

MERIT SYSTEM SERVICES - SAMPLE ELIGIBILITY WORKER I - ITEMS**READING AND UNDERSTANDING WRITTEN MATERIALS**

DIRECTIONS: Read each question carefully. Select the best answer and darken the proper space on the answer sheet.

1. Through advertising, manufacturers exercise a high degree of control over consumers' desires. However, the manufacturer assumes enormous risks in attempting to predict what consumers will want and in producing goods in quantity and distributing them in advance of final selection by the consumers.

The paragraph best supports the statement that manufacturers

1. distribute goods directly to the consumers
2. can eliminate the risk of overproduction by advertising
3. can predict with great accuracy the success of any product they put on the market
4. must depend upon the final consumers for the success of their undertakings

2. In the relations of humans to nature, the procuring of food and shelter is fundamental. With the migration of humans to various climates, ever new adjustments to the food supply and to the climate became necessary.

The paragraph best supports the statement that the means by which humans supply their material needs are

1. varied
2. limited
3. accidental
4. inadequate

3. "Some fire-resistant buildings, although wholly constructed of materials that will not burn, may be completely gutted by the spread of fire through their contents by way of hallways and other openings. They may even suffer serious structural damage by the collapse of metal beams and columns."

The quotation best supports the statement that some fire-resistant buildings

1. will burn readily
2. can be damaged seriously by fire
3. have specially constructed halls and doors
4. afford less protection to their contents than would ordinary buildings

4. Civilization started to move ahead more rapidly when people freed themselves of the shackles that restricted their search for the truth.

The paragraph best supports the statement that the progress of civilization

1. is based on continually increasing efforts
2. came as a result of people's dislike for obstacles
3. has been aided by people's efforts to find the truth
4. did not begin until restrictions on learning were removed

5. **Strident** means most nearly

1. angry
2. harsh
3. swaggering
4. domineering

6. To **confine** means most nearly to

1. hide
2. punish
3. restrict
4. eliminate

7. To **accentuate** means most nearly to

1. modify
2. hasten
3. sustain
4. intensify

8. **Banal** means most nearly

1. tranquil
2. forceful
3. indifferent
4. commonplace

9. **Vigilant** means most nearly

1. watchful
2. restless
3. sensible
4. suspicious

10. **Incidental** means most nearly

1. casual
2. needless
3. infrequent
4. independent

WRITTEN COMMUNICATION

GRAMMAR

DIRECTIONS: Choose the sentence that is grammatically **incorrect** and mark its letter on your answer sheet.

11. 1. In comparison with that kind of pen, this kind is more preferable.
 2. The jurors may go to dinner only with the permission of the judge.
 3. There was neither any intention to commit a crime nor any injury incurred.
 4. It is the sociological view that all weight should be given to the history and development of the individual.
12. 1. Cynics take the position that the criminal is rarely or never reformed.
 2. The supervisor makes the suggestions for improvement, not the employee.
 3. Violations of traffic laws and illegal and dangerous driving behavior constitutes bad driving
 4. The ultimate solution to the housing problem of the hardcore slum does not lie in code enforcement.
13. 1 If he had been notified promptly, he might have been here on time.
 2. The clerk promptly notified the judge of the fire for which he was highly praised.
 3. There is justice among thieves; the three thieves divided the goods equally among themselves.
 4. Though doubt may exist about the mailability of some matter, the sender is fully liable for law violation if such matter should be nonmailable.

PUNCTUATION

DIRECTIONS: Select the sentence which contains an error in punctuation.

14. 1. Wondering what to do next, she consulted her “to do” list.
 2. When are you going to go the Grand Canyon with your family.
 3. He couldn’t think what to do, so he took his father’s car for a joyride.
 4. “In ‘98,” the grizzled old cowboy sputtered, “we had a whopping good time.”
15. 1. The girl’s house was set back from the road.
 2. They decided to visit London, Chester, Edinburgh, and Salisbury
 3. The Red Cross helped victims of Hurricane Andrew back in 1992.
 4. Struggling up the mountain trail, she didn’t know if she would make it.
16. 1. We attended the banquet, and dance.
 2. The school at Tully and Orangeburg was vandalized.
 3. “Don’t you want to go with us?” She asked, holding the club’s trophy.
 4. Merced College offers classes through the Workplace Learning Center.

SPELLING

DIRECTIONS: Find the misspelled word and mark its letter on your answer sheet.

17. 1. automatic
 2. municiple
 3. proportion
 4. announcement
18. 1. optional
 2. mentioned
 3. commision
 4. recruitment
19. 1. calves
 2. cement
 3. current
 4. comunity
20. 1. consent
 2. diameter
 3. explained
 4. changeing

BENEFIT CALCULATIONS

DIRECTIONS: Answer questions by referring as needed to the Food Stamp Allotment Tables.

Assume the following to be true regardless of your personal knowledge about social service aid.

Food Stamp Allotment Tables

Amount of Stamps Plan (maximum allotment)

Household Size	1	2	3	4	5	6	7	8	9	10
Maximum Value Amount of Stamps	\$70	\$128	\$183	\$233	\$277	\$332	\$367	\$419	\$472	\$525
For each person in excess of ten, add \$53 to the monthly maximum value amount of stamps for a ten-person household.										
Maximum Net Monthly Income										
	1	2	3	4	5	6	7	8	9	10
	\$316	\$418	\$520	\$621	\$723	\$825	\$926	\$1,028	\$1,130	\$1,232
For each additional person in excess of ten, add \$102 to the maximum net monthly income for a ten-person household.										

Food Stamp Allotment: The Food Stamp Allotment Tables begin below. The food stamp allotment is the figure where the line representing household monthly net income and the column representing households intersect.

Monthly Net Income	Stamp Value Allotment by Household Size—Number of Persons in the Household.									
	1	2	3	4	5	6	7	8	9	10
0 - 1	70	128	183	233	277	332	367	419	472	525
2 - 4	69	127	182	232	276	331	366	418	471	524
5 - 8	68	126	181	231	275	330	365	417	470	523
9 - 11	67	125	180	230	274	329	364	416	469	522
12 - 14	66	124	179	229	273	328	363	415	468	521
15 - 18	65	123	178	228	272	327	362	414	467	520
19 - 21	64	122	177	227	271	326	361	413	466	519
22 - 24	63	121	176	226	270	325	360	412	465	518
25 - 28	62	120	175	225	269	324	359	411	464	517
29 - 31	61	119	174	224	268	323	358	410	463	516
32 - 34	60	118	173	223	267	322	357	409	462	515
35 - 38	59	117	172	222	266	321	356	408	461	514
39 - 41	58	116	171	221	265	320	355	407	460	513
42 - 44	57	115	170	220	264	319	354	406	459	512
45 - 48	56	114	169	219	263	318	353	405	458	511

21. The Maximum Value of Stamps Allotment for a household of nine (9) is
1. \$277.
 2. \$367.
 3. \$472 .
 4. data insufficient to answer question.
22. A household of three (3) with a net monthly income of \$45 will have a monthly allotment of
1. \$114.
 2. \$169.
 3. \$170.
 4. \$220.
23. A household of nine (9) persons with a total net monthly income of \$30 has two (2) members leave resulting in a loss of \$10 income. What is the difference in the monthly allotment?
1. \$53.
 2. \$102.
 3. \$179.
 4. \$270.
24. A household of 10 has net monthly income of \$43. A new baby is added to the household. What is the difference in the food stamp allotment?
1. \$42.
 2. \$53.
 3. \$69.
 4. \$565.
25. A household of four (4) usually has a net income of \$48. Half of this income was from the mother. She is now out of work. What will be the household's food stamp allotment?
1. \$219.
 2. \$226.
 3. \$233.
 4. \$565.

A Fictitious Eligibility Program Written for Examination Purposes

Recreation Coupon Eligibility

Recreation coupons may be used for admittance to any public transportation, or any cultural or athletic affair, and to certain theaters with which the Human Services Agency maintains a working agreement. Recreation coupons are not redeemable for cash.

All persons, regardless of age, sex, or marital status may be eligible for recreation coupons.

A person is **eligible** for recreation coupons if he meets all of the following conditions:

- A. is an adult or emancipated minor
- B. is responsible for his own maintenance
- C. has no financial resources other than earnings of his dependents as specified in Table IV
- D. has a net family income of less than \$600 per month
- E. has been a resident of the county for over 30 days

No more than one member of a family may apply for recreation coupons at any time.

Regardless of net **yearly** income, any person or family having a net income of over \$600 in any given month is not eligible for recreation coupons during the **next** month. Eligibility must be established monthly according to the listed factors. A declaration must be obtained from the recipient stating that his only financial income was less than \$600.

Determination of Dollar Amount

The dollar amount of recreation coupon eligibility is based upon:

- A. income of the applicant
- B. number of dependents
- C. age of dependents, if any
- D. income of additional family members
- E. special health considerations

The following tables and explanations are used to determine the amount of grant for which a person is eligible.

Table I	
Basic Coupon Grant	
Income of Applicant	Basic Grant
\$ 0 - 50 per month.....	\$30 per month
\$ 51 - 100 per month.....	\$25 per month
\$101 - 150 per month.....	\$20 per month
\$151 - 200 per month	\$15 per month
\$201 - 350 per month	\$10 per month
\$351 - 599 per month	\$ 5 per month
\$600 - above per month	\$ 0 per month

Table II	
Additional Allowance for Dependents	
Number of Dependents (including spouse but not applicant)	Additional grant per month
1 - 2.....	\$5 per dependent per month
3 - 4.....	\$4 per dependent per month
5 - above.....	\$3 per dependent per month

Table III	
Additional Grant Based upon Dependent's Age	
(including spouse but not applicant)	
An additional grant will be made for each dependent based upon the following scale of dependents' age.	
0 - 6 years.....	No additional grant
7 - 12 years.....	\$1 per month per person
13 years – above..	\$2 per month per person

Table IV**Final Grant Computation Based on Income of Other Family Members****(Supplement Income)**

Income of other family members residing with the applicant, even if they are not dependents, will lower the amount of recreation coupon grant based upon the percentage scale shown here.

The Eligibility Worker compares family size with income of other family members to find the percentage of the grant that the applicant is entitled to. Example: a family of four with a supplemental income of \$175 will receive 60 percent of the grant calculated to this point. Any health grant to which an applicant is entitled is in addition to this.

	Total Number of Persons in Family (includes applicant) Income of family members other than applicant			
	5 or more	4	3	2
\$ 600 - above	0%	0%	0%	0%
\$ 351 - 599	65%	45%	35%	10%
\$ 201 - 350	70%	55%	35%	15%
\$ 151 - 200	75%	60%	40%	20%
\$ 101 - 150	80%	65%	45%	25%
\$ 51 - 100	85%	70%	50%	30%
\$ 26 - 50	90%	75%	55%	35%
\$ 0 - 25	100%	100%	100%	100%

Table V**Health**

Any head of household or dependent who is certified to need a special medical treatment may have the entire cost of the transportation to the place of treatment added to his recreation coupon grant. This certification must be furnished, in writing, by a medical doctor each month.

26. Eligibility for recreation coupons is based on all of the following **except** the
1. number of dependents.
 2. net income of applicant.
 3. length of residence in the county.
 4. responsibility for own maintenance.
27. The total family income for the Wilcox family in August was \$693. They received a \$15 recreation coupon grant. The total family income drops to \$513 in September. Their September grant will
1. canceled.
 2. rease slightly.
 3. rease slightly.
 4. ain unchanged.
28. To determine the grant of an unemployed man whose wife earns \$20 per month and who has no children, the worker would refer to
1. Table I.
 2. Tables I and IV.
 3. Tables I through III.
 4. Tables I through IV.

DIRECTIONS: In answering the next two questions, the information in the following narrative must be applied to the Recreation Coupon regulations. Conditions mentioned in a given question apply only to that question.

My name is Barbara LaFollet. I am divorced and live with my children and an adult aunt who is totally dependent upon me for support. My children are Jamie, 6; Pierre, 12; and Allisoun, 14.

I work as a waitress in the Central Café where my salary is \$310 per month. In addition to this, I receive an average of \$45 in tips per month. Last month I received \$36. Allisoun works part-time as a carhop and earns about \$100 per month. I receive no alimony. I am a resident of California, but I have only lived in this county for 60 days. I hope I can qualify for this aid since it would make a big difference in our lives.

29. What will Mrs. LaFollet's grant be?
1. \$11.90
 2. \$16.15
 3. \$21.25
 4. \$26.35

30. If Mrs. LaFollet's aunt left the household and Allisoun's income rose to \$150 per month, by what percentage would her grant be multiplied on the basis of Table IV?
1. 55%
 2. 60%
 3. 65%
 4. 75%

EFFECTIVE INTERVIEWING/INTERPERSONAL COMMUNICATION

DIRECTIONS: Choose the best answer to each question and mark its letter on the answer sheet.

31. An interviewer on the onset of an interview should
1. tell the interviewee to keep his/her answers short.
 2. note the personal attributes of the interviewee such as accents, dress, etc.
 3. allow the interviewee to go in any direction no matter the relevancy.
 4. establish rapport with the interviewee which encourages communications.
32. Direct questioning in interviews is sometimes undesirable because the:
1. interviewer may omit some of his intended questions.
 2. interviewee may become defensive.
 3. interviewee is sure to break into tears.
 4. interviewee being questioned is apt to ask personal questions of the interviewer.
33. Assume that a few co-workers meet near your desk and talk about personal matters during working hours. Lately, this practice has interfered with your work. In order to stop this practice, the best action for you to take first is to
1. discontinue any friendship with this group.
 2. request that your desk be moved to another location.
 3. ask your co-workers not to meet near your desk.
 4. ask your supervisor to put a stop to the co-workers' meeting near your desk.

34. In order to maintain office coverage during working hours, your supervisor has scheduled your lunch hour from 1 p.m. to 2 p.m. and your co-worker's lunch hour from 12 p.m. to 1 p.m. Lately, your co-worker has been returning late from lunch each day. As a result you don't get a full hour, since you must return to the office by 2 p.m. Of the following, the best action for you to take first is to
1. report your co-worker's lateness to your supervisor.
 2. leave at 1 p.m. for lunch, whether your co-worker has returned or not.
 3. tell your co-worker that his lateness must stop or you will report him to your supervisor.
 4. explain to your co-worker in a courteous manner that his lateness is interfering with your right to a full hour for lunch.
35. Suppose that in evaluating your work your supervisor gives you an overall good rating, but states that you sometimes turn in work with careless errors. The best action for you to take would be to
1. take time to do a careful job, paying more attention to detail.
 2. ask a co-worker who is good at details to proofread your work.
 3. ask your supervisor if he or she would mind correcting your errors.
 4. continue working as usual since occasional errors are to be expected.
36. Assume that part of your job as a worker in the accounting division of a city agency is to answer the telephone. When you first answer the telephone, it is least important to tell the caller
1. your title
 2. your name
 3. the name of your unit
 4. the name of your agency
37. Assume that you are assigned to work as a receptionist and your duties are to answer telephones, greet visitors, and do other general office work. You are busy with a routine job when several visitors approach your desk. The best action to take is to
1. stop working long enough to assist the visitors.
 2. ask the visitors to have a seat and assist them after your work is completed.
 3. continue working and wait for the visitors to ask you for assistance.
 4. tell the visitors that you are busy and they should return at a more convenient time.

38. Assume that your supervisor has chosen you to take a special course during working hours to learn a new payroll procedure. Although you know that you were chosen because of your good work record, a co-worker, who feels that he or she should have been chosen, has been telling everyone in your unit that the choice was unfair. Of the following, the best way to handle this situation first is to
1. suggest to the co-worker that everything in life is unfair.
 2. contact your union representative in case your co-worker presents a formal grievance.
 3. tell the co-worker that you were chosen because of your superior work record.
 4. tell your supervisor about your co-worker's complaints and let him or her handle the situation.
39. Assume that while you are working on an assignment that must be completed quickly, a supervisor from another unit asks you to obtain information for her. Of the following, the best way to respond to her request is to
1. tell her to return in an hour, since you are busy.
 2. tell her you are busy and refer her to a co-worker.
 3. tell her that you are busy, and ask her if she could wait until you finish your assignment.
 4. give her the names of some people in her own unit who could help her.
40. A co-worker in your unit is often off from work because of illness. Your supervisor assigns the co-worker's work to you when she is not there. Lately, doing her work has interfered with your own job. The best action for you to take first is to
1. work late in order to get the jobs done.
 2. discuss the problem with your supervisor.
 3. ask other workers in your unit to assist you.
 4. complete your own work before starting your co-worker's work.