

## Connecticut's Community Aging and Disability Specialist Certification Exam

### General Instructions

**Section I:** You will select **two** cases from the four provided in this section. You will answer questions using certain competencies illustrated in the case. Please define and explain each competency you are asked to address and apply your understanding of these competencies in a description of how you would approach each case.

**Section II:** This section asks you to answer questions as a Community Aging and Disability Specialist. You must show understanding of the competencies addressed in each question and demonstrate your ability to apply them.

**Section III:** For this section, you will watch a video and comment on the skills, techniques and competencies that you observe. You should also identify the skills, techniques and competencies that could have been used but were not.

This exam seeks to evaluate your competence in the following core areas:

- Long-term services and supports (LTSS)
- Person-centered approach
- Consumer control, choice, and direction: Supporting independence
- Risk identification and mitigation, crisis prevention and conflict resolution
- Cultural competency and awareness
- Documentation
- Ethics, law, and regulations
- Health and well-being
- Teamwork

It also seeks to evaluate your understanding of the following concepts:

- Empathy vs. sympathy
- Awareness of aging and disability issues
- Socioeconomic issues
- Philosophies of care
- Diversity
- Stigma

Finally, it seeks to evaluate your ability to apply the following skills:

- Active listening
- Prompting
- Restating
- Motivational interviewing
- Closed and open ended questions
- Time management
- Documentation
- Engagement
- Conflict resolution

**Note:** To demonstrate competence your answers must **apply** the knowledge and skills to the provided scenarios; just referencing or providing definitions is not sufficient. If you need extra space for your answers on the computer based exam use the page at the end of the exam; if you are taking a paper based exam continue writing on the back of the page.

## Connecticut's Community Aging and Disability Specialist Certification Exam

**Section I:** Please select **two** cases from this section and explain what you would do in each case, what values and principles are involved in the case, what tools, competencies, techniques and skills you would use when working on a particular case.

In your answer, please:

- be as specific as possible
- explain your reasoning
- describe what you expect will be the outcome

1. You have a 51 year old consumer who is conserved, but he is aware of where he is and repeatedly state he wants to go back home. As you gather some background information, you learn the consumer suffered a brain injury two years ago and prior to nursing home placement he lived with his parents. However, caring for him at home proved to be too much for his parents and he was placed in the nursing facility. The consumer's mother, who is also the conservator, has stated that she would like to have her son living back home but she is very much afraid that eventually they will have to place him back in a nursing facility, and they are worried that, as the nursing home social worker mentioned, if that happens there is the possibility they would not be able to get a bed at the same nursing facility which has taken great care of their son.

a. Please explain how the following competencies relate to this case:

- |                        |                                       |                            |
|------------------------|---------------------------------------|----------------------------|
| *Consumer choice       | *Self-determination                   | * Person-centered approach |
| *Health and well-being | *Teamwork                             | * LTSS                     |
| *Law and regulations   | *Other topics from the online courses |                            |

- Explain how would you approach this situation applying the competencies listed above.
- Explain how you would use skills you learned from the online trainings such as: listening, re-statement, conflict resolution, and other skills.
- Reference material you learned in the online trainings that apply to this case regarding: working with caregivers, caregivers' supports, caregivers' burnout, and working with people with disabilities.



2. You are at a nursing facility to do an initial intake with an 80 year old woman who has been residing at the nursing facility for six months. You arrive at the woman's room and introduce yourself. Immediately, the woman's son requests a private word with you before the meeting starts; you agree and step out of the room with the son. The son tells you he has no real plans to take his mother out of the nursing home, he has two little children and caring for his mother will be too much and he does not trust other people to take good care of his mother. He goes on to state that he is just going along with this to show his mother that she is better off living at the nursing facility, and finally he states that he will appreciate your cooperation. You decide to speak to the woman and conclude that with the right supports she could successfully transition to the community. She states the decision is up to her son but she would really like to have her own apartment.
- a. How would you react to this situation? Please explain how the following principles relate to this case and why it is important for you to consider them:
- |                                     |                           |                      |
|-------------------------------------|---------------------------|----------------------|
| *Consumer choice                    | *Person-centered approach | *Conflict resolution |
| *Risk identification and mitigation | *LTSS                     | *Cultural competence |
- b. How would you use skills such as active listening, prompting and restatement to approach the situation?
- c. Additionally, please explain how other topics you might have learned from the online trainings are related or illustrated in this case, for example, sandwich generation, working with caregivers, caregivers' burnout, etc.





3. You have been working with a consumer for a few months. In the beginning of the process the consumer was very excited and motivated to do anything to move out of the nursing facility. He agreed to work towards becoming more independent in transferring versus needing assistance from two people, which puts him over the cost cap of his care plan. Unfortunately, a few months have passed and the consumer seems to no longer be engaged in the transition process; he has stopped going to physical therapy and has not made much progress towards becoming more independent. Recently, at the last meeting with you he stated the whole transition was just too much work; he has changed his mind and would like to remain in the nursing facility.
- a. Please explain how you would approach this situation and why is it important for you to be aware of the following when interacting with the consumer and/or others involved.
- \*Self-determination      \*Consumer choice, health and well-being      \*Assessment  
\*Documentation
- b. How would you use active listening, asking questions, prompting, and motivational interviewing in this case? Please give examples and define the skills.
- c. Additionally, please explain how any other topics you learned from the online trainings are relevant to this case, such as the difference between feeling empathy and sympathy for a consumer.



4. You have a 42 year old consumer who transitioned recently and you receive a call from him. During the call he states he has been feeling very sad living in his new apartment, he states that sometimes he goes hungry because it is hard to fix a decent meal for himself. Also, since he does not drive he is stuck at home every day and the only time he interacts with others is three times a week when his aide comes.
- a. Please explain how you would approach this case first during the call and afterwards. Please include in your answer how are the following related to this case and why is it important for you to be aware of these as you work with this consumer.
- \*Supporting independence      \*Health and well-being      \*Documentation  
\*LTSS      \*Risk identification and mitigation      \*Assessment  
\*Teamwork
- b. Which skills that you learned from the online trainings would you apply in this case and how would you use them? For example, active listening, asking questions, restatement, etc.
- c. Additionally, please explain how any other topics you learned from the online training are relevant to this case, for example, risk of harm, mood disorders, self neglect, etc.



**Section II:** Please answer the following questions. Be as detailed and specific as possible.  
As a potential Community Aging and Disability Specialist...

1. You will be working with consumers, their relatives and others involved in their lives.
  - Please explain what family dynamics and cultural competence refer to and why they are important when working with consumers and caregivers/relatives.
  - Additionally, please define what consumer choice is and its significance in the work of a Community Aging and Disability Specialist.
  - Finally, explain how communication and conflict resolution skills are useful to successfully work with consumers and other involved people.

2. You will be working with persons in different complex situations. Explain why it is important for you to be aware of the appropriate relationship between worker and consumer.
  - Please define what kind of relationship exists (i.e. friends, professional, etc)
  - Why is the relationship an unequal relationship?
  - Please explain what the idea of respect and cultural humility refers to and why is it important for you to be aware of it.
  - Explain what an authoritative approach is and why it should be avoided; and
  - Why is it important to be aware of the difference between empathy and sympathy and which one should you avoid?

**Section III.** You will be shown a video. Please comment on any good or bad practices you see in the video. For example, which competencies or values are illustrated in the video and why are they significant?

VIDEO: Kansas transition

A strong answer should reflect a clear understanding of a consumer's right to risk, choice and independence, person-centeredness, the importance of knowing about benefits versus risk, and how to work with caregivers and/or relatives of consumers. It should describe problem solving skills and explain how they were used. How does the video relate to the CT MFP program?

