
Name of Aide

ID#

Completed Competency Testing
for
In-Home Aide Services

LEVEL IV HOME MANAGEMENT

Demonstrated Knowledge	Date Completed	Signature
1. Communication Skills/Emotional Support	Questions (1-2)	
2. Changes in Client Condition/Environment	(3-7)	
3. Dealing with Inappropriate Behaviors/Requests	(8-9)	
4. Assisting Clients to Learn New Skills	(10-11)	
5. Value Systems/Family Dynamics	(12-13)	
6. Abuse/Neglect/Exploitation	(14-25)	
7. Supportive Strategies	(26-28)	
8. Personal Safety	(29-33)	
9. Documentation	(34-39)	
10. Observing and Reporting Developmental Delays	(40-41)	
11. Discipline with Normal and Special Needs Children	(42-43)	
12. Arranging Home to Accommodate Disabled Person	(44)	
13. Establishing/Maintaining Client Groups	(45-50)	

Out of ____ questions, the aide answered ____ questions correctly.

Total Score: ____ %

Areas where aide needs review, if any:

Signature of Competency Evaluator

Date

Name/Address of Facility/Agency

Signature of In-Home Aide

Date

Name of Aide

ID#

LEVEL IV

DEMONSTRATED KNOWLEDGE

1. You have been helping your client, a 19 year old former foster child with two children, improve her housekeeping and childcare skills. She has begun to talk to you about her boyfriend and their plans for the future. He is the father of one of the children. She says she loves him but is afraid to depend on him financially. You should (choose the best answer):
 - a. Discourage her from talking about her private life.
 - b. Tell her what you think is the best way to run her life. Tell her she needs to be thinking about her own career and planning for her children rather than getting involved with a young man.
 - c. Listen to her. Encourage her and her boyfriend to talk about important issues, such as managing money, family planning, careers, etc. Encourage them to discuss their plans with her social worker or a counselor.
 - d. Offer to organize and sing at her wedding.
 - e. Tell her she must talk to her doctor right away to prevent another pregnancy.

2. You are working with a young woman whose children are in foster care. Your assignment is to help her learn how to clean up the house and to keep it that way in order to begin planning to get her children back home. Two things you can do to get started include:
OR
You are working with a young adult with mental illness who has just begun living in her first apartment. Your assignment is to help her learn to clean up her part of the apartment and keep it that way, in order to remain in this living situation and keep her apartment mate. Two things you can do to get started include:
 - a. Clean the house up for her.
 - b. Ask her what part of housekeeping she likes best and get her to show you what she can do; praise what she does correctly; offer suggestions or demonstrate how to do some things better or more easily.
 - c. Work with her to make a list of the things she either doesn't like to do or doesn't know how to do. Ask her to choose one that you can work on together.
 - d. Choose a task that is difficult for her, ask her to show you how she does it, and tell her only what she is doing wrong.

3. Part of an in-home aide's job is to report "critical incidents". These are major changes in a client's or family's behavior or condition, or an accident that happens to the client or to you when you are working with a client. When reporting a "critical incident" you should (choose three):
 - a. Let your supervisor (or the client's SW) know as quickly as possible.
 - b. Tell what happened to the client/family, when, and how it affected them.
 - c. Wait until you get back to the office and have time to write it up properly.
 - d. Say what happened to you, and anything you think may have led up to the accident or incident.

4. Under the social worker's direction you have been handling the finances (paying bills and making weekly allowance of his remaining income) of a 60 year old alcoholic who also lost a leg in the Korean War. You learn that his landlord has taken steps to evict him for having several loud drinking parties and threatening his neighbors.

OR

You have been assisting a 60 year old alcoholic who also lost a leg in the Korean War, to care for his pressure sores and get a regular bath. You learn that his landlord has taken steps to evict him for having several loud drinking parties and threatening his neighbors.

OR

You are working with an alcoholic grandfather who is the caregiver for two teenage children. You learn that the landlord has taken steps to evict him for having several loud drinking parties and threatening his neighbors.

After reporting the situation to your supervisor, together you decide two of the following are appropriate actions you might take:

- a. Tell him you've "had it" with his behavior and that you will quit working with him if he has any more drunken parties.
 - b. Find out if he wishes to return to that apartment and if so, what he is willing to do to satisfy his neighbors and his landlord. Support/assist him in carrying out his plan.
 - c. Talk with his family or other involved professional about realistic plans for finding a new place to live and to help him keep his drinking from getting him into trouble.
 - d. Take things into your own hands and find a new apartment.
5. You are working with a family and have recently learned from the mother that the sixteen year old daughter is pregnant and is planning to carry to term. After talking with your supervisor you decide you can do three of the following to help protect the girl's health and that of her baby.
- a. Ask the 16 year old if she has been to a doctor or clinic for prenatal care; if "yes", praise her and encourage her in keeping appointments. If "no", help her mother set up an appointment for her at a health care resource of her's/family's choice.
 - b. Talk with her about foods that will be good for her and the baby while she is pregnant.
 - c. Discourage her from smoking, drinking alcohol and using medicines or other substances, unless prescribed by her doctor.
 - d. Take her immediately to your favorite doctor. Tell her that this doctor is very good at helping girls make decisions about their pregnancies.

6. Your mentally limited client has just had a baby. She has decided to try to raise the baby on her own and your agency is helping her to make a good start. Which three of the following can you do to help assure the health of the mother and child?
- Monitor the mother's diet for the first few weeks to make sure she is eating enough and her meals are well balanced; encourage her to eat the foods her doctor has recommended; help her to make correct diet substitutions for foods she doesn't like.
 - Talk to her about plans for pediatric care for the baby. If the baby is not receiving a doctor's care, help the mother set up an appointment with a pediatrician, a pediatric clinic, or a well baby clinic.
 - Help your client monitor the amount (or frequency) of milk/formula/breast milk the baby is getting against the amount recommended by the doctor. Help her to report any problems.
 - Tell her your home remedies for keeping healthy. Bring her books from the library on baby care and maintaining a good diet.
 - Encourage her to start looking into appropriate day care so she can go back to work as quickly as possible.

7. You are working with a young mother of a six month old baby.

OR

You are assisting a young mother in providing personal care to her chronically ill 6 month old baby.

She has told you she has a regular boyfriend and occasionally sees another young man, but does not want another child. Which two of the following can you do to help protect her health and prevent another pregnancy?

- Ask her to describe how to use a condom and why it is important; if she does not know or cannot explain, encourage her (and her partner(s) if possible) to go talk with her doctor/nurse, a family planning clinic, or other health resource.
 - Assume that she knows all about sex, contraception, and sexually transmitted diseases since she has already had a baby.
 - Ask her what method(s) she and her partner(s) are using to prevent pregnancy and disease; praise and encourage continued use of safe practices; discourage unsafe practices and help her get the correct information from a doctor or nurse.
 - Tell her she needs to stay away from sexual intercourse until her body has had a real chance to recover from the pregnancy.
8. You have been assigned to provide personal care and home management tasks for a 62 year old man who is paralyzed from the waist down. You care for him 5 days a week, 4 hours a day while his wife is at work. Today he tried to touch your breasts while you were helping him bathe. He has also asked you to kiss him and to lie in bed with him.

OR

You have been assigned to work with a family where the grandparents are the caregivers of two girls, aged 8 and 10. The grandmother works from 8 to 5 and the grandfather is paralyzed in both legs and is

in a wheelchair. Today while you are talking with him about setting appropriate limits with the girls he has tried to touch your breasts.

Your best immediate response is to:

- a. Slap him across the face and walk out of the house.
 - b. Do as he asks, since he has threatened to make sure you lose your job if you don't do what he wants.
 - c. Discourage his behavior by telling him his actions are not right and not wanted. If he continues, move away and tell him you will report his behavior to your supervisor.
 - d. Threaten to tell his wife about his behavior.
9. You have been assigned to teach parenting skills to an 18 year old mother who has a history of physically abusing her two year old son. Today the youngster has been returned to her after being placed in foster care for six weeks.

You observe the interaction between mother and son as she is preparing him for an afternoon nap and notice that the mother is becoming increasingly impatient. She has put the child in the crib but he is screaming and crying and refusing to lie down. The mother is now yelling back at the child, saying that she "hates him".

Your best three immediate responses are to:

- a. Immediately intervene by suggesting that the mother leave the room for 10 minutes to "cool off".
 - b. Make sure the child is safe in the crib and leave the room with the mother.
 - c. Listen to the mother (away from the child) about her feelings.
 - d. Offer basic instruction on normal behavior for two year olds along with practical suggestions for re-establishing self-control, such as "time out", arranging for day care, calling a friend/family member, etc. Suggest that she get a book from the library on child behavior.
10. You are working with a client who has a low IQ (75), but values her independence; she lives on her own in poor housing in a rural area. She has high blood pressure and mild diabetes; she has difficulty taking her medicines correctly and resists staying on an appropriate diet. Three good first steps you can take to help her with medications and diet (which is part of your assignment) include:
- a. Based on your knowledge of these illnesses, write out complete instructions for taking her medicines and give them to her.
 - b. Ask her to tell you the steps for taking her blood pressure medicines; reinforce correct steps; tell her which steps don't fit the doctor's instructions.
 - c. Help her think of ways to remember how to take her medicines correctly. Tell her you will check back with her in two days to see how well she remembers.
 - d. Send her to a class on "Maintaining a Healthy Diet" sponsored by the local community college.

- e. Review the diet (prescribed by her doctor) with her. Ask her to identify the foods she likes and those she doesn't. Suggest substitutes for things she doesn't like. Do meal planning with her for the next two days.
 - f. Prescribe a special diet to keep her blood pressure down and to control her diabetes.
11. Your client has a history of mental illness and has just returned to the community from the state hospital. His family is willing to have him stay with them for a week, but want him to have his own living situation after that. He is twenty-five and has always lived with his family. The social worker has asked you to work with him to find and arrange for appropriate and acceptable housing. OR
A parent of three children in foster care has just been released from the state prison where time has been served for forgery. The parent wants to regain custody of the children. He/she has a job, but no permanent place to live.

Three good first steps include:

- a. Find out which health and community resources/activities will be needed and where they are located.
 - b. Make a list of all the apartments in the neighborhood where his family lives. Ask him to pick out one and go talk to the landlord about renting it.
 - c. Ask him to write down a list of what he is looking for in a home.
 - d. Ask him to tell you what he knows about finding a place to live. Help him identify the steps involved, from beginning to end.
 - e. Take him shopping for furniture and equipment he will need in his new home.
12. You are assisting a 35 year old man with AIDS to maintain his living area, to get to the clinic on a regular basis and to take his medications properly, since he is beginning to have memory problems. He has returned to his 80 year old mother's home in a suburban area. Because of her beliefs his mother does not approve of medical treatment and resents some of your activities. She feels that "God's will" will take care of everything.

Which two responses are the most appropriate?

- a. Ask your client's mother what kinds of things she would like to do with or for her son. After discussing these things with your client and your supervisor, assist her in doing one or more of these activities.
- b. Tell her that medical treatment is appropriate for her son's illness, and that he wants this kind of help.
- c. Ask your client how he would like you to respond to his mother when she raises the issue of medical treatment.
- d. Ask your client to tell his mother not to get in your way while you are trying to do your job.

13. You are assisting a 35 year old woman with AIDS to maintain her home. Because she is also beginning to have memory problems, you are also helping her to take her medications according to schedule and get to the clinic on a regular basis. You are also helping her to maintain routines for her two daughters, aged 8 and 10, who still don't know what illness their mother has. However, they have started to ask you questions about their mother's health.

What three responses to their questions are most appropriate?

- a. Tell the children all about their mother's illness and her prognosis.
 - b. Ask their mother how she would like you to respond to the children.
 - c. Ask the children about the specific things that are worrying them; tell them you will try to find the answers or someone else who can talk to them.
 - d. Tell the children not to worry, the Lord will take care of everything.
 - e. Ignore their questions, since this is a much too complicated area for you to get into.
 - f. Let the social worker know that the children are beginning to ask questions about their mother.
14. Part of your job with this family is to oversee the visit of two children (aged 6 and 8), who are in foster care, with their mother and her boyfriend. The mother had allowed her previous boyfriend to physically abuse the children. You have been working with her to prepare for reunification by planning specific activities and learning new ways to discipline them. During this visit three appropriate activities for you are to:
- a. Let the mother and her boyfriend be completely responsible for the visit. Wait until the next week to talk with them about what they did well and what they didn't.
 - b. Encourage the mother to follow through with the plans she has made.
 - c. Support/praise the mother when she puts reasonable limitations on the children's behavior, or tries out a new way of disciplining.
 - d. Take charge of the children during the entire visit. Say you will take them back to the foster home early if things don't go smoothly.
 - e. If the mother's or boyfriend's behavior becomes threatening toward the children, intervene by demonstrating another method of responding to the children's behavior. Later explain what you did and why to the mother and boyfriend.
15. You are assigned to work with the 19 year old mother of a 3 year old girl. The family came to the attention of the Department of Social Services as a result of a report of neglect, due to the mother leaving the child alone for three hours while she was out with her boyfriend.

This is your first visit; your job is to help this mother learn the child care skills which will prevent future incidents of neglect. Your client's home is in poor condition with "junk food" containers, dirty clothes, stopped up plumbing, and peeling paint much in evidence. The child is eating french fries which have fallen on the floor and have dirt and paint chips stuck to them. The mother tells the child "not to eat that

mess" but the child ignores her. When you talk to the mother, she says that the child should know better, and that "maybe if it makes her sick, she will quit". She tells you that the girl is "always putting things in her mouth".

Which two steps are important to take immediately in this situation (even before reporting your observations to your supervisor or the social worker)?

- a. Tell the mother that most children her child's age do put things in their mouths and that it is normal behavior.
 - b. Work with the mother to take the dirty food away from the child and provide her with a substitute snack.
 - c. Immediately sweep up the paint and dirt and throw away the trash.
 - d. Tell the mother that it is dangerous for her child to put paint chips in her mouth.
 - e. Work with the mother to have the child tested for lead poisoning.
16. Which three of the following must be reported to Adult Protective Services at the Department of Social Services, as well as to your supervisor?
- a. A disabled adult is left alone in her bed with a restraint while her daughter is at work. Food is available where she can reach it, but she is unable to use the telephone or get out of the house in case of an emergency.
 - b. An older person you are caring for decides to give a large sum of money to his nephew who has come to visit.
 - c. Your mentally retarded client lives with his sister. You notice that the sister is using part of your client's SSI check to make a payment on her new car. She uses the car to transport him to the sheltered workshop and other appointments.
 - d. You are providing services to a mother and her three small children. Also living in the home is an elderly uncle who often doesn't know who or where he is, is clearly undernourished and falls frequently. The family won't take him to the doctor because he doesn't have insurance.
 - e. You know a woman who was living in a Women's Shelter, but she decided to go back to her husband. The next time you see her she has bruises on her face and arms and appears to be quite depressed.
 - f. While serving your client in an apartment complex you notice a man cursing his wife, who is sitting in a wheelchair. She seems visibly fearful when he threatens to wheel her down the hall and leave her there all day. Your client says he leaves her unattended all the time and she is frequently wet with urine.

17. Which four of the following must be reported to Child Protective Services at the Department of Social Services, as well as to your supervisor?
- You see a mother hit her child in the grocery store.
 - A parent or caretaker repeatedly leaves children (ages 3 & 4) in the house, which is locked from the outside, while she is away for more than an hour.
 - A couple you know uses a babysitter who is an "open homosexual".
 - A mother of children, ages 8 and 10, has men spend the night with her on a regular basis while the children are in the home.
 - A sixteen year old girl tells you that her mother is making her have sex with men who come to the home. You have heard that this child is a whore.
 - A father regularly bathes his 12 year old daughter.
 - A baby has bruises on the inner part of the thigh and his mother says the child fell out of the crib.
18. You are working with a family receiving child protective services due to neglect of two of the three children. All of the children are underweight and undernourished. One of the goals is to get their weight up to normal and to have them eating a healthy diet. You learn from the parents, however, that they use withholding of food (meals) as a punishment for bad behavior. After consultation with the social worker, three appropriate steps you can take include:
- Ask the children how they feel about their parents when they miss a meal because of bad behavior.
 - Discuss with the parents some ideas about how to help the children gain weight. Give them suggestions and help them put the positive approaches into a meal plan for the next two weeks.
 - Tell the parents why withholding food has a severe impact on the physical development of children. The social worker talks to them about why it is a poor form of discipline.
 - Ask the parents what other things they do to discipline the children. Let them know which of these are appropriate techniques. Suggest one or two other options, and let them choose which ones to try.
 - Ask the parents to identify their own and the children's favorite foods. Suggest that they only eat these foods for the next week.
19. An in-home aide is used by the agency to accompany a social worker who is evaluating a situation where a disabled adult has reportedly been abused and is in need of protective services. Which five of the following are appropriate activities for the aide to perform:
- observe the condition of the home, the disabled adult's living spaces and the supply of food and necessary clothing.
 - conduct the interview with the caregiver(s)
 - observe and communicate quietly with the disabled adult, if requested by social worker

- d. share information with the caregiver or disabled adult about the report received
 - e. assist the SW in examining the disabled adult
 - f. point out critical information/observations to the SW during the visit
 - g. discuss overall observations/impressions with the SW after the visit.
20. An in-home aide is used by the agency to accompany a social worker who is evaluating a family situation where child abuse/neglect has been reported. Which six of the following are appropriate activities for the aide to perform:
- a. observe and listen to both the parent and other family members during the interview
 - b. assist the SW in examining the children
 - c. observe the condition of the home, the children's living spaces, and the supply of food and clothing
 - d. talk quietly with child/ren, if requested by social worker
 - e. conduct the interview with the parent/caregiver
 - f. share information with the family about the report received
 - g. point out critical information/observations to SW during the visit
 - h. discuss overall observations/impressions with the SW after the visit.
- 21- 24 Which of the following are indicators of risk for possible abuse or neglect for individuals you observe? (Identify indicators for each category.)

21. Infants and toddlers (six indicators)

- a. delayed motor/verbal skills for age level
- b. active and alert behavior
- c. unexplained blindness or deafness
- d. curiosity
- e. lethargy
- f. disinterest in eating, sucking
- g. asks for attention
- h. significantly retarded growth
- i. unexplained or frequent injuries

22. Pre-school children (six indicators)

- a. plays with others
- b. delayed learning skills
- c. excessively fearful of parent/caretaker
- d. physically well developed
- e. indiscriminate attachments

- f. sickly; frequent illness
- g. communicates verbally
- h. excessive aggressiveness
- i. short attention span for age
- j. outgoing personality

23. School age children (six indicators)

- a. poor concentration
- b. chronically ill
- c. handles physical challenges
- d. frequent emotional outbursts
- e. adopts and uses language from home and school
- f. difficulty in making friends
- g. fearful of trying new activities
- h. allows adults to help when needed
- i. solves problems
- j. displays seductive or unusual self-stimulating behaviors

24. Adolescents (seven indicators)

- a. indiscriminate sexual relationships
- b. lacks insight into own behavior
- c. physically healthy
- d. unexplained academic delay
- e. spends time with peers
- f. hopeless about the future
- g. impulsive
- h. drug or alcohol abuse
- i. expects success
- j. disinterest in school

25. Which twelve of the following are indicators of risk for possible adult abuse, neglect or exploitation for persons you observe: (Identify indicators.)

- a. fearfulness
- b. long term illness or physical disability
- c. won't talk or interact with others
- d. insults/name calling, intimidation by caregiver(s)
- e. inability to communicate
- f. burns, unexplained bruises, cluster bruises
- g. poor hygiene
- h. unmet medical needs
- i. cheerfulness
- j. unnecessary use (overuse) of medication
- k. excessive weight loss
- l. desire to remain at home
- m. food withheld for punishment by caregiver(s)
- n. involuntary servitude (person being required to work without pay)
- o. high self esteem; desire to control
- p. unauthorized use of person's property
- q. soiled bedding or clothing

26. What are at least four important factors to consider in selecting housing?

27. Ms. Smith lives alone and needs to get to the grocery once a week and to the doctor and drugstore once a month. She would also like to get to church at least once a month. She has no close family in the county and is reluctant to call on her friends on a regular basis. She walks slowly with a walker. She is also coping with serious episodes of depression. She has about \$20 per month in her budget that she could use towards transportation.

What transportation options are available (public, private, formal, informal) in your county that Mrs. Smith could use?

28. The house of a family you work with (man aged 60, his daughter aged 35, and her two teen-aged sons) is being condemned by the city and they must move within a month. The man has SSI income; his daughter has AFDC, plus a small supplementary income from part-time work in the JOBS program.

What housing options are available in your county that could be used for this family?

29. If you arrive at a client's home and find that she fell down the stairs 30 minutes ago, can't move one leg, and is crying, what should you do first ?

- a. help her get into a chair
- b. examine her for other less obvious injuries
- c. call for medical help
- d. call your supervisor

30. If a smoke alarm in your client's home goes off, what should you do first?

- a. find out what is causing the alarm to go off
- b. put out the fire
- c. turn off the alarm
- d. locate your client(s) and make sure he (they) is removed from immediate danger

31. In an emergency when a person is bleeding severely from an injury, the first thing an aide should do is:
- call her supervisor
 - put on gloves, if available, and apply pressure to stop the bleeding
 - give the person a cup of hot tea
 - cover the person with a blanket
32. If you were asked by the social worker to help identify potential causes of accidents in a client/family's home, which four of the following would you select, if you found them?
- medications in unlabeled containers
 - ramps, rails or grab bars
 - poor lighting
 - old, familiar objects
 - cleaning fluids stored near food or within reach of young children
 - appliances that don't work or are not correctly repaired
 - new furniture
33. What type of accidents are the following conditions likely to cause? (Items from Type of Accident can be used more than once.)

<u>Condition</u>	<u>Type of Accident</u>
<input type="checkbox"/> ammonia within child's reach	a. falls
<input type="checkbox"/> smoke alarms that don't work (or no alarm)	b. electrical shock
<input type="checkbox"/> slippery floors, worn rugs	c. burns
<input type="checkbox"/> frayed electrical cords	d. poisoning
<input type="checkbox"/> loose stair rails or steps	e. drug reaction
<input type="checkbox"/> poor ventilation of gas fumes	f. passing out/suffocation
<input type="checkbox"/> poor fitting or slippery soled shoes	g. serious fires
<input type="checkbox"/> unmarked medications	
<input type="checkbox"/> hot water thermostat over 120 degrees F	

- 34-35 Assume that you are required by your agency to do a regular written report on the status of your client/family and on the progress you are making with your client. Which of the following items **under each heading** would you consider important to include in your report, if they occur?

34. Client Status

- a. description of client's/
family's behavior, if it
has changed
- b. description of client's
physical or mental condition,
if it has changed
- c. description of the client's
regular activities
- d. description of the client's
ongoing problems
- e. your observations of changes
in the family relationships
- f. information not known to the
agency

35. Progress with Client

- a. whether the client likes you or not
- b. whether the client has tried out
your suggestions
- c. client's general conversation with
you
- d. success or failure of the client
related to your work together
- e. new problems the client has shared
with you
- f. your ideas about what to work on
next with your client
- g. areas where you are "stuck" in
working with your client

36-39 You started working with a sixty-two year old alcoholic woman one month ago with the goals of:

- 1) getting her to eat properly and gain weight
 - 2) making sure her money will stretch to the end of the month.
- You have worked with her about twice a week (approximately 1 and 1/2 hours per visit) for four weeks.

In the first week's visits she had clearly been drinking, but allowed you to talk with her and gave you a good "picture" of when and what she ate. You made sure she had a supply of food in her kitchen. She agreed to fix and eat a good lunch each day, and to eat it during your visits. She spent a long time talking about how much she missed her husband, who was recently deceased.

During the second week she showed you her regular bills and that they had been paid. She also showed you around her home and yard and talked about her grandchildren who live in California. She had prepared and ate a good lunch both days of your visits. She did not appear to have been drinking. You gave her positive feedback about her progress.

The third week (first visit) her breath smelled of alcohol, her speech was slurred and she wouldn't let you in the house. However, on the second visit she invited you in, but spent most of the time crying and talking about how sick she felt and how all her money had been spent. You checked to see that she still had sufficient food to last the month and helped her prepare lunch. You agreed to check with her once more at lunch the following day (she was eating and more cheerful).

During the fourth week she had received her check, cashed it and told you she wanted to get her bills paid quickly. However, you noted that about 25% of the money had already been spent, but she didn't want to talk about it. She ate her lunch both days and agreed to weigh herself so you could both track her baseline weight; it was 110 lbs. She said she used to weigh 130 and would like to get back to this. She also spent time talking about the "soaps" she likes to watch and what the various characters are doing.

If part of your job responsibility is to write a short report or make an oral report each month on the status of your client and the progress you have made in helping her reach the goals, what would you report for this client?

36. Wk 1

37. Wk 2

38. Wk 3

39. Wk 4

40-41 Willie is a four year old in a family of seven children; four are older than Willie and two are younger. He is a quiet child who doesn't talk very much, and even when he does, he speaks in sentences of only 2 or 3 words (such as "I want cookie"). If he wants something, usually he will point to it and someone will get it for him. He also seems to forget things more than other children his age and you are not sure whether he really doesn't hear you, or he has just forgotten what you said. He always seems to end up heading outside when it is time to be sitting at the table, or is pulling out more toys just when you have said to put things away. Because of this pattern of behavior things get very confusing in his home, his older siblings get annoyed with him, and he sometimes gets ignored.

40. What would you report to your supervisor or the social worker that you think could be a symptom of a developmental delay or possible physical problem? (Name three.)

41. What could you or other family members do to help Willie with his behavior? (Name three.)

42. If you are caring for a child with serious behavior problems, you may need to do which three of the following:

- a. Keep very consistent rules and discipline
- b. Ignore the child's behavior
- c. Watch the child very closely and keep him near you all the time

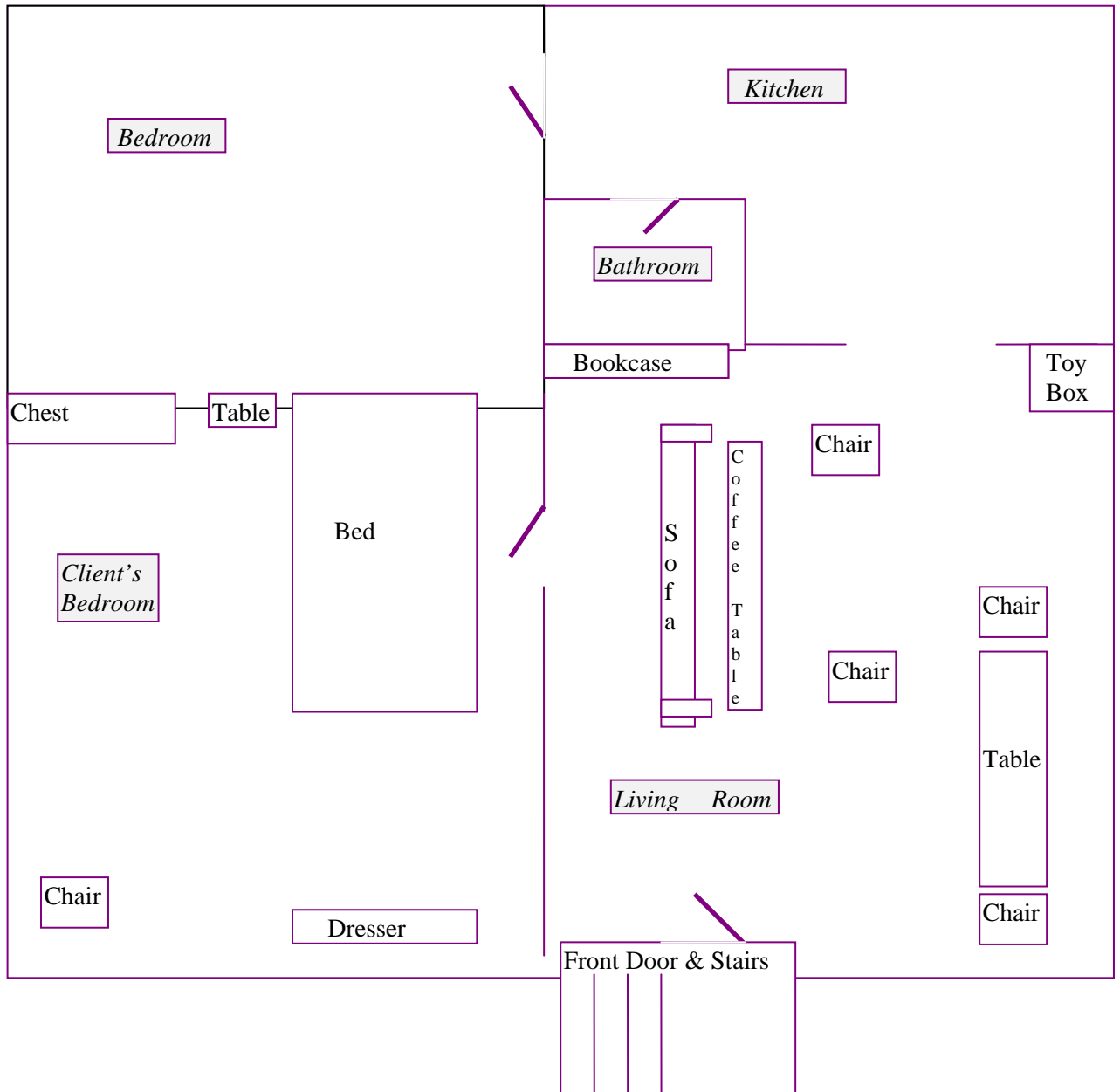
- d. Get rid of distractions and keep things fairly quiet
 - e. Allow the child to do whatever he wants.
43. You have been assigned to model and teach appropriate disciplinary techniques to a family which is receiving Child Protective Services based on abuse. The family unit consists of a mother, Alma (aged 20), and a 4 year old mildly mentally retarded son, Billy. Alma has a bad temper and has a history of over-disciplining Billy.

It is your first visit. Billy is very demanding of attention, interrupting your conversation, pulling on his mother's arm, and wiggling in the chair whenever he is told to be quiet and still. Alma has told him to be quiet repeatedly, and has just said she is "going to get the paddle if you don't behave". Billy has looked at her, and then at you, and is starting again to misbehave. Alma is looking very angry; she shows much tension in her face and arms, and is staring hard at Billy.

What three of the following actions would be useful to take at this point?

- a. Continue to talk with Alma and ignore Billy.
- b. Take Billy to play in another part of the room where his toys are.
- c. Send Billy to his room for 30 minutes.
- d. Suggest that Alma leave the room for a few minutes to cool off.
- e. Talk with Alma quietly about things she can do to deal constructively with Billy's negative attention-getting behavior.

44. Your client has a physical disability which requires her to be in a wheelchair or to walk clumsily with heavy leg braces. What three suggestions could you make to the family about arranging furnishings in the rooms below in order to help your client get around more easily and be able to participate in family activities?



1. _____

2. _____

3. _____

45. What kinds of service plan purposes are sometimes better accomplished in a group, rather than a one-on-one setting? (Choose the best four responses.)
- Helping persons to share experiences and recognize they are not alone.
 - Having a good time.
 - Saving time by teaching skills once to a group rather than many times to individuals.
 - Forcing a person to behave differently.
 - Solving problems with the advice and support of peers.
 - Providing opportunities for persons with similar interests, ages, conditions or problems to socialize with and learn from each other.
46. What are important functions an in-home aide can provide when another person is leading the group? (Choose the best six responses.)
- Making sure participants are comfortable and can see and hear what is happening.
 - Welcoming persons at each meeting.
 - Assisting persons who need to use the bathroom, telephone, etc.
 - Interrupting the presenter with additional information.
 - Giving examples in discussion, especially if participants are having difficulty getting started.
 - Devoting all attention to one person in the group.
 - Assuring that refreshments are ready at the proper time.
 - Helping a participant in expressing an idea, question or feeling.
47. What are important functions an in-home aide can do when she is leading the group? (Choose the best four responses.)
- Being very clear with the group about the purpose of the session.
 - Allowing time for participants to ask questions, practice skills or have discussion about the topic.
 - Requiring everyone to do things in exactly the same way.
 - Being well prepared with the information to be presented or skills to be taught.
 - Allowing the most vocal persons to speak for the whole group.
 - Making sure teaching or discussion materials are ready before participants arrive.
48. Which five of the following help to make a location good for group activities?
- Easy to get to for participants.
 - Beautifully decorated.
 - Tables and chairs can be moved around as needed.
 - Frequently used by other groups for scheduled activities, so regulations are strict about beginning and ending times.
 - Has facilities for arranging refreshments.
 - Has audio-visual equipment and working materials available, or allows them to be used.
 - Has additional space to provide activities and oversight for children or adults who need to be cared for.

49. Which four of the following types of persons might benefit from group activities?
- Parents/caregivers who are having difficulty giving appropriate discipline to their children.
 - Disturbed, active wandering persons.
 - Persons who are lonely or moderately depressed.
 - Persons who verbally or physically intimidate others.
 - Persons who are grieving over the loss of a family member.
 - Persons who want to learn how to care for a sick or disabled family member.
50. What kind of physical arrangement is best for the following group purposes?

<u>Purpose</u>	<u>Physical Arrangement</u>
___ To reminisce and give comfort to one another	a. chairs spread out randomly all over the room
___ To watch/hear information presented on video or film	b. large circle of chairs with leaders in opposite parts of the circle
___ To share opinions and discuss issues with a group of 10-20 persons	c. small circle of chairs within "touching" distance
___ To practice new skills individually or with one or two others	d. seating which faces the screen
___ To take notes of important information for later reference	e. work stations in different parts of the room
	f. chairs facing instructor with table or writing surface

LEVEL IV HOME MANAGEMENT ANSWER KEY

Communication Skills/Emotional Support

1. c
2. b, c

Changes in Client Condition or Environment

3. a, b, d
4. b, c
5. a, b, c
6. a, b, c
7. a, c

Dealing with Inappropriate Client Behaviors/Requests

8. c
9. a, b, c

Assisting Clients to Learn New Skills

10. b, c, e
11. a, c, d

Value Systems/Family Dynamics

12. a, c
13. b, c, f

Abuse/Neglect/Exploitation

14. b, c, e
15. b, d
16. a, d, f
17. b, e, f, g
18. b, c, d
19. a, c, e, f, g
20. a, b, c, d, g, h
21. a, c, e, f, h, i
22. b, c, e, f, h, i
23. a, b, d, f, g, j
24. a, b, d, f, g, h, j
25. a, c, d, f, g, h, j, k, m, n, p, q

Supportive Strategies

26. Possible factors:
 - a. size and layout, based on family composition
 - b. location in relation to jobs, schools, stores, services, etc.
 - c. cost, including initial and ongoing expenses for rental or purchase
 - d. physical condition of building
 - e. neighborhood desired, including rural/urban, types of neighbors, etc.
 - f. availability of necessary supportive services (eg. transportation, day care, in-home care, etc.)
 - g. availability of facility within the time frame needed

27. Correct responses are based on actual county resources and answers are evaluated by the supervisor of the aide

28. (same as 27)

Personal Safety

29. c

30. d

31. b

32. a, c, e, f

33. d, g, a, b or g, a, f, a, d or e, c

Documentation

34. a, b, e, f

35. b, d, e, f, g

36. Wk 1: her agreement to eat a good lunch each day
she had been drinking alcohol
she misses her deceased husband

37. Wk 2: she had paid her regular bills
she prepared and ate lunches, as planned
she did not appear to have been drinking

38. Wk 3: she smelled of alcohol and didn't let you in on first visit
she did let you in on next visit, but cried, was sick and worried about her money
she was more cheerful and eating the next day

39. Wk 4: she cashed her check, but wouldn't say where 25% had been spent
she ate lunch both days
she measured her baseline weight (110 lbs.) and set a goal for weight gain (130 lbs.)

Observing and Reporting Developmental Delays

40. Possible answers:

- a. amount of talking behavior is less than expected for age four
- b. sentence structure is not as complex as would be expected
- c. child may not hear well
- d. child may not be comprehending what is said
- e. child may not retain information long
- f. child doesn't follow instructions well
- g. child often does the opposite of what is expected

41. Possible answers:

- a. suggest to SW that he get a thorough evaluation (eg. at Dev. Eval. Center)
- b. tell SW the reasons why you think that Willie may have a hearing problem
- c. encourage Willie to practice talking by asking him to "say" what he wants, rather than just pointing (help him with the right words)
- d. spend individual time with Willie, with an emphasis on verbalizing what you are doing and what he is doing

- e. give Willie simple instructions in small steps; ask him to repeat them back; watch or help him carry them out
- f. show him, as well as tell him what to do
- g. praise his accomplishments, including good interactions with other people
- h. praise family members when they practice skill development with Willie

Discipline with Normal and Special Needs Children

42. a, c, d

43. b, d, e

Arranging Home to Accommodate a Disabled Person

44. Possible answers:

- a. clear and widen pathways between doors
- b. move toy box away from doorway to prevent tripping over toys
- c. get rid of "extra" furniture (eg. coffee table, chair in bedroom)
- d. leave center of rooms open for easier navigation between furniture and activities (eg. move sofa to wall and bed to far left wall)

Establishing/Maintaining Client Groups

45. a, c, e, f

46. a, b, c, e, g, h

47. a, b, d, f

48. a, c, e, f, g

49. a, c, e, f

50. c, d, b, e, f