

- Diagnosing the patient
- Finding payment sources for the patient's care
- Creating a treatment plan for the patient's diagnosis type
- Assessing the individual's total situation and addressing the needs and problems found in that assessment

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

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

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

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

6. Once the client has been linked to the services he or she needs, the case worker must:
- Continue monitoring the client's progress and advocating for his or her needs
 - File a report and close the client's case
 - Allow the client's other social service workers' requirements to take precedence
 - 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

7. In considering the level of assistance a client needs, the agency will:
- Always assign the most intensive level case manager so that the client can have the most individual attention
 - Assess the client's situation during the intake interview, and assign a case manager based on determined need
 - Simply assign an administrative case manager at first to assess the level of need
 - 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

8. A case manager's interventions can be considered therapeutic in that:
- The case manager is a trained psychotherapist
 - The case manager can provide medications that help the client deal with emotional disorders
 - The case manager can help the client learn life skills that will make the client more effective in his or her daily life
 - 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

9. As a case manager representing a client who is within a Managed Care Organization, you:
- Owe it to the client to advocate for services that you feel are in the client's best interest
 - Keep your focus on controlling costs
 - Use a decision tree to help decide what treatments and services are appropriate
 - Defer to the MCO case manager when deciding on the client's treatment options

ANSWER: a

POINTS: 1

REFERENCES: Managed Care and Case Management

10. The resiliency model of case management refers to:
- The changing view of mental illness and substance abuse from one of gradual deterioration to one of recovery and a productive life
 - Emphasis on the client's personal choices and activities for the life that is most meaningful to that individual
 - A positive view of the child's life and circumstances in which the provider actively seeks the child's strengths on which to build
 - 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

Subjective Short Answer

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

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

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

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

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

14. What are the 4 levels of case management?

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

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

ANSWER: *Individualized plan*
POINTS: 1

Essay

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

ANSWER: *Answers will vary*
POINTS: 1

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

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

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

ANSWER: *Answers will vary*

POINTS:

1