

092306T4SWC

**SOCIAL WORK AND COMMUNITY DEVELOPMENT LEVEL 6****COD/CU/SW/SR/11/6**  
**CONDUCT CASE MANAGEMENT****November/December 2025**Printed By: Technical And Vocational College Date: 21.11.2025  
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07:33 AM**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION  
COUNCIL (TVET CDACC)****WRITTEN ASSESSMENT**Printed By: Technical And Vocational College  
Date: 21.11.2025 07:33 AM**TIME: 3 HOURS****INSTRUCTIONS TO CANDIDATE**

1. This paper consists of **TWO** sections: **A** and **B**.
2. Answer **ALL** questions in section A.
3. Answer question **TWELVE (12 Compulsory)** and any other **TWO (2)** questions in section **B**.
4. Marks for each question are indicated in the brackets.
5. Candidates are provided with a separate answer booklet.
6. Do not write on the question paper.

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**This paper consists of THREE (3) printed pages.****Can check the question paper to ascertain that all pages are printed as  
indicated and that no questions are missing.**

**SECTION A (40 MARKS)**

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1. Case management begins with initiating the process, which involves establishing rapport and clarifying roles. Identify FOUR key steps in initiating a case management process. (4 Marks)
2. Confidentiality is central to ethical case management. Outline FOUR reasons for maintaining client confidentiality. (4 Marks)
3. Client needs are identified through guided conversations and insights from families or other professionals. List FOUR tools used in identifying client problems/needs. (4 Marks)
4. A case management plan guides service delivery. List FOUR key components of a case management plan. (4 Marks)
5. Introductory Statement: Resource mobilization is necessary for the implementation of case plans. Highlight FOUR strategies for mobilizing resources in case management. (4 Marks)
6. Execution requires coordination. Explain FOUR challenges faced during the execution of a case plan. (4 Marks)
7. Monitoring is an ongoing activity in case management. State FOUR reasons why follow-up and monitoring are important in case management. (2 Marks)
8. Documentation is a professional requirement. State FOUR benefits of preparing a case management report. (4 Marks)
9. Some cases require termination or referral. Identify FOUR scenarios where a case may be referred rather than finalized. (4 Marks)
10. Name TWO elements of a stakeholder's directory. (2 Marks)

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**SECTION B (60 MARKS)**

Answer question **TWELVE (12 Compulsory)** and any other **TWO (2)** questions in this section

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**CASE STUDY**

11. Mija, a 15-year-old Form Two student from a poor family, became pregnant after engaging in a relationship with a 22-year-old neighbor who offered her small gifts and money. When the pregnancy was discovered, she experienced fear, shame, and withdrawal, while her mother reacted angrily and her father remained silent. A case manager intervened, offering counseling, involving her parents for support, and referring her to a health facility for antenatal care. The case was also reported to child protection authorities due to her age. With continuous follow-up, her parents eventually agreed to support her childcare, and arrangements were made for her to resume school after delivery, giving her renewed hope despite facing stigma in the community.

a) Explain FIVE components of the case management process in relation to Mija's case.

(10 Marks)

b) Explain FIVE forms of ethical dilemmas in balancing confidentiality and legal obligations.

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(10 Marks)

12. Cultural sensitivity plays a crucial role in determining the effectiveness of interventions in different communities, ultimately leading to better engagement and positive outcomes.

a) Discuss FOUR ways in which cultural sensitivity influences management.

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(12 Marks)

b) Explain FOUR roles of Information and communication technology in enhancing confidentiality and follow-up.

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(8 Marks)

13. Collaboration between various stakeholders enhances the ability of an organisation to provide more comprehensive and holistic responses to societal issues.

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a) Discuss FOUR roles of inter-agency partnership in resource mobilization.

(12 Marks)

b) Explain FOUR challenges in monitoring case plans in rural settings.

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(8 Marks)

14. Evaluation informs learning by providing valuable feedback that highlights areas of more effective practices and deeper understanding.

a) Discuss ways in which evaluation findings can enhance case management in communities.

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(12 Marks)

b) Explain FOUR benefits of disengagement and referral.

(8 Marks)