

092306T4SWC

SOCIAL WORK AND COMMUNITY DEVELOPMENT LEVEL 6

COD/OS/SW/CR/11/6/A

CONDUCT CASE MANAGEMENT

JULY/AUG 2024



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

WRITTEN ASSESSMENT

TIME:3 HOURS

INSTRUCTIONS TO CANDIDATE

1. This paper consists of two sections; **A** and **B**
2. Answer **ALL** the question as guided in each section
3. Marks for each question are as indicated in the brackets
4. You are provided with a separate answer booklet to answer the questions
5. Do not write in this question paper

This paper consists of FOUR (4) printed pages

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

SECTION A: (40 MARKS)

Answer ALL questions in this section.

1. During case management, it is ethical to safeguard client's information throughout the process. Highlight **FOUR** ways of enhancing client's confidentiality during case management. (4 Marks)
2. It is important for a case worker to conduct follow up for a client during case management. Identify **FOUR** ways of carrying out such follow-up (4 Marks)
3. A stakeholder's directory during case management enhances effective collaboration across all sectors. List **THREE** key information included in a stakeholder's directory (3 Marks)
4. Case management addresses various cases depending on context and setting in which it's applied. Mention **FOUR** categories of cases that can be encountered by case workers during their practice. (4 Marks)
5. Public awareness in case management process ensures individuals understand support services available and their benefits. Identify **THREE** ways in which public awareness can be enhanced. (3 Marks)
6. Case management is a collaborative process that involves multiple stakeholders. List **FOUR** stakeholders that may be involved in clients care during case management process (4 Marks)
7. Case management evaluation tools are used to collect data that measures the effectiveness of the intervention's measures. Name **FOUR** such evaluation tools. (4 Marks)
8. An exit strategy is a plan developed by a case manager to disengage the client. Outline **THREE** activities of implementing an exit strategy. (3 Marks)
9. Case management requires a combination of capacities and materials in order to effectively address client's needs. Highlight **FOUR** types of resources required during case management process. (4 Marks)
10. The termination session is an important aspect of case management, which allows for the finalization of the case and the disengagement of the client from the program. Identify **THREE** challenges encountered by a case manager during termination session. (3 Marks)
11. Preparing a case management report is an important step in documenting the entire case management process, from initiation to evaluation. Identify **FOUR** challenges of preparing a case management report. (4 Marks)

SECTION A: (40 MARKS)

Answer question 12 and ANY OTHER TWO questions in this section.

12. Amy is a young woman who seeks the services of a case manager. Amy suffers from mental health issues and drug and alcohol misuse. Amy has 3 children and is in a relationship that is underpinned by domestic violence and precarious housing tenure. Amy has poor literacy and vocational skills and is only marginally attached to the labour force. The service Amy has sought assistance from provides crisis and transitional accommodation as well as financial, material and personal support to people who are homeless or at risk of homelessness. Her stay at the service can range from one or two nights through to several weeks, giving her case manager time to help Amy address her immediate needs and find longer-term housing and support as required. Amy may have arrived at the service of her own accord or have been referred by another welfare, government or community agency which was unable to place her. When Amy arrives at the service, she meets with a case manager who works with her to solve her immediate crisis and put in place a plan to find longer-term accommodation, and to identify and put her in touch with the health, welfare, housing, employment programs and other services she may require to ensure her ongoing well-being. If necessary, Amy has access to nursing staff and a doctor who visits regularly
- a) State **FOUR** presenting issues identified by the case worker handling Amy's case. (4 Marks)
 - b) Identify **SIX** elements key elements that a case manager would consider while preparing Amy's intake session report. (6 Marks)
 - c) Describe **FIVE** steps that a case manager would follow while conducting an intake session for Amy. (10 Marks)
13. The principles of social case work are applied in establishing close relationship between social case worker and the client.
- a) Discuss **FIVE** such principles. (10 Marks)
 - b) Explain **FIVE** benefits of holding case management meetings. (10 Marks)
14. There are various forms used in case management to ensure records are kept and provide information regarding the client.
- a) Discuss **FIVE** uses of forms in case management process. (10 Marks)
 - b) Discuss **FIVE** reasons for carrying out monitoring during case management process. (10 Marks)

15. Client disengagement refers to the formal process of ending a professional relationship with a client which can be initiated by either the client or the service provider

- a) Discuss **FIVE** instances when referral is recommended during case management. (10 Marks)
- b) Discuss **FIVE** types of termination encountered in case management. (10 Marks)

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