

# Minnesota Certification



has attended

## Service To Teens

Branch Out 2009...Beyond Your Comfort Zone

August 4 2009

This workshop addressed the following competencies:

### Public Service Competencies

- A. Public Services Abilities - Administrative and Planning Services
  - 1. Design appropriate programs of service based on community use and needs studies
  
- B. Public Service Abilities - Direct User Services
  - 1. Communicate with individuals from diverse backgrounds.
  - 2. Assess user needs and work to satisfy those needs

Lori Crocker

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presenter

2 contact hours or 2 CE credits