

**KENTUCKY DEPARTMENT FOR BEHAVIORAL HEALTH,
DEVELOPMENTAL AND INTELLECTUAL DISABILITIES
DIVISION OF BEHAVIORAL HEALTH
*ADULT MENTAL HEALTH CASE MANAGEMENT EXAM***

Lesson 1 History

All of the following statements are true except:

- a. Kentucky's first psychiatric hospital was the Eastern Lunatic Asylum
- b. Current state psychiatric hospitals include Kentucky State Hospital
- c. The Community Mental Health Centers Act was signed into law in 1963
- d. Kentucky once paid private citizens for taking people with mental illness into their homes

Early treatments for mental illness included:

- a. Pre-frontal lobotomy
- b. Shock treatments
- c. "Moral Treatment"
- d. All of the above

Many people remained in state hospitals because of what became known as the "institutional neurosis", wherein people became so dependent on the hospital that they were unable to adapt to community living.

- a. True
- b. False

After "de-institutionalization" in the 1960's, most former patients were able to live successfully in the community.

- a. True
- b. False

Services in the Community Support System include:

- a. Inpatient treatment
- b. Vocational services
- c. Financial assistance
- d. All of the above

Case Management is an essential component of the Community Support System.

- a. True
- b. False

Case management services substantially expanded after payment for services by:

- a. The Department for Mental Health
- b. The National Institute of Mental Health
- c. Medicaid
- d. Medicare

Lesson 2 Mental Illness

All of the following statements are true except:

- a. Criteria for serious mental illness includes Diagnosis, Disability and Duration
- b. Schizophrenia and other psychotic disorders are the only Diagnoses that meet criteria for SMI

- c. To meet the criteria for Disability, impairment must be shown in two or more domains of functioning
- d. Having clinically significant symptoms of mental illness for two years would meet the criteria for Duration

An important function of case management is monitoring symptoms and referring to appropriate treatment as early as possible.

- a. True
- b. False

Which of the following is not true for persons with Bipolar disorder?

- a. A distinct period of expansive or elevated mood
- b. Racing thoughts
- c. People who cycle through the depressive period can often feel suicidal
- d. People in the manic phase often make fairly good choices for themselves

Individuals with a serious mental illness are symptomatic all the time.

- a. True
- b. False

One common symptom of schizophrenia is:

- a. Split personality
- b. Multiple personalities
- c. Hyperventilating
- d. Hallucinations or delusions

Positive symptoms of a psychotic disorder include affective flattening and social withdrawal.

- a. True
- b. False

False beliefs that significantly hinder a person's ability to correctly sense and perceive people, things, and events around them is a symptom of:

- a. Delusions
- b. Hallucinations
- c. Catatonia
- d. Personality Disorder

Symptoms of Depression may include the following:

- a. Paranoia
- b. Rapid pulse rate
- c. Changes in sleep patterns
- d. Trembling of the hands

Social isolation is considered when determining if a consumer has a serious mental illness.

- a. True
- b. False

Hallucinations may occur in any sensory modality.

- a. True
- b. False

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

Cycling between episodes of mania and depression is a symptom of:

- a. Anxiety Disorder
- b. Personality Disorder
- c. Bipolar Disorder
- d. all of the above

Duration criteria for Serious Mental Illness may be met by any of the following except:

- a. Clinically significant symptoms of mental illness have persisted for a continuous period of at least two (2) years
- b. The individual has been hospitalized for mental illness longer than 90 days
- c. The individual has been hospitalized for mental illness more than once in the last two (2) years
- d. There is a history of one or more episodes with marked disability and the illness is expected to continue for a two year period of time

Individuals with Personality Disorders may benefit from short-term targeted services such as referrals to vocational programs or assistance with paperwork for entitlement programs.

- a. True
- b. False

Individuals with mental illness may exhibit symptoms such as:

- a. Impaired judgment
- b. Impaired impulse control
- c. Impaired object relations
- d. all of the above

Lesson 3 Medication Management

Side effects of medication can significantly reduce people's quality of life, and some can be dangerous to people's health.

- a. True
- b. False

Most people without a mental illness take all their medication as prescribed.

- a. True
- b. False

Medications are prescribed to:

- a. Reduce or eliminate symptoms
- b. Alter how nerve cells utilize neurotransmitters
- c. Treat the side effects caused by other medication
- d. All of the above

Which of the following can be a side-effect of medication?

- a. Sedation
- b. Weight Gain
- c. Increased risk for sunburn
- d. All of the above

All of the following are purposes of psychotropic medications except:

- a. Decrease confusion
- b. Increase compliance
- c. Stabilize mood
- d. Decrease anxiety

Abnormal movements, including movements of the mouth, hands and fingers, could be a side effect of medication.

- a. True
- b. False

Partial adherence to a medication regimen is more common than total adherence.

- a. True
- b. False

Lesson 4 Case Management

The Principles of a Community Support System include all except:

- a. Services should be flexible
- b. Services should focus on strengths
- c. Services should occur in an office setting
- d. Service should incorporate natural supports

The Principles of the Strengths Model of Case Management includes:

- a. The case manager-consumer relationship is primary
- b. Aggressive outreach is the preferred mode of intervention
- c. Persons with mental illness can learn, grow and change
- d. All of the above

The case manager is not expected to visit consumers if they break the law and go to jail.

- a. True
- b. False

Case managers try to help consumers expand their number of social connections and supports.

- a. True
- b. False

Case management scope of services includes all of the following except:

- a. Linking to services
- b. Behavioral management
- c. Advocating for consumer rights
- d. Coordinating with and for the consumer

The community is viewed as a resource and not as an obstacle to service delivery.

- a. True
- b. False

Case managers may not assist consumers in filing grievances.

- a. True
- b. False

The case manager should attempt to change the consumer's beliefs, values and emotions.

- a. True
- b. False

Family members of consumers:

- a. Usually cause problems for the consumer 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

Monitoring means that the case manager makes the consumer follow the service plan.

- a. True
- b. False

Consumers are able to regain valid social roles and identities.

- a. True
- b. False

It is important for case managers to teach their own values to a consumer in order to help them.

- a. True
- b. False

A common denominator of recovery is the presence of people who believe in and stand by the person in need of recovery.

- a. True
- b. False

Assumptions about recovery include:

- a. Recovery means that a person no longer has symptoms of mental illness
- b. Recovery is the same for everyone
- c. Recovery cannot occur without professional intervention
- d. Recovery from the consequences of the illness is sometime more difficult than the illness

Lesson 5 Regulations, Medicaid and Billing

In order to bill for case management services, Medicaid requires a person with a Bachelor's degree to have one year experience working with individuals with chronic mental illness.

- a. True
- b. False

The maximum caseload size for case management is:

- a. 25
- b. 30
- c. 35
- d. 40

Basic consumer rights identified by Medicaid include all the following except:

- a. Freedom of choice of case managers
- b. Provision of the same services from multiple service providers
- c. Freedom of choice of services
- d. Involvement in the development of the treatment plan

Case Managers can provide other services such as group therapy or Therapeutic Rehabilitation services.

- a. True
- b. False

Case management supervisors are required to complete case management training.

- a. True
- b. False

Covered services under Medicaid include all except:

- a. Development of the treatment plan
- b. Arranging for needed services
- c. Assisting the consumer in accessing all needed services
- d. Monitoring the consumer's progress

Providers may bill a Medicaid recipient for any amount over the Medicaid reimbursement for a service.

- a. True
- b. False

Medicaid may be able to pay the portion of the billed amount that is not covered by another funding source

- a. True
- b. False

Case managers can provide Medicaid reimbursed services to individuals in institutions:

- a. The month of discharge
- b. The month prior to discharge
- c. After discharge
- d. All of the above

Services considered to be case management by Medicaid include:

- a. The provision of mental health treatment
- b. Outreach to potential clients
- c. Advocacy activities on behalf of the consumer
- d. All of the above

Case managers must be supervised by a Qualified Mental Health Professional.

- a. True
- b. False

Case managers can provide transportation to the consumer in the process of providing a covered service.

- a. True
- b. False

Case Management documentation should include:

- a. type of service provided
- b. date of service delivery
- c. place of service delivery
- d. all of the above

For billing purposes, non-face-to-face contacts can include email contacts.

- a. True
- b. False

Lesson 6 Services

A strengths assessment should focus on deficits and disabilities.

- a. True
- b. False

Consumers should be directly involved in the needs assessment and service plan.

- a. True
- b. False

The Strengths Assessment should be reviewed at least every:

- a. 30 days
- b. 60 days
- c. 90 days
- d. 120 days

Which of the following are elements of the service plan?

- a. long term goals
- b. action steps
- c. review date
- d. all of the above

Service plans should be very general so all consumers can succeed.

- a. True
- b. False

If a consumer 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

Case management service plans should contain action steps stated in specific, rather than general terms.

- a. True
- b. False

Four global purposes of monitoring include all the following except:

- a. ensuring service coordination
- b. assuring consumer is following program rules
- c. determining service and support outcomes
- d. identifying new needs

Case managers can assist a consumer in using the grievance procedures of an agency.

- a. True
- b. False

Case managers can advocate for consumers to bring about solutions to problems impeding the consumer's progress or infringing on his/her rights.

- a. True
- b. False

Termination of case management can occur when:

- a. the consumer no longer wants to receive case management services
- b. sufficient community supports have been established
- c. the consumer has learned how to acquire resources to meet their goals
- d. All of the above

Which of the following would result in terminating case management services?

- a. the consumer has an acute hospital stay
- b. the consumer attains employment
- c. the consumer goes to jail
- d. the consumer moves out of state

Lesson 7 Supervision

Advantages to the group model of supervision include:

- a. brain-storming ideas to solve problems
- b. exchanging information on resources
- c. providing support to the members of the group
- d. All of the above

Case management supervisors can assist staff by being a consultant, teacher, facilitator and colleague.

- a. True
- b. False

During group supervision, case managers should not discuss problems, frustrations or apprehensions.

- a. True
- b. False

Humor, respect and an open mind are important to the group supervision process.

- a. True
- b. False

Group supervision should always be a formalized process, not flexible.

- a. True
- b. False

A good method of time management is to:

- a. rigidly adhere to a schedule
- b. make and prioritize a list of tasks
- c. Try to do everything at once
- d. All of the above

In order to assist others, you need to manage your own stress and take care of yourself.

- a. True
- b. False

Lesson 8 Ethics and Rights

Multiculturalism is the study of one's own culture and ethnicity as the basis for the understanding and identifying with those of others.

- a. True
- b. False

Only minorities have a culture and ethnicity.

- a. True
- b. False

Questions you might ask yourself when boundary issues may be a concern include:

- a. what are the possible positive and negative effects on the consumer
- b. does this change any roles
- c. whose needs am I meeting
- d. All of the above

Consumers have the right to refuse medication, even during involuntary inpatient commitment.

- a. True
- b. False

Which of the following is an appropriate interaction with a consumer?

- a. accepting and/or exchanging gifts
- b. accepting lunch from a consumer or a discount at their family's store
- c. reviewing the consumer's budget choices with him/her
- d. discussing other consumers on your caseload

Medicaid identifies basic consumer rights including:

- a. freedom of choice of case management services
- b. freedom of choice of participating case management providers
- c. freedom of choice of case managers
- d. All of the above

Exceptions to the confidentiality rule include:

- a. abuse, neglect, or exploitation of children or adults
- b. the consumer's family requests information
- c. other agencies request access to consumer records
- d. All of the above

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 consumer find his/her own personal strengths
- c. am committed to guide the consumer's thoughts and actions towards outlined goals
- d. am committed to respect the dignity and autonomy of all persons

Lesson 9 Resources

Social Security Disability Insurance (SSDI) benefits are set amounts that everyone receives.

- a. True
- b. False

Consumers who qualify for Supplemental Security Income (SSI) also qualify for Medicaid.

- a. True
- b. False

Which of the following is not an income resource for consumers?

- a. SSI
- b. SSDI
- c. K-TAP
- d. Medicare

Competitive employment is an unrealistic goal for mental health consumers.

- a. True
- b. False

All of the following are types of housing assistance except:

- a. subsidized housing
- b. market housing
- c. supported housing
- d. shelter + care

In HUD-subsidized housing, a person or household will pay approximately:

- a. 20% of income for rent
- b. 25% of income for rent
- c. 30% of income for rent
- d. 35% of income for rent

Supportive Housing services include assistance with activities of daily living, skills training and development of social networks.

- a. True
- b. False

Lesson 10 Suicide Risk Assessment

Most persons who commit suicide have a diagnosed psychiatric disorder.

- a. True
- b. False

People who talk about suicide seldom attempt to harm themselves.

- a. True
- b. False

Factors linked to increased suicide risk include:

- a. elderly or adolescent
- b. previous suicide attempt
- c. alcohol dependence
- d. all of the above

Depression combined with social isolation and the recent loss of an intimate relationship dramatically increases suicide risk.

- a. True
- b. False

Which of the following is true?

- a. four times as many women as men die by suicide
- b. firearm use is the most common method of committing suicide
- c. men are more likely to attempt suicide
- d. overdose of medication is the most common method of committing suicide

Asking a person about suicidal thoughts increases the risk of suicide.

- a. True
- b. False

If a person has attempted suicide before, they are at greater risk of completing suicide.

- a. True
- b. False

Lesson 11 Co-occurring Disorders

Of persons with one or more mental disorders, a majority will also have a history of a substance use disorder.

- a. True
- b. False

Which is not a principle of integrated treatment for substance abuse and serious mental illness?

- a. people with co-occurring disorders can never recover
- b. co-occurring disorder is an expectation not an exception
- c. both disorders should be considered primary
- d. both can be treated within the philosophical framework of a “disease and recovery model”

The preferred treatment option for co-occurring disorders is:

- a. Sequential Treatment
- b. Parallel Treatment
- c. Integrated Treatment
- d. Serial Treatment

Parallels between mental illness and substance abuse include all except:

- a. both have biological, psychological and social components
- b. people cannot recover from either
- c. both are chronic
- d. people with both are stigmatized by society

Co-occurring mental illness and substance use is associated with:

- a. financial problems
- b. incarceration
- c. physical health problems
- d. all of the above

Spending a lot of time using or obtaining the substance, or recovering from its effects, is one of the criteria for substance use dependence.

- a. True
- b. False

Co-occurring disorder is unusual and not an expectation.

- a. True
- b. False

When psychiatric and substance disorders coexist, both disorders should be considered primary.

- a. True
- b. False