Clinical Mental Health Counseling in Community and Agency Settings 5th edition Gladding Test Bank

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Instructor's Resource Manual and Test Bank

for

Clinical Mental Health Counseling in Community and Agency Settings

Fifth Edition

By

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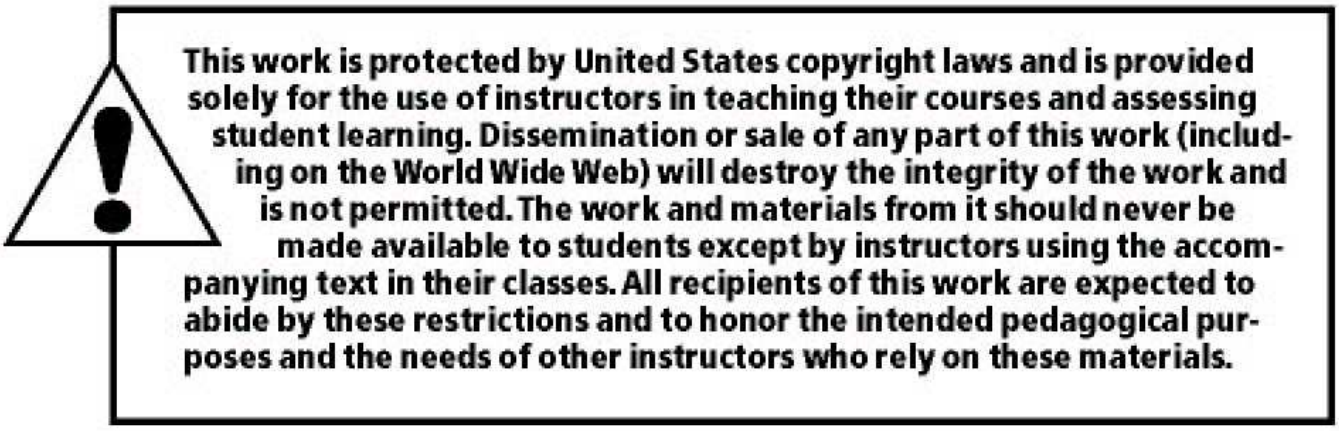
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INTRODUCTION

This electronic instructor's manual for the textbook, *Clinical Mental Health Counseling in Community and Agency Settings* (Gladding & Newsome, 2018), contains the following supplemental resources: a test bank of approximately 20 multiple choice questions and 2-3 essay questions per chapter; an answer key to the test bank questions, a list of key terms in each chapter, a glossary of terms; and a list of potential instructional activities for each chapter. PowerPoint presentations for each chapter also are available in separate documents.

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CHAPTER 1: HISTORY OF AND PROFESSIONAL IDENTITY IN CLINICAL MENTAL HEALTH COUNSELING

KEY TERMS

Clinical mental health counseling
Community counseling
Mental health counseling
American Mental Health Counselors Association
Frank Parsons
Jesse B. Davis
Clifford Beers
Boston's Vocational Bureau
School guidance
Council of Guidance and Personnel Association
National Vocational Guidance Association
American Personnel and Guidance Association
American Association for Counseling and Development
American Counseling Association
Smith-Hughes Act of 1917
Army Alpha, Army Beta intelligence tests
Strong Vocational Interest Inventory (SVII)
Psychometrics
Abraham and Hannah Stone
E. G. Williamson
Minnesota Point of View
Trait-factor Counseling
Edward Thorndike
John Brewer
George-Dean Act
Dictionary of Occupational Titles (DOT)
Carl Rogers
National Mental Health Act
U.S. Veterans Administration
Society of Counseling Psychology (Division 17) of APA
National Defense Education Act (NDEA)
Counseling Psychology
Gilbert Wren
Community Mental Health Centers Act
ERIC Clearinghouse on Counseling and Personnel Services (ERIC/CAPS)
Association of Counselor Education and Supervision (ACES)
Council for Accreditation of Counseling and Related Educational Programs (CACREP)
National Board for Certified Counselors (NBCC)
National Certified Counselor (NCC)
National Academy of Certified Clinical Mental Health Counselors (NACCMHC)
Chi Sigma Iota

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Carol Gilligan
Feminist theory
Multicultural competencies and standards
Managed care organizations
Health maintenance organizations (HMOs)
Contextualism
Evidenced-based interventions
20/20 A Vision for the Future of Counseling
Licensure portability
Globalization of counseling
Patient Protection and Affordable Care Act
TRICARE
Department of Veterans Affairs' Choice Program
Professional identity
Nonprofessional helpers
Generalist human services workers
Professional helpers
Professional counseling
Bogust v. Iverson
Weldon v. Virginia State Board of Psychologists Examiners
Inspection
Registration
Certification
Licensure
Social work
Psychiatry
Biomedical model
Biopsychosocial model
Psychiatric mental health nurses
Psychologists
National Fair Access Coalition on Testing (FACT)
Secondary service
Primary service

QUESTIONS

Multiple Choice Questions

1. The story of a young man who rescued people from a river illustrates what key component of counseling?
   a. Counseling emphasizes intervention wherever possible.
   b. Counseling focuses on prevention wherever possible.
   c. Counseling avoids altering people's environments.
   d. Counseling is a profession for altruists.

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2. Which of the following terms was devised in the mid- to late-1970s to identify counseling activities that took place outside of educational settings?
   a. Clinical mental health counseling
   b. School guidance and counseling
   c. Mental health counseling
   d. Community counseling

3. Which of the following divisions of the American Personnel and Guidance Association was established for mental health counselors?
   a. American Community Counselors Association
   b. American Clinical Mental Health Counseling Association
   c. American Mental Health Counselors Association
   d. American Counseling Association

4. Counseling initially developed from a humanitarian concern to improve people's lives in communities affected by
   a. World War I
   b. World War II
   c. Sputnik I
   d. The Industrial Revolution

5. Which of the following individuals founded Boston's Vocational Bureau and is considered the "founder of guidance?"
   a. Frank Parsons
   b. Jesse B. Davis
   c. Clifford Beers
   d. Hannah Stone

6. Which of the following individuals was the first to establish a systematized guidance program in the public schools?
   a. Frank Parsons
   b. Jesse B. Davis
   c. Clifford Beers
   d. Hannah Stone

7. Who wrote the book, *A Mind That Found Itself*?
   a. Frank Parsons
   b. Jesse B. Davis
   c. Clifford Beers
   d. Hannah Stone

8. The first national professional organization in the counseling field was called the
   a. National Vocational Guidance Association
   b. American Personnel and Guidance Association
   c. American Counseling Association
   d. American Mental Health Association

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9. The flagship journal of the American Counseling Association is the
   a. *Counseling Psychologist*
   b. *Journal of Counseling and Development*
   c. *Journal of Professional Counseling*
   d. *Journal of Mental Health Counseling*

10. Which of the following statements reflects the influence of World War I on the development of the profession of counseling?
   a. As a result of World War I, a greater emphasis in testing emerged, and psychometrics became a popular movement.
   b. Due to the war efforts, World War I halted the development of counseling for a season.
   c. World War I had little impact on the development of counseling.
   d. World War I hastened the need for counselors and psychologists to train and help select specialists for the military and other industry.

11. Which of the following statements reflects the influence of World War II on the development of the profession of counseling?
   a. As a result of World War II, a greater emphasis in testing emerged, and psychometrics became a popular movement.
   b. Due to the war efforts, World War II halted the development of counseling for a season.
   c. World War II had little impact on the development of counseling.
   d. World War II hastened the need for counselors and psychologists to train and help select specialists for the military and other industry.

12. Which of the following individuals formulated the first theory of counseling?
   a. Clifford Beers
   b. Frank Parsons
   c. Carl Rogers
   d. E. G. Williamson

13. The first theory of counseling stated that people had aptitudes, interests, and achievements called _____ that could be combined in a variety of ways to form constellations of individual characteristics called _____.
   a. Traits; Factors
   b. Factors; Traits
   c. Schemas; Cognitions
   d. Cognitions; Schemas

14. Which of the following individuals challenged the directive, counselor-centered approach and the major tenets of Freudian psychoanalysis with a non-directive, person-centered approach to counseling?
   a. Edward Thorndike
   b. John Brewer

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c. Albert Ellis
d. Carl Rogers

15. The National Defense Education Act (NDEA) was enacted in reaction to what event?
    a. World War I
    b. World War II
    c. The launching of *Sputnik I* by the Soviet Union
    d. The Great Depression

16. What did the 1963 Community Mental Health Centers Act authorize?
    a. The establishment of mental health centers in community colleges.
    b. The establishment of a nationwide system of community mental health centers.
    c. Funds for research and training to prevent and treat mental health disorders.
    d. Stipends and paid internships for students engaged in graduate counseling studies.

17. The first state to adopt a professional counselor licensure law was
    a. Arkansas
    b. Alabama
    c. California
    d. Virginia

18. Which of the following was formed in the 1980s to standardize counselor training and accredit counseling programs?
    a. APA
    b. APGA
    c. CACREP
    d. NBCC

19. What occurred as a result of the growth of managed care organizations in the 1990s?
    a. The number of independent counselors decreased.
    b. Many counselors became providers for health maintenance organizations (HMOs).
    c. The number of sessions a counselor could offer under managed health care plans decreased.
    d. All of the above.

20. Which of the following statements reflect(s) an impetus for forming the taskforce, 20/20: A Vision for the Future of Counseling?
    a. To address the issue of professional identity.
    b. To advance the future of counseling.
    c. To increase unity within the profession.
    d. All of the above.

21. Which of the following refers to the philosophy, training model, and scope of practice that characterize a particular profession?
    a. Professional credentialing
    b. Therapeutic professionalism

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c. Professional identity
d. Professional affiliation

22. _____ represents a specialty area within the school of medicine?
    a. Psychiatry
    b. Social Work
    c. Clinical Psychology
    d. Professional Counseling

23. What is the purpose of the National Fair Access Coalition on Testing (FACT)?
    a. To ensure multicultural sensitivity in test construction and administration
    b. To advocate for equitable access to testing services for all appropriately trained professionals who have demonstrated competence in administering and interpreting assessment instruments.
    c. To ensure that all mental health professionals, regardless of training, have access to psychological tests.
    d. None of the above.

24. Which of the following mental health professions is represented by Division 17 of the APA?
    a. Professional Counseling
    b. Clinical Psychology
    c. Counseling Psychology
    d. Psychiatry

25. The definition of counseling reached by the task group, 20/20: A Vision for the Future of Counseling, includes all of the following *except*
    a. Counseling is a dynamic, lively, and engaging process
    b. Counselors promote wellness
    c. Counseling is diverse and multicultural
    d. All of the above are included in the definition

26. In which court case did a judge rule that a counselor with a doctoral degree could not be held liable for the suicide of one of his clients because counselors were "mere teachers" who received training in a department of education?
    a. *Weldon v Virginia State Board of Psychologists Examiners*
    b. *Bogust v. Iverson*
    c. *Tarasoff v. University of California - Berkeley*
    d. *Iowa Law Review Note*

27. All of the following are benefits of national counseling certification *except*?
    a. It ensures that counselors, rather than independent state legislators, set the national standards and minimum requirements for being a professional counselor.
    b. It provides referral sources and networking opportunities across state lines.
    c. It regulates professional practice.
    d. All of the above are benefits of national counseling certification.

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28. _____ is the international honor society for professional counselors, counselor educators, and students in counselor education programs.
    a. Psi Chi
    b. American Mental Health Counseling Student Organization
    c. Chi Sigma Iota
    d. Upsilon Psi Sigma

29. Which of the following counseling credentials is offered by NBCC?
    a. National Certified Counselor (NCC)
    b. Licensed Professional Counselor (LPC)
    c. Licensed Clinical Professional Counselor (LCPC)
    d. National Clinical Mental Health Counselor (NCMHC)

30. Which of the following legally recognized counselors as professionals who provided personal as well as vocational and educational counseling?
    a. *Weldon v. Virginia State Board of Psychologists Examiners*
    b. *Iowa Law Review Note*
    c. *Bogust v. Iverson*
    d. *Tarasoff v. University of California – Berkeley*

31. Which court judgment stated that counseling was a profession distinct from psychology?
    a. *Weldon v. Virginia State Board of Psychologists Examiners*
    b. *Iowa Law Review Note*
    c. *Bogust v. Iverson*
    d. *Tarasoff v. University of California – Berkeley*

32. _____ certifies clinical mental health counselors who have met requirements in training, professional counseling experience, and performance on the NCE.
    a. The American Counseling Association (ACA)
    b. The National Board for Certified Counselors (NBCC)
    c. American Mental Health Counseling Association
    d. Council for Accreditation of Counseling and Related Educational Programs (CACREP)

Essay Questions

1. Identify three noteworthy events in the 20th century and describe how each event has influenced the profession of counseling.
2. Identify three noteworthy events in the 21st century and describe how each event has influenced the profession of counseling.
3. In your own words, how has the profession of counseling changed since the early 1900s? What changes, based on future projections by leaders in the profession, do you foresee as most impactful, and why?
4. Give one example of each of the four service components in Lewis et al.'s (2003) client-environment interaction model.

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5. What is the difference between licensure and national certification?
6. Discuss the benefits of national certification.
7. Discuss the importance of professional affiliation for clinical mental health counselors.

CHAPTER 2: ETHICAL AND LEGAL ASPECTS OF COUNSELING

KEY TERMS

Ethics
Morality
Autonomy
Nonmaleficence
Beneficence
Justice
Fidelity
Veracity
Mandatory ethics
Aspirational ethics
Law
Duty to warn
Tarasoff v. Board of Regents of the University of California
ACA Code of Ethics (2014)Confidentiality
Marginalization
Separation
Assimilation
Integration
Guidelines for Acting in Ethically Responsible Ways
Statutes
Case law
Civil law
Administrative law
Duty to care
Privileged communications
Practice act counseling statutes
Tort
Negligence
Malpractice
Administrative law
Health Insurance Portability and Accountability Act (HIPAA)
Expert witness
Court order
Due care
Privacy
Confidentiality
Disclosure
Informed consent
Free consent

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Professional competence
Bracket
Capacity
Standards of care
Synchronous counseling
Asynchronous counseling
Multicultural Competencies and Standards
Health Information Technology for Economic and Clinical Health Act (HITECH)

QUESTIONS

Multiple Choice Questions

1. Which of the following, according to Van Hoose & Kottler (1985) is "a philosophical discipline that is concerned with human conduct and moral decision making" (p. 3).
    a. Morality
    b. Law
    c. Ethics
    d. Autonomy

2. Which of the following involves judgment and evaluation of actions and is associated with words such as *good, bad, right, wrong, ought,* and *should*?
    a. Morality
    b. Law
    c. Ethics
    d. Autonomy

3. All of the following are moral principles described by Kitchener (1984) *except*
    a. Nonmaleficence
    b. Beneficence
    c. Autonomy
    d. Capacity
    e. Fidelity
    f. Justice

4. A counselor struggles between protecting a client's welfare and respecting a client's freedom of choice and action. The counselor is struggling with which two moral principles?
    a. Fidelity and Autonomy
    b. Justice and Autonomy
    c. Capacity and Nonmaleficence
    d. Beneficence and Autonomy
    e. Nonmaleficence and Autonomy

5. A counselor who unintentionally harms a client would be breaking which moral principle?

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a. Beneficence
b. Justice
c. Capacity
d. Nonmaleficence
e. Fidelity
f. Autonomy

6. Counselors who do not fulfill their obligations to clients are breaking which moral principle?
    a. Beneficence
    b. Justice
    c. Capacity
    d. Nonmaleficence
    e. Fidelity
    f. Autonomy

7. Which of the following ethical practices refers to truthfulness and integrity?
    a. Autonomy
    b. Capacity
    c. Veracity
    d. None of the above

8. Mandatory ethics are followed when clinical mental health counselors
    a. Make decisions based on internalized principles and ideals of the profession, not just external considerations.
    b. Comply with the required minimal standards of the profession.
    c. Judge or evaluate their professional actions through a spiritual or religious lens.
    d. All of the above.
    e. None of the above.

9. Aspirational ethics are followed when clinical mental health counselors
    a. Make decisions based on internalized principles and ideals of the profession, not just external considerations.
    b. Comply with the required minimal standards of the profession.
    c. Judge or evaluate their professional actions through a spiritual or religious lens.
    d. All of the above.
    e. None of the above.

10. Which of the following refers to a set of rules that governs particular activities in society?
    a. Ethics
    b. Morals
    c. Law
    d. Categorical imperative

11. Which of the following is true concerning the relationship between ethical codes and the law?

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a. Ethical codes are not intended to supersede the law; they typically clarify existing law and policy.
b. The law is not intended to supersede professional ethical codes; they typically clarify existing ethical codes and policies.
c. Regardless of what the law states, ethical codes, which are defined by the profession and for the profession, should be followed.
d. None of the above.

12. Which of the following, according to Welfel (2016) is the key reason for having ethical codes?
    a. To codify the nature of ethical responsibilities and to justify the mission of an organization
    b. To establish norms and expectations for practitioners, thereby minimizing the risk of harm to others
    c. To provide explicit answers to difficult questions
    d. All of the above

13. All of the following are true regarding ethical codes *except*
    a. Ethical codes are necessary and sufficient for promoting ethical behaviors.
    b. No ethical code can address every situation or potential dilemma.
    c. Some codes are ambiguous, making them open to interpretation
    d. Enforcing ethical codes is difficult
    e. There may be conflicts within the ethical codes as well as among different organizations' codes.
    f. Sometimes conflicts arise between ethical and legal codes.

14. According to the 2014 *ACA Code of Ethics* counselors are restricted from engaging in romantic or sexual relationships with clients for at least how many years after the termination of the counseling relationship?
    a. 2 years
    b. 3 years
    c. 5 years
    d. Counselors are restricted, in all cases, by the 2014 *ACA Code of Ethics* from engaging in romantic or sexual relationships with clients.

15. At which step of Wheeler and Bertram's (2015) Legal and Ethical Decision-Making Model would a counselor consult the 2014 *ACA Code of Ethics*?
    a. Step 1
    b. Step 2
    c. Step 3
    d. Step 4
    e. Step 5

16. Court cases based on rulings that interpret a law according to a specific case establish what is known as
    a. Case law

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b. Civil law
c. Criminal law
d. Tort

17. Which of the following best represents the ruling in the 1993 Napa County, California case involving Gary Ramona?
    a. The case was decided on the duty to care legal concept—a legal obligation of health providers to not act negligently.
    b. The case was decided on the duty to warn legal concept—a legal obligation to protect potential victims from dangerous clients
    c. The case was decided based on the privileged communication concept—a legal obligation to protect communication between counselor and client.
    d. None of the above.

18. In which legal case did the court maintain that communications between licensed psychotherapists and their patients are privileged and do not have to be disclosed in cases held in federal court?
    a. 1993 Napa County, California case
    b. *Jaffee v. Redmond*
    c. *Tarasoff v. Board of Regents of the University of California*
    d. None of the above

19. Which of the following is a term that refers to a wrong that legal action is designed to set right?
    a. Criminal law
    b. Case law
    c. Tort
    d. Administrative law

20. Which of the following refers to situations in which a mental health professional does not carry out his or her responsibilities in accordance with the standards of care outlined by the profession?
    a. Conscription
    b. HIPAA
    c. Negligence
    d. All of the above.

21. All of the following represent areas of potential malpractice for counseling *except*
    a. Failing to take action when someone other than the client is in danger
    b. Improperly certifying a client in a commitment hearing
    c. Providing services for which competence has not been established
    d. Breaching confidentiality
    e. Promising a "cure"
    f. All of the above are potential examples of malpractice

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22. Which of the following terms refers to a client's legal right to determine what information about himself or herself will be shared with others?
    a. Beneficence
    b. Autonomy
    c. Privacy
    d. Confidentiality

23. A professional's promise not to disclose information revealed during the privacy of the counselor-client relationship, except under specific mutually understood conditions, is called
    a. Privacy
    b. Privileged communication
    c. Confidentiality
    d. Justice

24. In which legal case did the court rule that counselors need to take reasonable action to help protect potential victims from dangerous client?
    a. 1993 Napa County, California case
    b. *Jaffee v. Redmond*
    c. *Tarasoff v. Board of Regents of the University of California*
    d. None of the above

25. Online counseling that occurs during the moment of connection is called
    a. Synchronous counseling
    b. Skype counseling
    c. Asynchronous counseling
    d. Voice over IP (VolP)

Essay questions

1. Discuss the purpose of ethical codes, as well as potential limitations.
2. Describe five changes made to the 2014 *ACA Code of Ethics*.
3. List and describe the eight steps of Wheeler and Bertram's (2015) Legal and Ethical Decision-Making Model.

CHAPTER 3: CLINICAL MENTAL HEALTH COUNSELING IN A DIVERSE SOCIETY

KEY TERMS

ADDRESSING model
Culture
Ethnographic variables
Demographic variables
Status variables
Multicultural

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14. Mary is neglecting school and work responsibilities by spending much of the day on her smartphone checking email, responding to messages, updating her social media accounts, and playing games. It is possible that Mary has a
    a. substance addiction
    b. process addiction
    c. both a and b
    d. none of the above

15. _____ is the dominant model for treating substance use disorders, and it is based on the disease concept of dependency.
    a. Minnesota Model of Addiction Treatment
    b. Missouri Medical Model of Addictions Model
    c. Motivational Interviewing Model of Addictions
    d. None of the above

16. _____ is unmanaged, unsupervised detoxification that often is unsuccessful.
    a. Residential treatment
    b. medical detoxification
    c. social detoxification
    d. self-detoxification

17. Clients who successfully complete a chemical dependency program are considered to be in which stage of Prochaska, DiClemente, and Norcross's (1992) transtheoretical model of change?
    a. action
    b. relapse
    c. preparation
    d. maintenance

18. Michael has been using and abusing cocaine for four years. He does not believe he has a problem and, thus, does not plan on changing his use of cocaine. In which stage of the transtheoretical model of change is Michael?
    a. precontemplation
    b. contemplation
    c. preparation
    d. relapse

19. _____ includes constant verbal abuse, harassment, extreme possessiveness, deprivation of resources, isolation, and the destruction of physical property.
    a. physical abuse
    b. sexual abuse
    c. psychological or emotional abuse
    d. none of the above

20. Which of the following is an example of a direct client service for child abuse?

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a. sponsoring a parent support group that focuses on effective parenting skills
b. working with DSS to provide supervision and structured intervention for visits between children and parents
c. individual and family counseling for children and parents
d. none of the above

Essay Questions

1. Describe two settings in which clinical mental health counselors work that most appeal to you? Describe the population served at each setting, and the range of services offered.
2. List and briefly describe the phases of the Minnesota Model of Addiction Treatment.

CHAPTER 15: EMPLOYEE ASSISTANCE PROGRAMS, PRIVATE PRACTICE, COACHING, AND MANAGED CARE

KEY TERMS

Employee assistance programs (EAPs)
Private practice
Coaching
Managed care
Fourth-party payments
Positive wellness approaches
Surveying community needs
Consultation and Collaboration
Supervision
Community involvement
Managed behavioral health care
Fee-for-service
Medicare
Medicaid
Health Maintenance Organization Act of 1973
Health maintenance organizations (HMOs)
Utilization review (UR)
Wickline v. State of California
Muse v. Charter Hospital of Winston-Salem, Inc.
Integrity
Upcoding
Downcoding
Individual or Independent Practice Association (IPA)
Preferred Provider Organization (PPO)
Health Care Finance Agency (HCFA)
Joint Commission on Accreditation of Health care Organization (JCAHO)
National Committee for Quality Assurance (NCQA)

QUESTIONS

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Multiple Choice Questions

1. _____ provide mental health services to employees, recognizing that personal and professional issues can affect work performance, health, and general well-being.
    a. Private practices
    b. Managed care systems
    c. Employee assistance programs
    d. All of the above

2. _____ are reimbursements to EAP counselors provided by companies themselves.
    a. First-party payments
    b. Second-party payments
    c. Third-party payments
    d. Fourth-party payments

3. Which of the following is a service provided to an organization by an EAP that includes skill building for supervisors, managers, and executive on topics such as conflict management, communication skills, and performance management?
    a. workplace consultation
    b. policy consultation
    c. training
    d. critical incident management

4. Which of the following EAP services consists in EAPs responding to traumatic events that affect the workplace?
    a. Program implementation and management
    b. Training
    c. Critical incident management
    d. Workplace consultation

5. All of the following, according to Shallcross (2011) are tips for building a successful private practice *except*
    a. Meeting regularly with a cohort of professional peers
    b. Keeping in contact with current and former clients through Facebook and/or Twitter
    c. Returning phone calls within 24 hours
    d. Taking a marketing or business class

6. _____ is a general term used to describe the systems of businesses and organizations that arrange for the financing and delivery of medical and mental health services.
    a. Private practice
    b. Executive coaching

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c. Managed care
d. Employee Assistance Program

7. Which of the following is described as "a way of providing care, a philosophy of care, a way to finance care, and a way to control costs" (Talbott, 2001, p. 279)?
    a. SAMHSA
    b. Psychiatric Mental Health Nursing
    c. Managed care
    d. None of the above

8. _____ designated federal funding for the development of managed care programs and required employer to offer managed care options to employees.
    a. The Health Maintenance Organization Act of 1973
    b. *Wickline v. State of California*
    c. *Muse v. Charter Hospital of Winston-Salem, Inc.*
    d. Joint Commission on Accreditation of Health care Organization

9. The process by which a managed care organization monitors the therapeutic process is called
    a. Capitation
    b. Utilization review
    c. carve-out
    d. gatekeeping

10. Miller (1996) referred to time-limited treatments imposed by MCOs that result in early termination as
    a. capitation
    b. rationing
    c. gatekeeping
    d. cost efficiency

11. In which of the following court cases was a service provider held liable for the HMO's decision to limit hospitalization, even though the provider had recommended additional treatment?
    a. *Wickline v. State of California*
    b. *Muse v. Charter Hospital of Winston-Salem, Inc.*
    c. *Tarasoff v. University of California - Berkeley*
    d. *Bogust v. Iverson*

12. In which case did the court rule that it was the duty of the mental health facility to provide care to patients based on patients' medical conditions, not on the needs of insurance companies?
    a. *Wickline v. State of California*
    b. *Muse v. Charter Hospital of Winston-Salem, Inc.*
    c. *Tarasoff v. University of California - Berkeley*
    d. *Bogust v. Iverson*

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13. _____ occurs when a practitioner assigns a more serious diagnosis than is warranted to obtain more authorized sessions.
    a. Downcoding
    b. Upcoding
    c. Treatment planning
    d. Integrity

14. A counselor whose client exhibits symptoms of borderline personality knows that she might struggle to receive reimbursement for this diagnosis due to its severity and persistence so she gives a mood disorder diagnosis instead. The behavior by the counselor would be considered
    a. Standard practice
    b. Rationing
    c. Capitation
    d. Downcoding

15. _____ is a nonprofit organization whose goal is to improve the quality of healthcare services.
    a. National Committee for Quality Assurance
    b. Joint Commission on Accreditation of Health care Organizations
    c. Health Care Finance Agency
    d. None of the above.

16. Which of the following is a form of payment in which the provider is paid on a per-member basis?
    a. carve-out
    b. case management
    c. capitation
    d. case rate

17. _____ is a coordinated set of professional activities focused on treatment planning and assurance of treatment delivery that addresses the client's needs while maintaining quality, cost-effective outcomes.
    a. capitation
    b. case management
    c. carve-out
    d. case rate

18. _____, a relatively new discipline, is designed to help clients who are not in psychological distress and are able to use their strengths and resources to pursue goals, actions, and outcomes that enhance their lives, either personally or professionally.
    a. career counseling
    b. college/university counseling
    c. addictions counseling
    d. coaching

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19. Which of the following is the name of the coaching credential offered by the Center for Credentialing in Education (CCE)?
    a. Human Services – Board Certified Practitioner
    b. Licensed Professional Coach
    c. Board Certified Coach
    d. National Certified Counselor

20. _____ is designed for people who are in executive management and involves a one-on-one helping relationship between the coach and the client.
    a. life coaching
    b. executive coaching
    c. health and wellness coaching
    d. career coaching

Essay Questions

1. What are some advantages and disadvantages of managed care for counseling?
2. How have managed care systems impacted the counseling process?
3. Let's assume that you're a counselor in private practice and you receive third-party reimbursements through an MCO. You have been seeing a client who is working on existential issues resulting from the unexpected death of her child. The client exhibits symptoms of sadness, grief, and loss, but does not meet the criteria for an Axis I diagnosis. You have met with the client six times (the allotted amount of sessions that the MCO will reimburse), but you believe she could benefit from additional sessions. You could justify additional counseling sessions and continue to receive reimbursement from the MCO if you diagnosed the client with an Axis I diagnosis. Using Haas and Malouf's model of ethnical decision making, describe how you might handle this situation.
4. As a clinical mental health counselor, how might you go about securing a placement on a provider panel?

ANSWER KEY

Chapter 1
Answer Key

Multiple Choice Questions

1. b
2. d
3. c
4. d
5. a
6. b
7. c

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