

FOUNDATION UNIT 5 KNOWLEDGE CHECK

Instructions: This activity checks your understanding of the materials presented in class and the online training. Our goal is that you learn how to find the answers to the questions you will encounter in your work. In addition, we hope you are able to apply the concepts covered in training and understand why these are important when you are working with families where abuse and neglect occur. With that in mind, this knowledge check is “open book.” You may use any materials provided during the classroom or online training. You will receive feedback as you go along.

1. Terms that describe the various forms of communications are.

- a. Verbal
- b. Para verbal
- c. Nonverbal
- d. All of the above

2. Para-verbal communication includes all of the following except?

- a. The inflection
- b. Pacing
- c. Pitch
- d. Eye contact

3. Which type of verbal response violates the basic social work values of maintaining a nonjudgmental attitude and accepting the person where they are at the time?

- a. Judging
- b. Criticizing
- c. Placing blame
- d. All of the above

4. Active listening requires you to do the following except:

- a. Pay attention
- b. Offer quick solutions
- c. Provide feedback
- d. Defer Judgement
- e. Respond appropriately

5. Identify two types of interviews conducted by Family Service Workers. (Check All That Apply)
- a. Investigation Interviews
 - b. Casework Interviews
 - c. Interrogation Interviews
 - d. Interviews with News Media
6. What is the purpose(s) of a casework interview?
- a. Engaging the family
 - b. Assessing the family
 - c. Planning and evaluating
 - d. All of the above
7. A critical task of an investigative interview is to determine if the child is in imminent danger.
- a. True
 - b. False
8. Interviews have several stages. Which of the following is the most accurate description of the stages?
- a. Introduction, fact finding, determination, closure
 - b. Preparation, introduction/engagement, information gathering/sharing, closure
 - c. Fact finding, determination, closure, engagement in planning for change
 - d. None of the above relate to child maltreatment interviews
9. Regardless of the type of interview (casework or investigation) good interviewing strategies include all of the following except:
- a. Using a skillful mix of open-ended questions, closed ended questions, clarifying responses, probing, and reflecting, summarizing and redirecting strategies.
 - b. Encouraging/allowing a person to talk freely and with little interruption, with clarifying questions to follow.
 - c. Setting absolute time limits for interviews to keep things focused.
 - d. Using a funnel approach (starting with broad, general or open-ended questions) and becoming more specific.

10. There are special considerations when interviewing children. When interviewing children avoid which of the types of questions?

- a. Leading questions or leading open-ended directives
- b. Tag questions
- c. Stacked questions
- d. "Why" questions
- e. All of the above

11. Which of the following is an SOP tool used while interviewing children? (Check All That Apply)

- a. Safety House
- b. Genogram
- c. Ecomap
- d. Three Houses
- e. Circles of Safety and Support

12. You are interviewing a 6-year-old about possible physical abuse by her step-father. You introduced yourself and spent time engaging the child. Part of the engagement involved learning the names of people who live in her house and what she calls them. You have figured out that she uses words like an adult would, but that she does not truly understand the concepts of time and number. During the engagement phase you did not ask questions about injury, nor did she volunteer any information. As you move into fact-finding, your first response was, "Now we need to talk about Daddy hurting you."

Based on this situation, which of the statements below is correct?

- a. You have given a leading directive (Tell me...).
- b. You wasted time finding out about whether she knew the meaning of words, since a 6 year-old would have well developed verbal skills.
- c. There is no need for an in-depth interview on a cuts, welts and bruises case because the evidence of maltreatment is clearly visible.

13. Which statement about engagement is incorrect?

- a. The goal of engagement is to join with the family in a mutual problem solving effort.
- b. Successful engagement requires workers to master the two related key skills of active listening and empathic responding.
- c. Making an effort to engage the family demonstrates respect and willingness to consider the family's perspective.
- d. Successful engagement depends on the worker establishing their position as a child welfare expert.

14. Safety Organized Practice is a solution and safety oriented approach to child protection casework. It is a collaborative effort to help families figure out what they need to be doing (as opposed to what they need to quit doing). It uses several types of questions and strategies that tap into a family's current or past capacities for creating safety. Match the strategies below with the type of question.

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|----|--|---------------------------|
| a. | Tell me what your life would look like if this problem just went away. | Preferred Future question |
| b. | Think of a time when things were better than they are now. What kinds of things were you doing then? | Coping question |
| c. | Think of a time that you might have hit your children but didn't. What did you do to keep from hitting them? | Exception question |
| d. | Thinking about disciplining or punishing your child right now, where would you rank yourself on a scale of 1 -10 with 10 being no problem at all and 1 being dangerous? What do you think it would take to move 1 number closer to 10? | Scaling question |

15. Which statement about contacts is most accurate?

- a. A contact is any interaction between the worker (or other DCFS personnel) and a family member or provider
- b. A contact is the family time visit between a child in foster care and her parent or caregiver.
- c. A contact must be a face-to-face interaction.

16. Which statement about documentation is least correct?

- a. When documenting contacts, the focus should be on safety, permanency, well-being, and progress toward needed changes in the family's behavior.
- b. Documentation should be completed right before monthly reports are due.
- c. Documentation of interviews, contacts and family time visits should be written in third person.
- d. Documentation should support any recommendations to the court or recommendations for change in a case's status.

17. What is the number one strategy for dealing with unreasonable people?

- a. Telling them to calm down
- b. Shouting at them
- c. Listening
- d. Walking away.

18. Which of the following is not considered a worker safety guideline:

- a. Avoid wearing clothing that constricts your ability to move quickly.
- b. When conducting a home visit try to position yourself close to an entrance/exit to help avoid being in a situation where you are trapped with no way of being able to escape.
- c. Inform colleagues of your whereabouts when out in the field and your expected time of returning to the office.
- d. After you've established rapport with a family you can let your guard down and allow yourself to be more relaxed and not concerned with safety as much because of your good working relationship.

19. Why is it important to be aware of the effective use of authority as a family service worker?

- a. To try to coerce people to change.
- b. To help you use your authority in a respectful way to ensure the children are safe and well-cared for.
- c. To be lenient and avoid addressing the tough issues.
- d. To prove that you are in charge and have the power to impact family outcomes.

20. Which of the following statements is false?

- a. Being on call requires workers to be able to work independently; therefore, workers can make case decisions without the prior approval of a supervisor.
- b. On-call workers should contact supervisors prior to making any decisions about implementing a protection plan or consideration of a removal.