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| **Multiple Choice** |

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| 1. The responsibility of the case manager includes:​   |  |  |  | | --- | --- | --- | |  | 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 |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | Introduction | |

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| 2. The purpose of the intake assessment is to:​   |  |  |  | | --- | --- | --- | |  | 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 |  |  |  | | --- | --- | | *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:​   |  |  |  | | --- | --- | --- | |  | a. | ​A family member suspected of abusing the client | |  | b. | ​Peer support | |  | c. | ​Social service agencies | |  | d. | ​Community resources |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | Case Management as a Process | |

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| 4. The individualized treatment plan would avoid taking into consideration:​   |  |  |  | | --- | --- | --- | |  | 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 |  |  |  | | --- | --- | | *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:​   |  |  |  | | --- | --- | --- | |  | 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 |  |  |  | | --- | --- | | *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:​   |  |  |  | | --- | --- | --- | |  | 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 |  |  |  | | --- | --- | | *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:   |  |  |  | | --- | --- | --- | |  | 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 |  |  |  | | --- | --- | | *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:​   |  |  |  | | --- | --- | --- | |  | 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 |  |  |  | | --- | --- | | *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:​   |  |  |  | | --- | --- | --- | |  | 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 |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | Managed Care and Case Management | |

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| 10. The resiliency model of case management refers to:   |  |  |  | | --- | --- | --- | |  | 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 |  |  |  | | --- | --- | | *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?​   |  |  | | --- | --- | | *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.​   |  |  | | --- | --- | | *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?​   |  |  | | --- | --- | | *ANSWER:* | *Monitoring and linking*​ | | *POINTS:* | 1 | | *REFERENCES:* | Page 11-12 | |

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| 14. What are the 4 levels of case management?​   |  |  | | --- | --- | | *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?​   |  |  | | --- | --- | | *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.​   |  |  | | --- | --- | | *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.​   |  |  | | --- | --- | | *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.​   |  |  | | --- | --- | | *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.​   |  |  | | --- | --- | | *ANSWER:* | Answers will vary​ | | *POINTS:* | 1 | |