

## NBCC\_NCMHCE Exam

### Volume: 336 Questions

Question: 1

A population within a clinic's service area is not accessing mental health services, even when it is determined there is a need. An informal assessment reveals they do not have reliable transportation. What is one option to remedy this concern?

- A. A satellite office in that area
- B. An outreach program in the area
- C. Ignore it
- D. A and B

Answer: D

Explanation: Although a satellite office may be an expensive solution, it may be viable, depending on the need and size of the population. Less expensive solutions could include an outreach program, evening classes, or support groups held in local area churches or community buildings.

Question: 2

Why would a director of a counseling practice conduct a community needs assessment?

- A. Curiosity
- B. To match clinic services with community needs
- C. To assist with the health and well-being of the community
- D. B and C

Answer: D

Explanation: A director of a counseling practice might conduct or be a part of a community needs assessment both to ensure clinic services are providing for the community's mental health concerns, as well as assisting with the overall well-being of the community. The results of the assessment might determine offering additional services or replacing services not fully utilized with those that might be more needed.

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Question: 3

Group work may not be effective for which type of disorder?

- A. Depression
- B. Anxiety
- C. Eating disorders
- D. Autism Spectrum disorders

Answer: D

Explanation: Persons with autism spectrum disorders may not be good candidates for group work. Persons involved in group work need to have clear mental abilities, be able to focus on the here and now, and be capable of interacting socially, providing support and feedback when needed. People with autism spectrum disorders are more inwardly focused, have difficulty interacting with others, and may not have the communication skills necessary to participate in a group format.

Question: 4

There is a state prison in your community. What type of community outreach might be needed in your area?

- A. Support groups for partners of incarcerated adults
- B. Children of incarcerated parents outreach
- C. Both A and B
- D. No community outreach is needed in this area

Answer: C

Explanation: With a state prison in the area, there may be a population of partners and children of the inmates living within the local community in need of mental health services. These needs may be addressed through support groups, school systems, and public awareness campaigns increasing awareness of services. A multidisciplinary team may be established to determine the needs of this population and generate ideas for services.

Question: 5

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Surveys have shown the elderly to be an underserved population in the area of mental health services. What can a mental health clinic provide to this population in the way of community outreach?

- A. Psycho educational classes at the senior center
- B. Mental health information sent via traditional mail services
- C. Staff senior centers with counselors for brief solution-focused therapy
- D. All of the above

Answer: D

Explanation: A mental health clinic can provide psycho educational classes at the senior center, mental health information sent via traditional mail services, and brief solution-focused therapy. After determining the type of outreach needed, those involved need to find a funding source for the proposed outreach and to identify staffing resources and location.

Question: 6

When acting as a consultant to another counselor, what skills might be the most helpful?

- A. Active listening skills
- B. Organization skills
- C. Time management skills
- D. Relaxation skills

Answer: A

Explanation: Active listening skills are very helpful to have when acting as a consultant to another counselor. Active listening skills are usually characterized by paying attention, nodding, rephrasing, asking an occasional question, and being a good sounding board for the person who is talking.

Question: 7

What are some reasons to provide community outreach?

- A. To reach an underserved population

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- B. To increase public awareness
- C. To link resources with other agencies with common purpose
- D. All of the above

Answer: D

Explanation: Some of the reasons to provide outreach within a community are to reach an underserved population, to increase public awareness, and to link resources with other agencies with similar purposes. Another reason may be to focus on an event or issue that is underrepresented in an area.

Question: 8

What are two ways a program manager can build rapport and collaborate with other agencies to help people in the community?

- A. Sponsor a community event and invite other agencies to collaborate in planning and execution
- B. Attend community events and join committees focused on community goals
- C. Both A and B
- D. None of the above

Answer: C

Explanation: Program managers can build rapport by sponsoring community events and inviting other agencies to collaborate in planning and execution, or by joining committees focused on relevant community goals. They can also initiate collaboration by inviting other community agencies to plan and execute a community event sponsored by the home agency. In short, being visible in the community requires both time and commitment to develop the relationships needed to produce positive change.

Question: 9

As a member of a multi-disciplinary team you might be expected to \_\_\_\_\_.

- A. Chair a committee
- B. Organize an event

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- C. Attend weekly meetings
- D. All of the above

Answer: D

Explanation: As a member of a multi-disciplinary team, you might be expected to chair a committee, organize an event, and attend weekly meetings. For example, you may be asked to chair a committee researching the best method to bring services to an underdeveloped area of the community. Or you may be asked to organizing public awareness events and/or attend weekly meetings to meet the goals of the team.

Question: 10

A proficient clinical supervisor will \_\_\_\_\_. Choose all that apply.

- A. Encourage career growth
- B. Criticize professional skills
- C. Hold supervision for all counselors
- D. Promote professional identity

Answers: A,C,D

Explanation: a clinical supervisor is mandated to provide supervision to counselors. Ethically, a clinical supervisor should encourage career growth, and promote expansion of one's professional identity. While they should absolutely provide feedback and critique to counselors, it should not feel demeaning or overly- critical.

Question: 11

A skilled program manager needs to be experienced in the \_\_\_\_\_ role, and have a strong working knowledge of \_\_\_\_\_ .

- A. Teaching and counseling skills
- B. Event planner and theory application
- C. Facilitator and event planning
- D. None of the above

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Answer: A

Explanation: A skilled program manager is knowledgeable and experienced in the teaching role, and frequently integrates counseling skills. Although the manager does not always facilitate or plan events for the organization, he or she does conduct a wide range of in-service training programs.

Question: 12

What challenges do multi-disciplinary teams have to overcome? Choose all that apply.

- A. Confidentiality
- B. Consensus
- C. Conflict management
- D. Kindness

Answers: A,B,C

Explanation: Multi-disciplinary teams face increased challenges, because of the number of individuals involved. Confidentiality is less straightforward when working among a team, as information often needs to be shared with between members of the team. This is something that needs to be brought to the attention of the client. Coming to consent on decisions is inherently harder with more opinions, and differing views. These differing views can lead to tension and arguments, necessitating appropriate conflict management.

Question: 13

You walk into a conference room and see the following: a psychiatrist, a therapist, a nurse, a caseworker, an art therapist, and a social worker. What kind of meeting did you most likely just walk into?

- A. Mental health meeting
- B. Psychology Department meeting
- C. Multi-disciplinary team meeting
- D. Clinical supervision meeting

Answer: C

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Explanation: A multi-disciplinary team can be made up of psychologists, psychiatrists, therapists, clinical nurses, caseworkers, experiential therapists, social workers, and potential others with specific areas of expertise. These teams come together to assess, and treat complex mental health challenges; also called a treatment team.

Question: 14

Why are mental health outreach programs important?

- A. They provide an avenue for advocating
- B. They assess consumer need
- C. The increase accessibility to resources
- D. All of the above

Answer: D

Explanation: Mental health outreach programs not only assess for consumer and client needs, but go beyond that assessment by advocating for services, resources, and aid, which in turn increases accessibility to a wider-range of individuals.

Question: 15

When a clinician is attempting to identify a personal clinical approach, exploring how they \_\_\_\_\_ is a good first step.

- A. Conceptualize their view of the human experience and mental illness
- B. Benefited from therapy
- C. View of themselves
- D. None of the above

Answer: A

Explanation: A good first step into the task of finding one's clinical approach to counseling is to conceptualize, and explore how they view mental illness and the human experience as a whole. While it is beneficial for counselors to attend therapy for many reasons, not all clinicians do.

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Question: 16

If your therapist \_\_\_\_\_, it is highly probable that he or she is under-skilled, and therefore incompetent in their practice. Choose all that apply.

- A. Does not ask for feedback
- B. Self-discloses in every session
- C. Let's you lead the session
- D. All of the above

Answers: A,B

Explanation: A competent clinician will want client feedback, as this can only improve insight, scope of practice, and ability to help other clients. Self-disclosure can be a useful tool when used sparingly and appropriately; doing this in every session may signal a problem. It is ideal for a client to lead the session, and (if necessary) the clinician will help keep the client on task or topic. Sometimes the client needs to first feel safe with the clinician before he or she can feel open enough to actually take the lead, so this may not happen in the first few sessions.

Question: 17

Novice counselors frequently struggle with professional confidence. How can an individual increase his or her professional confidence? Choose all that apply.

- A. Identify a niche
- B. Supervision
- C. Challenge negative self-talk
- D. All of the above

Answer: D

Explanation: Starting out as a new counselor can be intimidating, and sometimes feelings of discouragement can be prevalent. To increase counselor confidence, it is important for an individual to identify areas they feel competent in, or specialized areas of interest. Another way to increase confidence is to challenge the negative self-talk that arises.

Question: 18



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Clinicians often go into private practice. Yet for many this can be a daunting concept. Why? Choose all that apply.

- A. Lack of client base
- B. Fear of failure
- C. Lack of resources
- D. All of the above

Answer: D

Explanation: Private practice can be a desirable option for many clinicians. Yet, it can also be a stressful endeavor to even consider for a variety of reasons: insufficient client base, fear of failure, lack of resources (financial or otherwise), inability to market appropriately, etc.

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Question: 20

Professional negligence is \_\_\_\_\_. Choose all that apply.

- A. Cause for legal action
- B. Lack of complete knowledge

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- C. Lack of sufficient competence
- D. All of the above

Answers: A,C

Explanation: Professional negligence, as put forth by the American Psychological Association, refers to a lack of competence and cause for legal action. Sufficient competence does not mean a clinician must have complete knowledge of all aspects of the profession (this would be impossible), yet an ongoing investigation, and acquisition of information regarding the profession and practice.

Question: 21

The "Ethical Principles of Psychologists," published by the American Psychology Association establishes \_\_\_\_\_, and \_\_\_\_\_ for the profession.

- A. Ethical standards and codes of conduct
- B. Therapeutic principles and moral questions
- C. General principles and ethical standards
- D. General principles and moral questions

Answer: C

Explanation: "Ethical Principles of Psychologists" puts forth broad principles and standards of ethics.

Question: 22

A clinician who supervises other counselors must have a certain level of competency to identify when an individual is not performing duties sufficiently. Another aspect of supervising other counselors is having the capacity for metacompetence. Metacompetence is \_\_\_\_\_ .

- A. The inability to recognize when someone is not a good counselor
- B. The capability to distinguish what one does not know, and to self-reflect
- C. Being competent in all areas of the field
- D. Specialized competence in one approach of counseling

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Answer: B

Explanation: Metacompetence is a central part of supervising others, as it helps the clinician understand areas where increased knowledge could benefit them, and therefore, those they are supervising.

Question: 23

The American Psychology Association published the “Ethical Principles of Psychologists” where general principles of the profession are put forth including Principle C: Integrity. Principle C refers to \_\_\_\_\_ .

- A. Respecting all individuals
- B. Beneficence
- C. Promoting truth, honesty, and accuracy
- D. Promoting fairness and justice

Answer: C

Explanation: Principle C is about integrity, and is concerned with the importance of truth, honesty, and accuracy on the clinician’s part. This extends to what a clinician is NOT to do in order to maintain this integrity, such as participating in fraud, stealing, or misrepresentation.

Question: 24

The amount of times a clinical supervisor must meet with supervisees varies by state. What other requirement(s) varies by state? Choose all that apply.

- A. Educational credit
- B. Licensure
- C. Number of sessions
- D. All of the above

Answers: A,B

Explanation: Supervision, educational credits, and licensure are some of the major requirements that vary state-by-state. Number of sessions required per week, may vary state to

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state, but also can vary within states, cities, and agencies, as sessions are usually based on client need, therapist availability, and insurance coverage.

Question: 25

Why might a lead clinician provide in-service training for counselors under his supervision?

- A. Improve quality of care
- B. Train all staff at once and save time
- C. Identify who needs to be fired
- D. All of the above

Answer: A

Explanation: In-service trainings address quality of care issues or concerns and provide the opportunity for new growth and learning. While it is a good chance to get all counselors together, this is not the purpose behind in-service trainings.

Question: 26

When conducting a data analysis to determine if a therapeutic approach is effective, what should be considered prior to beginning that analysis? Choose all that apply.

- A. Is there strong reliability and validity to the analysis?
- B. Does the analyst have appropriate knowledge and skill-base?
- C. What will the method of recording data be?
- D. All of the above

Answer: D

Explanation: Conducting a data analysis is an in-depth process requiring advanced knowledge, and strong attention to detail. The person conducting the study must be appropriately skilled in the practice of research and analysis. The method of recording the data is also significant, as different methods influence the study in distinct ways. Also important is the reliability, and validity of the analysis.

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Question: 27

Live supervision is one way lead clinicians can evaluate the performance of counselors. How is live supervision carried out? Choose all that apply.

- A. Counselor self-report
- B. Observation via television
- C. Lead clinician conducting the session
- D. Viewing session through one way mirror

Answers: B,D

Explanation: Live supervision is conducted through television observation during real-time, or through a one- way mirror. Self-report, while frequently used, has been shown to be quite inaccurate.

Question: 28

Supervision is a key component to quality assurance in clinical practice. Supervision includes \_\_\_\_\_. Choose all that apply.

- A. Answering all phone calls
- B. Oversee clinical cases
- C. Advise counselors to improve clinical abilities
- D. All of the above

Answers: B,C

Explanation: Supervision should be focused on the productivity, and proficiency of clinical staff. This includes tasks such as overseeing clinical cases, providing supervision (advising) counselors, debriefing with staff, and even monitoring phone calls.

Question: 29

When a counselor receives a performance evaluation, time management skills are one area that the supervisor will look at. What is one way a counselor can improve time management skills? Choose all that apply.

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- A. Work longer hours
- B. Assign work to colleagues
- C. Set daily/weekly/monthly goals
- D. Practice saying “no”

Answers: C,D

Explanation: There are many ways to be more effective with time management. Setting goals to work towards can help prioritize responsibilities; saying “no” to extraneous activities, shutting off your email for a short period of time, closing your door, etc. are all ways to safeguard your time more effectively.

Question: 30

What factor(s) can impact the progress a client makes in counseling? Choose all that apply.

- A. Severity of symptoms
- B. Age
- C. It depends on how the clinician defines “progress”
- D. All of the above

Answer: C

Explanation: Although client progress, and contributing factors has been researched, results cannot be specifically quantified, as the view on what constitutes progress varies depending on the clinician’s viewpoint.

Question: 31

A lead clinician (also called clinical supervisor or clinical director) must take on different roles, to effectively carry out the various responsibilities they have. These roles include \_\_\_\_\_. Choose all that apply.

- A. Mentor
- B. Teacher

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- C. Administrator
- D. All of the above

Answer: D

Explanation: Lead clinicians wear a variety of different “hats” in the mental health field. At times, they serve as a mentor, and a teacher to less experienced counselors; sometimes they may need to serve as an administrator, or an evaluator to those they are supervising.

Question: 32

A lead clinician may avoid giving a counselor a new client to a counselor, as she notices the counselor has been complaining about current clients, has seemed distracted and fatigued, and mentioned feeling ineffective in session. The lead clinician probably made a good choice, as it seems the counselor is experiencing \_\_\_\_\_. Choose the best answer.

- A. A medical condition
- B. Burn-out
- C. Lack of knowledge
- D. A lack of supervision

Answer: B

Explanation: Counselor burnout results from the inherent stress that comes with the counseling profession coupled with inadequate self-care. Symptoms of burnout can be distraction, emotional or physical fatigue, feelings of ongoing worry, and ineffectiveness with clients, vilification of clients, or even an elevated sense of self.

Question: 33

What are the personality characteristics of an effective clinician? Choose all that apply.

- A. Non-judgmental
- B. Compassionate
- C. Empathetic
- D. All of the above

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Answer: D

Explanation: There is no specific science to what personalities are best suited for effective counseling. Yet, there are some characteristics that are necessary when establishing a good therapeutic relationship, which is a vital part of effective counseling. These include, but are not limited to: nonjudgmental manners, compassion, and empathy.

Question: 34

An effective clinician should be able to help a client do all of the following except \_\_\_\_\_ .

- A. Help client explore the behavior patterns, which are effecting their relationships
- B. Identify client's negative thoughts
- C. Take responsibility for client's change
- D. Establish a trusting environment

Answer: C

Explanation: An effective clinician should help a client explore behavior patterns, identify negative thoughts, and establish a trusting therapeutic relationship. It is the client's obligation to take this new insight, and decide to make changes or not.

Question: 35

Counselors who are just beginning in the field often have difficulty choosing an approach. What can help a novice counselor, when creating a theoretical approach from which to work? Choose all that apply.

- A. Assessing theoretical knowledge
- B. Identifying personal beliefs
- C. Trying out different approaches
- D. All of the above

Answer: D

Explanation: Counselors new to the field often need help in choosing an approach, as navigating the many theoretical approaches can be overwhelming. It is helpful if the novice counselor



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assesses his or her knowledge, regarding the various approaches, as well as taking in to consideration personal beliefs. When inventorying personal beliefs, novice counselors may want to see how those beliefs match up with certain theories, and then try out or practice working from the approaches, with which they connect.

Question: 36

Due to the high level of substance use by teens in your area, you want to start a psychoeducational support group. What are important considerations when thinking about starting this group? Choose all that apply.

- A. Safety of group
- B. Participants age and maturity
- C. Parent involvement
- D. All of the above

Answer: A

Explanation: When starting any support group, group safety must be a top priority. This is especially crucial when working with minors. There are obvious safety measures that should be taken, to ensure physical safety of all members, but also emotional safety needs to be taken into account. This is where the establishment of confidentiality becomes imperative, and the burden falls on the group leader. Also, it is a good idea to screen potential clients, by meeting with them prior to the start of the group to see if they are a good fit, not only age-wise but also maturity. For teens, parent involvement (or lack thereof) must be considered. This is important for not only the effectiveness of the group, but also with the limits of confidentiality (this can vary from state to state when it comes to teens).

Question: 37

What are the three basic elements to look for when assessing a psychology test?

- A. Ease in understanding the questions, length of test, time given
- B. Test style, font used, the phase of the moon
- C. Reliability, validity, standardization
- D. Common element, standardization, biserial correlation

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Answer: C

Explanation: The three basic elements to look for when assessing a psychology test are reliability, validity, and standardization. Reliability is a measure of test consistency, validity is a measure of test usefulness, and standardization provides a mean (average) and a standard deviation (spread) relative to a certain group.

Question: 38

To make a diagnosis of a Major Depressive Episode based on DSM-5 criteria, a client would need to have five or more specific symptoms, with at least one of two necessary symptoms. Which symptom below is one of those necessary symptoms?

- A. Significant weight loss
- B. Feelings of worthlessness
- C. Markedly diminished interest or pleasure
- D. Fatigue or loss of energy

Answer: C

Explanation: A markedly diminished interest or pleasure in most all activities nearly every day for two weeks is a necessary symptom for a diagnosis of a Major Depressive Episode. Such a diagnosis can be made when this symptom is also accompanied by other symptoms of depression for a total of five or more symptoms.

Question: 39

What is the differential diagnosis for Reactive Attachment Disorder according to the DSM-5?

- A. Schizophrenia
- B. Depression
- C. Pervasive Developmental Disorders
- D. Anxiety Disorders

Answer: C

Explanation: Pervasive Developmental Disorder is one of several differential diagnoses for

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Reactive Attachment Disorder in children. Other possible diagnoses include Mental Retardation, Attention-Deficit/Hyperactivity Disorder, and Disruptive Behavior Disorders. Schizophrenia, Depression, and Anxiety are not part of a differential diagnosis for RAD.

Question: 40

When using the Global Assessment of Functioning (GAF) scale, clinicians need to start \_\_\_\_\_.

- A. At the bottom and evaluate each range for the function of the individual
- B. At the top level and keep moving down the scale until the best match is found
- C. By guessing at about which level the person might be functioning
- D. With another type of assessment altogether

Answer: B

Explanation: A clinician starts at the top level of the GAF scale and keeps moving down the scale until the best match for the individual's function is located. To determine the specific rating within the ten point range, a clinician can consider whether the person is functioning at the lower or higher end of that range.

Question: 41

When assessing a client's progress toward counseling goals, a clinician should \_\_\_\_\_.

- A. Ask the client how they are doing
- B. Refer to the treatment plan
- C. Ask other clinicians how they think the client is doing
- D. Not worry about assessing progress; it's all about the journey

Answer: B

Explanation: Referring to the initial treatment plan where treatment goals were determined is an excellent way to assess a client's progress toward those goals. Is treatment on track or has therapy taken on a life of its own and wandered away from the initial treatment goals? A clinician might discuss these goals and progress towards them with the client as part of the therapeutic process, but would first refer to the treatment plan. Remember confidentiality.

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Question: 42

A person who scores highly in the Realistic area of Holland's vocational types is someone who\_\_\_\_\_.

- A. Is very realistic in their goals.
- B. Enjoys helping others reach their goals
- C. Likes to work with their hands, machines, and tools.
- D. Has a down-to-earth approach to life

Answer: C

Explanation: A person who scores highly in the Realistic area of Holland's vocational types is someone who likes to work with their hands, machines, and tools. They like to be actively working, not sitting at a desk, and are often seen in jobs that involve working outdoors such as construction, farming, and letter carrier.

Question: 43

When meeting with a client, a career counselor might \_\_\_\_\_.

- A. Have the client take an interest inventory
- B. Assist the client with self-exploration to determine goals
- C. Teach decision-making skills
- D. All of the above

Answer: D

Explanation: When meeting with a client, a career counselor might utilize all of the options listed in this question. Career counseling involves using a wide variety of inventories designed to assess interests, abilities, and values to help the client pinpoint career goals. The counselor may also assist the client in self-exploration and values clarification to further the likelihood for setting goals that will be successful. They may also teach a variety of skills such as decision-making, effective goal setting, and life planning.

Question: 44

In the counseling assessment process, who is responsible for obtaining or bringing forth