



Information Handout for Hillsborough County Civil Service Board

Case Manager

This handout has been developed to prepare applicants for taking the Hillsborough County Civil Service examination #35. The following pages contain general test preparation information as well as brief descriptions of the content area(s) of the test and the types of questions you can expect to find in each area. Answers to sample questions are provided at the end of the handout.

TEST ROOM RULES: *Violation of these rules may result in you being disqualified.*

1. No cell phone use of any kind in test room.
2. Calculators are not permitted except for test numbers 10, 16, 19, 35 and 46.
3. Written material of any type is not permitted; personal items such as purses & brief-cases must be placed on the floor before testing can begin.
4. Chewing gum or other disturbing activities are not permitted.
5. Talking is not permitted. If you have a question about the testing process, ask the question before entering the test room.
6. All materials given to you **MUST** be returned to the test proctor including scrap paper.
7. No cheating. If caught cheating, you will automatically receive a failing score.
8. You may not leave the test room once testing has begun to go to the bathroom or feed a parking meter. Ensure that you visit the rest room or have enough money in the meter before entering the test room.

TEST TAKING TIPS

1. Know how long your test is. Ask in person or call our office (272-5621). This will help you plan and minimize problems.
2. Organize your schedule to allow for the test time plus one hour. The additional hour will allow for the time required to park your vehicle, walk to the Civil Service Office, and complete the application process. If you do not plan for this extra time, you may feel rushed and perform less than your best on your test.
3. Be well rested.
4. Do not take the test on an empty stomach.
5. Study the appropriate subject area for written tests and/or practice your skill for typing, data entry and shorthand performance tests.
6. Relax as much as possible. Many people find it difficult to relax prior to a test - a condition known as test anxiety. Even though it may be difficult for you to relax prior to being tested, research shows that it is worthwhile to at least try to relax.
7. Read all test instructions very carefully. This includes both sides of this handout as well as the instructions you will receive with your test.
8. Do not spend a great deal of time on a single test item. If you find yourself spending a great deal of time on a single item, a good strategy would be to skip that item, finish the remaining questions, and then return to the unanswered item.
9. There is no penalty for guessing. A good strategy would be not to leave any items blank, even if you do not know the answer.

Section I: Social Intervention Theory

The questions in this section of the test involve knowledge of social intervention theory. To answer these questions you must read each question carefully and decide which of the available choices best answers the question.

1. The non-verbal behavior of a client is **NOT** useful to a Social Worker in understanding the client's problems when the Social Worker:
 1. considers it less significant than the verbal behavior in revealing the client's total behavior pattern.
 2. considers it as a reliable prediction of what the client may do in the future.
 3. is aware that such behavior is less premeditated and controlled than the individual's conversation and is therefore more revealing.
 4. recognizes that the client does not understand the relationship between his manner of talking and the way he acts.
 5. fully perceives and comprehends the client's verbal communication.

2. In crisis intervention it is **NOT** appropriate for a Social Worker to:
 1. be actively involved with clients in problem-solving and take command of the situation when necessary.
 2. be ready to act quickly in any situation.
 3. focus on the events leading up to the crisis.
 4. model appropriate behavior.
 5. All of the above

Section II: Reading Comprehension

The questions in this section of the test involve the ability to read and comprehend written text. To answer these questions you must read paragraphs of information and answer questions about the paragraphs. Read the material carefully and decide which of the available choices best answers the question.

Applicant and Recipient Responsibility - Aid to family with Dependent Children Cash Grant Program

The applicant or recipient of Aid to Family with Dependent Children (AFDC), including the person responsible for a child, is responsible: 1) for giving information necessary to determine income, and 2) for taking all action necessary to obtain income which is unconditionally available. Income is considered unconditionally available if the applicant or recipient has only to claim or accept the income; for example, a relative's offer of a contribution, or Social Security payments. The applicant or recipient who refuses to apply for or accept unconditionally available income is considered ineligible, based on such refusal. If the applicant or recipient who refuses such action is caretaker, a protective payee must be appointed.

3. Which of the following statements is most nearly correct?
 1. A person responsible for a child in AFDC may decide to refuse to apply for or accept Social Security for the child.
 2. A person responsible for a child in AFDC may refuse to give necessary information.
 3. A person responsible for a child in AFDC must apply for Social Security benefits for the child.
 4. A person receiving AFDC for a child need not apply for other benefits.
 5. A person who accepts unconditional money from a stranger is ineligible for funds.

4. Which of the following is correct?
 1. Gifts are unconditional income.
 2. If an applicant refuses to give information, a protective payee must be appointed.
 3. Unconditional income may be refused, with good reason.
 4. An applicant must give information when requested, but the person responsible for the applicant may refuse.
 5. The recipient of AFDC is not responsible for providing information which will determine income.

Section III: Math

The questions in this section of the test involve knowledge of math. To answer these questions you must read each question carefully and decide which of the available choices best answers the question.

5. A person earned \$150 in May, \$173 in June, and \$182 in July. What is the average monthly earnings?
1. \$118.33
 2. \$124.65
 3. \$135.50
 4. \$155.45
 5. \$168.33
6. If a house has a market value of \$30,000, how much rent would a landlord have to collect per month to obtain 3 percent of the market value per year?
1. \$ 75.00
 2. \$100.00
 3. \$125.00
 4. \$160.00
 5. \$None of the above

Section IV: Spelling, Grammar and Punctuation

The questions in this section of the test involve knowledge of correct spelling, grammar and punctuation. To answer these questions you must read each question carefully and decide which of the available choices best answers the question.

7. The dog and the cat asleep.
1. is
 2. are
 3. am
 4. be
 5. will
8. Which word is misspelled?
1. door
 2. banana
 3. spoon
 4. pencil
 5. accent
9. Have you read this book.
1. book;
 2. book!
 3. book?
 4. book:
 5. No change.

Answers: (1) 1 (2) 3 (3) 3 (4) 1 (5) 5 (6) 1 (7) 2 (8) 4 (9) 3