



Human Services-Board Certified Practitioner Exam Candidate Handbook

For information on exam scheduling:

Applied Measurement Professionals, Inc.
18000 W. 105th Street
Olathe, KS 66061-7543
Voice: 913-895-4600
Fax: 913-895-4650
Web site: www.goAMP.com

For information on HS-BCP credential:

Center for Credentialing & Education, Inc.
3 Terrace Way
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cce

CENTER FOR
CREDENTIALING
& EDUCATION™

ABOUT CCE

The Center for Credentialing & Education, Inc. (CCE) provides a variety of services ranging from comprehensive association and credential management to specialized aspects of credential review and measurement functions. CCE was created in response to ongoing requests from other organizations to the National Board for Certified Counselors, Inc. and Affiliates (NBCC) for assistance with credentialing, assessment and management services.

TESTING AGENCY

CCE has contracted with Applied Measurement Professionals, Inc. (AMP) to assist in the administration and scoring of the Human Services–Board Certified Practitioner (HS-BCP) examination. AMP, located in the greater Kansas City area, is a leading provider of licensing and certification examinations for professional organizations.

NONDISCRIMINATION POLICY

CCE and AMP do not discriminate among candidates on the basis of age, gender, race, color, religion, national origin, disability, marital status or any other protected characteristic.

EXAMINATION ADMINISTRATION

The HS-BCP examination will be administered the first two full weeks of each month. The examination is delivered via computer at more than 175 AMP assessment centers located throughout the United States. The examination is administered by appointment only Monday through Friday at 9:00 a.m. and 1:30 p.m. Saturday appointments may be scheduled based on availability. Available dates will be indicated when scheduling your examination. Candidates are scheduled on a first-come-first-served basis.

ASSESSMENT CENTER LOCATIONS

AMP assessment center locations have been selected to provide accessibility to the most candidates in all states and major metropolitan areas. A current listing of AMP assessment centers, including addresses and driving directions, can be viewed at AMP's Web site (www.goAMP.com). Specific address information will be provided when you schedule an examination appointment.

HOLIDAYS

Examinations will not be offered on the following holidays:

January 17, 2011 - Martin Luther King Jr. Day

February 21, 2011 – President's Day

April 22, 2011 – Good Friday

May 30, 2011 – Memorial Day

July 4, 2011 – Independence Day

September 5, 2011 – Labor Day

October 10, 2011 – Columbus Day

November 11, 2011 – Veteran's Day

November 24-25, 2011 – Thanksgiving

December 23-26, 2011 (25th on Sunday) and 31, 2011– Jan. 2, 2012 (Jan. 1 on Sunday)– Christmas/New Year's Holiday

SPECIAL ARRANGEMENTS FOR CANDIDATES WITH DISABILITIES

CCE and AMP comply with the Americans with Disabilities Act (ADA) and strive to ensure that no individual with a disability, as defined by the ADA, is deprived of the opportunity to take the examination solely by reason of that disability. AMP will provide reasonable accommodations for candidates with disabilities.

1. Wheelchair access is available at all established assessment centers. Candidates must advise AMP at

the time of scheduling that wheelchair access is necessary.

2. Candidates with visual, sensory, physical or learning disabilities that would prevent them from taking the examination under standard conditions may request special accommodations and arrangements, which will be reviewed by CCE.

Written documentation of the disability and a statement of the specific type of assistance needed must be submitted to CCE at least 45 calendar days prior to the desired examination date. This is done by completing the Request for Special Examination Accommodations form in the application packet. CCE will review the submitted forms and make a determination regarding accommodations. Candidates will receive written notification of that determination.

After CCE has reviewed and approved the special accommodation requests, candidates requesting special accommodations must call AMP at 888-519-9901 to schedule their examination. Candidates requesting special accommodations cannot schedule an appointment online.

TELECOMMUNICATION DEVICES FOR THE DEAF

AMP is equipped with telecommunication devices for the deaf (TDD) to assist deaf and hearing-impaired candidates. TDD calling is available from 8:30 a.m. to 5:00 p.m. (Central time) Monday-Friday at 913-895-4637. This TDD phone option is for individuals equipped with compatible TDD machinery.

SPECIAL EXAM ACCOMMODATIONS

For applicants who request extended testing time because English is their second language, there is an additional \$60 fee to cover the extended testing time.

SCHEDULING AN EXAMINATION

There are two ways to schedule your examination.

Online Scheduling

Go to www.goAMP.com at any time and select "Candidates."

Follow the simple, step-by-step instructions to choose your examination and register for it:

1. Select a category (healthcare),
2. Select a program (Center for Credentialing & Education) and
3. Select an exam (Human Services-Board Certified Practitioner).

OR

Telephone Scheduling

Call AMP at 888-519-9901 to schedule an examination appointment. This toll-free number is answered from 7:00 a.m. to 9:00 p.m. (Central time) Monday through Thursday, 7:00 a.m. to 7:00 p.m. on Friday, and 8:30 a.m. to 5:00 p.m. on Saturday.

If you contact AMP by 3:00 p.m. Central time on ...	Depending on availability, your examination may be scheduled as early as ...
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday/Saturday
Thursday	Monday
Friday	Tuesday

When you schedule your examination appointment, be prepared to confirm a location, and a preferred date and time for testing. You will be asked to provide your unique identification number. When you call or go online to schedule your examination appointment, you will be notified of the time to report to the assessment center, and if an e-mail address is provided, you will be sent an e-mail confirmation notice.

RESCHEDULING OR CANCELING AN EXAMINATION

You may reschedule your appointment ONCE at no charge by calling AMP at 888-519-9901 at least two business days prior to your scheduled appointment. The following schedule applies:

If the examination is scheduled on ...	You must contact AMP to reschedule by 3:00 p.m. Central time the previous ...
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

MISSED APPOINTMENTS AND CANCELLATIONS

You will forfeit your examination registration and all fees paid to take the examination under the circumstances listed below. A completed reregistration form and exam fee is required to reapply for the examination. Reregistration forms can be obtained by contacting CCE's HS-BCP program coordinator.

- You cancel your examination after confirmation of eligibility is received.
- You wish to reschedule an examination, but fail to contact AMP at least two business days prior to the scheduled testing session.
- You wish to reschedule a second time.
- You arrive more than 15 minutes late for an examination.
- You fail to report for an examination appointment.

INCLEMENT WEATHER, POWER FAILURE OR EMERGENCY

In the event of inclement weather or unforeseen emergencies on the day of an examination, AMP will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination. The examination will usually not be rescheduled if the assessment center personnel are able to open the assessment center.

You may visit AMP's Web site at www.goAMP.com prior to the examination to determine if AMP has been advised that any assessment centers are closed. Every attempt is made to administer the examination as scheduled; however, should an examination be canceled at an assessment center, all scheduled candidates will receive notification regarding rescheduling or reapplication procedures.

If power to an assessment center is temporarily interrupted during an administration, your examination will be restarted. The responses provided up to the point of interruption will be intact, but for security reasons the questions will be scrambled.

EXAMINATION CONTENT

The HS-BCP examination consists of 10 case vignettes that describe the human services setting, client and issues. Each vignette is followed by 10 multiple choice questions. The multiple choice questions are designed to assess knowledge from the following areas:

1. Assessment, treatment planning and outcome evaluation;
2. Theoretical orientation/interventions;
3. Case management, professional practice and ethics; and
4. Administration, program development and evaluation, and supervision.

Questions will assess knowledge relating to the following:

Assessment, Treatment Planning and Outcome Evaluation

For example:

- Prioritize forms of service to meet client needs
- Identify presenting problems
- Select services appropriate to help a specific person or group
- Identify barriers to the provision of services
- Establish service goals
- Identify client support systems
- Monitor client progress toward service goals
- Assess client strengths and weaknesses
- Identify obstacles to treatment progress
- Prepare a timeline for provision of services

Theoretical Orientation/Interventions

For example:

- Educate clients on available services
- Utilize basic counseling skills
- Educate clients concerning their presenting issues/problems
- Promote healthy lifestyle choices
- Connect clients with advocacy services
- Provide problem-solving and decision-making skill training
- Use prevention strategies
- Select intervention activities related to service goals
- Balance client needs with needs of social systems
- Use evidence-based interventions

Case Management, Professional Practice and Ethics

For example:

- Collaborate with professionals from other disciplines
- Identify community resources
- Utilizes a social services directory

- Coordinate delivery of services
- Participate as a member of a multidisciplinary team
- Determine local access to services
- Maintain a social services directory
- Participate in case conferences
- Serve as a liaison to other agencies
- Coordinate service plan with other service providers

Administration, Program Development and Evaluation, and Supervision

For example:

- Work within the organizational chain of authority
- Maintain effective relationships with agency administrator
- Utilize technology for recordkeeping
- Participate in staff decision-making processes
- Communicate information through oral/written presentations
- Evaluate service effectiveness
- Inform the public and other professionals about human services
- Conduct administrative and managerial tasks associated with services
- Obtain and review existing agency/organization data
- Evaluate services and programs

Cases will be based on issues/problems relating to:

Academic/educational issues

Family

Educational

Behavioral problems

Economic/financial

Stress-related issues

Personal growth

Mental disorders

(e.g., depression, anxiety, eating, psychosis)

Interpersonal relationships

Career/employment/retirement

Domestic violence

Cognitive functioning

Emotional, physical, sexual abuse/neglect
 Housing issues
 Substance issues
 Mental disabilities
 Medical issues
 Wellness issues
 Transportation issues
 Involvement in the criminal justice system
 Addictive behaviors
 (e.g., Internet, pornography, gambling)
 Normal development processes/tasks/issues
 Grief and loss
 Parenting
 Codependency
 Divorce/separation
 Child care issues
 Violent behaviors
 Developmental disability
 Adjustment related to physical loss/injury
 Chronic disease/illness
 Death and dying issues
 Eating/nutrition issues
 Post-traumatic stress
 Dating relationship issues
 Suicidal issues
 Cultural adjustments
 Gender issues (women's issues/men's issues)
 Aging/life span issues
 Marital/couples issues
 Medication management
 Racism/discrimination/oppression
 Pregnancy issues
 Spirituality
 Child custody
 Physical/sensory disability
 Sexuality issues
 Separation from parents
 Recreation/leisure issues
 Cutting/self-mutilation
 Residential care
 Sexual gender orientation
 (gay/lesbian/bisexual) transgender issues
 Terminal illness issues
 Speech and language

Placement (e.g., foster care)
 HIV/AIDS
 Sexually transmitted diseases (STD)
 Adoption-related issues
 Disaster reaction issues
 Homicidal issues
 Gang-related activities
 War trauma
 Remarriage/recommitment
 Culturalistic abuse

HS-BCP Exam Sample Vignette

The HS-BP examination consists of 10 case vignettes, and each vignette is followed by 10 multiple choice questions.

Darla is a 21 year-old female. When she was 12 years old, her mother left her with friends for a weekend and never returned. Mr. and Mrs. Smith raised Darla. Darla had frequent arguments with Mr. and Mrs. Smith. She reports they made frequent false accusations against her, and required her to do all the housework while “they did nothing.” She also reports that the Smiths kept her paychecks from her part-time waitress job when she was in high school.

At age 16, Darla had a boyfriend and reports that the relationship was troubled. However, she adds that he was “the only person that loved me, so I put up with some of his jealousy and controlling behavior.” She reports he would monitor where she went, whom she was with, and kept in constant contact with her by cell phone.

Darla did not do well with her foster parents, though she reports, “they were sort of OK.” She had arguments with her foster mother when she attempted to make Darla eat breakfast, or ensure she had money to eat lunch at school. Darla is still thin, and states, “I just don’t want to get fat like my real mom was.” At 17 ½ years old, Darla contacted Child Protective Services to report physical abuse. She was removed from the Smith’s home, and placed in foster care.

When Darla turned 18, she left foster care and moved in with her boyfriend. She follows his every direction for fear of upsetting him and “having nowhere else to go.” She reports that she never wanted children,

but at age 19 she had a daughter, who was born one month premature and spent two weeks in neonatal intensive care. Darla married her boyfriend shortly after the birth of their daughter.

Darla continues to report a difficult relationship with her husband. Her paycheck is directly deposited into his account, to which she has no access. He has her on a limited allowance and closely monitors her spending. She is attending a trade school, though she frequently changes her choice of career. She is currently studying radiology. Darla also changes jobs frequently, but is currently “excited” to be working in meal services at a local hospital. She reports that working in the hospital will benefit her when she completes her radiology program and that she is developing potential job contacts.

Darla has no family support, though she does visit her former foster mother every couple of weeks; she even moved in temporarily after she had a fight with her husband. However, she returned home and “worked things out.”

This morning, Darla’s instructor overheard Darla crying on the phone with her husband, obviously upset. When the instructor talked to her, Darla said, “I’m trying so hard to go to school, work at the restaurant, take care of my baby, and keep Mark happy! Nothing I do is good enough! I’m tired of it and just want to disappear!” She adds that her job is in jeopardy due to her frequency of calling in sick because “no one wants to watch my baby.” Darla has made a crisis appointment with a human services practitioner in a family resources community outreach program. Darla drove herself to the appointment in the car her in-laws sometimes let her use to get to work or school.

During the interview, Darla cries and reports that she wants to give up. When asked what she means by this, she responds, “I just want to disappear. I’m no good, nothing ever gets better. I wish I could just fall asleep and never wake up!” When asked for more information, Darla reports, “I have some sleeping pills, but I don’t think I’d take them. Who would take care of my baby? She’s the only reason I’m still around.”

Darla denies any substance abuse, though she sometimes takes sleeping pills. She denies any physical illness. She has a couple of faded bruises on her right arm. She reports, “Oh, that’s nothing. Mark was just trying to stop me the other day when I told him I was leaving. He loves me, and didn’t want me to go.”

SAMPLE QUESTIONS:

The human services practitioner should first address the issue of

- stress.
- financial distress.
- suicidal thoughts.
- physical abuse of Darla’s child.

The correct answer is C. This question addresses the practitioner’s knowledge of how to assess a client’s potential for harm to self or others as part of assessment, treatment planning and outcome evaluation.

An agency supervisor working with Darla’s human services practitioner should be expected to

- recommend that Darla e-mail daily food logs to the human services practitioner.
- periodically review the performance of the human services practitioner.
- contact Darla’s primary care physician about her sleeping pill prescription.
- provide group counseling for all staff members.

The correct answer is B. This question addresses the practitioner’s knowledge of how to manage and evaluate performance of staff as part of administration, program development and evaluation, and supervision.

Which of the following should the human services practitioner initially recommend?

- attend an eating disorders support group three times per week.
- establish a plan to provide Darla with emergency resources after office hours.
- have someone stay with Darla until she can return for an appointment tomorrow.
- explore Darla’s depression in relation to past and present life stressors.

The correct answer is B. This question addresses the practitioner’s knowledge of developing client safety plans as part of theoretical orientation/interventions.

In which order should a human services practitioner prioritize Darla's presenting issues?

- Anorexia, depression, finances, suicidal ideation
- Suicidal ideation, anorexia, depression, finances
- Finances, anorexia, suicidal ideation, depression
- Suicidal ideation, finances, depression, anorexia

The correct answer is B. This question addresses the practitioner's knowledge of both categorizing the severity of client symptoms and establishing service goals as part of assessment, treatment planning and outcome evaluation.

It would be helpful for the human services practitioner to provide Darla with information about

- family violence.
- community exercise programs.
- marriage enrichment.
- parenting education.

The correct answer is A. This question addresses the practitioner's knowledge of categorizing the severity of client symptoms and establishing service goals as part of assessment, treatment planning and outcome evaluation.

TAKING THE EXAMINATION

Your examination will be given by computer at an AMP assessment center. You do not need any computer experience or typing skills to take your examination. On the day of your examination appointment, report to the assessment center no later than your scheduled testing time.

IF YOU ARRIVE MORE THAN 15 MINUTES AFTER THE SCHEDULED TESTING TIME, YOU WILL NOT BE ADMITTED. Refer to "Missed Appointments and Cancellations" on page 4.

IDENTIFICATION

On the day of your examination appointment, report to the assessment center no later than your scheduled testing time. Once you arrive at the location, look for signs indicating AMP assessment center check-in. To gain admission to the assessment center, you must present two forms of identification, one with a current photograph. Both forms of identification must be current and include your current name and signature. You will also be required to sign a roster for verification of identity.

- You MUST bring one of the following: driver's license with photograph, state identification card with photograph, passport, military identification card with photograph.
- The second form of identification must display your name and signature for signature verification (e.g., credit card with signature, social security card with signature, employment/student ID card with signature).
- If your name on these documents is different than it appears on your identification, you must bring proof of your name change (e.g., marriage license, divorce decree or court order).

SECURITY

AMP administration and security standards are designed to ensure all candidates are provided the same opportunity to demonstrate their abilities. The Assessment Center is continuously monitored by audio and video surveillance equipment for security purposes. The following security procedures apply during the examination:

- Examinations are proprietary. No cameras, notes, tape recorders, Personal Digital Assistants (PDAs), pagers or cellular phones are allowed in the testing room. Possession of a cellular phone or other electronic devices is strictly prohibited and will result in dismissal from the examination.
- No calculators are permitted.
- No guests, visitors or family members are allowed in the testing room or reception areas.

PERSONAL BELONGINGS

No personal items, valuables, or weapons should be brought to the Assessment Center. Only wallets and keys are permitted. Coats must be left outside the testing room. You will be provided a soft locker to store your wallet and/or keys with you in the testing room. You will not have access to these items until after the examination is completed. Please note the following items will not be allowed in the testing room except securely locked in the soft locker.

- watches
- hats
- cell phones or personal communication devices

Once you have placed everything into the backpack, you will be asked to pull your pockets out to ensure they are empty. If all personal items will not fit in the backpack you will not be able to test. The site will not store any personal belongings.

If any personal items are observed in the testing room after the examination is started, the administration will be forfeited.

EXAMINATION RESTRICTIONS

- Pencils will be provided during check-in.
- You will be provided with one piece of scratch paper at a time to use during the examination, unless noted on the sign-in roster for a particular candidate. You must return the scratch paper to the supervisor at the completion of testing, or you will not receive your score report.
- No documents or notes of any kind may be removed from the Assessment Center.
- No questions concerning the content of the examination may be asked during the examination.
- Eating, drinking or smoking will not be permitted in the Assessment Center.
- You may take a break whenever you wish, but you will not be allowed additional time to make up for time lost during breaks.

MISCONDUCT

If you engage in any of the following conduct during the examination you may be dismissed, your scores will not be reported and examination fees will not be refunded. Examples of misconduct are when you:

- create a disturbance, are abusive, or otherwise uncooperative;
- display and/or use electronic communications equipment such as pagers, cellular phones, PDAs;
- talk or participate in conversation with other examination candidates;
- give or receive help or is suspected of doing so;
- leave the Assessment Center during the administration;
- attempt to record examination questions or make notes;
- attempt to take the examination for someone else;
- are observed with personal belongings, or
- are observed with notes, books or other aids without it being noted on the roster.

COPYRIGHTED EXAMINATION QUESTIONS

All examination questions are the copyrighted property of CCE. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these examination questions by any means, in whole or in part. Doing so may subject you to severe civil and criminal penalties.

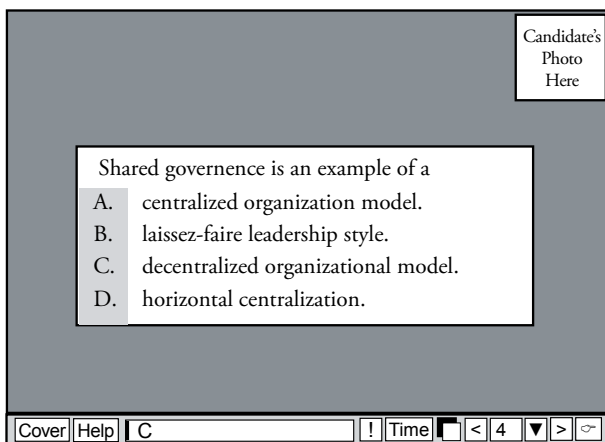
PRACTICE EXAMINATION

After your identification has been confirmed, you will be directed to a testing carrel. You will be instructed on-screen to enter your identification number. You will take your photograph, which will remain on-screen throughout your examination session. This photograph will also print on your certificate of completion. Prior to attempting the examination, you will be given the opportunity to practice taking an examination on the computer. The time you use for this practice examination is NOT counted as part of your examination time.

When you are comfortable with the computer testing process, you may quit the practice session and begin the timed examination.

TIMED EXAMINATION

Following the practice examination, you will begin the timed examination. Before beginning, instructions for taking the examination are provided on-screen.



The computer monitors the time you spend on the examination. The examination will terminate if you exceed the time allowed. You may click on the "Time" box in the lower menu bar on the screen or select the Time key to monitor your time. A digital clock indicates the time remaining for you to complete the examination. The Time feature may be turned off during the examination.

Only one examination question is presented at a time. The question number appears in the lower right of the screen. Choices of answers to the examination question are identified as A, B, C or D. You must indicate your choice by either typing in the letter in the response box in the lower left portion of the computer screen or clicking on the option using the mouse. To change your answer, enter a different option by pressing the A, B, C or D key or by clicking on the option using the mouse. You may change your answer as many times as you wish during the examination time limit.

To move to the next question, click on the forward arrow (>) in the lower right portion of the screen or select the NEXT key. This action will move you forward through the examination question by question. If you wish to review any question or questions, click the backward arrow (<) or use the left arrow key to move backward through the examination.

An examination question may be left unanswered for return later in the examination session. Questions may also be bookmarked for later review by clicking in the blank square to the right of the Time button. Click on the hand icon or select the NEXT key to advance to the next unanswered or bookmarked question on the examination. To identify all unanswered and bookmarked questions, repeatedly click on the hand icon or press the NEXT key. When the examination is completed, the number of examination questions answered is reported. If not all questions have been answered and there is time remaining, return to the examination and answer those questions. Be sure to provide an answer for each examination question before ending the examination. There is no penalty for guessing.

CANDIDATE COMMENTS

During the examination, comments may be provided for any question by clicking on the button displaying an exclamation point (!) to the left of the Time button. This opens a dialogue box where comments may be entered. Comments will be reviewed, but individual responses will not be provided.

FOLLOWING THE EXAMINATION

After completing the examination you will be asked to complete a short evaluation of your examination experience. You will then be instructed to report to the examination proctor to receive your score report. Scores are reported in printed form only, and delivered in person or by U.S. mail. Scores are not reported over the telephone, by electronic mail or by facsimile.

Your score report will indicate a “pass” or “fail.” Your pass/fail status is determined by your raw score. Additional detail is provided in the form of raw scores by major content category. A raw score is the number of questions you answered correctly.

IF YOU PASS THE EXAMINATION

In six (6) weeks, your HS-BCP certificate will be mailed to the home address you provided on the application.

IF YOU DO NOT PASS THE EXAMINATION

A completed examination reregistration form and exam fee is required to reapply for the examination. You may take the exam three times during the three years that your HS-BCP application remains open with CCE; however, candidates who fail the exam must wait at least three months from their previous test date before they can retake. Reregistration forms can be obtained by contacting CCE’s HS-BCP program coordinator.

SCORES CANCELED BY CCE OR AMP

AMP is responsible for the validity and integrity of the scores they report. On occasion, occurrences such as computer malfunction or misconduct by a candidate may cause a score to be suspect. CCE and AMP reserve the right to void or withhold examination results if, upon investigation, violation of its regulations is discovered.

FAILING TO REPORT FOR AN EXAMINATION

If you fail to report for an examination on your scheduled exam date, you will forfeit your examination registration and all fees paid to take the examination. A completed examination reregistration form and exam fee is required to reapply for the examination.

CONFIDENTIALITY

Information about exam candidates and their examination results are considered confidential. Studies and reports concerning candidates will contain no information identifiable with any candidate, unless authorized by the candidate.