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| **Multiple Choice** |

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| 1. The responsibility of the case manager includes:​

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|   | a.  | ​Diagnosing the patient |
|   | b.  | ​Finding payment sources for the patient’s care |
|   | c.  | ​Creating a treatment plan for the patient’s diagnosis type |
|   | d.  | ​Assessing the individual’s total situation and addressing the needs and problems found in that assessment |

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| *ANSWER:* | d |
| *POINTS:* | 1 |
| *REFERENCES:* | Introduction |

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| 2. The purpose of the intake assessment is to:​

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|   | a.  | ​Pinpoint the person’s specific disorder |
|   | b.  | ​Develop an accurate profile of the client’s problem |
|   | c.  | ​Avoid delving into the person’s social life |
|   | d.  | ​Keep the person focused on presenting problem |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *REFERENCES:* | Case Management as a Process |

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| 3. The case manager should avoid using the following resource(s) in the planning stage of the client’s care:​

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|   | a.  | ​A family member suspected of abusing the client |
|   | b.  | ​Peer support |
|   | c.  | ​Social service agencies |
|   | d.  | ​Community resources |

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| *ANSWER:* | a |
| *POINTS:* | 1 |
| *REFERENCES:* | Case Management as a Process |

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| 4. The individualized treatment plan would avoid taking into consideration:​

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|   | a.  | ​The person’s individual strengths and interests |
|   | b.  | ​The person’s personal goals |
|   | c.  | ​Recruiting community support for donations of services and resources |
|   | d.  | ​Streamlining the plan for efficiency of managing the group’s care |

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| *ANSWER:* | d |
| *POINTS:* | 1 |
| *REFERENCES:* | Case Management as a Process |

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| 5. The case manager links the client to a specific social service that:​

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|   | a.  | ​Is open-ended so that the client can continue with the program indefinitely |
|   | b.  | ​Will work on the identified issues to the exclusion of other issues that may come up during treatment |
|   | c.  | ​Will help the client to implement the goals and work on the issues that both the case manager and the client deemed important |
|   | d.  | ​Is looking for patients to fill their available slots |

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| *ANSWER:* | c |
| *POINTS:* | 1 |
| *REFERENCES:* | Case Management as a Process |

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| 6. Once the client has been linked to the services he or she needs, the case worker must:​

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|   | a.  | ​Continue monitoring the client’s progress and advocating for his or her needs |
|   | b.  | ​File a report and close the client’s case |
|   | c.  | ​Allow the client’s other social service workers’ requirements to take precedence |
|   | d.  | ​Avoid contacting the client’s other service professionals to coordinate care, in the interest of protecting the client’s privacy |

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| *ANSWER:* | a |
| *POINTS:* | 1 |
| *REFERENCES:* | Case Management as a Process |

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| 7. ​In considering the level of assistance a client needs, the agency will:

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|   | a.  | ​Always assign the most intensive level case manager so that the client can have the most individual attention |
|   | b.  | ​Assess the client’s situation during the intake interview, and assign a case manager based on determined need |
|   | c.  | ​Simply assign an administrative case manager at first to assess the level of need |
|   | d.  | ​Assign a resource coordinator to assist the client in handling the details of the treatment plan |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *REFERENCES:* | Levels of Case Management |

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| 8. A case manager’s interventions can be considered therapeutic in that:​

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|   | a.  | ​The case manager is a trained psychotherapist |
|   | b.  | ​The case manager can provide medications that help the client deal with emotional disorders |
|   | c.  | ​The case manager can help the client learn life skills that will make the client more effective in his or her daily life |
|   | d.  | ​The case manager can treat the client’s problems without making a referral to a clinical therapist |

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| *ANSWER:* | c |
| *POINTS:* | 1 |
| *REFERENCES:* | Separating Case Management from Therapy |

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| 9. As a case manager representing a client who is within a Managed Care Organization, you:​

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|   | a.  | ​Owe it to the client to advocate for services that you feel are in the client’s best interest |
|   | b.  | ​Keep your focus on controlling costs |
|   | c.  | ​Use a decision tree to help decide what treatments and services are appropriate |
|   | d.  | ​Defer to the MCO case manager when deciding on the client’s treatment options |

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| *ANSWER:* | a |
| *POINTS:* | 1 |
| *REFERENCES:* | Managed Care and Case Management |

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| 10. The resiliency model of case management refers to:

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|   | a.  | ​The changing view of mental illness and substance abuse from one of gradual deterioration to one of recovery and a productive life |
|   | b.  | ​Emphasis on the client’s personal choices and activities for the life that is most meaningful to that individual |
|   | c.  | ​A positive view of the child’s life and circumstances in which the provider actively seeks the child’s strengths on which to build |
|   | d.  | ​The movement toward services that are diverse enough to meet the client’s needs, are well coordinated and easily accessible |

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| *ANSWER:* | c |
| *POINTS:* | 1 |
| *REFERENCES:* | Managed Care and Case Management |

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| **Subjective Short Answer** |

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| 11. What is the foundation for the development of a client plan for service or treatment?​

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| *ANSWER:* | *Assessment* |
| *POINTS:* | 1 |
| *REFERENCES:* | Page 4 |

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| 12. Give 3 examples of Informal and Folk supports that a case manager will refer a client to for help.​

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| *ANSWER:* | *Any services identified by the Instructor in their community is an appropriate answer.*​ |
| *POINTS:* | 1 |

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| 13. Beyond assessment and planning, what are the 2 other steps of case management?​

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| *ANSWER:* | *Monitoring and linking*​ |
| *POINTS:* | 1 |
| *REFERENCES:* | Page 11-12 |

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| 14. What are the 4 levels of case management?​

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| *ANSWER:* | *Intensive, Administrative, Resource Coordination and Blended*​ |
| *POINTS:* | 1 |
| *REFERENCES:* | Page 16-17 |

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| 15. A plan that is formulated after the assessment phase is a/n?​

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| *ANSWER:* | *Individualized plan*​ |
| *POINTS:* | 1 |

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| **Essay** |

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| 16. Peer support has many benefits. Outline at least 2 and describe who and how they benefit.​

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| *ANSWER:* | Answers will vary​ |
| *POINTS:* | 1 |

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| 17. Briefly describe an assessment of a client and a few of the elements the case manager looks at to formulate a plan.​

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| *ANSWER:* | Answers will vary​ |
| *POINTS:* | 1 |

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| 18. Briefly describe the use of Informal and Social support systems. How and when is it appropriate to use these systems.​

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| *ANSWER:* | Answers will vary​ |
| *POINTS:* | 1 |

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| 19. Describe briefly the 2 reasons a case manager monitors the services provided to clients.​

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| *ANSWER:* | Answers will vary​ |
| *POINTS:* | 1 |

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