



PAC INSTITUTE OF TECHNOLOGY AND SOCIAL STUDIES MAY – AUGUST 2025 ASSESSMENT

FORMATIVE ASSESSMENT

Course : Social Work and Community Development
Level : 6
Unit Code : COD/OS/SW/CR/11/6/A
Unit of Competency : Conduct Case Management

WRITTEN ASSESSMENT TIME: 3 HOURS

INSTRUCTIONS TO THE CANDIDATE:

- 1. Read all the instructions carefully before attempting the questions.*
- 2. This paper consists of two sections, A & B.*
- 3. You are allowed 3 Hours to Answer the questions.*
- 4. Marks for each question are indicated in brackets.*
- 5. Write your responses in the Separate Answer booklet provided.*
- 6. Do not write anything on this question paper.*

SECTION A: (40 MARKS)

Attempt ALL questions in this section.

SECTION A: (40 MARKS)

(Answer ALL the questions in this section)

1. A social worker requires certain skills to handle case management. Name FOUR skills required of a social worker to effectively carry out case management. (4 Marks)
2. Identify FOUR goals of case management. (4 Marks)
3. Mention FOUR ways of protecting clients' information in case management (4 Marks)
4. Mention FOUR categories of problems that may require casework intervention. (4 Marks)
5. Highlight FOUR benefits of monitoring and evaluation in the case management process. (4 Marks)
6. Identify FOUR circumstances under which case management services may be terminated in social work. (4 Marks)
7. List FOUR forms that a case worker utilizes in case management process. (4 Marks)
8. Mention FOUR roles caregivers in case management services. (4 Marks)
9. Four Caseworkers to improve the quality of services offered to clients they need to discuss and gather information from multiple sources. Outline FOUR stages of an assessment cycle (4Marks)
10. Identify FOUR situations when a client's confidentiality may be broken. (4 Marks)

SECTION B: (60 MARKS)

*Attempt any **THREE** questions in this section.*

11. A case manager requires both technical knowledge and skills for effective service delivery.

a) Explain five skills that a case manager should possess for effective case management.

(10 Marks)

b) Explain five ways of assessing social casework (10 Marks)

12. A social worker is the key pillar in the whole process of case management.

a) Discuss five roles of a social worker in case management. (10 Marks)

b) Describe five strategies of follow-up during the case management process. (10 Marks)

13. 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) Bench marking, 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)

14. 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)