

## Chapter 1: An Introduction to Human Services

1. "Problems in living" refers to
  - a. problems that overwhelm the client
  - b. problems that require the help of several professionals
  - c. problems that are related to the life cycle
  - d. problems that resulted from the economic downturn

*ANSWER: c*

2. 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

*ANSWER: a*

3. 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

*ANSWER: d*

4. Assisting clients in meeting their social needs with a focus on those who cannot care for themselves is referred to as
  - a. rehabilitative control
  - b. rehabilitative care
  - c. social control
  - d. social care

*ANSWER: d*

5. 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

*ANSWER: c*

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6. Rehabilitation is relevant when
- a client experiences an unpleasant fight with parents
  - a client loses her children in a custody battle
  - a client is diagnosed with AIDS
  - a client is injured in an automobile accident

*ANSWER:* d

7. The interdisciplinary nature of human services
- complicates the definition of human services
  - provides new perspectives about individuals, groups, and families
  - explains why knowledge of the culture is important to know
  - describes how all cultures are similar

*ANSWER:* b

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

*ANSWER:* a

9. 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

*ANSWER:* b

10. The human service professional needs to develop networks primarily to
- understand the most current social service legislation
  - link clients to services
  - describe the community service umbrella
  - monitor the social control process

*ANSWER:* b

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11. The primary beneficiary of teaming in human services is
- the client
  - the generalist
  - other agencies
  - helping networks

*ANSWER: a*

12. 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

*ANSWER: d*

13. 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

*ANSWER: d*

14. The goal of case management is
- to learn how to balance a large caseload
  - to provide short- or long-term care when needed
  - to become an organized professional
  - to develop good outcome evaluations

*ANSWER: b*

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

*ANSWER: c*

## **Chapter 1: An Introduction to Human Services**

16. Today the new meaning for the human service generalist is
- a professional who works with a specific discipline such as psychology or psychiatry
  - a professional who works with the client using both the micro and macro perspective
  - a professional who works with the client using the micro perspective
  - a professional who works with a specific client group

*ANSWER:* b

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

*ANSWER:* d

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

*ANSWER:* c

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

*ANSWER:* a

20. HS-BCP is an acronym that means Human Services
- Board Certified Professional
  - Broad Competency Practice
  - Board Credential Preparation
  - Board Certified Practitioner

*ANSWER:* d