1. True or False: Because periods of slow economic growth are likely to increase the need for social service programs, these times will often see increases to programs that child protective services rely on.

2. True or False: The lack of oversight associated with economic downturns will often take attention away from unsuccessful outcomes for interventions.

3. Which of the following is NOT part of Maslach & Jackson’s (1986) definition of burnout?
   a. Emotional Exhaustion
   b. Depersonalization
   c. Violent Behavior
   d. Reduced Personal Accomplishment

4. True or False: The primary damage of burnout is emotional, while the primary damage of stress is physical.

5. True or False: While burnout is important in the lives of the workers experiencing it, there are rarely effects on the organization as a whole.

A Partnership between the University of NH & the NH Division for Children, Youth & Families
6. Which of the following are factors that may protect team members from burnout?
   a. Social Support
   b. Role Clarification
   c. Personal Characteristics
   d. All of the Above

7. When empowering team members to advocate for issues of importance to their work, which of the following would be inappropriate?
   a. Encourage them to join a professional advocacy organization (e.g., NASW, etc.)
   b. Encourage them to vote against a candidate whom you feel is dangerous
   c. Encourage them to inform themselves about legislation related to child protection
   d. Encourage them to vote in local, state, and national elections

8. True or False: Recognizing team members’ accomplishments is an important tool for preventing burnout.

9. True or False: Because burnout increases turnover, it is wise to limit access to extra education and training in order to minimize the opportunities available outside the agency.

10. True or False: It is important for team members to feel comfortable discussing their professional needs with their supervisors.

Please attach your Action Plan and this completed Participation Check and submit them to UNH CPE to the attention of Pam Seufert.
Fax #: (603) 271-4737