

# Certified Peer Support Worker Certification Practice Exam (Sample)

## Study Guide



**Everything you need from our exam experts!**

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# Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

**Remember:** successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

# How to Use This Guide

**This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:**

## **1. Start with a Diagnostic Review**

**Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.**

## **2. Study in Short, Focused Sessions**

**Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.**

## **3. Learn from the Explanations**

**After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.**

## **4. Track Your Progress**

**Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.**

## **5. Simulate the Real Exam**

**Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.**

## **6. Repeat and Review**

**Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.**

**There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!**

## Questions

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- 1. Which conflict resolution style is described as "no way"?**
  - A. Avoiding**
  - B. Negotiating**
  - C. Collaborating**
  - D. Accommodating**
  
- 2. What is Medicaid?**
  - A. A private health insurance plan**
  - B. A health care payment program sponsored by federal and state governments**
  - C. A health savings account**
  - D. A program for veterans' health care**
  
- 3. What principle underlies the approach of Supportive Housing?**
  - A. Support services are a condition of tenancy**
  - B. Services should be tailored and flexible**
  - C. Support services are a standard requirement for all tenants**
  - D. Tenants must engage in daily therapy sessions**
  
- 4. What are the continuing education requirements for recertification as a CPSW?**
  - A. 20 hours every year**
  - B. 40 hours over two years**
  - C. 60 hours over five years**
  - D. No continuing education is needed**
  
- 5. What does resilience indicate in the context of recovery?**
  - A. The ability to ignore stress**
  - B. The personal strength to cope with stress and recover**
  - C. A lack of emotional response to adversity**
  - D. Dependence on others for support**

- 6. What type of information is covered by HIPAA?**
- A. Information about school attendance**
  - B. Billing information and medical records**
  - C. General employment records**
  - D. Public safety records**
- 7. Who is NOT eligible to be an agent for an advanced directive?**
- A. A family member**
  - B. A close friend**
  - C. Anyone related to the service facility**
  - D. A legal guardian**
- 8. Which behavior is symptomatic of Emotional stress?**
- A. Trouble making decisions**
  - B. Physical fatigue**
  - C. Frequent headaches**
  - D. Indigestion**
- 9. Which of the following is a possible consequence of breaching HIPAA regulations?**
- A. Increased training on compliance**
  - B. Legal fees incurred by the patient**
  - C. Fines ranging from \$100 to \$250,000**
  - D. Loss of employee benefits**
- 10. What does practice-based evidence refer to in treatment?**
- A. Using historical data for all decisions**
  - B. Data generated during treatment to guide outcomes**
  - C. Feedback solely from external audits**
  - D. Clinical practices per published guidelines only**

## Answers

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1. A
2. B
3. B
4. B
5. B
6. B
7. C
8. A
9. C
10. B

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## **Explanations**

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## 1. Which conflict resolution style is described as "no way"?

- A. Avoiding**
- B. Negotiating**
- C. Collaborating**
- D. Accommodating**

The conflict resolution style characterized as "no way" is avoidance. This approach involves steering clear of conflict entirely, often leading to the neglect of the issue at hand. When someone utilizes this style, they may prefer to ignore disagreements or withdraw from the situation rather than addressing the conflict directly. Avoiding can be useful in situations where the conflict is trivial or when the stakes are low, as it allows individuals to maintain peace temporarily. However, if overused, this style can lead to unresolved issues that may resurface later, creating larger problems in relationships or teams. The other styles focus more on engaging with the conflict—whether through negotiating for a compromise, collaborating for a win-win outcome, or accommodating the needs of others at the expense of one's own. Avoiding contrasts sharply with these proactive approaches, as it seeks to elude the conflict altogether.

## 2. What is Medicaid?

- A. A private health insurance plan**
- B. A health care payment program sponsored by federal and state governments**
- C. A health savings account**
- D. A program for veterans' health care**

Medicaid is primarily characterized as a health care payment program that is jointly funded by federal and state governments. This program provides essential health coverage to eligible low-income individuals and families, including children, pregnant women, elderly persons, and those with disabilities. Its design aims to ensure access to necessary medical services, which can include hospital visits, outpatient care, nursing home care, and various preventive services. Understanding the role of Medicaid is important because it serves as a crucial safety net for vulnerable populations who may not have the financial resources to afford health care otherwise. The program operates under specific guidelines established by federal law; however, each state has the flexibility to administer its own Medicaid program with variations in coverage details and eligibility criteria. In contrast, the other options do not accurately define Medicaid. A private health insurance plan operates independently and generally requires individuals to purchase coverage directly from an insurance provider. A health savings account is a tax-advantaged account that helps individuals save for medical expenses, but it is not a payment program itself. A program designed specifically for veterans' health care, such as the Department of Veterans Affairs (VA) healthcare system, is separate and distinct from Medicaid. This distinction underscores the unique purpose and function of Medicaid in the broader health care landscape.

### 3. What principle underlies the approach of Supportive Housing?

- A. Support services are a condition of tenancy
- B. Services should be tailored and flexible**
- C. Support services are a standard requirement for all tenants
- D. Tenants must engage in daily therapy sessions

The principle that underlies the approach of Supportive Housing is that services should be tailored and flexible. This emphasis on customization is crucial because it acknowledges that individuals have diverse needs, preferences, and personal circumstances. Supportive Housing aims to provide an environment where residents can thrive, which means that the support offered must be adaptable to fit the unique situations of each tenant. This flexibility allows tenants to receive the level and type of support they need, enhancing their chances for successful outcomes, such as improved mental health, stability in housing, and increased independence. By centering the approach around tailored support rather than a one-size-fits-all model, Supportive Housing can effectively meet the varied needs of its residents, promoting their overall well-being and integration into the community. Other options imply more rigid structures that may not prioritize individual needs or personal choice, which can be counterproductive in the context of supportive services. For instance, requiring all tenants to engage in specific standard support services or daily therapy sessions may overlook the nuanced differences in what each individual truly requires to feel supported and empowered.

### 4. What are the continuing education requirements for recertification as a CPSW?

- A. 20 hours every year
- B. 40 hours over two years**
- C. 60 hours over five years
- D. No continuing education is needed

The correct answer, which states that 40 hours of continuing education are required over a two-year period for recertification as a Certified Peer Support Worker (CPSW), reflects a standard practice in many certification programs aimed at ensuring that professionals maintain and enhance their skills. Continuing education is essential for staying updated on the latest practices, theories, and guidelines within the field. This requirement encourages ongoing learning and professional development, which ultimately benefits both the CPSW and the clients they serve. Having a structured requirement, such as 40 hours every two years, allows for flexibility while still holding professionals accountable for their continued growth. It also helps ensure that the CPSW has a comprehensive understanding of evolving practices, making them more effective in their roles. In contrast, options suggesting fewer or no continuing education hours would not promote the same level of professional competency necessary in such a crucial role. Regular educational opportunities not only enhance individual skills but also ensure that all peer support workers are adhering to current guidelines and best practices within the mental health and wellness field.

## 5. What does resilience indicate in the context of recovery?

- A. The ability to ignore stress
- B. The personal strength to cope with stress and recover**
- C. A lack of emotional response to adversity
- D. Dependence on others for support

Resilience in the context of recovery refers to the personal strength that enables an individual to cope with stress and recover from difficult situations or adverse experiences. It is not merely the absence of stress or a lack of emotional responses to challenges; rather, resilience signifies an active process where a person utilizes their inner resources and support systems to navigate through struggles and emerge stronger. This concept emphasizes the importance of adaptability, learning from setbacks, and maintaining hope during difficult times. Those who demonstrate resilience typically employ coping strategies, seek out support, and maintain a positive outlook despite challenges, thereby facilitating their recovery journey. This understanding aligns closely with the principles of peer support, where individuals can share their experiences and encourage each other through their respective processes of healing and growth. The other options suggest a more passive or negative approach to challenges, such as ignoring stress, lacking emotional response, or depending heavily on others, which do not encapsulate the proactive and empowering nature of resilience in recovery.

## 6. What type of information is covered by HIPAA?

- A. Information about school attendance
- B. Billing information and medical records**
- C. General employment records
- D. Public safety records

The correct answer encompasses critical elements of healthcare privacy regulations established by the Health Insurance Portability and Accountability Act (HIPAA). HIPAA primarily governs the protection of an individual's medical information, which includes billing details and medical records. This regulation sets standards for how healthcare providers, health plans, and other entities handle and protect sensitive patient information to ensure confidentiality and prevent unauthorized access. Billing information is essential in healthcare because it pertains to the financial transactions and payment processes for services rendered to patients. Medical records contain a detailed account of an individual's health history, diagnoses, treatments, and any other relevant medical data. Both types of information are explicitly protected under HIPAA, reflecting the law's primary focus on safeguarding personal health information. In contrast, school attendance records, general employment records, and public safety records do not fall under HIPAA's jurisdiction and are often subject to different regulations regarding privacy and confidentiality. Therefore, understanding that HIPAA specifically addresses the protection of health-related information clarifies why billing information and medical records are the correct focus of this question.

**7. Who is NOT eligible to be an agent for an advanced directive?**

**A. A family member**

**B. A close friend**

**C. Anyone related to the service facility**

**D. A legal guardian**

The correct response identifies that anyone related to the service facility is not eligible to act as an agent for an advanced directive. This restriction is in place to prevent conflicts of interest and to ensure that the individual's wishes are prioritized without outside influences that might arise from familial or financial connections to the facility providing care. Choosing a different option could lead to potential issues regarding impartiality. Family members, close friends, and legal guardians are generally designated because they have a personal understanding of the individual's values and preferences and can advocate for their wishes in a way that aligns with their best interests. In contrast, relationships with individuals connected to the service facility could compromise the independence needed to make decisions that genuinely reflect the person's desires. Therefore, this answer reinforces the importance of having a representative who is free from such conflicts to advocate effectively for the individual's choices regarding their healthcare and wellbeing.

**8. Which behavior is symptomatic of Emotional stress?**

**A. Trouble making decisions**

**B. Physical fatigue**

**C. Frequent headaches**

**D. Indigestion**

Trouble making decisions is a common behavior associated with emotional stress. When individuals experience emotional stress, their ability to think clearly and process information can be impaired. This can lead to feelings of overwhelm, confusion, and anxiety, which manifest as difficulty in making choices or arriving at decisions. Emotional stress affects cognitive functions by creating mental blocks that hinder reasoning and problem-solving abilities. The other options, while they may be associated with stress, tend to reflect more physical manifestations of stress rather than cognitive or emotional response. Physical fatigue, frequent headaches, and indigestion are more directly linked to the physiological effects of stress on the body, rather than the cognitive or emotional challenges faced by individuals under stress. Thus, trouble making decisions specifically highlights the impact that emotional stress can have on one's mental processes and clarity of thought.

**9. Which of the following is a possible consequence of breaching HIPAA regulations?**

- A. Increased training on compliance**
- B. Legal fees incurred by the patient**
- C. Fines ranging from \$100 to \$250,000**
- D. Loss of employee benefits**

The consequence of breaching HIPAA regulations includes fines ranging from \$100 to \$250,000, which reflects the seriousness of maintaining patient confidentiality and the protections under the Health Insurance Portability and Accountability Act. This law was established to safeguard sensitive patient information, and violations can lead to significant financial repercussions. The tiered penalties can vary based on the level of negligence, the nature of the violation, and the number of individuals affected by the breach. Financial penalties serve as a deterrent against non-compliance and emphasize the importance of adhering to privacy standards. Organizations found guilty of HIPAA violations can face civil and even criminal fines, depending on the severity of the infraction. Consequently, the financial implications associated with HIPAA breaches underscore the critical nature of training and compliance efforts to protect patient information adequately. In contrast to the other options, while increased training on compliance and potential legal fees for affected parties are valid considerations within the context of HIPAA violations, they do not carry the same direct financial consequences as the fines imposed. Loss of employee benefits typically does not relate to HIPAA breaches, making penalties the more accurate reflection of the consequences associated with these violations.

**10. What does practice-based evidence refer to in treatment?**

- A. Using historical data for all decisions**
- B. Data generated during treatment to guide outcomes**
- C. Feedback solely from external audits**
- D. Clinical practices per published guidelines only**

Practice-based evidence refers specifically to data generated during the course of treatment that is used to inform and improve outcomes for individuals receiving care. This approach emphasizes the importance of real-world data collected from actual clinical settings, rather than relying solely on theoretical models or historical data. By focusing on evidence gathered directly from practice, practitioners can tailor interventions based on what has been effective in similar cases, enhancing the treatment's relevance and effectiveness. This methodology acknowledges that each individual may respond differently to various interventions, and it stresses the importance of adapting treatment based on the observed results in practice. By utilizing data collected in real time during the treatment process, practitioners can adjust techniques and approaches to better align with the patient's needs and responses. The intent here is to create a more person-centered approach that is responsive and dynamic rather than static or purely theoretical. The other options do not adequately capture the essence of practice-based evidence. For instance, reliance solely on historical data or published guidelines may not incorporate the flexibility and real-time learning that practice-based evidence promotes.

## Next Steps

**Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.**

**As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.**

**If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at [hello@examzify.com](mailto:hello@examzify.com).**

**Or visit your dedicated course page for more study tools and resources:**

**<https://peersupportworker.examzify.com>**

**We wish you the very best on your exam journey. You've got this!**

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