

Social Services Assistant Training Pre- and Post-Test

1. During transportation, a child says, “My mom told me I’m coming home next week, so I don’t have to go back to the resource home.” The Social Services Assistant has not received any information confirming a change in placement. What is the best response?

- A. Reassure the child that their mother probably knows the plan.
- B. Tell the child that their mother is incorrect.
- C. Acknowledge what the child shared without confirming an outcome, then communicate the statement to the assigned Specialist.
- D. Avoid responding because discussing the case during transportation is always prohibited.

Correct Answer: C

2. A Social Services Assistant completes weekly telephone contacts with a child for several weeks because the assigned Social Services Specialist has a very large caseload. Which statement best reflects the Social Services Specialist's role?

- A. The telephone contacts satisfy the Specialist's contact requirement because the Social Services Specialist is part of the case team.
- B. The contacts satisfy the requirement if the Social Services Specialist documents them thoroughly.
- C. The contacts provide valuable support but do not replace the Specialist's required contact.
- D. The contacts replace the Specialist contact when approved by a supervisor.

Correct Answer: C

3. During family time, a parent checks their phone repeatedly while the child plays nearby. The child does not appear distressed. Which documentation is most appropriate?

- A. “Parent showed little interest in the child.”
- B. “Parent was distracted throughout the visit.”
- C. “Parent failed to engage appropriately.”
- D. “Between 2:15 and 2:35 p.m., the parent looked at the phone several times while the child played with blocks.”

Correct Answer: D

4. A Social Services Assistant sees a family they work with at a crowded community event. The caregiver looks toward the Social Services Assistant but does not speak. What should the Social Services Assistant do?

- A. Allow the caregiver to decide whether to acknowledge the Social Services Assistant.
- B. Approach the caregiver only if no one else is nearby.
- C. Smile and greet the caregiver to maintain rapport.
- D. Quietly ask whether the caregiver wants to discuss the case.

Correct Answer: A

5. A toddler cries loudly when family time begins. The parent immediately says, “She always acts like this because she doesn’t want to see me.” What should the Social Services Assistant consider first?

- A. Whether the child should be removed from the visit.
- B. Whether the crying may reflect a transition, unmet need, fear, or other developmental or trauma-related factor.
- C. Whether the parent-child relationship is damaged.
- D. Whether the parent should be corrected for making the statement.

Correct Answer: B

6. During transportation, a child begins talking about an upsetting interaction that occurred at home. The child asks the Social Services Assistant, “Do you think they are going to let me go home now?” What is the most appropriate response?

- A. Tell the child that returning home is likely if things continue to improve.
- B. Explain that the Social Services Assistant cannot determine the outcome, listen to the child, and document significant information shared.
- C. Change the subject because case-related conversations should never occur during transportation.
- D. Tell the child to save the information for the Social Services Specialist.

Correct Answer: B

7. An eight-year-old can follow rules at school but becomes highly aggressive during family time. What is the most appropriate conclusion for the Social Services Assistant?

- A. The Social Services Assistant should note the difference across settings, respond safely, and communicate the observation without diagnosing the cause.
- B. The difference in behavior proves trauma is the cause.
- C. The child is choosing to misbehave around family.
- D. The child should be disciplined more consistently during family time.

Correct Answer: A

8. A Social Services Assistant notices that a child is physically advanced for their age but struggles significantly with language. Which interpretation is most appropriate?

- A. Development should be consistent across all areas, so the child is clearly delayed.
- B. The child's language difficulty is probably related to trauma.
- C. Physical development matters more than language development.
- D. Children may develop at different rates across domains, so the Social Services Assistant should observe and communicate concerns rather than draw conclusions.

Correct Answer: D

9. A caregiver says, "He is six years old. He should be able to control himself by now." The child becomes overwhelmed and cries during transitions. Which response by the Social Services Assistant best reflects the training?

- A. Agree that the child should have better emotional control.
- B. Explain that the child's response may need to be viewed in the context of development, trauma, and current stress.
- C. Tell the caregiver to ignore crying so the behavior is not reinforced.
- D. Tell the caregiver the child is emotionally delayed.

Correct Answer: B

10. A child who has experienced several placements refuses to get into the Social Services Assistant's vehicle and says, "You're probably going to leave too." What is the best response?

- A. Explain that the child is overreacting.
- B. Promise that the Social Services Assistant will always be there.
- C. Respond calmly and consistently, avoid taking the behavior personally, and document what occurred.
- D. Tell the child the behavior is inappropriate and transportation must continue.

Correct Answer: C

11. A child is restless, easily distracted, and quick to react when adults raise their voices. Which statement best reflects the Social Services Assistant's role?

- A. The behavior is more likely to be trauma than ADHD.
- B. The behavior is more likely ADHD because it includes hyperactivity.
- C. Trauma and ADHD can appear similar, so the Social Services Assistant should observe patterns and never diagnose.
- D. The SSA should ask the caregiver to decide which explanation fits best.

Correct Answer: C

12. A child is quiet before family time, becomes clingy during the visit, and cries intensely afterward. What should the Social Services Assistant do?

- A. Conclude that family time is emotionally harmful.
- B. Recommend suspending visits until the child can manage emotions more effectively.
- C. Tell the child the visit went well and there is no reason to cry.
- D. Recognize that children may struggle around family time and provide calm, age-appropriate support while documenting the pattern.

Correct Answer: D

13. A child pulls away when a caregiver tries to comfort them after becoming upset. Which Social Services Assistant response best reflects an attachment-informed approach?

- A. Encourage calm availability without forcing closeness and observe how the child responds.
- B. Explain that rejecting comfort is disrespectful.
- C. Encourage the caregiver to keep holding the child until the child accepts comfort.
- D. Tell the caregiver not to offer comfort again.

Correct Answer: A

14. A caregiver repeatedly misses appointments while trying to secure housing and food. Which response best applies to what you learned in training content?

- A. The caregiver's behavior demonstrates poor motivation.
- B. The caregiver should be held accountable without considering other factors.
- C. Immediate survival needs may be limiting the caregiver's ability to focus on longer-term expectations.
- D. Case plan expectations should be discontinued.

Correct Answer: C

15. A Social Services Assistant observes a behavior that could be typical development, trauma-related, or a sign of another concern. Which question should guide the Social Services Assistant's next step?

- A. "What did I actually observe? How should I respond now, and what does the team need to know?"
- B. "Who caused this behavior?"
- C. "What diagnosis best explains this?"
- D. "Should I wait until someone else confirms the behavior?"

Correct Answer: A

16. During family time, a parent kneels beside a crying child and speaks calmly until the child settles. Which feedback best supports learning?

- A. "Good job."
- B. "You handled that correctly."
- C. "Next time, do that sooner."
- D. "You stayed calm and got down to her level, and she began to settle. That seemed to help her feel safe."

Correct Answer: D

17. Why is the response *"You stayed calm and got down to her level, and she began to settle. That seemed to help her feel safe."* more effective than simply saying *"Good job"*?

- A. It tells the parents exactly what the Social Services Assistant expects.
- B. It identifies a specific parenting behavior and connects it to the child's response.
- C. It evaluates the parent's overall ability.
- D. It prevents the parents from needing more coaching.

Correct Answer: B

18. A child spills a drink. Which Social Services Assistant response best supports growth while keeping the parent responsible?

- A. "You should have been watching more closely."
- B. "Don't worry about it. I'll clean it up."
- C. "These things happen. What do you think might help make this easier next time?"
- D. "The important thing is that nobody got hurt."

Correct Answer: C

19. A parent becomes visibly frustrated but pauses, takes a breath, and responds calmly to the child. What should the Social Services Assistant focus on?

- A. The fact that the parent became frustrated at all
- B. The parents' successful use of self-control and what helped them recover
- C. Whether the parent has a history of yelling
- D. Whether the child caused the frustration

Correct Answer: B

20. A parent struggled to engage the child during the last visit but follows the child's lead in play during the current visit. Which Social Services Assistant response best reflects "support growth, not perfection"?

- A. "You followed your child's lead today, and they stayed engaged longer. That's progress."
- B. "This visit was much better than the last one."
- C. "You still need to work on staying engaged longer."
- D. "Now you know what you should have done last time."

Correct Answer: A

21. During play, a parent grabs the child's arm too forcefully. The parent is otherwise having a positive visit. What should guide the Social Services Assistant's response?

- A. Address the safety concern immediately, then continue coaching only when appropriate.
- B. Wait to determine whether the parent repeats the behavior.
- C. Avoid interrupting because intervening may damage the parent's confidence.
- D. End the visit automatically.

Correct Answer: A

22. Why does strengths-based coaching **not** mean ignoring problematic behavior?

- A. Coaching is used only when no concerns exist.
- B. Encouragement replaces accountability once trust has been established.
- C. Strengths-based communication can support growth and accountability, while safety concerns still require immediate action.
- D. Social Services Assistants should leave all concerns for the Specialist to address.

Correct Answer: C

23. Nothing goes wrong during family time. Why should the Social Services Assistant still be actively observing?

- A. To identify rule violations that may have been missed
- B. To evaluate whether the visit met case plan expectations
- C. To determine whether the parent is ready for unsupervised visits
- D. To look for ordinary moments that reveal strengths and opportunities to reinforce positive parenting

Correct Answer: D

24. After family time, the parent asks, "What should I do differently next time?" Which response best supports reflection rather than dependence on the Social Services Assistant?

- A. "Here is exactly what I think you should do."
- B. "Ask your Specialist because I cannot discuss parenting."
- C. "What went well today, and where did you notice your child responding positively to you?"
- D. "I think you should work on discipline first."

Correct Answer: C

25. A Social Services Assistant is speaking with a parent when the child repeatedly interrupts. Which response best models a skill the parent could later use?

- A. Ignore the child until the parent handles it.
- B. "Your mom and I are talking right now."
- C. "Stop interrupting."
- D. "I hear you have something to say. Let me finish this thought, and then I'll listen."

Correct Answer: D

26. After family time, a Social Services Assistant writes, "The parent failed to control the child, and the visit went poorly." What is the strongest reason this documentation is inappropriate?

- A. It is too short.
- B. It focuses on the parent instead of the child.
- C. It contains conclusions and judgments rather than objective observations of what occurred.
- D. Social Services Assistants should not document family time.

Correct Answer: C

27. Which note would be most useful to a Specialist reviewing a family contact?

- A. "Parent was appropriate."
- B. "The child seemed uncomfortable but warmed up after a short time."
- C. "The parent handled the transition well."
- D. "At 3:20 p.m., the child began crying when cleanup was announced. The parent knelt beside the child, spoke quietly, and offered two choices. The child stopped crying after approximately three minutes."

Correct Answer: D

28. While transporting a child and caregiver, the caregiver begins discussing sensitive case information while another child is present. What should the Social Services Assistant do?

- A. Continue the conversation because everyone is part of the family.
- B. Redirect the conversation because confidential information should not be discussed where others can hear unless necessary and appropriate.
- C. Ask the other child not to listen.
- D. Continue but avoid using names.

Correct Answer: B

29. A father appears distracted while his toddler cries and refuses lunch. Which response best balances empathy, developmental understanding, and coaching?

- A. "It looks like you're trying to help her settle. Toddlers can have a hard time with transitions. What do you think might help her feel more comfortable?"
- B. "She is probably testing you."
- C. "You need to get her under control before she gets more upset."
- D. "Let me take over for a few minutes and show you how to calm her down."

Correct Answer: A

30. A Social Services Assistant notices a child withdrawing during transportation, observes a parent successfully calming the child during family time, and later hears the parent make a concerning statement. Which response best reflects the full Social Services Assistant role?

- A. Decide what the behaviors mean and tell the Specialist what conclusion to make.
- B. Focus only on the concerning statement because positive interactions are not case-relevant.
- C. Avoid becoming involved beyond transportation and supervision.
- D. Observe each interaction carefully, respond appropriately in the moment, recognize strengths, protect safety and confidentiality, document objectively, and communicate meaningful information to the team.

Correct Answer: D

Answer Key

Answer # Answer # Answer

1 C 11 A 21 A

2 C 12 D 22 B

3 D 13 A 23 D

4 A 14 C 24 C

5 B 15 A 25 D

6 B 16 D 26 C

7 A 17 B 27 D

8 D 18 C 28 B

9 B 19 B 29 A

10 C 20 A 30 D