

# CCE CPCE - Quiz Questions with Answers

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## 1. Professional Counseling Orientation and Ethical Practice

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### 1. Professional Counseling Orientation and Ethical Practice

1.

Generally speaking, how quickly has the counseling profession responded to multicultural concerns?

**Slowly, but with eventual clarity**

Indifferently, with much work still to be done

Rigorously, with a track record of decades

There has been little specific attention to multiculturalism

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*Correct answer: Slowly, but with eventual clarity*

*The counseling profession has been slow, historically, to respond to the need to address multiculturalism as a professional initiative. Concern about the lack of such attention in the 1980s led to revision of the ACA Code of Ethics in 2005, which put a central focus on the issue. Subsequent revisions to the Code, particularly in 2014, have added clarity and fullness to the treatment of multicultural issues.*

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2.

What testing privileges do counselors receive upon licensure?

**Specific privileges vary by state jurisdiction**

Privileges to administer all but intelligence testing

Broad privileges to administer virtually any standardized test

No specific testing privileges are granted upon licensure

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*Correct answer: Specific privileges vary by state jurisdiction*

*As with so many other aspects of the counseling profession, there is a high degree of variability in the specifics of which tests, if any, are permissible for licensee counselors to administer. Some states specify, others leave the issue vague, and still others are very strict. It will be up to the individual counselor to know the local statutes and licensee privileges well, in the awareness that such things are open to change.*

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3.

What is "freedom of choice" legislation with respect to the counseling profession?

**Legislation that demands counselor equity**

Legislation that gives counselors rights to practice in neighboring jurisdictions

Legislation that allows counselors equal access to continuing education

Legislation that allows counselor reciprocity

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*Correct answer: Legislation that demands counselor equity*

*Historically, counselors have not always been treated with equity by third-party payors in terms of being available as a choice for those seeking mental health treatment. Legislation to put equal access to counselors alongside other mental health professionals as a choice for those seeking mental health treatment is called freedom of choice legislation.*

*The issue is not so much jurisdictional as it is an acknowledgment on the part of third-party payors.*

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**4.**

What is the purpose of administrative supervision?

**To ensure adequate job performance**

To increase clinical skills

To foster greater supervisee well-being

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*Correct answer: To ensure adequate job performance*

*There are many types of supervision. Clinical supervision is generally aimed at helping supervisees increase their clinical skills. Administrative supervision is more focused on helping supervisees perform their jobs adequately to a defined standard.*

*Supportive supervision, though it goes by many names and can be included in other types, is generally about helping supervisees achieve greater well-being.*

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5.

What is it called when counselors act out of their own needs with respect to clients?

**Countertransference**

Transference

Normal practice

Ethical compromise

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*Correct answer: Countertransference*

*The notion of countertransference dates from nearly the beginning of psychology as a science in practice. The idea is that both counselors and clients bring needs to the situation that are not overt. For instance, a counselor may have a strong desire to "save" people and may act in ways that compromise a client's self-efficacy. Countertransference is the general term for when counselors bring such needs into the counseling relationship.*

*Transference refers to the way in which clients bring their own issues into the counseling relationship. Though many kinds of ethical compromise are possible in counseling relationships, countertransference is the more specific way to refer to the phenomenon of counselors seeking their own need fulfillment with clients.*

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6.

Should a counselor provide court evaluations for clients they are counseling?

**It should be avoided when possible**

There is no ethical issue at hand

Not unless there is a further dual relationship

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*Correct answer: It should be avoided when possible*

*Though it does not happen often, it is sometimes the case that counselors are assigned to evaluate clients for a court proceeding, such as competency or mental fitness in some specific respect, while at the same time having that client as a counseling assignment. The ethical problem is that the goals for these two types of counseling assignments are inherently different from each other, with different goals and modalities. Thus, such a situation should be avoided when possible.*

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7.

When is it permitted to terminate a client relationship for nonpayment?

**After the client has been given a chance to make arrangements**

As soon as the client shows they cannot afford a session

It is not permitted to terminate a client relationship for nonpayment

Only after referral to a different counselor

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*Correct answer: After the client has been given a chance to make arrangements*

*Counselors have a right to be compensated for their work. Though specific jurisdictions may differ on the details, a counselor may terminate a client relationship for nonpayment after the client has been given notification that the process is underway and has been given a chance to make alternate payment arrangements.*

*Counselors should avoid the appearance of abandoning their clients instantly when a financial issue is present. Though there may be times when a referral is in order, in general, this is not done for reasons of nonpayment.*

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8.

Which of the following is the role of CACREP?

**Setting national standards for counselors in education**

Auditing the performance of professional counselors

Discipline of master's level counseling professionals

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*Correct answer: Setting national standards for counselors in education*

*CACREP (Council for Accreditation of Counseling and Related Educational Programs) was begun in the 1960s as a way to regularize and establish national standards for the accreditation of master's and doctorate-level programs in counseling.*

*This body does not audit professional performance or discipline professionals in the counseling professions; such would be the role of state behavioral licensing boards.*

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9.

Which of the following is true regarding credentialing for counselors?

**There is wide variability among credentialing requirements**

There is a recent, uniform standard established for such credentialing

There is variability at the federal level among credentialing requirements

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*Correct answer: There is wide variability among credentialing requirements*

*Generally speaking, credentialing requirements for counselors are a matter of state law as defined in statutes regarding state-level behavioral sciences credentialing. One major, long-standing issue in most behavioral science professions is the wide variability among such state standards. Though reciprocity agreements do exist, there is still no uniform standard of credentialing for these professions.*

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10.

Is it appropriate to tell a terminating client details about the therapist they are referred to?

**Yes, in most circumstances**

No, under no circumstances

No, as this is against the ACA Code of Ethics

Yes, in all circumstances

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*Correct answer: Yes, in most circumstances*

*Termination can be a challenging and stressful time for clients, who may see the process as risking their therapeutic gains. It's important to broker this transition carefully, with as much comfort and information offered to the client as possible. Clients should be able to know a little about the receiving therapist before the transition, given the receiving therapist's approval. Ideally, the receiving therapist is involved during the process.*

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11.

What is the difference in terms of participation between counseling consultation versus counseling supervision?

**Counseling supervision involves at least two parties, while consultation involves at least three**

Counseling supervision involves at least three parties, while consultation involves at least two

Counseling supervision and counseling consultation involve no minimum personnel

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*Correct answer: Counseling supervision involves at least two parties, while consultation involves at least three*

*There is a difference between counseling supervision, which is meant to help a trainee counselor become a better counselor, and counseling consultation, which seeks to provide insight and support on a given client case. In the case of supervision, there are generally two parties concerned; the trainee and the supervisor. In counseling consultation, there are at least three parties concerned; the client, the consultant, and the consultee (usually the counselor serving the client in question).*

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12.

Which of the following is the best way to advocate for the counseling profession?

**Provide competent services within the scope of practice**

Seek out opportunities to defend the profession against misinformation

Engage in public discourse about the primacy of the counseling profession

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*Correct answer: Provide competent services within the scope of practice*

*Every member of a profession should advocate for their profession; in this regard, counseling is no different. Ethically, however, the best way to advocate for the counseling profession is to provide competent services within the scope of practice of the counseling profession. In this way, the profession's reputation is established and defended through performance rather than vocal advocacy.*

*Defending the profession in some way may sometimes be necessary, but the most stable and professional way to advocate for the profession of counseling is to perform the profession well.*

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**13.**

What is the guidance of the ACA with respect to informed consent for mandated clients?

**Informed consent must be obtained**

There is no need for informed consent

The issue is settled by the court orders involved

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*Correct answer: Informed consent must be obtained*

*Though jurisdictional requirements vary, the guidance of the ACA is clear with respect to the services provided to mandated clients. The ACA stipulates that informed consent must be obtained from these mandated clients in most ways similar to non-mandated clients, including consent for services and release of information.*

*Obviously, this puts the counselor in a bind with respect to court orders that may be the source of such mandation; the best course of action is to adhere to the agency policy or court provisions from local jurisdictions that will no doubt address the issue in its full complexity.*

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14.

Which of the following is the main problem with exit interviews as evaluations of counseling?

**Clients may attempt to please the counselor**

Clients are rarely honest in their feedback

Clients do not wish to perform exit interviews

Clients have poor memories of what has happened in counseling

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*Correct answer: Clients may attempt to please the counselor*

*Clients tend to have fairly accurate memory of their course of treatment in counseling, and most seem to be happy to perform an exit interview for the therapist. Here, the problem is not honesty per se, but that, especially in cases where the counseling has been a positive experience, the client may feel motivated to please the therapist with positive feedback rather than give the kind of feedback that counselors might find more useful.*

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15.

Which of the following is not a mandate of HIPAA with respect to client documentation?

**Provide informed consent documentation at the end of an episode of care**

Keep informed consent documentation for six years

An actual client signature on informed consent documentation

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*Correct answer: Provide informed consent documentation at the end of an episode of care*

*The Health Insurance Portability and Accountability Act of 2003 stipulated many provisions that are designed to help clients gain more control over their private health information. Some of the most important such provisions are those related to informed consent, meaning that clients should provide written consent for any services they provide, indicating they understand what is to be provided. This informed consent documentation takes place at the beginning of an episode of care, before services are provided; the informed consent should be kept for six years, and the client must provide a signature for the informed consent to be valid.*

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16.

Which of the following best captures the meaning of immediacy as it relates to a counseling session?

**Sharing an issue as it comes into the counselor's mind**

Quickly establishing a crisis plan

Addressing issues raised by the client in the here and now

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*Correct answer: Sharing an issue as it comes into the counselor's mind*

*Immediacy in the counseling profession sometimes takes place during a session when a counselor feels the need to address an issue or circumstance without waiting. Though it has various therapeutic uses, its most likely use is to call attention to something that cannot wait, i.e., a client's obvious deep distress or apparent intoxication.*

*Establishing crisis plans and issues raised by the client in the here and now may both need to be handled in an immediate sense; however, this is not what immediacy means in session.*

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17.

Which of the following best describes the goal of counseling?

**Creating a situation where counseling is no longer needed**

Prolonging the counseling relationship to the client's satisfaction

Educating clients about their illness

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*Correct answer: Creating a situation where counseling is no longer needed*

*One way to look at the goal of counseling is to create a situation where the client is self-sufficient enough to no longer need counseling, at least for the issue that they presented with in a given episode of care.*

*This is not always the level to which clients wish the counseling relationship to continue, and is much more than simply educating the client about their illness, though this is desirable.*

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18.

What is the ethical obligation of counselors when clients prematurely terminate?

**An attempt to communicate with and support the client in their choice**

Counselors have no real ethical obligation in these scenarios

An insistence on a termination meeting to support the client

Counselors should not allow premature termination by clients

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*Correct answer: An attempt to communicate with and support the client in their choice*

*Anywhere from a third to more than half of clients prematurely terminate counseling services. This is a valid choice on behalf of the client in many cases, and the counselor is in no position to stop it realistically. However, the counselor is under an ethical obligation to find out more about such a decision and meet with the client if the client will permit it.*

*Though no formal termination meeting is necessary, it may be possible to persuade the client that adhering to the chosen plan of treatment is in their best interest, or at least understand why the termination has been decided upon.*

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19.

What is the point of a duty to warn?

**To alert specific people who might be in danger**

To alert the public in general in a given area

The obligation to warn a client about consequences

The obligation to warn law enforcement about a client

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*Correct answer: To alert specific people who might be in danger*

*A duty to warn is a specific action taken by a mental health professional or other such mandated reporter who comes into knowledge that a patient in their care has a specific and believable plan to harm another. In this case, the ethical obligation is to warn that person, though jurisdictional norms and specifics will vary.*

*The notion of a duty to warn does not address the public or law enforcement at large. Warning a client about the consequences of a specific course of action would likely fall into the normal tasks of counseling that client.*

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20.

What is the main diversity consideration with respect to technology?

**Availability**

Infrastructure

Training

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*Correct answer: Availability*

*The use of technology in counseling is affected by many complications, including many related to diversity. Among the considerations of technology in diverse communities, such as the possible lack of infrastructure and the need for training in its use, by far, the biggest consideration has to do with the basic availability of hardware, which is highly uneven in its distribution; less educated, Blacks and Hispanics tend to lack this hardware more than other population segments.*

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21.

According to the ethics of the profession, who is counseling for?

**Everyone**

Persons with mental illness

Persons in acute crisis

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*Correct answer: Everyone*

*According to the ethics of the counseling profession, counseling is for everyone, not just those who have an identifiable mental illness or those who are in an acute crisis involving risk. This is due to the fact that virtually everyone has areas of improvement that can be identified and acted upon that will improve their functional lives, teach about personal strengths and liabilities, and help prevent crises.*

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22.

What is the current expectation for counselors of clients who are facing end-of-life decisions?

**Counselors are expected to be competent to help with these decisions**

Counselors need not address end-of-life decisions contrary to their values

Counselors are not required to understand the whole range of end-of-life choices

Counselors are expected to facilitate and perform hospice-style services

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*Correct answer: Counselors are expected to be competent to help with these decisions*

*Previously, the ACA Code of Ethics allowed for counselors to be able to refer clients who expressed an interest in end-of-life decisions that they did not approve of according to their values. The current expectation is that counselors are expected to be competent to help with these decisions, provided that the decision is legal in the state where the counselor is operating.*

*Though many counselors work in hospice care, there is no expectation that counselors who are not currently working in hospice should perform hospice services per se.*

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**23.**

How is diligence best defined with reference to counseling?

**Putting the client first**

Being competent to treat clients

Being honest with clients

Prioritizing self-care

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*Correct answer: Putting the client first*

*Diligence in the counseling arena is best understood as putting the client first. For example, a diligent counselor will do everything they can to serve a particular client to the best of their ability and be ready to go above and beyond to serve every client in their care.*

*Competence is more related to ability, and honesty is a core ethic of the profession, but diligence is more related to client-centered care. Prioritizing self-care is important, but diligence refers to serving clients.*

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24.

Which of the following is the best example of respect for autonomy?

**Encouraging self-determination**

Advising against excess

Telling the truth

Keeping one's word in difficult circumstances

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*Correct answer: Encouraging self-determination*

*The ACA Code of Ethics is the ethical guide for counselors, and it details several principles that are essential to responsible practice in the profession. One of these is respect for autonomy, which is, in other words, the encouragement of self-determination on the part of the client. There are specific, limited circumstances in which this self-determination may be suspended but, as an overall principle, counselors should always strive to help their clients strive for their own power and agency.*

*Advising against excess is valuable but not an explicit ethical principle in the ACA Code, and telling the truth and keeping one's word in difficult circumstances are examples of another ACA value, that of veracity.*

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25.

When clients are mandated, which of the following is a special ethical task for the counselor?

**Ask about the nature of the mandation**

Remind the client of their requirements

Discharge the client for bad behavior

Have the client sign a waiver of rights

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*Correct answer: Ask about the nature of the mandation*

*In most cases, clients who are mandated to receive treatment will be fully aware of their need to comply with the various rules and reporting that are part of the mandation plan. The counselor must be ready to remind the client of these to their best understanding as necessary, but from a treatment and ethics point of view, it is more important to ask the client about the nature of their mandation. This has the chance of forming an alliance with the client as the counselor can then pose themselves as helping the client meet their obligations, but, in ethical terms, can also educate the counselor about how best to advocate for that client given the circumstances.*

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26.

How should you handle disagreements with other professionals based on their different roles, such as psychiatrist, psychologist, and so on?

**Ethically, you must respect approaches that are different from your own**

You are ethically obligated to argue for the primacy of counseling

Ethically, you should defer to the expertise of psychiatrists

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*Correct answer: Ethically, you must respect approaches that are different from your own*

*As a counselor, it is almost guaranteed that you will encounter perspectives that are different from your own. Oftentimes, these perspectives will be based on another profession's specific perspectives, such as those of psychiatry or social work. Your ethical obligation is not necessarily to defer to other professions, as all professions have a valuable role in team contexts, nor is it to argue on behalf of your own profession. The ethical mandate is about respect for the professions and expertise of others.*

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27.

How has the ACA responded to issues regarding technology in counseling?

**With specific Code of Ethics sections regarding technology**

With amendments to existing Code of Ethics provisions

The matter is left to state behavioral science boards

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*Correct answer: With specific Code of Ethics sections regarding technology*

*The issue of technology in its many new forms that impact counseling, such as social networking and technology-assisted counseling, resulted in the American Counseling Association making a new section in the Code of Ethics regarding these areas. This was less an amendment to existing issues than a new section regarding these issues. Though state behavioral science boards can provide guidance, the ACA authored a new section of the Code for this purpose.*

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**28.**

Is self-care an ethical principle of the counseling profession, as reflected in the ACA Code of Ethics?

**No, but it has been suggested for addition**

Yes, as of the last edition of the Code

No, but it is reflected in state board requirements

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*Correct answer: No, but it has been suggested for addition*

*The principle of self-care, though it is not currently one of the ethical principles enumerated in the ACA Code of Ethics, has been suggested for addition due to its increasing importance for professionals working in a busy and challenging field.*

*The matter is usually not addressed in state board requirements, which mostly have to do with requirements for credentialing in local jurisdictions.*

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**29.**

If a parent demands to know counseling information from a session involving the child, what should you do first?

**Check in with the child**

Reveal the information immediately

Refuse to reveal the information

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*Correct answer: Check in with the child*

*It will sometimes happen that a parent will want information from counseling sessions involving their children. Ethically, there is a conflict, as the child deserves confidentiality and the parent may have a legal right to the information. The first thing to do is not to reveal the information or refuse to reveal it, but to check in with the child in question to see if they approve the release of the information.*

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30.

What is the most powerful type of credentialing?

Licensure

Registration

Education

Certification

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*Correct answer: Licensure*

*The overall picture of credentialing in all its forms can be confusing, as each of the 50 states has its own idiosyncratic rules surrounding the topic. However, in general, one can say that licensure is the most powerful type of credentialing, as a political process defines acceptable minimum standards in license form.*

*Registration is simply the presence of a professional with respect to a government, and certification is used to justify a title in a profession. Education is a gateway to credentialing, but rarely provides credentials in its own right.*

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**31.**

What is the ethical obligation of counselors with regard to vacations or illness with respect to their clients?

**Inform clients and make arrangements**

There is no ethical obligation per se

Inform clients about possible gaps in service

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*Correct answer: Inform clients and make arrangements*

*When a counselor takes a client on, they also take on the ethical responsibility of letting that client know when the counselor's services will not be available due to illness, vacation, or any other reason. Ideally, arrangements would be made for service provision before such a gap takes place.*

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**32.**

Which of the following is true regarding competition between social work, counseling, and psychological professions?

**Counseling competes with social work and psychology in certain areas**

There is no competition between social work and psychology

The scopes of service with social work and psychology do not overlap

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*Correct answer: Counseling competes with social work and psychology in certain areas*

*One of the complications of working in the counseling profession at the current time is that there is competition in certain areas with psychology and social work, as there is overlap in functional areas among these fields in the areas of assessment and treatment, among others. This results in an economic advantage to social workers and psychologists, who can claim that they are more qualified than counselors in these areas.*

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**33.**

What is the proper stance toward egoism in the counseling profession?

**Egoism has a certain place in one's own professional development**

Egoism should be eliminated as much as possible in the counseling profession

Egoism should be celebrated as a core virtue of the counseling profession

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*Correct answer: Egoism has a certain place in one's own professional development*

*Egoism refers to the value of one's own self-interest and is usually opposed to altruism, which is the value of one's interest in serving others. Though, for the most part, the client should be considered first according to the ethics of the profession, it would be a mistake to suggest that egoism has no place in the service of clients or in one's own professional development as a counselor. Egoism can instill a sense of pride in one's work, can guide one to realistically assess the value of one's own performance, and provide value in other areas as well.*

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**34.**

Why are issues of sexism often overlooked in the counseling literature?

**There is a perception that equity has been achieved**

Counseling literature is mostly produced by men

The profession is more interested in clinical issues per se

Most counselors are men and do not pursue this kind of research

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*Correct answer: There is a perception that equity has been achieved*

*Though other issues of multicultural sensitivity are often discussed in the counseling literature, there is comparatively little such literature that directly addresses issues of sexism and gender. This is not due to a lack of interest by the profession or due to a preponderance of men in the profession (in fact, the vast majority of master's level counselors are female). It is more a function of the perception that a level of equity has been achieved in the profession in light of overwhelming female representation.*

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**35.**

Which of the following is the best restatement of nonmaleficence?

**To do no deliberate harm**

To solicit client input

To adhere to ethical rules

To correct past wrongs

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*Correct answer: To do no deliberate harm*

*The ACA Code of Ethics outlines several values that are foundational to practice in the profession of counseling. One of these is nonmaleficence, which, simply put, is the way in which counselors prioritize doing no harm to those they serve.*

*Soliciting client input, adhering to ethical rules in general, and correcting past wrongs are all valuable and ethical, but nonmaleficence specifically refers to not doing harm to those we serve.*

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**36.**

Should counselors be prepared to lie for their clients in court?

**No, under no circumstances**

Yes, in all circumstances

Only if the issue involves a threat to life

Only to protect a client's confidentiality

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*Correct answer: No, under no circumstances*

*If a counselor lies in court, presumably they have taken an oath to tell the truth. Violating this oath is perjury, which is always considered a very serious crime.*

*Though it is important for counselors to advocate for their clients as much as possible, this does not extend to lying in a court of law.*

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37.

When is it permissible to use an experimental technique with a client?

**With full informed consent, detailing the risks and verifying understanding**

With the normal array of informed consent procedures

It is never permissible to use experimental techniques with clients

After due appeal to the local behavioral sciences board

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*Correct answer: With full informed consent, detailing the risks and verifying understanding*

*It is sometimes permissible to use unestablished, experimental techniques with clients. Though no formal appeal to a behavioral sciences board is generally necessary, the burden is on the counselor, not only of ultimate responsibility for the impact of such techniques, but that the client knows exactly what they are getting into. Thus, more than a full informed consent will be necessary in such cases that details risks and verifies understanding.*

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38.

Do clients lose control of their information when they die?

**It is a matter of state jurisdiction**

Clients cannot assert privilege if they die

No, and it is a matter of federal law

Clients still have wide-ranging rights after their decease

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*Correct answer: It is a matter of state jurisdiction*

*Though one would expect that most rights accruing to a person would end upon their demise, the control of that person's private information remains at issue. Ultimately, it is a matter of state jurisdiction, with different states stipulating different rights about the deceased's information and who can assert privilege on their behalf, if it is allowed.*

*Except in the broadest sense (i.e., HIPAA), federal law does not adjudicate these concerns.*

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**39.**

Which of the following are the two poles of client functioning, according to the wellness model?

**Dysfunctional and Self-Actualizing**

Illness and Wellness

Pathological and Functional

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*Correct answer: Dysfunctional and Self-Actualizing*

*According to the Wellness Model, counselors serve clients along a continuum, defined on the one end as completely dysfunctional, and on the other as perfectly self-actualized. In the awareness that clients are never truly at one point or the other, the counselor attempts to help the client move more toward functional and self-actualized existence, as opposed to dysfunctional and pathological existence.*

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40.

When should counselors assert privilege on behalf of their clients?

**When the client is unable to do so in a timely way**

Only the client is able to assert privilege

When the court issues a subpoena

When the counselor feels the client needs advocacy

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*Correct answer: When the client is unable to do so in a timely way*

*There will be times when client information is demanded by a court or other legal body. On these occasions, given the fact that everyone is entitled to the privacy of their information, clients can assert the privilege of their own information if asked. Given that there are certain time limits involved, the counselor would be expected to assert this privilege on behalf of the client if the client is unable to do so in a timely way for whatever reason.*

*When a subpoena is issued, there will be little choice but to comply with the request. In these and all other cases involving court proceedings, the advice of legal counsel should be sought.*

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41.

How is the medical model different from the wellness model?

**The medical model examines psychopathology first**

The wellness model examines psychopathology first

The wellness model is not concerned with psychopathology

The medical model is not concerned with psychopathology

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*Correct answer: The medical model examines psychopathology first*

*The counseling profession is differentiated from other helping professions in that it is focused on what is known as the wellness model. The wellness model does not consider psychopathology first, as do professions such as social work and psychiatry; instead, it starts with the assumption that people exist on a continuum of well-being that can be improved meaningfully through the work of counseling. Diagnosis may be necessary, but the existence of a diagnosis is not the a priori assumption of the counseling field.*

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42.

Which of the following is not one of the philosophical positions underlying the counseling profession?

**Rationalism**

Essentialism

Progressivism

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*Correct answer: Rationalism*

*Rationalism, the philosophical belief that reason should be more important than belief or dogma, is not one of the recognized philosophical positions underlying the counseling profession.*

*Essentialism (the belief that humans are rational by nature), progressivism (the belief that pragmatic solutions work), and existentialism (a belief in the meaning of individual experience) are all philosophical positions underlying the counseling profession.*

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**43.**

Which of the following is the statement most congruent with the developmental perspective?

**Many of the major problems people face are part of normal life**

Psychopathology is a false construct that ignores development

Development forces human beings into psychopathology

Normal life is inherently psychopathological in character

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*Correct answer: Many of the major problems people face are part of normal life*

*The counseling profession is differentiated from others in the helping sphere in that it takes a developmental perspective on the human condition. In this perspective, many of the major problems people face are part of normal life; as we progress through the stages of human development, we face an expected set of barriers and situations that can become vivid enough in individual experience to warrant clinical attention.*

*This is not to say that development forces human beings into psychopathology, as the transitions can hopefully be managed without diagnosis. Nor does it rule out psychopathology as a concept; the developmental perspective attempts to see many issues clients face as normal.*

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**44.**

Can a generalist counselor function as a marriage and family therapist?

**Yes, with the proper training**

No, the disciplines are entirely separate

Yes, in most circumstances

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*Correct answer: Yes, with the proper training*

*It is difficult to say where exactly the difference begins between the scope of generalist counseling, which will most likely often drift into issues concerning marriage and family, and the scope of the marriage and family therapist per se. Needless to say, there is much overlap, though the specialization of marriage and family therapy is useful in addressing its primary issues of concern.*

*In most cases, the disciplines are not considered completely separate, and generalist counselors with adequate preparation can function in this regard.*

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**45.**

What does it mean to say that counselors enter a fiduciary relationship with clients?

**That there is a formal bond of trust established**

That there is an exchange of goods or services

That there is an identifiable financial relationship

That the relationship can be ended at any time

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*Correct answer: That there is a formal bond of trust established*

*A fiduciary relationship is one in which the client is formally establishing a bond of trust with the counselor.*

*Though this often entails a payment, the notion of fiduciary responsibility is not inherently financial, nor does it deal with the beginning or ending of the formal relationship. The status of having this kind of relationship imposes certain ethical obligations on the counselor.*

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**46.**

Is the process of counseling consistent across counseling professions?

**Yes, the process of counseling has common elements across professions**

No, the process of counseling relies on different elements, depending on the profession

Yes, except in the case of acute mental health

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*Correct answer: Yes, the process of counseling has common elements across professions*

*The process of counseling across professions shares the common elements of relationship, communication, conceptualization, and intervention skills. This is true in the case of acute mental health as well.*

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47.

How is a utilization review most likely to impact a counselor's practice?

**By limiting the amount of sessions a client can have**

By mandating the client switch counselors

Utilization reviews generally do not impact counselor practice

By flagging the counselor for ethical concerns

---

*Correct answer: By limiting the amount of sessions a client can have*

*Utilization review is a process in which a managed care company decides how many sessions a given problem can be allotted. The implication for counselors is that they must always have utilization review in mind when planning treatment for clients, as utilization review may impact the amount of sessions available for a client in the counselor's care.*

*Utilization review would not usually have much to do with ethical issues per se and is mostly concerned with payment for services.*

---

**48.**

How is informed consent to be handled among supervisors, supervisees, and clients?

**Clients should know they are being treated by a supervisee**

Clients' informed consent is usually a matter of agency policy

Clients' informed consent is included within supervisory agreements

---

*Correct answer: Clients should know they are being treated by a supervisee*

*Though the issue may be explained in agency policy and/or included in supervisory agreements, the issue of informed consent in supervision does extend to individual client engagements. Clients have a right to know they are being treated by a supervisee, and informed consent to this effect should be gained.*

---



**49.**

Which of the following is not a barrier to counseling services based on socioeconomic status (SES)?

**Low SES individuals tend to exit services earlier**

Low SES individuals are treated by less experienced clinicians

Low SES individuals tend to be assigned more severe treatments

---

*Correct answer: Low SES individuals tend to exit services earlier*

*Low SES individuals do not necessarily exit services earlier, though this would, to some degree, be their choice.*

*Low SES individuals are subject to a variety of barriers based on class alone, such as being treated by less experienced clinicians and being assigned more severe treatments, among others.*

---

50.

Which of the following is the most accurate statement regarding the developmental perspective?

**Most client problems reflect normal developmental processes**

Client problems begin with developmental issues and expand to other areas

Client problems are an artifact of early developmental stressors

---

*Correct answer: Most client problems reflect normal developmental processes*

*According to the developmental perspective, most client problems reflect normal developmental processes rather than psychopathology. In effect, this means that people are not automatically sick when they find themselves in need of counseling, only in need of help through normative psychosocial stages.*

*Though it is true that client problems often grow greater from a core developmental problem and that some of these developmental problems create long-term issues if they occur early in development, most client problems throughout the lifespan are developmental in nature and normal in character.*

---

**51.**

Should a counselor evaluate a client for court purposes if they have previously counseled them?

**No, as it poses ethical complications**

Yes, as there is no ethical conflict

No, as there are transference issues

Yes, counselors must overcome their countertransference issues

---

*Correct answer: No, as it poses ethical complications*

*It is important for counselors to maintain the highest level of impartiality when performing evaluations on clients who have been court-ordered to receive those evaluations.*

*Though issues of transference or countertransference may or may not be present, the most important ethical issue to hand is that of impartiality in performing an evaluation on a client that one already knows.*

---

**52.**

Are counselors allowed to use experimental techniques with clients?

**Yes, with adequate training and informed consent**

No, under no circumstances

Yes, after approval by a state board

---

*Correct answer: Yes, with adequate training and informed consent*

*It is the counselor's responsibility to receive any training necessary in order to provide counseling in any experimental form, in addition to informing the client that they will receive experimental treatment and gain their approval of being treated in this way before proceeding.*

*Approval by a state board may or may not be necessary according to local jurisdictional requirements.*

---

53.

What is the role of education with respect to professional competence?

**Education is the first step toward competence**

Education defines competence

Education is the last stage in establishing competence

Education has no relationship to competence

---

*Correct answer: Education is the first step toward competence*

*Competence as a professional counselor depends on many factors, of which education is one of the first steps. However, education is not sufficient to establish competence, as educational experiences are highly variable and, in themselves, rarely have competence as an expressly stated goal. Without some education, competence would be difficult to establish, as all professional counselors have had some degree of relevant educational background.*

---

**54.**

What is the most common academic level of preparation for working counselors?

**Master's degree**

Bachelor's degree

Doctorate degree

---

*Correct answer: Master's degree*

*Most working counselors are prepared academically at the master's level, with the specific discipline being variable, and the credentialing process at the state level covering any academic gaps.*

*Bachelor's level counselors are not unknown, but most working counselors proceed to the master's level before practicing. There are doctorate level counselors, but the discipline of the doctorate usually involves a different credentialing than counseling.*

---

**55.**

What is the proper perspective of counselors toward spirituality?

**Meet the client where they are**

Counselors should steer clear of such issues

Refer to a specialist in spiritual counseling

Inform the client of the counselor's belief system

---

*Correct answer: Meet the client where they are*

*Clients often have special concerns about spirituality that counselors must be in a position to address. Even if the eventuality is a referral to a specialist in the area, a counselor must be able to deal with almost any concern a client has at some level. Most people have some sort of spiritual framework, and the counselor should meet the client where they are in this regard, not imposing their own beliefs but being willing to engage with the client as much as possible.*

---

56.

What is the nature of the class bias in counseling, according to the research?

**There is a middle-class bias among counselors**

There is an upper-class bias among counselors

There is no discernible class bias among counselors

There is a lower-class bias among counselors

---

*Correct answer: There is a middle-class bias among counselors*

*It is imperative that counselors, as a first step toward better cultural awareness, understand their own origins and the bias of the profession in this regard. For the most part, the research shows that counselors are overwhelmingly from the middle class of socioeconomic status, regardless of other categories of difference. When counselors treat clients, they no doubt operate out of their own systemic biases, some of which are based on class.*

---



57.

Which of the following is true regarding the content of master's programs possessed by those who acquire counseling credentials?

**They can be widely variable**

They are accredited by counseling organizations

They must contain a certain number of credits devoted to psychology

---

*Correct answer: They can be widely variable*

*One of the many areas of confusion in the counseling profession is that those who become licensed counselors can come from so many backgrounds. Many counselors have their most senior academic preparation at the master's level. However, there is no accreditation process by counseling organizations per se with regard to many master's programs that eventually produce counselors, such as divinity or education.*

*There is no mandate that a counselor, as a matter of their academic program, should have had any specific preparation in psychology; however, licensing and accreditation bodies will require adequate preparation in this regard before licensure can be granted.*

---

**58.**

Generally speaking, what should counselors do who suspect their client is a victim of illegal discrimination?

**Help the client make a decision about reporting**

Take action on behalf of the client

Provide the client with information

Consult with the ACA on the individual case

---

*Correct answer: Help the client make a decision about reporting*

*Clients may become victims of illegal discrimination, or be perceived to be so. When this takes place, the best course of action is not only to educate the client about the law and their options, but to help the client decide what action, if any, to take.*

*It would be disempowering to take action on behalf of the client, who is entitled to make their own decision about the issue. The ACA does not provide guidance on individual ethical matters.*

---

**59.**

How is certification different from registration?

**Registration is signing up; certification is recognition of title**

Certification is signing up; registration is recognition of title

The terms are interchangeable in most contexts

Counselors may be certified, but usually do not have to register

---

*Correct answer: Registration is signing up; certification is recognition of title*

*There is wide variability in the terms, practices, and processes regarding certification, as this is practiced somewhat differently in every state. For the most part, registration is when a counselor must register with the relevant state entity in order to practice in that jurisdiction, and certification deals with the recognition of a title as needing qualification in order to be claimed. The requirements in these areas are set by state entities.*

---

60.

At which stage of ethical problem solving should clients be engaged?

**Throughout the process**

At the outset of the process

When a decision has been reached

---

*Correct answer: Throughout the process*

*It is in keeping with the best ethical principles to involve clients throughout the ethical problem-solving process, should that ethical problem involve them directly.*

*It is not enough to inform them that such a problem-solving process is underway, and it is not sufficient to simply inform them that a decision has been reached on an ethical matter concerning them. The relevant principle is self-determination, attempting to maximize the client's ability to participate.*

---

61.

What is the best way to avoid dependent client relationships?

**Foster independence and risk-taking in clients**

Inform clients of strict boundaries

Warn clients of this possibility at the outset of treatment

---

*Correct answer: Foster independence and risk-taking in clients*

*It is the nature of the counseling relationship that sometimes clients will develop an unhealthy, dependent bond with their counselor. As this is a function of the success of the counseling relationship to a degree, it cannot be prevented by guidance at the outset of treatment. Nor is it likely to be helped much by informing the clients of the boundaries of the profession.*

*The best way to help clients with this issue is to use the counseling relationship itself to foster the client's independence toward taking appropriate risks.*

---

**62.**

In general, what characterizes the forces that seek to keep licensure requirements for counselors high?

**They come from outside the counseling profession**

They come from inside the counseling profession

They come from state governments

They come from the federal government

---

*Correct answer: They come from outside the counseling profession*

*Unfortunately, competition and market forces have much to do with the lobbying that takes place at the state level with respect to licensure requirements for counselors. In most cases, the impetus for keeping counselor licensure requirements high comes from outside the profession, in fact from other helping professions that would see more accredited counselors as potential competition in the behavioral health market.*

*These lobbying forces can make themselves known at any level of government.*

---

**63.**

How might a collectivist culture background in a client affect the counselor's ethics around self-efficacy and autonomy?

**It may call for a value adjustment**

It does not change anything

It calls for a consultation with an ethics board

The counselor must change their value system

---

*Correct answer: It may call for a value adjustment*

*Part of being culturally aware and sensitive is the fact that such sensitivity may call upon the counselor to adjust their values. A good example is the conflict between the desire for a client to have autonomy and self-efficacy, which is a highly Western value, and the more collectivist values of many other cultures around the world.*

*In these cases, it would not be expected that the counselor would change their whole value system to meet the client's, but they would be expected to keep the collectivist cultural background of the client in view and adjust the application of the ethical value in the given circumstance.*

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## 2. Social and Cultural Diversity

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### 2. Social and Cultural Diversity

64.

According to research, which of the following is the major concern regarding diversity in crisis counseling?

**Imposition of values**

Lack of crisis recognition

Communication difficulty

---

*Correct answer: Imposition of values*

*According to Myer (2001), the major concern in multicultural crisis counseling is the imposition of counselor values on clients. This might result in a lack of open and frank communication, which is essential in this phase of treatment.*

*Though communication difficulties are significant to crisis counseling, and it is possible for a lack of cultural awareness to affect the recognition of what a crisis is to a given population, staying value-neutral and focused on the concrete tasks of crisis counseling is a more pressing concern.*

---



65.

What is the "Glossary of Cultural Concepts of Distress"?

**An appendix to the DSM-5**

An assessment tool published by the ACA

A reference work for psychologists

An advocacy document authored by the NASW

---

*Correct answer: An appendix to the DSM-5*

*There are a variety of mental health diagnoses and indices of distress that seem culture-bound. Acknowledging that clinicians should be armed with the best information to provide culturally relevant care, the DSM-5 now contains a section, the Glossary of Cultural Concepts of Distress, that describes unique cultural factors and means of expression of mental disorders.*

*The Glossary is intended for any practitioner using the DSM-5 and is not a product of the ACA or NASW.*

---

66.

What can an employer ask about, according to the ADA?

**How well a candidate can perform a job**

The nature of a candidate's disability

How long a candidate's disability has existed

Whether a candidate expects their disability to improve

---

*Correct answer: How well a candidate can perform a job*

*The Americans with Disabilities Act (1990) protects disabled persons in various ways. One of these ways is that employers are not allowed to ask about a job candidate's disability, its nature, how long it has existed, or whether it is expected to improve.*

*An employer's questions must be related to job performance and qualification as reflected in how well a given candidate can perform a given job.*

---

67.

Which of the following is true regarding diverse clients and diagnoses?

**Minority groups are diagnosed more severely**

Minority groups are diagnosed with more symptoms

Minority groups are underdiagnosed

---

*Correct answer: Minority groups are diagnosed more severely*

*According to research, minority groups are diagnosed more severely than non-minority groups, given the same symptoms. African Americans, for instance, are more likely to be diagnosed with schizophrenia and childhood disorders than Americans of European extraction.*

*Minority groups are not necessarily diagnosed with more symptoms; the symptomology they present, however, tends to be addressed as more severe.*

---

68.

If a person is deemed legally incompetent, is informed consent necessary?

**No, but assent is necessary**

Yes, in all circumstances

No, in no circumstances

---

*Correct answer: No, but assent is necessary*

*The ACA Code of Ethics makes clear that, in cases where a person has been deemed legally incompetent, it is still the responsibility of those dealing with that person to obtain assent for whatever might otherwise involve informed consent, such as treatment or participation in various activities. Consent can be given by a legal representative for such persons, but the ACA stipulates that assent—meaning agreement of the individual—should be obtained as well.*

---

69.

In terms of counseling, what is the difference between spirituality and religion?

**Spirituality is more personal, religion is more communal**

Spirituality is more communal, religion is more personal

The terms are used interchangeably

---

*Correct answer: Spirituality is more personal, religion is more communal*

*Issues of spirituality and religion are highly important in the field of counseling, as are the cultural sensitivity issues that manifest in relationship to them. Generally, religion is used to describe a more organized, communal spiritual practice, while spirituality tends to refer to an individual's choices regarding this same subject matter. Though the terms should not be used interchangeably, it is not uncommon for a religious person to have a private spirituality that differs from the tenets of their chosen faith.*

---

70.

What is a "null environment" in considerations of cultural diversity?

**An environment where there is no encouragement or discouragement**

An environment where adequate stimulation is lacking

An environment that lacks cultural diversity but is not overtly discriminatory

An environment where scholastic improvement is not possible

---

*Correct answer: An environment where there is no encouragement or discouragement*

*A null environment (Betz, 2005) is one that is considered to be neither an encouraging nor discouraging environment for its participants.*

*Usually applied to the world of education, this concept has little to do with environmental stimulation, the availability of cultural diversity, or the presence of discrimination, but is a gauge of how much encouragement a participant receives.*

*Though it is not concerned with scholastic improvement per se, a null environment is considered to be inadequate in addressing the needs of some diverse categories that can benefit from encouragement in the educational realm.*

---

71.

Which of the following subgroups of disabled persons is the most unemployed?

**Psychiatric disability**

Females with disability

Asians with disability

Immigrants with disability

---

*Correct answer: Psychiatric disability*

*Persons with psychiatric disability, regardless of other classifications, are the most unemployed of any subclass of disabled persons. Up to 90% of persons with psychiatric disability are unemployed, far outpacing other groups and subclassifications.*

---

72.

Which of the following is false with regard to the federal minimum wage?

**It has been calculated to be a living wage**

State-assigned minimum wage sometimes takes precedence

It applies to workers who earn tips

Society depends on people working minimum-wage jobs

---

*Correct answer: It has been calculated to be a living wage*

*The federal minimum wage is now set at 7.25/hour, though certain states have established higher minimum wages that take precedence. Though the federal minimum wage continues to climb, it does not address the concerns of all of those who are using it as a living wage; for instance, it cannot support a family or, in many cases, even the individual earning the wage.*

*The federal minimum wage also applies to those who earn tips, though their wage is set lower to account for this. The concern is that society depends on the vast number of those who serve in various roles in our society who earn minimum wage, such as cashiers, custodial staff, and many in healthcare.*

---



**73.**

What does the Standards for Multicultural Assessment (2012) indicate about advocacy?

**Clinicians are directed to engage in advocacy**

Clinicians are offered the option to engage in advocacy

Clinicians are encouraged to discuss advocacy with clients

Clinicians are encouraged to discuss advocacy with other clinicians

---

*Correct answer: Clinicians are directed to engage in advocacy*

*Though discussion of advocacy with other professionals is desirable, and discussion of advocacy issues with clients important in practice, the specific guidance of the Standards for Multicultural Assessment (2012) explicitly directs clinicians to engage in advocacy on behalf of their clients. Most often, this is anticipated to take place in the context of advocating for culturally relevant assessments and clearing away barriers to appropriate assessment and care.*

---

74.

Which of the following is the most concerning result of counselor insensitivity to issues of diversity?

**Gaps in competence**

Further social injustice and oppression

Reimbursement issues

---

*Correct answer: Gaps in competence*

*Counselors have an ethical mandate to address issues of diversity in practice. As research indicates, harm can occur when such issues are not treated with due importance and focus. In essence, cultural insensitivity results in gaps in competence in serving such clients, which might result in actual harm.*

*Individual counselors likely do not add much to the scales of social injustice and oppression through individual insensitivity. Though this is a concern, the issue of lack of competence is more immediate and impactful to clients. Reimbursement may or may not be affected by this insensitivity, but competence in serving clients appropriately should be the focus of all counseling practice.*

---

**75.**

With which of the following are concerns about physical contact with clients most concerned?

**Legal considerations**

Ethical considerations

Diversity considerations

---

*Correct answer: Legal considerations*

*Though various concerns present themselves when considering the issue of physical contact with clients, it seems that the current concern with this issue is more driven by legal considerations than any other. The practice of touching clients in any way at all seems loaded with many kinds of legal risks, as the standard of acceptable touch seems highly variable among professionals.*

---

76.

What is the overall pattern of wealth inequity in the United States?

**The gap between the wealthy and everyone else is increasing**

The wealth gap between classes is very slowly decreasing

The wealth gap between middle and lower classes is decreasing

The wealthy are becoming less wealthy, though large gaps exist

---

*Correct answer: The gap between the wealthy and everyone else is increasing*

*For some time, the overall wealth gap between the wealthy and everyone else in the United States has been increasing. The net worth of middle-income families decreased by 20% and lower-income families lost 45% during the period from 2001 to 2016, while the wealthy increased their wealth by approximately 33% during the same period.*

---

77.

Which of the following accurately describes the two sometimes conflicting components of culture?

**Group versus individual**

Self versus other

Race versus ethnicity

---

*Correct answer: Group versus individual*

*Culture can be said to contain two distinct components that sometimes come into conflict; that of the group, with all of its norms and rules, and that of the individual, which is likely in a state of constant identitarian movement in relation to numerous factors within the wider culture. This tension results in much wider categories of difference than one might expect if one simply examines the major groups in a society.*

*Though race, ethnicity, and self are all part of this tension, the central issue remains the dialogue between the individual and the wider culture.*

---

78.

Are women treated differently in psychiatric contexts than men?

**Yes, they are diagnosed and prescribed medication differently**

There is no research to support this conclusion

Yes, they are diagnosed differently but prescribed medication equally

---

*Correct answer: Yes, they are diagnosed and prescribed medication differently*

*Research indicates that women are treated differently in current psychiatric culture than men. The result is that women tend to receive more prescriptions than do men, especially with regard to psychotropic medication. They are also diagnosed differently, as their symptoms are evaluated differently than those of men. Feminist researchers tend to identify some of this symptomology as non-pathological and a reaction to male oppression.*

---

79.

What is the major concern with sexual contact with current or former clients?

**A concern about harm to the client**

A concern about diversity and inclusion

A concern about ethical decision-making

---

*Correct answer: A concern about harm to the client*

*The prohibition of sexual contact with current or former clients far predates the ACA Code of Ethics or even the Hippocratic Oath, as Remly and Herlihy (2020) point out. Though there are a variety of concerns with this practice, the most important is related to the power differential between client and counselor so that clients are not exploited sexually in the therapeutic mode where they can lack power and agency.*

*Though it is an ethical concern, and there is an implicit diversity concern about women in particular, the main and overarching concern is about harm to clients.*

---

80.

How available is legal aid to those who need it?

**Legal aid is available to a small proportion of those who need it**

Legal aid is available to all who need it, though there may be delays

The availability of legal aid has drastically improved in the past ten years

Legal aid is not available to those who commit violent crimes

---

*Correct answer: Legal aid is available to a small proportion of those who need it*

*There is major class inequity in the justice system. Legal aid, seen as the recourse for those who cannot afford attorneys when they are in need (including those who commit violent crimes), tends to be underfunded. Legal aid is therefore available only to a small proportion of those who need it, including the delays in securing such aid, which are also part of the overall problem.*

*This problem has not improved recently.*

---



81.

Which of the following is the fundamental aim of cultural identity theory?

**Expanding awareness of one's own cultural identity**

Addressing historical grievances

Ensuring an awareness of otherness

---

*Correct answer: Expanding awareness of one's own cultural identity*

*Cultural identity theory is based on the expansion of the awareness of one's own cultural identity.*

*Although historical grievances and otherness are important concepts in a cultural awareness journey, cultural identity theory deals mostly with the discovery and knowledge about one's own cultural place. More recently, cultural identity theory has expanded to include identities such as that of veteran, disabled person, and cancer survivors, among others.*

---

82.

What is meant by bracketing in the counseling profession?

**The effort to confine one's beliefs that may conflict with serving clients**

The effort to discourage clients from discussing values that may conflict with the counselor's values

The effort to discuss one's personal values in sidebars with clients

---

*Correct answer: The effort to confine one's beliefs that may conflict with serving clients*

*There is a serious and emergent issue of counselors who find that their belief systems, whether religious or otherwise, conflict in some way with serving clients who present in ways that conflict with those beliefs. The most common example is those of certain faiths who find themselves in conflict with serving LGBTQQI individuals. The idea of bracketing is meant to help counselors confine their belief system within counseling relationships so that their belief system is sublimated to the service of clients.*

*Bracketing is not about discouraging client discussion in any way, nor is it meant to encourage a discussion of those belief systems; it is an effort to put aside those beliefs in serving clients.*

---

83.

What does "encounter" mean with respect to cultural awareness theory?

**A situation in which one must confront cultural difference**

A voluntary switch in one's cultural perspective

A recovery of a lost cultural identity through practice

---

*Correct answer: A situation in which one must confront cultural difference*

*The model of cultural/racial identity proposed by Cross (1971) remains influential in discussions about diversity and cultural awareness. This model has four stages. The first, preencounter, is a state in which there is little awareness of difference. The second, encounter, begins when there is a confrontation or friction of cultural difference. The third, immersion/emersion, deals with how the individual deals with those issues of difference, and the fourth, internalization, has to do with the solidifying of a culturally integrated self-concept.*

---

84.

How should counselors deal with clients who experience cultural and/or gender issues?

**Ask the client directly about their experience**

Implement plans to address these issues

Help clients connect to relevant community networks

Approach client's family members for information

---

*Correct answer: Ask the client directly about their experience*

*The experience of different people with respect to cultural and/or gender issues is highly idiosyncratic. Though, from the counselor's point of view, a client may be experiencing substantial such issues and there may be a desire to address them, it is the client's experience that is the most important in this regard. It is by asking the client directly about their experience that a proper plan of action can be undertaken.*

---

85.

Which of the following is the best source of information about issues of difference?

**Clients of difference**

Seminars for providers

One's own background and experience

---

*Correct answer: Clients of difference*

*Part of the commitment to social diversity on the part of counselors has to do with acquiring a knowledge base about issues of difference; these are whatever issue makes the client exceptional or part of a diverse population. By far, the best source of such information are clients who manifest the difference in question, whether this be an issue of ethnicity, sexuality, economics, or some other.*

*Seminars can be helpful, and one is always relying to some degree on one's own background and experience, but it is the client experience that is most instructive in this regard.*

---

86.

Which of the following groups is most susceptible to abuse and/or neglect?

**The elderly**

Minor children

Teenage children

---

*Correct answer: The elderly*

*Numerically, the elderly are by far the group most susceptible to abuse and/or neglect. This is due to many factors, such as their vulnerability to harm, the relative silence on the part of nursing homes and other caregivers in reporting such abuse and/or neglect, and their growing prevalence as a class in the overall world population.*

*Though children of either minor or teenage years are definitely vulnerable as well, they are not present in the numbers that older people are.*

---

87.

Which of the following is true regarding older adults and counseling services?

**Older adults tend to underutilize mental health services**

Older adults tend to overutilize mental health services

Older adults generally do not access mental health services

---

*Correct answer: Older adults tend to underutilize mental health services*

*Older adults as a population tend to underutilize mental health services in a variety of ways. They seem to be less likely to seek out such services on their own, do not stay in services once enrolled, and, in other respects, are reluctant to engage with the idea that they may have a mental health diagnosis. The reasons for this are both generational and cultural, with stigma about mental health issues still lingering in this population.*

---

88.

What is content bias?

**Cultural deficits in the subject matter of assessments**

Bias in assessments that make them too difficult

Bias in assessments that make them too easy

Cultural concerns about the length of assessments

---

*Correct answer: Cultural deficits in the subject matter of assessments*

*Relatively recently, analyzing the structure and content of assessments in terms of culture has become more common. It seems that there is a major concern about the relevance of subject matter within questions to those from cultures who do not match the culture of the test authors. For example, a client may or may not find a question about the acceleration of motor vehicles from point A to point B relevant within their cultural framework. The concern is not difficulty or length, but relevance to culture.*

---



**89.**

What possible ethical problem is there with promoting client independence and autonomy?

**Not all cultures value independence and autonomy at the same level**

Some cultures do not wish these concepts to be discussed openly

Every culture values independence and autonomy differently

---

*Correct answer: Not all cultures value independence and autonomy at the same level*

*Though not every culture values such concepts as independence and autonomy differently, not all value them at the same level. For some cultures, the individual's independence and autonomy are sublimated to the needs of the group, and in such cases, a stress on independence and autonomy might actually be harmful.*

*It is always allowed to find out more information about a client's cultural needs and discuss them openly in order to honor these needs appropriately.*

---

90.

How is cultural diversity relevant to behavioral modeling strategies?

**Clients tend to learn better from those like themselves in general**

Clients are neutral about the perceived characteristics of their behavioral model

Clients tend to learn social skills better from those like themselves

Clients develop bias about their behavioral models during the process

---

*Correct answer: Clients tend to learn better from those like themselves in general*

*Though bias is no doubt present to some extent in all human beings about other human beings, its impact on behavioral modeling strategies is concrete and specific. When implementing modeling strategies, such as those that demonstrate social or other skills, clients tend to learn better from those they perceive to be more culturally similar to themselves.*

*This is true of skill acquisition in general and is not limited to the learning of social skills.*

---

91.

Which of the following most accurately reflects the guidance of the ACA on end-of-life options in counseling?

**Counselors are expected to be competent to provide counseling in this area**

Counselors are not expected to be competent to provide counseling in this area if their beliefs conflict

There is no explicit guidance from the ACA on this issue

---

*Correct answer: Counselors are expected to be competent to provide counseling in this area*

*There are many areas in which counselors may be expected to provide counseling in an area that can conflict with personal belief systems. One of these is end-of-life counseling. It is now a legal and available option in the United States to pursue such options as hospice; thus, counselors are expected to be competent to provide counseling in this area, regardless of their belief systems, according to the ACA.*

---

92.

Which of the following is the best way to manage cultural issues in clinical contexts?

**In clinically relevant ways**

Through agency communications

With sensitivity training

---

*Correct answer: In clinically relevant ways*

*Issues of culture often arise within the clinical treatment context, with awareness of and respect to these issues becoming more prevalent in the past. Though such approaches as revising agency communications and sensitivity training can be effective in raising awareness and inspiring better practice, in a clinical context, the best way to manage cultural issues is through attention to culture in clinically relevant ways. For example, being aware that barter is acceptable in many cultures, or that there are more and less demonstrative communication styles, are helpful in crystallizing cultural relevance for clinicians.*

---

93.

Which of the following is the way in which socioeconomic status (SES) affects clients most?

**SES affects all aspects of a client's life**

SES has the biggest impact on quality of life considerations

SES has the biggest impact on mental health

---

*Correct answer: SES affects all aspects of a client's life*

*Socioeconomic status, by providing the essential background against which clients live their lives, affects all aspects of a client's life. Though less discussed than other issues of diversity, the issue of SES may be more impactful than any other. Along with issues related to overall quality of life and mental health, SES (in particular low SES) is related to problems in access to services, stigma, environments of violence, and various kinds of trauma.*

---

94.

How does universal design help control cultural bias in testing?

**By addressing possible bias in instrument design**

By retrofitting existing instruments to fit cultural concerns

By creating instruments for each specific cultural area of concern

By scoring assessments differently for different cultural groups

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*Correct answer: By addressing possible bias in instrument design*

*The discussion about how best to address long-standing issues of concern due to cultural gaps in testing sometimes involves the consideration of universal design. Universal design principles for assessments suggest a way of designing a testing instrument that lacks significant bias from the beginning, rather than retrofitting an existing such design to fit emerging cultural concerns.*

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95.

How is cognitive therapy effective in multicultural populations?

**By dealing with the personal worldview of individuals**

By teaching specific multicultural information

By addressing individual personality

By creating a flow of multicultural feedback

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*Correct answer: By dealing with the personal worldview of individuals*

*In contrast to other therapies that may not be as effective in dealing with multicultural concerns, cognitive behavioral therapy has the advantage of dealing exclusively with the personal worldview of participants as the primary clinical area of focus. Thus, the client is actually able to use their own cultural background and diversity issues as the foundation for changing one's thinking.*

*Cognitive therapy does not teach specific multicultural information, and though it addresses individual personality, its focus is more on cognitive issues. It is hoped that a multicultural feedback loop would occur, but the main advantage of cognitive therapy in a multicultural context is its focus on the thoughts of an individual.*

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96.

Why is the existential approach considered especially applicable to diverse clients?

**Its themes are universal and relatable**

It was developed by diverse counselors

It directly addresses economics

It directly addresses dynamics of power

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*Correct answer: Its themes are universal and relatable*

*The existential approach to therapy is considered especially applicable to diverse clients, as it deals in themes that are universal and relatable across cultures, such as responsibility, finding meaning, anxiety, and the explicit encouragement of how social and cultural factors affect life.*

*The existential perspective rests on the thinking of many theorists, past and present, some of whom could be considered diverse; however, it is the themes of existentialism that are the reason the perspective is considered suitable for diverse clients. Though not addressing economics or power per se, existentialism addresses universal themes that affect all clients.*

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97.

What is the main reason people in poverty do not seek treatment for mental health?

**Their daily life issues predominate**

Their mental health crises tend to self-mitigate

They have lower rates of acute mental illness

Their mental health issues are more stable and long-standing

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*Correct answer: Their daily life issues predominate*

*People in poverty tend to be focused on the struggle to maintain their lives, which leaves little time or resources for mental health care per se. This is why many persons in poverty who do need such services do not tend to get them.*

*Poverty actually increases the prevalence and severity of mental illness in most cases, with anxiety, depression, and substance abuse prominent contributors.*

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98.

Which of the following is consistent with the notion of neurodiversity?

**Learning styles vary widely among individuals**

Certain diagnoses grant special abilities

Individuals must prove neurodivergence

Neurodiversity is equivalent to a diagnosis of autism

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*Correct answer: Learning styles vary widely among individuals*

*The essential point about neurodiversity is that the brains of human beings are widely divergent in many ways, including learning styles.*

*The neurodiversity movement encompasses far more than autism and can include such varied diagnoses as ADHD or dyslexia, or no diagnosis at all. Individuals are rarely asked to prove exactly how they are neurodivergent, and though some individuals claim special abilities due to a given diagnosis, this is not characteristic of the movement as a whole.*

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99.

What is "summer melt"?

**The way low-income students do not show up for their first college term**

The way hot weather seems to increase acute mental illness

The lack of available seasonal employment for low-income workers

The loss of family bonds due to physical separation during certain times of year

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*Correct answer: The way low-income students do not show up for their first college term*

*"Summer melt" is a term used to describe the way many low-income students do not show up for their first semester of college in the fall, due to any number of concerns related to their or their family's poverty. Up to 40% of such students are subject to this "summer melt."*

*The term is not a comment on the seasonal prevalence of unemployment, acute mental health issues, or the loss of family bonds; it is limited to the assessment of low-income students not attending school they have qualified for.*

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100.

Which of the following is true about drug testing of welfare recipients?

**Drug testing of welfare recipients shows a low level of drug use**

Drug testing of welfare recipients shows a high level of drug use

Drug testing of welfare recipients is illegal according to federal law

Drug testing of welfare recipients has largely been phased out

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*Correct answer: Drug testing of welfare recipients shows a low level of drug use*

*Though once thought to be a way of assessing the misuse of funds by welfare recipients, drug testing of welfare recipients tends to show a lower rate of illicit drug consumption than the general population; from .002% to 8.3% depending on the area, where overall illicit drug use in the general population is around 9.4%. The idea persists and is continuing to be implemented.*

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