

Survey of Case Management Services for Older Adults in Dane County

January 1, 2016 – August 31, 2016

Synopsis

Background

Through contracts with purchase of service (POS) agencies, Dane County Department of Human Services provides publicly-funded case management services for older adults. Case management services in Dane County are provided through a network of 15 geographically-based senior focal points.

Primary Goal

The primary goal of case management services is to provide older adults with the support, resources, and community services that they need to safely remain in their own homes and communities. Case managers assist with the assessment of individual needs and the coordination of a variety of services – from home chore and personal care to assistance with health insurance and prescription drug plans.

Funding

Case management services are funded primarily with General Purpose Revenue (GPR). A small amount of 2016 funding (\$10,000) came from State Health Insurance Assistance Program (SHIP) funds which are Federal dollars from the Centers for Medicare and Medicaid Services (CMS), passed through the State Department of Health Services (WDHS) to counties to provide outreach to low-income older adults for assistance with issues involving Medicare/Medicaid, enrollment in assistance programs to help off-set the cost of Medicare premiums (like LIS – Low Income Subsidy or Extra Help), and any other issue related to Medicare. In Dane County, SHIP funds are used to provide this outreach through ten (10) of the senior focal point case management programs.

Dane County Department of Human Services has a long history of investing in and supporting the Senior Focal Point network, which offers a unique opportunity to provide community-based programs and services for seniors living in Dane County. Case management is a vital component of the available service mix. Local municipalities and towns of the 15 Senior Focal Points also make significant investments in this program; during 2016, Dane County provided 40% of the total program budgets.

Eligibility

In order to receive County-funded services, clients must be Dane County residents age 60 and older, live in their own home or apartment or home of a family member, and have an income below 240% of the Federal Poverty level.

Study

The purpose of the survey was to measure client satisfaction of case management services with the goal of using this input in order to improve program efficiency and ensure the program is effectively helping senior adults.

Measures

The mail version of the Case Management Survey of the Administration on Aging, Performance Outcome Measures Project (POMP), served as the base instrument. That instrument, developed beginning in 2002, has been used in looking at performance nationally. Using it for this study allowed for comparison with national and regional data available at <http://www.agid.acl.gov/>.

The Case Management Survey examines the services that were provided, recipients' satisfaction with those services, and the ways they have been helpful. Revisions to the Dane County version of the survey were made in 2016 to address some of the issues cited in the prior year's report.

Translation

The survey was made available in Spanish and designed so that the form had both the English and Spanish versions side-by-side.

Survey Population

The survey population was all persons who received case management services between January 1, 2016 and August 31, 2016, who were reported to Dane County Department of Human Services, who had a valid mailing address, and were still living at the time of the survey. A random sample of this population was pulled.

Survey Method

A total of 1,199 survey forms were mailed October 13-17, 2016. Surveys were sent out in DCDHS Department envelopes. A postage-paid, self-addressed return envelope was included.

Response Rate

The overall response rate for the 464 valid returned surveys was 40.6%; a response rate of 20% is considered acceptable for a one-time mail survey.

Due to the range of response rates from focal point agencies and to reflect the overall status of the program, a random sample of 314 surveys was pulled from the valid returned surveys. A sample size of 317 was required for a confidence level of 95%, but this was limited to 314 by the lower response rate by South Madison Coalition for the Elderly; thus the confidence interval (margin of error) was ± 5.03 rather than the desired ± 5 .

Findings

The full report may be found on the County web site at: <https://danecountyhumanservices.org/reports.aspx>. Briefly, some of the findings include:

- Survey respondents indicated their case managers treated them with respect (96%), returned their telephone calls in a timely manner (92%), explained services in a way they could understand (95%), and involved them in discussing and planning their services (91%).
- Slightly more than half (52%) of the respondents indicated their case manager developed a care plan for the services they needed, with a little more than two-thirds (67%) of those indicating they received a copy of the care plan.
- Persons of Color (80%) were significantly less likely than Whites (93%) to indicate their case manager did a good job of setting up services for them.
- Baby Boomers (born 1946-1964) were significantly less likely than other generations to indicate their case manager returned their phone calls in a timely manner.
- Survey respondents indicated that their case managers helped them get services they did not have before (81%), that their situations were better because of their case managers' help (92%), and that the case management services helped them continue to live where they chose (88%).
- Nearly 94% of survey respondents were satisfied with the case management services they received.