

Social Worker III/IV
Job Simulation

PRACTICE EXAM

**ANSWER
GUIDELINES**

CASE: M. Gutierrez

DETAILS OF THE SITUATION

Martha Gutierrez is a 23 year old divorced Filipino female who has a two year old child. Martha only received a \$880 monthly disability check and has been living with her child in subsidized housing in Salt Lake City until a recent alcohol and drug relapse. Until the relapse, she had always paid her rent on time and had been clean and sober. She explained the alcohol and marijuana use as a way of dealing with her sadness over the death of her ex-husband. Due to Martha's relapse and the newly enacted Senate Bill 345b, she lost her housing subsidy. Martha has since moved to California and is currently living in a family shelter and her stay is scheduled to terminate tomorrow. Your supervisor, O.C. Demetri, has asked you to complete the bio-psychosocial report on Martha by the end of the day in order to receive reimbursement for services.

ANSWER GUIDELINES

Each different case within the exam evaluates your responses in terms of up to four potential categories.

ANALYTIC REASONING AND DECISION MAKING SKILLS:

This category measures your ability to make reasoned decisions related to complex problems based on available or attainable information, as well as the impact these decisions would have on the agency and/or clients. Ideally, you should consider the case history, the cause of the problem, and short and long-term solutions. You should also create a case plan that promotes and protects the health and welfare of the clients while meeting organizational requirements.

As a candidate, you should complete the Bio-Psychosocial report to avoid losing eligible funding and to complete the case paperwork for this client. You should also take into consideration the fact that your client is about to lose their housing and should address that issue on both a short and long-term basis. To address the short-term situation, you should call the shelter manager to request an extension of Martha's stay while a long-term solution is arranged. To address the long-term situation, you should call the housing manager to discuss long-term housing options for this client. In addition, you should develop a plan to assist the client with her grief and alcohol/drug relapse. To address the alcohol/drug relapse, you should be directing the client to a community rehabilitation program. To address her grief, you may want to suggest group counseling or help her find a place where she can deal with her grief in a manner that will be comforting to her and is culturally sensitive given her Filipino or religious background. You may also want to follow-up with the job training program that she was about to start.

WRITTEN COMMUNICATION SKILLS:

This category measures your ability to write reports and work-related communications clearly, concisely, and grammatically correct. Ideally, any written communication should be clear, logical, and grammatically correct.

As a candidate, you should complete the bio-psychosocial report in a clear, concise, and complete manner. This section is more concerned with your writing ability than the content of the report. The content of the filled in sections will be evaluated in the next category. You should also be able to write a clear action plan that would be understandable to others.

BIO-PSYCHOSOCIAL AWARENESS SKILLS:

This category measures your ability to take into consideration bio-psychosocial and cultural factors to proactively create a case plan. Things to consider would include the family background,

social class, job history, religion, support network, physical and mental health, drug or alcohol issues, and ethnic, cultural and gender issues.

The Bio-Psychosocial Evaluation needed to be completed. In the bio-psycho-social area, it is important that you noticed the cultural factors as the client is a native Filipino who married an American and was subsequently disowned by her family for this marriage. Socially, you should also have considered that her husband, who she has been separated from for the past 6 months, recently died in an automobile accident. This occurred just prior to her first alcoholic relapse in 2 years. Religiously, she is a devout Catholic. Financially, Ms. Gutierrez received \$880 per month disability and has no additional assets. She was about to enter a job-training program prior to her relapse and eviction due to alcohol and drugs. Looking at her education, she has completed high school. All of these factors should be considered when creating a case plan.

PRIORITIZATION, PLANNING AND ORGANIZING SKILLS:

This category measures your ability to establish logical priorities related to the situation and coordinate an action plan to improve or solve the identified problem(s). When given multiple cases, you should be able to prioritize and complete assignments in relation to client safety, health and welfare; and coordinate and schedule tasks proactively to minimize the need for reactive responses for avoidable emergencies.

Based on the descriptions of low, medium, and high priority on the answer sheet, you should have marked this case as a HIGH priority. This is a high priority case because your supervisor has described it as an "urgent matter." The report must be submitted by the end of the day in order to receive reimbursement. In addition, the client is in need of immediate assistance to ensure on-going temporary housing. You should contact the shelter manager to request an extension of this client's stay and contact the housing manager to discuss long-term housing options. Once the urgent need of housing has been dealt with, you should address some of her other needs, such as coping with her grief, addressing the drug relapse, and helping her get back on track with the job training program.

The following is an example of a completed answer sheet and a report. This is only an example of what a typical answer may look like to demonstrate the type of response that is expected.

SOCIAL WORKER PRACTICE EXAMINATION

Candidate # Y **Date** 2/10/08 **Problem:** M. Gutierrez

Problem Ranking X HIGH PRIORITY
(Check one) ___ MEDIUM PRIORITY
 ___ LOW PRIORITY

LOW PRIORITY	MEDIUM PRIORITY	HIGH PRIORITY
There is no need for immediate action and the matter can be deferred.	The matter is of significance that involves potential negative consequences that requires a measured response, but not one necessarily requiring immediate attention.	The matter requires immediate attention and is either urgent, an emergency, or one with the potential to quickly become an emergency.

This case is high priority because Ms. Gutierrez's stay in a family shelter is scheduled to end tomorrow and the Bio-Psychosocial evaluation is due today in order to receive reimbursement. Also, my supervisor has marked this case as urgent.

Complete Bio-Psychosocial Report as directed by Supervisor Demetri.

Phone Call to Joan at family shelter. Explain I am working on locating long-term housing for Ms. G., and requesting an extension of her stay at the shelter until alternate housing is arranged. Arrange to meet with and assess Ms. Gutierrez

Phone Call to housing coordinator, Bill. explain situation with Ms. G. and request assistance in locating long-term housing for her.

Arrange for Ms Gutierrez to attend grief counseling and help her locate local AA meetings. Assist her in locating local Catholic Churches or Filipino community organizations which may provide her with a support system that she does not currently have in our community.

Once housing situation is stabilized, reconnect her with the job training program which she was ready to begin in Salt Lake.

Follow up with Ms. G. weekly until her housing situation is stabilized and she demonstrates that she is in control of her grief and alcohol issues.

MEMO:

**To: O.C. Demetri
From: Candidate Y
Re: Martha Gutierrez Case**

Attached is the completed bio-psychosocial report related to Ms. Gutierrez as you requested. In addition to the report, I have contacted Joan at the family shelter and arranged for an extension for Ms. G. until long-term housing is established. Toward that end, I have also contacted housing coordinator, Bill, and requested his assistance. I will be meeting with Ms. G. shortly and will recommend that she reconnect with AA as well as attend grief counseling at Sunnyside Hospital.

Please let me know if you would like further information concerning this case.

Candidate Y

BIO-PSYCHOSOCIAL EVALUATION

TODAY'S DATE: February 10th

CLIENT: M. Gutierrez

WORKER: Candidate "Y"

INSTRUCTIONS:

Please include *concise* information related to the following categories:

-If you need additional paper, please use additional answer sheet-

- **IDENTIFICATION:** Name, age, gender, marital status, living situation and conditions;
- **BIO-PSYCHOSOCIAL HISTORY:** Socio-economic, educational, vocational, religious, family/other supports; and legal concerns;
- **HEALTH HISTORY:** Health concerns, medication use, sleep/appetite, substance abuse and developmental/biologic/genetic concerns;
- **SERVICE NEED:** As determined by clinician and from client's perspective, using client's own words when possible;
- **SERVICE PLAN:** Specific service needs based on needs and available resources.

IDENTIFICATION

23 y/o divorced f/m Filipino, w/2 y/o daughter, living in subsidized housing for past two years, with good record of care and upkeep until recent relapse.

BIO-PSYCHOSOCIAL HISTORY

Ms. Gutierrez is a high school graduate with limited English language skills. She is a devout Catholic. Her family disowned her when she married an American man. She and her husband have been separated for the last 6 months and Ms. Gutierrez reports that he recently died in an automobile accident. Her grief over this event led her to an alcohol and drug relapse and subsequent eviction from subsidized housing as well as arrest. She has recently moved to our area and is living in the family shelter. Her income is \$880 per month in Disability payments.

HEALTH HISTORY

No known health problems. History of substance abuse contained during most of her past 2 years in Salt Lake City. Recent relapse. No know Rx use or problems related to sleep, appetite, or general function.

SERVICE NEED

Client has 2-year history of stability and indicates motivation for job training. She and her daughter are in need of housing. Client needs program to address substance abuse issues and possible issues related to death of ex-husband; referrals should be relevant to her cultural heritage.

SERVICE PLAN

Contact family shelter and arrange for extension of her stay pending location of long-term housing. Contact housing coordinator for assistance in finding a more permanent living situation for Ms. G.

Ms. G. to resume attendance at AA meetings once weekly.

Refer Ms. G. to grief and loss counseling at Sunnyside Hospital or Catholic Social Services.

Ms. G. to begin job training.

Follow up visits with client to be weekly until she is in a stable living environment and demonstrating control of grief and substance abuse.