



AMREF INTERNATIONAL TRAINING CENTER

SOCIAL WORK LEVEL 6

COD/OS/SW/CR/02/5/MA

Conduct Social Work Case Management

July/August 2026

WRITTEN ASSESSMENT

Time: 2 HOURS

INSTRUCTIONS TO CANDIDATE

1. Marks for each question are indicated in the brackets.
2. The paper consists of **TWO** sections: **A** and **B**.
3. Candidates are provided with a separate answer booklet
4. **DO NOT** write on this question paper.

This paper consists of THREE (3) 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. A community-based organization has introduced case management services to improve support for vulnerable families. Identify FOUR contributions of case management to effective social service delivery. (4 Marks)
2. During an initial interaction with a newly referred client, a social worker is expected to establish trust and maintain professionalism. Outline FOUR practices that promote client confidentiality in case management. (4 Marks)
3. A family experiencing unemployment and substance abuse has been referred for support services. State FOUR objectives of conducting a client needs assessment prior to intervention. (4 Marks)
4. A case manager has completed a client assessment and is preparing a report for documentation and planning purposes. Outline FOUR components of a client assessment report. (4 Marks)
5. A multidisciplinary team is developing a case management plan for a vulnerable child requiring coordinated services. Identify FOUR components of an effective case management plan. (4 Marks)
6. A social work agency is strengthening collaboration with external partners to enhance service delivery. Mention FOUR activities involved in mobilizing resources for case management. (4 Marks)
7. Before implementing a rehabilitation programme, a case management team holds a planning meeting to coordinate services. State FOUR purposes of case management planning meetings. (4 Marks)
8. A monitoring exercise is planned for an ongoing case management programme. Identify FOUR ways in which monitoring supports effective case management. (4 Marks)
9. A programme officer is preparing a final report for an ongoing case management intervention. Outline FOUR qualities of an effective case management report. (4 Marks)
10. A client has achieved most intervention goals but requires specialized services beyond the organization's capacity. State FOUR circumstances under which referral may be necessary in case management. (4 Marks)

SECTION B: (60 MARKS)

Question 11 is compulsory. Answer any other TWO questions.

11. Read the case scenario below and answer the questions that follow:
- Kevin is a 17-year-old former secondary school student living in an informal settlement with his elderly grandmother. He dropped out of school after repeated academic challenges and limited family support. Over time, Kevin has become involved in drug and substance abuse as well as petty theft within the community, which has raised concern among local leaders and residents. His grandmother, who has limited income and declining health, is unable to adequately meet his educational, emotional, and social needs. Following a formal report from local administrators and community stakeholders, a social worker has been assigned to coordinate appropriate intake, assessment, and intervention services for Kevin to support his rehabilitation and reintegration.
- a) Describe FIVE stages in the intake and assessment process for Kevin's case. (10 Marks)
- b) Explain FIVE components to consider when developing an effective case management plan for Kevin. (10 Marks)
12. A non-governmental organization has introduced a case management programme to support families affected by chronic poverty and social exclusion.
- a) Discuss FIVE roles of stakeholders in mobilizing resources for case management. (10 Marks)
- b) Describe FIVE activities involved in implementing a case management plan. (10 Marks)
13. A county social services department has introduced a monitoring and evaluation framework to improve case management interventions.
- a) Explain FIVE steps involved in developing and implementing a monitoring plan for case management activities. (10 Marks)
- b) Discuss FIVE ways evaluation findings can be used to improve case management interventions. (10 Marks)
14. A family has completed a two-year intervention programme and achieved most planned outcomes. However, one member requires specialized rehabilitation services beyond the organization's capacity.
- a) Discuss FIVE activities involved in implementing an effective exit strategy for the family. (10 Marks)
- b) Describe FIVE procedures for conducting a termination session and facilitating referral for specialized services. (10 Marks)