



Survey of Case Management Services for Older Adults in Dane County

January 1, 2017 – August 31, 2017



January 8, 2018

Introduction

I. 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 is defined as, “The provision of services by providers whose responsibility is to enable clients and when appropriate clients’ families to gain access to and receive a full range of appropriate services in a planned, coordinated, efficient, and effective manner. Case managers are responsible for locating, managing, coordinating, and monitoring all services and informal community supports needed by clients and their families. Services may include, but are not limited to, assessment; case planning, monitoring and review; advocacy; and referral.”¹

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.

Case management services in Dane County are provided through a network of 15 geographically-based senior focal points.

Case management services are funded primarily by Dane County General Purpose Revenue (GPR). A small amount of 2017 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 Wisconsin Department of Health Services (DHS) 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

¹ *Standard Program Categories*, Department of Health Services (Madison, Wisconsin, 2013), p. 15 available on-line at: <http://www.dhs.wisconsin.gov/hsrs/docs/SPCDEFINITIONS.pdf>

County, these dollars are used to provide this outreach through five (5) of the senior focal point case management programs.

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.

The 2017 contracts with purchase-of-service agencies included the requirement to, “Collaborate with DCDHS staff to distribute a satisfaction survey annually for Client-Centered Case Management clients to complete.” The contracts also indicated that the County was to, “Collaborate with agency staff to distribute a satisfaction survey annually for Client-Centered Case Management clients to complete and provide results/findings of the survey by January 10, 2018.”

II. Study Purpose

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.

III. Data Collection

Measures

The mail version of the Case Management Survey of the Administration on Aging, Performance Outcome Measures Project (POMP), available at: http://www.aoa.acl.gov/Program_Results/POMP/CaseManagement.aspx, as updated in 2008 and available from the Administration for Community Living, AGing Integrated Database (AGID) served as the base instrument. That instrument has been used in looking at performance nationally. Using it for this study allowed for comparison to national and regional data available at <http://www.agid.acl.gov/> from ACL.

The Case Management Survey examines the services that were provided, the recipients’ satisfaction with those services, and the ways they have been helpful.

The 2017 DCDHS version of the survey differed from the ACL survey by:

- Including the program and case manager name in the introduction.
- Not including a question inquiring about the last time that case management services were received.
- Retaining the list of services coordinated, but updating for Dane County from prior versions of the AoA survey.
- Using the phrasing, “Is your situation better because of your case manager’s help?” rather than the ACL phrasing of “Has your situation improved because of the services your case manager arranges?”
- Retaining the question, “Are you satisfied with the case management services you receive?” from prior versions of the AoA survey.
- Adding a question regarding whether the person completed the survey on his/her own or if someone assisted him/her.
- Revising the question regarding whether case management services helped the individual to continue to live at home to whether the case management services helped the individual continue to live where they chose.
- Adding space for open-ended comments for improving the case management services and for additional comments about their case manager or case management services.

The final survey included 20 items; it may be found in Appendix A.

Translation

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

All agencies were asked to indicate which of their clients were to receive a Spanish version of the survey. None, except the North/Eastside Senior Coalition which has a contract for bilingual case management services for Dane County seniors, identified their clients who were to receive the Spanish/English version of the survey. A total of 36 Spanish/English versions of the surveys were mailed.

Translation of written responses to the survey were made by Michelle Bublitz, Adult Community Services, Department of Human Services to whom much gratitude is extended.

Survey Population

The survey population was all clients served between January 1, 2017 and August 31, 2017 whose cases were either open or had been closed less than 60 days and who had received case management services. Persons whose cases were closed as they were deceased or had moved out of the service area were excluded.

A query in InfoMaker was used by the Senior Program Analyst in the Planning and Evaluation Unit with DCDHS to pull a listing of all clients in the DCDHS Information System who received case management services between January 1, 2017, and August 31, 2017, and who were reported into the DCDHS Information System. This was generated on September 15, 2017, as an Excel spreadsheet. This was unduplicated by program, then by client in recognition that clients may have received case management services from more than one agency during the study period due to moving from one service area to another.

The next step was to ensure an accurate list of clients and their addresses was developed and that case managers and agencies were appropriately identified. Lists of clients were sorted by the agency providing services. These were sent September 15, 2017 to Cheryl Batterman, Area Agency on Aging (AAA) Manager, for distribution to agencies along with instructions to result in:

- Recording the name of the case manager with whom the client was most familiar. This was in a first name then last name format so that it read Jane Doe (for example) when the mail merge was to be made.
- Reviewing the address shown for each client and making any needed revisions directly on the spreadsheet.
- Adding missing addresses to the spreadsheet.
- Adding missing client names to the spreadsheet.
- If anyone was deceased, recording the date of death (as close to the date as possible) to avoid inadvertent delivery of a survey form.

- Indicating whether the individual needed a survey in Spanish.
- Having completed spreadsheets returned by Noon on Thursday, September 28, 2017.

Agencies were also asked to indicate whether the survey should be directed to a guardian, rather than the individual, and to provide the appropriate mailing address.

The majority of the spreadsheets were returned on or by the September 28 deadline with the final one arriving October 3. In reviewing the lists, it appeared that they were updated to include clients served through August 2017.

The data from spreadsheets were updated into a “master” spreadsheet that was “cleaned.” Agencies that indicated a client from the originally sent spreadsheet was not to be sent a survey were asked to “justify” the reason.

Of the original 2,237 rows of clients, 444 were cut, most frequently due to services being closed for 60 days or longer. Other reasons are cited in Table 1.

Table 1: Case Management Survey – Reason Rows of Clients were Not Included in Survey Mailing

Reason	Number	Percent
Services Closed for 60 days or longer	266	59.9
Deceased	97	21.8
Duplicate	13	2.9
No contact in 2017	2	0.5
Only received Medicare Part D Services	5	1.1
Moved out of County	31	7.0
Moved to a Nursing Home Facility	5	1.1
Moved to Assisted Living Facility	9	2.0
Moved to another Facility (includes Hospice, Rehab)	1	0.2
No valid address, unsure of address	2	0.5
Unknown client	7	1.6
Other Reasons (Care Wisconsin client (3); did not open for case management services (3)).	6	1.4
Total	444	100.0

Random Sampling Method

The RAND function in Excel was used to generate a random number for each row in the spreadsheet. These were then arranged from the smallest to the largest with the first 1,200 then being included in the survey mailing. Fourteen (14) were later excluded following the receipt of the spreadsheets returned after September 29, 2017.

Survey Method

A total of 1,186 survey forms were mailed with 967 sent for mailing on October 13, 2017 and 219 sent for mailing October 16, 2017. The delay was due to two agencies with outstanding spreadsheets. Envelopes were stuffed by Bonnie Wahrer, a Limited Term Employee, brought in to assist with the mailing.

Survey forms were sent out in DCDHS Department envelopes. A postage-paid, self-addressed return envelope was included.

Survey forms returned with bad addresses with forwarding addresses indicated were re-mailed until two weeks prior to the final due date. The exception was if a mailing address was outside Dane County, the survey form was not re-mailed. Of the 108 forms returned with bad addresses, 50 were re-mailed.

The number mailed and those that presumably made it to clients by agency may be found in Table 2 on the following page.

Client Confidentiality

Potential respondents were assured of confidentiality, but not anonymity – since by the agency having names and addresses, their identity was known for mailing purposes. Survey results were kept separate from any service records. Information is being released in aggregate form.

Each survey form had a 3-4 digit tracking number associated with it that was linked with demographics of the potential respondent. This was to keep from asking clients information already known to the Department and to reduce the length of the survey.

Table 2: Surveys by Disposition by Agency

Agency	Surveys Mailed	Returned with Bad Addresses and Not Re-mailed	Surveys to Clients
Colonial Club Senior Activity Center	92	7	85
DeForest Area Community & Senior Center	50	1	49
East Madison/Monona Coalition of the Aging	111	1	110
Fitchburg Senior Center	63	2	61
McFarland Senior Outreach Services	52	2	50
Middleton Senior Center	45	5	40
North/Eastside Senior Coalition	153	9	144
Northwest Dane Senior Services	51	4	47
Oregon Area Senior Center	48	0	48
South Madison Coalition of the Elderly	147	18	129
Southwest Dane Senior Outreach	52	0	52
Stoughton Area Senior Center	66	2	64
Sugar River Senior Center	45	3	42
Waunakee Senior Center	100	1	99
West Madison Senior Coalition	111	3	108
Total	1,186	58	1,128

Response Rate

The overall response rate was 35.7%; a response rate of 20% is considered acceptable for a one-time mail survey. There was considerable variation by agency as seen in Table 3. Sugar River Senior Center had the lowest response rate at 26.2% while Oregon Area Senior Center had the highest response rate at 54.2%.

Sample of Comments From Surveys That Were Excluded

Only met {CM} once. Very nice Do not need most of the services offered.

I don't believe that I have received any services and have not heard from Dane County Human Services for a long, long time.

Never hear[d] from them for a few years.

I do not receive any case management services. I have taken 2 classes, played bridge and watched movies there.

I don't know how to qualify for case management services. I don't know who [CM] is, I would like to know [CM] and get help with necessary services to live.

Never see [CM]. Well, I don't know how to contact [CM].

As far as we're concerned, [CM]'s a non-entity.

I have not needed [CM] services, so I have had no contact with [CM].

Do not have a case worker.

Table 3: Response Rate by Agency

Agency	Surveys to Clients	Surveys Returned	Surveys Excluded	Useable Surveys	Response Rate
Colonial Club Senior Activity Center	85	39	0	39	45.9
DeForest Area Community & Senior Center	49	21	0	21	42.9
East Madison/Monona Coalition of the Aging	110	43	6	37	33.6
Fitchburg Senior Center	61	20	1	19	31.1
McFarland Senior Outreach Services	50	21	1	20	40.0
Middleton Senior Center	40	17	1	16	40.0
North/Eastside Senior Coalition	144	43	4	39	27.1
Northwest Dane Senior Services	47	21	1	20	42.6
Oregon Area Senior Center	48	28	2	26	54.2
South Madison Coalition of the Elderly	129	42	5	37	28.7
Southwest Dane Senior Outreach	52	27	1	26	50.0
Stoughton Area Senior Center	64	19	2	17	26.6
Sugar River Senior Center	42	17	6	11	26.2
Waunakee Senior Center	99	42	0	42	42.4
West Madison Senior Coalition	108	34	1	33	30.6
Total	1,128	434	31	403	35.7

Of the 31 survey forms shown in Table 3 as excluded for analysis, 27 indicated they had not received case management services in 2017. Two indicated the client had died, one indicated the individual was a Care Wisconsin client, and one was returned but not completed.

For the English/Spanish surveys, three of the 38 that were mailed were returned due to bad addresses. The response rate for the English/Spanish surveys was 25.7% with 9 of the 35 surveys that presumably made it to clients returned.

Datasets

Two datasets were used in this analysis.

Due to the range of response rates and to reflect the overall status of the program, a random sample of 240 surveys was pulled. A sample size of 317 was required for a confidence level of 95% but this was limited to 240 by the lower response rates of Stoughton Area Senior Center and Sugar River Senior Center; thus the confidence interval (margin of error) was ± 5.89 rather than the desired ± 5 .

The dataset for this sample excluded returned survey forms where it was indicated the only service received was assistance with the annual enrollment for Medicare Part D (22) or receiving a loan of medical equipment, i.e., wheelchair, walker, etc. (2).

Pulling the random sample from the remaining 379 survey forms was accomplished by sorting the returned forms by Agency, then by survey number. The RAND function in Excel was used to generate a random number for each row in the spreadsheet. These were sorted by Agency, then by random number from the smallest to the largest. The number of surveys pulled by Agency was based on the percent of clients to the overall total. This was used for the bulk of this report. Table 4 indicates the distribution of the surveys that were included in the overall program analysis.

The second dataset used for the analysis by individual agency, found at the end of this report in the section on Results by Contracted Agency, uses the 379 returned survey forms.

Table 4: Percent of Case Management Clients Served by Agency and the Number of Surveys to Be Included for Overall Analysis

Agency	Percent of Clients Served	Number of Surveys to Be Included for Overall Analysis
Colonial Club Senior Activity Center	7.6	18
DeForest Area Community & Senior Center	4.3	10
East Madison/Monona Coalition of the Aging	10.7	26
Fitchburg Senior Center	5.5	13
McFarland Senior Outreach Services	3.7	9
Middleton Senior Center	3.9	9
North/Eastside Senior Coalition	11.3	27
Northwest Dane Senior Services	4.3	10
Oregon Area Senior Center	5.2	13
South Madison Coalition of the Elderly	10.0	24
Southwest Dane Senior Outreach	4.2	10
Stoughton Area Senior Center	7.0	17
Sugar River Senior Center	3.6	9
Waunakee Senior Center	9.7	23
West Madison Senior Coalition	8.9	22
Total	99.9 ²	240

² Does not equal 100% due to rounding.

IV. Findings

Data were analyzed by the Senior Program Analyst in the Planning and Evaluation Unit of Dane County Department of Human Services.

Findings are presented in the following sections of the report:

- Demographics
- Municipalities
- Services Coordinated
- Participation in Service Planning
- Service Quality
- Overall Quality
- Benefits
- Recommendations for Improvement
- Results by Contracted Agency – includes all survey results, not just those from the random sample.

Briefly, some of the findings include:

- Survey respondents indicated their case managers treated them with respect (98%), 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 (92%).
- Slightly more than half (58%) of the respondents indicated their case manager developed a care plan for the services they needed, with the majority (62%) of those indicating they received a copy of the care plan.
- Persons of Color were significantly less likely than Whites to indicate their case manager treated them with respect.
- Respondents from the Greatest Generation (born 1900-1928, age 89+) were least likely to indicate they and their case manager worked together to decide on the services they needed.

- In examining benefits of case management services, survey respondents indicated their case managers helped them get services they did not have before (87%), their situations were better because of their case managers' help (96%), and the case management services helped them continue to live where they chose (91%).
- Nearly 97% of survey respondents were satisfied with the case management services they received.

V. Limitations

There are a number of limitations that are inherent in a study of this nature:

- The study was conducted by staff from the Planning and Evaluation Unit with the Dane County Department of Human Services rather than an independent third party.
- All useable surveys returned by November 29, 2017 were included in the data analysis. Surveys returned after that date were excluded.
- The number of questions that were missed by respondents either by being skipped or by omitting a page, led to the decision to analyze data based on the number of respondents for each question rather than using the total number of survey respondents, which is the usual methodology.

VI. Future Studies

Suggestions for future studies include:

- Examine methods to increase the response rate among persons of color or to find other methods to gather their feedback regarding this service. Some possibilities may include conducting outreach efforts prior to the next survey and/or conducting focus groups in settings that are comfortable for each population.

VII. Next Steps

This information will be shared with:

- DCDHS staff and managers
- Senior Focal Points
- Area Agency on Aging (AAA) – Access Committee
- Area Agency on Aging (AAA) Board of Directors
- General public via posting on the AAA web site

Additionally,

- Comments attributable to individual Senior Focal Points will be shared with them.
- The survey instrument and/or methodology will be revised to address any issues raised in the section of this report on future studies.
- A 1-2 page synopsis of the report will be developed.

Demographics

During the period of January 1, 2017, through August 31, 2017, 2,224 unduplicated clients received Dane County funded case management services.

Survey respondents in the sample used for the overall program analysis were representative of clients served during the study period in terms of gender, race/ethnicity, generation, and average length of service.

While 66% of the respondents in the overall sample were female compared with 65% of those who received services during the study period, this was not statistically significant.³

As shown in Table 5, respondents were more likely to be White (90%) than clients served during the study period (89%), although this was not statistically significant.⁴

The average age of respondents in the survey sample was 77.6 compared with 77.3 for persons served during the study period.

Table 5: Demographics of Survey Respondents in the Sample Used for Overall Program Analysis Compared with Case Management Clients Served during the Study Period and with Surveys Mailed (All Unduplicated)

Characteristic	Clients Served		Surveys Mailed		Respondents in Sample of 240	
	No.	Percent	No.	Percent	No.	Percent
Gender						
Female	1,446	65.0	774	65.3	159	66.3
Male	778	35.0	412	34.7	81	33.8
Unknown						
Total	2,224	100.0	1,186	100.0	240	100.1 ⁵
Race/Ethnicity						
Asian	13	0.6	8	0.6	2	0.8
Af. Amer/Black	136	6.1	80	6.7	12	5.0
Hispanic/Latinx	79	3.6	46	3.9	8	3.3
Native American	6	0.3	4	0.3	0	0.0
Pacific Islander	0	0.0	0	0.0	0	0.0
White	1,977	88.9	1,039	87.6	217	90.4
More than 1 Race	9	0.4	7	0.6	1	0.4
Unknown	4	0.2	2	0.2	0	0.0
Total	2,224	100.1 ⁶	1,186	99.9 ⁷	240	99.9 ⁸
Age in 2017						
50-54	4	0.2	2	0.2	0	0.0
55-59	8	0.4	4	0.3	0	0.0
60-64	196	8.8	109	9.2	17	7.1
65-69	372	16.7	199	16.8	38	15.8

⁵ Does not equal 100% due to rounding.

⁶ Does not equal 100% due to rounding.

⁷ Does not equal 100% due to rounding.

⁸ Does not equal 100% due to rounding.

³ $\chi^2 = 0.144794$, $df=1$, $p<.05$

⁴ $\chi^2 = 1.400035$, $df=5$, $p<.05$

Case management clients ranged in age from 51 to over 100. It should be noted that persons must be age 60 and older to be eligible for this service.

Table 5: Demographics of Survey Respondents in the Sample Used for Overall Program Analysis Compared with Case Management Clients Served during the Study Period and with Surveys Mailed (All Unduplicated)

Characteristic	Clients Served		Surveys Mailed		Respondents in Sample	
	No.	Percent	No.	Percent	No.	Percent
70-74	367	16.5	204	17.2	44	18.3
75-79	315	14.2	178	15.0	37	15.4
80-84	349	15.7	182	15.3	43	17.9
85-89	354	15.9	178	15.0	31	12.9
90-94	204	9.2	104	8.8	26	10.8
95-99	46	2.1	21	1.8	3	1.3
100-104	5	0.2	4	0.3	1	0.4
105+	2	0.1	0	0.0	0	0.0
Unknown	2	0.1	1	0.1	0	0.0
Total	2,224	100.1 ⁹	1,186	100.0	240	99.9 ¹⁰
Generation (Years Born)¹¹						
Generation X (1965-1980)	3	0.1	1	0.1	0	0.0
Baby Boomer (1946-1964)	751	33.8	405	34.1	75	31.3
Silent (1929-1945)	1,142	51.3	618	52.1	130	54.2
Greatest (1900-1928)	326	14.7	161	13.6	35	14.6
Other/Unknown	2	0.1	1	0.1	0	0.0
Total	2,224	100.0	1,186	100.0	240	100.1 ¹²

⁹ Does not equal 100% due to rounding.

¹⁰ Does not equal 100% due to rounding.

¹¹ Scholars and the literature differ as to the exact dates for each generation. The sources for these categories include the Pew Research Centers and Michael T. Robinson's "What Generation Are You?" found on Career Planner.

¹² Does not equal 100% due to rounding.

Slightly over 31% of the respondents in the overall sample served during the study period received case management services for over three years contrasted with 26% of the clients served. Overall, respondents in the overall sample were representative of clients served during the study period in terms of length of time receiving case management services.¹³

Table 5: Demographics of Survey Respondents in the Sample Used for Overall Program Analysis Compared with Case Management Clients Served during the Study Period and with Surveys Mailed (All Unduplicated)

Characteristic	Clients Served		Surveys Mailed		Respondents in Sample	
	No.	Percent	No.	Percent	No.	Percent
Length of Time Receiving Case Management Services as of Date Survey Mailed						
< 6 months	384	17.3	171	14.4	39	16.3
6-12 months	466	21.0	239	20.2	32	13.3
13-18 months	272	12.2	136	11.5	26	10.8
19-24 months	234	10.5	126	10.6	28	11.7
25-30 months	180	8.1	113	9.5	25	10.4
31-36 months	111	0.5	61	5.1	14	5.8
37 months+	576	25.9	339	28.6	75	31.3
Unknown	1	0.0	1	0.1	1	0.4
Total	2,224	100.0	1,186	100.0	240	100.0

¹³ $\chi^2 = 11.05589$, $df=6$, $p<.05$

Municipalities

Clients who received case management services between January 1, 2017 and August 31, 2017, resided in nearly every municipality in Dane County. Of the 61 municipalities, only the Town of Christiana was not represented.

Slightly more than half (57%) of all clients served resided in a City with another quarter (24.5%) living in a Village and 14% hailing from one of the Towns.

The respondents in the sample were representative of the clients served based on overall municipality of city, town, or village.¹⁴

Table 6: Municipalities of Survey Respondents in Sample Compared with Clients Served during the Study Period and with Surveys Mailed (All Unduplicated)

Municipality	Clients Served		Surveys Mailed		Respondents in Sample	
	No.	Percent	No.	Percent	No.	Percent
Cities	1,273	57.1	718	60.5	145	60.4
Edgerton	1	0.0	1	0.1	0	0.0
Fitchburg	135	6.1	71	6.0	13	5.4
Madison	740	33.3	445	37.6	81	33.8
Middleton	75	3.4	38	3.2	9	3.8
Monona	75	3.4	33	2.8	10	4.2
Stoughton	140	6.3	61	5.2	17	7.1
Sun Prairie	100	4.5	65	5.5	14	5.8
Verona	7	0.3	4	0.3	1	0.4
Towns¹⁵	316	14.2	167	14.1	26	10.8
Albion	1	0.0	0	0.0	0	0.0
Berry	6	0.3	3	0.3	2	0.8
Black Earth	1	0.0	1	0.1	0	0.0
Blooming Grove	6	0.3	4	0.3	1	0.4
Blue Mounds	6	0.3	6	0.5	1	0.4
Bristol	4	0.2	1	0.1	1	0.4
Burke	8	0.4	2	0.2	0	0.0
Christiana	0	0.0	0	0.0	0	0.0
Cottage Grove	5	0.2	1	0.1	0	0.0
Cross Plains	13	0.6	3	0.3	0	0.0
Dane	6	0.3	5	0.4	1	0.4
Deerfield	2	0.1	0	0.0	0	0.0
Dunkirk	9	0.4	4	0.3	0	0.0

¹⁴ $\chi^2 = 3.045532$, $df=2$, $p<.05$

¹⁵ Row totals for Towns will differ slightly due to rounding.

Table 6: Municipalities of Survey Respondents in Sample Compared with Clients Served during the Study Period and with Surveys Mailed (All Unduplicated)

Municipality	Clients Served		Surveys Mailed		Respondents in Sample	
	No.	Percent	No.	Percent	No.	Percent
Towns						
Dunn	9	0.4	5	0.4	0	0.0
Madison	31	1.4	20	1.7	3	1.3
Mazomanie	4	0.2	1	0.1	0	0.0
Medina	8	0.4	4	0.3	0	0.0
Middleton	8	0.4	6	0.5	0	0.0
Montrose	6	0.3	4	0.3	1	0.4
Oregon	26	1.2	12	1.0	0	0.0
Perry	3	0.1	2	0.2	0	0.0
Pleasant Springs	8	0.4	7	0.6	2	0.8
Primrose	6	0.3	2	0.2	0	0.0
Roxbury	10	0.4	8	0.7	2	0.8
Rutland	15	0.7	10	0.8	1	0.4
Springdale	13	0.6	8	0.7	1	0.4
Springfield	15	0.7	5	0.4	2	0.8
Sun Prairie	5	0.2	4	0.3	1	0.4
Vermont	2	0.1	1	0.1	1	0.4
Verona	12	0.5	5	0.4	2	0.8
Vienna	9	0.4	2	0.2	1	0.4
Westport	58	2.6	31	2.6	3	1.3
York	1	0.0	0	0.0	0	0.0
Villages¹⁶	545	24.5	278	23.4	68	28.3
Belleville	44	2.0	23	1.9	4	1.7
Black Earth	16	0.7	8	0.7	2	0.8
Blue Mounds	11	0.5	6	0.5	2	0.8
Brooklyn	4	0.2	1	0.1	0	0.0
Cambridge	3	0.1	2	0.2	2	0.8
Cottage Grove	22	1.0	12	1.0	2	0.8
Cross Plains	25	1.1	13	1.1	3	1.3

¹⁶ Row totals for Villages will differ slightly due to rounding.

Table 6: Municipalities of Survey Respondents in Sample Compared with Clients Served during the Study Period and with Surveys Mailed (All Unduplicated)

Municipality	Clients Served		Surveys Mailed		Respondents in Sample	
	No.	Percent	No.	Percent	No.	Percent
Villages						
Dane	4	0.2	2	0.2	0	0.0
Deerfield	3	0.1	2	0.2	1	0.4
DeForest	72	3.2	46	3.9	9	3.8
Maple Bluff	2	0.1	2	0.2	2	0.8
Marshall	11	0.5	2	0.2	0	0.0
Mazomanie	11	0.5	6	0.5	2	0.8
McFarland	47	2.1	26	2.2	4	1.7
Mount Horeb	56	2.5	29	2.5	5	2.1
Oregon	79	3.6	35	3.0	13	5.4
Rockdale	1	0.0	1	0.1	0	0.0
Shorewood Hills	1	0.0	1	0.1	0	0.0
Waunakee	116	5.2	55	4.6	16	6.7
Windsor	17	0.8	6	0.5	1	0.4
Other	90	4.0	23	1.9	1	0.4
Post Office Box	12	0.5	8	0.7	0	0.0
Current address is out of County	40	1.8	9	0.8	0	0.0
Current address is out of state	10	0.4	6	0.5	0	0.0
Homeless	1	0.0	0	0.0	0	0.0
Address is not in DCDHS System or not considered valid by Access Dane or the US Postal Service for geo-coding purposes	27	1.2	0	0.0	1	0.4
Total ¹⁷	2,224	100.0	1,186	100.0	240	100.0

¹⁷ Percentages will not equal 100% due to rounding.

Services Coordinated

Case managers coordinate a wide variety of services for case management participants.

Of the survey respondents, 229 indicated one or more services with which their case managers provided coordination assistance.

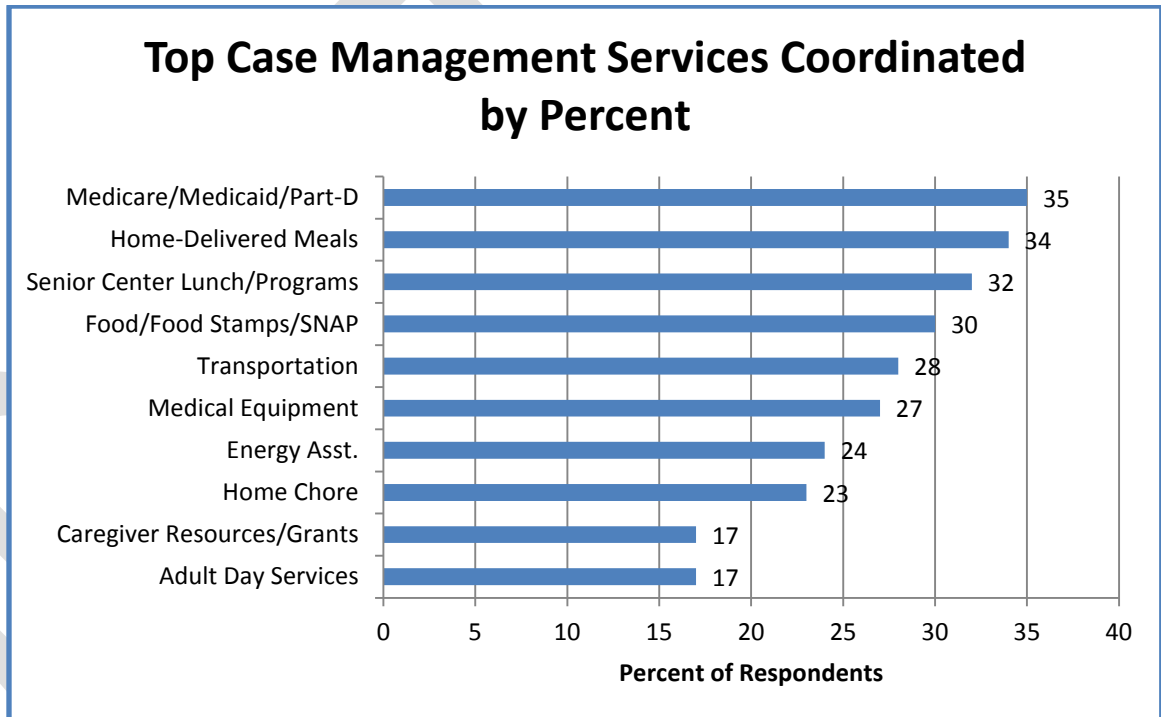
The most frequently cited assistance (35%) was helping with paperwork associated with Medicare/Medicaid/Medicare Part D.

Case managers provided assistance with applying for benefits such as energy assistance (24%) and food assistance/ Food Stamps/Supplemental Nutritional Assistance Program (30%) that helped to extend one's income.

Services critical to helping persons remain in their own home, such as home-delivered meals (34%), transportation (28%), medical equipment (27%), and home chore services (23%) were also coordinated.

The category of other included: referrals for dental services and support groups, yardwork, information, paperwork, financial management, and other related services. As one respondent put it, *"Anything [CM] can help me with."*

Graph 1: Most Frequently Cited Services Coordinated by Case Manager



N = 229. Respondents could cite more than one service.

Participation in Service Planning

Four items on the survey examined client perception of whether the case manager involved the client in planning the services to be received.

Of the survey respondents, 91% indicated their case managers involved them in discussing and planning their services and 95% indicated they were able to select the services they received.

Per the 2017 County contracts with agencies, a case management service plan is to be developed when a case is opened for service. Development of the plan is to be documented in the case notes. 2017 marked the second year that the item on whether the case manager developed a care plan was part of the survey.

A care plan was defined as part of the survey item as, "A care plan is a document that contains information about who you saw, your needs, the kinds of services you receive, and how you are doing once you receive the services."

Table 7: Involvement in Service Planning

Survey Question	Percent of Respondents			
	Yes	No	Don't Know	Resp. (N)
Do you and your case manager work together to decide what services you need? ¹⁸	89.1	7.2	3.6	221
Does your case manager involve you in discussing and planning your services?	92.1	3.7	4.2	216 ¹⁹
Did your case manager develop a care plan for the services you need?	58.1	18.7	23.2	203
Did you receive a copy of the care plan? ²⁰	61.6	20.5	17.9	112
Are you able to select the services you receive? ²¹	94.7	4.9	0.5	206

Sample of Comments from Survey Respondents

[CM] treats me as a unique individual with unique needs.

Good service - always working for my best interest.

[CM] continues to call and ask if I need anything or how I'm doing with a husband with Alzheimer's.

[CM] always points us in the right direction when we need new services or information.

¹⁸ Row total does not equal 100% due to rounding

¹⁹ One additional respondent stated, "I do my own planning. Case Manager explains options."

²⁰ This just examines those who indicated that Yes, a care plan was developed. Altogether 118 persons in the sample indicated their case manager developed a care plan for the services they needed. Of those, 112 responded to the item about receiving a copy of the care plan; 6 (5.1%) left this item blank.

²¹ Row total does not equal 100% due to rounding. "Don't know" was not an option for a response in keeping with the POMP version of the survey; this was written in by a respondent.

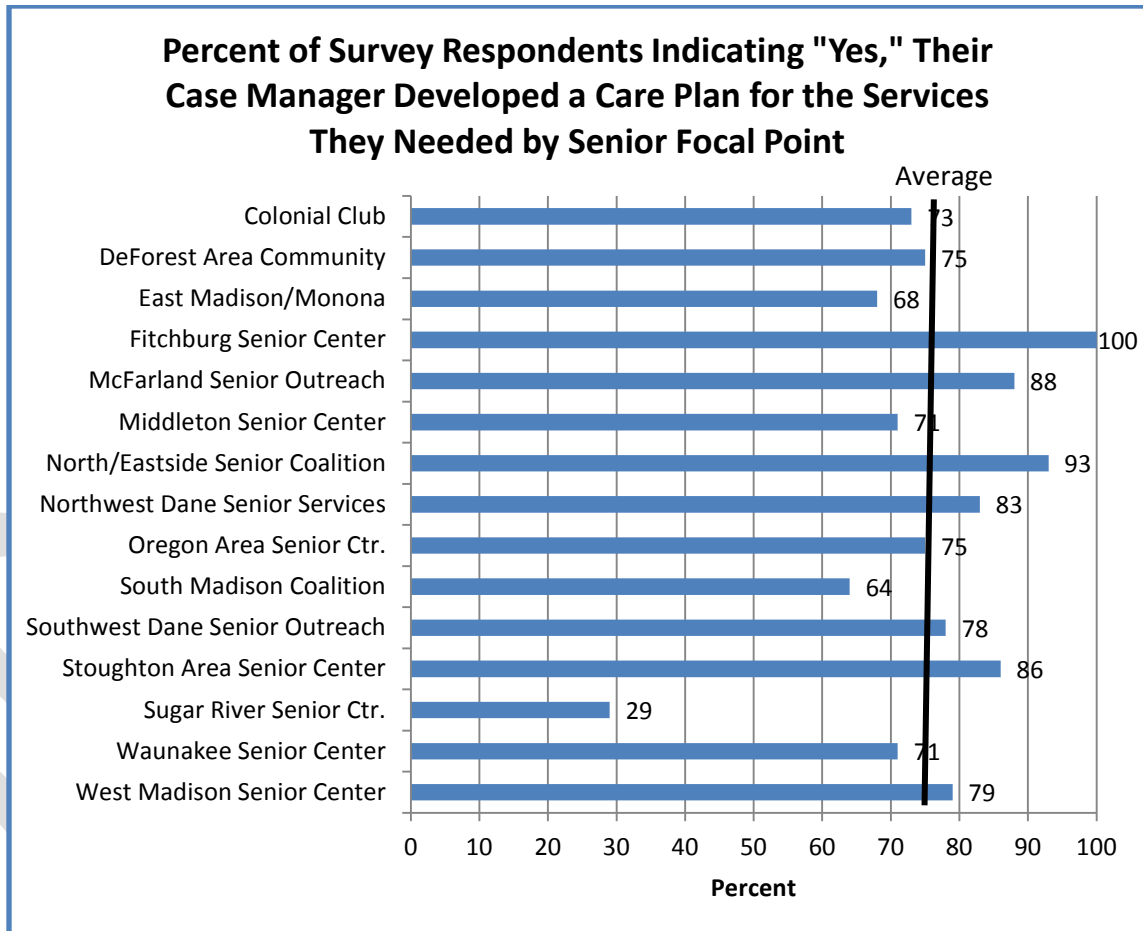
As seen in Table 7, slightly more than half (58%) of the respondents indicated their case manager developed a care plan for the services they needed, with close to 62% of those indicating they received a copy of the care plan. Two individuals who indicated they did not receive a copy of their care plan indicated that it was kept in their file at the case manager's office. As another individual noted, *"I'd like to know or see the care plan."*

Significant differences were seen by Senior Focal Point regarding whether the case manager developed a care plan for the needed services when examining respondents who indicated "Yes" or "No" to this item.²²

There was a sharp contrast, as seen in Graph 2, between 29% of the Sugar River Senior Center survey respondents and 100% of those receiving services from the Fitchburg Senior Center indicating their case manager developed a care plan.

Other significant differences were noted on the service planning items based on gender and generation. Males (100%) were significantly more likely than females (94%) to indicate their case manager involved them in discussing and planning their services.²³

Graph 2: Percent of Survey Respondents by Senior Focal Point Indicating "Yes" to the Item: Did your case manager develop a care plan for the services you need?



N = 156

²² $\chi^2 = 29.06036$, $df=14$, $p<.05$. Examines yes and no responses is in keeping with the response categories on the National version of the survey instrument.

²³ $\chi^2 = 4.344369$, $df=2$, $p<.05$.

Respondents from the Greatest Generation (born 1900-1928, age 89+) were least likely to indicate they and their case manager worked together to decide on the services they needed.²⁴

Graph 3 provides a comparison of the Dane County survey results conducted in 2017 with results of the 2016 National Survey of Older Americans Act Participants survey for the Midwest Census Region - comprised of Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, and Wisconsin – and with the national (non-stratified) results. The data is reported by the Administration on Aging via the AGing Integrated Database (AGID); 2016 is the most recent year for which data were compiled at both regional and national levels.

Respondents to the National survey were significantly less likely to indicate their case manager involved them in planning and discussing their services than did respondents to the Midwest Census Region and Dane County.²⁵

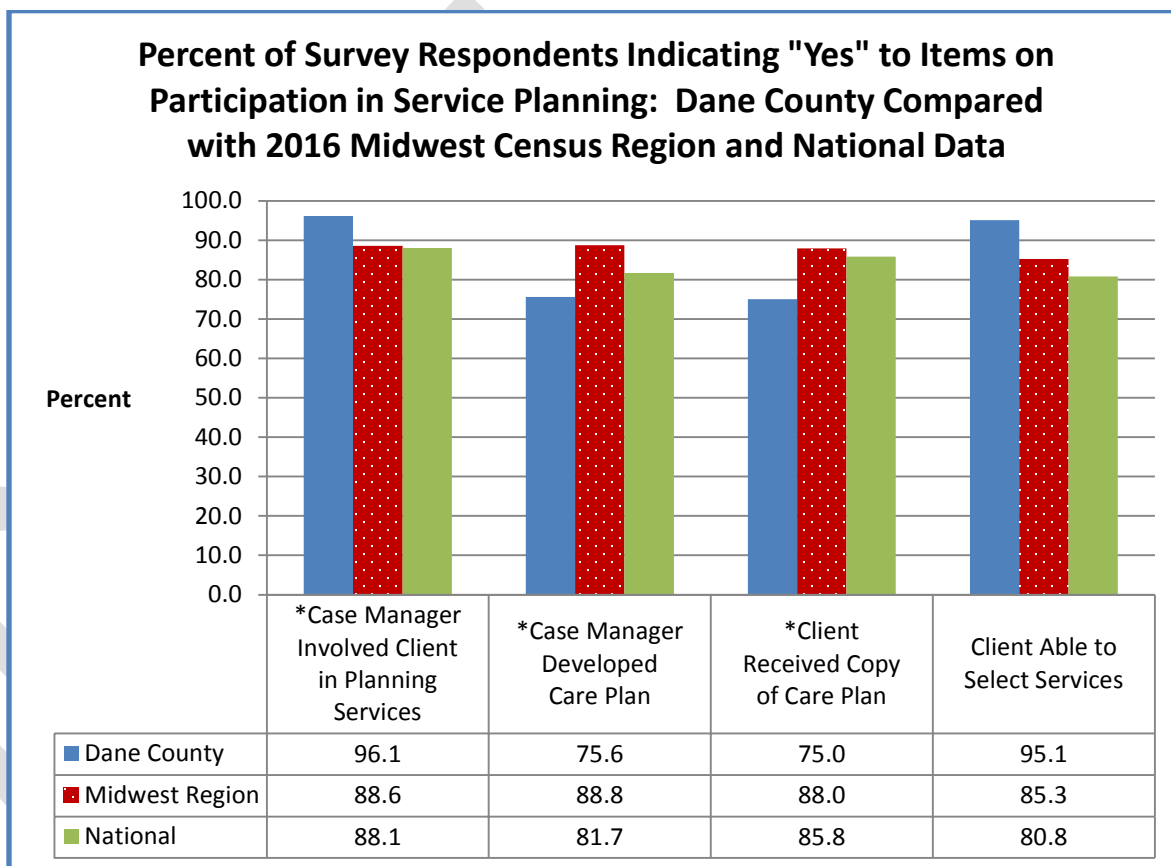
However, Dane County respondents were significantly less likely than their Midwest Census Region and National counterparts to indicate that their case manager developed a care plan for the services they needed²⁶ or that they received a copy of the care plan.²⁷

²⁴ $\chi^2 = 6.197702$, $df=2$, $p<.05$

²⁵ $\chi^2 = 10.81446$, $df=2$, $p<.05$.

²⁶ $\chi^2 = 6.911316$, $df=2$, $p<.05$.

Graph 3: Percent of Respondents Indicating “Yes” to Items Related to Participation in Service Planning: Dane County Compared with 2016 Results for the Midwest Census Region and National Data



Midwest Census Region = Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, and Wisconsin.

Note: In keeping with the response categories of the National survey, these items only examine persons who responded “Yes” or “No” and exclude “Don’t Know” responses.

²⁷ $\chi^2 = 7.185479$, $df=2$, $p<.05$.

Service Quality

Survey respondents rated their case managers highly in treating them with respect (98%), returning their phone calls in a timely manner (92%), and explaining services in a way they could understand (95%).

While the majority of respondents (89%) indicated their case manager did a good job of setting up services for them, this was also the lowest rated item in this section.

Service quality was further examined based on the gender, generation, race, length of time receiving services, and Senior Focal Point for respondents. The data for Dane County was also compared with that available for the Midwest Census region and National data.

There were no significant differences on the service quality items based on gender, generation, or length of time receiving services.

Table 8: Responses to Service Quality Related Questions

Survey Question	Percent of Respondents			
	Yes	No	Don't Know	Resp. (N)
Does your case manager return your phone calls in a timely manner?	92.0	2.7	5.3	225
Does your case manager explain your services in a way you can understand?	95.1	1.8	3.1	225
Does your case manager treat you with respect?	98.3	0.4	1.3	229
Does your case manager do a good job setting up services (transportation, meals, medical appointments, etc.) for you?	88.7	2.6	8.8	194

Sample of Comments from Survey Respondents

I have been very happy with my case manager, [the] services to me and [CM] availability.

Excellent job. Good follow-up.

I would greatly appreciate timely responses to my e-mails/calls and would like to know other services I am eligible for.

[CM] has been great at helping me. I can always depend on [CM] to help and explain everything.

[CM] is efficient and very willing to assist in any way [CM] can. Respectful and friendly. Makes you feel your questions are important and if [CM] doesn't know answers [CM] will do [CM] best to get answers.

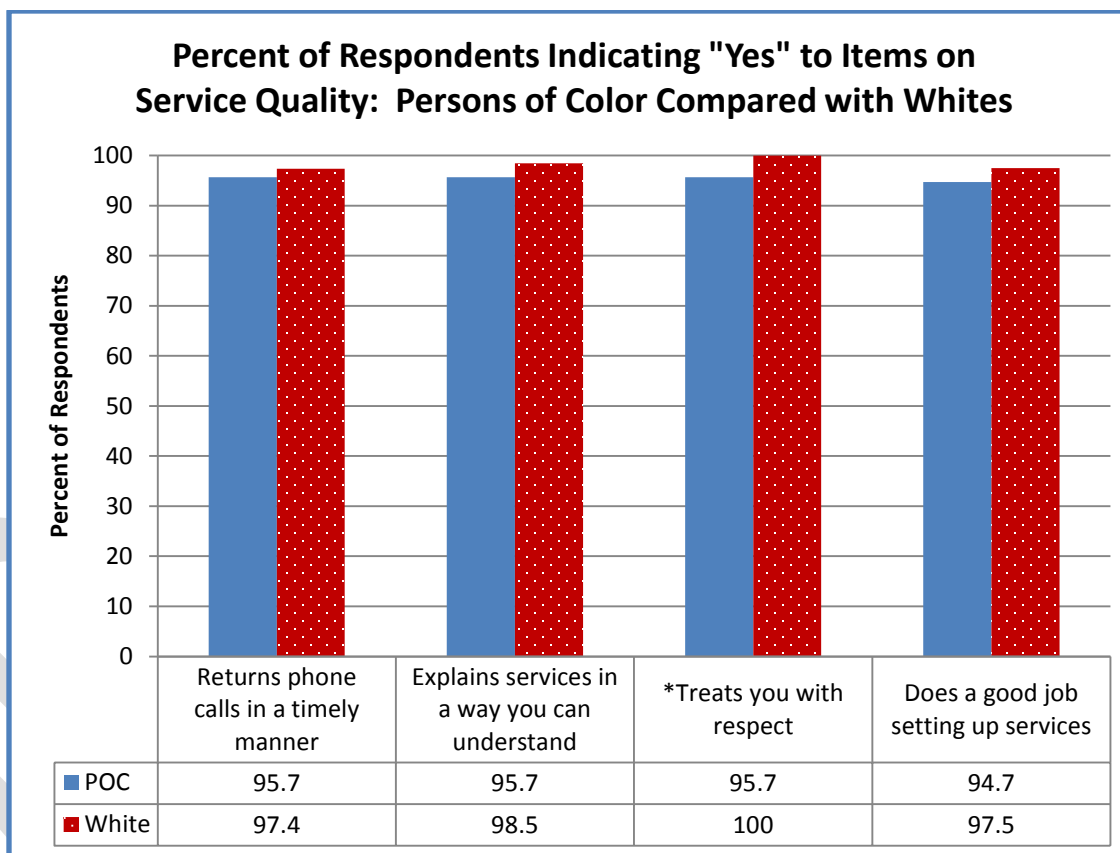
[CM] is doing an excellent job in providing me with information in regard to service options. [CM] treats me with respect and sensitivity and provides moral support when needed. I thank [CM] for that.

Responses to survey items related to service quality were compared for People of Color (those with a racial/ethnic background of Hispanic/Latinx, African-American/Black, Asian, Pacific Islander, Native American) and those considered White/Caucasian.

Persons of Color, as seen in Graph 4, were slightly less likely than Whites to indicate their case managers “always” returned their phone calls in a timely manner, explained services in a way they could understand, or did a good job of setting up services for them. None of these variations was statistically significant.

However, Persons of Color were significantly less likely to indicate their case manager treated them with respect.²⁸

Graph 4: Comparison of Responses to Items Related to Quality of Services for Persons of Color and Whites



N for people of color = 23 for phone call, explaining services, and treating with respect, and 19 for setting up services. N for Whites = 190 for phone calls, 195 for explaining services, 203 for treating with respect, and 158 for setting up services.

Asterisk (*) indicates a significant difference.

²⁸ $\chi^2 = 8.865314$, $df=1$, $p<.05$.

Significant differences were seen on three of the four quality items based on the Senior Focal Point including: returning phone calls in a timely manner,²⁹ explaining services in way you can understand,³⁰ and doing a good job of setting up services for you.³¹

As seen in Graph 5, while 100% of the survey respondents for 12 of the 15 Senior Focal Points indicated “Yes,” their case manager returned their phone call in a timely manner, that was true for 75% of the respondents receiving services from Sugar River Senior Center, 89% of those working with Colonial Club, and 90% of the respondents from the South Madison Coalition of the Elderly.

With the exception of the East Madison/Monona Coalition of the Aging (96%) and the South Madison Coalition of the Elderly (86%), 100% of the respondents from other Senior Focal Points indicated, “Yes,” to the item: Does your case manager explain your services in a way you can understand?

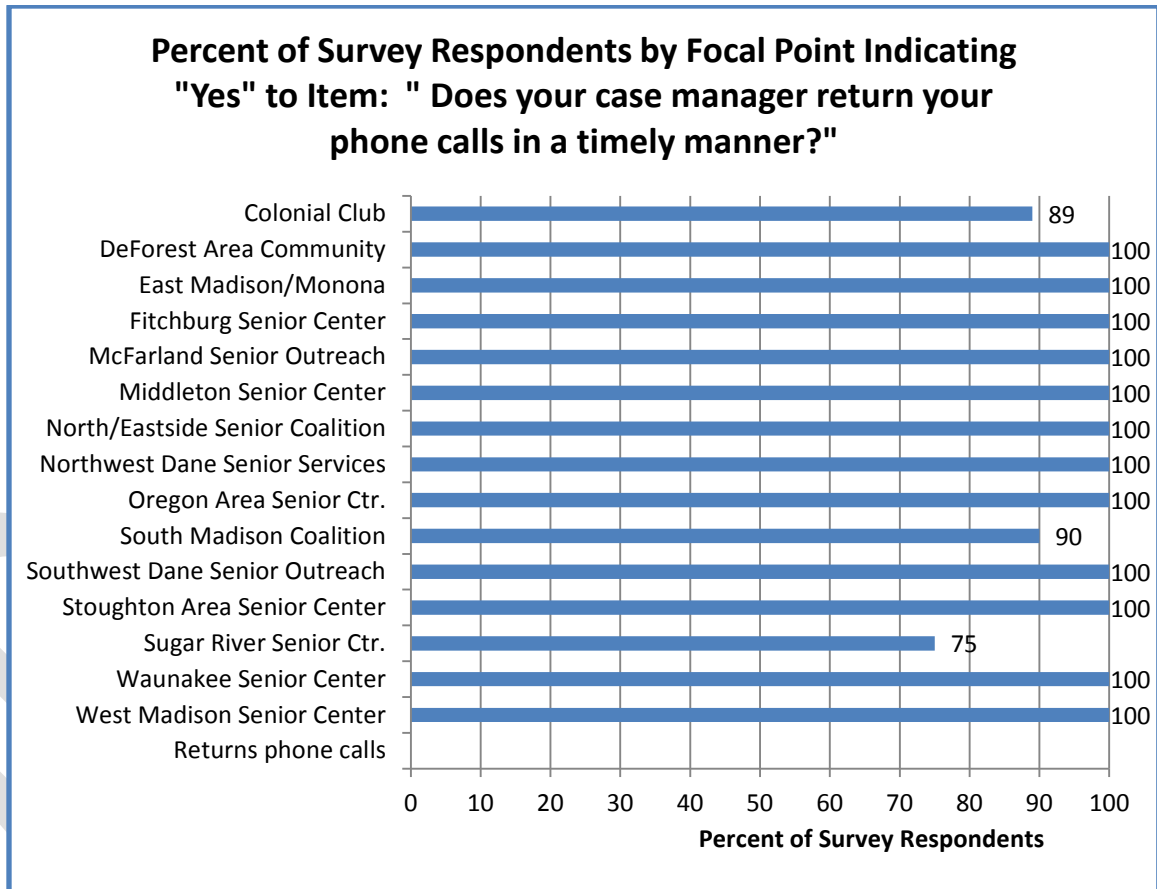
While 100% of the respondents from 11 of the Senior Focal Points indicated, “Yes,” their case manager did a good job of setting up services, this was not the case for South Madison Coalition of the Elderly (88%), Colonial Club (93%), NESCOA (94%) and East Madison/Monona Coalition of the Aging (95%).

²⁹ $\chi^2 = 38.24674$, $df=14$, $p<.05$

³⁰ $\chi^2 = 34.80158$, $df=14$, $p<.05$

³¹ $\chi^2 = 24.59607$, $df=14$, $p<.05$

Graph 5: Percent of Survey Respondents by Focal Point Indicating “Yes” to the Item: Does your case manager return your phone calls in a timely manner?



N = 190.

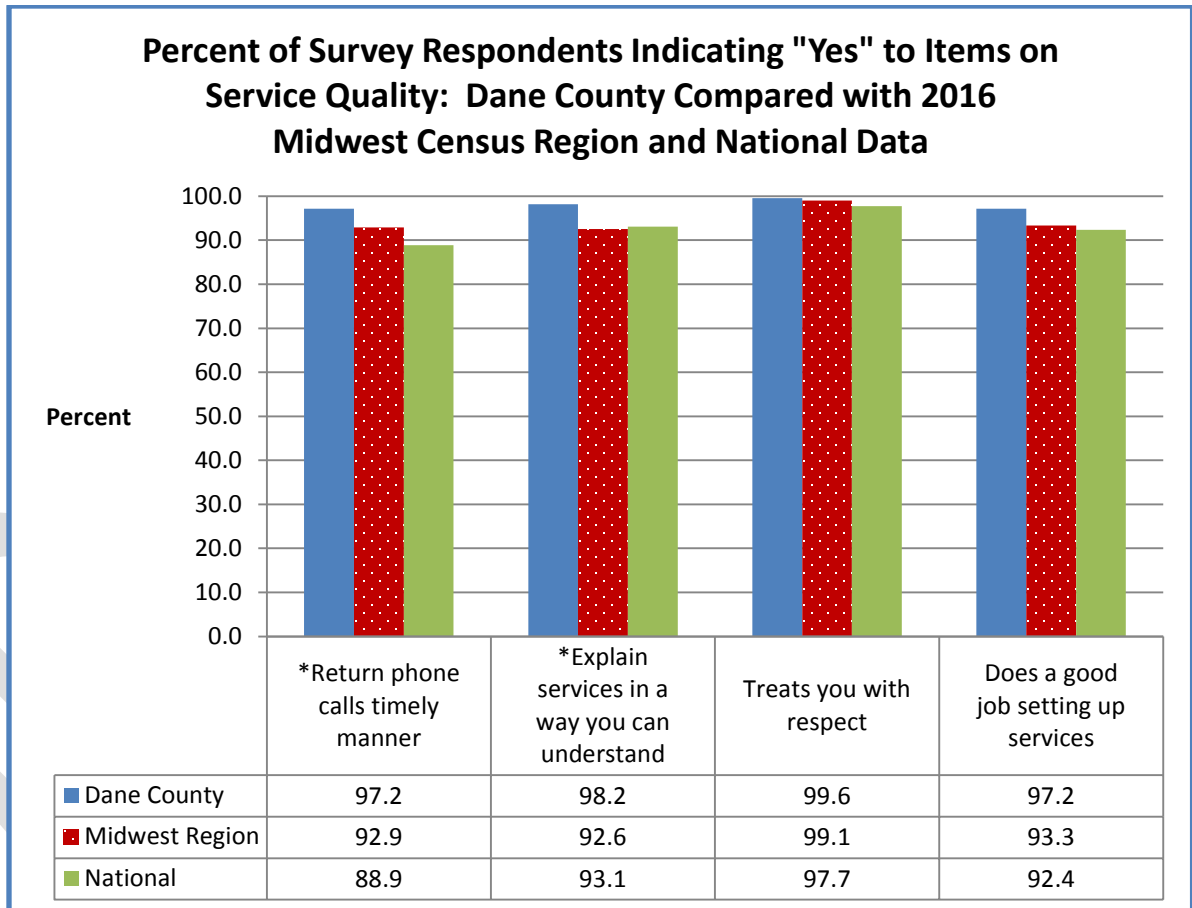
Note: In keeping with the response categories of the National survey, this item reflects persons who responded “Yes” or “No” and excludes “Don’t Know” responses.

Graph 6 provides a comparison of the Dane County survey results conducted in 2017 with results of the 2016 National Survey of Older Americans Act Participants survey for the Midwest Census Region and with the National (non-stratified) results.

Participants in the National survey were significantly less likely to indicate their case manager returned their phone calls in a timely manner³² than did the Midwest Census Region and Dane County respondents.

Respondents to the Dane County survey were more likely to indicate their case manager explained their services in way they could understand than did their counterparts responding to the 2016 Midwest Census Region and National survey.³³

Graph 6: Percent of Respondents Indicating “Yes” to Items Related to Service Quality: Dane County Compared with 2016 Results for the Midwest Census Region and National Data



Midwest Census Region = Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, and Wisconsin

Asterisk (*) indicates a significant difference.

³² $\chi^2 = 12.90823$, $df=2$, $p<.05$.

³³ $\chi^2 = 7.929125$ $df=2$, $p<.05$.

Overall Quality

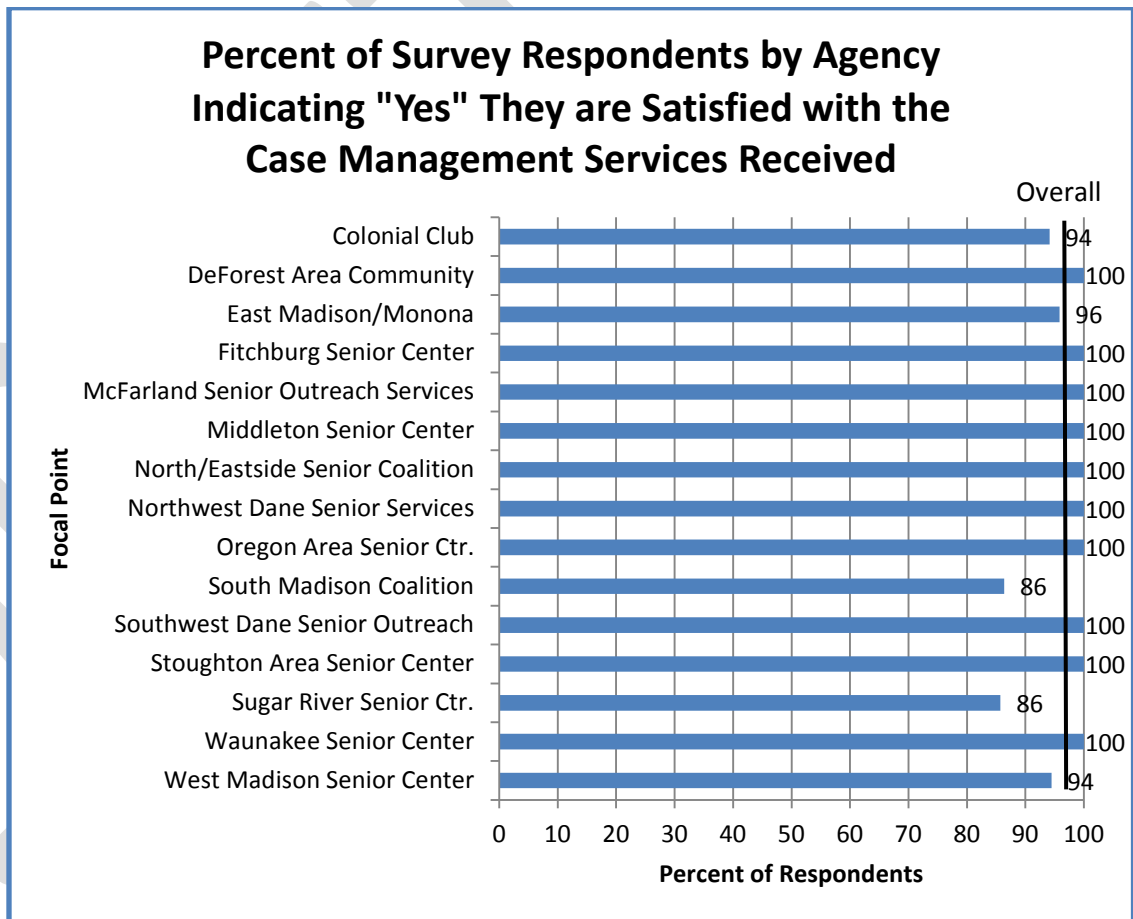
Nearly 97% of survey respondents were satisfied with the case management services they received.

There were no significant differences to this item based on gender, race, generation, or length of service.

Ten (10) of the Senior Focal Points had the distinction of 100% of the respondents to this item indicating they were satisfied with the case management services they received.

Compared to overall respondents, those receiving services from Sugar River Senior Center and South Madison Coalition of the Elderly were significantly less satisfied.³⁴

Graph 7: Percent of Respondents by Agency Indicating “Yes” They are Satisfied with the Case Management Services They Receive



³⁴ $\chi^2 = 31.86171$ $df=14$, $p<.05$.

N = 216.

Overall, survey respondents rated their case management services quite highly with 64% rating them as Excellent, 21% as Very Good, and 12% as Good.

Slightly over 3% of the survey respondents rated case management services as fair or poor.

Sample of Comments from Survey Respondents

I'm extremely satisfied with the services I've received.

[CM] is the best. [CM] knew exactly what I needed.

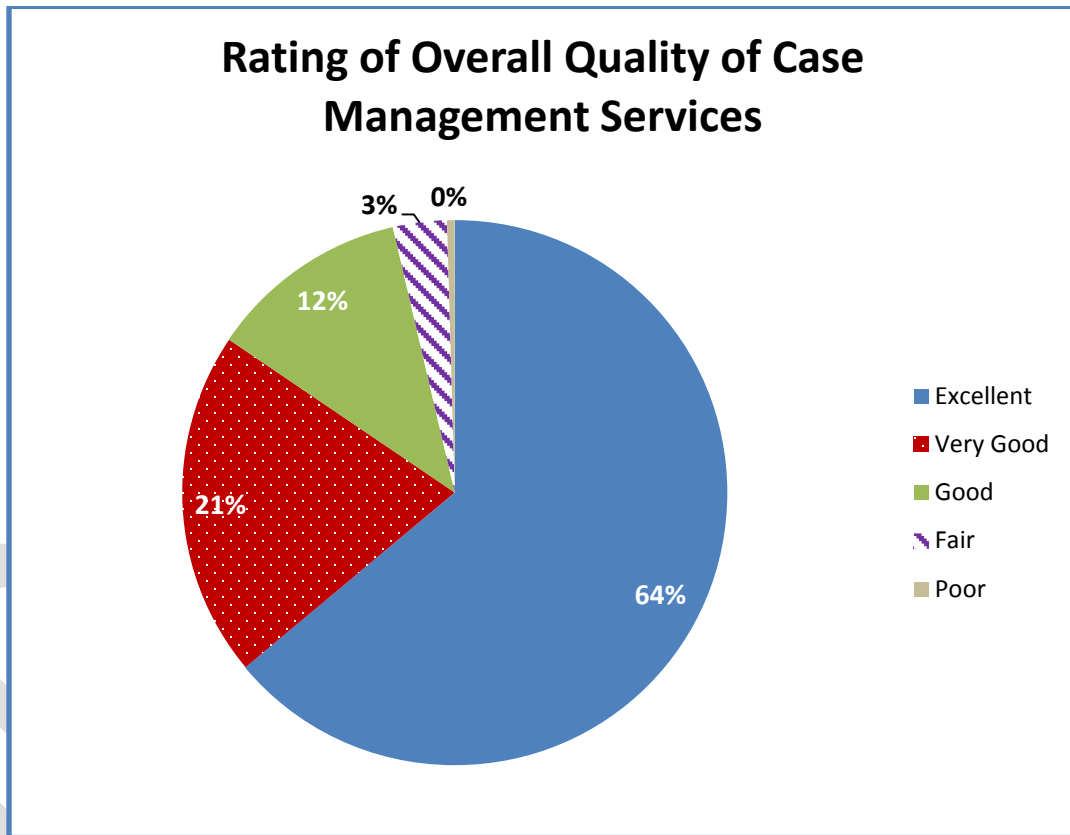
[CM] couldn't be better in any way. So appreciate [CM] time and commitment.

Not sure but I'd have been very lost without [CM] excellent help.

[CM] was awesome.

Just keep up the good work doing now!

Graph 8: Overall Quality of Case Management Services by Percent of Respondents

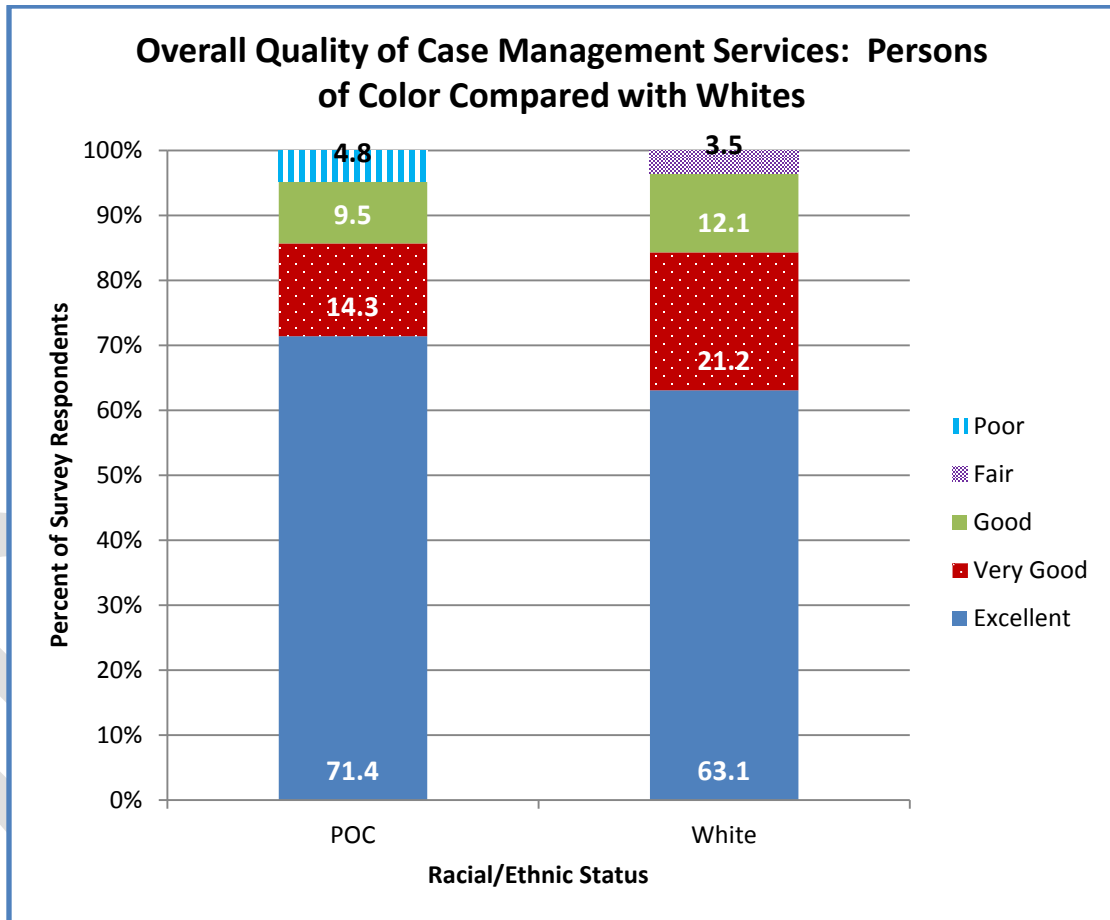


N = 219

There were significant differences, as shown in Graph 9 in how Persons of Color (those with a racial/ethnic background of Hispanic/Latinx, African-American/Black, Asian, Pacific Islander, Native American) perceived the overall quality of case management services compared with Whites/Caucasians.³⁵ Persons of Color were more likely to rate the services as “Excellent;” they were also more likely to rate them as “Poor.”

There were no significant differences in how respondents rated the overall quality of case management services based on gender,³⁶ generation,³⁷ or the length of time that they had received services.³⁸

Graph 9: Comparison of Rating of Overall Quality of Case Management Services Race/Ethnic Status



N = 21 for Persons of Color and 198 for Whites.

³⁵ $\chi^2=10.92665$, $df=4$, $p<.05$.

³⁶ $\chi^2=3.020707$, $df=4$, $p<.05$.

³⁷ $\chi^2=9.825402$, $df=8$, $p<.05$.

³⁸ $\chi^2=19.5827$, $df=24$, $p<.05$.

Survey respondents who rated the overall quality of case management services as “Excellent” were also more likely to rate their case manager positively compared with respondents who rated the overall quality of case management services as “Fair” or “Poor.”

Respondents who rated the overall quality of case management services as “Excellent” were significantly more likely than those who rated it as “Fair” or “Poor” to indicate their case manager helped them get services they did not have before,³⁹ they and their case manager worked together to decide on the services they needed,⁴⁰ their case manager did a good job of explaining services in way they could understand,⁴¹ and returned their phones calls in a timely manner.⁴²

Of those who rated the overall case management services “Excellent,” 90% indicated their case manager developed a care plan for the services they needed contrasted with just 13% of those who rated the services “Fair” or “Poor.”⁴³

³⁹ $\chi^2=91.48125$, $df=1$, $p<.05$.

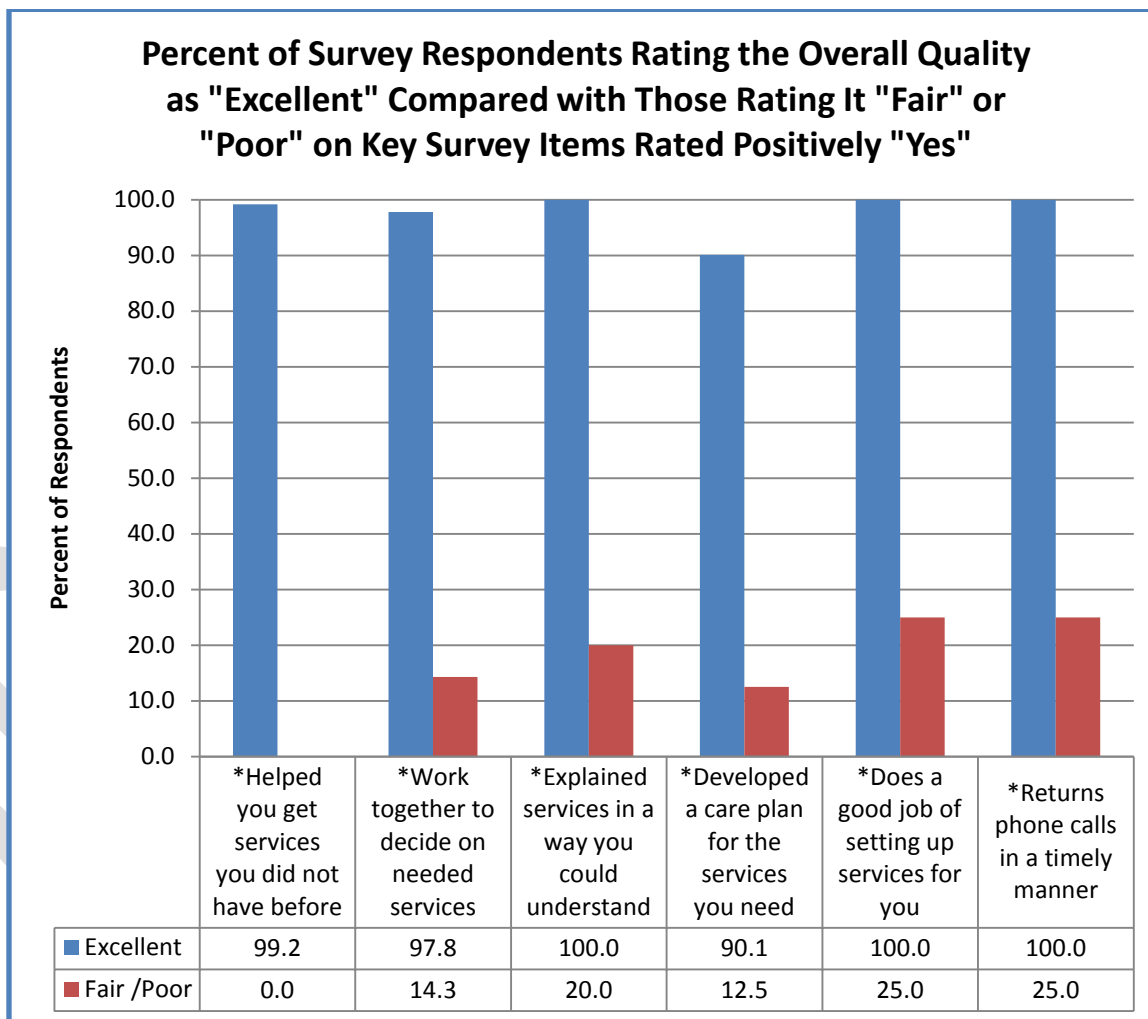
⁴⁰ $\chi^2=78.72017$, $df=1$, $p<.05$.

⁴¹ $\chi^2=113.577$, $df=1$, $p<.05$.

⁴² $\chi^2=104.9837$, $df=1$, $p<.05$.

⁴³ $\chi^2=33.08915$, $df=1$, $p<.05$.

Graph10: Comparison of Overall Quality Rating With Rating of Key Items



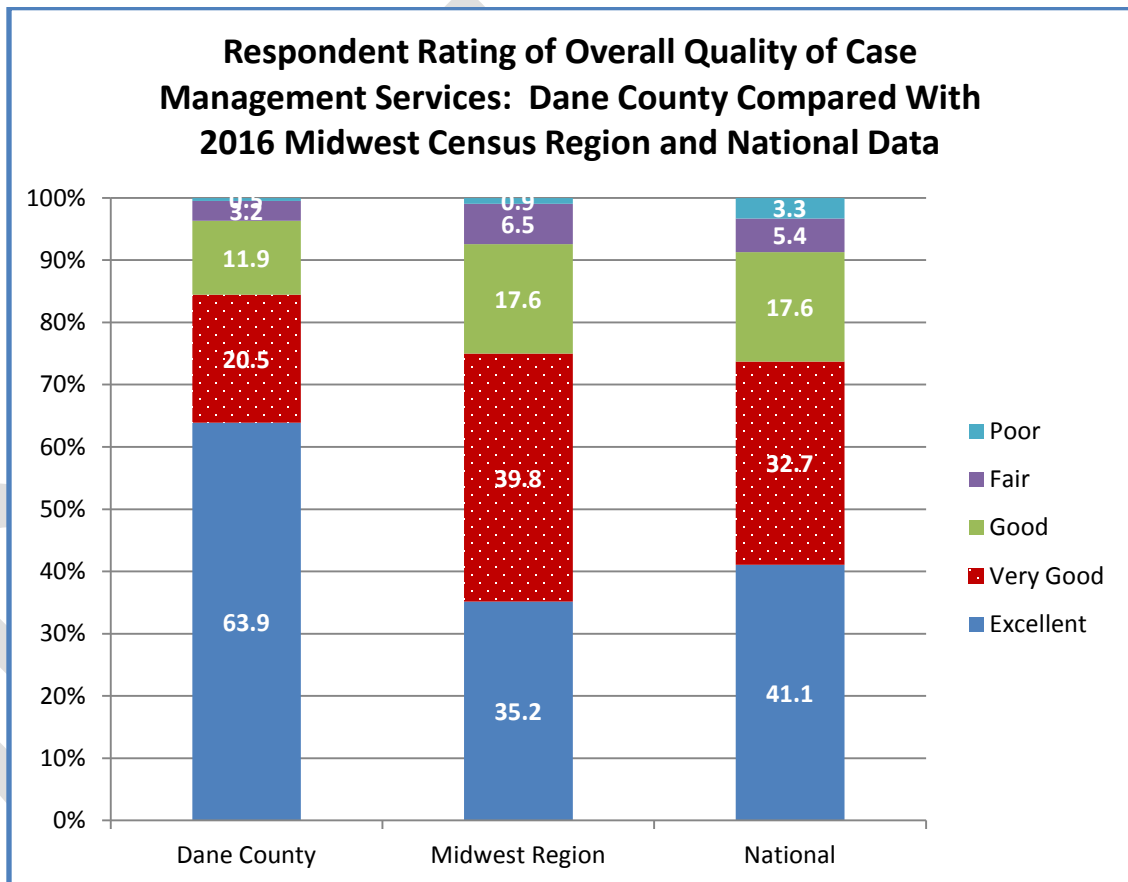
N = 140 for overall quality as “Excellent” and N = 8 for overall quality as Fair or Poor. May vary depending on survey item.

Asterisk (*) indicates a statistical significance.

Graph 11 provides a comparison of the Dane County survey conducted in 2017 with results of the 2016 National Survey of Older Americans Act Participants survey for the Midwest Census Region and with the national (non-stratified) results. The data is reported by the Administration on Aging via the AGing Integrated Database (AGID); 2016 is the most recent year for which data were compiled at both regional and National levels.

Dane County survey respondents were more likely to rate their case management services as “Excellent,”⁴⁴ compared with respondents to the 2016 National Survey and results for the Midwest Census Region.

Graph 11: Comparison of Dane County Respondents Rating of Overall Quality of Case Management Services With Respondents from 2016 National Survey of Older Americans Act Participants Survey for the Midwest Census Region and Nationally



Midwest Census Region = Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, and Wisconsin

N = 219 for DCDHS, 108 for Midwest Census Region, and 392 for National.

⁴⁴ $\chi^2=41.82544$, $df=8$, $p<.05$.

Benefits

The survey also examined some of the benefits of receiving case management services.

Survey respondents indicated their case manager helped them get services they did not have before (87%) and their situation was better because of their case managers' help (96%).

Of the respondents to the survey, 91% indicated case management services helped them to continue to live where they chose.

The lowest-rated area was, "As a result of receiving case management services, do you have a better idea of where to get information about other services?" On this item, 15% of respondents indicated "No." Part of the lower response rate may have been due to respondents indicating that if they had a question, they went to their case manager.

There were no significant differences based on gender or race/ethnic status regarding the benefits of case management services.

Significant differences were seen based on generation, length of service, and by Senior Focal Point agency.

Table 9: Benefits of Receiving Case Management Services by Survey Item

Survey Question	Percent of Respondents			
	Yes	No	Don't Know	Respondents (N)
Does your case manager help you get services that you did not have before?	87.2	4.6	8.2	196
As a result of receiving the case management services, do you have a better idea of where to get information about other services?	85.4	14.6		205
Is your situation better because of your case manager's help?	95.7	4.3		211
Do the case management services help you continue to live where you choose?	90.5	9.5		201

Sample of Comments from Survey Respondents

I am independent and capable to handle my own affairs at this time. My case manager respects that. Due to limited financial resources, I need the services I've indicated.

We can depend on [CM] help! [CM] knows us well and always asks us if we need help of any kind. I've had a heart attack – [CM] was great providing home help. Often stops by to check on my husband also. We are home bound now for many years. [CM] is truly our life line!

At my age, [CM] makes my life much easier, but I don't want to overburden [CM].

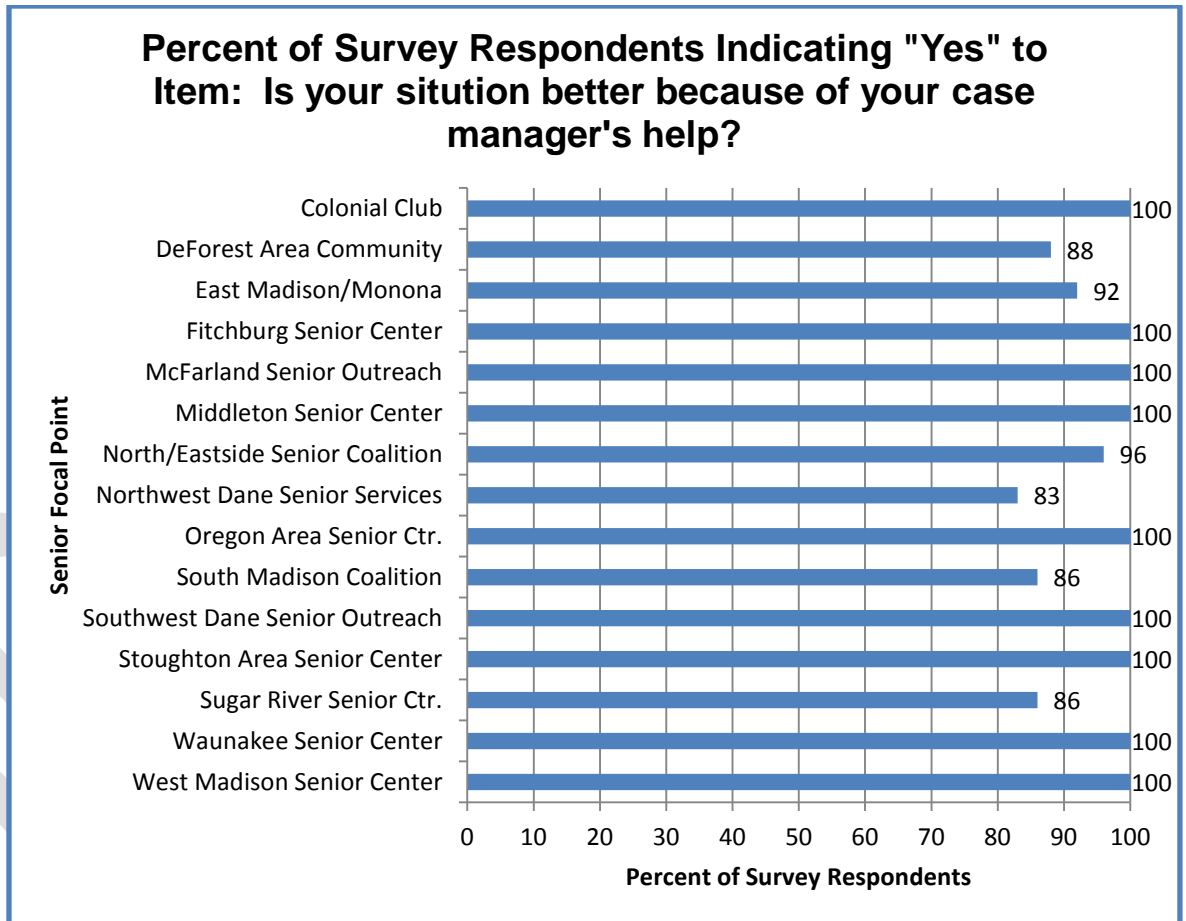
Respondents from the Greatest Generation (born 1900-1928, age 89+) were significantly less likely (70%) to indicate “Yes” that as a result of receiving case management services, they have a better idea of where to get information about other services.⁴⁵ This compares to 88% of both Baby Boomers (born 1946-1964, age 53-71) and the Silent Generation (born 1929-1945, age 72-88).

Respondents who received services for 19-24 months (71%) were significantly less likely than other groups to respond “Yes” that the case management services help them continue to live where they choose.⁴⁶ This contrasts to 96% of those who received services for 6-12 months.

Significant differences were found based on the Senior Focal Point agency with three of the items on benefits:

- Does the case manager help you get services that you did not have before?⁴⁷
- Is your situation better because of your case manager's help?⁴⁸
- Do the case management services help you continue to live where you choose?⁴⁹

Graph 12: Percent of Survey Respondents Indicating “Yes” to Item, Is your situation better because of your case manager's help?



⁴⁵ $\chi^2=6.646929$, $df=2$, $p<.05$.

⁴⁶ $\chi^2=14.27847$, $df=6$, $p<.05$.

⁴⁷ $\chi^2=28.48259$, $df=14$, $p<.05$.

⁴⁸ $\chi^2=35.89256$, $df=14$, $p<.05$.

⁴⁹ $\chi^2=35.62047$, $df=14$, $p<.05$.

As seen in Graph 12, 100% of the respondents for 9 of the 15 Senior Focal Points indicated, Yes, their situation was better because of their case manager's help. This contrasts to 83% of respondents with Northwest Dane Senior Services and 86% of those with South Madison Coalition of the Elderly and Sugar River Senior Center.

Graph 13 provides a comparison of the Dane County survey conducted in 2017 with results of the 2016 National Survey of Older Americans Act Participants survey for the Midwest Census Region and with the national (non-stratified) results.

Respondents to the 2016 National Survey were less likely than those from the Midwest Census Region and the 2017 Dane County survey to indicate that their case manager helped them get services they did not have before⁵⁰ and as a result of receiving case management services, they have a better idea of where to get information about other services.⁵¹

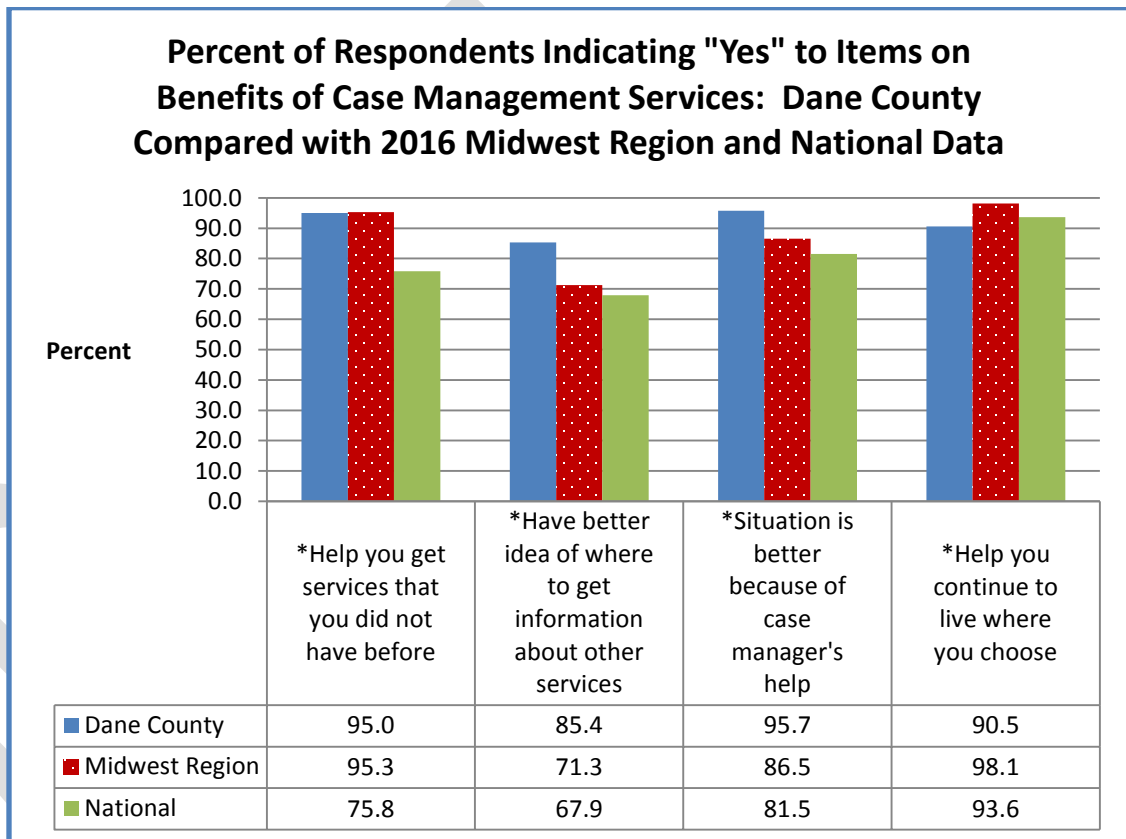
Respondents to the Dane County survey were more likely to indicate their situation was better because of their case manager's help.⁵²

⁵⁰ $\chi^2=42.92663$, $df=2$, $p<.05$.

⁵¹ $\chi^2=21.20039$, $df=2$, $p<.05$.

⁵² Question at the national level was worded slightly different, "Has your situation improved because of the services your case manager arranges?" $\chi^2=23.56542$, $df=2$, $p<.05$.

Graph 13: Comparison of Dane County Respondents Rating of Benefits of Case Management Services with Respondents from 2016 National Survey of Older Americans Act Participants Survey for the Midwest Census Region and Nationally



Midwest Census Region = Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, and Wisconsin.

Asterisk(*) indicates a significant difference.

Dane County survey respondents (91%) were significantly less likely than 2016 survey respondents from the Midwest Region (98%) and nationally (94%) to indicate that case management services helped them to continue to live at home or where they chose.⁵³ The question on the national survey, “Do the services help you continue to live in your own home?” differed from the question on the Dane County survey, “Do the case management services help you continue to live where you choose?” The change was made on the Dane County survey due to the number of respondents in earlier surveys indicating they no longer lived at home - but in an apartment.

⁵³ $\chi^2=6.59545$, $df=2$, $p<.05$.

Recommendations for Improvement

The survey had a free-form question that asked, "What recommendations do you have for improving case management services?" Of the 158 respondents to this question, 30% (47) indicated they had no recommendations for improvement and another 37% (58) had praise for the service and/or case manager as seen in the following:

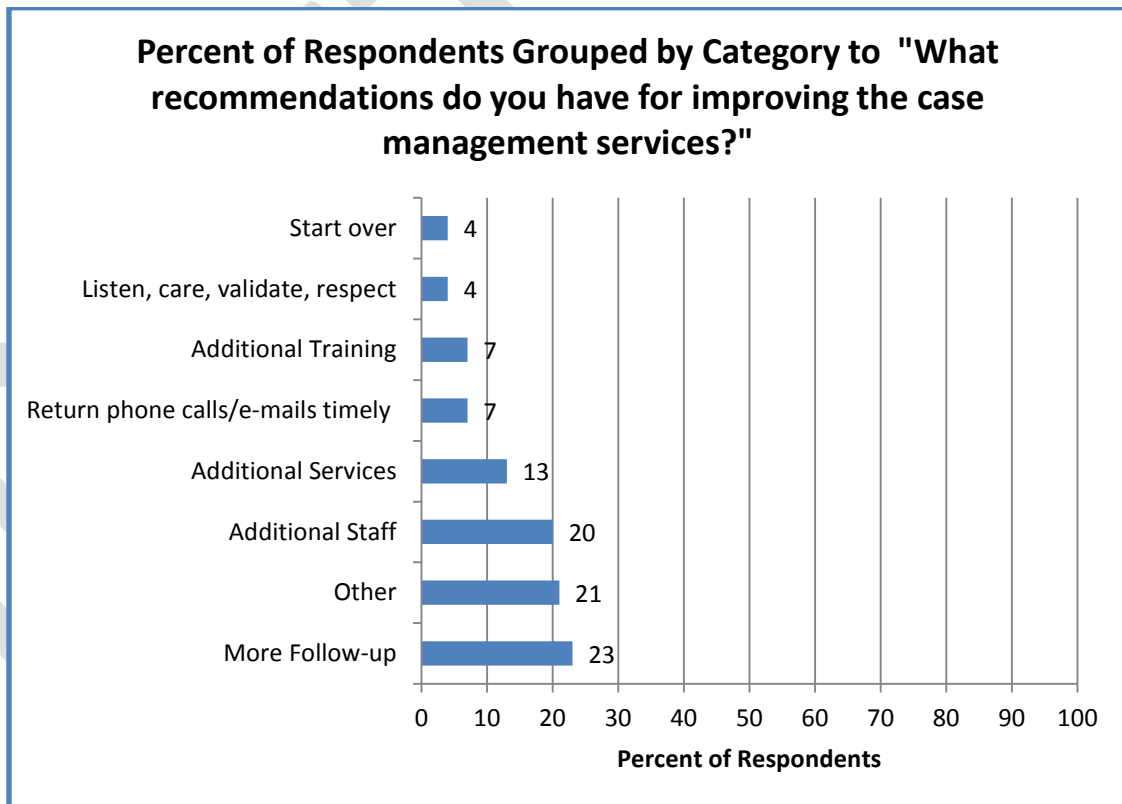
- *[CM] has been wonderful. [CM] is a great resource for various needs for my mother. I don't know what I would do without [CM].*
- *Does a fantastic job.*
- *Great services. No improvement needed.*

Responses for the remaining 56 comments were grouped in one of 9 categories, 8 of which are seen in Graph 14.

Slightly over one out of every five respondents (23%) wanted more follow-up as seen in these comments:

- *Come see me.*
- *It feels like begging to finally get some help from [CM]; [CM] avoids requests as long as possible and says what cannot be done, rather than what can be done (without repeated requests).*
- *More direct and frequent communication.*

Graph 14: Grouped Responses to Survey Question "What recommendations do you have for improving the case management services?"



N = 56

The category of Other had a variety of recommendations, such as:

- *Develop more times and locations for the services I received!*
- *I know resources are tight but it would be nice if phone calls were answered by a receptionist and then directed to the proper person. Just a suggestion ...maybe a volunteer phone answerer?*
- *I might like to receive a long-range printed copy of a long-range management plan and future plan.*
- *I'd like to know or see the care plan.*
- *Information in Spanish.*
- *Raise their salaries.*
- *Let case manager stay longer in the same location.*

Respondents (20%) who indicated they felt more staff were needed cited vacancies (3), high caseloads (1), overworked staff (4), and the inability to connect with staff in a timely fashion (3).

The category of Start Over included the comments:

- *Close the agency and then create one that has excellent helpers. Currently the agency stinks: lousy to no help!*
- *Get rid of [Case Manager] and [Director].*

Results by Contracted Agency

The following section of the report presents the findings for each contracted agency – this includes 382 useable returned surveys. Just those that had no case management services or only had assistance with obtaining medical equipment or Medicare/Medicaid/Medicare Part D were excluded. All data are based on percentages of survey respondents for each question. Caution should be used when comparing agencies due to the small number of responses for some.

Agency	Number of Survey Respondents to Question	Avg. Number of Services Coordinated Per Survey Respondent	Q1. Which services does your case manager help to coordinate for you? (Check all that apply). Percentage of respondents for whom service is coordinated.				
			Adult Day Services	Caregiver Resources/ Grants	Energy Assistance	Food Assistance/ Food Stamps	Home Chore Services
Colonial Club Senior Activity Center	33	3	6.1	21.2	36.4	18.2	15.2
DeForest Area Community & Senior Center	21	4	19.0	19.0	23.8	52.4	14.3
East Madison/Monona Coalition	34	3	11.8	8.8	35.3	41.2	55.9
Fitchburg Senior Center	17	5	35.3	17.6	0.0	29.4	23.5
McFarland Senior Outreach Services	19	4	5.3	15.8	63.2	68.4	15.8
Middleton Senior Center	16	5	31.3	25.0	56.3	50.0	12.5
North/Eastside Senior Coalition	37	4	27.0	24.3	24.3	32.4	37.8
Northwest Dane Senior Services	19	2	5.3	5.3	10.5	5.3	15.8
Oregon Area Senior Center	23	4	30.4	34.8	0.0	4.3	8.7
South Madison Coalition of the Elderly	35	3	5.7	8.6	17.1	28.6	25.7
Southwest Dane Senior Outreach	21	4	9.5	4.8	42.9	38.1	19.0
Stoughton Area Senior Center	17	5	41.2	29.4	41.2	35.3	17.6
Sugar River Senior Center	8	3	12.5	12.5	12.5	12.5	0.0
Waunakee Senior Center	34	3	11.8	17.6	23.5	23.5	5.9
West Madison Senior Coalition	29	3	17.2	20.7	10.3	31.0	41.4

Agency	Number of Survey Respondents to Question	(Q1. Continued) Which services does your case manager help to coordinate for you? (Check all that apply). Percentage of respondents for whom service is coordinated.					
		Home-Delivered Meals	Homemaker/ Housekeeper	Housing Assistance	Legal Assistance	Lifeline/PERS	Medicare/ Medicaid/ Medicare Part D (Drug)
Colonial Club Senior Activity Center	33	45.5	3.0	9.1	12.1	0.0	42.4
DeForest Area Community & Senior Center	21	28.6	4.8	4.8	19.0	4.8	38.1
East Madison/Monona Coalition	34	26.5	26.5	14.7	5.9	2.9	20.6
Fitchburg Senior Center	17	35.3	17.6	11.8	5.9	5.9	35.3
McFarland Senior Outreach Services	19	36.8	0.0	15.8	10.5	5.3	42.1
Middleton Senior Center	16	18.8	0.0	25.0	31.3	12.5	68.8
North/Eastside Senior Coalition	37	18.9	29.7	16.2	13.5	8.1	32.4
Northwest Dane Senior Services	19	47.4	5.3	0.0	5.3	5.3	47.4
Oregon Area Senior Center	23	52.2	13.0	13.0	13.0	0.0	30.4
South Madison Coalition of the Elderly	35	17.1	17.1	17.1	8.6	0.0	25.7
Southwest Dane Senior Outreach	21	38.1	4.8	23.8	9.5	4.8	33.3
Stoughton Area Senior Center	17	47.1	23.5	5.9	17.6	5.9	64.7
Sugar River Senior Center	8	37.5	0.0	0.0	37.5	12.5	62.5
Waunakee Senior Center	34	44.1	5.9	8.8	8.8	8.8	44.1
West Madison Senior Coalition	29	31.0	13.8	6.9	10.3	3.4	13.8

Agency	Number of Survey Respondents to Question	(Q1. Continued) Which services does your case manager help to coordinate for you? (Check all that apply). Percentage of respondents for whom service is coordinated.					
		Medical Equipment	Medication Management	Personal Care Services	Senior Center Lunch and Programs	Transportation	Other
Colonial Club Senior Activity Center	33	9.1	3.0	9.1	18.2	24.2	21.2
DeForest Area Community & Senior Center	21	52.4	14.3	9.5	52.4	47.6	4.8
East Madison/Monona Coalition	34	23.5	2.9	8.8	2.9	17.6	5.9
Fitchburg Senior Center	17	47.1	23.5	17.6	58.8	52.9	41.2
McFarland Senior Outreach Services	19	31.6	0.0	21.1	31.6	26.3	0.0
Middleton Senior Center	16	12.5	12.5	25.0	68.8	31.3	31.3
North/Eastside Senior Coalition	37	27.0	18.9	18.9	29.7	37.8	21.6
Northwest Dane Senior Services	19	15.8	10.5	10.5	26.3	10.5	15.8
Oregon Area Senior Center	23	43.5	8.7	13.0	47.8	52.2	8.7
South Madison Coalition of the Elderly	35	14.3	5.7	17.1	34.3	34.3	25.7
Southwest Dane Senior Outreach	21	38.1	14.3	9.5	38.1	19.0	28.6
Stoughton Area Senior Center	17	29.4	11.8	17.6	52.9	35.3	5.9
Sugar River Senior Center	8	50.0	25.0	25.0	0.0	25.0	12.5
Waunakee Senior Center	34	32.4	5.9	11.8	41.2	26.5	5.9
West Madison Senior Coalition	29	10.3	3.4	6.9	24.1	13.8	17.2

Agency	Q2. Do you know how to contact your case manager when you need to?				Q3. Does your case manager return your phone calls in a timely manner?			
	Yes	No	Number of Survey Respondents		Yes	No	Don't Know	Number of Survey Respondents
Overall	96.5	3.5	310		91.5	3.7	4.8	353
Colonial Club Senior Activity Center	100.0	0.0	32		87.5	12.5	0.0	32
DeForest Area Community & Senior Center	100.0	0.0	15		94.7	0.0	5.3	19
East Madison/Monona Coalition	97.0	3.0	33		89.2	0.0	10.8	37
Fitchburg Senior Center	92.3	7.7	13		100.0	0.0	0.0	15
McFarland Senior Outreach Services	100.0	0.0	17		90.0	0.0	10.0	20
Middleton Senior Center	100.0	0.0	13		100.0	0.0	0.0	16
North/Eastside Senior Coalition	92.9	7.1	28		100.0	0.0	0.0	35
Northwest Dane Senior Services	100.0	0.0	17		94.7	0.0	5.3	19
Oregon Area Senior Center	100.0	0.0	23		100.0	0.0	0.0	23
South Madison Coalition of the Elderly	93.5	6.5	31		79.4	11.8	8.8	34
Southwest Dane Senior Outreach	88.9	11.1	18		89.5	10.5	0.0	19
Stoughton Area Senior Center	100.0	0.0	14		100.0	0.0	0.0	13
Sugar River Senior Center	85.7	14.3	7		75.0	25.0	0.0	8
Waunakee Senior Center	100.0	0.0	27		91.7	0.0	8.3	36
West Madison Senior Coalition	90.9	9.1	22		85.2	3.7	11.1	27

Agency	Q4. Does your case manager explain your services in a way you can understand?					Q5. Do you and your case manager work together to decide what services you need?			
	Yes	No	Don't Know	Number of Survey Respondents		Yes	No	Don't Know	Number of Survey Respondents
Overall	96.6	1.4	2.0	357		90.5	6.4	3.2	346
Colonial Club Senior Activity Center	100.0	0.0	0.0	34		93.9	3.0	3.0	33
DeForest Area Community & Senior Center	100.0	0.0	0.0	19		94.7	5.3	0.0	19
East Madison/Monona Coalition	94.6	2.7	2.7	37		91.9	8.1	0.0	37
Fitchburg Senior Center	100.0	0.0	0.0	17		93.8	0.0	6.3	16
McFarland Senior Outreach Services	95.0	0.0	5.0	20		94.7	5.3	0.0	19
Middleton Senior Center	100.0	0.0	0.0	16		100.0	0.0	0.0	16
North/Eastside Senior Coalition	100.0	0.0	0.0	36		91.2	5.9	2.9	34
Northwest Dane Senior Services	94.7	0.0	5.3	19		100.0	0.0	0.0	17
Oregon Area Senior Center	100.0	0.0	0.0	22		85.7	14.3	0.0	21
South Madison Coalition of the Elderly	88.2	8.8	2.9	34		81.8	9.1	9.1	33
Southwest Dane Senior Outreach	100.0	0.0	0.0	17		100.0	0.0	0.0	17
Stoughton Area Senior Center	100.0	0.0	0.0	14		92.9	7.1	0.0	14
Sugar River Senior Center	100.0	0.0	0.0	7		71.4	28.6	0.0	7
Waunakee Senior Center	97.2	0.0	2.8	36		88.6	2.9	8.6	35
West Madison Senior Coalition	89.7	3.4	6.9	29		78.6	14.3	7.1	28

Agency	Q6. Does your case manager treat you with respect?					Q7. Does your case manager involve you in discussing and planning your services?			
	Yes	No	Don't Know	Number of Survey Respondents		Yes	No	Don't Know	Number of Survey Respondents
Overall	97.8	0.8	1.4	363		92.4	3.8	3.8	340
Colonial Club Senior Activity Center	100.0	0.0	0.0	34		93.9	6.1	0.0	33
DeForest Area Community & Senior Center	100.0	0.0	0.0	20		89.5	5.3	5.3	19
East Madison/Monona Coalition	100.0	0.0	0.0	37		94.6	2.7	2.7	37
Fitchburg Senior Center	100.0	0.0	0.0	17		88.2	0.0	11.8	17
McFarland Senior Outreach Services	95.0	0.0	5.0	20		100.0	0.0	0.0	19
Middleton Senior Center	100.0	0.0	0.0	16		100.0	0.0	0.0	15
North/Eastside Senior Coalition	100.0	0.0	0.0	36		90.9	3.0	6.1	33
Northwest Dane Senior Services	100.0	0.0	0.0	18		100.0	0.0	0.0	16
Oregon Area Senior Center	100.0	0.0	0.0	23		100.0	0.0	0.0	21
South Madison Coalition of the Elderly	94.4	2.8	2.8	36		78.8	9.1	12.1	33
Southwest Dane Senior Outreach	100.0	0.0	0.0	20		100.0	0.0	0.0	16
Stoughton Area Senior Center	100.0	0.0	0.0	14		100.0	0.0	0.0	14
Sugar River Senior Center	100.0	0.0	0.0	7		100.0	0.0	0.0	7
Waunakee Senior Center	100.0	0.0	0.0	36		90.9	3.0	6.1	33
West Madison Senior Coalition	82.8	6.9	10.3	29		81.5	14.8	3.7	27

Agency	Q8. Does your case manager do a good job setting up services (transportation, meals, medical appointments, etc.) for you?					Q9. Does your case manager help you get services that you did not have before?			
	Yes	No	Don't Know	Number of Survey Respondents		Yes	No	Don't Know	Number of Survey Respondents
Overall	87.8	4.2	8.0	311		85.9	5.5	8.7	311
Colonial Club Senior Activity Center	96.4	3.6	0.0	28		96.6	3.4	0.0	29
DeForest Area Community & Senior Center	88.2	0.0	11.8	17		88.9	0.0	11.1	18
East Madison/Monona Coalition	77.4	6.5	16.1	31		73.5	11.8	14.7	34
Fitchburg Senior Center	100.0	0.0	0.0	16		100.0	0.0	0.0	15
McFarland Senior Outreach Services	100.0	0.0	0.0	17		100.0	0.0	0.0	17
Middleton Senior Center	100.0	0.0	0.0	15		100.0	0.0	0.0	16
North/Eastside Senior Coalition	78.1	9.4	12.5	32		85.2	3.7	11.1	27
Northwest Dane Senior Services	91.7	0.0	8.3	12		100.0	0.0	0.0	15
Oregon Area Senior Center	100.0	0.0	0.0	22		85.7	4.8	9.5	21
South Madison Coalition of the Elderly	70.0	13.3	16.7	30		70.0	13.3	16.7	30
Southwest Dane Senior Outreach	100.0	0.0	0.0	17		93.3	0.0	6.7	15
Stoughton Area Senior Center	100.0	0.0	0.0	14		92.9	7.1	0.0	14
Sugar River Senior Center	100.0	0.0	0.0	5		80.0	20.0	0.0	5
Waunakee Senior Center	90.3	3.2	6.5	31		75.0	6.3	18.8	32
West Madison Senior Coalition	66.7	8.3	25.0	24		78.3	8.7	13.0	23

Agency	Q10. Did your case manager develop a care plan for the services you need? (A care plan is a document that contains information about who you saw, your needs, the kinds of services you receive, and how you are doing once you receive the services.)					Q11. Did you receive a copy of the care plan? (Based on those who said a care plan was developed.)			
	Yes	No	Don't Know	Number of Survey Respondents		Yes	No	Don't Know	Number of Survey Respondents
Overall	55.2	20.0	24.8	315		65.0	16.0	19.0	163
Colonial Club Senior Activity Center	60.0	20.0	20.0	30		88.9	0.0	11.1	18
DeForest Area Community & Senior Center	70.6	11.8	17.6	17		50.0	25.0	25.0	12
East Madison/Monona Coalition	63.6	21.2	15.2	33		57.1	14.3	28.6	21
Fitchburg Senior Center	50.0	6.3	43.8	16		62.5	12.5	25.0	8
McFarland Senior Outreach Services	57.9	21.1	21.1	19		81.8	9.1	9.1	11
Middleton Senior Center	46.7	26.7	26.7	15		57.1	14.3	28.6	7
North/Eastside Senior Coalition	61.3	16.1	22.6	31		73.3	13.3	13.3	15
Northwest Dane Senior Services	41.2	17.6	41.2	17		71.4	0.0	28.6	7
Oregon Area Senior Center	29.4	17.6	52.9	17		100.0	0.0	0.0	5
South Madison Coalition of the Elderly	46.7	23.3	30.0	30		61.5	23.1	15.4	13
Southwest Dane Senior Outreach	71.4	28.6	0.0	14		75.0	25.0	0.0	8
Stoughton Area Senior Center	85.7	14.3	0.0	14		50.0	50.0	0.0	12
Sugar River Senior Center	28.6	71.4	0.0	7		0.0	50.0	50.0	2
Waunakee Senior Center	51.6	16.1	32.3	31		58.3	8.3	33.3	12
West Madison Senior Coalition	50.0	20.8	29.2	24		50.0	16.7	33.3	12

Agency	Q12. Are you able to select the services you receive?				Q13. As a result of receiving the case management services, do you have a better idea of where to get information about other services?		
	Yes	No	Number of Survey Respondents		Yes	No	Number of Survey Respondents
Overall	95.2	4.8	332		85.4	14.6	335
Colonial Club Senior Activity Center	96.6	3.4	29		87.5	12.5	32
DeForest Area Community & Senior Center	100.0	0.0	19		94.1	5.9	17
East Madison/Monona Coalition	97.1	2.9	34		85.3	14.7	34
Fitchburg Senior Center	100.0	0.0	15		80.0	20.0	15
McFarland Senior Outreach Services	100.0	0.0	16		94.1	5.9	17
Middleton Senior Center	100.0	0.0	16		93.8	6.3	16
North/Eastside Senior Coalition	94.1	5.9	34		81.3	18.8	32
Northwest Dane Senior Services	93.8	6.3	16		76.5	23.5	17
Oregon Area Senior Center	95.2	4.8	21		95.5	4.5	22
South Madison Coalition of the Elderly	90.6	9.4	32		76.5	23.5	34
Southwest Dane Senior Outreach	95.0	5.0	20		95.0	5.0	20
Stoughton Area Senior Center	100.0	0.0	15		80.0	20.0	15
Sugar River Senior Center	71.4	28.6	7		87.5	12.5	8
Waunakee Senior Center	96.8	3.2	31		84.4	15.6	32
West Madison Senior Coalition	88.5	11.5	26		79.2	20.8	24

Agency	Q14. Is your situation better because of your case manager's help?				Q16. Are you satisfied with the case management services you receive?		
	Yes	No	Number of Survey Respondents		Yes	No	Number of Survey Respondents
Overall	96.2	3.8	342		96.3	3.7	350
Colonial Club Senior Activity Center	100.0	0.0	33		93.8	6.3	32
DeForest Area Community & Senior Center	94.7	5.3	19		100.0	0.0	19
East Madison/Monona Coalition	94.6	5.4	37		97.1	2.9	35
Fitchburg Senior Center	100.0	0.0	16		100.0	0.0	17
McFarland Senior Outreach Services	100.0	0.0	17		100.0	0.0	16
Middleton Senior Center	100.0	0.0	16		100.0	0.0	16
North/Eastside Senior Coalition	97.2	2.8	36		97.3	2.7	37
Northwest Dane Senior Services	92.9	7.1	14		100.0	0.0	19
Oregon Area Senior Center	100.0	0.0	22		100.0	0.0	22
South Madison Coalition of the Elderly	87.9	12.1	33		85.7	14.3	35
Southwest Dane Senior Outreach	100.0	0.0	19		100.0	0.0	21
Stoughton Area Senior Center	100.0	0.0	15		100.0	0.0	15
Sugar River Senior Center	85.7	14.3	7		85.7	14.3	7
Waunakee Senior Center	100.0	0.0	32		100.0	0.0	35
West Madison Senior Coalition	88.5	11.5	26		87.5	12.5	24

Agency	Q17. Do the case management services help you continue to live where you choose?				Q20. Did you complete this survey on your own or did someone help you?		
	Yes	No	Number of Survey Respondents		On own	Someone helped	Number of Survey Respondents
Overall	91.4	8.6	324		82.7	17.3	342
Colonial Club Senior Activity Center	93.3	6.7	30		85.7	14.3	35
DeForest Area Community & Senior Center	89.5	10.5	19		72.2	27.8	18
East Madison/Monona Coalition	91.4	8.6	35		74.3	25.7	35
Fitchburg Senior Center	100.0	0.0	14		82.4	17.6	17
McFarland Senior Outreach Services	87.5	12.5	16		94.1	5.9	17
Middleton Senior Center	100.0	0.0	16		92.9	7.1	14
North/Eastside Senior Coalition	90.6	9.4	32		83.3	16.7	30
Northwest Dane Senior Services	92.9	7.1	14		64.7	35.3	17
Oregon Area Senior Center	90.9	9.1	22		66.7	33.3	24
South Madison Coalition of the Elderly	90.3	9.7	31		85.7	14.3	35
Southwest Dane Senior Outreach	84.2	15.8	19		85.7	14.3	21
Stoughton Area Senior Center	92.9	7.1	14		100.0	0.0	14
Sugar River Senior Center	83.3	16.7	6		85.7	14.3	7
Waunakee Senior Center	100.0	0.0	32		84.8	15.2	33
West Madison Senior Coalition	79.2	20.8	24		92.0	8.0	25

Agency	Q.18 How would you rate the overall quality of the case management services you have received? Would you say.... (Percent)					
	Excellent	Very Good	Good	Fair	Poor	Number of Survey Respondents
Overall	66.6	20.5	9.0	3.1	0.8	356
Colonial Club Senior Activity Center	66.7	18.2	15.2	0.0	0.0	33
DeForest Area Community & Senior Center	78.9	10.5	10.5	0.0	0.0	19
East Madison/Monona Coalition	59.5	21.6	13.5	5.4	0.0	37
Fitchburg Senior Center	56.3	43.8	0.0	0.0	0.0	16
McFarland Senior Outreach Services	76.5	23.5	0.0	0.0	0.0	17
Middleton Senior Center	93.8	6.3	0.0	0.0	0.0	16
North/Eastside Senior Coalition	63.9	25.0	8.3	2.8	0.0	36
Northwest Dane Senior Services	52.6	31.6	15.8	0.0	0.0	19
Oregon Area Senior Center	65.2	26.1	8.7	0.0	0.0	23
South Madison Coalition of the Elderly	58.8	14.7	11.8	8.8	5.9	34
Southwest Dane Senior Outreach	87.0	4.3	4.3	4.3	0.0	23
Stoughton Area Senior Center	93.3	6.7	0.0	0.0	0.0	15
Sugar River Senior Center	28.6	28.6	28.6	14.3	0.0	7
Waunakee Senior Center	68.6	25.7	5.7	0.0	0.0	35
West Madison Senior Coalition	50.0	23.1	11.5	11.5	3.8	26

Agency	Q12. What recommendations do you have for improving the case management services? (Free-form narrative classified into categories of responses.)						
	Total Number of Recommendations	More Follow-up	Other	Additional Staff	Return phone calls/e-mails timely	Additional training	Listen, care, validate, respect
Colonial Club Senior Activity Center	8			4	3		
DeForest Area Community & Senior Center	1	1					
East Madison/Monona Coalition	7	1	2	1		1	
Fitchburg Senior Center	1						
McFarland Senior Outreach Services	1	1					
Middleton Senior Center	2			1		1	
North/Eastside Senior Coalition	3		1			1	
Northwest Dane Senior Services	1		1				
Oregon Area Senior Center	8	1	2	3		1	
South Madison Coalition of the Elderly	6	3	2				
Southwest Dane Senior Outreach	1						
Stoughton Area Senior Center	1	1					
Sugar River Senior Center	3	1			1		
Waukegan Senior Center	5	2	1	2			
West Madison Senior Coalition	8	2	3				2

Agency	Q12. What recommendations do you have for improving the case management services? (Free-form narrative classified into categories of responses.)		
	Start Over	Respect Privacy	Additional Services
Colonial Club Senior Activity Center			1
DeForest Area Community & Senior Center			
East Madison/Monona Coalition			2
Fitchburg Senior Center			1
McFarland Senior Outreach Services			
Middleton Senior Center			
North/Eastside Senior Coalition			1
Northwest Dane Senior Services			
Oregon Area Senior Center			1
South Madison Coalition of the Elderly	1		
Southwest Dane Senior Outreach		1	
Stoughton Area Senior Center			
Sugar River Senior Center	1		
Waunakee Senior Center			
West Madison Senior Coalition			1

DRAFT

Appendix A: Survey Instrument



Case Management Survey

Introduction: We need your help! Dane County Department of Human Services is always interested in improving the services we help to fund. We would like to know what you think about the case management services you have received this year from «**Provider_Name_for_Survey**» that were provided by «**Name_of_Case_Manager_First_Name_Last_N**». Your case manager is the person who helps to coordinate services, such as transportation, personal care services, home delivered meals, and more for you.

This survey is completely confidential. You do not have to complete it if you don't want to, but we hope you will help us out. How you answer the questions will not impact your services in any way. The results of this survey will be released in aggregate form only. That means your answers will be grouped together with those of other people who have responded to this survey.

Please return your completed survey in the enclosed, postage paid envelope no later than **Monday, November 3, 2017**.

**1. Which services does your case manager help to coordinate for you?
(Check all that apply)**

		YES	
a.	Adult Day Services	<input type="checkbox"/>	1
b.	Caregiver Resources/Grants	<input type="checkbox"/>	1
c.	Energy Assistance	<input type="checkbox"/>	1
d.	Food Assistance/Food Stamps/SNAP	<input type="checkbox"/>	1
e.	Home Chore Services	<input type="checkbox"/>	1
f.	Home-Delivered Meals	<input type="checkbox"/>	1
g.	Homemaker / Housekeeper	<input type="checkbox"/>	1
h.	Housing Assistance	<input type="checkbox"/>	1
i.	Legal Assistance	<input type="checkbox"/>	1
j.	Lifeline/PERS	<input type="checkbox"/>	1
k.	Medicare / Medicaid / Medicare Part D (Drug)	<input type="checkbox"/>	1
l.	Medical Equipment (wheelchair, walker, etc.)	<input type="checkbox"/>	1
m.	Medication Management	<input type="checkbox"/>	1
n.	Personal Care Services.	<input type="checkbox"/>	1
o.	Senior Center Lunch and Programs	<input type="checkbox"/>	1
p.	Transportation	<input type="checkbox"/>	1
q.	Other	<input type="checkbox"/>	1
	List: _____		

2. Do you know how to contact your case manager when you need to?

Yes..... ☐ 1
 No..... ☐ 2

		Yes	No	Don't Know
3.	Does your case manager return your phone calls in a timely manner?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
4.	Does your case manager explain your services in a way you can understand?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
5.	Do you and your case manager work together to decide what services you need?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
6.	Does your case manager treat you with respect?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
7.	Does your case manager involve you in discussing and planning your services?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
8.	Does your case manager do a good job setting up services (transportation, meals, medical appointments, etc.) for you?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
9.	Does your case manager help you get services that you did not have before?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

10. Did your case manager develop a care plan for the services you need? (A care plan is a document that contains information about who saw you, your needs, the kinds of services you receive, and how you are doing once you receive the services.)

Yes..... ☐ 1
 No..... ☐ 2
 Don't know..... ☐ 3

11. Did you receive a copy of the care plan?

Yes..... ☐ 1
 No..... ☐ 2
 Don't know..... ☐ 3

12. Are you able to select the services you receive?

Yes..... ☐ 1
No..... ☐ 2

13. As a result of receiving the case management services, do you have a better idea of where to get information about other services?

Yes..... ☐ 1
No..... ☐ 2

14. Is your situation better because of your case manager's help?

Yes..... ☐ 1
No..... ☐ 2

15. What recommendations do you have for improving the case management services?

16. Are you satisfied with the case management services you receive?

Yes..... ☐ 1
No..... ☐ 2

17. Do the case management services help you continue to live where you choose?

Yes..... ☐ 1
No..... ☐ 2

18. How would you rate the overall quality of the case management services you have received? Would you say....

Excellent..... ☐ 1
Very Good..... ☐ 2
Good..... ☐ 3
Fair..... ☐ 4
Poor..... ☐ 5

19. Please use the space below for any other comments you have about your case manager or case management services.

20. Did you complete this survey on your own or did someone help you?

I completed this on my own.....	<input type="checkbox"/>	1
Someone helped me complete the survey.....	<input type="checkbox"/>	2

Thank you for taking the time to complete this survey! Please return it in the enclosed envelope to:

Dane County Department of Human Services
1202 Northport DR/4th FL
Madison, WI 53704

Survey No. «Survey_No»

Consumer Survey 2017 – AAA Case Management – Results.docx