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# Testing Guide

WAYNE COUNTY DEPARTMENT OF  
PERSONNEL/HUMAN RESOURCES

*REIMAGINE YOUR CAREER!*

## *Helping You Achieve Your Testing Goals*

This guide is for the **Social Services Specialist** exam. The test itself is 50 questions and you will have 75 minutes to complete the test. You may use calculators provided by the computer desktop or actual calculators (we have a few to provide if needed).

- Please keep your phones on silent.
- Restrooms are available at any time in the lobby.

Alert the testing facilitator if you receive an emergency call or need to leave the room. Be aware of the time remaining on your exam.

You will receive the results of your test via mail.

- If you pass your name will be forwarded to the departments with the vacancies for any type of interviews/etc.
- If you fail, you can reapply and be scheduled to retake the exam.



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If reasonable accommodation is needed to participate in the job application, exam or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact the Wayne County Department of Personnel/Human Resources at 313-224-5901 or via email at [hrexam@waynecounty.com](mailto:hrexam@waynecounty.com). Hearing or speech impaired persons using TDD's or similar devices may contact the Michigan Relay Center, toll free at (800) 6493777 or 711 to communicate directly with the Department of Personnel/Human Resources during regular working hours.

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## TEST PREPARATIONS

Please give yourself a few minutes to review the instructions. If you have any questions, please notify the testing facilitator. Do not use the *Back*, *Forward*, or *Refresh* buttons to navigate within the test. You may end the session whenever you like by clicking the *End Test* button; your progress up to that point will be recorded, but you will not be able to resume the test. Also, you may review the job description for additional content information.



A young patient who was recently diagnosed with attention-deficit/hyperactivity disorder (ADHD) is started on atomoxetine 40 mg oral QD. Which of the following statements presents the most appropriate counseling that you should provide this patient about this new medication?

**Select the single best answer:**

- ☐ A. This medication might cause an increase in appetite.
- ☒ B. This medication might cause suicidal ideation.
- ☐ C. This medication might cause weight gain.
- ☐ D. Stop the drug immediately if you develop a fever.
- ☐ E. There is no need for counseling, as the drug is totally safe.

A 57-year-old person walks into the pharmacy and asks you for some information. The patient started several medications two months ago and has now started noticing an increase in body weight. The patient wants to know which of the medications is causing the weight gain. The patient's medications are vitamin C effervescent, sertraline 50 mg, bupropion 150 mg, aspirin 100 mg, and metformin 1000 mg. Which of the following medications is least likely to cause weight gain in this patient?

**Select the single best answer:**

- ☐ A. vitamin C
- ☒ B. sertraline 50mg
- ☐ C. bupropion 150 mg
- ☐ D. aspirin 100 mg
- ☐ E. metformin 1000 mg

Which of the following statements about health information is not true?

**Select the single best answer:**

- ☒ A. Health information is any information recorded and maintained electronically through a computer.
- ☐ B. Health information is data collected by a health care provider, health plan, employers, insurer, or any institution.
- ☐ C. Health information provides data relating to the past, present, or future physical and mental condition of an individual.
- ☐ D. Health information contains data on health care provisions.
- ☐ E. none of the above

Dr. Greene is very interested in maintaining the privacy of his patient's health information. According to HIPAA, Dr. Greene may permit the use and disclosure of protected health information (PHI) to all of the following entities, except for \_\_\_\_\_.

**Select the single best answer:**

- ☐ A. employers
- ☒ B. marketing companies
- ☐ C. law enforcement agencies
- ☐ D. government authorities
- ☐ E. none of the above



Some common communication pitfalls can make it difficult for home health aides to provide objective care. Which of the following pitfalls results in the aide being overly sensitive to the client's condition?

**Select the single best answer:**

- ☐ A. being judgmental
- ☐ B. being patronizing
- ☒ C. having pity
- ☐ D. having apathy
- ☐ E. having empathy

How can you provide healthcare support to patients and family members without having any medical background or knowledge?

**Select the single best answer:**

- ☐ A. You shouldn't provide any healthcare support, since you're not qualified for it.
- ☐ B. You can ask doctors for more information about diseases and ailments.
- ☐ C. You can ask your manager to give you more power and authorize you to give medical advice when the situation requires it.
- ☒ D. You can walk through the waiting and treatment areas and offer comfort and support to family members and patients.
- ☐ E. You can ask the nurse on duty to help you out with explanations concerning medical terms and conditions.

Juveniles who have experienced complex trauma exhibit the following:

**Select the single best answer:**

- ☐ A. Overreacting to minor irritations
- ☐ B. Aggression and Anger
- ☐ C. Depression
- ☐ D. Disturbed sleep patterns
- ☒ E. All of the above

In establishing rapport with youths, you should:

**Select the single best answer:**

- ☐ A. impress them with the importance of your position.
- ☐ B. ask them about their lives.
- ☒ C. try to secure their respect and confidence.
- ☐ D. treat them as you would older people.

With respect to teenagers, which of the following statements is generally not true?

**Select the single best answer:**

- ☒ A. They have a lot of self-confidence and common sense.
- ☐ B. They have a high level of physical energy and crave excitement.
- ☐ C. They are not content with boredom and will usually try to do something about it.
- ☐ D. They will often take chances that most adults would not consider taking.



Socially, a teenager will ordinarily:

**Select the single best answer:**

- ☐ A. be quite egocentric and self-sufficient.
- ☒ B. conform to the standards of his associates.
- ☐ C. mimic the behavior of adults.
- ☐ D. follow the directives of adults willingly.

Which of the following sets of words is a list of the misspelled words in the paragraph shown below?

*It was 10 ears ago when I met her. She loved traveling; she thought it was her soul purpose. When it comed to traveling discounts, she was the person to ask for tips and tricks. She made people around her love visiting new countryes.*

**Select the single best answer:**

- ☐ A. ears, met, purpose, countryes
- ☐ B. soul, comed, countryes
- ☒ C. ears, soul, comed, countryes
- ☐ D. soul, comed, tricks, countryes
- ☐ E. ears, thought, comed, countryes

Which of the following versions of the sentence shown below is grammatically correct?

*The teacher travels to Spain last month.*

**Select the single best answer:**

- ☐ A. The teacher has traveled to Spain last month.
- ☐ B. The teacher travels to Spain last month.
- ☒ C. The teacher traveled to Spain last month.
- ☐ D. The teacher had traveled to Spain last month.
- ☐ E. The teacher is traveling to Spain last month.

Which of the following words correctly completes the sentence shown below?

*It was their \_\_\_\_\_ to buy the groceries.*

**Select the single best answer:**

- ☐ A. responsability
- ☐ B. responsebility
- ☒ C. responsibility
- ☐ D. responsibillity
- ☐ E. responsabiltiy

Which of the following is most important to achieve coherence?

**Select the single best answer:**

- ☒ A. logical arrangement of thought
- ☐ B. correct grammar and sentence structure
- ☐ C. correct paragraphing
- ☐ D. conciseness

You discover that you have made a factual error in a report which has been forwarded to another department and realize that the error is not likely to be detected for some time. You should:

**Select the single best answer:**

- ☐ A. tell your Supervisor immediately, so that the error can be corrected
- ☐ B. write a memo to the other department notifying them of the error
- ☐ C. wait, and if the error is discovered, admit that you made a mistake
- ☒ D. write a supplemental report correcting the error and inform your Supervisor



# *Notes*