

Wisconsin Technical College System

10-520-3 Human Services

Performance Assessment Tasks

Human Services TSA Performance Assessment Task

Directions

This summative assessment scoring guide will be used to determine if you have met the program outcomes at the end of the program. To meet the requirements on the scoring guide, you will be asked to draw upon the skills and concepts that have been developed throughout the program and are necessary for successful employment in your field. Your instructor will provide detailed instructions on this rubric will be used. After your instructor completes this scoring guide, you will receive feedback on your performance including your areas of accomplishment and areas that need improvement.

Target Program Outcomes

- 1 Model a commitment to cultural competence
- 2 Uphold the Ethical Standards and Values for Human Service Professionals.
- 3 Demonstrate professionalism
- 4 Utilize community resources
- 5 Apply human services interventions and best practices
- 6 Cultivate professional relationships

Rating Scale

Value	Description
Met	Fully or adequately met expectations
Not Met	Partially met or failed to meet expectations

Scoring Standard

You must achieve a rating of MET on all criteria for each program outcome to demonstrate competence (passing). A rating of NOT MET on any criterion results in a NOT MET score for that program outcome and for the TSA Assessment.

Scoring Guide

	Criteria	Ratings
1	Model a commitment to cultural competence	
2	you apply the Ethical Standards and Values of the Council for Standards in Human Service Education and National Organization for Human Services	Met Not Met
3	you recognize how your own cultural background, beliefs, and values impact your relationships with others	Met Not Met
4	you provide culturally appropriate services	Met Not Met
5	you use inclusive language	Met Not Met
6	you provide services without prejudice	Met Not Met
7	Uphold the Ethical Standards and Values for Human Service Professionals.	
8	you apply the Ethical Standards of the Council for Standards in Human Service Education and National Organization for Human Services	Met Not Met
9	you practice only within your knowledge and skill base.	Met Not Met
10	you demonstrate professional boundaries	Met Not Met
11	you seek appropriate consultation and supervision to assist in decision-making when there are ethical or other dilemmas.	Met Not Met
12	Demonstrate professionalism	
13	you adhere to professional workplace behaviors related to confidentiality	Met Not Met
14	you obtain information through valid and reliable researched sources	Met Not Met
15	you utilize professional language in your communications	Met Not Met
16	you demonstrate active listening	Met Not Met
17	you demonstrate interviewing skills	Met Not Met
18	you gather information through observation of clients and systems	Met Not Met
19	you produce accurate records and documentation	Met Not Met
20	Utilize community resources	
21	you identify formal and informal community resources	Met Not Met
22	you determine appropriate community resources to meet client needs	Met Not Met
23	you make/recommend referrals as appropriate	Met Not Met
24	you monitor the outcome of referral	Met Not Met
25	you establish a network of community resource contacts	Met Not Met
26	Apply human services interventions and best practices	
27	you identify best practices	Met Not Met
28	you identify needed client interventions	Met Not Met
29	you provide direct services	Met Not Met
30	you follow through with tasks/assignments	Met Not Met
31	you monitor client progress	Met Not Met
32	you assess applied human services interventions	Met Not Met
33	Cultivate professional relationships	
34	you build positive relationships with clients and with the community in multiple ways.	Met Not Met
35	you utilize effective communication strategies (oral, written, graphic, non-verbal)	Met Not Met
36	you access community resources to support and empower clients.	Met Not Met
37	you model appropriate interpersonal skills.	Met Not Met
38	you use knowledge of the systemic view of people in developing respectful, reciprocal, and culturally responsive relationships.	Met Not Met

