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(University of choice)

**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)**

**UNIVERSITY EXAMINATIONS
2023/2024 ACADEMIC YEAR**

**FIRST YEAR FIRST SEMESTER EXAMINATIONS
FOR THE DIPLOMA
IN**

SOCIAL WORK AND COMMUNITY DEVELOPMENT

COURSE TITLE: CASE MANAGEMENT IN SOCIAL WORK

COURSE CODE: DSC/0031/544/19A

DATE: 11/12/2023

TIME: 2:00 – 4:00PM

INSTRUCTIONS TO CANDIDATES

Answer question one (compulsory) and any other two questions

TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 2 Printed Pages. Please Turn Over.

Question 1

- i. Using a case study of your own choice illustrate the process of case management
(20 Marks)
- ii. Clearly define the concept of case management and elaborate the goal or intervention focus
(10 Marks)

Question 2

By use of relevant examples elaborate the concept of duty of confidentiality in case management
(20 Marks)

Question 3

With an aid of relevant example illustrate some common occasions when breaching client confidentiality may be justified in case management
(20 Marks)

Question 4

- a) Trace the historical development of case management
(16 Marks)
- b) Write short notes on the following concepts:
 - Case closure and implementation of exit strategy in case management
(4 Marks)

Question 5

Discuss the challenges social workers face when working with clients from different cultural backgrounds, and how can they overcome these challenges?(20 Marks)