

DEVELOPMENTAL DISABILITIES RESOURCE BOARD
CASE MANAGEMENT PROGRAM
FY16 END OF YEAR REPORT



“The DDRB case management is a wonderful group that is helpful and informative to all adults with developmental disabilities. I would recommend DDRB case management to anyone needing a case manager or help with developmental disabilities.”

(Quote from customer satisfaction survey)

FY16 CASE MANAGEMENT HIGHLIGHTS AND ACCOMPLISHMENTS

CASE MANAGEMENT PROGRAM GROWTH

The case management program celebrated its **ten year anniversary in May 2016!!!**

The program was serving 1,180 customers with 175 new referrals received at the end of the fiscal year. This represents an increase from 143 new referrals received last fiscal year. To date the program serves 73% of eligible adults in St. Charles County. There are currently 35 case managers in the program (3 of which are case manager/mentors). We welcomed 8 new case managers this year and 3 left to pursue other careers. In addition, a new receptionist was hired and two existing staff moved to other roles within the agency.

A case management staff survey was completed in October 2015 in order to seek feedback regarding the effectiveness and efficiencies of the program as well as supports that would help enhance the program. A leadership retreat was scheduled in order to review results and develop outcomes. These outcomes focused on staff retention, performance review process, recognition program, technology supports, co-occurring resources and efficiencies.

GOVERNOR'S VISIT

The Governor visited the DDRB again this past year and was able to sit down with a small group of customers and their families. It was a great opportunity for them to share the importance of funding for services and the impact those services have on their lives. Several customers were also interviewed for a video that was being created while the Governor was here as well.

ADVOCACY

The case manager's role is to assist the customer/family through the planning process to identify support needs. Once those needs have been determined, the case manager advocates for those services. This past fiscal year, the DDRB case management team secured 31 new community support waivers (these serve individuals in their natural home), 16 comprehensive waivers for residential services and 46 new partnership for hope waiver slots. In addition, over 100 new services were added to existing customers plans as identified.

SCHOOL AGE TRANSITION PLAN

This past fiscal year, the school age transition specialist began working on a pilot program with the St. Charles School District. The pilot was developed in order to work on some key areas of enhancement opportunities regarding the transition process. The transition specialist presented resources to the entire special education department at staff development day prior to school starting. She also spoke to two classrooms of students regarding transition to adult services as well as answered questions. She attended IEPs of any student that was not connected to case management services. In addition, she attended several resource fairs in order to present information regarding services to individuals/families.

PARTNERSHIP FOR HOPE

The Partnership for Hope program continues to expand each year. This past fiscal year there were 46 new individuals added to the program from St. Charles County. In addition, a few of our customers participated in a video being produced by UMKC sharing success stories regarding the benefits of the program.

CO-OCCURRING PARTNERSHIP

With the increase of customers we serve having co-occurring diagnoses, both a developmental disability and behavioral health concern (26%) it was essential that we participate in a partnership to enhance supports. Key stakeholders including Department of Mental Health Division of Developmental Disabilities and Division of Behavioral Health, County Boards, and providers of services were brought together in order to collaborate on serving this population. As a result, a Behavioral Health Advisory Committee was formed. This committee includes hospital staff, mental health agencies, service providers, county boards and other interested parties. The committee has met several times and drafted specific action steps around two primary issues, capacity and recourses/information. The committee is currently finalizing a protocol to be used when individuals present with co-occurring issues and how to support them through the system.

FIRST ANNUAL RESOURCE FAIR

Based on a recommendation from the staff feedback survey, the case management team formed a committee to host a resource fair. The intent was to have case management staff from both the DDRB and the Regional Office have an opportunity to talk to multiple agencies in the same place. The fair was a huge success with almost 40 providers in attendance. A survey was sent out following the event in order to evaluate its success and determine if agencies would be interested in continuing participation annually. Overwhelming the answer was yes.

MISSOURI SUPPORT COORDINATION INNOVATION AND CAPACITY PROJECT

This project is a partnership between the University of Missouri Kansas City, Institute for Human Development, the Missouri Division of Developmental Disabilities (DDD), the Missouri Association of County Developmental Disabilities Services (MACDDS), and the Missouri Developmental Disabilities Council. The ultimate goal of the project is to evaluate the current case management service delivery system in order to identify areas of enhancement. As a committee member, I assisted to coordinate a focus group of customers/families to provide feedback regarding services. In addition, a survey with key questions from posted on our website.

FY16 Outcomes, Targets and Results

EFFECTIVENESS OUTCOME: Customer needs and changing trends are met by a Case Management Program which excels at providing effective, quality services.

Target 1: Evaluate program infrastructure and operations in order to maximize resources yet maintain the highest quality of case management services.

- Investigate national “Best Practices” in regard to the delivery of quality case management services.
- Partner with DMH/DD to create an electronic Individual Support Plan pilot program resulting in quality, individualized planning for customers.
- Review and record quality data in order to identify any trends and respond (if appropriate) within 30 days of notification.
- Case Management Program leadership will annually assess team design to best support case management productivity.

Results: All targets under effectiveness were met. The case management leadership team continues to investigate “best practices” in regards to the delivery of case management services. Several staff attended the MACDDS conference in the fall which discussed service delivery enhancement. Case Management Director participates in the Missouri Support Coordination Capacity and Innovation Project which is creating a tool to evaluate the effectiveness of the current case management system. Case Management Director also met with Director of Developmental Disabilities in South Dakota during a conference to discuss the implementation of choice of case manager within the case management program.

Although an electronic pilot was not implemented, leadership staff continue to research opportunities for individualized planning yet remain compliant with the requirements in the Medicaid Waiver programs. Several staff attended the Lifecourse Framework Tools Training hosted at the DDRB. This training demonstrates a broader family support model to individualize planning. Tools that can be used with customers/families were shared as a way to gather important information during the planning process. Those who attended shared the information and tools with the entire case management staff at team meeting as well. In regards to review of quality data, the electronic database allows supervisory staff to monitor for trends monthly. These trends are shared at leadership meetings and addressed as needed. The leadership team continues to assess team design for effectiveness. With the retirement of the billing staff in May, the case management support specialist position was reinstated in order to allow for staff with case management experience to fill that role. In addition, adding back this position helped create more efficiency within the process.

EFFICIENCY OUTCOME: DDRB provides professional and competent case management services.

Target 1: Case Managers will meet performance expectations in the areas of:

- 115 logging hours average with less than 5% logging remediation
- 100% completion of ISP’s prior to implementation dates
- 100% completion of quality review audits within 30 days of ISP implementation
- TCM, MMAC and State File audits with less than 5% remediation
- 100% of new customers will receive services within two weeks from the point of intake
- 100% of customers receive assistance with applications for benefits (Medicaid, SSI, etc)

Target 2: Case Management staff is knowledgeable and trained:

- Each CM participates in 12 hours of service/educational and/or community/professional trainings.
- CM Leadership participates in 12 on-going meetings with partnering agencies
- CM Leadership participates in 6 statewide committees, work groups and national chapter meetings to remain current in service delivery system design and changes.

Results:

Target 1: Although the team average logging hours per month was not quite at the target of 115 (team average 113), there was less than 5% remediation on logging documentation this past year. In regards to ISP completion, the team was at 98% completion on ISPs. This percentage is consistent with last year’s number as well. This is usually a result of not being able to get in touch with an individual or scheduling difficulties with a family. 100% of quality reviews were

completed on all waiver files this past year. We had **no** remediation on both the MMAC audit and the State file audit this past fiscal year. The local Target Case Management Review yielded less than 5% remediation. 100% of all new customers begin receiving services within one week from the point of intake. And lastly, 100% of all customers receive assistance with applications for Medicaid and other benefits.

Target 2: Target was met. Each case manager participated in at least 12 hours of training this past year. Also, all staff were recertified to complete MOCABI assessments which are part of the waiver eligibility documentation. In addition, leadership staff attend both monthly St. Charles Coalition of Service Providers meetings and St. Louis Area Provider Partnership meetings. Case Management Director chairs the statewide MACDDS Targeted Case Management Committee as well as participates in the Mo. Support Coordination Capacity and Innovation Project.

ACCESS OUTCOME: Customers have access to case management services and resource information.

Target 1: Create an implementation plan to serve all individuals ages 17 and above, with an assurance of choice.

Target 2: Develop a plan to ensure that all school age children with developmental disabilities have a transition plan.

- Create a pilot program with high schools from one of the St. Charles County School Districts that assures that all unidentified students have a transition plan.

Target 3: Provide information and case management support to individuals transitioning out of Habilitation Centers into the St. Charles community for up to 6 customers.

Target 4: Develop a fiscally efficient case management service delivery model that serves all ages.

Results:

Target 1: The case management program is currently serving 73% of all eligible adults in St. Charles County. Additional case management staff have been hired in order to develop a potential pilot program that allows new customers the option of case management choice within the DDRB program.

Target 2: A pilot program was developed with the St. Charles School District this past year. The school transition specialist met with several key staff including transition specialists, department directors and teachers. Resources were presented to the entire special education staff during their staff development day prior to school starting in the fall. The school transition specialist also presented to classrooms of students as requested. This was a great opportunity for students to ask questions directly in regards to adult services. In addition, she made herself available to attend IEPs of any student yet to be connected to services. She was able to assist one student to connect directly to the Regional Office and set up an intake during the meeting.

Target 3: This target was met. The St. Charles Habilitation Center Transition Specialist provides information as well as attends meeting as requested to individuals/families that inquire about transition to the community. One person successfully transitioned this past year and another is in process to move.

Target 4: The leadership team including the Finance Director meet on a regular basis to discuss budget development and financial implications of serving all ages given the low Medicaid eligibility in St. Charles County. No new results to report to date.

SATISFACTION OUTCOME: Customers and partner agencies are satisfied with the DDRB Case Management Program.

Target 1: 93% of customers satisfaction surveys are returned with a rating of satisfied or higher. Benchmarks of quality identified as: respect and helpfulness; timely follow through; advocacy; prompt return of phone calls; trained and knowledge about available services; keeping customer informed and overall satisfaction.

Target 2: 90% of community partner surveys will be returned with a rating of satisfied or higher. Benchmarks of quality identified as: accessibility, communication, partnership, and service knowledge and procedural/policy information.

Results:

Target 1: For the tenth consecutive year, this target was met. Of the 521 surveys, 98% of the customers rated they were satisfied or higher with their case manager. The overall (all questions combined) average satisfaction rate was

3.90 (4.0 scale). Refer to Appendix A and B for results as year to year comparison. There were noted increases in scoring for all questions with an overall rating increase as well. In addition, There was an increase in the question, "Do you have an annual written plan?" from 92% to 95% response of yes. In addition, the second question regarding if your plan addresses your needs also showed an increase in yes response from 89% to 94%.

Exit satisfaction surveys are also completed with customers who leave our services either by choice or they move out of county. Of those who completed the survey, 99% said they would recommend the DDRB Case Management Program to others. One person stated that their case manager was "there every step of the way to answer questions and make the transition as seamless as possible. Your services are excellent."

Target 2: Our tenth annual community partner satisfaction survey also met this target. Of the 26 surveys received, all 26 respondents rated satisfied or higher with the case managers they work with from the case management program. The overall rating was 3.49 (4.0 scale) which is a slight increase from last year's rating. Refer to Appendix C for details.

In reviewing the comments on the satisfaction survey, some of the key characteristics identified by customers/families as important were as follows:

- **Knowledgeable**
- **Prompt/ Responds quickly**
- **Respectful**
- **Resourceful**
- **Informative/ able to answer my questions**
- **Solves problems**
- **Helpful**
- **Strong advocate**
- **Goes above and beyond**

Highlighted below are a few comments that appear to make a statement as to what individuals/families find important in the delivery of case management services.

- She is outstanding! She is very knowledgeable about available services, an exceptional advocate, has very good interpersonal communication skills, and is to be commended for her efforts to keep her clients informed about available services and events. She has always been incredibly responsive to our needs and questions.
- Best case manager she has ever had!! She listens to what I know is best for my daughter – symptoms she is having – she even sent me an article on a diagnosis for my daughter!! Due to her listening to my concerns. I was then able to get information from the article and get her the help she needs. It will be a long road ahead – but she helped our family to have hope!
- We like that we have the same case manager for years and do not have to change. She helps us with all we need and suggest other services that we may not have known about on our own.
- We recently attended the 10th Anniversary of DDRB Celebration Event! DDRB is a wonderful organization that truly cares about all of the clients and families they work with!! We realize how blessed our family is to be part of the "DDRB family". Thank you for sending this survey to allow us to share our appreciation and gratitude!
- The case manager and staff care about him. I know how difficult he can be sometimes, but they work through the problems. His improvement in the last couple of years has been remarkable. Thank you!!
- We would like to state that she has been very helpful with his IEP and transition to an adult day program. Her expertise in planning and client knowledge have been invaluable during this year of transition – especially in mitigating risks with his behavior challenges and needs to focus on life-skills to help position him for future success She helps give us hope too. Thank you!
- I couldn't stay in my own home without your services and my knowledgeable case manager. Thanks to her, I was able to get a new washing machine from another source at no cost to me when my old one died. She never is condescending. Always helpful.

- We like our case manager and the prior case manager. We appreciate that the turnover is low and that we can keep the same good case manager for years!
- The fact that because of him and the program/services I receive from the DDRB, I have been able to become as independent as I can be.
- I can't say enough how our loved ones have given me the support needed to continue on the journey of life with a challenging (now adult) to care for. Without DDRB I am not sure I could do it. The stress of worrying about being able to keep him in our home has been diminished. Over the years as he has gotten bigger there were times when I have been mentally and physically exhausted. My first encounter with my case manager was my turning point of hope. I do not know if it is part of a case manager's job description to keep the caregiver at peace where they can have strength and peace to support the one they love, but she has. I will be forever grateful.

Summary of Customer Satisfaction Survey Comments:

What do you like best about your case manager and the services you receive?

- Very knowledgeable about funding and various programs available.
- She knows L's needs and responds accordingly, gives me information I need and want.
- If I need her, she's available. She always listens to me and gives me answers to my questions.
- She genuinely cares! She is well informed and passes all information available for situations at hand and future endeavors. I cannot convey the gratitude that is felt to the extent that it is truly appreciated.
- I like that she is willing to talk with me about any concerns I may have about M, and the way she is being taken care of. She is also willing to work with me on any changes that need to be made.
- I like best that he cares and the services meet my needs
- He is genuinely interested in our son's well-being. He is informative, courteous, kind, respectful, understanding of our son's disabilities, and is helpful in finding ways to enhance our son's life and living situation.
- He is polite, knowledgeable, honest, and very caring. He goes out of his way to be helpful and to make sure things are done correctly. Your agency is blessed to have someone like him.
- He is well-informed, respectful, and has given very helpful information during transitional periods. He is an asset to the DDRB and the families he serves. Thanks so much!
- She is friendly/approachable and non-judgmental.
- She is knowledgeable about autism and understands my struggles and frustration with surviving day to day and lack of resources needed to make my life more productive.
- She treats me with respect and is knowledgeable re: the rules and regulation in the disability act. Medicare and/or Medicaid. She is easy to approach when I have a question or problem. She keeps me and Ted both aware of Shane's progress through his monthly reports.
- She's professional, yet easy going. She makes us feel comfortable with all aspects of our needs.
- She is there whenever I need her and always helps when she can. Always has a suggestion to help me out.
- She talks with my daughter with patience and understanding.
- She knows what services are provided and is very knowledgeable.
- If she doesn't know the answer to a question, she will find it and get back to me.
- She has been so helpful to us in so many ways – from questions about guardianship to a need for disability trust to summer programs for our son. Which we never would have known about. She is extremely easy to speak to about topics that are sometimes very unpleasant.
- Takes time to talk with me.
- Her enthusiasm for helping me.
- It has been an extremely rough year for him and our family. We would not have gotten through it without her. She was able to come up with solutions and helps guide us through tough decisions. I can never repay her. She has a special place in heaven.
- She is always available when we need her and gives us a prompt response.
- She is knowledgeable, efficient, and personable. I am thankful to have a consistent CM for several years.

- She always has his best interest in mind. She goes above and beyond the description of her job. She got funding for a much needed bathroom shower. She helped us get a new van when ours was totaled in an accident.
- She is absolutely the BEST! Kind, considerate, and very knowledgeable. We are truly blessed to have her. Our lives have most definitely been improved because of her efforts. She always goes above and beyond and deals with my craziness like a rock star.
- She is very personable and very knowledgeable. If there is ever an issue she has the answer and if she doesn't know it, she finds out and gets back to us. She is always about advocating for her clients. We love her!!!
- That if I call at any time, she will answer.
- She has always promptly returned my calls and has helped me obtain the services we need to care for my son.
- Always helpful. Returns calls promptly. Always takes time to listen to and work through concerns and problems. Cares about what is going on with him.
- She is the best. Positive, bright, respectful. Has a sincere interest in J. Has offered wonderful options to increase J's quality of life. Thank you all!
- Respectful to me and my son. Will check into services (new/existing) when asked but takes consistent calls to get information.
- Anytime we ask her for anything she gives an answer right away or will find the answer quickly. She does a great job!
- She keeps me up to date on services that my son needs. Explains to me the services in a very nice manner. Very nice person!!
- Always gets back to us ASAP with answers and advice.
- I can always depend on her. She is very knowledgeable and makes herself accessible. I wish we could have her forever!
- She is easy to talk to, responds quickly to issues and is sincere in her interactions with L and his progress, staffing and needs.
- She is amazing. She is always kind. She cares. She listens. She pays attention to J. She cares and it shows. She makes sure we know what services are available and we understand our plan/etc.
- She is very thorough and patient with all our questions and concerns. She is very professional and considerate regarding issues with my son! She responds quickly and efficiently when I call or email. Very Pleased!
- She is reliable and nice. I am very happy with the services.
- She is there for my whole family.
- She understands the situation of my life challenges. She offers her knowledge, skills and kindness to help me help guide my son toward independence and growth. She supports my needs with timely, efficient, thorough interventions to meet my/his needs.
- Respective and concerned. When services are needed/requested, she takes care of it! She treats her clients promptly, fairly, and with respect.
- We believe that she truly understands our son, including his many complexities. She is a magnificent advocate, and a very caring and compassionate person. We greatly appreciate that she values our input and desires as parents. We sincerely believe our son has a "great team"!!!
- Our case manager for our son treats him with respect and lets him figure out what he would like-event though we as parents done always see it in the same light. She opens dialogue between our son and ourselves and to come to a mutual agreement to make everyone comfortable.
- Knowledgeable and flexible with our schedules.
- She has been extremely helpful explaining the different options available and the steps we needed to take when he turned 18. She quickly helped us resolve the funding and paperwork issues we were having with our previous case manager. She is very prompt and thorough with our paperwork, calls, meetings, etc. but even better, she is very compassionate and caring and will look for answers in the rare occasion she doesn't know something.

What, if anything, would you like for your case manager to do differently?

- I am happy with the way everything is going and I don't feel any changes need to be made.
- Provide more social opportunities; even develop them for other clients and myself.
- Nothing. He is great!

- It's really too soon to tell. I just only met her very recently. I can say that in the future, I would like for her or anyone from DDRB to help empower people with developmental disabilities to have more influence on improving VR, agencies under them and causing affordable transportation to become a reality. I get tired of listening to excuses and want more action.
- Nothing, she's doing a fabulous job.
- She is great, don't change a thing.
- Everything is good.
- Service the St. Louis area 😊
- Never leave!
- She's perfect!
- Nothing! She's awesome!
- She is great! She helped in getting assistive device but the follow up from the other individual has not been good. I returned calls and no response or service yet on assistive device for communication (this is not her fault).
- There is nothing we can think of at this time. She has consistently demonstrated professionalism with a customer focus. It is also evident that she takes an active interest in staying current. We are very pleased with her service.
- Since this journey is all new for both of us, now that she is out of high school, I would like to know what usually happens as far as next steps. S is working very minimal hours and has a lot of free time so am curious of volunteer or social events available for 18 year olds and above.
- Visit more

Do you have any additional comments?

- Thank you for your time and understanding. You are always available and willing to help out with my loved ones needs. We appreciate you. Thank you!
- DDRB is doing a great job. We are very happy. If the DDRB could find a way to transport persons with disabilities to/from work, it would be extremely helpful. At this time, that seems to be the main thing lacking in the St. Charles County.
- I am very pleased with DDRB. We seem to get more info as it happens.
- Thank you for everything you do. This is a very confusing process to navigate, along with social services Medicare and Medicaid. So every little piece of help and advice is invaluable.
- Thank you for all you do.
- We were nervous at first when assigned to a new case manager, because our old case manager had lots of experience. Over time, and through dealings with our new one, we discovered that she is a dedication and conscientious case manager.
- Our son will be 18 in August and I feel like our case manager has given me assistance with timelines and information on the multitude of things that need to happen during our son's transition into adulthood. We appreciate everything she has done to assist us.
- Thank you for providing local case management services. We appreciate that M's needs are addressed locally, with staff familiar with our concerns.
- Better service and care through DDRB. Not so much turnover of case managers. I appreciate that.
- She is such a source of stability, knowledge, and guidance. She goes above and beyond to help. She is a friend, a support, and a guide to my family so we can be the family J needs.

Summary of Community Partner Survey Comments:

In what specific ways, positive or negative, has our case management program affected your agency?

- Your case management program has positively affected our agency by being reliable and timely in assisting the individuals we serve in their time of need.
- Always a great partnership, works as a team member
- The consumers have good advocates at the DDRB. Many times the needs of consumer's area addressed much quicker than consumers with alternative case management.
- We have had a very positive experience with our DDRB partners. They are responsive and look for ways to assist us in better supporting the individuals trusted in our care.
- Excellent support systems when trying to gain the cooperation of another agency.
- Our case manager went the extra mile to get something accomplished. You could tell he really cared for his customer's well being.
- Many are positive, knowledgeable and more approachable than others.
- The case managers with whom I communicate on a continual basis are amazing with providing me with details and updates when needed.
- Return phone calls and follow through in a timely manner.
- Sometimes there is a lack of knowledge about the services being provided, particularly employment.
- Helping to maintain positive communication and morale within the team.
- Help identify resources for our clients to help achieve their goals

What changes or additions do you feel would enhance the manner in which case management services are provided?

- Be more proactive towards serving the aging population
- Not all case managers seem to have the same information and knowledge
- There are a lot of changes with growth, sometimes hard to keep up with everything
- Continuing education with state systems
- For the case manager to act as a liaison between families and providers when looking for a service. This does not always happen.

FY17 OUTCOMES AND TARGETS:

EFFECTIVENESS OUTCOME: Customer needs and changing trends are met by a Case Management Program which excels at providing effective, quality services.

Target 1: Evaluate program infrastructure and operations in order to maximize resources yet maintain the highest quality of case management services.

- Investigate national “Best Practices” in regard to the delivery of quality case management services to include the implementation of case management choice within the program.
- Partner with DMH/DD to create an electronic Individual Support Plan pilot program resulting in quality, individualized planning for customers.
- Investigate opportunities to partner with Parent Partner Program in order to enhance new customer transition.
- Review and record quality data in order to identify any trends and respond (if appropriate) within 30 days of notification.
- Case Management Program leadership will annually assess team design to best support case management productivity.

EFFICIENCY OUTCOME: DDRB provides professional and competent case management services.

Target 1: Case Managers will meet performance expectations in the areas of:

- 115 logging hours average with less than 5% logging remediation
- 100% completion of ISP’s prior to implementation dates
- 100% completion of quality review audits within 30 days of ISP implementation
- TCM, MMAC and State File audits with less than 5% remediation
- 100% of new customers will receive services within two weeks from the point of intake
- 100% of customers receive assistance with applications for benefits (Medicaid, SSI, etc)

Target 2: Case Management staff is knowledgeable and trained:

- Each CM participates in 12 hours of service/educational and/or community/professional trainings.
- CM Leadership participates in 12 on-going meetings with partnering agencies
- CM Leadership participates in 6 statewide committees, work groups and national chapter meetings to remain current in service delivery system design and changes.

ACCESS OUTCOME: Customers have access to case management services and resource information.

Target 1: Develop a plan to ensure that all school age children with developmental disabilities have a transition plan.

- Create a pilot program with high schools from one of the St. Charles County School Districts that assures that all unidentified students have a transition plan.
 - Attend teachers’ conferences for those students with IEPs in order to provide resources to families who may not be connected to services.
 - Create resource binders for each teacher in the school district
 - Develop a support/educational opportunity for parents of students transitioning to adult services in order to link to other parents and resources.

Target 2: Provide information and case management support to individuals transitioning out of Habilitation Centers into the St. Charles community for up to 6 customers.

Target 3: Develop a plan to ensure individuals with co-occurring issues have access to services and resources to meet their needs.

Target 4: Develop a fiscally efficient case management service delivery model that serves all ages.

SATISFACTION OUTCOME: Customers and partner agencies are satisfied with the DDRB Case Management Program.

Target 1: 93% of customers satisfaction surveys are returned with a rating of satisfied or higher. Benchmarks of quality identified as: respect and helpfulness; timely follow through; advocacy; prompt return of phone calls; trained and knowledge about available services; keeping customer informed and overall satisfaction.

Target 2: 90% of community partner surveys will be returned with a rating of satisfied or higher. Benchmarks of quality identified as: accessibility, communication, partnership, and service knowledge and procedural/policy information.

Appendix A 2016 CUSTOMER SATISFACTION SURVEY RATING RESULTS

Rating - (1 = never satisfied, 2 = sometimes satisfied, 3= satisfied most of the time, 4 = satisfied all the time, NA = no response)	1	2	3	4	NA	AVG.
My case manager is respectful.	0	1	8	509	3	3.98
My case manager provides me help in a timely manner.	1	7	32	474	7	3.90
My case manager understands advocates on my behalf.	1	8	23	472	7	3.92
My case manager returns phone calls by the end of the next business day.	3	8	58	429	13	3.83
My case manager is well trained and knowledgeable about available services.	0	6	45	447	11	3.89
My case manager keeps me informed.	3	6	45	446	11	3.87
I am satisfied with my case manager.	1	6	29	469	0	3.91

Appendix B

FY COMPARISON: Customer Satisfaction Survey Results

	2012	2013	2014	2015	2016
My case manager is respectful.	3.94	3.98	3.96	3.96	3.98
My case manager follows through in a timely manner.	3.89	3.94	3.88	3.88	3.90
My case manager advocates on my behalf.	3.91	3.94	3.91	3.88	3.92
My case manager returns phone calls by the end of the next business day.	3.85	3.91	3.84	3.78	3.83
My case manager is well trained and knowledgeable about available services.	3.89	3.91	3.88	3.85	3.89
My case manager keeps me informed.	3.87	3.89	3.82	3.83	3.87
I am satisfied with my case manager.	3.90	3.94	3.90	3.90	3.91
Overall Rating	3.89	3.93	3.89	3.87	3.90
Total Surveys Returned	365	421	470	462	521
Total Surveys Mailed	720	874	933	995	1162
Percentage of Response	51%	48%	50%	46%	45%

Individual Service Plans		2012	2013	2014	2015	2016
Do you have an annual written plan?	YES	98%	94%	91%	92%	95%
Does your plan address your needs?	YES	98%	93%	90%	89%	94%

Appendix C

2016 COMMUNITY PARTNERS SATISFACTION SURVEY RESULTS

Rating - (1 = never satisfied, 2 = sometimes satisfied, 3 satisfied most of the time, 4 satisfied all the time)	1	2	3	4	No Res.	2012	2013	2014	2015	2016
Case Manager(s) maintains regular contact with our agency?	0	2	14	10	0	3.62	3.73	3.40	3.23	3.31
Case Manager(s) responds to requests or needs for support in a timely manner?	0	2	12	13	0	3.61	3.71	3.44	3.45	3.54
Case Manager(s) is knowledgeable about the service(s) your agency provides?	0	2	11	13	0	3.36	3.48	3.42	3.25	3.42
*Case Manager(s) provides feedback in a manner that promotes a team approach?	0	2	13	11	0	3.50	3.65	3.53	3.43	3.35
Case Manager(s) are visible and interact in a positive manner with the individuals they support?	0	1	8	16	1	3.68	3.80	3.58	3.79	3.60
We are satisfied with the case manager(s) that we work with?	0	0	8	18	0	3.54	3.65	3.51	3.45	3.69
Overall Rating						3.55	3.67	3.51	3.43	3.49
		2012	2013	2014	2015	2016				
Total Surveys Returned		28	31	36	40	26				
Total Surveys Mailed		90	120	120	99	113				
Percentage of Response		31%	26%	30%	40%	23%				