***Seven-Step Service Delivery Sequence***

Retrieved from

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

The *Seven-Step Service Delivery Sequence*guides the delivery of services in brief-staff-assisted and individual case-managed services. However, the process is slower in individual case-managed service because adolescents and adults with slow readiness for decision making need more help in using career resources and more easily overwhelmed with information.

1. ***Initial Interview***

The adolescent or adult is briefly interviewed to clarify the nature of his or her career problem.

1. ***Preliminary assessment***

The practitioner and adolescent or adult discuss the results of diagnostic assessment (e.g. Career Thoughts Inventory) to provide information about his or her career problem and readiness for career choice.

1. ***Define problem and analyze causes***

The practitioner and adolescent or adult come to a preliminary understanding of the problem, defined in terms of a gap between where he or she is and where he or she wants to be. Hypotheses regarding the causes of the gap are discussed.

1. ***Formulate goals***

The practitioner and adolescent or adult collaborate in developing a set of goals to remove the gap.

1. ***Develop individual learning plan***

The practitioner assists the adolescent or adult in developing an individual learning plan (ILP) that will identify the resources and services necessary for attaining the goals indicated on the ILP. Career resources can include assessments or information while career services can include workshops or long-term group counseling.

1. ***Complete the individual learning plan***

The adolescent or adult completes the ILP with the practitioner(s) providing encouragement, clarification, modeling, and reinforcement.

1. ***Summarize review and generalization***

When the ILP is completed, the adolescent or adult discusses his ir her progress toward reaching the goals established in Step 4. Plans for the continued use of career services are established. Application of the career problem-solving approach to solving future problem is discussed.