

Service-Delivery Tools

From “Designing and Implementing
Career Programs: A Handbook
for Effective Practice”

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National Career Development Association

Organization of the Presentation

- Signage
- Map
- Resource Guides
- Diagnostic Assessment
- Individual Learning Plans

Signage

- Effective signage helps young people and adults identify the location of specific types of career resources
- Some signs can be color coded to match specific resource guides

Map

- A map of the resource room can help young people and adults to locate:
 - Types of resources, such as books, files, and DVDs

Resource Guides

- Resource guides match needs with appropriate resources and services
- Specific career resources are related to topics (questions commonly asked by young people and adults)
- Selection of topics and creation of the guides is based on the expert judgment of practitioners

Resource Guides

- Resource guides can also recommend a sequence of resources, such as reviewing basic information on occupations prior to conducting an information interview
- Resource guides, resources, and signs can be color coded to make it easier to locate specific resources
- Guides should be available in multiple locations in the career resource room

Limiting the Number of Guides

- Limiting the number of resource guides makes it easier to
 - Train staff
 - Keep the guides up-to-date
- Begin with six resources guides (or twelve if multiple populations are served)

Potential Resource Guide Titles

- “Making Career Decisions”
- “Learning About Yourself”
- “Learning About Occupations”
- “Deciding About Education”
- “Choosing a Training Program”
- “Paying for Your Education or Training”
- “Getting a Job”

Elements of a Resource Guide

- Title of the Resource Guide
- Intended Learning Outcome for the Guide
- Title of the Resource or Service
- Learning Outcome Statement
- Description of the Resource or Service
- Recommendations for Effective Use
- Locating the Resources or Services

Diagnostic Assessments

- Diagnostic measure
- Diagnostic interview

Diagnostic Measure

- Helps clarify the nature of an adolescent's or adult's career problem
- Helps estimate the readiness of an adolescent or adult for career decision making
- Helps the practitioner and the individual to determine the level of service needed

Diagnostic Measure

- Practitioners should use
 - a combination of test results
 - discussion of individual items
 - discussion of an individual's situation

before making suggestions about an individual's readiness for career choice

Diagnostic Measure

Characteristics of effective diagnostic measure

- Quickly administered
- Quickly scored
- Having appropriate norms

Diagnostic Interview

- Potential questions
 - “Do you have any ideas about the type of education you’re looking for?”
 - “Do you have any schools, colleges, or universities you’re considering right now?”
 - “Any thoughts about job training that you are interested in?”
 - “Do you have any training programs you’re considering right now?”

Individual Learning Plans (ILPs)

- Provides adolescents and adults with assistance in sequencing career resources and activities to meet identified goals
- Used in both brief staff-assisted and individual case-managed services

Individual Learning Plans (ILPs)

- After the initial ILP is complete, an adolescent or adult should have increased confidence that the practitioner is
 - concerned about their welfare
 - able to help them better understand their career problem
 - knowledgeable about specific resources and services that relate to their career problem and goals

Sequence for Developing an ILP

1. Collaborate with the adolescent or adult in identifying goals for making a career decision
2. Identify a resource or activity
3. Note the purpose of using the resource or completing the activity

Sequence for Developing an ILP

4. Note the estimated time commitment to use the resource or complete the activity
5. Note the goal served by using the resource or completing the activity
6. After all of the above are completed, select a priority order for using resources and completing activities

Potential Advantages of ILP Use

- Promote collaboration between the practitioner and the young person or adult
- Model brainstorming in problem solving
- Monitor progress of the young person or adult

References

Sampson, J. P., Jr. (2008). *Designing and implementing career programs: A handbook for effective practice*. Broken Arrow, OK: National Career Development Association.

For more information

www.career.fsu.edu/techcenter