Quiz for Basic, Individualized, and Follow-Up Career Services Module

Case Counselor Training



# Quiz for Career Services Module

1. Which of the following statements about Career Services under WIOA is not true?
2. The workforce system is encouraged to deliver integrated, seamless customer service.
3. Service delivery follows a sequence.
4. Self-service customers receive minimal staff assistance.
5. A customer in vocational training was previously found eligible and then enrolled in a program.
6. Which of the following examples do not illustrate service integration?
7. MIS systems of various federal and state programs are inter-connected and accessible.
8. Business cards have a name and a title along with the name of the program’s funding stream.
9. AJCs use a common identifier (with their other logos) in their signage and marketing materials.
10. Conversations with employers avoid mentioning program names and acronyms.
11. Which of the following teams are organized by function rather than by program?
12. TANF.
13. Wagner-Peyser.
14. WIOA Adult & DW.
15. Career Services.
16. Which of the following is an example of a “No Wrong Door” policy?
17. Exits are clearly marked.
18. Customers’ activities are paid for by all funding streams.
19. All walk-in customers are automatically eligible for all department-funded programs.
20. Front line staff is cross-trained to develop their expertise in more than one program.
21. Which statement about staff-assisted services is true?
22. Staff-assisted services cannot be basic career services.
23. Customers choosing self-service can never become staff-assisted customers.
24. Staff-assisted customers must be eligible for, and enrolled into a program.
25. A skill gap analysis is a basic career service.
26. Which of the following is not considered a “Referral Service or support program”?
27. Orientation workshop.
28. State Medicaid program.
29. Housing assistance.
30. Transportation allowances.
31. Which of the following is considered Labor Market Information?
32. The number of high school graduates in a community.
33. The salary range for an entry level Certified Nurse Assistant.
34. The knowledge, skills, abilities and competencies of a Power Distribution Specialist.
35. The population of a county.
36. All of the above.
37. Which of the following statements is false?
38. All customers have cost-free access to Web-based career exploration tools.
39. Access to the resource room is a basic career service.
40. You can re-purpose LMI to improve your resume and interview talking points.
41. The Occupational Outlook Handbook is the preferred source of labor market information.
42. Which of the following is an individualized career service?
43. Comprehensive assessments.
44. IEPs.
45. Referral to a support service that addresses a barrier to employment.
46. Debriefing with a case counselor after a job interview.
47. All of the above.
48. Which of the following is not an example of Essential Skills Training?
49. Learning how to monitor a Computer Numeric Control (CNC) machine.
50. Learning skills that will make you “job-ready.”
51. Learning how to avoid conflicts and arguments at work.
52. Learning when it is permissible to use your personal cellphone at work.
53. Knowing how to develop a personal budget and how to manage debt are examples of financial literacy.
54. True.
55. False.
56. Using a team-teaching approach to learn both English and a technical skill such as welding is an example of contextualized learning or integrated education.
57. True.
58. False.

## Answers and “trick” questions that may need interpretation by your program supervisor:

1. “b” We no longer follow a sequence in service delivery.
2. “b” When our customer service delivery is functionally integrated, we discourage mentioning program names and funding streams and instead, we identify our functions and titles.
3. “d” Career Services is a function or functional team. The other choices are programs.
4. “d” Cross training staff promotes integration and the “No Wrong Door” policy. Choice “a” is not relevant and choices “b” and “c” are not true.
5. “c”
6. “a” The Orientation workshop is really for any walk-in customer.
7. “e” Demographic information and data related to the workforce all qualify as LMI.
8. “d” There is no preferred source for LMI. All sources in the training are good.
9. “e” All the choices involve higher-touch staff assistance and they are all examples of individualized career services. Keep in mind that sometimes, choice “C” (referrals) can be a basic service offered to both self-service and enrolled individuals. But if the referral occurs as a result of high-touch counseling, it triggers participation and enrollment.
10. “a” The CNC machining example is closer to a technical skill, not an Essential Skill.
11. True
12. True