

# TIER ONE DEPARTMENT OF ECONOMIC OPPORTUNITY (DEO) PRACTICE TEST (SAMPLE)

STUDY GUIDE



*Prepare with structure. Pass with confidence*



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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. The Wagner-Peyser Act of 1933 is named after which two legislators?**
  - A. Franklin D. Roosevelt and Harry Hopkins
  - B. Robert Wagner and Theodore Peyser
  - C. Woodrow Wilson and William G. McAdoo
  - D. Henry Clay and Daniel Webster
  
- 2. Which programs require an assessment?**
  - A. Prep, EUC/RES, Veterans with CM, REA
  - B. Prep, EUC/RES
  - C. Veterans with CM, REA
  - D. All programs require an assessment
  
- 3. How does DEO fulfill the definition of administer, specifically to offer assistance?**
  - A. Draft laws
  - B. Offer assistance to help RWBs implement programs within the boundaries outlined in Fed and State Laws
  - C. Provide funding to RWBs
  - D. Conduct audits
  
- 4. Which of the following is NOT listed as a hot word to avoid?**
  - A. Ask clarifying questions
  - B. IDC
  - C. W/E
  - D. That's Policy
  
- 5. Which 1964 act authorized a nutrition program for low-income individuals?**
  - A. Food Stamp Act of 1964
  - B. Economic Opportunity Act of 1964
  - C. Elementary and Secondary Education Act
  - D. Nutrition Assistance Act



- 6. Most workforce programs are outlined in Florida Statutes Chapter \_\_\_\_.**
- A. 445
  - B. 435
  - C. 455
  - D. 465
- 7. Which program is commonly abbreviated as WT?**
- A. Welfare Transition
  - B. Welfare Training
  - C. Work Transition
  - D. Work Training
- 8. Florida's WIA of 2000 created the \_\_\_\_\_ program, also known as the WT program that engages recipients of cash assistance in employment and training activities.**
- A. Welfare Transition
  - B. Welfare Training
  - C. Work Transition
  - D. Displaced Homemaker
- 9. Which federal department provides funding for the Workforce Investment Act (WIA)?**
- A. HHS
  - B. DOL
  - C. DOE
  - D. DHS
- 10. Which statement best defines active listening?**
- A. A quick response to satisfy the customer
  - B. Repeating back the customer's words without interpretation
  - C. Hearing to understand, a sincere effort to find out what is bothering the customer by hearing what the customer has to say and learning about what the customer is feeling.
  - D. Ignoring nonverbal cues



## **Answers**

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

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## **Explanations**

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### 1. The Wagner-Peyser Act of 1933 is named after which two legislators?

- A. Franklin D. Roosevelt and Harry Hopkins
- B. Robert Wagner and Theodore Peyser**
- C. Woodrow Wilson and William G. McAdoo
- D. Henry Clay and Daniel Webster

*The name recognition here is about who sponsored and pushed this law in Congress and what the law did. The Wagner-Peyser Act honors Robert Wagner and Theodore Peyser, the legislators who led its passage. It created the nationwide public employment service by establishing the U.S. Employment Service and state public employment offices to help match job seekers with employers, with federal funding and administration through the Department of Labor. This was part of the New Deal response to the Great Depression, enacted in 1933. While other major figures from the era—like Franklin D. Roosevelt or Harry Hopkins—were pivotal in the broader program, the act itself carries the names of Wagner and Peyser.*

### 2. Which programs require an assessment?

- A. Prep, EUC/RES, Veterans with CM, REA**
- B. Prep, EUC/RES
- C. Veterans with CM, REA
- D. All programs require an assessment

*Assessments at intake determine eligibility, gauge current skills, identify barriers, and tailor each participant's service plan. For Prep, EUC/RES, Veterans with CM, and REA, an assessment is a standard step to place participants correctly, verify the needed supports, and chart an individualized path. The other options miss one or more programs that also require this assessment, so they aren't as complete. Therefore, the best choice is the set that includes all four programs.*

### 3. How does DEO fulfill the definition of administer, specifically to offer assistance?

- A. Draft laws
- B. Offer assistance to help RWBs implement programs within the boundaries outlined in Fed and State Laws**
- C. Provide funding to RWBs
- D. Conduct audits

*Administering means actively managing and supporting the ongoing operation of programs, ensuring they run in a way that complies with established rules and standards. When DEO fulfills this by offering assistance, it means DEO provides hands-on guidance, technical help, and resources to RWBs so they can implement programs effectively within the boundaries set by federal and state laws. This support covers planning, implementation, training, problem-solving, and ensuring proper reporting and compliance, helping the programs function as intended rather than creating new laws or merely distributing funds or performing audits.*

**4. Which of the following is NOT listed as a hot word to avoid?**

A. Ask clarifying questions

B. IDC

C. W/E

D. That's Policy

*Asking clarifying questions is a constructive communication approach and is not something to avoid. It shows you're actively listening and want to understand the user's needs before giving guidance, which leads to more accurate and helpful responses. The other phrases are considered hot words to avoid because they convey disengagement or a rigid stance. IDC means "I don't care," which can come across as dismissive. W/E stands for "whatever," signaling indifference to the user's situation. Saying "That's Policy" can shut down the conversation instead of offering support or alternatives. So the best choice is asking clarifying questions, since it fosters understanding and helpfulness, while the others undermine engagement and support.*

**5. Which 1964 act authorized a nutrition program for low-income individuals?**

A. Food Stamp Act of 1964

B. Economic Opportunity Act of 1964

C. Elementary and Secondary Education Act

D. Nutrition Assistance Act

*Understanding which 1964 law created a nationwide nutrition assistance program clarifies how the government began providing food benefits to low-income people. The Food Stamp Act of 1964 established the Food Stamp Program, giving eligible individuals and households a way to purchase food with benefits. This program later evolved into what is now known as the Supplemental Nutrition Assistance Program (SNAP). The other laws in the list pursued different goals: the Economic Opportunity Act of 1964 funded broad anti-poverty initiatives and job training; the Elementary and Secondary Education Act provided federal funding for schools, not nutrition programs; there isn't a Nutrition Assistance Act from 1964.*

**6. Most workforce programs are outlined in Florida Statutes Chapter \_\_\_\_.**

A. 445

B. 435

C. 455

D. 465

*Workforce programs are organized under a chapter that specifically governs workforce development, providing the authority, eligibility rules, funding, and administration for the programs run by the Department of Economic Opportunity. That dedicated chapter is where the rules for how these services are delivered and who qualifies are laid out, making it the primary source for outlining workforce initiatives. Other chapters cover different topics—such as licensing or unrelated government areas—and do not set the rules for workforce programs, so they don't apply to how these programs are run.*

**7. Which program is commonly abbreviated as WT?**

**A. Welfare Transition**

B. Welfare Training

C. Work Transition

D. Work Training

*WT stands for Welfare Transition. This name is used in state welfare programs to describe efforts that help recipients move from welfare into work, i.e., transitioning off welfare into employment. The abbreviation follows the two-word form directly: Welfare (W) and Transition (T). The other options aren't the standard program name associated with this abbreviation, so they aren't used to represent WT in DEO materials.*

**8. Florida's WIA of 2000 created the \_\_\_\_\_ program, also known as the WT program that engages recipients of cash assistance in employment and training activities.**

**A. Welfare Transition**

B. Welfare Training

C. Work Transition

D. Displaced Homemaker

*Welfare Transition is the program created in Florida under the Workforce Investment Act framework to move cash assistance recipients into work and training activities. It's designed to engage TANF recipients in employment-related activities—such as job search, job readiness, training, and work experience—to help them become self-sufficient. The WT abbreviation is commonly used, and this program specifically targets welfare recipients to pursue employment as a path off cash assistance. The other names don't reflect the official Florida program's title or purpose within the WIA framework.*

**9. Which federal department provides funding for the Workforce Investment Act (WIA)?**

A. HHS

B. DOL

C. DOE

**D. DHS**

*WIA funding comes from the federal department that handles employment and training programs, not health, energy, or homeland security. The Workforce Investment Act is implemented and financed through the Department of Labor, specifically via the Employment and Training Administration, which distributes funds to states and local workforce boards to run job training, adult education, and youth programs. That makes the Department of Labor the correct source of funding. Other departments—Health and Human Services, Energy, or Homeland Security—do not administer WIA funds.*

## 10. Which statement best defines active listening?

- A. A quick response to satisfy the customer
- B. Repeating back the customer's words without interpretation
- C. Hearing to understand, a sincere effort to find out what is bothering the customer by hearing what the customer has to say and learning about what the customer is feeling.
- D. Ignoring nonverbal cues

*Active listening is hearing with the purpose of understanding the customer, making a sincere effort to uncover what's bothering them, and learning what they're feeling. It means giving your full attention, not rushing to reply, and often reflecting or paraphrasing what you heard to show you understand and to grasp both the message and the emotions behind it. This approach helps you identify the real issue and respond appropriately. A quick reply to satisfy the customer can miss the deeper problem. Repeating back words without interpretation isn't enough, because it doesn't show you've captured meaning or emotion. Ignoring nonverbal cues misses important signals that reveal how the customer feels.*

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## 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://tier1deo.examzify.com>

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

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