Introduction to Human Services 9th edition Woodside Test Bank

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MULTIPLE CHOICE

1 : Individuals choose to work in the helping professions for which of the following reasons?
A : Human service job market is lucrative.
B : Status is associated with human service work.
C : Human service jobs contribute to client growth.
D : Clients encourage individuals to become human service workers.

Correct Answer : C

2 : The criterion used by clients and workers to make choices is
A : valuing.
B : prizing.
C : helping.
D : philosophizing.

Correct Answer : A

3 : When was the first human service program established at Purdue University?
A : 1960
B : 1966
C : 1995
D : 1998

Correct Answer : B

4 : Deciding for oneself on a course of action or the resolution to a problem is
A : recognition.
B : self-determination.
C : self-confidence.
D : tolerance.

Correct Answer : B

5 : Self-determination is a critical value because
A : the worker has the expertise to make excellent choices.
B : the client needs to assume responsibility.
C : the worker needs to take more responsibility.
D : the client is resistant to help.

Correct Answer : B

6 : Professionals may break confidentiality when
A : the client does not care who knows about his or her problem.
B : parents request information about their children.
C : the professional is puzzled by the case and needs advice.
D : the professional believes there is nothing incriminating in the files.

Correct Answer : C

7 : The increasing body of research supports the concept that the personal characteristics of helpers

A : make little difference in the helping relationship.
B : are not as important as mastery of helping theory.
C : help them fulfill certain human service roles.
D : are largely responsible for success or failure of helping.

Correct Answer : D

8 : Which of the following is the process that assists helpers with understanding their own attitudes and feelings?
A : Self-awareness
B : Clinical judgment
C : Congruence
D : Ethical integrity

Correct Answer : A

9 : All but which of the following responses are examples of empathy?
A : You miss your family.
B : Twenty years without parole is along time.
C : It must be lonely at times.
D : I feel sorry for you locked up day and night.

Correct Answer : D

10 : All but which of the following activities demonstrates commitment to the client?
A : Helping outside area of expertise
B : Telling clients the limits of expertise
C : Reading the code of ethics
D : Linking client to services

Correct Answer : A

11 : A nurse is an example of which category?
A : Professional
B : Generalist
C : Nonprofessional
D : Volunteer

Correct Answer : A

12 : Workers with formal training or experience, usually at the baccalaureate level, work at which of the following levels?
A : Specialist
B : Supervisor
C : Generalist
D : Worker

Correct Answer : C

13 : Which term is used to describe helpers who are of similar age and/or experience to the client?
A : Volunteer
B : Paraprofessional

C : Peer
D : Associate professional

Correct Answer : C

14 : HS-BCP stands for
A : Human Service-Board Certified Practitioner
B : Human Service-Board Council Practitioner
C : Human Service-Board Certified Practice
D : Human Service-Business Certified Practitioner

Correct Answer : A

15 : Professional helpers who study human behavior to understand individual thoughts and actions are known as
A : social workers.
B : counselors.
C : physicians.
D : psychologists.

Correct Answer : D

16 : How do the human service professionals functions fit in to achieve their clients and the agency goals?
A : By using the traditional ways of providing services
B : By their generalist orientation and preparation
C : By working with variety of professionals
D : All of these are correct.

Correct Answer : B

17 : One of the largest categories of specialists is
A : counselors.
B : physicians.
C : social workers.
D : volunteers.

Correct Answer : A

18 : Providing direct service to clients, one of three areas of responsibility for human service professionals, is illustrated by which roles?
A : Advocate, broker, caregiver
B : Behavior changer, caregiver, educator
C : Broker, educator, evaluator
D : Consultant, data manager, facilitator

Correct Answer : B

19 : The roles of mobilizer, networker, and planner are part of the responsibilities of
A : administrative work.
B : community work.
C : direct service.
D : the generalist.

Correct Answer : B

20 : Making recommendations for expenditures to support client needs is an activity of the
A : evaluator.
B : mobilizer.
C : planner.
D : resource allocator.

Correct Answer : C

21 : What did Beth Bruce learn from her experience at a nursing home, where she encountered staff primarily from places and cultures unfamiliar to her?
A : Patients were reluctant to take help from the staff.
B : Patients viewed the staff with suspicion.
C : Patients were not sure how to relate to the nursing home staff.
D : The staff were gentle, patient, and natural caretakers.

Correct Answer : D

22 : Providing services for people who need ongoing support of some kind best describe the role of
A : advocate.
B : broker.
C : caregiver.
D : mobilizer.

Correct Answer : C

23 : The difference between front-line workers and administrators is basically one of
A : client contact.
B : budgets.
C : education and training.
D : job title.

Correct Answer : A

ESSAY

24 : What are the most common motivations for choosing a helping profession? Name one potential benefit and one potential problem for each motivation.

Correct Answer : Answers will vary.

25 : Compare and contrast the three categories of helpers. Include the education/training preparation and skill levels of each category.

Correct Answer : Answers will vary.

26 : Why are cultural brokers important to the human service profession? What are the characteristics and attributes of an effective cultural broker?

Correct Answer : Answers will vary.