

# 2021 Survey Results

Client Satisfaction with AAA Case Management



# Purpose



## Case Management

- Provide older adults with the support, resources, and community services that they need to safely remain in their own homes and communities

## Survey

- Measure client satisfaction of case management services
- Gather information to inform improvements in program efficiency
- Ensure the program is effectively helping clients

# Qualifying for the Survey



- Received services between January 1, 2021 and August 31, 2021
- Living independently (not in a facility), Dane County resident, capable, and have a mailing address or email address
- Knowledgeable about interaction with the case manager within the past year
- Received more services than just help with Medicare Part D enrollment



# Survey Communication



Pre-  
notification  
letter

Email  
invitation

Survey  
packet  
mailing

# Important Counts



2,610 population

1,587 surveyed → 1,358 eligible

560  
completed → 405 analyzed

# Survey Trustworthiness

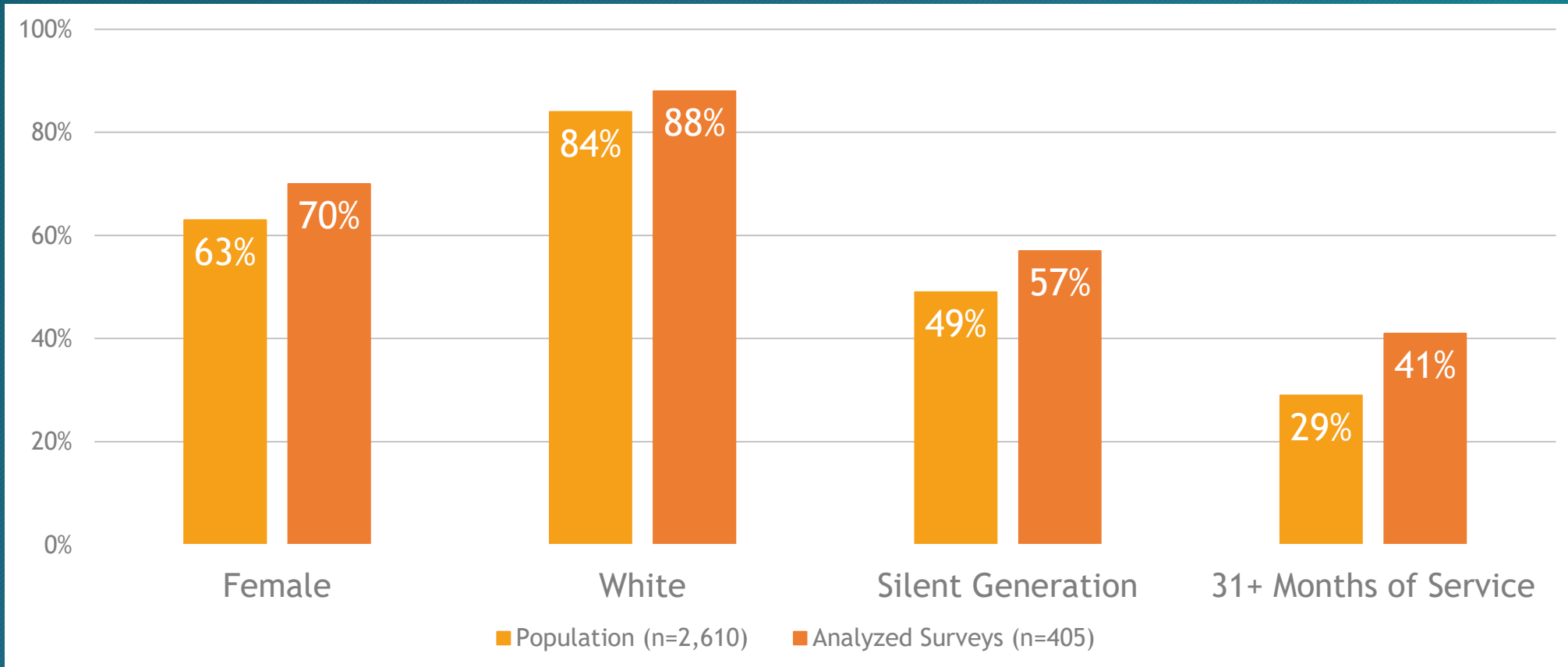


✓ 29.8% response rate

✓ margin of error  $\pm 4.48\%$

- mirrors population

# Differences from the Population

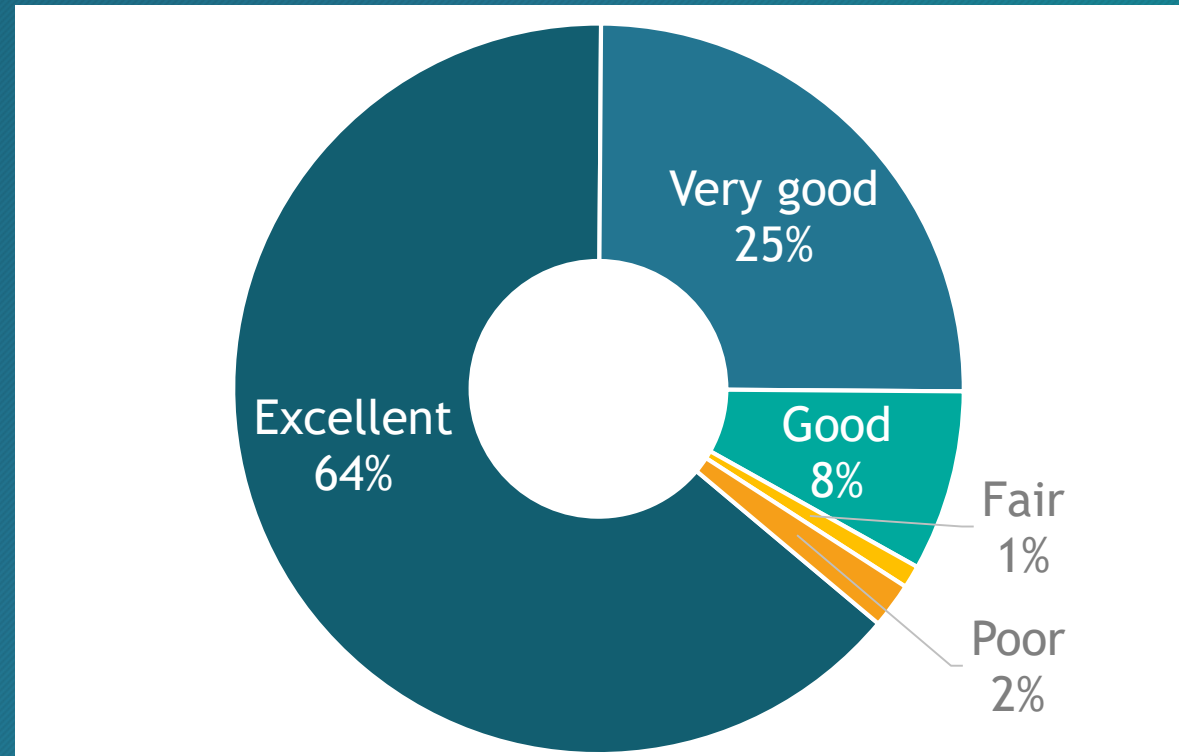


# Strength - Quality of Services



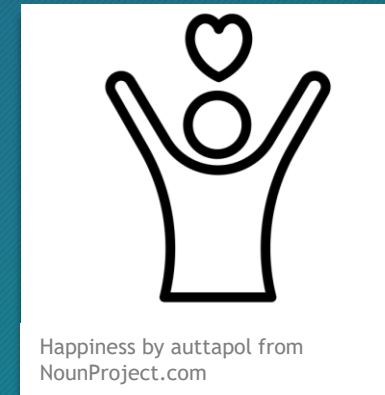
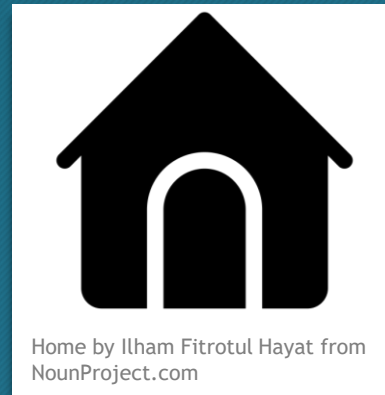
89% say overall quality of case management services are “excellent” or “very good”

Only 10 people say it is “fair” or “poor”





# Strength - Impact



## Access to Food

- 51% get home-delivered meals
- 28% food assistance
- 25% Senior Center Lunch
- 28 mention access to food as help gotten from case management

## Stay in Home

- 90% services help live where they choose
- 21 mention staying in their home as how case management helps them

## Positive Emotions

- 96% are satisfied with services
- 96% say their situation is better because of their case manager
- 15 said it helps reduce stress
- 12 mention it boosts confidence
- 7 say they have improved happiness

“

Being in my home alone is so much easier. The meals are very welcome. I am so fortunate to use this program and I feel at least one person is doing a welfare check. That's comforting to know.

”

Case management client

Strength - Impact



“

First and foremost most they have empowered me to be a confident woman making my own decisions and they are on the sidelines ready to jump in and help when needed.

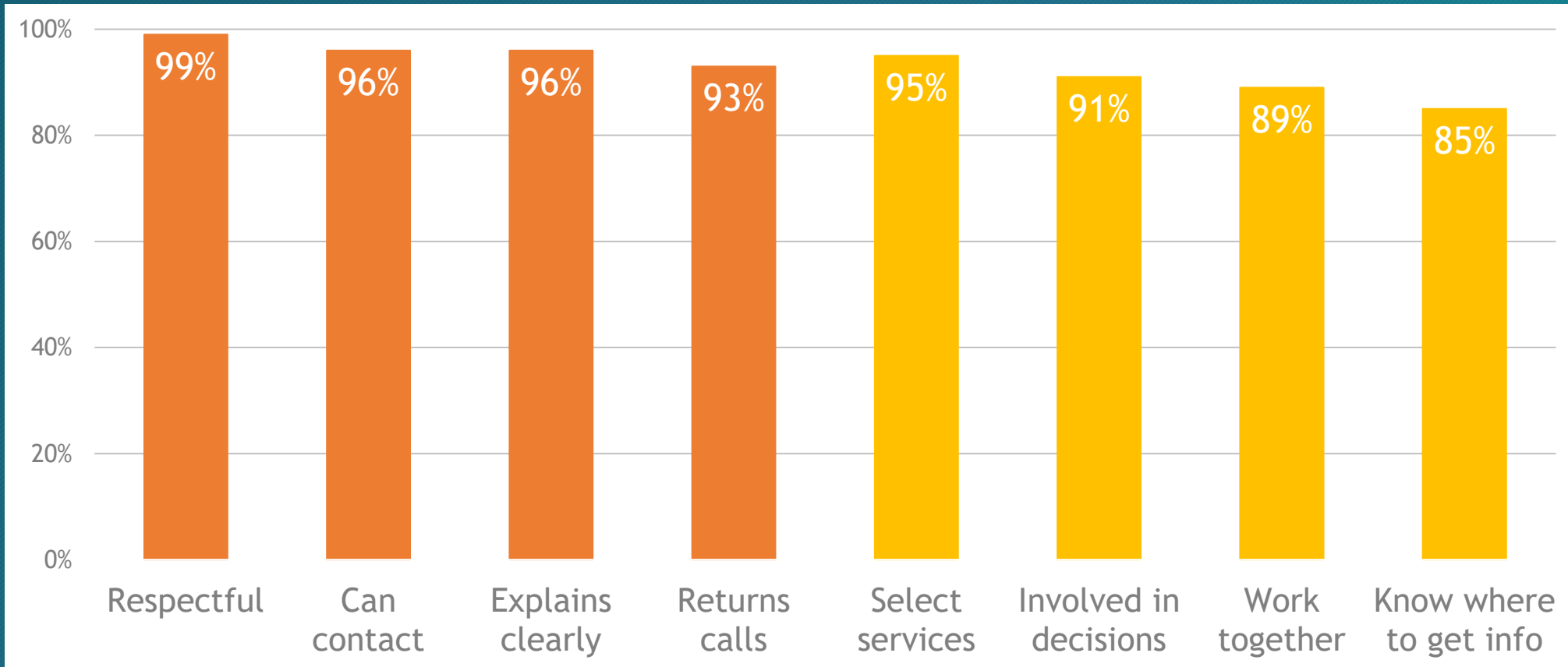
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Case management client

Strength - Impact



# Strength - Communication and Autonomy

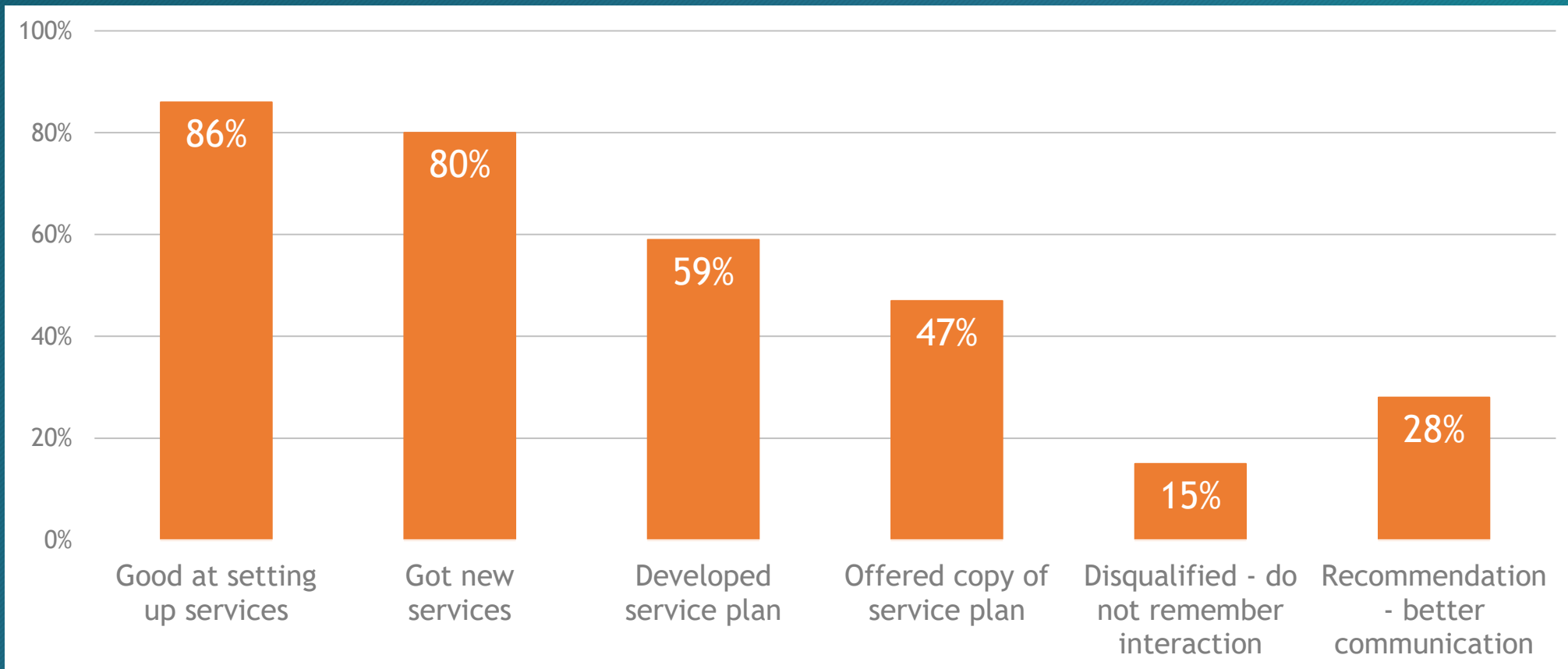


Communication  
Autonomy





# Opportunity - Consistency



“

Last case manager was more hands on than this manager. I'm unable to reach them when I need help and all I get is an answering machine.

”

Case management client

Opportunity - Consistent Communication





“

Very sweet and helpful person who continues to keep in touch with me even when not working on something.

”

Case management client

Opportunity - Consistent Communication

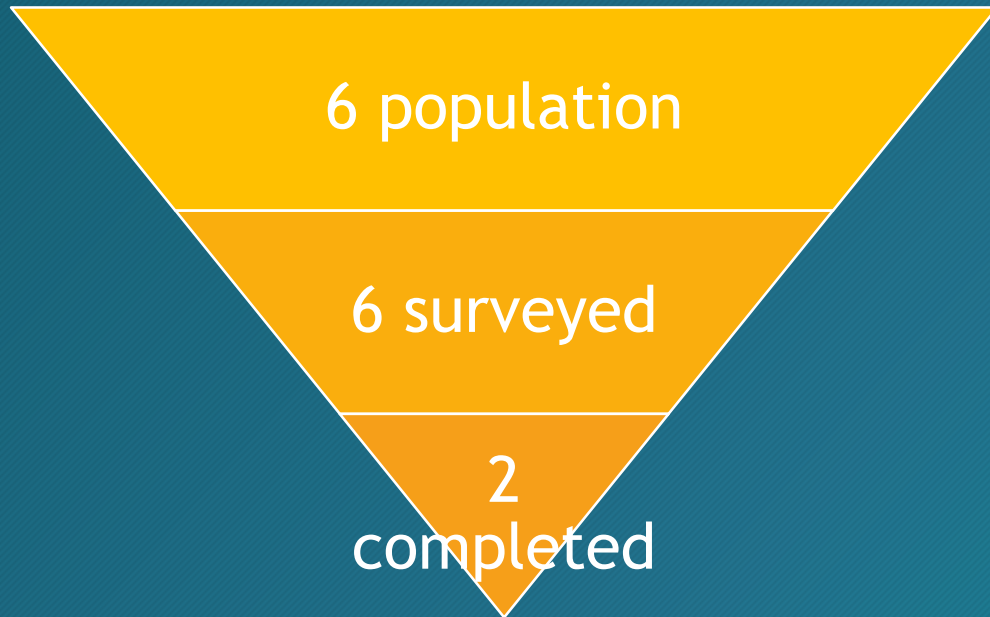




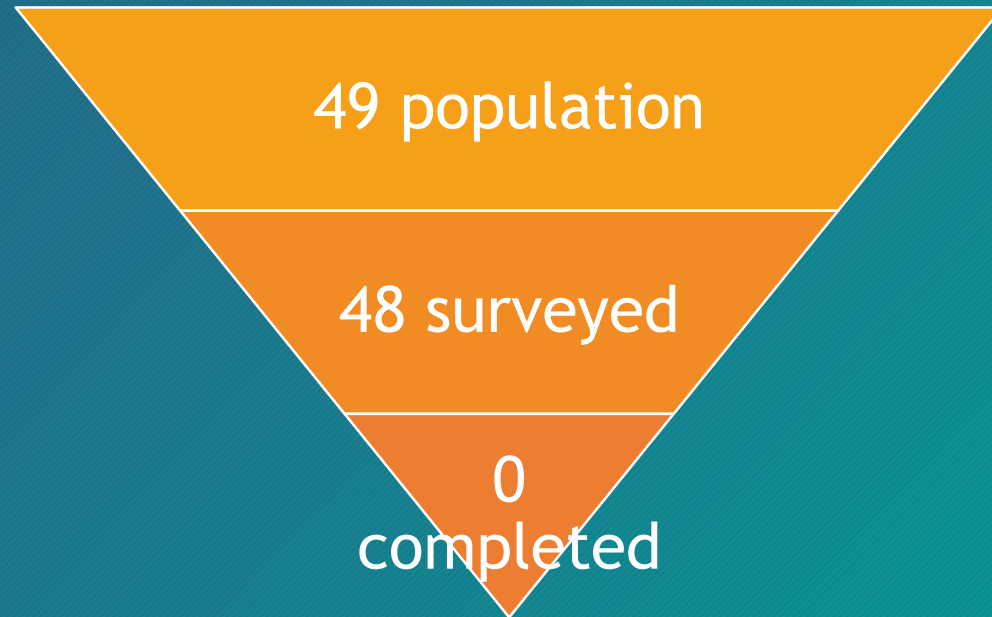
# Opportunity - Foreign Language Feedback



## Hmong-Speakers



## Spanish-Speakers



# Questions & Answers

