Teacher Answer Key

Case Study

1. The reading says making a referral takes two minutes while the work is confirming that the appointment happened, the paperwork arrived, and the family had transportation. Tomas marked the referral complete without following through, so the connection never held and the outcome was the same as if no referral had been made.

2. Assessment would have surfaced that Dahlia had no printer and no Saturday bus service, since the skill is gathering enough information to understand the situation. Resource knowledge would have told him what documents that program requires and when its office is reachable, which is the difference between a referral that works and one that does not.

Multiple Choice

1. B

2. D

3. A

Matching

1-D, 2-A, 3-B, 4-E, 5-C

Fill-in-the-Blank

1) secondary, 2) dual, 3) supervision

Short Answer (Sample Responses)

Q1: The relationships are personal by design, so gifts, loans, socializing, or personal social media contact feel generous while creating dual relationships. Those conflicting ties compromise judgment and can harm the client, which is why good agencies train and supervise the boundaries explicitly.

Q2: Many outcomes are determined by housing markets, funding levels, and family circumstances that no individual worker controls. A worker who measures success by results will be destroyed by cases that were never winnable, so the honest measure is whether the practitioner did what the situation allowed.

Q3: A case manager who understands nutrition, budgeting, child development, and housing can help a family in ways a narrowly trained specialist cannot. Because the field is about connecting people to the resources of everyday life, breadth across the FCS strands directly increases what a worker can recognize and address.