

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

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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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 policy area is primarily associated with the Food Stamp Act?

- A. Nutritional assistance for low-income households
- B. Unemployment insurance
- C. Veterans' education benefits
- D. Land grants for colleges

2. What are the two different types of assessments?

- A. Informal, Formal
- B. Formal, Informal
- C. Diagnostic, Norm-referenced
- D. Qualitative, Quantitative

3. WIA stands for which act?

- A. World Investment Act
- B. Workforce Innovation Act
- C. Workforce Investment Act
- D. Work Initiative Act

4. Which phrase is an example of hot words to avoid?

- A. "Thank you for your patience"
- B. "Please hold"
- C. "Whatever, I don't care, That's policy"
- D. "I can help with that"

5. What was the purpose of the Works Progress Administration?

- A. Wages
- B. Training
- C. Housing subsidies
- D. Food assistance

6. WFI provides oversight and policy direction to ensure that workforce programs are _____ by the Department of Economic Opportunity and implemented locally by the RWBs in compliance with Governor-approved plans.
- A. Administered
 - B. Implemented
 - C. Funded
 - D. Regulated
7. Which statement best describes the career plan development process elements?
- A. Assessments, Career exploration, Planning
 - B. Assessments, Planning, Job placement
 - C. Career exploration, Planning, Work readiness
 - D. Assessments, Career exploration, Job readiness
8. Because of the change of the nature of the workplace, individuals have been put in charge of what?
- A. They've been put in charge of their own professional development and careers
 - B. Their salary increases
 - C. Their vacation policies
 - D. Their job security
9. Which action is NOT recommended under Be Courteous?
- A. Greet with a smile and use the customer's name.
 - B. Do not answer the phone while meeting with the customer.
 - C. Answer the phone while meeting with the customer.
 - D. Listen to the customer's needs.
10. Which Act of 1933 laid the foundation of the employment service offices that later became One-Stops and the Employ Florida Marketplace?
- A. Wagner-Peyser
 - B. Civilian Conservation Corps Act
 - C. Social Security Act
 - D. National Labor Relations Act

Answers

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

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Explanations

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1. Which policy area is primarily associated with the Food Stamp Act?

- A. Nutritional assistance for low-income households**
- B. Unemployment insurance
- C. Veterans' education benefits
- D. Land grants for colleges

The policy area most closely linked to the Food Stamp Act is nutritional assistance for low-income households. The act created a program to help eligible people buy food, with the goal of reducing hunger and improving nutrition. Over time that program became the Food Stamp Program and is now the Supplemental Nutrition Assistance Program (SNAP), focused on providing food assistance based on income and resources. The other options fall under different policy domains—unemployment insurance supports people who lose jobs, veterans' education benefits support service members and veterans, and land grants for colleges relate to higher education and public land policy.

2. What are the two different types of assessments?

- A. Informal, Formal**
- B. Formal, Informal
- C. Diagnostic, Norm-referenced
- D. Qualitative, Quantitative

Assessments come in two broad forms: formal and informal. Formal assessments are structured, standardized tools with defined procedures and scoring rules, such as district or state tests. They provide consistent data across students and time, which helps with comparisons and accountability. Informal assessments are flexible and often teacher-made or observation-based, like quick checks for understanding, exit tickets, or ongoing notes about student progress. They yield immediate, actionable feedback to adjust teaching and support individual learners. The question asks for two distinct types, and the pair formal and informal directly captures this common distinction. Other pairings describe related ideas—like diagnostic versus norm-referenced focusing on purpose, or qualitative versus quantitative describing data types—rather than the basic split between organized, standardized tools and flexible, classroom-based checks.

3. WIA stands for which act?

- A. World Investment Act
- B. Workforce Innovation Act
- C. Workforce Investment Act**
- D. Work Initiative Act

WIA stands for Workforce Investment Act. This U.S. federal law, enacted in 1998, created a unified framework for workforce development by consolidating job training and employment services for adults, dislocated workers, and youth. It established the One-Stop Career Center system and Local Workforce Investment Boards to coordinate services across federal, state, and local levels, and it introduced performance accountability measures to track how well programs help people find and retain work. Although WIA has since been replaced by the Workforce Innovation and Opportunity Act, the acronym historically refers to Workforce Investment Act. The other options use incorrect or non-existent names for the act.

4. Which phrase is an example of hot words to avoid?

- A. "Thank you for your patience"
- B. "Please hold"
- C. "Whatever, I don't care, That's policy"**
- D. "I can help with that"

In customer interactions, language that shows empathy, patience, and a willingness to help keeps the conversation constructive. The phrase "Whatever, I don't care, That's policy" is the clearest example of hot words to avoid because it combines dismissiveness with indifference and a rigid stance. It communicates that the speaker isn't listening, isn't willing to help, and isn't considering the customer's situation—all of which can escalate frustration and break trust. By contrast, phrases like "Thank you for your patience" acknowledge the customer's time, "Please hold" politely manages a short wait, and "I can help with that" signals a proactive, service-focused approach. These maintain a respectful, collaborative tone and keep the interaction moving toward a solution.

5. What was the purpose of the Works Progress Administration?

- A. Wages**
- B. Training
- C. Housing subsidies
- D. Food assistance

The main idea being tested is that the Works Progress Administration aimed to put unemployed people to work and pay them wages during the Great Depression. The WPA created a vast number of public works jobs—building roads, schools, bridges, parks, and even cultural projects—so that workers earned regular pay. This focus on providing wages helped stimulate the economy as people had money to spend, which supported broader recovery. Training or skill-building did occur in some roles, but the core purpose was employment and wages, not housing subsidies or food assistance. Housing subsidies and food aid are distinct types of relief programs that came from other agencies and initiatives, not the central mission of the WPA.

6. WFI provides oversight and policy direction to ensure that workforce programs are _____ by the Department of Economic Opportunity and implemented locally by the RWBs in compliance with Governor-approved plans.

- A. Administered**
- B. Implemented
- C. Funded
- D. Regulated

This question tests who is responsible for managing and directing the workforce programs at the state level versus implementing them locally. The phrase that fits best is that the programs are administered by the Department of Economic Opportunity. Administering means the state agency oversees, directs, and supervises the programs, setting policies and ensuring they run properly. The local implementation then falls to the RWBs, operating under governor-approved plans. If we said implemented instead of administered, it would imply the state agency is doing the actual execution, which conflicts with the idea that local entities (RWBs) carry out the implementation. Funding isn't the focus here, and regulating would emphasize rules rather than ongoing management. So the intended meaning is that the DEO administers the programs while RWBs implement them locally.

7. Which statement best describes the career plan development process elements?

- A. Assessments, Career exploration, Planning**
- B. Assessments, Planning, Job placement
- C. Career exploration, Planning, Work readiness
- D. Assessments, Career exploration, Job readiness

The career plan development process is built around three key steps that move a person from self-understanding to concrete action. Start with assessments to uncover interests, skills, values, and aptitudes. This helps you know what kinds of work might fit you best and where you might excel. Next, engage in career exploration, using what you learned to investigate different occupations, education or training requirements, typical duties, and the job market. This step connects your personal profile to real-world options and helps you identify feasible paths. Finally, plan by turning those insights into a concrete action map: set specific goals, outline the steps to reach them, set timelines, and determine the supports or resources you'll need. This sequence—assessments, then exploration, then planning—best captures how a career plan is developed, because it starts with understanding the person, then investigates viable options, and ends with a practical, actionable plan. Other elements like job placement or work readiness describe outcomes or separate activities rather than the core steps of crafting the plan itself; they may be important components of a broader workforce effort, but they aren't the central stages in developing a career plan.

8. Because of the change of the nature of the workplace, individuals have been put in charge of what?

- A. They've been put in charge of their own professional development and careers**
- B. Their salary increases
- C. Their vacation policies
- D. Their job security

Self-directed career management is the idea here. As the workplace evolves with new skills, automation, and flexible roles, people are expected to take ownership of their own growth and career paths. Because of this shift, individuals are put in charge of their own professional development and careers. Salary increases, vacation policies, and job security are typically influenced by employer policies, market conditions, or negotiated terms rather than something a person can directly control. So the best choice reflects the move toward personal responsibility for ongoing learning and career planning in a changing job landscape.

9. Which action is NOT recommended under Be Courteous?

- A. Greet with a smile and use the customer's name.
- B. Do not answer the phone while meeting with the customer.
- C. Answer the phone while meeting with the customer.**
- D. Listen to the customer's needs.

Staying fully present with the customer is a key part of Be Courteous. Answering the phone while you're meeting with a customer is not recommended because it breaks the flow of the conversation, diverts your attention, and can make the customer feel like they're not your top priority. That kind of distraction undermines the respect and focus you're aiming to show. By contrast, greeting with a smile and using the customer's name helps establish a warm, personal connection. Listening attentively to the customer's needs demonstrates respect and a genuine interest in helping them. Not answering the phone while meeting with the customer aligns with courteous service, reinforcing that the current interaction has your full attention. If a call is unavoidable, you'd pause briefly, apologize, and either finish the discussion first or offer to return the call after you've wrapped up with the customer.

10. Which Act of 1933 laid the foundation of the employment service offices that later became One-Stops and the Employ Florida Marketplace?

A. Wagner-Peyser

B. Civilian Conservation Corps Act

C. Social Security Act

D. National Labor Relations Act

The question is asking which 1933 law created the public system of employment offices that later evolved into modern One-Stop centers and the Employ Florida Marketplace. The Wagner-Peyser Act of 1933 established the Public Employment Service and required states to operate public employment offices that match job seekers with employers, providing a coordinated, federally funded framework for job placement. This act laid the groundwork for the nationwide employment-service network that later transformed into the One-Stop career centers and, in Florida, the Employ Florida Marketplace. The other acts addressed different goals: the Civilian Conservation Corps Act created a public works program for relief work rather than a formal employment-service network; the Social Security Act (1935) established unemployment insurance and welfare provisions rather than labor exchange offices; and the National Labor Relations Act protected workers' organizing rights, not employment services.

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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.

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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