



## AMREF INTERNATIONAL TRAINING CENTER

Qualification code : 092306T4SWC  
Qualification : Social Work and Community Development Level 6  
Unit code : COD/OS/SW/CR/11/6/A  
Unit of competency : Conduct Case Management

### CANDIDATE WRITTEN ASSESSMENT

#### INSTRUCTIONS TO CANDIDATE

1. You have **THREE** 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 printed pages.*

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

**SECTION A: (40 MARKS)**

*(Answer ALL the questions in this section)*

1. A stakeholder directory is a valuable tool for case managers to maintain a comprehensive list of individuals and organizations that are involved in or affected by a client's case. Mention **THREE** key elements of a stakeholder's directory. (3 Marks)
2. Assessing the effectiveness of case management programs, helps identify the areas of improvement. State **THREE** methods of collecting data while carrying out evaluation during the case management process. (3 Marks)
3. Stakeholder mapping is a valuable tool for identifying and understanding the individuals or groups who have an interest in or are affected by a particular project or initiative. Identify **FOUR** stakeholders in case management. (4 Marks)
4. Assessment tools are essential for understanding a client's needs and developing effective case management plans. These tools can be tailored to specific populations and can include a variety of assessment techniques. Outline **THREE** key factors to consider while developing assessment tools during case management. (3 Marks)
5. There are various challenges faced by individuals and families that require intervention from case manager. Identify **FOUR** categories of cases that case management may address. (4 Marks)
6. To ensure that efficiency and accountability is maintained, a structured work plan is developed. Name **FOUR** ways of establishing effective timeline within a case management framework. (4 Marks)
7. Tracking of client's progress helps identify any challenges during case management. Highlight **THREE** benefits of conducting monitoring in case management process. (3 Marks)
8. Case managers utilize a variety of resources to provide comprehensive support to their clients. Name **FOUR** categories of resources used in case management. (4 Marks)
9. Case management planning meetings are essential for effective collaboration, goal setting, and progress tracking. Outline **FOUR** factors to consider while planning for effective case management meetings. (4 Marks)

10. Termination involves ending the formal relationship between a client's and the case manager. Name FOUR reasons for terminating a case in case management process. (4 Marks)
11. During the initial meeting with a client, the case manager requires to prepare a report for that session. Enumerate FOUR elements of an intake session report. (4 Marks)

**SECTION B: (60 MARKS)**

*(Question 12 is compulsory. Attempt any other TWO questions)*

12. Read the case study below and answer the questions that follow

Sarah, a 35-year-old single mother of two (aged 8 and 5), is facing financial hardship after losing her job. She's worried about losing her apartment and providing for her children. A friend recommends she contact Helping Hands Care Agency which is a social service agency.

Lee, a case manager at Helping Hands, meets with Sarah to discuss her situation. He explains how the agency can help and assures her that her information will be kept private.

During their conversation, Lee learns that Sarah is struggling to pay rent, buy food, and afford school supplies for her children. He notices she's feeling stressed and offers to connect her with a counselor.

Together, they set goals to address Sarah's immediate needs and develop a plan to get her back on her feet. Lee summarizes their discussion and encourages Sarah to reach out if she has any questions. Sarah leaves the meeting feeling more hopeful and confident about her future

- a) Identify FOUR skills required by Lee the case manager for effective case management practice. (4 Marks)
  - b) Explain FOUR basic information that David would collect from Sarah during intake session. (4 Marks)
  - c) Describe FOUR likely problems that Sarah would be facing. (4 Marks)
  - d) Discuss FOUR likely challenges that are likely to be faced during the intake process. (8 Marks)
13. To address a client's specific need, there is need for the case manager to connect the client with resources.

- a) Discuss FIVE challenges faced during the referral process in case management. (10 Marks)
- b) A systematic approach provides comprehensive services to individuals in order to achieve the desired outcome in case management. Describe the FIVE phases of the case management process. (10 Marks)
14. Protecting the privacy of clients is very essential in order to build the trust during practice.
- a) Discuss FIVE best practices that a case manager may observe in order to maintain client confidentiality during case management. (10 Marks)
- b) A comprehensive document is designed and prepared to address the unique needs of the client. Discuss FIVE benefits of developing a case management plan. (10 Marks)
15. There is need to educate the public on the availability and benefits of case management services.
- a) Discuss FIVE strategies that can be used to conduct public awareness campaigns on case management. (10 Marks)
- b) Documenting of client's progress is very essential during case management. Discuss FIVE types of reports in case management. (10 Marks)