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SOCIAL WORK AND COMMUNITY DEVELOPMENT LEVEL 6

COD/CU/SW/SR/11/6 Printed By: Amref International Training Center

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Conduct Case Management

July/August 2025

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

WRITTEN ASSESSMENT

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Date: 28.07.2025 08:05 AM

TIME: 3 HOURS

INSTRUCTIONS TO CANDIDATE

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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 Attempt booklet
6. Do not write on the question paper.

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This paper consists of THREE (3) printed pages

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

SECTION A: (40 MARKS)***Attempt all questions in this section***

1. A stakeholder's directory improves collaboration across all sectors in case management. List THREE key information comprised in a stakeholder directory (3 Marks)
2. Case management addresses various cases depending on the context and setting in which it's applied. Mention FOUR categories of cases that can be encountered by a case worker during their practice. (4 Marks)
3. In the support services available. Identify THREE ways in which public awareness can be increased. (3 Marks)
4. In case management, it is ethical to secure the client's information throughout the process. Highlight FOUR ways of promoting the client's confidentiality during case management. (4 Marks)
5. In case management, evaluation tools are used to collect data that monitors the effectiveness of the intervention measures. State FOUR case management evaluation tools. (4 Marks)
6. 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)
7. An exit strategy is implemented by a case manager to disengage the client. Outline THREE activities involved when implementing an exit strategy. (3 Marks)
8. Case management requires resources to address a client's needs. Highlight FOUR types of resources required during the case management process. (4 Marks)
9. The termination session is a crucial part of case management that facilitates the client's disengagement from the program. Identify THREE activities involved in the termination session during the case management process. (3 Marks)
10. List FOUR key persons that may be involved in the client's care during the case management process. (4 Marks)
11. The work of a project manager is to map or categorize stakeholders according to different levels. Outline FOUR importance of stakeholder mapping. (4 Marks)

SECTION B: (60 Marks)***Attempt Question 12 and any TWO others in This Section***

12. Maria, a 33-year-old mother of three young children, has been referred to your organization by her primary care provider due to mental health concerns. During a recent routine check-up, she displayed significant signs of depression, which led her practitioner to recommend additional support. As her assigned caseworker, your role will be to assess her needs, provide resources, and help her access the appropriate services to enhance her mental well-being and improve her overall quality of life.

- a) State THREE ways in which a case worker may use to identify a client's problem during the intake session. (3 Marks)
- b) Identify FIVE key elements that a case manager would consider while preparing a client's intake session report. (5 Marks)
- c) Describe FOUR steps that a case manager would follow while conducting an intake session. (12 Marks)

13. For effective case management, various principles are adhered to ensure that services are provided efficiently to the client.

- a) Explain FOUR Principles of case management. (8 Marks)
- b) Discuss FOUR benefits of holding case management meetings. (12 Marks)

14. There are various forms utilized in case management to ensure records are kept and provide information regarding the client.

- a) Explain FOUR types of forms that a case worker utilizes in the case management process. (8 Marks)

- b) Discuss FOUR benefits of carrying out monitoring during the case management process. (12 Marks)

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

- a) Explain FOUR instances when referral is recommended during case management. (8 Marks)
- b) Describe FOUR types of termination encountered in case management (12 Marks)