

092306T4SWC

SOCIAL WORK AND COMMUNITY DEVELOPMENT LEVEL 6

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

Conduct Case Management

March/April 2025



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

WRITTEN ASSESSMENT

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Date: 01.04.2025 07:40 AM

Time: 3 HOURS

INSTRUCTIONS TO CANDIDATE

1. This paper consists of **TWO** sections: **A** and **B**.
2. Attempt **ALL** questions in section A.
3. Attempt question **TWELVE** (12) and any other **TWO** (2) questions in section B.
4. Marks for each question are indicated in the brackets.
5. Candidates are provided with a separate answer booklet
6. Do not write on the 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 the questions in this section

1. Case management links individuals in society to services that improve their living standards. State THREE importance of case management. (3 Marks)
2. Drawing attention to the community by imparting knowledge enables members to understand issues. Identify FOUR ways through which public awareness can be done. (4 Marks)
3. Before a social worker begins case management sessions it's important to capture information about a client. Outline FOUR basic information you need to capture at the onset of case management. (4 Marks)
4. Bonding is important as it helps the social worker to get more insight into the case at hand. List FOUR ways of creating rapport between a client and a social worker. (4 Marks)
5. Documentation is important in conducting case management. List FOUR forms that a case worker utilizes in the case management process. (4 Marks)
6. Before carrying out an assessment it's critical to identify the client's needs. Outline FOUR importance of identifying the client's problems. (4 Marks)
7. For caseworkers to improve the quality of services offered to clients they need to discuss and gather information from multiple sources. Outline the FOUR stages of an assessment cycle. (4 Marks)
8. Addressing pertinent issues that constitute acceptable behavior by the client is important in case management. Identify FOUR benefits of having a policy on handling clients (4 Marks)
9. Partnership with different stakeholders is vital due to the dynamic nature of cases. Explain THREE important aspects of stakeholder mapping. (3 Marks)
10. As a case worker when planning you need to focus on your client's needs and identify steps necessary for its success. Identify THREE importance of case management plan. (3 Marks)
11. After each assignment a case worker compiles a report of the findings and recommendations derived through an evaluation. State THREE importance of an evaluation report. (3 Marks)

SECTION B: (60 MARKS)

Attempt question 12(compulsory) and Any other TWO questions in This Section.

12. Use the case study below to answer the questions.

Wela, a dedicated social worker at Jua Dispensary, began his day navigating the bustling streets. On this particular day, he noticed Mwezi, a young man who appeared lost and distraught. Concerned, Wela approached him to offer support. Mwezi explained that he was from the nearby community of Nyota and felt disoriented and hungry. He hadn't eaten for many days due to a lack of appetite and financial difficulties. During their conversation, Wela observed signs of substance addiction in Mwezi's demeanor. Mwezi shared his struggle with cannabis addiction, describing excruciating withdrawal symptoms during attempts to quit, including tremors, nausea, and fatigue. His battle with addiction had drained his enthusiasm for activities he once enjoyed and led to negative reactions from family and friends, damaging his self-esteem. This cycle of challenges pushed him into risky behaviors, further straining his finances and relationships. Through attentive listening, Wela began to uncover the deeper layers of Mwezi's struggles and the urgent need for support. Mwezi also showed physical signs of distress, including bloodshot eyes and slurred speech.

- a) Using the case study above list **FOUR** effects of drug and substance abuse that Mwezi is suffering from. (4 Marks)
- b) Non-disclosure of client information is critical in casework. Explain **FIVE** importance of maintaining confidentiality while maintaining casework. (10 Marks)
- c) State **SIX** methods a case worker may use to identify a client's needs. (6 marks)

13. Case management is a coordinated process in which a case worker and client team up to resolve the client's needs.

- a) Explain **FIVE** skills that a case worker should possess for effective case management. (10 Marks)
- b) Explain **FIVE** ethical standards that a case worker should observe during case management. (10 Marks)

14. To successfully resolve community needs several variables are put into play.

- a) State and Explain **FOUR** models that may be utilized to manage a case affecting an individual in the community (8 Marks)
- b) Describe **SIX** steps undertaken in the case management process. (12 Marks)

15. The final stage of case management is the provision of information and evidence.

- a) Analyze **FIVE** components of a case management report. (10 Marks)

b) Explain FIVE ways of assessing social casework

(10 Marks)