

Electronically Generated Test # 00050359357

Agency: DMH/DD/SAS NCI Management
Test: North Carolina Interventions (NCI)
Level: Participant
Total Questions: 25
Name and Date: _____

Questions NOT answered will be scored as INCORRECT!

- | | |
|---|--|
| 1 | Ways to encourage positive interaction with the persons we provide services to include:
A. Using a calm voice tone, relaxed posture and making eye contact.
B. Using a very quiet voice tone, including them in discussions with others and telling them how to solve their problems.
C. Giving them advice, using a loud voice tone and standing over them when talking. |
| 2 | Understanding as much as possible about a person's protective (strengths) and risk factors(weaknesses) is not important in assisting that person to learn how to effectively deal with difficult social situations. |
| 3 | An individual's behavior is influenced by:
A. Only those factors that staff allow to affect the person's behavior.
B. Both inside and outside factors.
C. Only specific inside factors. |
| 4 | Properly intervening in a difficult situation involves knowing the individual well, using good communications, utilizing the least restrictive techniques and thoroughly documenting the incident. |
| 5 | The people we serve are always able to tell staff when they are experiencing physical, emotional or mental problems. |
| 6 | When interacting with a group of persons who are receiving services, it is important to:
A. Stay in control of the entire group at all times.
B. Look for ways to show who is the best group participant.
C. Give each person in the group positive individual attention. |

Name and Date: _____

7 Long term, intense, high levels of stress in some area of a person's life could result in:

- A. More sympathetic support by staff for the individual.
- B. Acceptance by the person of the difficulties in life.
- C. Feelings of burn out by the person.

8 If you are working with someone who is very angry and you know the person and his/her behavior well, it is not necessary to practice good verbal strategies as a means to assist that person in calming down.

9 When talking with an individual who has become upset, it is best to stand very close to that person so you can be sure he/she hears all you have to say.

10 The ability to assess the behavior of an individual accurately requires:

- A. Listening to discussions by other staff about the person and a lot of luck.
- B. A lot of information from others and the persons restrictive behavior program.
- C. A good understanding of how behavior is influenced and knowledge about the individual being observed.

11 Good communications involves a two way process that includes:

- A. Letting the person talk as a way of blowing off steam then telling him/her what to do.
- B. Allowing the person the time to tell you his/her issues and then advising him/her what to do.
- C. Actively listening while the person talks and then sharing feedback with him/her.

12 Supporting a person whom we work with in developing interests and skills, involves structuring the support received based on staff interests and skills.

13 If you see a fellow employee abuse, neglect or exploit a person receiving services you are required to:

- A. Encourage that person to never do that again.

- B. Report the incident, per your agency rules.
- C. Do nothing if no one got hurt.

Name and Date: _____

14 One way to help a person take charge of his/her life is to support that person in making decisions and assisting him/her in facing the consequences of those decisions.

15 It is not important to have both good verbal and good non-verbal interactive skills when communicating with the person to whom we provide services.

16 The people we serve may have areas of risk (weaknesses) to overcome. These could include:
A. Positive family involvement and a close circle of friends.
B. Difficulty with communications and significant health problems.
C. The ability to see the most positive side of the most negative events.

17 One way to communicate respect is to use language that focuses on the disability of a person rather than on the person as a total person.

18 Examples of health issues that might affect a person's behavior include:
A. Positive personality and supportive family structure.
B. Active school and church participation.
C. Energy level and chronic pain.

19 Outside factors are more important in determining a person's behavior than inside factors.

20 Examples of good ways to learn about the people we provide services to include:
A. Observing the person, reading the person's folder or talking with other staff that works with the person.
B. Relying on our own thoughts about and past experiences with the people we serve.
C. Asking people in the community who know the persons to whom we provide services.

21 It is important that staff respect the right of the persons being served to feel anger.

22	Inside factors, like personality, attitude and personal health can affect staff behavior but do not affect the behavior of the people to whom we provide services.
----	--

Name and Date: _____

23 Spending time with a person you provide services to is a good way to better get to know the person's likes, dislikes, strengths and weaknesses.

24 Some of the ways loss of control over one's life can affect the behavior of the people we serve include:
A. Experiencing feelings of fear, withdrawal, anger or dependency.
B. Experiencing feelings of security and contentment.
C. Experiencing a sense of freedom and independence.

25 Encouraging persons who are being served to be more independent includes, in part, teaching them how to:
A. Take other people's advice.
B. Learn to make choices and decisions themselves.
C. Avoid the things in life that cause them problems.

Please enter any comments about the test here!
We will use your comments to help evaluate the test.

	^ v
--	------------

Electronically Generated Test # 00050359357 - Page 1

Agency: DMH/DD/SAS NCI Management
 Test: North Carolina Interventions (NCI)
 Level: Participant
 Total Questions: 25
 Name and Date: _____

Questions NOT answered will be scored as **INCORRECT!**

Question	Answer Choices	Matching or Select Any Text	Instructions
1	A B C		Circle Choice
2	T F		Circle Choice
3	A B C		Circle Choice
4	T F		Circle Choice
5	T F		Circle Choice
6	A B C		Circle Choice
7	A B C		Circle Choice
8	T F		Circle Choice
9	T F		Circle Choice
10	A B C		Circle Choice
11	A B C		Circle Choice
12	T F		Circle Choice
13	A B C		Circle Choice
14	T F		Circle Choice
15	T F		Circle Choice
16	A B C		Circle Choice
17	T F		Circle Choice
18	A B C		Circle Choice
19	T F		Circle Choice
20	A B C		Circle Choice
21	T F		Circle Choice
22	T F		Circle Choice
23	T F		Circle Choice
24	A B C		Circle Choice
25	A B C		Circle Choice