

THE CO-OPERATIVE UNIVERSITY OF KENYA
FACULTY OF COOPERATIVES AND COMMUNITY DEVELOPMENT

ACADEMIC YEAR:

COURSE NAME: HUMAN SERVICE DELIVERY SYSTEM

COURSE CODE:

SUPPLEMENTARY EXAM

Question One

Define the following concepts

Delivery systems
Chronic illness
Disadvantaged
Human services

(12 Marks)

State and explain why the following groups are considered disadvantaged

Poverty
Homelessness
LGBT youth
Teen pregnancy

(12 Marks)

State and explain the THREE key functions of human service

(6 Marks)

Question Two

Human service workers have to maintain relationships with all clients, not just the ones they like. What kind of problems will arise if the provider/client relationship is damaged?

(10 Marks)

How are various organizations providing human service delivery systems?

(10 Marks)

Question THREE

What are the unique, complex challenges faced by a variety of service populations and individuals and families struggling with disadvantaging situations? (20 Marks)

Question Four

What resources and systems are available to help individuals facing disadvantaging situations?

(10 Marks)

Discuss THREE roles of human service providers

(10 Marks)

Question FIVE

Describe the three models of service delivery in terms of how each impact well-being to either individuals, families and/or communities. (20 Marks)