

KEY

1. **A good way to interview and engage a client is to:**
 - a. tell the client that you know what is best for them
 - b. use words they can't understand
 - c. use many closed-ended questions during the interview
 - d. **listen attentively to the client**
2. **A program assistant's job duties include:**
 - a. helping clients learn and perform living skills
 - b. referring clients to appropriate resources
 - c. providing or arranging transportation for clients
 - d. **all of the choices are correct**
3. **"Failure-to-Thrive" is a term applied to:**
 - a. children who perform below average in school
 - b. children who are not in school by the age of 6
 - c. **children under 3-years of age who are not growing at expected rate**
 - d. adolescents who are not involved in athletics at school
4. **A good potty-training technique for caregivers is to:**
 - a. **give the child lots of praise**
 - b. start training them really early
 - c. punish the child when he or she has an "accident"
 - d. keep the child on the toilet as long as it takes for them to "do their business"
5. **Which of the following statements about ethics is NOT true?**
 - a. **Ethics involves legal rules about a person's conduct. As long as a person stays within the law, they are acting in an ethical manner.**
 - b. Ethics is a division of philosophy that describes character and conduct.
 - c. Ethics are standards of conduct, a system of moral principles and values.
 - d. Ethics define the norms and values of individuals and society as a whole.
6. **The court that handles adoptions, child guardianships and child custody is:**
 - a. District Court
 - b. Chancery Court
 - c. Municipal Court
 - d. **Juvenile Division of Circuit Court**

7. Which of the following is NOT a useful tip for testifying in court?
- a. visiting the court room before testifying
 - b. reviewing the case file
 - c. dressing professionally
 - d. **modifying the truth if it will help your client**
8. The kind of maltreatment dealt with most often is:
- a. physical abuse
 - b. sexual abuse
 - c. **neglect**
 - d. emotional abuse
9. Being family centered means:
- a. figure out exactly what the family needs as they are unable to figure that out for themselves
 - b. **protect the child while empowering and strengthening the family to meet their own needs**
 - c. keep the family together no matter what as it is the primary unit
 - d. doing your best to make sure the child stays safely in foster care and never returns home
10. Documentation is important for all of the following reasons EXCEPT:
- a. **to clearly state your personal opinions**
 - b. to record progress towards family case plan goals, or lack of it
 - c. to show reasonable efforts
 - d. to provide a clear record of events if someone else needs to take over the case
11. The best way to improve communication when working with clients is:
- a. Using sarcasm to relay difficult information about the client's case
 - b. Avoiding eye contact so that the client doesn't feel threatened
 - c. Asking leading questions so that the client has an idea about how you want them to answer
 - d. **None of these things will improve communication.**
12. Neglect includes all of the following EXCEPT:
- a. not providing food, clothing, shelter, education, or medical treatment
 - b. **disciplining a child for misbehaving**
 - c. not taking reasonable action to protect a child from maltreatment when the existence of maltreatment is known
 - d. not providing the necessary physical, mental, or emotional needs of the child

13. When discussing sexual abuse with the victim, it is important to:
- a. encourage the child to speak about the abuse
 - b. blame the child
 - c. force the child to give specific details of the assault
 - d. allow the child to isolate from other people
14. Active listening can **BEST** be described as:
- a. interactive attention during a crisis
 - b. communication without the use of electronics
 - c. listening for the total meaning of a message and communicating understanding back to the speaker
 - d. addressing family case plan issues with the client
15. Which of the following is **NOT** a strategy for helping a client deal with stress?
- a. Program assistants must try to eliminate all stress from their clients' lives.
 - b. Teach family members stress reduction techniques and coping skills.
 - c. Establish a system of support for client family members.
 - d. Praise family members for small successes.
16. All of the following are rules for writing narrative **EXCEPT**:
- a. adhere to family case plan issues
 - b. attempt to document events that are supposed to happen in order to save time
 - c. record only your own activities (not that of a co-worker)
 - d. avoid emotionally charged narrative
17. According to Family Systems Theory:
- a. one family member's difficulty is seen as a problem which affects the entire family
 - b. the problems of one family member have no effect on other members
 - c. one person's problem is seen as their own problem
 - d. everyone in a family gets along equally well with each other
18. All of the following are reasons for a program assistant to know about children's growth and development **EXCEPT**:
- a. to better help caregivers understand a child's behavior that may be frustrating or upsetting
 - b. to recognize warning signs of developmental delays
 - c. so that caregivers can brag to their friends that their child reached a developmental milestone at an early age
 - d. to help caregivers learn age appropriate ways to interact with and discipline children

19. Choose the answer that is the **MOST** important to emphasize during pregnancy:
- a. good nutrition on the part of the mother
 - b. choosing names for the baby
 - c. talking to the unborn child
 - d. picking out baby clothes

Use the following scenario to answer question 20.

Sean Jones has been diagnosed with depression. He is always sad and feels helpless, hopeless, and worthless. He takes no pleasure in hobbies or activities that he once enjoyed. He has admitted to having thoughts about suicide.

20. A good thing to say to Sean might be:
- a. "I just can't imagine how hard this must be for you!"
 - b. "It's all in your mind!"
 - c. "There are a lot of people who are worse off than you!"
 - d. "No one ever said life was fair!"
21. Which of the following is the **BEST** answer regarding possible signs of "Failure-to-Thrive?"
- a. the child appears undernourished or small for their age
 - b. mother waters down formula
 - c. substance use by the caretaker which takes away their response to the child's needs
 - d. all of the choices are possible signs of "Failure-to-Thrive"
22. All of the following are true of childhood immunizations **EXCEPT**:
- a. shots are needed at two, four, and six months, and between 12 and 15 months
 - b. if a child does not get their shots when they are supposed to, they will be unable to be fully immunized
 - c. more shots will be needed when the child is about five years old and again at when they are 12
 - d. mild side effects like a sore arm or a slight fever usually follow immunizations
23. Which of the following statements regarding confidentiality is **INCORRECT**?
- a. Program assistants have an ethical and legal duty to maintain client confidentiality.
 - b. The foster child's attorney may obtain a copy of a true report on the child he is representing.
 - c. A program assistant may share information on a foster child with any of the child's relatives who might call the office asking for information.
 - d. A program assistant should share information with their supervisor if a client tells them about a new report of child maltreatment.

Use the following scenario to answer question 24.

Mary and Tanya live together in a small apartment. Tanya does most of the cleaning even though it is Mary who is the messy one. Tanya has attempted numerous times to get Mary to help her with some of the cleaning and daily chores. However, after a few days of helping, Mary quickly returns back to her messy ways. Tanya is becoming very frustrated and angry with her roommate. She comes to you for advice on how to resolve the conflict.

24. Choose the answer that is the **MOST** effective and assertive way for Tanya to solve her problem with Mary.
- a. Tanya should yell at Mary and REALLY let her know how she feels.
 - b. Tanya should ignore the problem until it goes away.
 - c. Tanya should compromise and collaborate with Mary to find a cleaning schedule that is agreeable to both people.
 - d. Tanya should “give in” to Mary and continue to do the cleaning in order to save their friendship.
25. All of the following are steps in the change process **EXCEPT**:
- a. sit back quietly and let the client make the change on their own.
 - b. help the client identify their barriers to change.
 - c. help the client explore their options for change.
 - d. help the client break long term goals into short, reachable ones.

Use the following scenario to answer question 26.

Brandon is 12-years-old. His father was removed from his home over a year ago and he does not have contact with him. For several months after his father was removed from the home, Brandon frequently talked with his mother (who is still in the home) about the loss. He was very open about his feelings and with the help of a counselor has adjusted to his life without his father. At the present time, Brandon seems to be more involved with the rest of his family, he seeks interactions with people outside of his family, and he is once again participating in normal childhood activities.

26. **Presently**, Brandon is **MOST** likely working through which Task of Mourning?
- a. accepting the reality of the loss
 - b. experiencing the pain of the loss
 - c. adjusting to the new environment without the lost person
 - d. reinvesting in the new reality
27. Which of the following statements is the **BEST** answer regarding the responsibilities of resource parents?
- a. keeping a scrapbook to record developmental progress and special events in a child's life.
 - b. providing reasonable opportunity for mail/phone contact & family time with caregivers.
 - c. accompanying the child on all medical appointments.
 - d. all of the choices are correct.

28. Per policy, foster children are required to receive a PACE exam by no later than what time frame?
- a. 3 days from entering care
 - b. 30 days from entering care
 - c. 60 days from entering care
 - d. 90 days from entering care
29. Which statement is **NOT** a **physical** indicator of physical abuse?
- a. excessive fear of adults
 - b. bruises in various stages of healing
 - c. spiral fractures
 - d. injuries forming regular patterns
30. Which of the following court hearings comes first?
- a. The Permanency Hearing
 - b. The Probable Cause Hearing
 - c. The Adjudication Hearing
 - d. The Review Hearing