

DDRB



DEVELOPMENTAL DISABILITIES RESOURCE BOARD

CASE MANAGEMENT PROGRAM FY23 END OF YEAR REPORT

"We are very grateful to our Case Manager and the DDRB for their support and services. It's difficult to navigate life as an adult with disabilities and we're grateful for all you do."

(Quote from customer survey)

"Overall positive experience with DDRB's Case Management Program as case managers are professional, collaborative, and responsive. Great partnering agency and have witnessed firsthand the positive impact DDRB case managers have on the individuals we jointly serve."

(Quote from provider survey)

"She did an excellent job at supporting us and remaining in contact."

(Quote from exit survey)

FY23 CASE MANAGEMENT HIGHLIGHTS AND ACCOMPLISHMENTS

The DDRB Case Management Program celebrated 17 years of providing case management services to individuals with developmental disabilities in St. Charles County.

CASE MANAGEMENT PROGRAM GROWTH AND INFRASTRUCTURE

At the end of the fiscal year, the case management program was serving 1,331 customers with 153 new intakes this past year. This is an increase from FY22's total of 86.

Challenges with turnover were prevalent this past year. There were 13 case managers that left with 10 replaced by the end of the fiscal year. The average days to fill an open position was 31 days, which was a noticeable improvement from 86 days in FY22. This improvement can be attributed to some changes in the hiring process that helped expedite the average days to hire. The most impactful change was switching the initial screening interview from a scheduled phone call interview to a 5 question written interview sent via email. The average days to hire (days from an applicant applying until their start date) was 49.

A new case management pre-hire assessment was developed, in partnership with the Human Resources Director, at the end of the fiscal year. The assessment includes 4 tests to evaluate an applicant's skill level related to communication, time management, motivation, and an assessment on work-related personality/communication traits. All tests have been vetted for reliability and validity.

SERVICE DELIVERY CHANGES DUE TO COVID

FY23 was our first full year back to in person visits post COVID. Virtual meetings only occurred for extenuating circumstances such as illness or as a means for guardians who live out of town to participate.

The U.S. Department of Health and Human Services COVID public health emergency declaration expired on May 11, 2023, thus ending the state's 1135 COVID flexibilities which included items such as allowance of electronic signatures. The Center for Medicaid Services Appendix K addendum flexibilities are set to expire on November 11, 2023 (6 months after the federal public health emergency ended). These flexibilities included items such as extending the number of years assessments were valid for. The expiration of the 1135 flexibilities and Appendix K will mark the end of all COVID flexibilities.

ADVOCACY

Challenges with the direct support professional staff crisis and inability to connect individuals to services continue to grow. Many individuals who secured a Medicaid waiver slot have not been able to connect to critical services due to lack of provider capacity. The top services affected include transportation and residential habilitation. There are currently 33 DDRB customers who are approved for residential services, but do not have a provider available to receive the service. Regarding transportation services, hundreds of individuals lost transportation services and are

still waiting for a new provider. Due to the rising costs of gas, maintenance, etc. transportation providers were forced to stop providing services.

This past year, staff continued to advocate for both ongoing and new waiver services. DDRB Case Managers obtained 76 new waiver slots in FY23 which is the exact same number as FY22.

COLLABORATION OPPORTUNITIES

This past fiscal year the case management program was involved in several collaboration opportunities. The reducing health disparities project has been fully implemented. This is a partnership with UMKC Institute for Human Development on a 5-year CDC grant to improve access to health care and health promotion services for individuals with IDD and mobility issues. The project includes resource capacity building resulting in a statewide (by county) resource guide, site assessments of local community locations for accessibility, and individual assessment and connection to these established resources. We are one of 5 county boards in Missouri participating in this project. Missouri is one of 9 states participating in this CDC grant.

We continue to partner with the Division of Developmental Disabilities with their Technology Navigator Program. The DDRB's Technology Navigator went through an intensive training program with testing and reality-based scenarios to become more skilled in supporting staff to educate families on assistive technology services. She met with customers and families this past fiscal year to promote and educate on technology and remote supports.

FY 23 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 maintain the highest quality of case management services within a cost neutral budget.

- Create a plan for adequate infrastructure supporting case management program expansion to continue long term plan serving all Medicaid eligible individuals 16 and above in St. Charles County who choose the DDRB.
- Investigate potential opportunities to provide quality case management services through the Value Based Payment System.
- Evaluate the impact that the DSP crisis has on the case management delivery system and the ability to assist customers to secure services that meet their needs.
- Review and record quality data in order to identify any trends and respond with 30 days of notification as appropriate.

Results and recommendations:

- This target remains ongoing as the program continues to offer choice for individuals 16 and 17 regardless of Medicaid status and 18 and above with active Medicaid. There are approximately 180 adults who meet this criterion currently served by the local Regional Office.
- The Value Based Payment System was utilized this past fiscal year via the Health Risk Screening Tool. Payments of \$72 per HRST completed will be issued to DDRB. The VBP for case management related tasks ended on June 30, 2023.
- The DSP crisis continues to present challenges to securing services. There are currently 33 DDRB customers waiting for a residential opening to begin services. There are approximately 600 individuals statewide waiting for a residential opening.
- A quality trend report continues to be provided by the Quality Enhancement Specialist to the case management leadership team every month. Discussions around trends take place at leadership team meetings with action steps developed, when needed. Trends were noted with one community partner agency this past year and resolved through leadership at the agency who immediately resolved the issue.

EFFICIENCY OUTCOME: DDRB provides professional, competent case management services that meet all compliance requirements.

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

- 115 logging hours or 75% of worked hours per month with less than 5% remediation
- 100% of all customers have an Individual Support Plan
- 100% completion of quality review audits
- 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

Target 2: Case Management staff have the most updated technology and resources available to do their jobs.

- Assure that case managers have the technology needed to support them in a both an in person and virtual environment.
- Begin implementation of the budget authorization process so staff can start entering DDRB customer budget authorizations to improve the provider billing timeline.
- Evaluate how the use of the new DMH ConneXion Database will interface with the software currently used by case management staff.

Target 3: Case Management staff is knowledgeable and trained.

- Assure that each case manager participates in 12 hours of educational/professional training to include information about our partner agencies.
- Assure that new staff receive comprehensive training in a virtually based environment by creating competency tools to test knowledge.
- Expand the use of Relias training platform to streamline the orientation process and decrease onboarding timeline.
- Continue to evaluate feedback gathered by the Assistant Director when conducting exit surveys with staff leaving the program to enhance processes.

Results and recommendations:

Target 1:

- This target was not met as the team average was 71.14%. However, a pattern of slight improvement each year is shown below.
FY21: 68.01%
FY22: 69.52%
FY23: 71.14%
- 99.4% of customers have an annual plan. This is consistent with last year's percentage.
- This target was not met. However, a significant improvement was seen with 97% of quality audits completed this past year, compared to 90% in FY22. A redistribution of job duties allowed the Quality Enhancement Specialist to better manage his time to focus on these reviews.
- Target met. All state waiver audits and the TCM annual review resulted in less than 5% remediation needed.

- This target was not consistently met due to staff turnover. There was not always capacity on caseloads after individuals came through intake which resulted in a wait list on a few occasions.

Target 2:

- Case Managers continue to have laptops and cell phones assigned to them which allow the flexibility for work in both in person and virtual environments.
- Case Managers are now entering service authorizations directly into CIMOR for all DMH authorized services, except for residential habilitation. This task was previously completed by Regional Office staff. Entering authorizations directly has reduced the amount of paperwork Case Managers complete as well as shortened the timeline for providers to be able to bill for services rendered.
- The Division's new ConneXion software program did not launch in FY22 as planned. ConneXion will eventually replace the CIMOR system and case notes/billing system currently used by staff. We will continue to monitor Division updates regarding a new launch date.

Target 3:

- This goal was met. All staff received at least 12 hours of education or professional training this past fiscal year both through Relias and in person at Team Meetings.
- A new case manager training module was created this past fiscal year. It includes an increased use of the Relias training system as well as adopting the Division's online case manager training. These platforms offer virtual learning with a competency-based test following each training. Moving some of the training to an online platform has allowed new staff to learn the information at their own pace while also testing for competency.
- Exit surveys were completed with staff who left the program and continue to be a valuable mechanism for feedback.

ACCESS OUTCOME: Customers have access to case management services and resource information when they need it.

Target 1: Continue to serve all new 16 & 17 year olds who choose the DDRB regardless of Medicaid status.

Target 2: Assure 100% of customers approaching their 18th birthday are provided education and assistance to apply for Medicaid.

Target 3: Work in collaboration with the Community Relations Director to expand resources available to ensure that all students with developmental disabilities have the information they need in order to transition to adult services.

- Identify virtual opportunities to provide resources and information to all five school districts in St. Charles County by participating in a minimum of 8 transitional events annually.

Target 4: Increase individual's access to employment supports and job placement consistent with the Employment First initiative.

- Assure 100% of individuals have an individual support plan that identifies employment needs and supports.

Target 5: Expand knowledge and resource information regarding remote supports consistent with the Division's Technology First Initiative.

- Host a Tech Fest to provide information and resources to individuals/families regarding technology supports.
- Assure 100% of individuals, as appropriate, have an individual support plan that identifies technology supports needs.
- Assure staff are trained during the orientation process and updated as needed regarding remote supports information.

Target 6: Expand collaboration opportunities with community partners to assure customers/families have resources when needed.

- Expand the partnership plan with the IHD- UMKC to increase access to and receipt of accessible preventive health care and health promotion options for individuals.
- Collaborate with the Division and partner agencies to host quarterly joint trainings to enhance relationships and provide cross education.
- Host an annual provider fair.

Results and Recommendations:

Target 1: This past fiscal year, the program had 45 new intakes that were of the transition age of 16/17, compared to 20 of transition age in FY22.

Target 2: 100% of customers approaching their 18th birthday were assisted to apply for Medicaid. The Case Management Biling Specialist tracks when individuals are approaching their 18th birthday and provides support to the customer/family and Case Manager with the process.

She also assists with questions about the application and keeps track of where applications are in process. Those that choose not to apply are informed that they will be transitioned to the information specialist code and no longer receive case management until such time, they choose to apply. There was a total of 21 individuals that secured Medicaid this past fiscal year. Currently, 94% of customers served have Medicaid.

Target 3: This target was not met. Staff participated in one event this year with the school districts. Contributing factors could be related to a focus on staff retention/turnover as well as the DDRB no longer having the case management school liaison role. Although the previous staff in the role is now a mentor, she continues to provide support and guidance to staff as they navigate the transition process. There were no virtual opportunities identified as most events are back to an in-person environment.

Target 4: Target met. 100% of individuals have an individual support plan that addresses employment needs and supports.

Target 5:

- While a specific tech fest was not held, the DDRB did host a Provider Fair that included a section for assistive technology providers. The ARC Lifetech program also presented at a Case Management Team Meeting.
- Every individual support plan contains information about technology supports as needed. We also have a certified Technology Navigator that has completed a comprehensive training program. This staff is available to individuals, families and DDRB staff to support conversation in regard to remote supports.
- Assistive Technology/Remote Supports training modules are included in all new staff orientation training.

Target 6:

- The UMKC partnership was fully implemented in FY22. This next fiscal year will include development of a statewide resource directory, expanding provider capacity, assessing community sites, and connecting individuals to resources.
- The case management leadership team attended two training sessions with Regional Office to enhance processes on transfers and customer budget authorizations. DDRB Case Managers and Regional Office Case Managers attended a joint training at the DDRB office on the topic of EMAP.
- The program hosted a Provider Fair in May 2023. There were over 100 attendees present representing TCM's from across the St. Louis Region.

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

Target 1: 93% of customers report satisfied or higher on annual satisfaction surveys. Benchmarks of quality as identified by customers/families are **listens, attentive and responsive, communicates effectively, supports to help build relationships, and connects to local resources.**

Target 2: 90% of community partners report satisfied or higher on annual satisfaction surveys. Benchmarks of quality as identified by community partners are **professional, knowledgeable, responsive, collaborative, and a positive member of the team.**

Results and Recommendations:

Target 1: This target was met for the 17th consecutive year! 98% of customers reported they were satisfied with their case managers most of the time or all the time. There were 1337 surveys mailed with 489 returned. This represents a 37% return rate which is higher than last year's return rate of 30%. Some updates were made to this year's survey including shortening it to fit on a single sheet of paper, adding color, and adding emoji faces to correspond with the scoring.

Refer to **Appendix A and B** for details.

With this year's survey, we began the efforts to move to an electronic format for those who prefer it. A QR code was included on the surveys again this year that linked to a web-based version. 27 surveys were completed online from the QR code provided, via survey monkey, compared to 3 last year. This year's surveys also included a question asking if the person prefers to continue receiving surveys via paper or if email is preferred for future surveys. Of those who indicated preference, 212 prefer paper. 190 prefer email and provided an email address for next year's survey.

Specific words used to describe what individuals and families liked best about their case manager:

Respectful

Attentive

Patient

Kind

Personable

Knowledgeable

Responsive

Nice

Helpful

Polite

Prompt

Great advocate
Considerate
Caring

Customer survey comments:

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

- She listens, she checks in, and she truly cares.
- I want to keep my case manager forever.
- She understands my need for services.
- Everything – she has always been the best. She has changed our life. We are so blessed in her care. God bless her in so many ways. I know she gives the same of herself to all her clients and everyone around her. Thank you so much. She needs a big raise.
- She is always willing to help and listen to my daughter's needs. She is very caring and resourceful.
- She is very attentive to our needs. She is caring, honest, and authentic. We truly appreciate all that she does for our boys.
- She listens. She shows empathy and understanding. She has creative ideas and options. She always looks into ideas to address concerns and needs.
- She is accommodating to my sister's needs. She is a total professional.
- We have known her for years and she has always been there.
- Kind, friendly, and punctual.
- She always listens and provides useful feedback and information.
- Very knowledgeable of services.
- She does a good job of helping to ensure my daughter is living her best life.
- She is friendly, professional, and helpful.
- She visits me and asks how things are going. She's always pleasant.
- She is nice to me.
- Very easy to talk to.
- Very attentive to needs. Goes above and beyond to find solutions.
- She is always there to help.
- She is there to help no matter the situation. She makes me feel like I am #1.
- You need to clone her so that everyone can receive the great service that she provides.
- So far so good.
- Good ideas and listens to me when I am in need and when I need to talk.
- She is understanding, easy to talk to and truly wants to help.
- She is friendly, easy to talk to, and always bringing new ideas forward.
- She is friendly, warm, and knowledgeable. She never rushes our meetings. She makes me feel comfortable and that she really has my best interest as a priority.
- Attention to detail. How well she listens. Prompt communication. Overall, the best case manager EVER!!
- She is very professional and she always has a wonderful attitude and smile.

- We have been so blessed to have her in our life. She is always there when we need her or have any questions or concerns. She is very understanding and helps us find the resources we need.
- She is the best that's out there. She always has the answers to everything. She's always available and helps with everything we need. She is the only case manager that ever went over and beyond what anyone else would have. I could not ask for anyone better. I will follow her anywhere she goes or moves.

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

- Nothing. She has always been there when we needed help.
- Nothing at this time. She is excellent.
- Be willing to reach out to the superiors for wisdom since she is so new.
- Nothing.
- No everything is good.
- No she is the best case manager that we have ever had.
- I can't ask for a better case manager. She is the best case manager we have ever had.
- Nothing she is great.
- Bring her dog maybe. Other than that she is perfect.
- We have difficulty getting the services that we need and it can take a long time to get programming in place.
- Occasionally there is information overload.
- Nothing! She is a professional and might I say the best case manager we have had in 26 years!
- Help getting insurance.

Are there services you need that you are not receiving?

- All services met.
- Nothing.
- None at the moment.
- Not at this time.
- More outside activities.
- Housing assistance.
- Still in need of transportation services.
- No, he does help me a lot.
- Speech/Language.
- I'm not really sure. I'm not sure I am aware of all the resources that may be available.
- Not that I know of.
- Rides to work.
- Transportation to and from work.
- Transportation provided by day programs (like schools do would be nice).
- Still need transportation for my son.
- Transportation.
- Transportation to and from work.

- Tech support.
- We want residential placement and have been approved for it but due to agency shortages have not found anyone.
- I would like to explore another opportunity for a new job experience other than BCI.
- Transportation.
- I need someone to help with my speech so I can talk better.
- Transportation to work.
- Dentist.
- Tech services – desk top computer with keyboard and software.
- Dental resources.
- ABA Therapist.
- Due to being in a community support waiver and not finding a good fit for providers we are limited in options.
- Transportation to and from work.
- Transportation to day program.
- Looking for an ISL and transportation to day program

Target 2: 97% of community partner survey respondents indicated they are always or usually satisfied with the case management program. The response rate for the community partner survey was much higher this year at 22% compared to last years of 14%. Last year, there were 14 responses compared to 31 responses this year. The survey was shortened this year from 10 to 8 questions.

Refer to **Appendix C and D** for details.

Community Partner Survey Comments:

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

- When I reach out to the case managers I work with they have always been receptive of my concerns and have worked to find a resolution to whatever the problem may be that needs to be addressed.
- I feel their response may be quicker and task requested completed in a more timely manner.
- Each Service Coordinator we work with at DDRB are very knowledgeable about services, quick to reply and quick to give us what we need. As a result, everything runs very smoothly in regard to services for our clients.
- They have connected us to some great clients!
- Contact person for problems and concerns. They can also be a good go between with the guardian at times.
- The case managers that we work with are very helpful. If I have a question or a concern, the case managers are great with helping to find an answer. I appreciate their help!

- Working with DDRB case management at all levels is a pleasure - leadership and supervisors are supportive and solution focused while CM's are responsive and work to partner on behalf of clients and their staff teams.
- Assumption, communication is not clear, not engaging with the residents.
- They have been extremely helpful with getting new orders for briefs or having orders changed to fit the needs of the consumers.
- They are always available when we have questions, however, do not always inform us when they will visit. Also, they plan ISP a week before and day hab needs additional time to get paperwork ready.
- Overall positive experience with DDRB's Case Management Program as case managers are professional, collaborative, and responsive. Great partnering agency and have witnessed firsthand the positive impact DDRB case managers have on the individuals we jointly serve.
- DDRB provides wonderful support for FHSD students while in their crucial transition years. They not only provide information and resources, they are a support for the parents as well.
- We have grown and they have assisted in the many questions that we have had over the years.
- Turnover has been a challenge, historically case management was very responsive.
- The positives that we appreciate is the great turnaround time that the case managers return phone calls and whenever a client is in need of some type of service from the case managers they always seem to act quickly which again we appreciate and makes our job a lot easier.
- We love having a partnership with case managers to best support the individuals we serve. At times over the years, we have not always had the most proactive or responsive experience. In addition, we felt like training was lacking in some areas.
- Your service coordinators have assisted my clients with obtaining the needed pieces of equipment or therapy services required. They respectfully request letters of medical necessity and answer my questions when I have them. I have not had a negative experience.
- In general, I love working with the DDRB team as they seem to be much more responsive and offer a more personal approach for our individuals than other teams that I have worked with. They seem to get to know the individuals we mutually support and are invested in their success!

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

- This is a harder question because I do not feel that this has to do with the TCM side of things. We feel that DMH doesn't always train the TCM agencies with what they are doing. They have been making too many changes recently and it's too quick. Not everyone is caught up with HRST, new Due Process company and new rules, etc.
- We think that DDRB is run great and love the quality that you instill in your case management.
- Maybe look at your training program or assist those individuals who, for some strange reason, make even the easiest task, extremely difficult.
- I feel they do a wonderful job.

- Being more communicative, planning ISP meetings farther in advance, inform day hab of when visits will occur.
- Many of the DDRB case managers attend IEP meetings. IEP meetings for juniors and seniors - attendance should be of the highest priority. That is not always the case.
- Signing monthlies during visits, electronic review has not been consistent and requires much follow up on our end.
- Additional training with the new case managers.
- More in-depth training. Sometimes we have to train them on certain parts of their job.
- I have heard of some discrimination between what a family may feel is needed for their loved one and what a therapist feels is an appropriate level of service. I think both sides could communicate better when the new ISP is developed.
- That is so hard to say. We have so many other changes coming at us through DMH that sometimes just being able to process and learn those changes (and breathe) before other changes are added would be nice.

Do you have any additional comments?

- We think that DDRB is run great and love the quality that you instill in your case management teams.
- Overall, we have positive interactions with 99% of the DDRB case managers.
- We have had several clients experience special situations this year - CM's and their supervisors have played critical roles in finding solutions!
- The case managers we work with have a lot of clients on their caseloads and they do a really good job considering the amount of work they have.
- We love our DDRB Case Management.
- Several case managers have gone above and beyond and their commitment to the individuals they support and professionalism has made the transition into services and agency collaboration seamless. These case managers are truly a joy to collaborate with and so responsive. DDRB Case Management services are exceptional!
- Thank you for all you do to support individuals with disabilities in St. Charles County.
- Our office has always had a very good working relationship with the DDRB Case Managers, and we look forward to the positive relationship that we have together.

FY 24 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 maintain the highest quality of case management services within a cost neutral budget.

- Create a plan for adequate infrastructure supporting case management program expansion to continue long term plan serving all Medicaid eligible individuals 16 and above in St. Charles County who choose the DDRB.
- Evaluate the impact the DSP crisis has on the service delivery system and the ability to assist customers to secure services that meet their needs.
- Review and record quality data in order to identify any trends and respond with 30 days of notification as appropriate.

EFFICIENCY OUTCOME: DDRB provides professional, competent case management services that meet all compliance requirements.

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

- 115 logging hours or 75% of worked hours per month with no late entry log notes
- 100% of all customers have an Individual Support Plan
- 100% completion of quality review audits
- TCM, MMAC and State File audits with less than 5% remediation
- 100% of new customers accepted through the intake process will have a case manager assigned within 5 business days.

Target 2: Case Management staff have the most updated technology and resources available to do their jobs.

- Assure that case managers have the technology needed to support them in both an in person and virtual work environment.
- Evaluate how the use of the new DMH ConneXion Database will interface with the software currently used by case management staff.

Target 3: Case Management staff is knowledgeable and trained.

- Assure that each case manager participates in 12 hours of educational/professional training to include information about our partner agencies each year.
- Continue to evaluate feedback gathered by the Assistant Director when conducting exit surveys with staff leaving the program to enhance processes.
- Implement benchmark tools to evaluate case manager orientation and identify areas where additional training is needed.

ACCESS OUTCOME: Customers have access to case management services and resource information when they need it.

Target 1: Continue to serve all new 16 & 17 year olds who choose the DDRB regardless of Medicaid status.

Target 2: Assure 100% of customers approaching their 18th birthday are provided education and assistance to apply for Medicaid.

Target 3: Work in collaboration with the Community Relations Director to expand resources available to assure that all students with developmental disabilities have the information they need to transition to adult services.

- Identify opportunities to provide resources and information to all five school districts in St. Charles County.

Target 4: Increase individual's access to employment supports and job placement consistent with the Employment First initiative.

- Assure 100% of individuals have an individual support plan that identifies employment needs and supports.

Target 5: Expand knowledge and resource information regarding remote supports consistent with the Division's Technology First Initiative.

- Assure 100% of individuals, as appropriate, have an individual support plan that identifies technology supports needs.
- Assure staff have the technology resources needed during the orientation process as well as utilize the DDRB Technology Navigator to support customers.
- Identify a second Technology Navigator to go through the Division's training program.

Target 6: Expand collaboration opportunities with community partners to assure customers/families have resources when needed.

- Expand the partnership with UMKC on the Health Disparities CDC Grant to increase access to and receipt of accessible preventive health care and health promotion options for individuals.
- Collaborate with the Division and partner agencies to host quarterly joint trainings to enhance relationships and provide cross education.
- Host an annual provider fair.

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

Target 1: 95% of customers report satisfied or higher on annual satisfaction surveys.

Target 2: 95% of community partners report satisfied or higher on annual satisfaction surveys.

Appendix A: Customer Satisfaction Survey Results

RATING	1	2	3	4	No response	Average Response
	Never	Sometimes	Most of the time	All the time		
My CM is respectful.	2	1	12	475	17	3.96
My case manager responds to my concerns in a timely manner.	3	8	58	438	17	3.84
My CM understands and advocates on my behalf.	3	10	46	447	19	3.85
My CM is available when I needs them.	4	10	75	422	20	3.79
My CM helps me get information and resources that meet my needs.	4	12	58	436	26	3.82
My CM listens and values my ideas.	5	6	29	459	17	3.89
My CM helps me make an invidual plan for my life that has goals based on my wants and needs.	4	2	45	450	19	3.88
I am satisfied with my CM.	4	7	32	458	9	3.88
Totals	29	56	355	3585	144	3.86
Overall Rating	1%	1%	9%	89%	4%	

Appendix B: Customer Satisfaction Survey Return Comparison

2023	
Total Surveys Returned	489
Total Surveys Mailed	1337
Percentage of Response	37%
2022	
Total Surveys Returned	420
Total Surveys Mailed	1422
Percentage of Response	30%
2021	
Total Surveys Returned	438
Total Surveys Mailed	1460
Percentage of Response	30%

Appendix C: 2023 Community Partner Survey Results

RATING	1	2	3	4	No response	Average Response
	Never	Rarely	Usually	Always		
Case manager(s) maintain regular contact with your agency.	1	1	6	12	1	3.29
Case Manager(s) respond to requests or needs for support in a timely manner.	1	0	15	15	0	3.42
Case Manager(s) visible and interacting in a positive manner with the individuals they support.	0	1	6	19	5	3.10
We are satisfied with the case manager(s) that we work with.	0	1	19	11	0	3.32
Case management leadership is responsive to your requests.	0	1	10	20	0	3.61
Totals	2	4	56	77	6	3.35
Overall Rating	1%	3%	39%	53%	4%	

Appendix D: Community Partner Satisfaction Survey Return Comparison

2023	
Total surveys returned	31
Total surveys emailed	143
Percentage of response	22%
2022	
Total surveys returned	14
Total surveys emailed	103
Percentage of response	14%
2021	
Total surveys returned	16
Total surveys emailed	102
Percentage of response	16%