

092306T4SWC

SOCIAL WORK LEVEL 6

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

Conduct Case Management

Nov/ Dec 2023



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

WRITTEN ASSESSMENT

Time: 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This paper has two sections **A** and **B**.
2. You are provided with a separate answer booklet.
3. Marks for each question are as indicated.
4. Do not write on the 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. State FOUR reasons why individuals would prefer case management to social welfare services. (4 Marks)
2. Identify THREE strengths of home visit as a tool of case management. (3 Marks)
3. 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)
4. Identify FOUR family issues that can be solved through case management. (4 Marks)
5. Name FOUR roles of clients in case management. (4 Marks)
6. When conducting a case management meeting with a client, it's essential for a case manager to take various measures to ensure its effectiveness. Propose FOUR such measures (4 Marks)
7. State FOUR reasons why a report is considered critical in case management. (4 Marks)
8. List THREE items of information in a stakeholder's directory in case management. (3 Marks)
9. Propose THREE ways of managing a client's expectations during the intake session of case management. (3 Marks)
10. Analyse FOUR circumstances under which a case may be brought to a closure in a case management process. (4 Marks)
11. Name THREE skills required of a social worker to effectively carry out case management. (3 Marks)

SECTION B: (60 MARKS)

*Answer any **three** questions in this section*

12. You have been appointed as a social protection officer in Wazalendo 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 of these factors (10 Marks)
 - b) Explain FIVE characteristics of casework. (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. Analyse FIVE of these challenges. (10 Marks)
15. Sarah and John is 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) Propose FIVE intervention measures against child abuse (10 Marks)

END