

INTRODUCTION TO HUMAN SERVICES

This test is an overview of the human services field. Topics include: the helping relationship, the helping skills, counseling theories, social systems, current social issues, intervention strategies, organization and delivery of services, and the history of human services as they apply to various fields of practice. (3 s.h.) HUS-101-TE

This is a two-hour examination in which you must answer 100 multiple-choice questions (worth 1 point each). A passing score is **60** out of 100 points.

Here are the major topics covered and their approximate importance on the test:

I. HISTORICAL DEVELOPMENT OF SOCIAL WELFARE (10%)

- A. Poverty
- B. Social Security Act
- C. Human rights
- D. Civil rights
- E. Eligibility/means test/needs test
- F. Privatization
- G. Managed care

II. FIELDS OF PRACTICE (15%)

- A. Services to children, youth, and families
- B. Mental health
- C. Public assistance—services to the poor
- D. Aging
- E. Medical
- F. Corrections
- G. Housing
- H. Community development and organization

III. ISSUES IN SERVICE DELIVERY (20%)

- A. Residual vs. institutional approach
- B. Public vs. private for-profit
- C. Public vs. private not-for-profit
- D. Cash vs. in-kind
- E. Universalism vs. particularism
- F. Social policy
- G. Social welfare
- H. Human services
- I. Redistribution of wealth
- J. Deinstitutionalization
- K. Roles of human services worker
- L. Values and ethical professional standards

IV. CLINICAL INTERVENTION (30%)

- A. Counseling theories
 - 1. Behavior modification/learning theory
 - 2. Insight orientation theories

- a. Rogers' client-centered therapy
- b. Psychoanalysis/psychotherapy
- c. Gestalt therapy
- d. Rational-emotive therapy
- e. Eclectic approach

- B. Counseling relationships
 1. Engagement
 2. Intervention
 3. Contracting
 4. Needs assessment
 5. Planning
 6. Implementation
 7. Evaluation
 8. Termination
- C. Communication skills and rapport
 1. Verbal
 2. Nonverbal
- D. Counseling techniques
 1. Information gathering
 2. Empathy
 3. Structuring/focusing
 4. Reflection
 5. Interpretation
 6. Exploration
 7. Confrontation
- E. Goals and effectiveness of counseling
- F. Interviewing techniques
- G. Work with groups
 1. Group therapy
 2. Family therapy
- H. Coordination of services
 1. Referral
 2. Case management
- I. Team approach in multidisciplinary setting

V. ORGANIZATIONAL INTERVENTION (25%)

- A. Organizational theories
 1. Bureaucratic and formal organizations
 2. Group dynamics
 3. Formal and informal organizational communication
 4. Decision-making
 5. Leadership
- B. Problem identification
- C. Needs assessment
- D. Planning
- E. Intervention with community groups, organizations, and committees
- F. Organizational innovation and change
- G. Policy development
- H. Evaluation of outcomes
 1. Evaluation research
 2. Quality assurance
 3. Statistical reporting

- I. Coordination of Services
 - 1. Information and referral systems
 - 2. Legal contracting
 - 3. Networking
- J. Administration and management

Textbooks to help you prepare:

Johnson, Louise et al. *Social Welfare: A Response to Human Need*.
Current edition. Needham Heights, MA: Allyn & Bacon

Mandell, Betty and Barbara Schram. *Introduction to Human Services: Policy and Practice*.
Current edition. New York: Needham Heights, MA: Allyn & Bacon

Mehr, Joseph and Ronald Kanwischer. *Human Services: Concepts and Intervention Strategies*.
Current edition. Needham Heights, MA: Allyn & Bacon

Piven, Frances and Richard Cloward. *Regulating the Poor: The Functions of Public Relief*.
Current edition. New York: Vintage/Random House

Zastrow, Charles. *The Practice of Social Work*.
Current edition. Pacific Grove, CA: Brooks/Cole/Cengage

SAMPLE QUESTIONS

- 1. Classical conditioning is a characteristic of
 - a. psychoanalysis
 - b. behavioral therapy
 - c. group therapy
 - d. human services
- 2. The human services worker's role is best described as
 - a. educator
 - b. specialist
 - c. generalist
 - d. therapist
- 3. The main advantage of group therapy over individual therapy is
 - a. its focus on verbal communication
 - b. its focus on nonverbal communication
 - c. its focus on confrontation and interpretation technique
 - d. none of the above
- 4. The human services worker is a skillful individual who is best able to provide services
 - a. as an independent professional
 - b. through team work with other professionals
 - c. as a specialist in Gestalt therapy
 - d. all of the above

5. The human services worker is able to perform his/her required duties
 - a. with commitment to professional ethics
 - b. without commitment to professional ethics
 - c. only in a voluntary service agency
 - d. only in a nonvoluntary service agency

6. The four categories of recipients who were aided under the Social Security Act of 1935 were
 - a. abused children, neglected children, abandoned infants, abused spouses
 - b. the aged, the blind, the disabled, dependent children
 - c. public agencies, private agencies, corporate sector, state governments
 - d. the mentally ill, the aged, the physically ill, the homeless

7. The first step in the problem solving process is to
 - a. set goals
 - b. implement programs
 - c. define the problem
 - d. evaluate outcomes

8. The three strategies used by the community organizer are
 - a. collaboration, campaign, and contest
 - b. casework, groupwork, and administration
 - c. psychotherapy, counseling, and group therapy
 - d. group work, group therapy, and counseling

9. A bureaucracy has
 - a. a low degree of specialization
 - b. staff who are recruited on the basis of personal friendships
 - c. personal relationships among all members
 - d. a hierarchy of authority

10. Accountability is the process by which an agency
 - a. plans its services
 - b. delivers its services
 - c. justifies how funds are spent
 - d. sets goals

11. The primary goal of client-centered therapy is best described as
 - a. a reorganization of the client's self
 - b. the learning of new skills
 - c. the exploration of oneself
 - d. a resolution of psychological complexes

12. Both the United States and Great Britain recognize the need to distinguish between
- a. personal social services vs. psychotherapy
 - b. personal social services vs. general social services
 - c. social welfare vs. welfare
 - d. family social services vs. individual psychotherapy
13. Social services are often criticized for
- a. being too political in nature
 - b. focusing exclusively on rehabilitation rather than re-education
 - c. diverting people from the real problem of achieving social equality
 - d. being ineffective over the long run
14. Which of the following best describes a boycott?
- a. A justification of the manner in which funds have been spent
 - b. The ability to do complex bookkeeping and accounting work
 - c. An analysis of policy and procedural techniques
 - d. A form of social action
15. When a group leader uses the perceptive method, he or she
- a. gives orders as the symbolic leader of the group
 - b. asks group members to critique his or her behavior
 - c. requests members to display sensitivity
 - d. gives instructions to or teaches group members
16. Social research plays a useful role in all of the following human services functions EXCEPT
- a. forming value judgments regarding human services functions
 - b. evaluating programs based upon their objectives
 - c. testing theories
 - d. assessing client needs

ANSWERS TO SAMPLE QUESTIONS

1. **b** 2. **c** 3. **d** 4. **b** 5. **a** 6. **b** 7. **c** 8. **a**
9. **d** 10. **c** 11. **a** 12. **b** 13. **c** 14. **d** 15. **d** 16. **a**