Human Services Specialist

Examination Preparation

Self-study Packet

Thank you for your interest in attending the HSS Exam Preparation Class.
The material you are being provided is the same material used in the class.
Please notice there is a ***practice exam*** included. 45 minutes is allowed in the class for completion. The answers are included on the last page.

Family Resource Center	CW Pending	CW Continuing	FS Pending	FS Continuing	MC Pending	MC Continuing	GR Pending	GR Continuing	RCA
Centre City 1255 Imperial Ave San Diego	X	X	X	X	X	X			X
El Cajon 220 S First St El Cajon	X	X	X	X	X	X	X		X
North Inland 620 E Valley Parkway Escondido Outstations in Fallbrook and Ramona	X	X	X	X	X	X			X
North Central 5055 Ruffin Rd San Diego	X	X	X	X	X	X			X
Lemon Grove 7065 Broadway Lemon Grove	X	X	X	X	X	X			X
Metro 1130 Tenth Ave San Diego			X	X			X	X	X
ACCESS (Call Center) 7947 Mission Center Court San Diego									
Northeast 5001 73rd St/54th St San Diego	X	X	X	X	X	X			X
North Coastal 1315 Union Plaza Ct Oceanside	X	X	X	X	X	X	X	X	X
Southeast 4588 Market St/1750 5th Ave San Diego	X	X	X	X	X	X			X
South Region 690 Oxford St Chula Vista	X	X	X	X	X	X	X		X

Test Taking Tips

- **Know where you're going**

  Date

  Time

  Parking

- **Ensure physical / mental comfort**

  Rest

  Nutrition

  Comfortable clothing

  No preoccupation with:

    Other events

    Friend (isolate self at test)

    Annoyances (speak to proctor)

- **Know what to bring:**

  Picture ID

  Calculator

  Notice of exam

  Money for parking

  Positive attitude!

The purpose of employment tests is to determine skill levels in:

- Reading comprehension
- Following instructions
- Math computation

The purpose of employment tests is not to teach you new information you will need to retain for a lifetime.

<u>During the test taking process:</u>

- Answer to the test
- Skip difficult questions and return to them later

<u>HSS Exam Tests</u> :

Reading Comprehension

Read answers – then read section.

Computational Skills

Many ways to solve math problems – method doesn't matter as long as you get the question right!

Math skills tested:
Proration
Percentages
Calculating simple interest

Some Fraction Facts:

Convert a Fraction to a Percentage: **3 / 4** Divide numerator by denominator: ¾=.75 On calculator: Press 3, press ÷ , press 4, press % = 75
Find the % of a number: For example: What is 75% of 200? Multiply 200 X .75 = 150 On calculator: press 200, press X, press 75, press % = 150
To convert a % to a decimal: Move decimal over two places to the left: 75% = .75 6.2% = .062
To convert a % back to a fraction: 75% = 75/100 Reduce 75/100's to the lowest common denominator (find a number that both the numerator and denominator will be divisible by). In this case 75 and 100 are both divisible by 5. 15/20 then divide by 5 again = 3/4

Sample Questions:
1. Vons is having a sale on turkeys Saturday for the first 500 customers to come in the store from the hours of 8AM to 10AM. Turkeys normally sold at $1.78 per pound will be reduced 100%. How much per pound will customers pay*?*

a. $1.00
b. 78¢
c. nothing
d. none of the above

Math word problems need to be read more than once.
The first reading orients you. What mathematical response are you required to make?
Average?
Percentage?
Interest?,
Fraction?, etc.

Making notes or diagramming the problem on your scratch paper helps.
Narrow down the information that you need to do the problem.
The answer to this question is c. *nothing*

$1.78 X 100% = $1.78

$1.78
- 1.78
-0-

2. Of the 500 Vons shoppers, 200 were left-handed, 292 were right handed, and the remainder were ambidextrous. What is the percentage of the ambidextrous customers?

a. 8%
b. 492%
c. 1.6%
d. 1/50

The answer is: c. 1.6%
Find out how many ambidextrous people there were: 8 (292+200=492 492-500 = 8
8 ÷ 500 = 1.6%

Charts and Graphs

Other parts of the test will give you details and you will need to answer questions based on the information given on the test (remember to answer to the test, not to your experience)
For example:

1. At a food distribution center 2 pounds of bananas are included in the food packages in months not ending with the letter Y.

Distribution hours are:

People with last names beginning with:
A-M: Saturdays between 10AM to 12PM
N-Z: Saturdays between 1PM to 5PM
People with hyphenated surnames: Tuesdays from 12PM to 1PM

In order for Ms Zeta-Jones to get her Food package in January she will need to go to the distribution center:

a. Saturday between 1 and 5 and have 2 pounds of bananas included
b. Saturday between 10 and 12 and not have 2 pounds of bananas included
c. Tuesday and have 2 pounds of bananas included
d. Tuesday and not have 2 pounds of bananas included

The answer is: d

How can you quickly eliminate a and c as possibilities?

Wrapping Things UP:

- When you're done, you're done
- When they're done and you're not – at 5 minute warning, fill in all "bubbles"

Good Luck!

NAME _____

EXAMINATION TITLE _____

DATE _____ CONTROL NO. _____

SOCIAL SECURITY NUMBER	EXAMINATION NUMBER	FOR COMPUTER USE ONLY

COUNTY OF SAN DIEGO

CS 150 7810

1 ① ② ③ ④ ⑤	21 ① ② ③ ④ ⑤	41 ① ② ③ ④ ⑤	61 ① ② ③ ④ ⑤	81 ① ② ③ ④ ⑤
2 ① ② ③ ④ ⑤	22 ① ② ③ ④ ⑤	42 ① ② ③ ④ ⑤	62 ① ② ③ ④ ⑤	82 ① ② ③ ④ ⑤
3 ① ② ③ ④ ⑤	23 ① ② ③ ④ ⑤	43 ① ② ③ ④ ⑤	63 ① ② ③ ④ ⑤	83 ① ② ③ ④ ⑤
4 ① ② ③ ④ ⑤	24 ① ② ③ ④ ⑤	44 ① ② ③ ④ ⑤	64 ① ② ③ ④ ⑤	84 ① ② ③ ④ ⑤
5 ① ② ③ ④ ⑤	25 ① ② ③ ④ ⑤	45 ① ② ③ ④ ⑤	65 ① ② ③ ④ ⑤	85 ① ② ③ ④ ⑤
6 ① ② ③ ④ ⑤	26 ① ② ③ ④ ⑤	46 ① ② ③ ④ ⑤	66 ① ② ③ ④ ⑤	86 ① ② ③ ④ ⑤
7 ① ② ③ ④ ⑤	27 ① ② ③ ④ ⑤	47 ① ② ③ ④ ⑤	67 ① ② ③ ④ ⑤	87 ① ② ③ ④ ⑤
8 ① ② ③ ④ ⑤	28 ① ② ③ ④ ⑤	48 ① ② ③ ④ ⑤	68 ① ② ③ ④ ⑤	88 ① ② ③ ④ ⑤
9 ① ② ③ ④ ⑤	29 ① ② ③ ④ ⑤	49 ① ② ③ ④ ⑤	69 ① ② ③ ④ ⑤	89 ① ② ③ ④ ⑤
10 ① ② ③ ④ ⑤	30 ① ② ③ ④ ⑤	50 ① ② ③ ④ ⑤	70 ① ② ③ ④ ⑤	90 ① ② ③ ④ ⑤
11 ① ② ③ ④ ⑤	31 ① ② ③ ④ ⑤	51 ① ② ③ ④ ⑤	71 ① ② ③ ④ ⑤	91 ① ② ③ ④ ⑤
12 ① ② ③ ④ ⑤	32 ① ② ③ ④ ⑤	52 ① ② ③ ④ ⑤	72 ① ② ③ ④ ⑤	92 ① ② ③ ④ ⑤
13 ① ② ③ ④ ⑤	33 ① ② ③ ④ ⑤	53 ① ② ③ ④ ⑤	73 ① ② ③ ④ ⑤	93 ① ② ③ ④ ⑤
14 ① ② ③ ④ ⑤	34 ① ② ③ ④ ⑤	54 ① ② ③ ④ ⑤	74 ① ② ③ ④ ⑤	94 ① ② ③ ④ ⑤
15 ① ② ③ ④ ⑤	35 ① ② ③ ④ ⑤	55 ① ② ③ ④ ⑤	75 ① ② ③ ④ ⑤	95 ① ② ③ ④ ⑤
16 ① ② ③ ④ ⑤	36 ① ② ③ ④ ⑤	56 ① ② ③ ④ ⑤	76 ① ② ③ ④ ⑤	96 ① ② ③ ④ ⑤
17 ① ② ③ ④ ⑤	37 ① ② ③ ④ ⑤	57 ① ② ③ ④ ⑤	77 ① ② ③ ④ ⑤	97 ① ② ③ ④ ⑤
18 ① ② ③ ④ ⑤	38 ① ② ③ ④ ⑤	58 ① ② ③ ④ ⑤	78 ① ② ③ ④ ⑤	98 ① ② ③ ④ ⑤
19 ① ② ③ ④ ⑤	39 ① ② ③ ④ ⑤	59 ① ② ③ ④ ⑤	79 ① ② ③ ④ ⑤	99 ① ② ③ ④ ⑤
20 ① ② ③ ④ ⑤	40 ① ② ③ ④ ⑤	60 ① ② ③ ④ ⑤	80 ① ② ③ ④ ⑤	100 ① ② ③ ④ ⑤

101 ① ② ③ ④ ⑤	116 ① ② ③ ④ ⑤	131 ① ② ③ ④ ⑤	146 ① ② ③ ④ ⑤
102 ① ② ③ ④ ⑤	117 ① ② ③ ④ ⑤	132 ① ② ③ ④ ⑤	147 ① ② ③ ④ ⑤
103 ① ② ③ ④ ⑤	118 ① ② ③ ④ ⑤	133 ① ② ③ ④ ⑤	148 ① ② ③ ④ ⑤
104 ① ② ③ ④ ⑤	119 ① ② ③ ④ ⑤	134 ① ② ③ ④ ⑤	149 ① ② ③ ④ ⑤
105 ① ② ③ ④ ⑤	120 ① ② ③ ④ ⑤	135 ① ② ③ ④ ⑤	150 ① ② ③ ④ ⑤
106 ① ② ③ ④ ⑤	121 ① ② ③ ④ ⑤	136 ① ② ③ ④ ⑤	151 ① ② ③ ④ ⑤
107 ① ② ③ ④ ⑤	122 ① ② ③ ④ ⑤	137 ① ② ③ ④ ⑤	152 ① ② ③ ④ ⑤
108 ① ② ③ ④ ⑤	123 ① ② ③ ④ ⑤	138 ① ② ③ ④ ⑤	153 ① ② ③ ④ ⑤
109 ① ② ③ ④ ⑤	124 ① ② ③ ④ ⑤	139 ① ② ③ ④ ⑤	154 ① ② ③ ④ ⑤
110 ① ② ③ ④ ⑤	125 ① ② ③ ④ ⑤	140 ① ② ③ ④ ⑤	155 ① ② ③ ④ ⑤
111 ① ② ③ ④ ⑤	126 ① ② ③ ④ ⑤	141 ① ② ③ ④ ⑤	156 ① ② ③ ④ ⑤
112 ① ② ③ ④ ⑤	127 ① ② ③ ④ ⑤	142 ① ② ③ ④ ⑤	157 ① ② ③ ④ ⑤
113 ① ② ③ ④ ⑤	128 ① ② ③ ④ ⑤	143 ① ② ③ ④ ⑤	158 ① ② ③ ④ ⑤
114 ① ② ③ ④ ⑤	129 ① ② ③ ④ ⑤	144 ① ② ③ ④ ⑤	159 ① ② ③ ④ ⑤
115 ① ② ③ ④ ⑤	130 ① ② ③ ④ ⑤	145 ① ② ③ ④ ⑤	160 ① ② ③ ④ ⑤

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Human Services Specialist

Practice Examination

HHSA County Of San Diego
Kearny Mesa FRC/Training Section
Revised Test 6-05

PART I – READING & UNDERSTANDING WRITTEN MATERIALS

Answer questions 1 through 5 on the basis of the information in the following passage:

The establishment of a procedure whereby the client's rent is paid directly by the Social Service agency has been suggested recently by many people in the Social Service field. It is believed that such a procedure would be advantageous to both that agency and the client. Under the current system, clients often complain that their rent allowances are not for the correct amount. Agencies, in turn, have had to cope with irate landlords who complain that they are not receiving rent checks until much later than their due date.

The proposed new system would involve direct payment of the client's rent by the agency to the landlord. Clients would not receive a monthly rent allowance. Under one possible implementation of such a system, special rent payment offices would be set up in each of the five boroughs in Midvale City, and staffed by Social Service clerical personnel. Each office would handle all work involved in sending out monthly rent payments. Each client would receive monthly notification from the Social Service centers in each borough. Only in cases where the rent exceeds $350 per month would payment be made and records kept by the Social Service center itself rather than a special rent office. However, clients would continue to make all direct contacts through the Social Service center.

Files in the rent offices would be organized on the basis of client rental. All cases involving monthly rents up to but not exceeding $150 would be placed in salmon-colored folders. Cases with rents from $151 to $250 would be placed in buff folders and those with rents exceeding $250 but less than $350 would be filed in blue folders. If a client's rental amount changed, he or she would be required to notify the center as soon as possible, so that this information could be brought up-to-date in the folder and the color of the folder changed if necessary. Included in the information needed, in addition to the amount of rent, are the size of the apartment, the type of heat, and the number of flights of stairs to climb if there is no elevator.

Discussion as to whether the same information should be required of clients residing in City housing projects was resolved with the decision that the identical system of filing and updating of files should apply to such project tenants. The basic problem that might arise from the institution of such a program is that clients would resent being unable to pay their own rent. However, it is likely that such resentment would be only a temporary reaction to change and would disappear after the new system became standard procedure. It has been suggested that this program first be experimented with on a small scale to determine what problems may arise and how the program can be best implemented.

1. According to the passage, there are a number of complaints about the current system of rent payments. Which of the following is a complaint expressed in the passage?

   a. Landlords complain that clients sometimes pay the wrong amount for their rent.
   b. Landlords complain that clients sometimes do not pay their rent on time.
   c. Clients say that the Social Service agency sometimes does not mail the rent out on time.
   d. Landlords say that they sometimes fail to receive a check for the rent.

2. According to the passage, a client under the new system would receive:

   a. A rent receipt from the landlord indicating that Social Services has paid the rent.
   b. Nothing, since the rent has been paid by Social Services.
   c. Verification from the landlord that the rent was paid.
   d. Notices of rent payment from the Social Service agency.

3. According to the passage, a case record involving a client whose rent has changed from $155 to $270 per month should be changed from a:

   a. Blue folder to a salmon-colored folder.
   b. Buff folder to a blue folder.
   c. Salmon-colored folder to a blue folder.
   d. Yellow folder to a buff folder.

4. According to the passage, if a client's rental is lowered because of violations in his or her building, he or she would be required to notify the:

   a. Building department
   b. Landlord
   c. Rent payment office
   d. Social Service center

5. Which of the following kinds of information about a rental apartment is ~~not~~ mentioned in the passage as being necessary to include in the client's folder?

   a. The floor number, if in an apartment house with an elevator.
   b. The rental, if in a City Housing project apartment.
   c. The size of the apartment, if in a two-family house.
   d. The type of heat, if in a City Housing project apartment.

6. In order to *ascertain* the color of the car, he looked in the garage. The word *ascertain* most nearly means:

   a. Disprove
   b. Determine
   c. Correct.
   d. See

7. Today most restaurants do not *condone* smoking. The word *condone* means most nearly means:

   a. Mind
   b. Excuse
   c. Punish
   d. Remember

8. Human Services Specialists work in offices that serve a very *diverse* population. the word *diverse* most nearly means:

   a. Sparse
   b. Different.
   c. Challenging
   d. Problematic

Refer to the passage below to answer the next question.

Beginning on January 1, 1998, an adult can only receive 60 months of cash aid from the California Work Opportunity and Responsibility to Kids (CalWORKS) Program. This includes cash aid received from California or other states' Federal Temporary Assistance for Needy Families (TANF) Program. This 60-month time limit does not apply to children, child care, Medi-Cal benefits, Food Stamp benefits, and aid that was received from California or other states under the Aid to Families with Dependent Children (AFDC) Program before January 1, 1998.

9. According to the information on this passage, the 60-month limit does not apply to aid received from the _____ Program.

   a. AFDC
   b. CalWORKS
   c. TANF

10. During an interview you find that the applicant is hesitant to provide you with some personal information. Your reaction to this situation should be to:

   a. Insist the applicant provide you with the information
   b. Make an exception to spare the applicant further embarrassment
   c. Suspect the applicant is committing fraud.
   d. Understand the applicant is in a stressful situation and may not want to respond.

11. When the interviewer asks a question the applicant does not appear to understand, the best response would be to:

   a. Repeat the question loudly
   b. Forget the question and go on to the next one.
   c. Ask for the same information with a different question.
   d. Ask the applicant why they do not understand the question

Answer questions 12 through 17 solely on the basis of the information provided.

Under Medi-Cal regulations, clients may be required to pay a portion of their monthly medical expenses if their net non-exempt income exceeds the maintenance need. This payment is called the Share of Cost. The Share of Cost is determined by subtracting the client's maintenance need from their total non-exempt income. The maintenance need is determined by locating the client's family size on the chart listed below:

Maintenance Need		
Family Size	**Medi-Cal**	**Prop. Limit**
1	600	2000
1 Adult & 1 Child	750	3000
2 Adults	934	3000
3	934	3150
4	1100	3300
5	1259	3450
6	1417	3600

➔When totaling up the client's income we do not count the following types of income:

- *SSI/SSP Payments*
- *Public Assistance Benefits (CalWORKs, General Relief or Food Stamps)*

➔The following payments are deducted from the client's income prior to subtracting the maintenance need.

- *$90.00 for each person who is employed (Full time or Part Time)*
- *The entire amount of any Health Insurance Premium (Including Medicare) paid.*
- *Any child support paid to children not living in the home.*

➔Family members who receive SSI/SSP payments are not counted when determining family size.

Using only the regulations provided and the maintenance need chart answer the following questions:

12. What is the maintenance need for a family consisting of one child and one parent?

    a. $934.00
    b. $600.00
    c. $750.00
    d. $1100.00

13. The Bean Family consisting of Mom, Dad and one child are applying for Medi-Cal. Their only income is dad's earnings from employment of $1400.00 per month. Dad is also paying $50.00 per month for Health Net Health Insurance. Determine the family's Share of Cost?

    a. $326.00
    b. $466.00
    c. $376.00
    d. $0

14. Ozzie and Harriet are into apply for Medi-Cal for themselves and their sons Ricky and David. Ozzie receives Social Security income of $1200.00 per month and David receives $300.00 per month in SSI/SSP payments. Determine the family's Share of Cost.

    a. $266.00
    b. $1100.00
    c. $0
    d. $176.00

15. Mr. Bear is into apply for Medi-Cal for himself and his son. He works for K-Mart and earns $1000.00 per month. He pays $100.00 to his ex-wife for alimony. Determine his share of cost.

    a. $0
    b. $160.00
    c. $75.00
    d. $60.00

16. Mrs. Sparks is applying for Medi-Cal for herself, her husband and their two children. She works and earns $1500.00 per month. Her husband receives Unemployment Benefits of $100.00 per month. They pay $50.00 per month for Health Insurance and Mrs. Sparks pays $100.00 per month in Child Support to her ex- husband. Determine the family's Share of Cost.

    a. $260.00
    b. $350.00
    c. $360.00
    d. $310.00

17. What is the property limit for a family of 4?

    a. $3150.00
    b. $3450.00
    c. $1100.00
    d. $3300.00

18. You've started a new job earning $24,570 per year. If you are paid bi-weekly, what is the gross amount you will receive on your first pay check?

a. $945.00
b. $948.00
c. $1,023.75
d. $2,047.50

19. There are 26 left handed employees in an office that employs 200 people. What percentage of the employees are left handed?

a. 26%
b. 20%
c. 42%
d. 13%

20. A school bought 400 sweatshirts for $3,400, 650 T-Shirts for $1,560 and 825 notebooks for $948.75 to sell during the school year. At the end of the school year, there were 92 sweatshirts, 112 T-Shirts, and 205 notebooks unsold. How many items did they sell during the school year?

a. 2284
b. 409
c. 1875
d. 1466

21. In dealing with members of different ethnic and religious groups, the Human Services Specialist should give:

a. Individuals the services to which they are entitled
b. Less services to those he or she judges to be more advantaged
c. Better service to groups with which he or she sympathizes most
d. Better service to groups with political "muscle"

22. If you want to determine an applicant's occupation, which of the following questions would elicit the most useful information:

a. Did you ever work in a factory?
b. Do you know how to do office work?
c. What kind of work do you do?
d. Where are you working now?

23. When reviewing a new policy you have some concerns about how part of it affects your job. You should:

a. Ignore the new policy and do things the way you always have
b. Talk to your supervisor about your concerns
c. Voice you concerns to the author of the policy
d. Do only the parts of the policy that you agree with.

24. While reviewing a case belonging to another Human Services Specialist you find an error that makes the case ineligible. You should:

a. Tell the other Human Services Specialist in an understanding and friendly manner.
b. Fix the error and tell no one
c. Immediately bring the error to your supervisor's attention
d. Bring the error up at the next staff meeting so everyone can learn from it.

25. If during an interview an applicant begins to stray from the topic, the best way to get them back on track is to:

a. Interrupt the applicant and insist they get back to the topic
b. Allow the applicant to continue
c. Ask specific questions on the topic to bring the applicant back
d. Terminate the interview

26. During an interview for public assistance, a client informs the Human Services Specialist that he makes $10.00 per hour and works 20 hours a week. On an annual basis, this would amount to:

a. $2,000.
b. $10,000.
c. $10,400.
d. $10,500.
e. $20,800.

27. A client informs the Human Services Specialist that her annual income for 2002 was $8,000. She stated that 25% of her annual income was deducted for garnishments, leaving her with a balance of:

a. $2,500.
b. $6,000.
c. $6,500.
d. $7,800.

Row	**Column I**	**Column II**
A	99-545-0DL	99-545-0DL
B	80-565341-7	80-565341-7
C	01-10000010-A	01-1000010-A
D	675-422956201-Z	675-422956201-Z

28. Which of the following rows do not match in Columns I and II?
a. Row A
b. Row B
c. Row C
d. Row D

Row	Column I	Column II
A	Mr. James Bodden, III	Mr. James Bodden, III
B	62341 Bell South Drive	62341 Bell South Drive
C	San Diego, CA 92110	San Diego, CA 92110
D	jbodden@netmail.com	jbodden@netmail.com

29. Which of the following rows do not match in Columns I and II?

    a. Row A
    b. Row B
    c. Row C
    d. Row D
    e. All of the data in Rows A – D match.

30. A computer outputs hard copies on a:

    a. Keyboard
    b. Monitor
    c. Printer
    d. Disk Drive
    e. Mouse

Answer Key for HSS Exam Prep Practice Test

1. b

2. d

3. b

4. d

5. a

6. b

7. b

8. b

9. a

10. d

11. c

12. c

13. a

14. a

15. b

16. a

17. d

18. a

19. d

20. d

21. a

22. c

23. b

24. a

25. c

26. c

27. b

28. c

29. e

30. c