

Ch-01

Multiple Choice

1. Case management service delivery is different today when compared to case management in the 1970s and 1980s because:I. agencies are limiting the services they provide.II. client participation is kept to a minimum.III. evaluation of services occurs after termination.IV. case managers need more skills to meet client needs.

- a. I, II and III
- b. III and IV
- c. I and IV
- d. I, III and IV

ANSWER: c

2. The term service coordination was first used to describe the process of case management during which decade?

- a. 1980s
- b. 1970s
- c. 2000s
- d. 1990s

ANSWER: a

3. Many helpers in human services agencies object to the term case management because:I. they believe they do more than just manage cases.II. they think case management only occurs during the implementation phase.III. they think the term may cause resentment in clients.IV. they don't like thinking of their clients as cases.

- a. I, II and IV
- b. II, III and IV
- c. I and IV
- d. I, II, III, and IV

ANSWER: c

4. The ultimate goal of case management is to:

- a. diagnose the client and study the client's environment.
- b. establish eligibility and evaluate the need for services.
- c. assess the quality of the services the client receives.
- d. empower clients to manage their own lives.

ANSWER: d

5. The process of case management includes:

- a. assessment, planning, and implementation.
- b. assessment, referral, and evaluation.
- c. planning, referral, and evaluation.
- d. referral, implementations, and evaluation.

ANSWER: a

6. The initial contact between a case manager and an individual who is seeking services is a time when:

- a. the case manager begins to develop a plan of service for the individual.
- b. the case manager makes arrangements for services needed by the individual.
- c. the case manager gathers basic information and gets to know the individual to establish eligibility and evaluate need for services.
- d. the case manager provides a therapeutic intervention to meet the needs of the individual.

ANSWER: c

7. During the first phase of the case management process, the case manager should attempt to:

- a. evaluate the effectiveness of case management.
- b. learn about the individual's expectations for care.
- c. develop ways to extend access of services.
- d. teach the client to advocate for him- or herself.

ANSWER: b

8. "The process of determining future service delivery in an organized way" describes which phase of case management?

- a. Planning
- b. Evaluation
- c. Assessment
- d. Implementation

ANSWER: a

9. Client participation in the case management process is important during:

- a. the evaluation of services.
- b. all of the phases of case management.
- c. the implementation of the service plan.
- d. the initial contact with the case manager.

ANSWER: b

10. The case manager should monitor the delivery of services during which phase?

- a. Planning
- b. Implementation
- c. Referral
- d. Evaluation

ANSWER: b

11. Documentation is an important part of:

- a. consultations.
- b. case review.

- c. crisis intervention.
- d. holistic treatment.

ANSWER: b

12. When service delivery begins, the case manager's tasks are:

- a. identifying who will provide services, and when services will be provided.
- b. assessing the process, outcomes, and quality of the process.
- c. providing services or monitoring service delivery.
- d. determining eligibility for services or making referrals.

ANSWER: c

13. The guiding principles of case management include which of the following?
I. Integration of services
II. Cost containment
III. Equal access and advocacy
IV. Client empowerment

- a. I, II and IV
- b. I, III and IV
- c. II and III
- d. III and IV

ANSWER: b

14. In case management, service should be comprehensive and uninterrupted. This reflects the principle of:

- a. continuity of care.
- b. equal access to services/advocacy.
- c. client empowerment.
- d. quality of care.

ANSWER: a

15. The process of representing the interests of the client and teaching the client how to represent his or her own interests is called:

- a. self-determination.
- b. referring.
- c. integration.
- d. advocacy.

ANSWER: d

16. "Equal access to services and advocacy" means:

- a. everyone in need of assistance has the same opportunity to approach, apply for, and use case management services.
- b. services are provided to the client uninterrupted from the first phone call to termination and often beyond.
- c. plans are designed so that each service enhances and supports other efforts.
- d. clients are respected as individuals by building on their strengths and placing them in partnership roles.

ANSWER: a

17. "Integration of services" means:

- a. everyone in need of assistance has the same opportunity to approach, apply for, and use case management services.
- b. services are provided to the client uninterrupted from the first phone call to termination and often beyond.
- c. plans are designed so that each service enhances and supports other efforts.
- d. clients are respected as individuals by building on their strengths and placing them in partnership roles.

ANSWER: c

18. "Client empowerment" means:

- a. everyone in need of assistance has the same opportunity to approach, apply for, and use case management services.
- b. services are provided to the client uninterrupted from the first phone call to termination and often beyond.
- c. plans are designed so that each service enhances and supports other efforts.
- d. clients are respected as individuals by building on their strengths and placing them in partnership roles.

ANSWER: d

19. Human services professionals are accountable for the quality of the care they provide.

It is important that care is:

- a. empowering and effective.
- b. effective and efficient.
- c. efficient and enthusiastic.
- d. enthusiastic and empowering.

ANSWER: b

Multiple Response

20. Self-determination means:

- a. allowing clients to choose their goals and interventions.
- b. having the case manager select the best fit for the client.
- c. the client's family informs the case manager what is best for the needs of everyone.
- d. fostering decision-making and problem-solving for the client in selecting bestcare options.

ANSWER: a, d