

UTAH DEPARTMENT OF HUMAN SERVICES
DIVISION OF SUBSTANCE ABUSE AND MENTAL HEALTH

ADULT CASE MANAGEMENT EXAM

Name _____	Date _____
Examiner's Name _____	Score _____
Examiner's Signature _____	

This exam is designed to test your knowledge of case management services based on the Case Management Field Guide and Utah State Preferred Practice Guidelines. The value of each question is listed in parentheses. **The total point value of this exam is 100 points.**

True or False (1 point per question, 40 points total for this section)

- ___ 1) Mental illness often interferes with an individual's ability to communicate.
- ___ 2) A college degree is a requirement for all CMs.
- ___ 3) Competitive employment is an unrealistic goal for people receiving case management services.
- ___ 4) CMs try to help people on their caseload expand their number of social connections and supports.
- ___ 5) Developing a supportive relationship with the individuals is an integral part of case management services.
- ___ 6) It is the CM's job to protect individuals from the consequences of their illegal behavior.
- ___ 7) Dating individuals on your caseload is allowable if you have approval from your supervisor and the relationship is consensual.
- ___ 8) A person must be living on the streets or in a shelter to be considered experiencing homelessness.
- ___ 9) The work of case management focuses on strengths rather than shortcomings.
- ___ 10) People receiving case management services are generally not as intelligent as others.
- ___ 11) An individual experiencing homelessness is no longer eligible for case management services once they have been housed.

- ___ 12) A person must have a mental illness or substance use disorder to be eligible for case management services.
- ___ 13) Alcohol can have dangerous outcomes when coupled with psychiatric medications.
- ___ 14) Employment or a history of employment is a requirement for Social Security Disability Insurance (SSDI).
- ___ 15) Medicare is a federal program that assists low-income citizens with disabilities obtain medical care.
- ___ 16) Unemployment Benefits are a long term solution for people who are unemployed through no fault of their own.
- ___ 17) Individuals should be directly involved in their case management needs assessment and service plan.
- ___ 18) The National Association of Case Management has developed five levels of case management.
- ___ 19) Individuals with involvement in the criminal justice system may require case management coordination with that system.
- ___ 20) Individuals do not need case management if they are involved in a consumer club or day treatment.
- ___ 21) CMs must carefully assess hygiene needs and be careful to not push their own values on individuals.
- ___ 22) CMs should assist individuals on their caseload with filing grievances.
- ___ 23) Medications used to treat mental illness may help individuals in their recovery by stabilizing symptoms which empowers them to live independently in the community and attain their goals.
- ___ 24) LSD is an example of a psychedelic drug.
- ___ 25) Documentation is an essential part of providing case management services.
- ___ 26) CMs should immediately report any illegal behaviors they observe from an individual.
- ___ 27) CMs are required to report any known or suspected situations of child abuse.
- ___ 28) People who talk about suicide seldom attempt to harm themselves.
- ___ 29) Although supportive, CMs are not considered a part of an individual's recovery capital.
- ___ 30) Case management service plans should be completed in general terms in order to not appear too restrictive.
- ___ 31) Loaning money to someone on your caseload is allowed as long as they pay it back.

- ___ 32) Case management is best provided in an office setting.
- ___ 33) Narcan can be used to prevent opioid overdose.
- ___ 34) Mental illness is a disqualifying factor for SSDI.
- ___ 35) A personality disorder refers to patterns of maladaptation, inflexibility, or impairment in an individual's basic pattern of perceiving and relation to others.
- ___ 36) It is important for CMs to teach their own values to individuals to best help them succeed.
- ___ 37) Recovery capital consists of only external resources.
- ___ 38) The prescriber, and not the CM, is responsible for the assessment, prescription and monitoring of psychiatric medicine.
- ___ 39) Social isolation is considered when determining if a client is seriously mentally ill.
- ___ 40) All CMs must be aware of the ethnicity and heritage of the individuals they serve.

Select the best answer: (2 points each, total of 60 points for this section)

1. One common symptom of paranoid type schizophrenia is:
 - a. split personality
 - b. multiple personalities
 - c. hyperventilating
 - d. frequent auditory hallucinations
2. In Utah, the Food Stamps program is often referred to as:
 - a. meal ticket
 - b. Supplemental Nutrition Assistance Program (SNAP)
 - c. Food and Care Coalition (FCC)
 - d. Food for the Needy Program (FNP)
3. Which of the following characteristics is not found in individuals who are experiencing mania?
 - a. violent, aggressive outbursts
 - b. careful consideration of consequences
 - c. buying sprees
 - d. grand thinking, major plans
4. Medication can be prescribed by:

- a. psychologists
 - b. trained social workers
 - c. APRNs
 - d. all of the above
5. Which of the following are elements of the service plan:
- a. long term goals
 - b. action steps
 - c. signature of the client
 - d. all of the above
6. One of the most effective ways for case managers to cope with stress is:
- a. spending money
 - b. having a drink to relax
 - c. exercise
 - d. binge watch Netflix
7. Family members of individuals receiving case management services
- a. usually cause problems for the client and case manager
 - b. can often benefit by support and education
 - c. should not be involved in service planning
 - d. are the cause of mental illness
8. If an individual tells you that they are feeling suicidal, you should:
- a. involve your supervisor as soon as possible
 - b. talk the person out of it
 - c. ignore it
 - d. share the fact that you have felt this way too
9. Case management scope of services includes all of the following except:
- a. targeted case management
 - b. behavioral management
 - c. skills development services

- d. none of the above
10. If a client fails at meeting the services plan as written or developed:
- a. they must be unmotivated
 - b. it is time to reassess the goal
 - c. they no longer need case management
 - d. they must be given more medication
11. What is the recommended average caseload for level II case management?
- a. 24 people
 - b. 10 people
 - c. 30 people
 - d. 16 people
12. Which of the following is NOT a key concept of recovery?
- a. Personal Responsibility
 - b. Self-Advocacy
 - c. Hope
 - d. Treatment Compliance
13. Which of the following is not included in a service plan:
- a. short term goals
 - b. needs assessment
 - c. review date
 - d. signatures or other indications that show participation of the individual, the CM, and supervisor, if needed
14. According to the Case Management Manual, Targeted Case Management services must be:
- a. performed with a contract
 - b. targeted towards people with substance use disorders only
 - c. completed within 30 days
 - d. medically necessary

15. Hiring someone on your caseload to do your household chores is beneficial, so long as:
 - a. you pay them a fair wage
 - b. your supervisor is aware of the arrangement
 - c. it is never appropriate to hire someone on your caseload
 - d. it improves their self esteem
16. Case management can be thought of as filling how many critical functions?
 - a. 4
 - b. 8
 - c. 14
 - d. 10
17. The preferred practice guidelines for case management for adults with a serious mental illness were put in place to:
 - a. limit the individualization of services
 - b. to dictate specific services to be provided
 - c. to provide uniformity with practices across the community mental health centers
 - d. none of the above
18. Which of these is not one of the four major functions of case management:
 - a. showing a client by example how to best live their lives
 - b. coordinating with a client
 - c. advocating for clients rights
 - d. linking clients to other services
19. Which of the following is not true according to NACM ethical guidelines?
 - a. a commitment to fight stigma concerning mental illnesses wherever I find it
 - b. a commitment to help the client find their own personal strengths
 - c. a commitment to guide the client's thoughts and actions toward outlined goals
 - d. a commitment to respect the dignity and autonomy of all persons
20. The central nervous system consists of:
 - a. brain

- b. spinal cord
 - c. blood vessels
 - d. a and b
21. Which of the following is not an anti-psychotic medication:
- a. Abilify
 - b. Electrolyte
 - c. Zyprexa
 - d. Risperdal
22. All of the following are ways the case manager can support the person on their caseload except:
- a. coordinating
 - b. advocating
 - c. linking
 - d. manipulating
23. Which of the following is an appropriate interaction with an individual:
- a. accepting and/or exchanging gifts
 - b. accepting lunch from a client or a discount at their family store
 - c. reviewing the individual's budget choices with them
 - d. encouraging the client to buy cigarettes for their roommate to avoid a crisis
24. Case managers provide all of the following services except:
- a. teach the client how to follow a recipe
 - b. inform the client about herbal medications that help with stress
 - c. advocate for the client to see a prescriber sooner than scheduled
 - d. monitor the client's progress on their personal goals
25. All of the following are purposes of psychotropic medications except:
- a. decrease confusion
 - b. increase compliance
 - c. stabilize mood
 - d. decrease anxiety

26. Which of the following would result in terminating case management services:
- a. an acute hospital stay
 - b. the individual gains employment
 - c. the individual goes to jail
 - d. the individual moves out of state
 - e. a, c, and d
27. What is the name of the medication that is approved by the FDA to prevent overdose by opioids?
- a. Zyprexa
 - b. Narcan
 - c. Naloxone
 - d. b and c
28. Carcinogen may cause:
- a. a common cold
 - b. cancer
 - c. heart disease
 - d. ebola
29. Which of the following is not a possible source of income:
- a. SSI
 - b. General Assistance
 - c. TANF
 - d. Medicare
30. SAMHSA has identified how many key principles of a Trauma Informed Approach:
- a. 3
 - b. 6
 - c. 12
 - d. 5