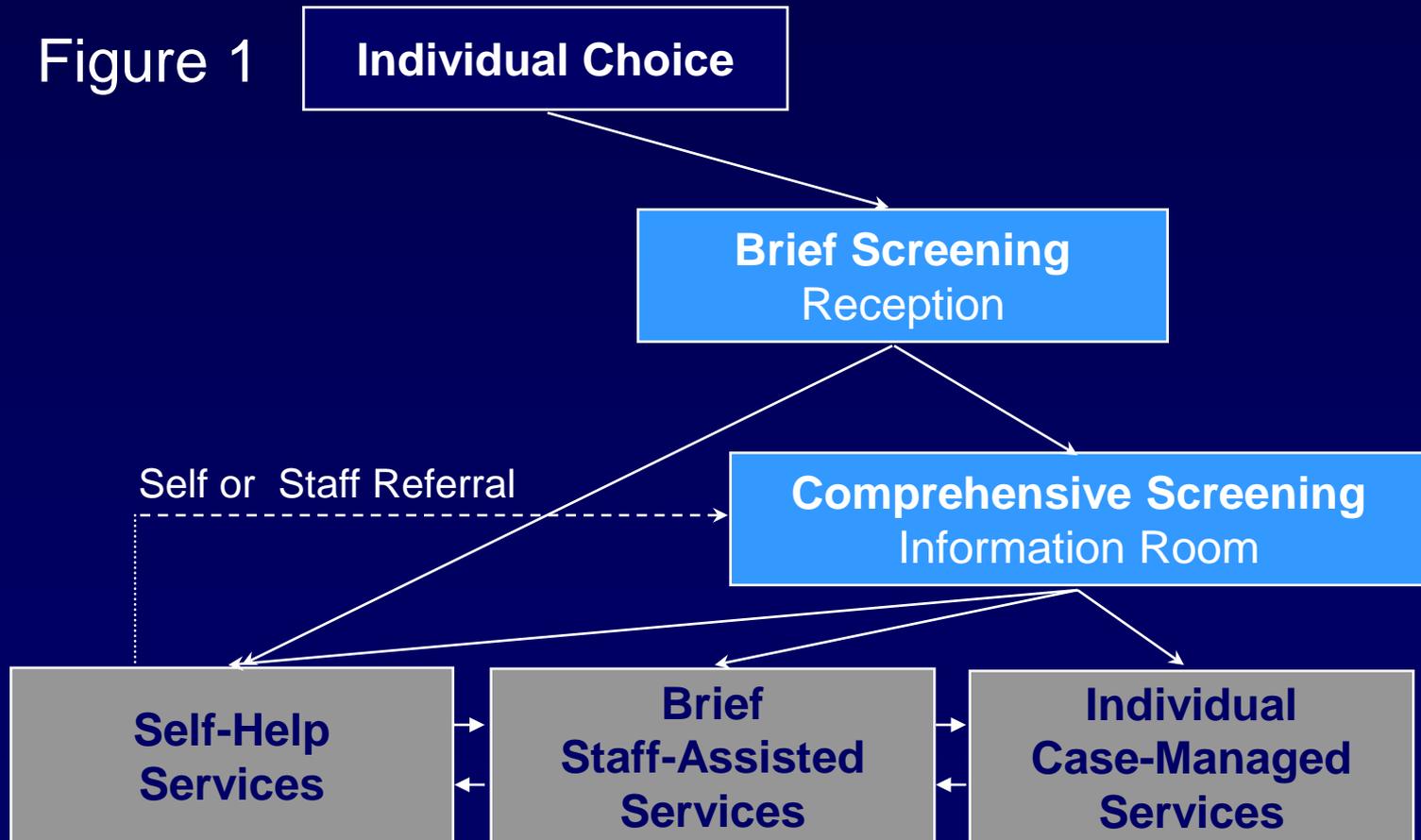
# Screening & Selecting Options

Figure 1

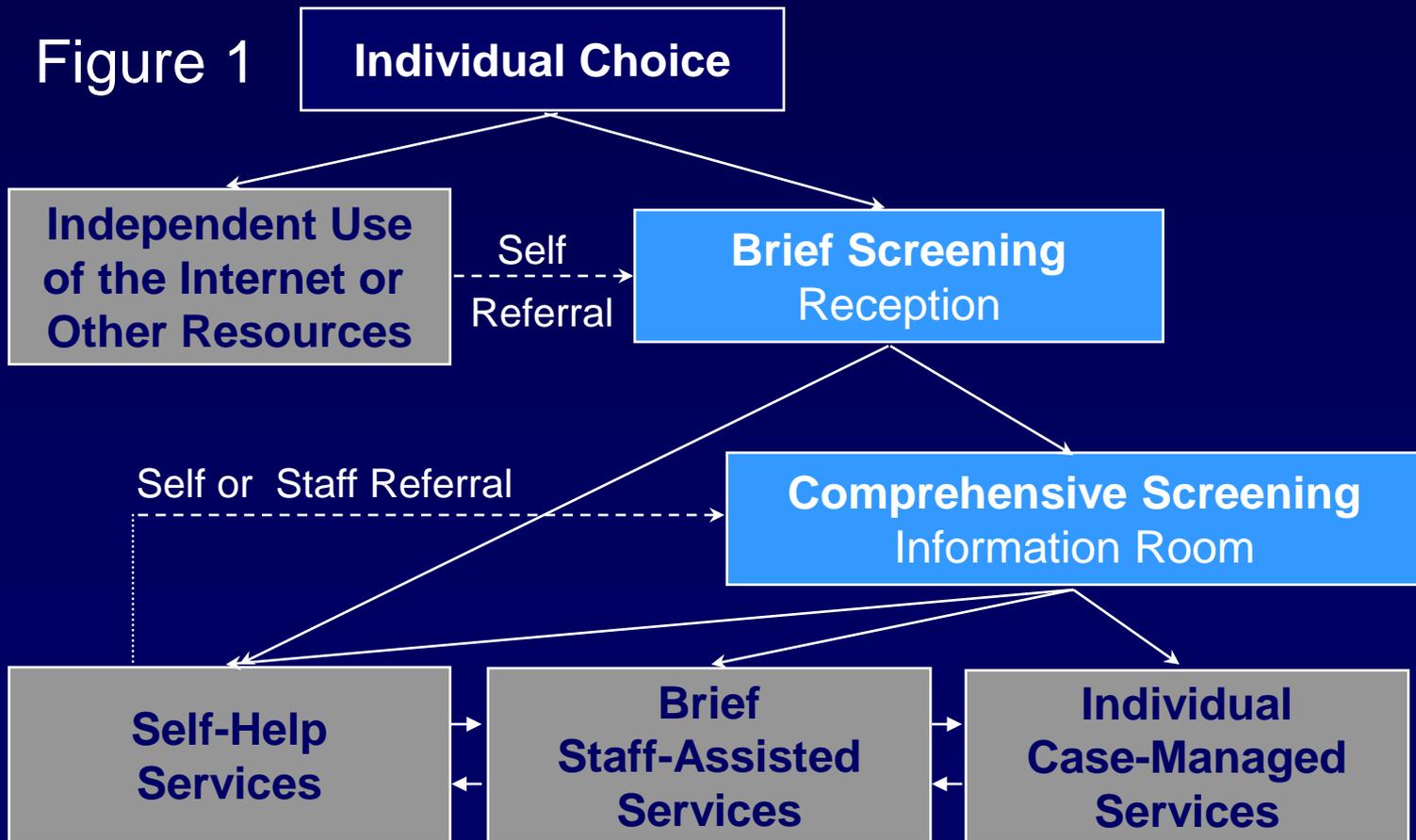


# Screening & Selecting Options

Figure 1



# Screening & Selecting Options



# Match Support to Needs

- Screening results in a collaborative decision about the level of service that is appropriate for the readiness of the adult
- Decision-Making Readiness screening measure soon to be available
- Levels of service delivery include:
  - Self-help services (**high** readiness)
  - Brief staff-assisted services (**moderate** readiness)
  - Individual case-managed services (**low** readiness)

# Screen Adults

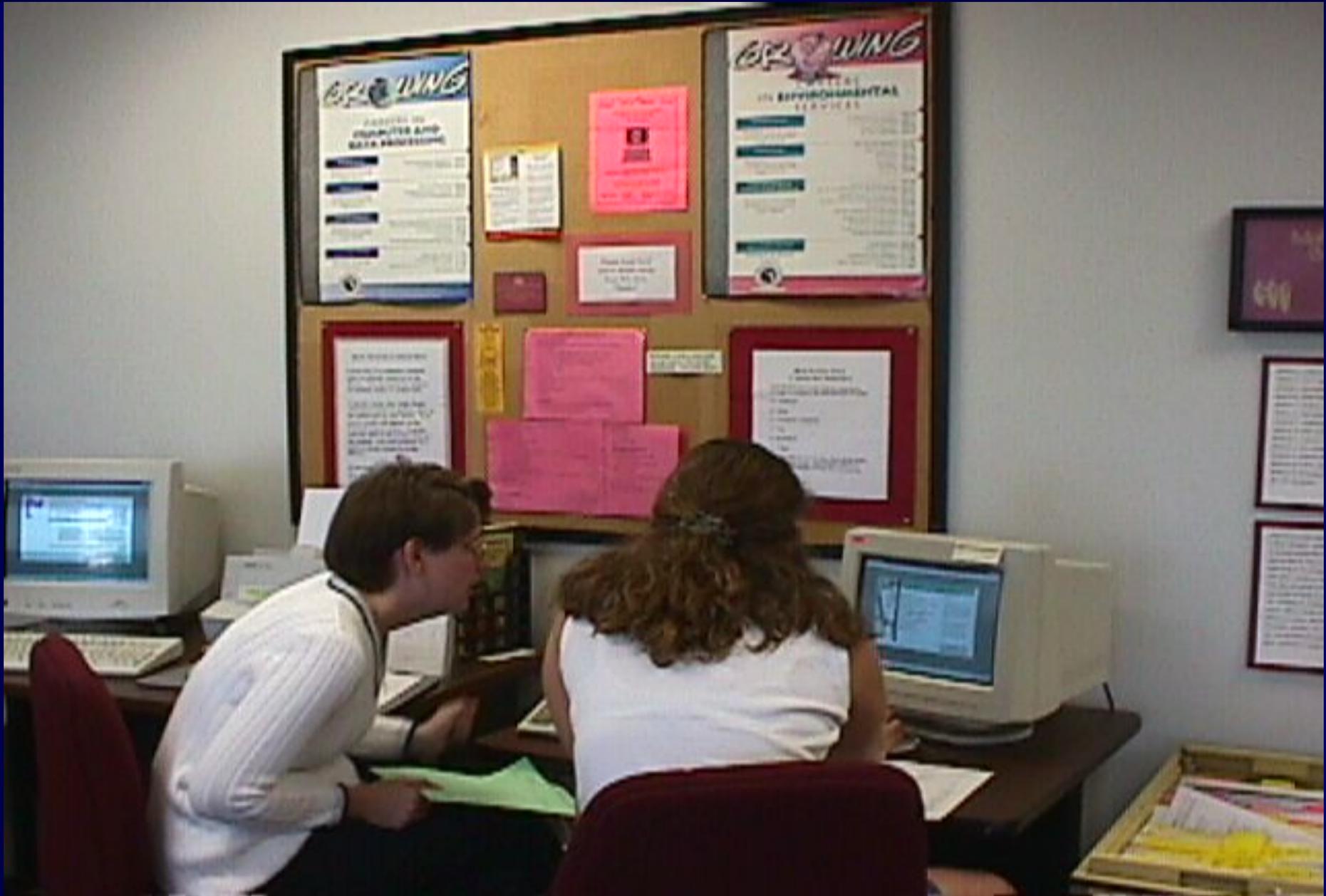
- Adults vary in readiness for career choice
- Problem of overserving or underserving adults when staff time is a scarce resource
- Screening helps staff and adults make informed decisions about the optimum level of service to meet adult needs

# Self-Help Services

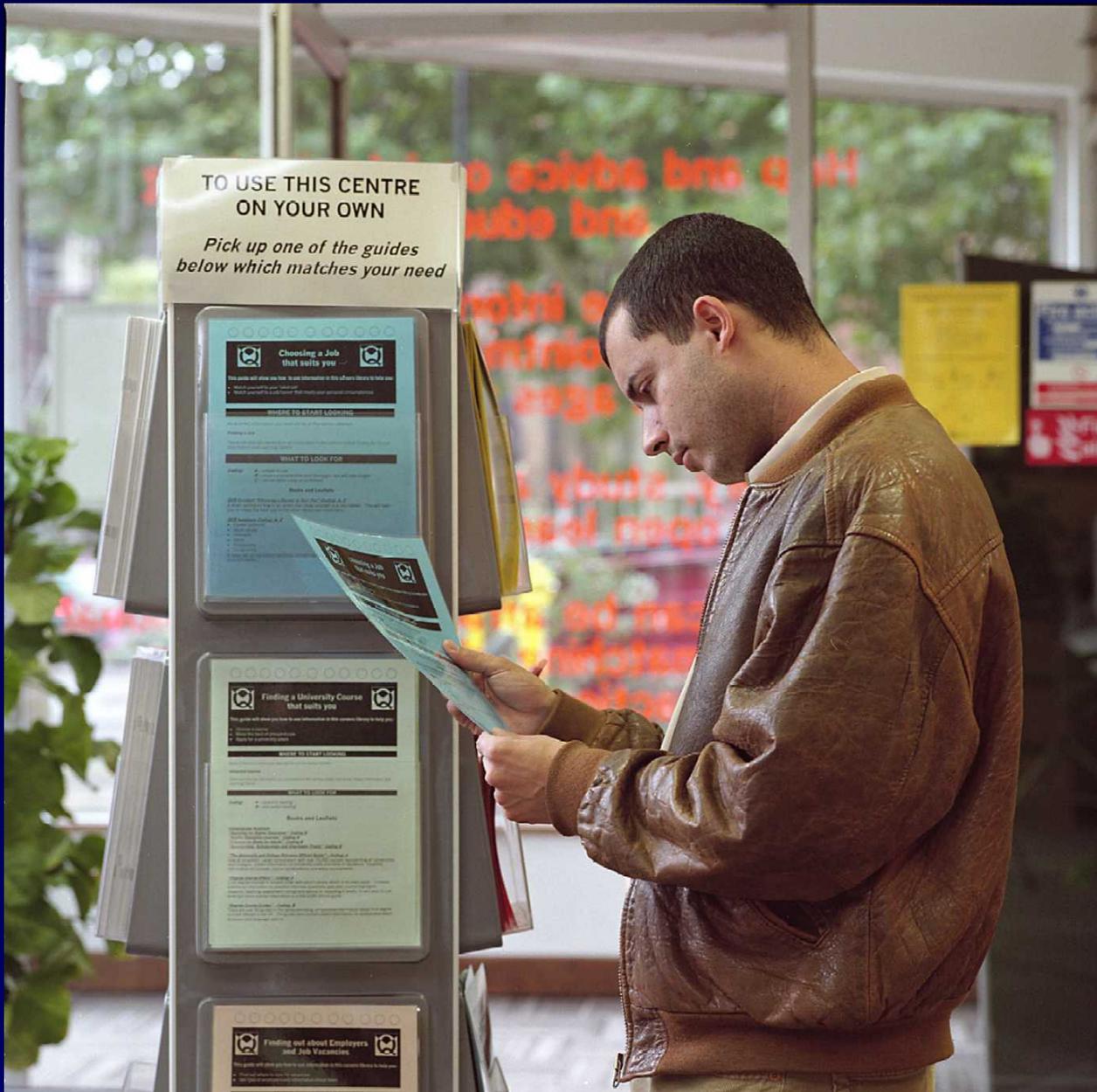
- High decision making readiness
- Little or no assistance needed
- Guided by the user
- Served in an information room or remote setting
- Selection and sequencing by resource guides



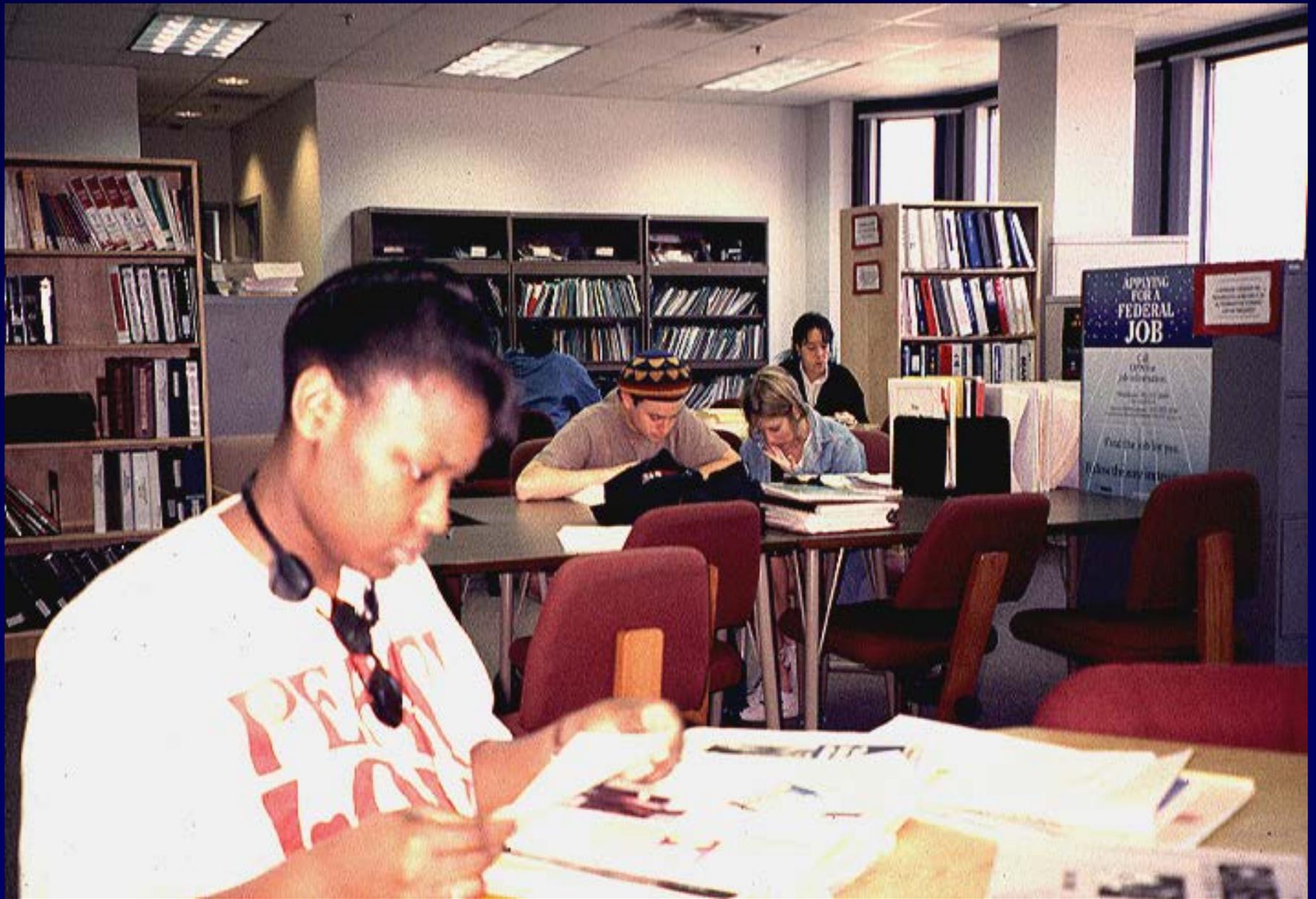
Brief Screening



Library Index - Self-Help Services



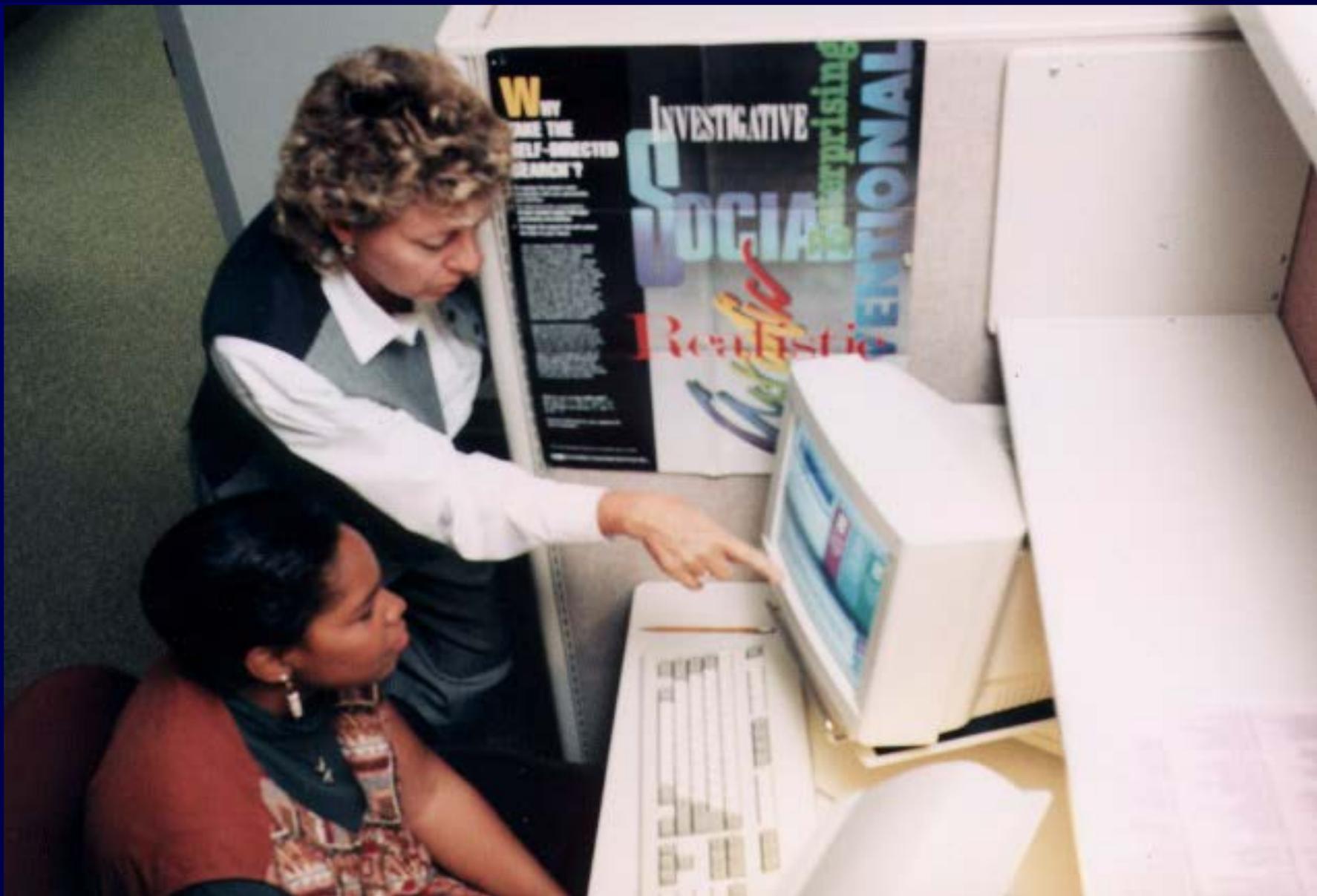
Resource Guides - Self-Help Services



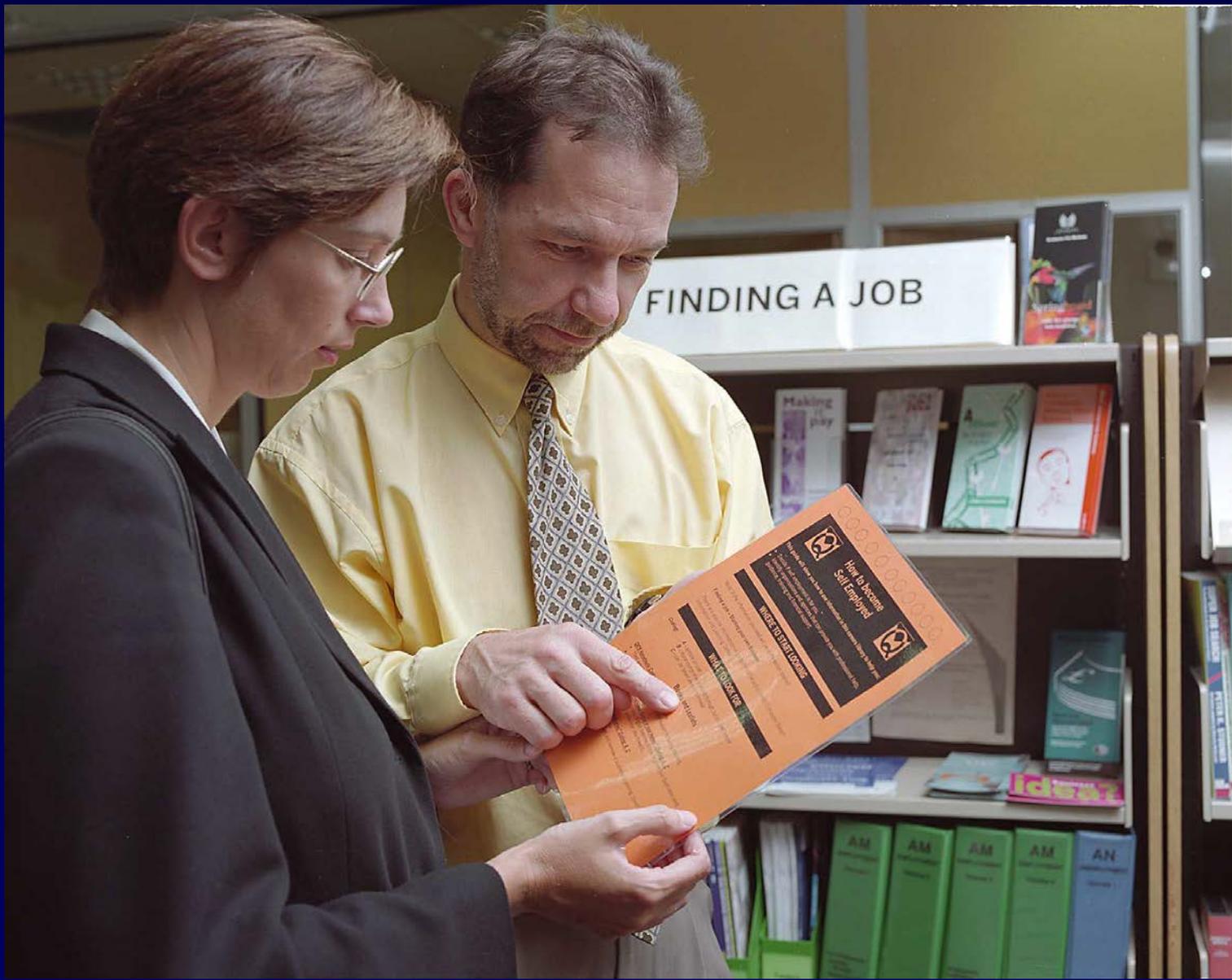
Use of Print Information - Self-Help Services



Use of Multimedia Information - Self-Help Services



Use of Computer Technology - Self-Help Services  
Staff Assistance Provided as Needed



Safety Net (Floor Walker) - Self-Help Services

# Brief Staff-Assisted Services

- Moderate decision making readiness
- Minimal assistance needed
- Guided by a practitioner
- Served in an information room or group setting
- Selection and sequencing by ILP



Brief Screening



## Comprehensive Screening



Selecting Resource Guides - Assisted Services



Using Resource Guides from ILP – Assisted Services



Use of Print Information from ILP - Assisted Services



Use of Computer Technology from ILP - Assisted Services



Safety Net (Floor Walker) – Assisted Services

# Individual Case-Managed Services

- Low decision making readiness
- Substantial assistance needed
- Guided by a practitioner
- Served in an individual office or group setting
- Selection and sequencing by ILP



Brief Screening



Comprehensive Screening



Individual Counseling – In-Depth Support Services



Individual Counseling – In-Depth Support Services



Individual Counseling – In-Depth Support Services  
Supported Use of Resources in the Information Room

# Cost-Effective Services

The goal of this model is to avoid **overserving** or **underserving** young people by using screening to match needs with services

# For Additional Information

[www.career.fsu.edu/techcenter/](http://www.career.fsu.edu/techcenter/)

Thank You