



AMREF INTERNATIONAL TRAINING CENTER

Qualification code : 092306T4SWC
Qualification : Social work and community development level 6
Unit code : BUS/OS/SW/CR/11/6
Unit of competency : Conduct Case Management

CANDIDATE WRITTEN ASSESSMENT

INSTRUCTIONS TO CANDIDATE

1. You have **THREE (3)** hours to answer all the questions.
2. Marks for each question are indicated in the brackets.
3. The paper consists of **TWO** sections: A and B
4. Do not write on the question paper.
5. A separate answer booklet will be provided.

This paper consists of FOUR (4) printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing

Amref International University -TVET Directorate: Training for Primary Health Care

SECTION A (40MARKS)

Answer all the questions in this section

1. State four factors to be considered when developing an intervention for the client (4 Marks)
2. Identify three goals of case management. (3 Marks)
3. Highlight four benefits of monitoring and evaluation in the case management process. (4 Marks)
4. List four circumstances that may lead to case closure in the case management process. (4 Marks)
5. Outline four forms that a case worker utilizes in the case management process. (4 Marks)
6. Mention four roles and responsibilities of families and caregivers in case management activities. (4 Marks)
7. Highlight three strategies of follow-up during the case management process.(3 Marks)
8. Identify four ways that can be used to protect clients' information in case management. (4 Marks)
9. State four ethical standards that social workers should observe during case management as stipulated by the National Association of Social Work. (4 Marks)
10. List three strategies that can enhance an effective public awareness program. (3 Marks)
11. Name three elements of a stakeholder's directory in case management. (3 Marks)

SECTION B (60MARKS)

Answer any question 12 and any other 2 questions from this section

CASE STUDY

12. Byron Star, a 16-year-old boy in Grade 8 at a local secondary school has been struggling with substance abuse specifically cocaine. Byron comes from a low-income family and has been involved in risky behaviors, affecting his academic performance and relationships. His parents have decided to approach a case manager for intervention. The manager of the organization has tasked you to deal with Byron's issue.

Using the information presented above, answer the following questions.

- a) Identify two tools you will use when gathering information from the client. (2 Marks)
- b) Highlight three possible factors contributing to Byron's behavior. (3 Marks)
- c) Formulate three objectives for this case. (3 Marks)
- d) Explain three intervention measures towards Byron's case. (6 Marks)
- e) Analyze three challenges you are likely to encounter as a manager in this case. (6 Marks)

13. Case management is a process that coordinates clients' services to provide cost-effective and high-quality services that yield maximum outcomes.

- a) Describe the six stages you will follow when dealing with various clients from the health sector. (12 Marks)
- b) Analyze four ethical dilemmas that require careful consideration during case management. (8 Marks)

14. With the launch of the Universal Health Care System as a social worker Case management will be a common day-to-day occurrence.

- a) Discuss four models used in managing case that affects an individual in the community. (8 Marks)
- b) Explain six skills a case manager needs for effective case management. (12 Marks)

15. Case management *is* a means for improving clients' health and promoting wellness.

- a) Discuss five principles case workers should adhere to when conducting case management. (10 Marks)
- b) Analyze five components of a report that a case manager should incorporate when documenting the evidence. (10 Marks)

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