

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

ANSWER: d

7. The interdisciplinary nature of human services
- a. complicates the definition of human services
 - b. provides new perspectives about individuals, groups, and families
 - c. explains why knowledge of the culture is important to know
 - d. 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?
- a. listening
 - b. report writing
 - c. problem solving
 - d. advising

ANSWER: a

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

ANSWER: b

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

ANSWER: b

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

ANSWER: a

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

ANSWER: d

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

ANSWER: d

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

ANSWER: b

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

ANSWER: c

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16. 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

ANSWER: b

17. The relationship the human service professional has with other professionals is described in all but which 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.

ANSWER: d

18. 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

ANSWER: c

19. 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

ANSWER: a

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

ANSWER: d