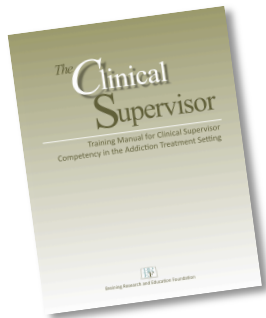




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Clinical Supervisor Ed. Course

Exam Questions Packet

Part 3

- Course No:** CS-1801P3
- Course Title:** Clinical Supervisor Education Course – Part 3
- Course Objective:** Includes an examination of professional and ethical standards of case management, confidentiality of records, program description policy, supervising recovering counselors, and policy and organizational design.
- CE Credit / Hours:** This segment of the Clinical Supervisor Education Course also qualifies for 10.0 (ten) hours Clinical Supervision Continuing Education (CE) credit.
- Course Material:** Chapters 3.4 through 3.7, Breining Research and Education Foundation (2010), ***The Clinical Supervisor: Training Manual for Clinical Supervisor Competency in the Addiction Treatment Setting***, Sacramento, California: Breining Institute.
- Exam Questions:** Forty (40) multiple-choice questions.
- Answer Sheet:** The on-line Answer Sheet will automatically grade your exam, and a Certificate of Completion will be automatically generated and sent to you by e-mail upon your successfully answering 70% of the questions correctly and completing your payment for the course.
- Recommendation:** Review the exam questions before you read the Course Material. The Exam Questions are based upon the information presented in the Course Material. You should choose the best answer based upon the information contained within the Course Material.

GOOD LUCK!



These Exam Questions are based upon the information presented in the Course Material. You should choose the best answer based upon the information contained within the Course Material. Answers which are not consistent with the information provided within the Course Material will be marked incorrect. A score of at least 70% correct answers is required to receive Course credit. GOOD LUCK!

The following questions are based upon the material contained in
Chapter 3.4 – Professional / Ethical Standards of Case Management

1. The establishment of ethics as “a set of principals” allows for which of the following?
 - a. The proper governance of the field.
 - b. Establishes a standard of care that protects both the professional and client alike.
 - c. Both A and B above.
 - d. Neither A nor B above.

2. The Health Insurance Portability & Accountability Act (HIPAA) was designed with four major purposes in mind. Which of the following was NOT identified as one of those purposes in the Course Material?
 - a. To protect the privacy of a counselor’s personal and health information.
 - b. To provide for the physical and electronic security of personal and health information.
 - c. To simplify billing and other transactions with Standardized Code Sets and Transactions.
 - d. To specify new rights for patients to approve access/use of their medical information.

3. 42 Code of Federal Regulations Part 2 forbids disclosure of any treatment related information to third parties unless specific provisions are met. Which of the following is NOT a specified provision?
 - a. A court order is issued.
 - b. Valid written consent is received from the patient.
 - c. For research audit or evaluation purpose.
 - d. When necessary to establish client’s ability to pay for services.

4. 42 Code of Federal Regulations Part 2 forbids disclosure of any treatment related information to third parties unless specific provisions are met. Which of the following are included?
 - a. To report a crime on an institution’s premises or against an institution’s personnel.
 - b. To medical personnel in a medical emergency.
 - c. Both A and B above.
 - d. Neither A nor B above.



5. Which of the cases cited in the material provides that the therapist has a duty to warn an intended victim and/or the police when the therapist determines that a patient / client presents a danger of violence to another?
 - a. Berger v. Berger.
 - b. Roe v. Wade.
 - c. Tarasoff v. Regents of University of California.
 - d. Brown v. Board of Education.

6. In the section regarding Transference and Countertransference, the author, while working with patients with sexual trauma issues, recounted an experience of being approached by a new patient whom he had never met. The patient told the author something that he used as an example of “transference.” What did the patient tell him?
 - a. She liked him.
 - b. She hated him.
 - c. She despised him.
 - d. She worshiped him.

7. “Countertransference” was summarized by the author as the idea:
 - a. That it is inappropriate to transfer clients back to a program from which they were originally transferred.
 - b. That we project onto our clients our own feelings, beliefs or attitudes.
 - c. Both A and B above.
 - d. Neither A nor B above.

8. A dual relationship is generally understood as having another relationship, often known as a multiple relationship, with a client outside of the therapeutic relationship. The author provided examples of dual relationships, which included all of the following except:
 - a. Sexual relationship.
 - b. Bartering for services.
 - c. Accepting gifts from a client.
 - d. Driving a client to a doctor’s appointment.

9. The author shared “seven responsibilities” that, if put into practice, he suggested would assist an individual in becoming an effective counselor in the addiction treatment profession. Those “seven responsibilities” included all of the following except:
 - a. Remember that the counselor is the expert on the client’s clinical condition, not the client.
 - b. Foster an environment in which a motivated client may experience change.
 - c. Provide a therapeutic experience based on authenticity and truth.
 - d. Be fully present and engaged in the client session regardless of life’s circumstances.



10. The author shared “seven responsibilities” that, if put into practice, he suggested would assist an individual in becoming an effective counselor in the addiction treatment profession. Those “seven responsibilities” included all of the following except:
- Offer hope to the patient beyond their present circumstances.
 - Complete and accurate charting that protects the agency from malicious lawsuits.
 - Respect the patient and know that his or her choices and decisions are just that, his or hers.
 - Maintain a professional identity.

The following questions are based upon the material contained in
Chapter 3.5 – Program Description Policy

11. It is important that clinical supervisors be aware of the operations functions of the agency to assist their supervisees to keep their focus on which of the following?
- How to operate the agency when the supervisor is not present.
 - The purpose of being a counselor.
 - The actual purpose of the agency.
 - None of the above.
12. Which of the following is identified by the authors of this chapter as the primary operation task in chemical dependency treatment?
- Service delivery.
 - Sales and marketing.
 - Customer service.
 - None of the above.
13. Which policy refers to the measurable goals you are claiming for your agency?
- Profit and loss.
 - Assets and liabilities.
 - Contain and control.
 - Goals and objectives.
14. The “control process” includes all of the following, except?
- Measuring actual performance.
 - Continual measurement of fiscal stability.
 - Comparing actual performance against standards.
 - Taking managerial action to correct deviations and inadequate standards.
15. This chapter identifies “qualities of an effective control system” which suggests that control standards must be reasonable and attainable. If they are too high or unreasonable, they no longer motivate. This refers to which quality?



- a. Accuracy.
 - b. Timeliness
 - c. Flexibility.
 - d. Reasonable criteria.
16. This chapter identifies “qualities of an effective control system” which suggests that a control system that generates inaccurate information can result in a manager’s failing to take action when it should or responding to a problem that doesn’t exist. This refers to which quality?
- a. Accuracy.
 - b. Timeliness
 - c. Flexibility.
 - d. Reasonable criteria.
17. This chapter identifies “qualities of an effective control system” which suggests that effective controls must be flexible enough to adjust to adverse change or take advantage for new opportunities. This refers to which quality?
- a. Accuracy.
 - b. Timeliness
 - c. Flexibility.
 - d. Reasonable criteria.
18. This chapter identifies “qualities of an effective control system” which suggests that controls should call management’s attention to variations in time to prevent serious infringement on an employee’s performance. This refers to which quality?
- a. Accuracy.
 - b. Timeliness.
 - c. Flexibility.
 - d. Reasonable criteria.

The following questions are based upon the material contained in
Chapter 3.6 – Supervising Recovering Counselors

19. This chapter identifies “confrontation counseling” as:
- a. Management having not communicated their concerns about employee performance prior to a taking formal action, such as a write up or even a termination.
 - b. Making the employee face the evidence of their performance or behavior and requiring them to decide about their future.
 - c. Confronting the counselor on a regularly scheduled basis.
 - d. None of the above.
20. This chapter identifies one of the primary complaints employees often have about management, which is:



- a. Management having not communicated their concerns about employee performance prior to a taking formal action, such as a write up or even a termination.
 - b. Making the employee face the evidence of their performance or behavior and requiring them to decide about their future.
 - c. Confronting the counselor on a regularly scheduled basis.
 - d. None of the above.
21. This chapter advises that supervisors consider four factors when making the decision to sit down with an employee and confront their poor work performance. The factor that addresses “personal belief system” considers which of the following?
- a. Different managers or supervisors will have different expectations about confrontational style, as well as have their own biases and beliefs. Is the culture of the agency more supportive and nurturing, or does it tend to focus more on efficiency and task completion?
 - b. Consider the agency policy and procedures, as well as laws and regulations with which your agency must comply.
 - c. The confrontation process includes providing the employee with factual material to move forward with after the meeting has concluded.
 - d. Consider whether you are having trouble with this employee’s performance based on a personal preference or bias, or whether it is based upon an objective problem.
22. This chapter advises that supervisors consider four factors when making the decision to sit down with an employee and confront their poor work performance. The factor that addresses “organizational belief system” considers which of the following?
- a. Different managers or supervisors will have different expectations about confrontational style, as well as have their own biases and beliefs. Is the culture of the agency more supportive and nurturing, or does it tend to focus more on efficiency and task completion?
 - b. Consider the agency policy and procedures, as well as laws and regulations with which your agency must comply.
 - c. The confrontation process includes providing the employee with factual material to move forward with after the meeting has concluded.
 - d. Consider whether you are having trouble with this employee’s performance based on a personal preference or bias, or whether it is based upon an objective problem.
23. This chapter advises that supervisors consider four factors when making the decision to sit down with an employee and confront their poor work performance. The factor that addresses “objective standards” considers which of the following?
- a. Different managers or supervisors will have different expectations about confrontational style, as well as have their own biases and beliefs. Is the culture of the agency more supportive and nurturing, or does it tend to



- focus more on efficiency and task completion?
- b. Consider the agency policy and procedures, as well as laws and regulations with which your agency must comply.
 - c. The confrontation process includes providing the employee with factual material to move forward with after the meeting has concluded.
 - d. Consider whether you are having trouble with this employee's performance based on a personal preference or bias, or whether it is based upon an objective problem.
24. This chapter advises that supervisors consider four factors when making the decision to sit down with an employee and confront their poor work performance. The factor that addresses "factual reference base" considers which of the following?
- a. Different managers or supervisors will have different expectations about confrontational style, as well as have their own biases and beliefs. Is the culture of the agency more supportive and nurturing, or does it tend to focus more on efficiency and task completion?
 - b. Consider the agency policy and procedures, as well as laws and regulations with which your agency must comply.
 - c. The confrontation process includes providing the employee with factual material to move forward with after the meeting has concluded.
 - d. Consider whether you are having trouble with this employee's performance based on a personal preference or bias, or whether it is based upon an objective problem.
25. Within the "factual reference base" consideration, this chapter suggests that the employee be made aware of which of the following?
- a. Realistic understanding of consequences for the employee if the poor performance continues.
 - b. Make sure they have the factual knowledge to make the required improvements.
 - c. Express confidence in the process and confidence in their ability to meet the improved work performance standards.
 - d. All of the above.
26. This chapter addresses management responsibilities in giving performance evaluations. "Assessment" is described as:
- a. Supervisors support employee development when they assign employees roles or tasks that challenge them and provide the opportunity to grow. Base decisions about assigning new tasks on your assessment of the employee's readiness to accept additional or new responsibility or challenges.
 - b. Encourage your employees to focus on clear, specific, and attainable career goals. Share your knowledge and experience with your employee.
 - c. Managers support employee career development when they inform an employee about options for possible barriers to career movement.



- d. Your job is to help the employee set career goals that are consistent with their knowledge, experience and interests by providing feedback based on your observations and assessment of their abilities, readiness and potential.
27. This chapter addresses management responsibilities in giving performance evaluations. "Providing information" is described as:
- a. Supervisors support employee development when they assign employees roles or tasks that challenge them and provide the opportunity to grow. Base decisions about assigning new tasks on your assessment of the employee's readiness to accept additional or new responsibility or challenges.
 - b. Encourage your employees to focus on clear, specific, and attainable career goals. Share your knowledge and experience with your employee.
 - c. Managers support employee career development when they inform an employee about options for possible barriers to career movement.
 - d. Your job is to help the employee set career goals that are consistent with their knowledge, experience and interests by providing feedback based on your observations and assessment of their abilities, readiness and potential.
28. This chapter addresses management responsibilities in giving performance evaluations. "Guidance" is described as:
- a. Supervisors support employee development when they assign employees roles or tasks that challenge them and provide the opportunity to grow. Base decisions about assigning new tasks on your assessment of the employee's readiness to accept additional or new responsibility or challenges.
 - b. Encourage your employees to focus on clear, specific, and attainable career goals. Share your knowledge and experience with your employee.
 - c. Managers support employee career development when they inform an employee about options for possible barriers to career movement.
 - d. Your job is to help the employee set career goals that are consistent with their knowledge, experience and interests by providing feedback based on your observations and assessment of their abilities, readiness and potential.
29. This chapter addresses management responsibilities in giving performance evaluations. "Develop" is described as:
- a. Supervisors support employee development when they assign employees roles or tasks that challenge them and provide the opportunity to grow. Base decisions about assigning new tasks on your assessment of the employee's readiness to accept additional or new responsibility or challenges.
 - b. Encourage your employees to focus on clear, specific, and attainable career goals. Share your knowledge and experience with your employee.



- c. Managers support employee career development when they inform an employee about options for possible barriers to career movement.
 - d. Your job is to help the employee set career goals that are consistent with their knowledge, experience and interests by providing feedback based on your observations and assessment of their abilities, readiness and potential.
30. Many communications problems can be directly attributed to misunderstanding and inaccuracies, and can include all of the following, except:
- a. Compensation rate.
 - b. Filtering.
 - c. Selective perception.
 - d. Emotions.
31. Many communications problems can be directly attributed to misunderstanding and inaccuracies, and can include which of the following:
- a. Language.
 - b. Non-verbal cues.
 - c. Both A and B above.
 - d. Neither A nor B above.
32. “Active listening” is defined as listening for full meaning without making premature judgments or interpretations, and the process should include:
- a. Listen to what the person is saying, along with the feelings underneath their words. You want to listen to how they FEEL about what they are saying.
 - b. Acknowledge their feelings by giving the feel a name.
 - c. Tell the other person what you think you heard them say.
 - d. All of the above.

The following questions are based upon the material contained in
Chapter 3.7 – Policy and Organizational Design

33. Organizational policies, procedures and rules are key areas to consider in the development and evaluation of your program. “Policies”:
- a. Are a series of interrelated steps that can be used to respond to a structured problem.
 - b. Are explicit statements that tell managers what they can and cannot do.
 - c. Are general guidelines that establish parameters for making decisions.
 - d. None of the above.
34. Organizational policies, procedures and rules are key areas to consider in the development and evaluation of your program. “Procedures”:
- a. Are a series of interrelated steps that can be used to respond to a



- structured problem.
- b. Are explicit statements that tell managers what they can and cannot do.
 - c. Are general guidelines that establish parameters for making decisions.
 - d. None of the above.
35. Organizational policies, procedures and rules are key areas to consider in the development and evaluation of your program. "Rules":
- a. Are a series of interrelated steps that can be used to respond to a structured problem.
 - b. Are explicit statements that tell managers what they can and cannot do.
 - c. Are general guidelines that establish parameters for making decisions.
 - d. None of the above.

The following questions are based upon the material contained in
Appendix D – Title 42 CFR Part 2

36. Title 42 Code of Federal Regulations Part 2 deals with the confidentiality of alcohol and drug abuse patient records. Which of the following statements is true, regarding the effect of this Regulation?
- a. These regulations prohibit the disclosure and use of patient records unless certain circumstances exist.
 - b. If any circumstances exists under which disclosure is permitted, that circumstance acts to remove the prohibition on disclosure but it does not compel disclosure.
 - c. The regulations do not require disclosure under any circumstances.
 - d. All of the above.
37. What is the criminal penalty for violation of these Regulations, as identified in subsection 2.4?
- a. Fined not more than \$500 in the case of a first offense.
 - b. Fined not more than \$5,000 in the case of each subsequent offense.
 - c. Both A and B above.
 - d. Neither A nor B above.
38. The restrictions on disclosure in these regulations apply to any information, whether or not recorded, which:
- a. Would identify a patient as an alcohol or drug abuser either directly, by reference to other publicly available information, or through verification of such an identification by another person.
 - b. Is drug abuse information obtained by a federally assisted drug abuse program after March 20, 1972, or is alcohol abuse information obtained by a federally assisted alcohol abuse program after May 13, 1974 for the purpose of treating alcohol or drug abuse, making a diagnosis for that treatment, or making a referral for that treatment.



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- c. Both A and B above.
 - d. Neither A nor B above.
39. According to subsection 2.13, the patient records to which these regulations apply may be disclosed or used:
- a. At the discretion of the agency providing patient treatment.
 - b. Only as permitted by these regulations.
 - c. Only as permitted by the government entity that licensed the treatment agency.
 - d. None of the above.
40. Disclosures of information without patient consent may be made in which of following circumstances?
- a. Medical emergencies.
 - b. Research activities.
 - c. Audit and evaluation activities.
 - d. All of the above.

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Course No. CS-1801P3: Answer Sheet

SECTION 1. Please use this sheet only if you have not already submitted your answers on-line.

Grid for First Name

First Name

Grid for Middle Name

Middle Name

Grid for Last Name

Last Name

Grid for Address

Address (Number, Street, Apt or Suite No.)

Grid for City

City

Grid for State

State (or Province)

Grid for USA Zip Code

USA Zip Code

Grid for Country

Country (other than USA)

Grid for Country Code

Country Code

Grid for Primary Telephone Number

Primary Telephone Number (including Area Code)

Grid for Facsimile Number

Facsimile Number (including Area Code)

Grid for E-mail Address

E-mail Address

SECTION 2. Credit Card Payment information if paying by credit card: Circle which card used - VISA or MasterCard

Grid for Credit card number

Credit card number

Grid for Expiration date

Expiration date

Grid for Full name on credit card

Full name on credit card.

Grid for Billing Address

Billing Address where you receive the credit card bill, if different than address above (Number, Street, Apt or Suite No.)

Grid for City

City

Grid for State

State (or Province)

Grid for USA Zip Code

USA Zip Code

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SECTION 3. Course Title: CS-1801P3 / Clinical Supervisor Education Course – Circle correct answer

1	A	B	C	D
2	A	B	C	D
3	A	B	C	D
4	A	B	C	D
5	A	B	C	D
6	A	B	C	D
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55	A	B	C	D
56	A	B	C	D
57	A	B	C	D
58	A	B	C	D
59	A	B	C	D
60	A	B	C	D

THE UNDERSIGNED ATTESTS that he/she is the person who completed this exam.

Signature: _____ Date: _____

IF YOU HAVE NOT ALREADY COMPLETED THE ON-LINE ANSWER SHEET,
return both pages of this Answer Sheet, with Course examination fee, by mail or facsimile to:

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