

# SURVEY OF CASE MANAGEMENT SERVICES FOR OLDER ADULTS

2019 RESULTS



# BACKGROUND

# CASE MANAGEMENT

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.

(From State DHS SPC Definition)

# CASE MANAGERS

- Assess needs via home visits.
- Develop Individualized Service Plans.
- Arrange services for older adults or their caregivers.
- Monitor progress toward goals.



# PRIMARY GOAL OF CASE MANAGEMENT

- To enable older adults to safely remain in their own homes and communities.

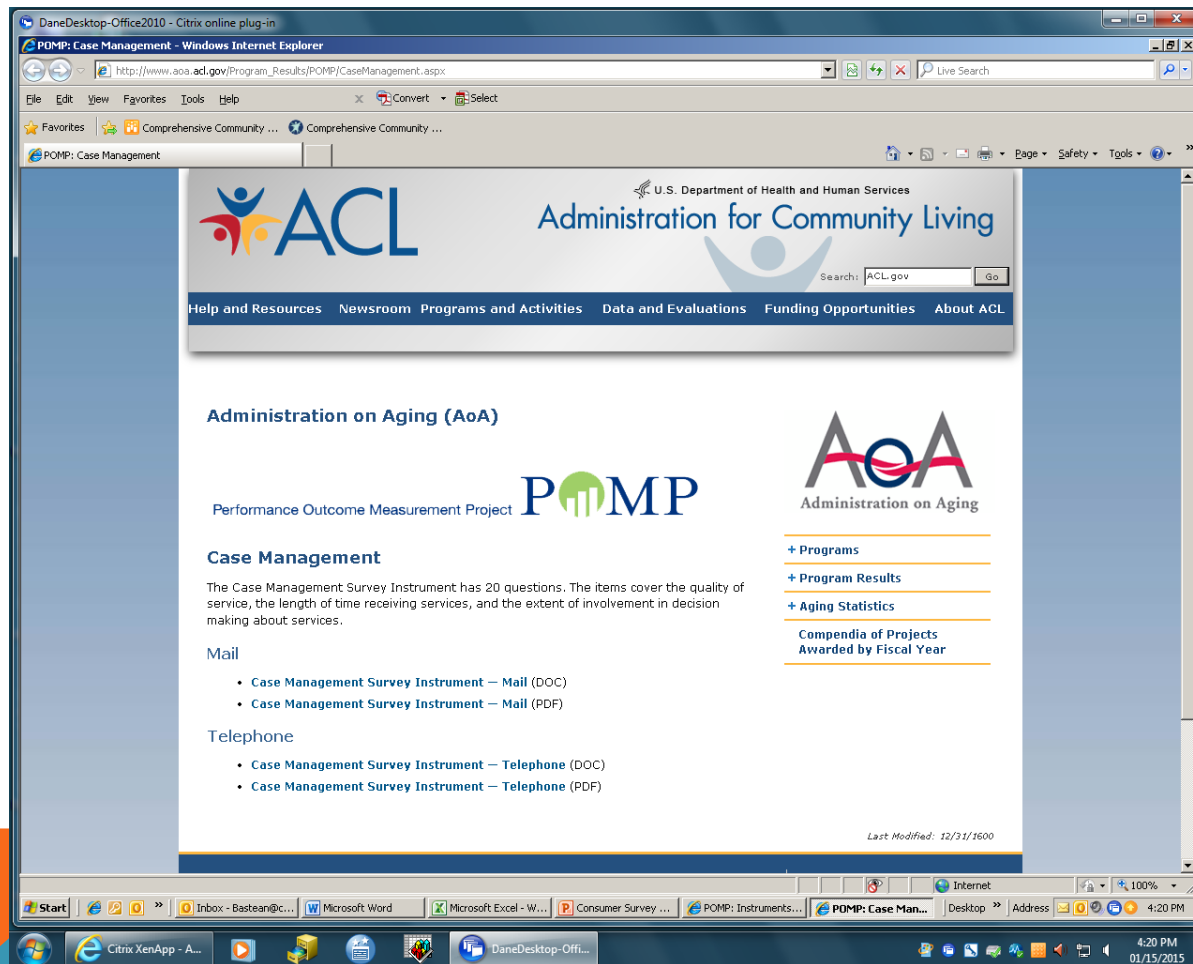


# STUDY PURPOSE

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.”

# DATA COLLECTION

# SURVEY INSTRUMENT





# POMP SURVEY EXAMINES

- **Client involvement in planning for services.**
- **Offered a choice in services and service providers.**
- **Needed services are obtained.**
- **Able to contact the case manager when needed.**
- **Case managers return phone calls in a timely manner.**
- **Benefits of services, i.e., help the individual continue to live at home.**

# TRANSLATION

- Survey was translated into Spanish.
- Agencies identified clients who were to receive the Spanish/English version of the survey.



# SURVEY POPULATION

- Clients served Jan. 1 – August 31, 2019.
- Case was either open or closed less than 60 days.
- Still living.
- Still in service area.



# SURVEY METHODOLOGY

- 1,498 surveys mailed Oct. 18.
- Postage-paid business reply envelope included.
- Due Nov. 12.
- Surveys with bad addresses and a forwarding address in Dane County were re-mailed until 2 weeks prior to due date.



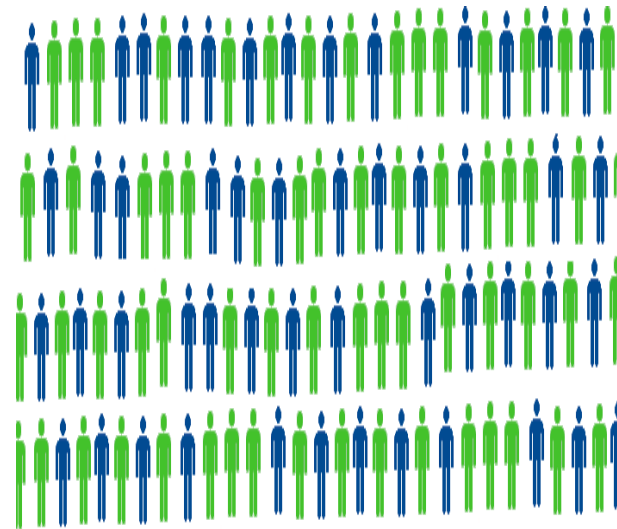
# RESPONSE RATE

- 506 surveys returned.
- 84 excluded – majority (61%) indicated no services received in 2019.
- 422 useable surveys.
- 29.9% response rate overall.



# SAMPLE FOR ANALYSIS

To account for  
varying response  
rates across  
Senior Focal  
Points, i.e. 19%  
for Sugar River  
vs. 44% for  
Waunakee.



# SAMPLE FOR OVERALL ANALYSIS

Sample of 296 forms  
pulled from 422  
useable forms using  
the RAND function in  
Excel based on  
percentage of clients  
served during study  
period by Agency.





# RESPONDENTS IN SAMPLE

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, age group, and generation.





# RESPONDENTS IN SAMPLE

Respondents who received services for less than 6 months were less likely to respond to the survey.

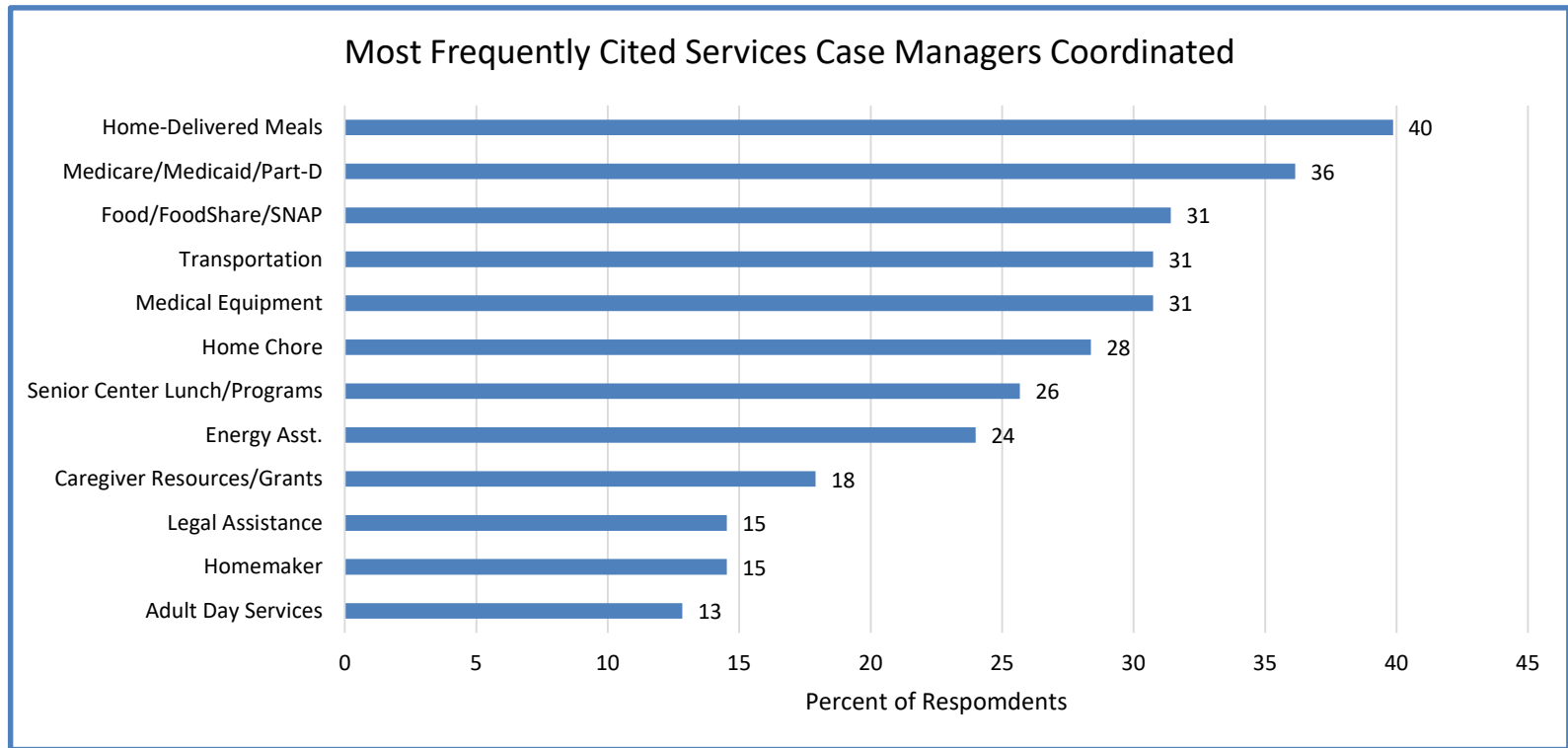
27% of those receiving services vs. 16% of respondents.



# FINDINGS

(\*) ASTERISK INDICATES  
STATISTICALLY  
SIGNIFICANT DIFFERENCE

# SERVICES COORDINATED



N = 296. Respondents could cite more than one service.

# SERVICE QUALITY

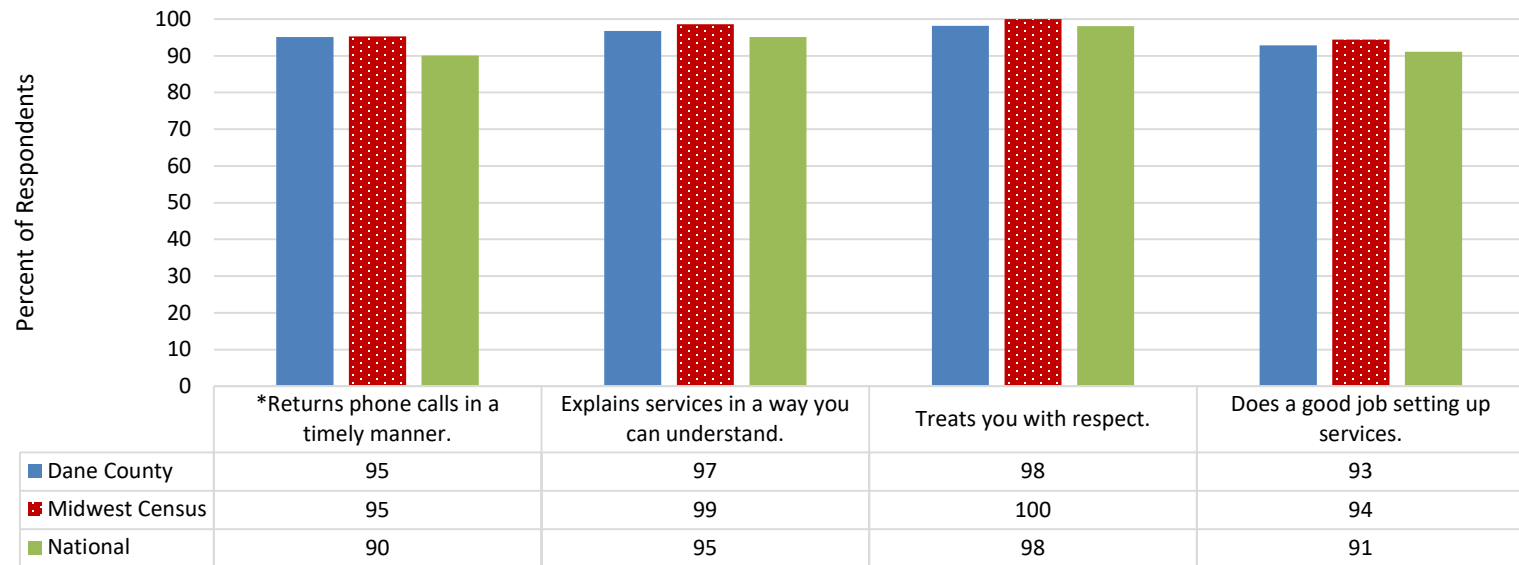
**87% of respondents indicated their case manager treated them with respect.**

**94% indicated that their case manager explained their services in a way they could understand.**



# SERVICE QUALITY

**Percent of Survey Respondents Indicating "Yes" to Items on Service Quality:  
Dane County 2019 Results Compared with 2018 Midwest Census Region and  
National Data**



Midwest Census Region = Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, and Wisconsin. Includes only Yes and No responses.

# PARTICIPATION IN SERVICE PLANNING

**87% of respondents indicated their case manager involved them in discussing and planning their services.**

**94% were able to select the services they receive.**

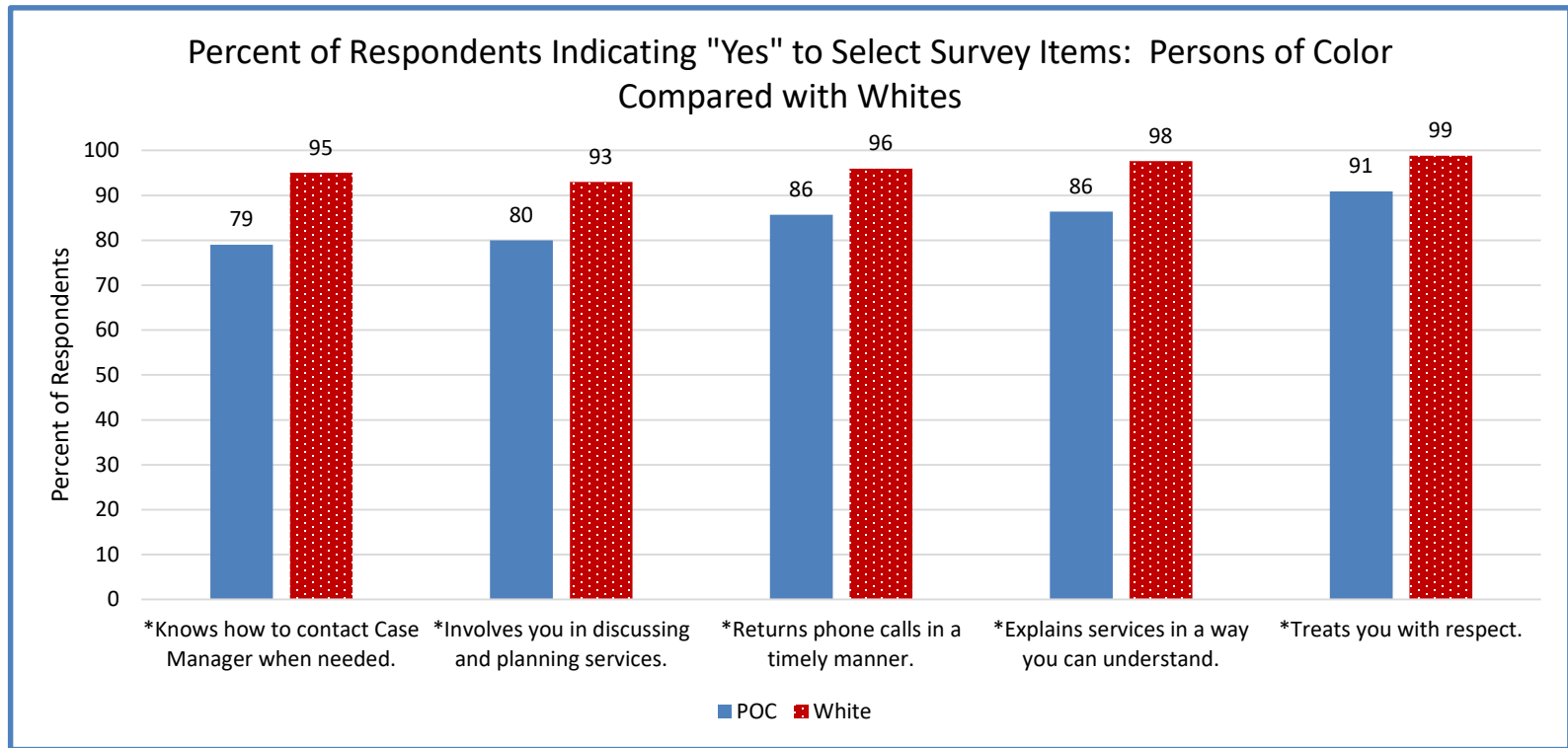


# PARTICIPATION IN SERVICE PLANNING

Respondents who self-identified as White (93%) were significantly more likely than Persons of Color (80%) to indicate their case manager involved them in discussing and planning their services



# PARTICIPATION IN SERVICE PLANNING





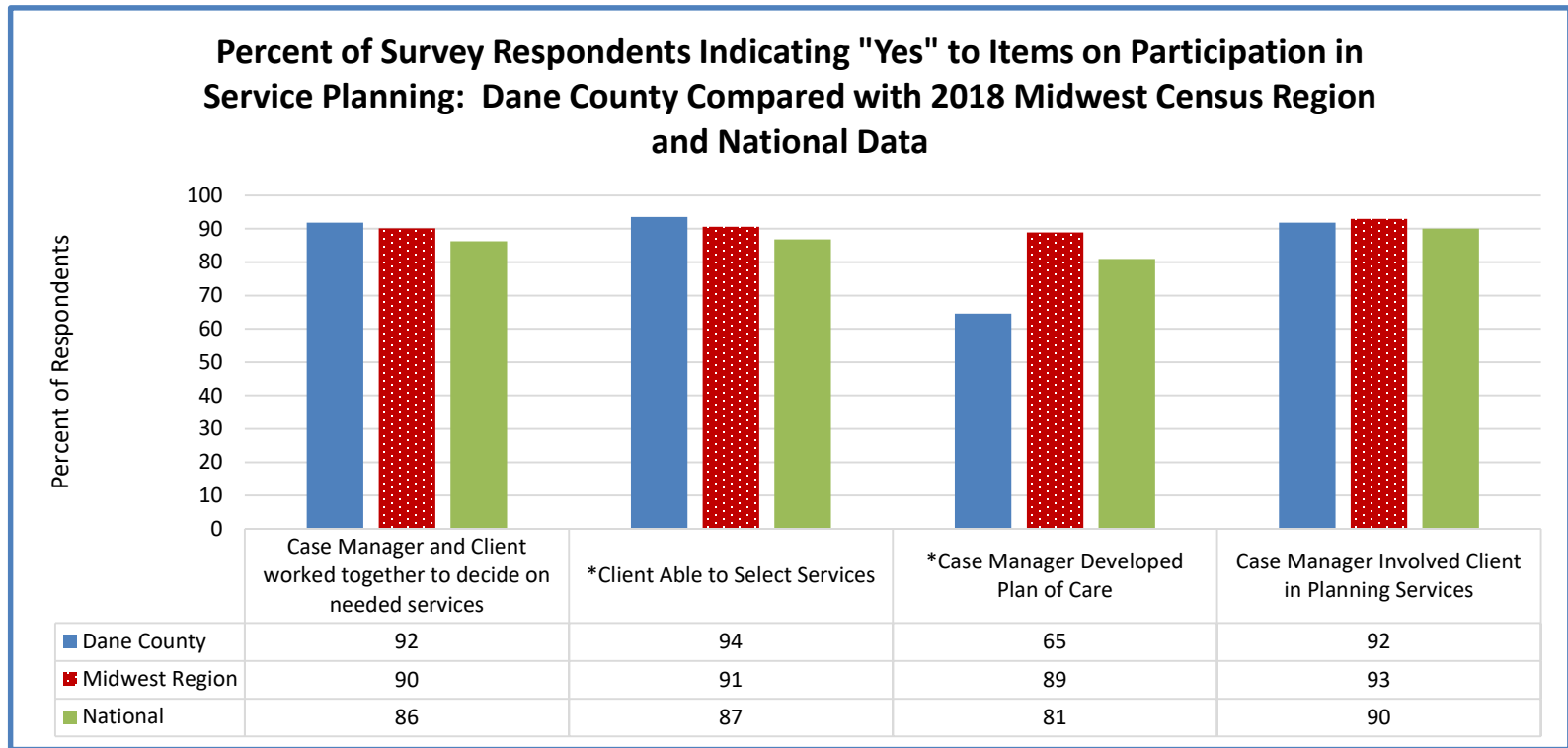
# PARTICIPATION IN SERVICE PLANNING

**45% of respondents indicated their case manager developed a care plan for the services they needed.**

**79% of those indicated they received a copy of the care plan.**

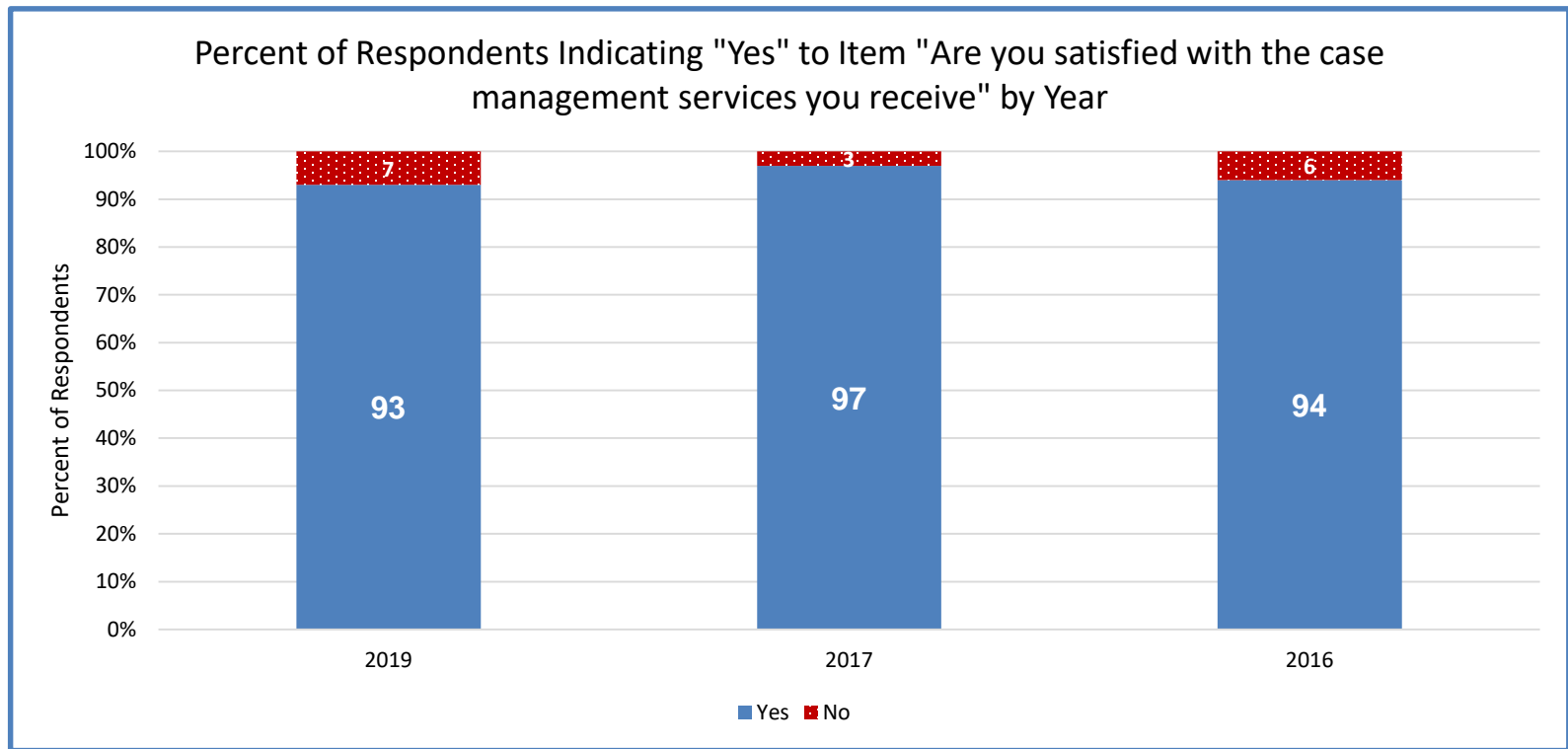


# PARTICIPATION IN SERVICE PLANNING

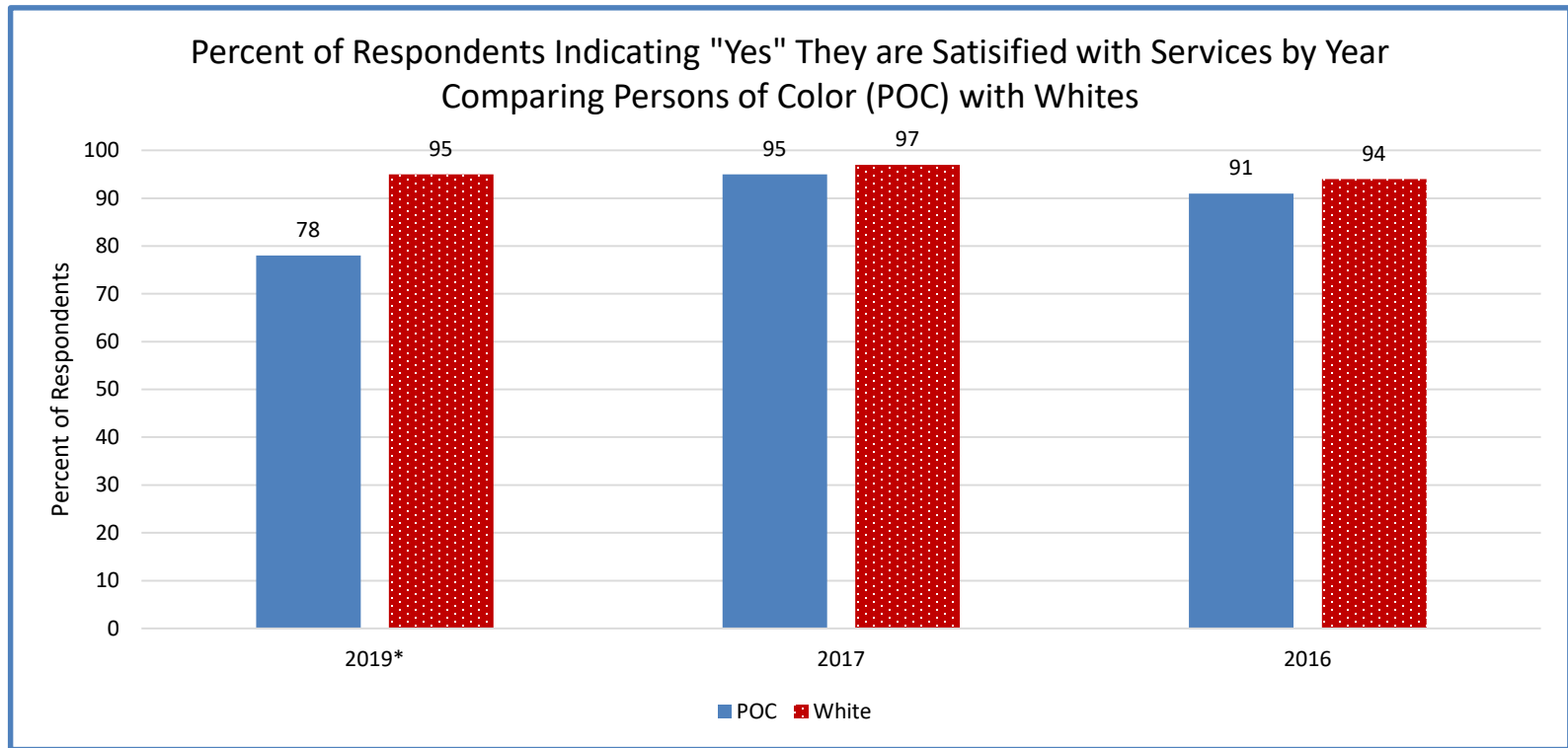


Only includes Yes or No responses. Excludes "Don't Know."

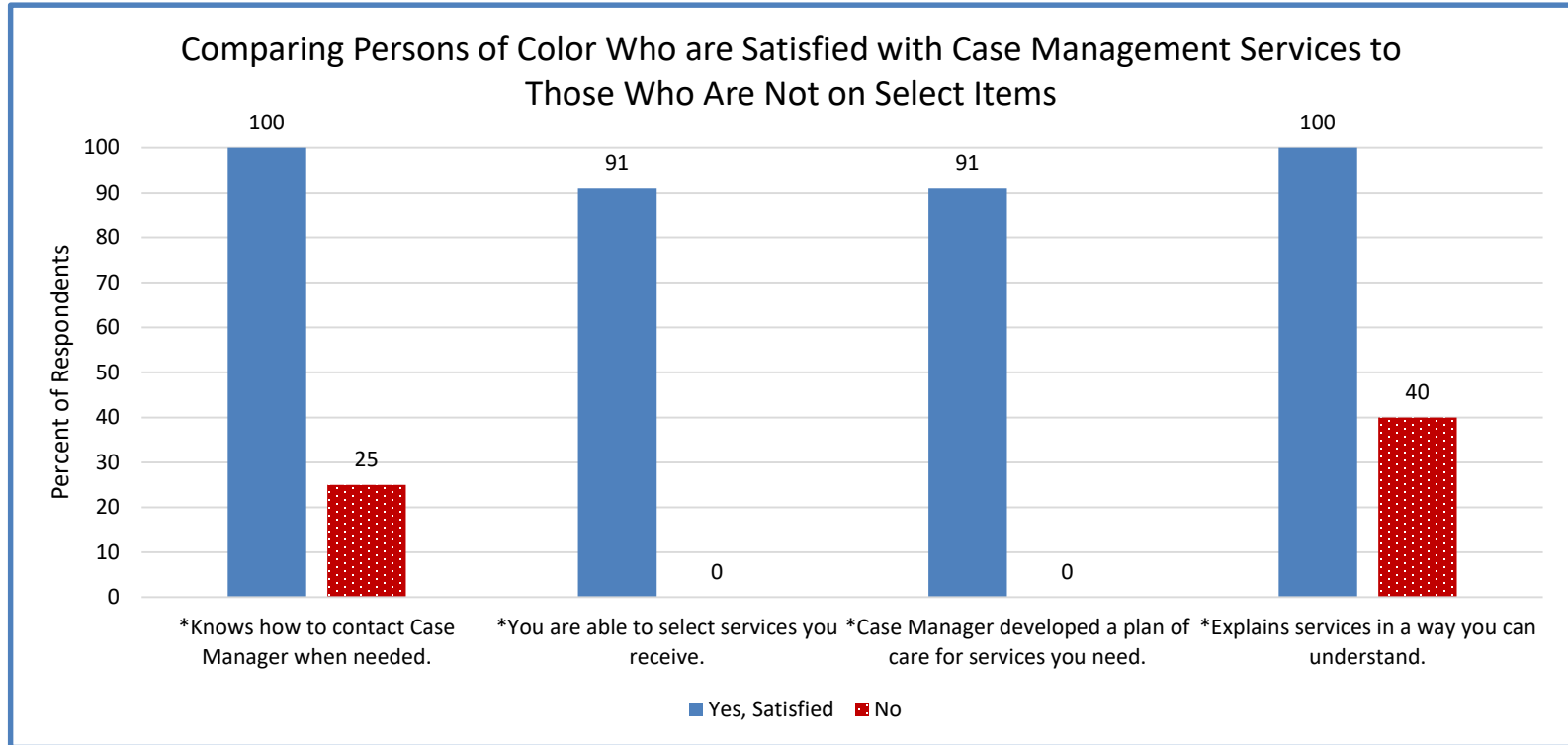
# SERVICE SATISFACTION



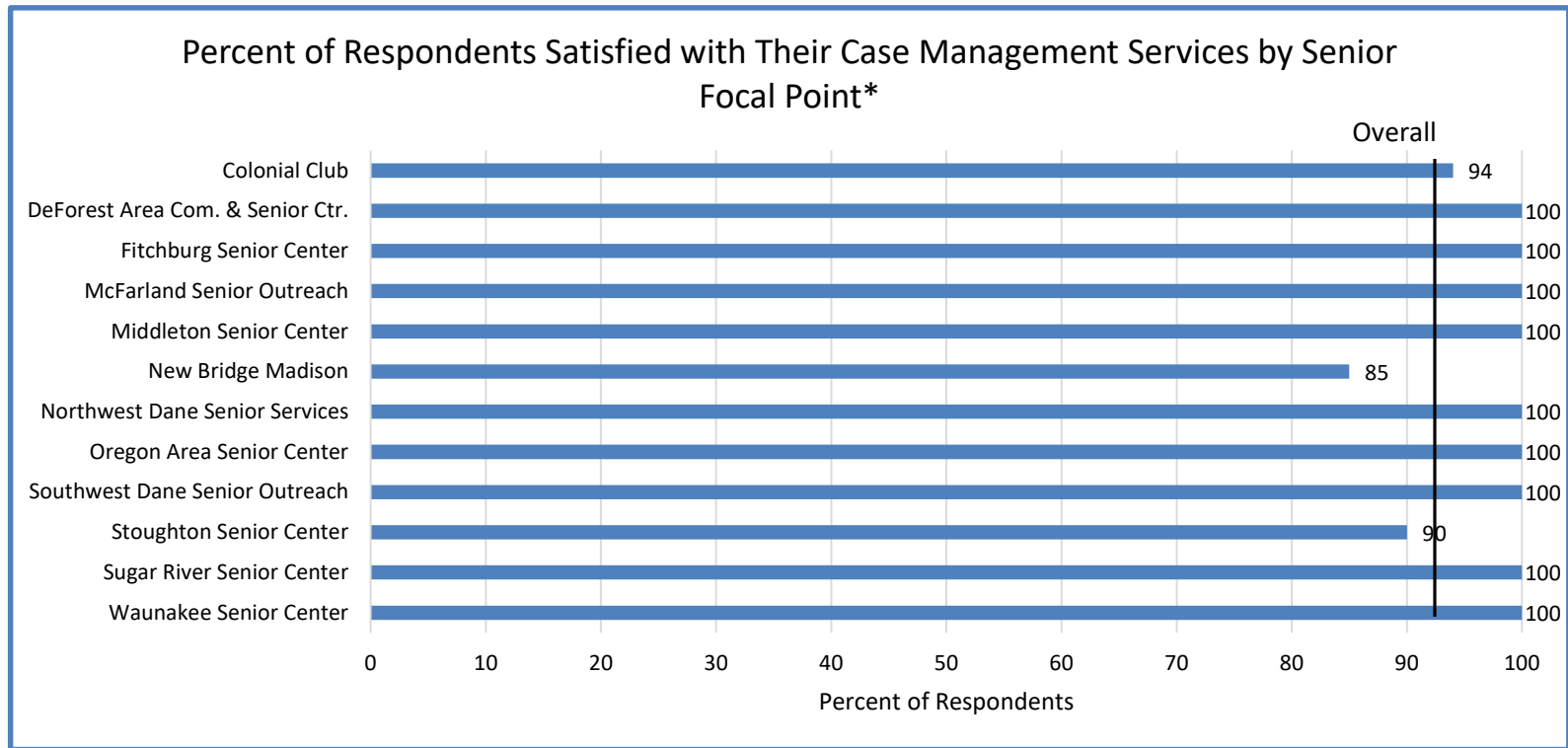
# SATISFACTION WITH SERVICES



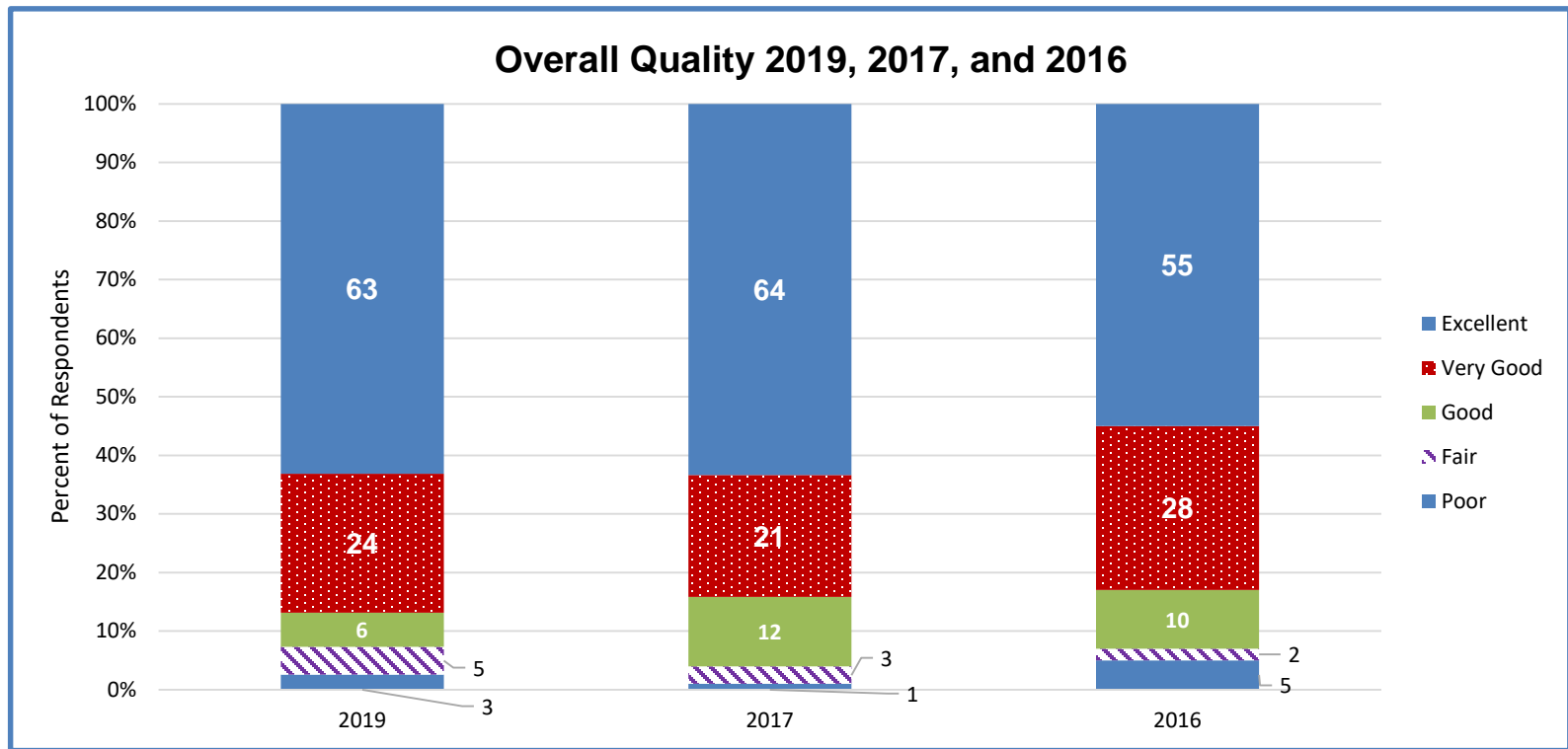
# KEY DIFFERENCES IN SATISFACTION FOR PERSONS OF COLOR



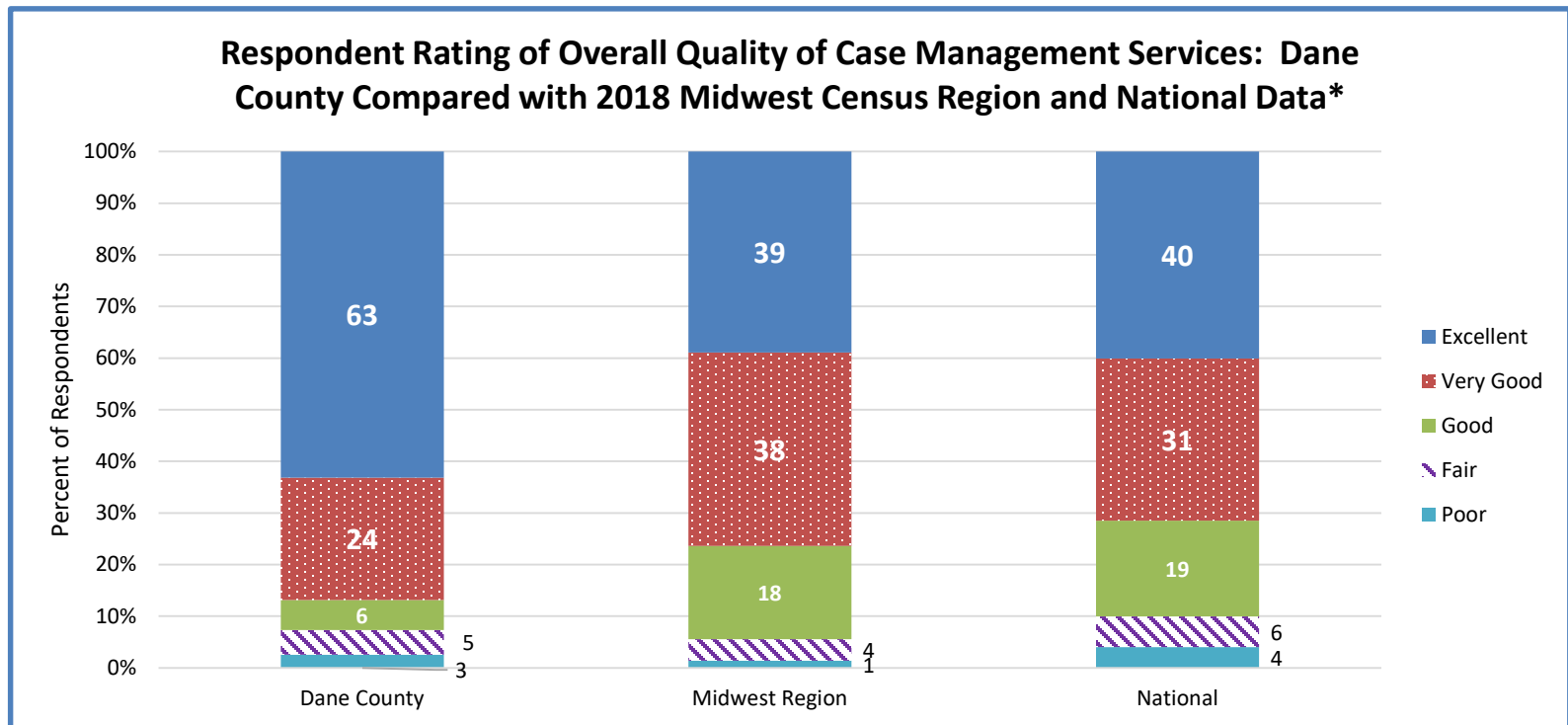
# SERVICE SATISFACTION



# QUALITY OF SERVICES



# QUALITY OF SERVICES

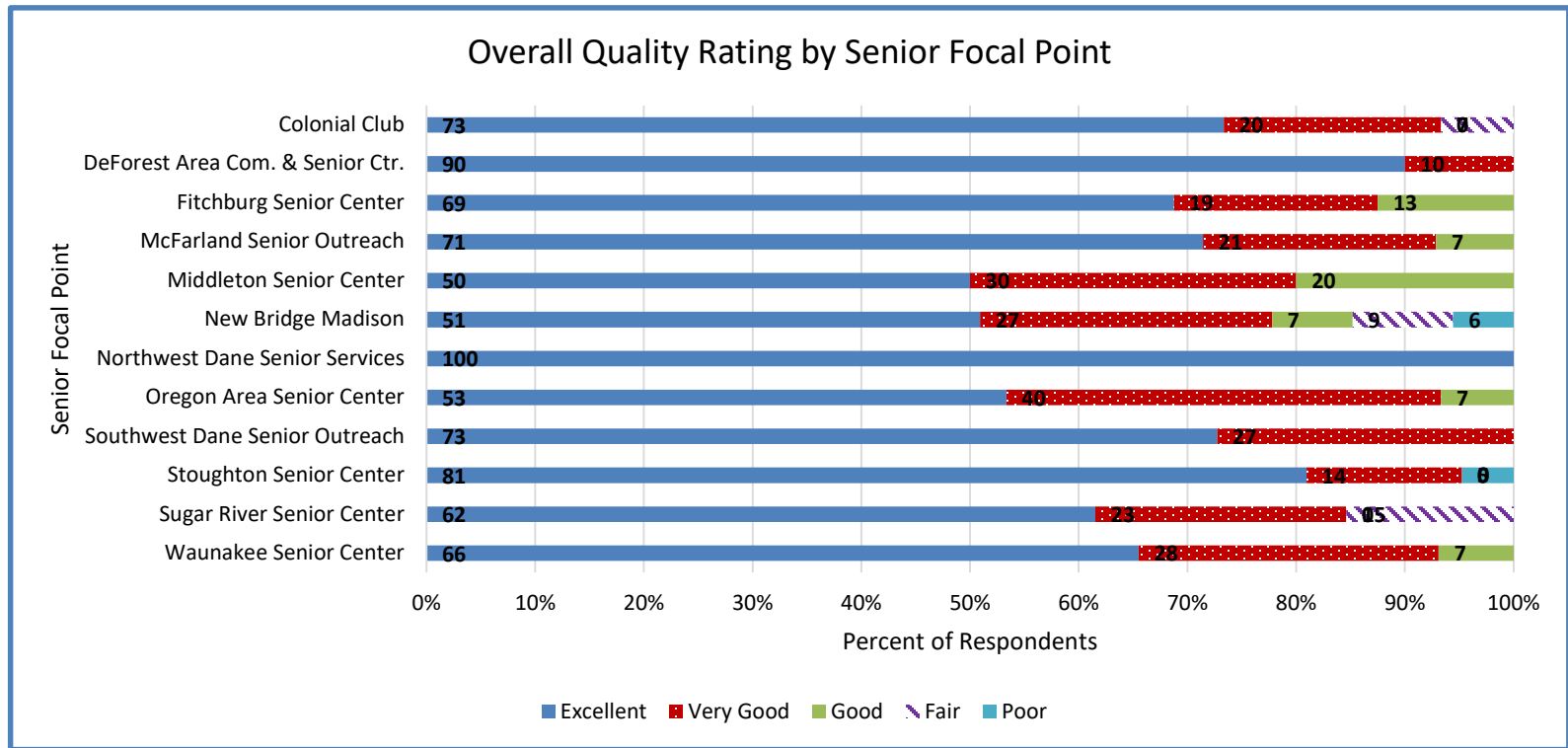


Midwest Census Region = Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, and Wisconsin

N = 274 for DCDHS, 72 for Midwest Census Region, and 372 for National.

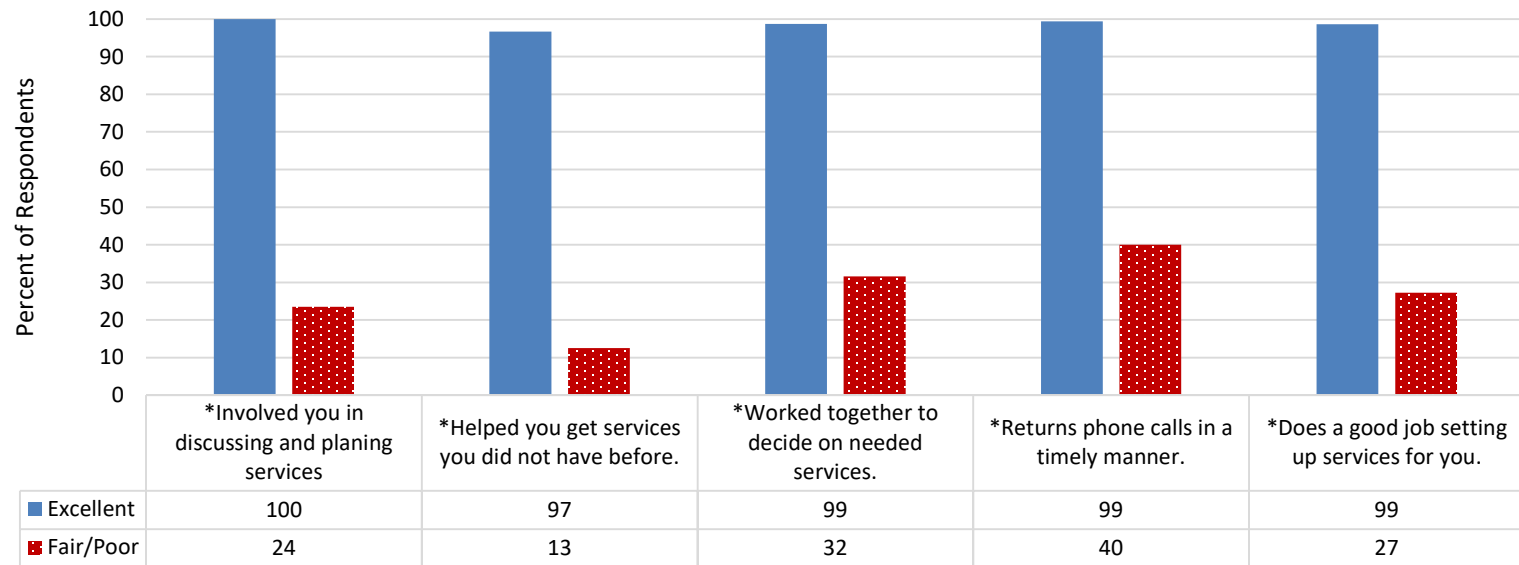


# QUALITY OF SERVICES



# QUALITY OF SERVICES

**Percent of Survey Respondents Rating the Overall Quality as "Excellent" Compared with Those Rating it "Fair" or "Poor" on Key Survey Items Rated Positively "Yes"**



# BENEFITS

**90% of survey respondents indicated their situation was better because of their case manager's help.**

**88% indicated that case management services help them live where they choose.**

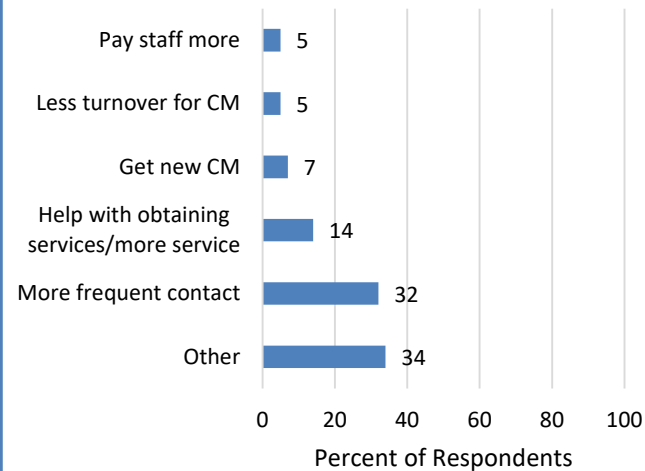


# RECOMMENDATIONS

## 115 respondents:

- 41% had praise for service and/or case manager.
- 20% had no recommendations.

**Percent of Respondents Grouped by Category to Item, What recommendations do you have for improving the case management services?**



# OTHER RECOMMENDATIONS

- Better explanation for Medicare
- Pay more attention
- Make sure not talking down to
- Send correct information services.



# QUESTIONS



THANK YOU!



תודה  
Dankie Gracias  
شكراً  
Спасибо Merci Takk  
Köszönjük Terima kasih  
Grazie Dziękujemy Děkojame  
Ďakujeme Vielen Dank Paldies  
Kiitos Täname teid 谢谢  
**Thank You** Tak  
感謝您 Obrigado Teşekkür Ederiz  
Σας ευχαριστούμε 감사합니다  
Bedankt Дěkujeme vám ขอบคุณ  
ありがとうございます  
Tack