

**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 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 a client's ability to communicate.
- \_\_\_ 2) An important qualification for an effective case manager is a college degree.
- \_\_\_ 3) Finding and keeping employment is often a problem for people with a mental illness.
- \_\_\_ 4) Case managers try to help clients expand their number of social connections and supports.
- \_\_\_ 5) The case manager's relationship with a client can be ended once that person's symptoms decrease.
- \_\_\_ 6) The case manager is not expected to visit clients if they break the law and go to jail.
- \_\_\_ 7) Dating clients is unprofessional and a violation of the Utah State Provider Code of Conduct.
- \_\_\_ 8) Delusions are distortions in a person's ability to correctly sense and perceive people, things, and events around them.
- \_\_\_ 9) The work of case management focuses on individual strengths rather than illnesses.
- \_\_\_ 10) Clients are generally not as intelligent as others.
- \_\_\_ 11) A common side effect of anti-psychotic medication is constipation.
- \_\_\_ 12) Competitive employment is an unrealistic goal for mental health clients.
- \_\_\_ 13) Alcohol can have dangerous interactions with psychiatric medications.

**True or False (continued)**

- \_\_\_ 14) Most clients are eligible for SSDI whether they have worked or not in the past.
- \_\_\_ 15) Medicare is a medical care program for disabled and low-income citizens.
- \_\_\_ 16) Monitoring means that the case manager makes the client follow the service plan.
- \_\_\_ 17) Clients should be directly involved in a case management needs assessment and service plan.
- \_\_\_ 18) Service plans should be very general so all clients can succeed.
- \_\_\_ 19) Protective Payee arrangements can be used for rewards.
- \_\_\_ 20) Clients do not need case management if they are involved in a consumer club or day treatment.
- \_\_\_ 21) Clients often improve personal hygiene if given a reason, such as a new job or an activity.
- \_\_\_ 22) Case managers should assist clients in filing grievances.
- \_\_\_ 23) Clients are required to take their medications in order to be served by mental health centers.
- \_\_\_ 24) Once clients are placed in the Utah State Hospital, the mental health center is no longer responsible for them.
- \_\_\_ 25) Most clients have trouble in the workforce because they are lazy and unmotivated.
- \_\_\_ 26) Case managers should ignore client behaviors that are against the law.
- \_\_\_ 27) Case managers must report known or suspected situations of child abuse.
- \_\_\_ 28) People who talk about suicide seldom attempt to harm themselves.
- \_\_\_ 29) Most clients will require a Protective Payee for the rest of their lives.
- \_\_\_ 30) Case management service plans should contain action steps stated in specific, rather than general terms.
- \_\_\_ 31) Loaning or borrowing money with a client is unethical and should not be done.
- \_\_\_ 32) Case management is often best provided in the office setting.
- \_\_\_ 33) Clients are able to regain valid social roles and identities.

**True or False (continued)**

- \_\_\_ 34) Delusions are false beliefs that hinder a person's ability to function.
- \_\_\_ 35) Case managers should work with the idea of client self-determination in mind.
- \_\_\_ 36) It is important for case managers to teach their own values to a client in order to help them.
- \_\_\_ 37) People are able to recover from all mental illnesses except for the most severe.
- \_\_\_ 38) Case managers can facilitate good treatment by updating the diagnosis based on their observations.
- \_\_\_ 39) Social isolation is considered when determining if a client is seriously and persistently mentally ill.
- \_\_\_ 40) The mental health center is the only resource available to clients.

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

1. One common symptom of schizophrenia is:
  - a. split personality
  - b. multiple personalities
  - c. hyperventilating
  - d. hallucinations or delusions
2. Depression may include the following:
  - a. paranoia
  - b. rapid pulse rate
  - c. changes in sleep patterns
  - d. trembling of the hands
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

**Select the best answer** (continued)

4. Medication can be prescribed by:
  - a. psychologists
  - b. trained social workers
  - c. APRNs
  - d. case managers
  
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 of case managers coping with stress is:
  - a. spending money
  - b. having a drink to relax
  - c. exercise
  - d. discussing clients with your family
  
7. Family members of clients:
  - 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 a client tells you that he/she is feeling suicidal, you should:
  - a. involve your supervisor as soon as possible
  - b. talk the client 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

**Select the best answer** (continued)

10. If a client fails at meeting the 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
  
11. The client's service plan may include:
  - a. medication management
  - b. day treatment
  - c. money management
  - d. any or all of the above
  
12. Mental health centers offer:
  - a. medication management
  - b. TANF
  - c. legal aid
  - d. emergency food stamps
  
13. The following is an example of an action step:
  - a. the client will behave appropriately
  - b. the client will improve hygiene
  - c. the client will make friends
  - d. the client will walk 15 minutes, 3 times a week
  
14. 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
  
15. Hiring a client to do your household chores is beneficial to the client, as long as:
  - a. you pay them a fair wage
  - b. your supervisor is aware of the arrangement
  - c. it improves their self-esteem
  - d. it is never appropriate to hire a client

**Select the best answer** (continued)

16. Which of the following is not true:
- a. often, the more episodes of mental illness that a client has, the harder it becomes for them to manage their lives
  - b. one of the most important functions of a case manager is being able to recognize symptoms of mental illness in their clients as early as possible
  - c. “decompensating” is when a client shows a decrease in symptomology
  - d. the latest edition of the DSM is the DSM IV-TR
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? As a case manager, I:
- a. am committed to fight stigma concerning mental illnesses wherever I find it
  - b. am committed to help the client find his/her own personal strengths
  - c. am committed to guide the client’s thoughts and actions towards outlined goals
  - d. am committed to respect the dignity and autonomy of all persons
20. Discharge from Centers may be based on any of the following except:
- a. Client voluntary choice
  - b. Home found alternative community support
  - c. Client is resistive and verbally aggressive
  - d. Significant independence

**Select the best answer** (continued)

21. Which of the following is not an anti-psychotic medication:
- a. Abilify
  - b. Lithium
  - c. Zyprexa
  - d. Risperdal
22. All of the following are ways the case manager can support the client except:
- a. coordinating
  - b. advocating
  - c. linking
  - e. managing
23. Which of the following is an appropriate interaction with a client:
- a. accepting and/or exchanging gifts
  - b. accepting lunch from a client or a discount at their family's store
  - c. reviewing the client's budget choices with him/her
  - 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 his/her personal goals

**Select the best answer** (continued)

25. All of the following are purposes of psychotropic medications except:
- decrease confusion
  - increase compliance
  - stabilize mood
  - decrease anxiety
26. Which of the following would result in terminating case management services:
- the client has an acute hospital stay
  - the client attains employment
  - the client goes to jail
  - the client moves out of state
27. Which of the following is not a symptom of Bipolar disorder:
- a distinct period of expansive or elevated mood
  - racing thoughts
  - people who cycle through the depressive period can often feel suicidal
  - people in the manic phase often make fairly good choices for themselves
28. Preferred practice guidelines are meant to be:
- client centering
  - client empowering
  - normalizing and incorporate natural support
  - all of the above
29. Which of the following is not a possible financial resource for clients:
- SSI
  - General Assistance
  - TANF
  - Medicare
30. A needs assessment of a client's situation involves all the following except:
- legal issues
  - benefits and resources
  - medication compliance
  - religious beliefs