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1. Which department within a hospital is primarily responsible for the initial triage and stabilization of patients with acute medical conditions?

- A. Emergency Department
- B. Radiology Department
- C. Pediatrics Department

2. Megan is a social worker working with a teenager who exhibits signs of anxiety and low self-esteem. The teenager often struggles with peer pressure and experiences difficulty in making decisions. To assess the teenager's decision-making skills and anxiety levels, Megan administers a survey that includes questions about their decision-making processes, their feelings in social situations, and their thoughts when facing peer pressure. Which of the following methods of assessing decision-making and anxiety is Megan using with this teenager?

- A. Self-report
- B. Observation
- C. Psychological testing
- D. IQ testing

3. A school social worker is working with a nine-year-old boy who has recently experienced a traumatic event. The boy's father asks how he can best help his son to recover. What would the social worker inform the father is the most critical factor in the boy's recovery from the trauma?

- A. Rejection/acceptance by peers
- B. The boy's age
- C. The future life experiences the boy has
- D. Parental support and engagement

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4. You are a social worker in a school setting. A student is having difficulty expressing their emotions and thoughts in a way that matches their true feelings. Which of the following concepts is the student struggling with?

- A. Metacognition
- B. Reflective thinking
- C. Self-regulation
- D. Congruence

5. What is one disadvantage of prolonged social media use in adolescents?

- A. It improves physical health
- B. It can negatively impact mental health
- C. It enhances academic performance
- D. It strengthens interpersonal relationships

6. A social worker is working with a twelve-year-old girl who has been displaying signs of anxiety and difficulties in social situations, particularly at school. The girl's teacher is concerned that she may be struggling with social communication skills and suggests an assessment to understand her abilities better. Which assessment tool would be the BEST for evaluating the girl's social communication capabilities?

- A. Social Communication Questionnaire (SCQ)
- B. Rorschach inkblot
- C. Thematic Apperception Test (TAT)
- D. Myers-Briggs

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7. A social worker in a substance misuse intervention program is assessing a client's risk factors for relapse. Which of the following is considered a static risk factor?

- A. Access to substances
- B. A family history of substance misuse
- C. Current stress levels
- D. Peer pressure



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8. Which of the following is FALSE about the classification of Anxiety Disorders in the DSM-5?

- A. Obsessive-Compulsive Disorder (OCD) is classified under Anxiety Disorders.
- B. Generalized Anxiety Disorder requires the presence of excessive anxiety and worry for at least six months.
- C. Panic Disorder involves recurrent unexpected panic attacks.
- D. Social Anxiety Disorder is characterized by a fear of social or performance situations.

9. Which of the following BEST explains why conducting a thorough psychosocial history is critical during the initial client assessment?

- A. It is necessary to ensure the client qualifies for government assistance programs.
- B. It guarantees that the client will continue attending sessions.
- C. It provides comprehensive context for understanding the client's situation and planning interventions.

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10. Why might a social worker obtain medical records for an elderly client?

- A. To assess for chronic illnesses or cognitive impairments
- B. To gather information about the client's caregiver
- C. To understand the client's social connections

11. All of the following are true regarding major depressive disorder, EXCEPT:

- A. It often requires a combination of medication and therapy for treatment
- B. It is usually short-lived and resolves without treatment
- C. It can significantly impair daily functioning
- D. It can lead to severe emotional distress

12. Which of the following therapeutic approaches emphasizes understanding and resolving unconscious conflicts?

- A. Psychoanalytic
- B. Cognitive
- C. Humanistic
- D. Behavioral

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13. Sarah is a social worker who has been working with her client John for several months. John recently confided in Sarah that he has been having serious thoughts about harming his coworker due to a disagreement at work. He mentions that he has access to a weapon and knows where the coworker lives. What is the FIRST action Sarah should take?

- A. End the session immediately
- B. Inform John's employer
- C. Assess the seriousness of the threat
- D. Notify the coworker

14. What is the primary purpose of an ethics committee in a social work organization?

- A. To provide counseling services to social workers
- B. To ensure that the organization adheres to ethical standards and practices
- C. To create training programs for social workers
- D. To oversee the financial operations of the organization

15. Which of the following practices during supervision MOST aligns with the ethical standards of social work?

- A. Maintaining a distant and strictly professional relationship to avoid any personal bias
- B. Allowing the supervisee to handle their own problems without intervention to promote independence
- C. Providing regular, constructive feedback and addressing any of the supervisee's concerns collaboratively
- D. Focusing solely on the supervisee's weaknesses to ensure they strive for perfection

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16. In which type of setting are social workers MOST likely to encounter ethical dilemmas related to maintaining boundaries with clients?

- A. Small town
- B. Large city
- C. Large organization



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17. A social worker has been seeing a 12-year-old girl for counseling due to issues related to parental divorce. The child lives primarily with her mother, but both parents share joint legal custody. The girl's father contacts the social worker for the first time and requests access to his daughter's counseling records. What is the most appropriate action for the social worker to take?

- A. Ask the mother for authorization to share the records with the father
- B. Deny the request because the father has not been involved with the counseling
- C. Require that the father schedule a meeting with the social worker before any records are released
- D. Provide the father's request since he has joint legal custody

18. A social worker has been working with a teenager who has recently been placed in foster care. The social worker receives a subpoena to provide a report detailing the teenager's treatment progress and foster parents' involvement. In order to appropriately release this information, the social worker should:

- A. Submit the report to the court without informing the teenager or foster parents
- B. Allow the teenager and foster parents to read the report before the social worker submits it to the court
- C. Ask the court if the request for records can be waived to protect the teenager's confidentiality
- D. Request written consent from the teenager and foster parents before releasing the report

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19. Which of the following is TRUE regarding social worker confidentiality in client relationships?

- A. Social workers can share client information with family members without consent.
- B. Social workers are allowed to disclose client information for case consultations without client's consent.
- C. Social workers must protect client confidentiality unless there is a duty to warn or legal mandate.

20. Which of the following best describes the process of program evaluation in social work?

- A. Assessing the effectiveness of a program by collecting data and analyzing the outcomes
- B. Developing new programs to address community needs
- C. Providing direct services to clients in need
- D. Advocating for policy changes



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21. Which of the following is NOT a type of cognitive-behavioral intervention?

- A. Exposure therapy
- B. Behavioral activation
- C. Psychoanalytic therapy
- D. Cognitive restructuring

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22. Which of the following BEST characterizes the core principles and techniques of motivational interviewing?

- A. Focusing primarily on the client's past experiences to understand current behavior
- B. The therapist takes on a directive role by providing solutions and advice to help the client overcome resistance
- C. Eliciting and strengthening the client's own motivation and commitment to change

23. David is a client struggling with major depressive disorder. He often feels a pervasive sense of sadness, experiences a lack of interest in activities, and has low energy. David's depression is affecting his ability to perform daily tasks and maintain relationships. He seeks therapy to alleviate his symptoms and enhance his quality of life. Which of the following key principles of CBT would be MOST beneficial for him?

- A. Altering his current environment to decrease sources of sadness and frustration
- B. Helping him identify and transform negative thought patterns to promote more balanced and realistic thinking
- C. Delving into childhood experiences to uncover possible origins of his depression

24. A client comes to a social worker complaining of experiencing financial stress due to sudden job loss. The social worker makes eye contact, offers empathy by acknowledging the client's difficult situation, and provides a plan to explore potential job opportunities and financial assistance programs together. Which communication skill is the social worker demonstrating?

- A. Reflecting
- B. Positive regard
- C. Empathic communication
- D. Genuineness

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25. When working with clients experiencing significant stress due to job loss, affirming the normalcy and value of their reactions and coping mechanisms is known as:

- A. Reevaluation
- B. Connection
- C. Direction
- D. Validation

26. Sarah, a social worker, is assessing a client at a rehabilitation center who is experiencing confusion, unsteady gait, eye movement abnormalities, and memory issues. From which of the following conditions is the client MOST likely suffering?

- A. Amphetamine Intoxication
- B. Wernicke's Encephalopathy
- C. Bipolar Disorder
- D. Generalized Anxiety Disorder

27. John is a 25-year-old software engineer who has recently been feeling overwhelmed by his work. He has started to compare his productivity to his colleagues and frequently feels inadequate. John has begun working late into the night and skipping meals to try to meet what he perceives as unrealistic expectations. He avoids team outings and has become increasingly isolated from his peers. Which of the following is the BEST intervention for his social worker to select for treatment?

- A. Encouraging him to continue working late to boost his productivity
- B. Focusing on developing a schedule to manage his work hours and improve his productivity
- C. Encouraging him to focus on achieving professional certifications to naturally boost his confidence
- D. A comprehensive approach involving therapy to address work-related stress and healthy coping strategies development

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28. Alice, Ben, and Clara all come from the same cultural background, have similar professional roles, and work together on a remote team. To which psychological phenomenon are they MOST susceptible?

- A. Deindividuation
- B. Cognitive dissonance
- C. Groupthink
- D. Social loafing



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29. In the context of coping strategies, what is the primary purpose of using avoidance behaviors?

- A. To enhance problem-solving skills
- B. To discover underlying psychological issues
- C. To protect individuals from stress and anxiety
- D. To help individuals build stronger interpersonal relationships

30. A person dedicates time to volunteering, shows empathy towards others, and tries to live according to higher moral standards. Which of the following models most closely describes this person's moral development?

- A. The individual seeks approval from others
- B. The individual seeks to act based on universal ethical principles
- C. The individual follows rules to avoid punishment



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Answer Key & Explanations

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1. A — Emergency Department

Answer: Emergency Department The Emergency Department is responsible for the initial triage and stabilization of patients with acute medical conditions. The remaining answer options are incorrect; while the Radiology Department performs imaging procedures and the Pediatrics Department treats children, they are not primarily responsible for the initial triage and stabilization of acute medical conditions.

2. A — Self-report

Answer: Self-report Megan is using a survey to gather information directly from the teenager about their decision-making processes, social anxiety, and feelings regarding peer pressure. This is an example of a self-report information-gathering technique. Self-report measures are widely used in assessing anxiety and decision-making processes as they provide insight into the client's subjective experiences and perspectives. Observation involves observing a person's behavior in real-life situations, which may not capture the teenager's self-reported decision-making and anxiety as effectively as a self-report survey. Psychological testing consists of various standardized assessments of psychological traits and characteristics, which may include anxiety and decision-making styles, but the scenario describes a specific method of self-report assessment. IQ testing is a form of psychological testing designed to measure cognitive ability and intelligence, and it does not provide information about decision-making or anxiety.

3. D — Parental support and engagement

Answer: Parental support and engagement Mental health professionals recognize that one of the most significant factors influencing a child's recovery from trauma is the level of support and engagement from the parent or guardian in the child's life. Other factors that can affect the outcome include belief/disbelief by others, feeling rejected/accepted by peers, feeling blamed/not responsible for the trauma, the child's age at the time of the trauma, the age of the child during treatment, the severity and duration of the trauma, the relationship of the offender to the child, and other experiences the child has had before and after the traumatic event.

4. D — Congruence

Answer: Congruence Congruence refers to when a person's awareness and communication align. Since the student is unable to express their true feelings and thoughts accurately, they are facing difficulties with congruence. Congruence is essential because it helps the social worker understand the student's perception of their emotions and problems to assist them effectively. Metacognition refers to the awareness and understanding of one's own thought processes. Reflective thinking involves analyzing past experiences to learn and improve. Self-regulation refers to the ability to manage one's behavior, emotions, and thoughts in pursuit of long-term goals.

5. B — It can negatively impact mental health

Answer: It can negatively impact mental health. Prolonged social media use in adolescents has been linked to increased anxiety, depression, and other mental health issues. Unlike drugs that have specific medical uses, excessive social media can lead to addiction-like behaviors without providing significant health benefits.



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6. A — Social Communication Questionnaire (SCQ)

Answer: Social Communication Questionnaire (SCQ) The Social Communication Questionnaire (SCQ) is specifically designed to evaluate social communication skills and identify possible social communication disorders. It is a reliable tool recommended for understanding a child's social interaction abilities. None of the remaining answer options measure social communication skills. The Rorschach inkblot test is used to assess perceptual reactions. The Thematic Apperception Test (TAT) is a projective test in which clients are asked to make up stories about ambiguous pictures. The Myers-Briggs classifies individuals' personalities across four dimensions.

7. B — A family history of substance misuse

Answer: A family history of substance misuse Static risk factors cannot be changed or eliminated via intervention. Common examples include a family history of substance misuse and age of onset. Dynamic risk factors can be eliminated or altered via intervention. Common examples include current substance use, peer pressure, stress levels, and access to substances.

8. A — Obsessive-Compulsive Disorder (OCD) is classified under Anxiety Disorders.

Answer: Obsessive-Compulsive Disorder (OCD) is classified under Anxiety Disorders. While OCD was previously classified as an Anxiety Disorder in the DSM-IV, it has been reclassified under a separate category of Obsessive-Compulsive and Related Disorders in the DSM-5. Other anxiety disorders remain, such as Generalized Anxiety Disorder, Panic Disorder, and Social Anxiety Disorder.

9. C — It provides comprehensive context for understanding the client's situation and planning interventions.

Answer: It provides comprehensive context for understanding the client's situation and planning interventions. Conducting a detailed psychosocial history during the initial client assessment is a critical step. It allows the social worker to gather essential information about the client's background, which in turn aids in setting realistic goals and developing tailored intervention plans. This establishes a strong foundation for the client-worker relationship and ensures that the interventions are contextually appropriate. It is not primarily conducted to determine eligibility for government assistance, although the information might be used in that capacity. There is no evidence to support the claim that a thorough psychosocial history guarantees continued client attendance.

10. A — To assess for chronic illnesses or cognitive impairments

Answer: To assess for chronic illnesses or cognitive impairments Gathering collateral records is a significant part of the assessment process. When working with elderly clients, medical records can provide essential information about chronic illnesses and cognitive impairments. These records help in diagnosing conditions such as dementia or Alzheimer's disease by providing historical health data. Medical records on an elderly client would not help to assess the functioning of the client's caregiver, nor should this be the social worker's intent. Medical records do not pertain to behavioral problems without a physical or cognitive health component, and they do not provide direct information on social connections or support systems.

11. B — It is usually short-lived and resolves without treatment

Answer: It is usually short-lived and resolves without treatment Social workers should understand that major depressive disorder is typically a chronic condition that can have significant impacts on a person's life. It often requires a comprehensive treatment approach, including medication, therapy, and sometimes lifestyle changes. Depression is rarely short-lived and resolving it without treatment is uncommon. Effective management and intervention are crucial for long-term improvement.



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12. A — Psychoanalytic

Answer: Psychoanalytic The Psychoanalytic approach in therapy focuses on uncovering and addressing unconscious conflicts that influence behavior. The other answer choices are incorrect. Cognitive approaches focus on thought processes, Humanistic techniques emphasize self-actualization, and Behavioral techniques aim to modify behavior directly.

13. C — Assess the seriousness of the threat

Answer: Assess the seriousness of the threat Clients may express violent fantasies as a way to process their emotions; however, it is crucial to differentiate such expressions from actual intentions to harm others. The social worker's primary responsibility is to evaluate the seriousness of the threat by determining John's motivation, intention, and means to carry out the harm. Premature actions like notifying the coworker or informing the employer without assessing the threat can lead to serious consequences for the client and may also have legal implications for the social worker.

14. B — To ensure that the organization adheres to ethical standards and practices

The primary purpose of an ethics committee in a social work organization is to ensure that the organization adheres to ethical standards and practices. While the committee may also be involved in training, financial oversight, or providing support, its main role is to maintain ethical integrity in all operations and decisions.

15. C — Providing regular, constructive feedback and addressing any of the supervisee's concerns collaboratively

Answer: Providing regular, constructive feedback and addressing any of the supervisee's concerns collaboratively Ethical supervision requires open communication and supportive interactions between the supervisor and supervisee. Regular, constructive feedback helps supervisees grow professionally and address any concerns they may have. The NASW Code of Ethics emphasizes the importance of supporting supervisees while ensuring that ethical standards are upheld. Solely focusing on weaknesses or maintaining an overly distant relationship can hinder the supervisee's development. Allowing the supervisee to handle all problems independently without guidance is not conducive to a supportive and educational supervisory relationship.

16. A — Small town

Answer: Small town Social workers in small towns are likely to face ethical dilemmas related to boundaries with clients because they often have multiple roles in their community. This can lead to complex relationships since there are fewer providers available, increasing chances of dual relationships and conflicts of interest. In contrast, social workers in large cities are less likely to face such dilemmas due to the higher number of service providers. The size of the organization they work in generally does not influence the likelihood of encountering these ethical issues; instead, it is more about the social environment and the overlap of personal and professional lives.

17. D — Provide the father's request since he has joint legal custody

Answer: Provide the father's request since he has joint legal custody In cases where both parents have joint legal custody, each parent typically has the right to access their child's records unless a court order specifies otherwise. Social workers must be aware of the legal rights of both parents and handle such requests accordingly. The social worker does not need to seek additional consent from the mother, nor can they require the father to attend a meeting or deny the request due to lack of involvement.



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18. B — Allow the teenager and foster parents to read the report before the social worker submits it to the court

Answer: Allow the teenager and foster parents to read the report before the social worker submits it to the court. Social workers should inform clients, to the extent possible, about the nature of disclosed information and the potential consequences, before the disclosure is made. The most appropriate and ethical action would be to show the teenager and foster parents the report prior to submitting it so they are aware of the potential consequences. This applies whether social workers disclose confidential information on the basis of a legal requirement or based on client consent. In this situation, consent is not needed because the report is mandated by the court. The requirement for these reports cannot be waived. As stated above, the social worker should be as transparent as possible and should show the report to the teenager and foster parents before submitting it to the court.

19. C — Social workers must protect client confidentiality unless there is a duty to warn or legal mandate.

Answer: Social workers must protect client confidentiality unless there is a duty to warn or legal mandate. According to the NASW Code of Ethics, social workers are required to respect client confidentiality and can only breach this confidentiality under specific circumstances such as when there is a risk of harm to the client or others (duty to warn), or when legally mandated to do so. Unauthorized disclosure of client information can lead to legal and ethical repercussions. Confidentiality is a cornerstone of the social worker-client relationship. Trust is established when clients are assured that their personal information will be kept confidential. However, there are exceptional situations where confidentiality may have to be breached, and these are strictly governed by legal and ethical guidelines. Social workers must always inform clients about the limits of confidentiality at the beginning of their professional relationship and should seek informed consent when necessary. Unauthorized sharing of client information with family members, or divulging information during case consultations without client consent, is a breach of professional ethics and could harm the trust between the client and the social worker.

20. A — Assessing the effectiveness of a program by collecting data and analyzing the outcomes

Answer: Assessing the effectiveness of a program by collecting data and analyzing the outcomes. Program evaluation involves collecting data and analyzing the outcomes to determine the effectiveness of a social work program. This process helps in identifying areas of improvement and making evidence-based decisions. Developing new programs is about creating initiatives to address unmet needs in a community. Providing direct services involves working directly with clients to meet their immediate needs. Advocating for policy changes targets systemic alterations to benefit the client systems and address broader issues.

21. C — Psychoanalytic therapy

Answer: Psychoanalytic therapy. Cognitive-behavioral interventions are methods used by social workers and mental health professionals to address dysfunctional emotions, behaviors, and thoughts through goal-oriented, systematic procedures. Cognitive restructuring focuses on identifying and changing negative thought patterns. Exposure therapy is used to help individuals face and reduce fears and anxieties. Behavioral activation involves helping individuals engage more frequently in enjoyable or meaningful activities to improve mood. Psychoanalytic therapy is not a cognitive-behavioral intervention. It is a type of therapy based on Freud's theories, centered on unveiling unconscious thoughts and motivations.

22. C — Eliciting and strengthening the client's own motivation and commitment to change

Answer: Eliciting and strengthening the client's own motivation and commitment to change. Motivational



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interviewing is a client-centered, directive method for enhancing intrinsic motivation to change by exploring and resolving ambivalence. It involves engaging with clients in a way that elicits and strengthens their own motivations for change, rather than imposing solutions or focusing extensively on past traumas. The therapist's role is collaborative, helping clients to articulate their own reasons for and against change, which enhances their commitment.

23. B — Helping him identify and transform negative thought patterns to promote more balanced and realistic thinking

Answer: Helping him identify and transform negative thought patterns to promote more balanced and realistic thinking CBT is effective in treating depression by targeting cognitive distortions and teaching individuals strategies to reframe their thoughts, thereby reducing depressive symptoms and improving overall well-being. While exploring childhood experiences may be relevant in some therapeutic approaches, CBT for depression focuses on addressing current thought patterns and behaviors rather than exclusively on past events. Similarly, changing external circumstances might be helpful, but CBT prioritizes altering internal cognitive processes.

24. C — Empathic communication

Answer: Empathic communication Empathic communication is crucial in social work practice as it helps build trust and rapport with clients. In the given situation, the social worker acknowledges the client's difficulties and offers to work collaboratively to find solutions, demonstrating empathy. Genuineness involves clear and honest communication, and reflecting means rephrasing or restating the client's words. Positive regard means viewing clients as worthy and having inherent strengths, regardless of their circumstances.

25. D — Validation

Answer: Validation Validation is crucial when working with clients facing job loss and the associated stress. Social workers help clients by normalizing their emotions and assuring them that their reactions are acceptable. Reevaluation refers to guiding clients to reassess their skills and job market position. Connection helps clients build networks and find support. Direction involves helping clients set goals and navigate job search processes.

26. B — Wernicke's Encephalopathy

Answer: Wernicke's Encephalopathy Wernicke's Encephalopathy is a neurological disorder caused by a deficiency of thiamine (vitamin B1), often associated with chronic alcohol use. It is characterized by confusion, ataxia (unsteady gait), ophthalmoplegia (eye movement abnormalities), and in later stages, memory issues. The other answer options are incorrect. Bipolar Disorder does not cause the combination of symptoms described. Generalized Anxiety Disorder does not involve unsteady gait and eye movement abnormalities. Amphetamine Intoxication typically results in heightened alertness and energy, not the symptoms described.

27. D — A comprehensive approach involving therapy to address work-related stress and healthy coping strategies development

Answer: A comprehensive approach involving therapy to address work-related stress and healthy coping strategies development. John's feelings of inadequacy and overwhelming work stress are influencing him to engage in unhealthy behaviors and isolate himself. A comprehensive approach that involves therapy to address his work-related stress, develop healthy coping strategies, and promote a healthier work-life balance is the most appropriate intervention. Work-related stress can have a significant impact on an individual's overall well-being, leading to harmful behaviors and emotional distress. Encouraging John to continue working late or focusing solely on productivity without addressing the underlying issue is likely to exacerbate his



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problems. John's withdrawal from social activities is likely connected to his work stress and the emotional distress it causes. Encouraging him to focus on achieving professional certifications while neglecting his emotional struggles would not address the root issue affecting his well-being and may feel dismissive and hurt therapeutic rapport in the long run.

28. C — Groupthink

Groupthink is a phenomenon of group psychology in which a group makes faulty decisions because of group pressures. This phenomenon is more likely when group members are similar in background, the group is insulated from outside influences, and there are no established rules for decision-making. Groupthink is characterized by several false beliefs shared by the group, including collective rationalization, belief in inherent morality, and stereotyped views of others outside the group. Individuals experiencing groupthink may self-censor to avoid jeopardizing their status within the group, even if they perceive the decision to be poor.

29. C — To protect individuals from stress and anxiety

Answer: To protect individuals from stress and anxiety Avoidance behaviors are coping strategies that people use to steer clear of stressors and anxieties. These behaviors often happen automatically and without conscious thought. Examples include procrastination, escapism, and refusing to confront difficult situations. These behaviors are not intended to help people build stronger relationships, enhance their problem-solving abilities, or uncover deeper psychological issues.

30. B — The individual seeks to act based on universal ethical principles

Answer: The individual seeks to act based on universal ethical principles. Several different models attempt to explain moral development. One model describes an individual who moves beyond societal expectations and strives to follow universal ethical principles, such as justice, equality, and human rights. This person is guided by a self-chosen set of ethical guidelines that aim for the greater good, showing empathy and a high level of moral reasoning.



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