CHAPTER 1
Introduction to the Human Services Profession:
Purpose, Preparation, Practice and Theoretical Orientations

Difficulty: 1 = easy; 2 = moderate; 3 = challenging

Multiple Choice

1. Some individuals within society may need human services because they
   a. do not have a supportive family.
   b. do not have supportive friends.
   c. suffer from mental illness.
   d. all of the above

Answer: D
Page Ref: 4
Difficulty: 1
Competency: Understanding Human Systems

2. Lack of friends, mental illness, poverty, lack of education and lack of employment skills are examples of
   a. the human condition.
   b. the reason why some individuals are in need of human services.
   c. personal failures that often lead to the need of human services.
   d. both B and C

Answer: B
Page Ref: 5
Difficulty: 2
Competency: Understanding Human Systems

3. The term “generalist” in describing a human service professional implies
   a. the paraprofessional nature of the human services worker.
   b. that human service professionals are not required to have as much education as social workers.
   c. that the knowledge base is broad and varied.
   d. none of the above

Answer: C
Page Ref: 12
Difficulty: 1
Competency: Professional Identity
4. Marginalized populations are often
   a. members of society who are often displaced due to poverty.
   b. members of society on each end of the empowerment spectrum – some operating at the powerless end, and some operating in positions of power.
   c. highly valued within society.
   d. all of the above

Answer: A
Page Ref: 5
Difficulty: 2
Competency: Understanding Human Systems

5. Members of society who are displaced due to poverty, racial disparity, or some other characteristic that reduces their status in society and makes them vulnerable to exploitation and denial of opportunities are often referred to as
   a. marginalized populations.
   b. undereducated.
   c. poor.
   d. humanitarians.

Answer: A
Page Ref: 5
Difficulty: 1
Competency: Understanding Human Systems

6. The chief goal of the human service professional is to
   a. provide counseling and other mental health services to anyone in need.
   b. support individuals as well as communities function at their maximum potential in overcoming personal and social barriers as effectively as possible in the major domains of living.
   c. provide mental health services to individuals so that they can gain insight into their emotional lives.
   d. both A and C

Answer: B
Page Ref: 6
Difficulty: 3
Competency: Professional Identity

7. Individuals, groups, organizations, communities and societies are examples of
   a. potential clients
   b. sources of careers for human service professionals
   c. human systems
   d. none of the above

Answer: C
Page Ref: 6
Difficulty: 2
Competency: Understanding Human Systems
8. Which term that implies the broad and varied knowledge base of the human services profession?
   a. Specialty  
   b. Eclectic   
   c. Freudian   
   d. Generalist

Answer: D  
Page Ref: 12  
Difficulty: 1  
Competency: Professional Identity

9. A conceptual framework that is most commonly associated with human services practice is one that
   a. focuses on the internal processes of the individual.  
   b. views clients in the context of their environment.  
   c. evaluates the transaction or relationship between human systems.  
   d. both B and C

Answer: D  
Page Ref: 13  
Difficulty: 2  
Competency: Professional Identity

10. The Microsystem includes
    a. groups.  
    b. communities.  
    c. individuals.  
    d. all of the above

Answer: C  
Page Ref: 13  
Difficulty: 2  
Competency: Understanding Human Systems

11. The Mesosystem (or Mezzosystem) includes which of the following?
    a. Groups  
    b. Neighborhoods  
    c. Schools  
    d. All of the above

Answer: D  
Page Ref: 13  
Difficulty: 2  
Competency: Understanding Human Systems
12. The Exosystem includes
   a. the government.
   b. individuals.
   c. families.
   d. groups.

Answer: A
Page Ref: 13
Difficulty: 2
Competency: Understanding Human Systems

13. The Macrosystem includes
   a. groups.
   b. the culture at large.
   c. the government.
   d. family.

Answer: B
Page Ref: 13
Difficulty: 2
Competency: Understanding Human Systems

14. Urie Bronfenbrenner’s believed that individuals could best be understood when seen in the context of their relationship with
   a. their friends.
   b. other family members.
   c. various systems in their lives.
   d. society in general.

Answer: C
Page Ref: 13
Difficulty: 2
Competency: Understanding Human Systems

15. Human service professionals typically believe that by understanding the nature of reciprocal relationships between human systems will aid in understanding
   a. the reciprocal relationship between the individual and his or her environment.
   b. the reciprocal relationship between the individual and his or her family members.
   c. not-for-profit agencies developed to assist the neediest members of society.
   d. social conflict in a broader context.

Answer: A
Page Ref: 13
Difficulty: 2
Competency: Professional Identity, Understanding Human Systems
16. The idea that ‘lower level needs must be met before an individual can achieve higher level needs’ describes which of the following?
   a. Person-in-Environment (PIE)
   b. Ecological Systems Theory
   c. Maslow’s Hierarchy of Needs
   d. The Task-level Approach

Answer: C
Page Ref: 14
Difficulty: 2
Competency: Understanding Human Systems
CHAPTER 2
History and Evolution of Social Welfare Policy:
Effect on Human Services
Difficulty: 1 = easy; 2 = moderate; 3 = challenging

Multiple Choice

1. Many policy experts frame the feudal system as
   a. an effective method for controlling poverty.
   b. a governmentally imposed form of slavery or servitude.
   c. one where individuals became serfs through both racial and economic discrimination, and
      were commonly born into serfdom with little hope of ever escaping.
   d. all of the above

Answer: D
Page Ref: 18
Difficulty: 2
Competency: Historical Development

2. The commonly held societal belief during medieval times was that poverty
   a. is unavoidable within society.
   b. was caused by personal moral failures.
   c. is an unnecessary component of society.
   d. all of the above

Answer: A
Page Ref: 18
Difficulty: 2
Competency: Historical Development

3. During the early part of the Middle Ages in England the church was responsible for poor
   relief which was facilitated through
   a. local taxes
   b. a National levy on tea
   c. compulsory tithing which was administered by bishops
   d. both B and C

Answer: C
Page Ref: 18
Difficulty: 2
Competency: Historical Development
4. The need for a complete overhaul of the social welfare policy in England was prompted by which of the following?
   a. The increased demand for factory wage labor in the cities.
   b. The decline of the feudal system.
   c. The diminishing influence of the church in matters of social care.
   d. All of the above

Answer: D
Page Ref: 19
Difficulty: 1
Competency: Historical Development

5. The Calvinists and other Puritans began to see hard work and good moral conduct as
   a. signs of being a member of the “elect”.
   b. a sign of condemnation.
   c. both a curse and a blessing.
   d. both A and B

Answer: A
Page Ref: 22
Difficulty: 2
Competency: Historical Development

6. Social Darwinism led to a belief that
   a. human competitiveness for limited resources is necessary in securing the survival of the “fittest” members of society.
   b. humans evolved from one-celled organisms.
   c. humans evolved from primates.
   d. charity worked in concert with God’s grand design to assist those who were ill-equipped to manage life’s complexities and evolve as planned.

Answer: A
Page Ref: 22
Difficulty: 2
Competency: Historical Development

7. The philosophy that was often used to justify not providing charity to the poor was
   a. the Caste System.
   b. American pragmatism.
   c. Social Darwinism.
   d. both B and C

Answer: C
Page Ref: 22
Difficulty: 1
Competency: Historical Development
8. Vagrants were often considered
   a. alcoholics and drug abusers who refused to work
   b. anyone who traveled from town to town in order to obtain financial assistance
   c. the worthy poor
   d. the unworthy poor

Answer: D
Page Ref: 19
Difficulty: 2
Competency: Historical Development

9. Pregnant women, individuals who were extremely ill and unable to work, or any person over
   the age of sixty
   a. were often considered the worthy poor
   b. were treated more leniently, including given governmental authorization to beg
   c. often resided in settlement houses
   d. both A and B

Answer: D
Page Ref: 19
Difficulty: 1
Competency: Historical Development

10. The English Poor Laws of 1601 established three driving principles as the foundation for
    social legislation, including the belief that
    a. in one’s home environment of the person in need through cash or services (e.g., bringing
       of food, etc.).
    b. the primary responsibility for provision lay with one’s family.
    c. that poor relief should be handled at the local level, and finally.
    d. no individual should be allowed to move to a new community if they were unable to
        provide for themselves financially.
    e. all of the above

Answer: D
Page Ref: 20
Difficulty: 2
Competency: Historical Development
11. Outdoor relief refers to assistance provided
   a. by having the poor work outdoors in fields and in other agricultural pursuits.
   b. through working at an Almshouse, workhouse, or other institutionalized setting.
   c. in the home environment of the person in need.
   d. both A and B

Answer: B  
Page Ref: 20  
Difficulty: 3  
Competency: Historical Development

12. Leaders of the Charity Organization Services (COSs) believed that the indiscriminate giving of money by many of the relief agencies in the 1800s encouraged
   a. fraud and abuse.
   b. laziness on and idleness.
   c. a spirit of cooperation.
   d. both A and B

Answer: D  
Page Ref: 23  
Difficulty: 2  
Competency: Historical Development

13. The overriding purpose of the COSs was to
   a. develop a system where each case of aid was thoroughly investigated by “friendly visitors” so that the root cause of poverty could be determined.
   b. provide the poor with enough cash relief to alleviate the harshest aspects of poverty.
   c. eliminate the concepts of the worthy and unworthy poor which was a common element of the English Poor laws.
   d. return to the days where poverty was perceived as a blessing.

Answer: A  
Page Ref: 24  
Difficulty: 2  
Competency: Historical Development

14. An overriding fear of COS leaders was that providing cash aid would encourage
   a. a general lack of respect and lacking motivation on the part of recipients.
   b. dependence, particularly for the unworthy poor.
   c. volunteers to use the aid to manipulate the poor.
   d. all of the above

Answer: D  
Page Ref: 24  
Difficulty: 1  
Competency: Historical Development
15. Mary Richmond
   a. was a leader in the COS movement.
   b. was a leader in the Settlement House Movement.
   c. was responsible for the early conception of casework.
   d. both A and C

Answer: D
Page Ref: 24
Difficulty: 1
Competency: Historical Development

16. An underlying COS philosophy was that
   a. poverty was a condition that could impact virtually anyone.
   b. to deprive someone from receiving material relief was insulting since it implied that they
      were suffering poverty as a result of their own moral failings.
   c. anyone who worked hard enough could rise out of the depths of poverty.
   d. none of the above

Answer: C
Page Ref: 24
Difficulty: 2
Competency: Historical Development

17. The chief founder of the Settlement House movement was
   a. Mary Richmond.
   b. Jane Addams.
   c. Dorthea Dix.
   d. None of the above

Answer: B
Page Ref: 25
Difficulty: 1
Competency: Historical Development

18. In addition to providing a safe, clean home, settlement houses also provided
   a. assistance with food and health care.
   b. English language lessons.
   c. childcare.
   d. general advocacy.
   e. all of the above

Answer: E
Page Ref: 26
Difficulty: 2
Competency: Historical Development
19. Founders of the Settlement House movement perceived societal conditions and the hardship of immigration
   a. as an excuse often used by the poor to explain away poor decisions.
   b. as the primary cause of poverty.
   c. both A and B
   d. none of the above

Answer: B
Page Ref: 26
Difficulty: 1
Competency: Historical Development

20. The settlement houses focused primarily on the needs of
   a. the indigent
   b. the elderly
   c. the working-class poor
   d. vagrants

Answer: C
Page Ref: 26
Difficulty: 1
Competency: Historical Development

21. Although there are no working settlement houses today, the prevailing concept espoused by this model remains, with the recognition of the need for
   a. public assistance in the form of services rather than cash or material relief.
   b. child welfare laws that enable governmental intervention when families abuse their children.
   c. firm consequences for clients who refuse to make their lives better.
   d. comprehensive care for individuals who suffer from poverty and social displacement.

Answer: D
Page Ref: 26
Difficulty: 2
Competency: Historical Development

22. Modjeska Simkins, Ida Wells and Jane Hunter are examples of
   a. former settlement house residents who went on to influence social policy by engaging in advocacy efforts.
   b. leaders in the American suffrage movement that gave the women the right to vote.
   c. African American social workers who developed programs for the black community since most social welfare programs often excluded African Americans.

Answer: C
Page Ref: 28
Difficulty: 1
Competency: Historical Development
23. Civil Works Administration (CWA), the Federal Emergency Relief Act (FERA), the Civilian Conservation Core and the Social Security Act of 1935 are examples of
   a. programs created by President Kennedy in response to the Great Depression.
   b. programs created by President Roosevelt in response to the Great Depression.
   c. programs created by President Hoover in response to the economic boom of the 1920s.
   d. programs created in response to the advocacy of Jane Addams and Dorthea Dix.

   Answer: B
   Page Ref: 27
   Difficulty: 2
   Competency: Historical Development

24. Neoliberal economic policies
   a. are typically embraced by liberal politicians.
   b. are based on the belief in capitalism and the free market economy as a solution to many social conditions.
   c. involve the privatization of social welfare programs and services.
   d. both B and C

   Answer: D
   Page Ref: 29
   Difficulty: 3
   Competency: Historical Development

25. Dr. Kevin Doogan attributes the economic crisis that began in 2007 as a result of
   a. Too much government regulation.
   b. Manufactured insecurities and unrestrained exposure to market forces.
   c. Market insecurities and unrestrained exposure to market forces.
   d. Manufactured insecurities and unrestrained exposure to rising interest rates.

   Answer: B
   Page Ref: 30
   Difficulty: 3
   Competency: Historical Development

26. In what way was the settlement house movement different from the traditional charity organizations?
   a. Its goal was to no longer distinguish between the worthy and unworthy poor and to ensure that all individuals were treated equally with respect and dignity.
   b. It provided only counseling rather than focusing on comprehensive care.
   c. It focused on providing services to adults only rather than providing services to the entire family.
   d. It worked diligently to prohibit immigrants from receiving the same benefits as U.S. citizens.

   Answer: A
   Page Ref: 26
   Difficulty: 2
   Competency: Historical Development
27. **Settlement House founders believed**
   a. that social and economic reform actually called for the settlement house workers to reside in the home, alongside the immigrant families they helped.
   b. that it would be a violation of professional boundaries for caseworkers to live alongside of residents.
   c. in the philosophy that poverty was a sign of personal moral failing.
   d. That the provision of material relief would lead to dependence and possible abuse of charities.

   **Answer: A**  
   **Page Ref: 26**  
   **Difficulty: 2**  
   **Competency: Historical Development**

28. **COS:**
   a. was tinged with elements of social Darwinism.
   b. organized charities by keeping a registry of philanthropic organizations Developing housing facilities where early social workers lived side-by-side with poor residents.
   c. discouraged the belief that poverty was the result of some personal moral failing.

   **Answer: A**  
   **Page Ref: 24**  
   **Difficulty: 1**  
   **Competency: Historical Development**

29. **The residency requirements incorporated into the Elizabethan Poor laws were based upon the belief that**
   a. members of one community could receive the same poor relief if they moved to another community.
   b. members of a community could not receive poor relief unless they had lived in the local community for at least five years and been significant contributors to the tax doles.
   c. local communities didn’t mind supporting those individuals who had fallen on hard times after years of paying taxes, but they didn’t want to be forced to support strangers who came to their district for the sole purpose of receiving aid.
   d. the wandering poor were an integral part of life in the 1600s since they typically brought important goods and services to remote communities.

   **Answer: C**  
   **Page Ref: 20**  
   **Difficulty: 3**  
   **Competency: Historical Development**
30. Indoor relief refers to assistance provided
   a. through working at an Almshouse, workhouse, or other institutionalized setting.
   b. in the home environment of the person in need.
   c. by providing the poor an opportunity to work as domestic servants.
   d. at a COS facility.

Answer: A
Page Ref: 20
Difficulty: 3
Competency: Historical Development

31. England’s relief act of 1536 reflected
   a. compassionate support of the able-bodied poor.
   b. a complete intolerance of idleness.
   c. an understanding that poverty can affect anyone.
   d. a need for a National policy of social welfare.

Answer: B
Page Ref: 19
Difficulty: 1
Competency: Historical Development

32. Calvin’s concept of Predestination espoused the notion that
   a. the meek and poor shall inherit the Earth.
   b. some people were pre-selected for heaven and some were not.
   c. one’s good deeds such as giving to the poor can assure someone of going to heaven.
   d. none of the above

Answer: B
Page Ref: 21
Difficulty: 1
Competency: Historical Development

33. During the Middle Ages poor relief in England was handled on what level?
   a. National
   b. Local
   c. State
   d. Colony

Answer: B
Page Ref: 18
Difficulty: 2
Competency: Historical Development
34. During medieval times a prevailing belief was that poverty was a necessary component of society, because
   a. it was a sign of condemnation by God.
   b. it illustrated who was evil in society, thus highlighting who was good.
   c. it gave an opportunity for the rich to show their grace and goodwill through the giving of alms to those less fortunate than themselves.
   d. it gave purpose and meaning to the church, keeping it in power.

Answer: C
Page Ref: 18
Difficulty: 2
Competency: Historical Development

35. The Feudal system was
   a. England’s primary manner of caring for the poor prior to the Middle Age.
   b. a system of care based upon feuds between rival communities where prevailing villages were compelled to provide care for those communities they conquered.
   c. an elitist system where privileged and wealthy landowners would parcel off small sections of their land, which would then be farmed by peasants or “serfs”.
   d. both A and C

Answer: D
Page Ref: 18
Difficulty: 2
Competency: Historical Development

36. The Personal Responsibility and Work Opportunity Act (PRWORA) of 1996 was signed into law by
   a. President Ronald Regan.
   b. President George W. Bush.
   c. President Bill Clinton.
   d. the 110th Congress.

Answer: C
Page Ref: 29
Difficulty: 2
Competency: Historical Development

**True or False**

37. In the Middle Ages in England there was no separation of church and state therefore the church and government were one and the same.

Answer: True
Page Ref: 18
Difficulty: 1
Competency: Historical Development
38. Much of the reason for the relative success of the Feudal system was due to the absence of many of the issues with which contemporary society must contend.

Answer: True
Page Ref: 18
Difficulty: 1
Competency: Historical Development

39. It is the common belief that the American social welfare policy was based upon the Elizabethan Poor Laws of 1601.

Answer: True
Page Ref: 20
Difficulty: 1
Competency: Historical Development

40. Residency requirements were not been incorporated into the American social welfare system because it was believed that it would discourage western expansion.

Answer: False
Page Ref: 20
Difficulty: 3
Competency: Historical Development

41. The COSs did not initially provide direct relief to clients, primarily because they believed that too many agencies were already providing material relief and doing it quite poorly.

Answer: True
Page Ref: 24
Difficulty: 2
Competency: Historical Development