

## CHAPTER 1 TEST ITEMS

### Multiple Choice

1. In the last half of this century, human services have developed in response to which of the following problems?
  - a. stress in today's world
  - b. today's music as an indication of our acceptance of violence
  - c. more children now attending private schools
  - d. the growth of our dependence on the internet

ANS: A

PG: 7

2. Moving clients to self-sufficiency means all of the following EXCEPT:
  - a. increase in self-esteem
  - b. increase in independence
  - c. increase in responsibility
  - d. increase in family harmony

ANS: D

PG: 7

3. Which one of these client populations receives help that functions as social control?
  - a. AIDS patients
  - b. abused women
  - c. unruly children
  - d. mentally ill clients

ANS: C

PG: 9

4. Rehabilitation is relevant when
  - a. a client experiences an unpleasant fight with parents
  - b. a client loses her children in a custody battle
  - c. a client is diagnosed as having AIDS
  - d. a client is injured in an automobile accident

ANS: D

PG: 9

5. Which one of the following skills best helps the human service professional understand the client's environment?
  - a. listening
  - b. report writing
  - c. problem solving
  - d. advising

ANS: A PG: 14

6. The human service professional, as an educator, is able to
- study with the client to help her earn a GED
  - think with the client about her problems
  - review with the client the rules of the agency
  - talk with the client about the unspoken rules of her family

ANS: B PG: 15

7. Principles of teaming include all EXCEPT:
- pleasing the customer.
  - working together cooperatively.
  - communicating with team members.
  - sharing responsibility.

ANS: A PG: 18

8. A new way that human service agencies relate to each other is by
- establishing partnerships to share staff.
  - developing agreements to loan money and other resources.
  - negotiating their commitments to the community.
  - combining resources to serve clients better.

ANS: D PG: 18

9. Which of the following describe the case manager's activities?
- establish teams, coordinate meetings, and supervise other professionals
  - meet families, counsel families, and evaluate family progress
  - test clients, summarize results, and write reports
  - gather information, make assessments, and monitor services

ANS: D PG: 20

10. A growing trend to provide effective services is
- advocacy
  - case management
  - evidence-based practice
  - generalist practice

ANS: C PG: 21

11. Today the new meaning for the human service generalist is

- a. a professional who works with a specific discipline such as psychology or psychiatry.
- b. a professional who works with the client using both the micro and macro perspective.
- c. a professional who works with the client using the micro perspective.
- d. a professional who works with a specific client group.

ANS: B

PG: 22

12. The relationship the human service professional has with other professionals is described in all but ONE of the following statements:
- a. The relationship the human service professional has with other social service professionals is a measure of the status of human services.
  - b. Other helpers work side by side with human service workers.
  - c. According to many social service providers, the work of the human service professional is essential.
  - d. The human service worker is the mental health specialist.

ANS: D

PG: 24

13. Ethical standards are important to the human service profession to
- a. provide status to the profession.
  - b. define correct standard of performance and practice.
  - c. guide the treatment of clients and coworkers.
  - d. insure an interdisciplinary approach to service delivery.

ANS: C

PG: 25

14. Continuing education includes
- a. seeking advanced degrees, belonging to professional organizations, and attending in-service training.
  - b. using ethical standards, providing effective services, and using resources effectively.
  - c. establishing relationships with other professionals, linking clients to other service, helping clients meet their goals.
  - d. helping clients return to school, training clients for employment, and helping clients learn about themselves and their environment.

ANS: A

PG: 25

### Discussion

Review the case of Almeada and baby Anne and answer the following questions:

1. What were the problems in living that Almeada and baby Anne experienced?

PG: 5

2. How did the human service delivery system address each of these problems?

PG: 7

3. Describe the use of the social care function in the case of Almeada and baby Anne.

PG: 9-10

4. Describe the use of the rehabilitative function in the case of Almeada and baby Anne.

PG: 10

5. Was Almeada self-sufficient? Provide 3 reasons for your answer.

PG: 9