

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

CHILDREN'S MENTAL HEALTH CASE MANAGEMENT

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

This exam is designed to test your knowledge of case management services based on 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 (70 required to pass).**

True or False (2 point per question, 60 points total for this section)

- ___ 1) Research has shown that an important qualification for an effective case manager is a college degree.
- ___ 2) Effective traditional outpatient treatment is sufficient to meet the needs of children with SED.
- ___ 3) The term "consumer" in services for children refers to both children and their families.
- ___ 4) The work of case management focuses on individual strengths rather than illnesses.
- ___ 5) A service plan should be family focused and not program focused.
- ___ 6) It is important for the case manager to maintain a professional and formal relationship with families through the use of technical terms and professional jargon in order to establish trust and credibility.
- ___ 7) Families are critical partners in the mental health treatment of their children.
- ___ 8) Targeted Case Management (TCM) is a service that assists eligible clients in the target group to gain access to needed health, social, educational, and other services.
- ___ 9) Traveling to the client's home or other location where a covered case management activity will occur is not reimbursable, nor is time spent transporting a client or a client's family members.
- ___ 10) Collaboration with other agencies, family members, and community organizations is not critically essential in providing effective mental health services to children with the Utah System of Care.

- ___ 11) Knowledge of crisis intervention is important for case managers in the event of a suicide threat and non-lethal problems such as eviction, divorce, or death of a loved one.
- ___ 12) Service plans should be individualized to the needs of the child and the family.
- ___ 13) The System of Care Model focuses on the provision of services in the least restrictive and normative setting appropriate to the needs of the child and family.
- ___ 14) An Individual Education Plan (IEP) should not be used for mental health concerns.
- ___ 15) Case managers try to help children work on their social skills in order to expand their number of friends and sources of social support.
- ___ 16) Case management is a community-based service.
- ___ 17) It is an ethical and legal responsibility to report child abuse.
- ___ 18) Service plans should be very general so all clients can succeed.
- ___ 19) Information gathered from the seven life domains serve as the basis for setting goals and developing a service plan.
- ___ 20) Case managers should protect young people by overlooking their behaviors which are against the law.
- ___ 21) Once the service plan is written, it does not need to be changed or altered.
- ___ 22) The best service plan still cannot prevent some crises from happening.
- ___ 23) Good crisis planning is a process and is not a single event.
- ___ 24) Case management is often best provided in the office setting.
- ___ 25) The mental health center staff should share personally identifiable information with other agencies.
- ___ 26) HIPPA, the “privacy rule” was issued to protect the privacy of health information that identifies individuals who are living or deceased.
- ___ 27) It is important for case managers to teach their own values to a client in order to help them.
- ___ 28) It is critical for professionals to create an environment for partnering with families at the service plan and the system development levels.
- ___ 29) Safety planning is the same as the Crisis Plan.
- ___ 30) Assessing and documenting the client’s need for community resources and services is a Medicaid reimbursement TCM activity.

Multiple Choice

Select the best answer: (2 points each, total 40 points for this section)

1. Domains included in an assessment include:
 - a. Family/living environment
 - b. Social supports
 - c. Behavioral health services
 - d. Leisure/recreational
 - e. Vocational/educational
 - f. Financial
 - g. Physical Health
 - h. All of the above

2. The five dimensions of life domains include all *except*:
 - a. Past history
 - b. Personal goals
 - c. Prioritized needs
 - d. Resources
 - e. Current status
 - f. Cultural sensitivity

3. One of the most effective ways of coping with stress is:
 - a. Learning to adapt to a stressful situation by ignoring feeling of stress
 - b. Exercise
 - c. Yelling at someone

4. If a consumer tells a case manager that he/she is feeling suicidal, you should:
 - a. Save time through immediately deciding on a plan of action and not consulting with other appropriate individuals
 - b. Involve your supervisor as soon as possible
 - c. Ignore the consumer as to not reinforce attention seeking behavior
 - d. Follow agency policies
 - e. b and d

5. Which of the following are elements of the service plan?
 - a. Long term goals
 - b. Action steps
 - c. Signature of the child, case manager, and/or other appropriate team members
 - d. All of the above

6. Which of the following information is not confidential for a public mental health services center?
 - a. Dates and times any one client has received services.
 - b. Number of children served by the community mental health center
 - c. Any of the client's diagnoses.

7. Parents of children with SED:
 - a. Rarely want to be involved in the service plans concerning their children.
 - b. Can often benefit by support and education.
 - c. Are the cause of their child's problems.

8. If a client is not making progress in their service plan as written or developed:
 - a. He/she must be unmotivated.
 - b. It is time to reassess the goal.
 - c. He/she no longer needs case management.
 - d. He/she must be given more medication.

9. The following is an example of an action step:
 - a. The child/youth will behave appropriately
 - b. The child/youth will improve hygiene
 - c. The child/youth will make friends
 - d. The child/youth will walk 15 minutes, 3 times a week

10. When a case manager is unsure how to proceed, it is a good idea to consult with:
 - a. Their client
 - b. Their supervisor
 - c. The Workforce Services representative
 - d. The psychologist

11. 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

12. Which of the following is important for the case manager to know about education?
 - a. Have knowledge of the local educational resources
 - b. Having a working relationship with school personnel
 - c. Become acquainted with school rules
 - d. Become acquainted with the day to day processes
 - e. All of the above

13. Which of these is not one of the features of an effective Crisis Plan:
 - a. Clearly defined roles
 - b. The best predictor of a crisis is past behaviors
 - c. Crisis plans need to be in place as early as possible
 - d. It is only a “9 to 5” plan
 - e. After the crisis, evaluate the plan.

14. When conducting a Strengths Conversation, it is important to be:
 - a. Natural and rigid
 - b. Focus on weaknesses and problems
 - c. This is the time to solve problems
 - d. Stay with the present and go backwards
 - e. It is never appropriate to involve family members
 - f. None of the above

15. The preferred practice guidelines for case management for children/youth determined to be diagnosed as SED were put in place to:
 - a. Limit the individualization of services
 - b. Dictate specific services to be provided
 - c. Provide uniformity with practices across the community mental health systems
 - d. None of the above

16. There are “sticky situations” that a case manager and their supervisor must be aware of:
 - a. Suspected child abuse and neglect
 - b. Threats and assaultive behaviors
 - c. Suicidal thoughts and behaviors
 - d. Illegals behaviors
 - e. Allegations of professional misconduct
 - f. All of the above

17. The primary activities of a case manager are activities that provide the “unifying” element to multiple services that children and youth with SED often need. They are to:
 - a. Coordinate
 - b. Assess
 - c. Link
 - d. Monitor
 - e. All of the above

18. Family partnership reduces the length of stay in:
 - a. Foster care
 - b. Residential treatment
 - c. Psychiatric hospitals
 - d. All of the above

19. The purpose of the C-SSRS is to:
 - a. Identify suicidal ideation
 - b. Identify suicidal behaviors
 - c. Monitor changes from visit to visit
 - d. Aide with the referral process when needed
 - e. All of the above

20. All of the following are qualified case managers except:
 - a. A licensed social service worker
 - b. A licensed registered nurse
 - c. A licensed advanced substance use disorder counselor
 - d. A certified substance use disorder counselor intern