



AMREF INTERNATIONAL TRAINING CENTER

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

CANDIDATE WRITTEN ASSESSMENT

INSTRUCTIONS TO CANDIDATE

1. You have **THREE (3)** 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 (4) 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. When conducting a case management meeting with a client, it's essential for a case manager to take various measures to ensure its effectiveness. Identify FOUR such measures (4 Marks)
2. A client may decline referral services for medical services for various reasons, even when these services may be recommended by the case manager. Mention FOUR such reasons. (4 Marks)
3. Case management is critical for resolving certain family issues. State FOUR reasons why individuals would prefer case management to social welfare services. (4 Marks)
4. Home visit is a relevant tool for case management. Identify THREE strengths of home visit as a tool of case management. (3 Marks)
5. There are various issues that can be solved through case management. Identify FOUR family issues that can be solved through case management. (4 Marks)
6. Client are very important in enhancing smooth flow of information. Name FOUR roles of clients in case management. (4 Marks)
7. Report writing is key in ensuring clear feedback. State FOUR reasons why a report is considered critical in case management. (4 Marks)
8. Directory is key component in case management. Outline THREE items of information in a stakeholder's directory in case management. (3 Marks)
9. Client develop certain expectation during case management sessions. Propose THREE ways of managing a client's expectations during the intake session of case management. (3 Marks)
10. Closure is an element in case management process. Analyze FOUR circumstances under which a case may be brought to a closure in a case management process. (4 Marks)
11. A social worker requires certain skills to handle case management. Name THREE skills required of a social worker to effectively carry out case management. (3 Marks)

SECTION B: (60 MARKS)

(Answer question 12 is compulsory and any other 2 in this section)

12. Tumaini county run a program for children with various issues around the county. You have been appointed as a social protection officer in Tumaini County. The County Executive Officer in charge of social services has requested you to carry out an assessment of the case management status within your jurisdiction.
- a) Describe FIVE components of case management. (10 Marks)
 - b) Explain FIVE challenges you are likely to encounter while carrying out your duties as a social protection officer. (10 Marks)
13. The type of resources required in case management can vary significantly based on several factors.
- a) Explain FIVE Importance of Resources Management to stakeholders (10 Marks)
 - b) Explain FIVE objectives of Planning and review meetings in case management (10 Marks)
14. Case management is a process that involves coordinating and facilitating services for individuals or groups to meet their health, social, and psychological needs. Social workers are responsible for assessing clients' needs, developing care plans, coordinating services, advocating for clients, and monitoring their progress.
- a) Explain FIVE ethical dilemmas that require careful consideration during case management process by a social worker (10 Marks)
 - b) Benchmarking, as an evaluation tool in case management, can be beneficial for assessing the performance of case management programs and identifying areas for improvement. However, it also comes with several challenges. Analyze FIVE of these challenges. (10 Marks)
15. Sarah and John are a divorced couple with a 6-year-old daughter, Emily. They have been unable to agree on custody arrangements for Emily, and the court has ordered a custody evaluation to determine the best living situation for her.
- a) Discuss FIVE factors to consider when developing an evaluation plan for the child's custody case (10 Marks)
 - b) Explain FIVE intervention measures against child abuse (10 Marks)