

CRCC CRC - Quiz Questions with Answers

1. Professional Counseling Orientation and Ethical Practice

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1.

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

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.

2.

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

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.

3.

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

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.

4.

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

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.

5.

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

Everyone

Persons with mental illness

Persons in acute crisis

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.

6.

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.

7.

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

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.

8.

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.

9.

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.

10.

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

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.

11.

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

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.

12.

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

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).

13.

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

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.

14.

What is the purpose of administrative supervision?

To ensure adequate job performance

To increase clinical skills

To foster greater supervisee well-being

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.

15.

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

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.

16.

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

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.

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

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.

18.

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.

19.

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

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.

20.

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.

21.

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

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.

22.

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.

23.

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.

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

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.

25.

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.

26.

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

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.

27.

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

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.

28.

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.

29.

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

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.

30.

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

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.

31.

What is the main diversity consideration with respect to technology?

Availability

Infrastructure

Training

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.

32.

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.

33.

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

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.

34.

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.

35.

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

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.

36.

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

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.

37.

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

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.

38.

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

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.

39.

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

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.

40.

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

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.

41.

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

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.

42.

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

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.

43.

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

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.

44.

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

Rationalism

Essentialism

Progressivism

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.

45.

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.

46.

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

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.

47.

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

Countertransference

Transference

Normal practice

Ethical compromise

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.

48.

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

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.

49.

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

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.

50.

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

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.

51.

What is the most powerful type of credentialing?

Licensure

Registration

Education

Certification

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.

52.

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

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.

53.

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

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.

54.

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

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.

55.

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

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.

56.

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

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.

57.

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

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.

58.

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.

59.

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

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.

60.

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.

61.

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.

62.

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.

63.

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.

2. Social and Cultural Diversity

2. Social and Cultural Diversity

64.

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.

65.

What is the nature of the advocacy mandate for counselors?

Counselors are called upon to advocate for clients

Counselors are not explicitly required to advocate for clients

It is outside the scope of counseling to perform advocacy for clients

Correct answer: Counselors are called upon to advocate for clients

It is part of the ethical mandate of counselors to advocate for their clients. What this means in practice is that counselors are called upon to remove barriers that their clients might face for whatever reason, be it oppression, racism, economic disadvantage, or some other cause. Though some kinds of advocacy are more explicitly tied to other professions, such as social work, it is part of the ethical mandate of the counseling profession to advocate for clients.

66.

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.

67.

Which of the following is the best starting point for a development of cultural awareness?

Self-awareness

Action against oppression

Assessments of dominant culture

Correct answer: Self-awareness

The journey to greater self-awareness is not generally seen to start with dramatic action against perceived oppression; in fact, without the necessary first step of developing a keen self-awareness about culture, such efforts may be misguided. Cultural awareness begins with an honest self-assessment of such items as privilege, class, economics, and other factors.

An assessment of dominant culture is valuable, but the first stage of developing cultural awareness should begin with a self-examination.

68.

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.

69.

What is the most likely risk of counselors who focus on disability with their disabled clients?

Issues outside the disability are neglected

The client may feel stigmatized

The client may not receive adequate benefits

Crisis may go unrecognized

Correct answer: Issues outside the disability are neglected

Counselors who deal with disabled clients should be watchful that, in their desire to help the client manage their disability as part of their life, other issues do not go unaddressed. For example, helping a person with profound visual impairment manage their plan for accomplishing daily tasks does not rule out that client's possible other concerns such as relationships.

The risk is not so much that a client will feel stigmatized, or that whatever benefits they are due will not materialize, but that the focus is so much on the disability proper that the disability is all that is seen. Crisis would likely be apparent in most cases.

70.

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

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.

71.

How should counselors consider self-disclosure in a cultural context?

Counselors should respond within the cultural context

Counselors should self-disclose minimally

Counselors should not self-disclose

The counselor's standard on self-disclosure should not change

Correct answer: Counselors should respond within the cultural context

Self-disclosure is an area that has profound contextual variables related to cultural norms. For example, it might be acceptable for a zero self-disclosure standard in traditionally Western therapeutic environments, but this stance may damage therapeutic rapport in other cultural contexts where the counselor might be expected to share more about themselves. To the extent possible, the best course is likely to be to respond within the cultural context of the client.

72.

Which of the following would be considered a classist microaggression?

Comments about "high-class" dining

An assessment of personal poverty

An assessment of family poverty

Wearing costly clothes to meet with clients

Correct answer: Comments about "high-class" dining

The concept of microaggression is relatively new but has to do with the unconscious expression of unsuitable racist, sexist, or other undesirable attitudes through careless speech. Though the concept had its origin in assessments of racial equity, it can just as well be used to describe such carelessness with respect to people in poverty. Making a reference to "high-class" dining is an example of explicitly referencing a class preference based on wealth.

Wearing one's own clothes to meet with clients would be less of an example, though counselors should always be aware of the impression their appearance makes. Assessments of poverty per se would not be microaggressive, as they are sometimes necessary and do not necessarily contain derogation.

73.

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.

74.

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.

75.

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.

76.

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.

77.

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.

78.

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.

79.

What has the research shown about traditional career interest inventories when applied to culturally diverse population segments?

The research supports the use of traditional interest inventories

The research suggests amendments to traditional interest inventories

The research was inconclusive on the use of traditional interest inventories

The research suggests the development of new interest inventories

Correct answer: The research supports the use of traditional interest inventories

In a large-sample review of the use of traditional career interest inventories, it was found that the traditional inventories were still valid amongst culturally diverse participants, as individuals from diverse ethnic groups use the same cognitive map of career interest as other, less diverse groups. In other words, the research found that the similarities among participants in terms of career interest mapping were similar rather than differentiated by ethnicity.

80.

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.

81.

Is self-disclosure to be considered differently among different ethnic groups?

Yes, self-disclosure should be considered differently for different ethnic groups

No, self-disclosure should not be used with any clients

Yes, self-disclosure should be encouraged with Caucasian clients

Correct answer: Yes, self-disclosure should be considered differently for different ethnic groups

Though the research is young at this point, the available research suggests that self-disclosure is taken differently by different ethnic groups. There is research support for limiting its use with those defined as Asian, and supporting its use with Black clients. For the most part, however, self-disclosure should be used carefully if at all, as it tends to bring the focus to the counselor rather than the client; there is not a consensus at this time on whether it should be used or not in all cases.

82.

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

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.

83.

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

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.

84.

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.

85.

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

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.

86.

Which of the following is false about cultural empathy?

It calls for deep knowledge of a client's culture

It calls for interest in the culture of a client

It calls for appreciation of cultural differences

It calls for the use of culturally appropriate practice

Correct answer: It calls for deep knowledge of a client's culture

Chung and Bernak (2002) detailed the concept of cultural empathy for counselors, recognizing that traditional definitions of the concept of empathy were inadequate to the emerging need for counselors to have culturally appropriate clinical practice. The concept calls for genuine interest in the culture of the client reflected by questions when necessary, an appreciation of the cultural differences between one's own culture and that of a client, and overall, the inclusion of culturally appropriate practice in serving any client.

87.

How could a positive stereotype of disability be harmful?

By giving a false impression about individuals

By negative comparison with non-disabled people

By putting their benefits at risk

By creating tension among disabled people

Correct answer: By giving a false impression about individuals

Most stereotypes are negative or merely false. However, some positive stereotypes about people do exist. As an example, a positive stereotype about disabled people is that they are all determined and courageous in the face of their difficulty. This is false; people with disabilities have the same range of emotions about their circumstances as anyone else. Though less explicitly damaging than a negative stereotype, this stereotype still does harm in giving a false impression about individuals that could create unsuitable expectations.

88.

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.

89.

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.

90.

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.

91.

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.

92.

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.

93.

Which of the following accurately describes the socioeconomic preparation of counselors?

There is a middle-class bias in counselor training

There is a lower-class bias in counselor training

There is an upper-class bias in counselor training

Correct answer: There is a middle-class bias in counselor training

Though exact definitions of what constitutes low-, middle-, and upper-class socioeconomic status are elusive, it is clear that a middle-class bias is present in the preparation of most counselors. This is not only due to most counselors being products of middle-class backgrounds; it is also true that the overall education, training, and perspective of the counseling profession reflects this bias.

94.

Which of the following best describes "affectual orientation"?

One's choice of gender expression

One's choice of affect in interpersonal interactions

One's choice of affective diagnosis

Correct answer: One's choice of gender expression

Though jargon varies and is subject to near-constant change and refinement, the term "affectual orientation" is often used to describe the broad issues and experiences of difference between birth sex and chosen gender expression. It can also refer to issues of sexual expression, such as those experienced by those who are gay, bisexual, transgender, queer, questioning, and intersex, among others.

95.

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.

96.

Which of the following is the most accurate statement regarding cultural identity?

Most people have many overlapping cultural identities

Most people have a single, well-defined cultural identity

Most people choose between several overlapping cultural identities

Correct answer: Most people have many overlapping cultural identities

The issue of cultural identity is a vastly complicated one. Most people could easily fit into many different overlapping cultural identities, even, at times, occupying spaces of vulnerability in one such identity and privilege/power in another.

Though choice is a factor in which of these one chooses to celebrate more than others, many such identities, such as SES and ethnicity and country of origin, are not chosen by the individual.

97.

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.

98.

How should counselors handle the problems with diversity in the DSM system of diagnosis?

It is impractical not to use the DSM system

By refusing to use the DSM system except minimally

By using the DSM under formal protest to the ACA

Correct answer: It is impractical not to use the DSM system

Though there are major issues with various aspects of the DSM system of diagnosing clients, particularly in the realm of cultural diversity and social justice, it would be impractical at the present time to cease using the DSM system as a form of protest. Clients might go underserved as a result of this protest, or by the counselor's use of the therapeutic process to advance a cause. It is most likely best in terms of advocacy to continue to push for change to the DSM system, the problems with which the ACA is no doubt aware of at this point.

99.

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

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.

100.

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.
