

# Annual Case Management Satisfaction Survey

## Fiscal Year 2025 (2025)

QA/CQI Team

Effective 1/20/2026

---

### Methodology

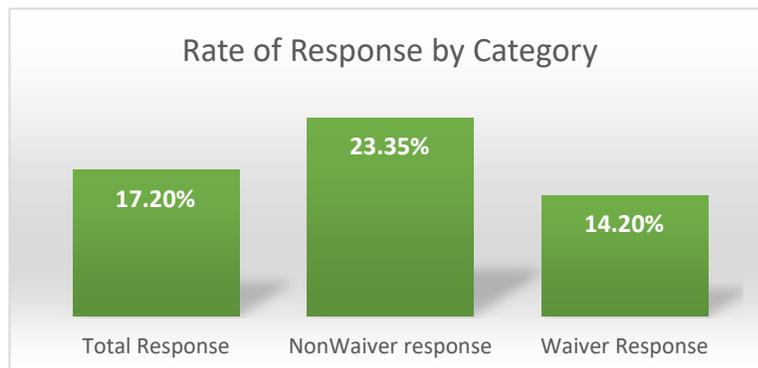
The FY 2025 Survey was administered from August through December 2025. This survey was an updated version with additional instructions and questions (*See Appendix A: Case Management Survey*). Both qualitative and quantitative information was gathered. The main questions in the survey relating to level of satisfaction were measured by a non-numerical Likert Scale. Possible answers were Strongly Disagree, Disagree, Neutral, Agree, or Strongly Agree. The survey also included a question on what resources the case managers were providing assistance with or had provided assistance with in the last twelve months. Whether there had been phone contact or face to face contact in the last three months of the survey was also asked. Space for comments and a voluntary follow up call for additional questions were provided.

Funding recipients to be surveyed were eligible as long as their support plan had been active for at least three months. The surveys were sent out across four batches (*See Appendix B: Mailing Batches*). Originally, the plan had been to stretch it across five or six batches. This was changed based on the number of responses received from each batch. There was a total of 785 surveys sent out with an average of 196.25 surveys per batch. The survey was available as a hard copy, electronically, and by phone. It was noted within the survey that interpreter services would be available should they be needed. The envelopes for hardcopy surveys were mailed with an unstamped pre-addressed return envelope. Each survey was pre-labeled with the survey period (ranging 1 through 4) and with the assigned Case Manager number. This helped to identify the current Case Manager assigned to the case.

### Results

Overall, 164 surveys were received, however not all of them were complete (some were blank or just a returned envelope) and some did not have a signed consent. After removing all surveys without consent, this left 135 surveys. Of those 135 surveys, 4 of these were partially incomplete. These were still counted as if there was information that could be utilized. The response rate was 17.2% based on the 135 responses collected (*See Appendix C: Response Rate*). Of the surveys 30.37% came from the first batch, 25.19% from the second, 19.26% from the third, 24.44% from the fourth, and .74% were not identified. By pre-labeling the surveys, caseloads and therefore categories of Waiver versus Non Waiver were able to be identified. The response rate by funding source was 23.35% for Non Waiver and 14.20% for Waiver. With the surveys collected and the population size surveyed, we have a 95% CI with just over a 10% margin of error. (*Table 1.0 Rate of Response by Category*).

**Table 1.0 Rate of Response by Category**



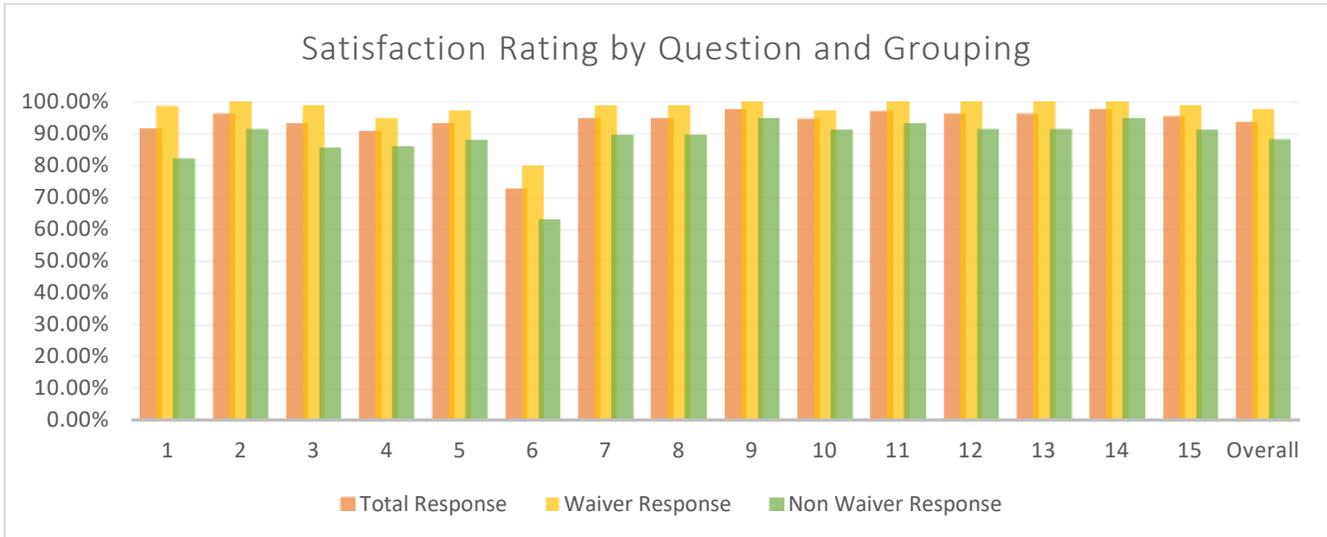
## Quantitative

Of all respondents, 85.19% had a visit from their case manager within the last three months and 90.37% had a phone call from their case manager in the last three months. When looking at individual staff member satisfaction ratings, 70% of case managers that had, 100% of respondents say they received a home visit in the last three months had an overall satisfaction rating of 95% or higher. It was also found that 77.78% of case managers that had 100% of respondents reported a phone call in the last three months, had an overall satisfaction rating of 95% or higher. The percentage of case managers with a 95% or higher satisfactions rating increased to 85.71% when 100% of the case managers respondents reported both a visit and a call within the last three months.

There were a total of 15 questions relating to satisfaction on various topics (*see Appendix D Questions and Scores*). Overall, 1310 responses were marked as strongly agree, 542 were marked as agree, 62 were marked as neutral, 88 were disagree, 25 were strongly disagree, and 44 went unanswered. This indicates that 93.48% of people were satisfied with Care Management services when counting Strongly Agree and Agree answers combined. Neutral answers, which are neither positive nor negative represented 3.13%. There were a few questions which were marked as strongly disagree or disagree, of all the answers provided between those categories there were 113 responses that fell under either of those categories. This is 5.70% of responses and was an increase from the prior year of 4.51%.

On average, across all categories the average score was 93.48%. This is just 0.01% lower than the overall Customer Satisfaction Score (CSAT), which is the total number of times that the answer was Agree or Strongly Agree divided by the total responses. The CSAT score, which was 93.49% overall, is the official customer satisfaction rating for this survey period. (*See Table 2.0 Satisfaction Rating by Question and Grouping*).

**Table 2.0 Satisfaction Rating by Question and Grouping**



*Note: Total Response are all respondents for both funding types all together.*

Looking at each question, 91.47% of respondents either agreed or strongly agreed that their case manager has helped them to find the services that they needed in a timely manner. It was found that 96.24% either agreed or strongly agreed that their case manager took the time to explain their service options and that 93.13% felt that the case manager took the time to explain the paperwork for services. It was found that 90.91% agreed or strongly agreed that the case manager had explained how their job would help to support the person and that 93.18% responded to calls and emails within 1 to 2 business days. More attention to explaining how case management can help may lead to a greater understanding and awareness of what case manager does and can offer. The question relating to response times had

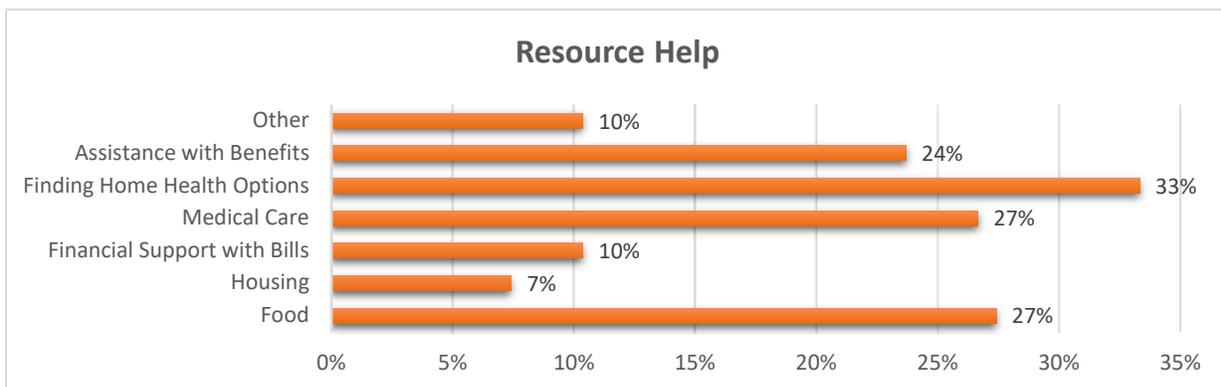
been changed from just asking about perception of timeliness to match what is in policy for response times. Only 72.73% of respondents agreed or strongly agreed that they knew when their case manager was not available or out of the office. This area reflects an area that could use some improvements.

For arriving at the home when expected, 94.7% agreed or strongly agreed. It was found that 94.70% of respondents either agreed or strongly agreed that the case manager was aware of what they value the most and prefer for services. For the question asking about the case manager listening to the person to find options, 97.74% agreed or strongly agreed with this statement. For choices of services, 94.66% agreed or strongly agreed and for awareness of health and safety needs, 96.99% agreed or strongly agreed. Of the respondents, 96.24% agreed or strongly agreed that their case manager supported them to make their own decisions and 96.24% felt that they had as much control as they could for decision making. For rights and responsibilities, 97.74% agreed or strongly agreed that they understood these. This area along with the case manager listening were the highest scoring areas, these areas should be considered strengths. It was found that 95.45% either agreed or strongly agreed that their life has improved because of case management services at SWIRCA & More.

The survey results were able to be categorized into Waiver and Non Waiver responses. The full breakdown of the results and level of satisfaction for each question. It was found that Waiver scored higher across all questions, six of those questions reflected 100.00% of respondents agreeing or strongly agreeing. Similar to the large group results, improvement in knowing when the CM is out of office or unavailable is needed. For Non Waiver, no question scored above a 95.00%, six questions scored between 80% to 89%, and the question relating to being out of the office or unavailable scored only 63.16%. Overall Waiver had a 97.5% satisfaction rate while Non Waiver was 88.24%. It should again be noted that there was about a 10% difference in response rates between Non Waiver (23.35%) and Waiver (14.20%). When running a Chi-Square Test of independence on the relationship between funding categories and response to the survey (*see Appendix E Chi Square Tests*), the p-value was 0.001447. When the  $p < 0.05$  this reflects statistical significance. Therefore, there is a statistically significant relationship between funding category and whether someone responded to the survey.

This survey asked to identify areas that case managers have assisted with in the last twelve months. These areas were food, housing, financial support with bills, medical care, finding home health options, assistance with benefits, and other areas. Close to 80% (78.52%) reported at least one or more areas. While on average, Waiver respondents reported help with at least 1.5 areas while Non Waiver respondents reported an average of 1.25 areas. Finding home health options (33.33%), food (27.41%), and medical care (26.67%) were the most frequently identified areas that case managers helped with. Respondents also reported help with assistance with benefits (23.7%), financial support with bills (10.37%), other (10.37%), and housing (7.41%). (*Table 3.0 Resource Help*).

**Table 3.0 Resource Help**



Note: Out of the individuals who reported CM assistance with resources ranged from one (1) to six (6) resources,

A Chi-Square test of independence was run between funding source and whether resource help was reflected (see *Appendix E Chi Square Tests*). The p-value was determined to be 0.031119. This is considered to reflect that the relationship between funding and reflecting resource help was provided was statistically significant as the p-value is less than 0.05.

### **Qualitative**

Shifting to the comments made by respondents, 43.7% of respondents left a comment. This reflects that over half of respondents left the comment area blank. When looking at the comments that were present, 93.22% were directly related to SWIRCA & More case management. The remaining comments were either related to Home Delivered Meal Drivers, a question, or a comment. This is a significant change from the prior year. There were no comments on missing envelopes, suggesting a professional agency complete the survey, or other administrative types of comments. This may reflect that the survey logistics were of a high quality because smaller batches were sent over a period of months allowing for greater quality control and ensuring that all envelopes had their required materials. Comments reflected that case managers were valuable, helpful, and provided the support that individuals needed to stay at home. There were comments that reflected that case managers were going “above and beyond” at times. Some comments were specific to performance including, “Returns calls promptly and answers my questions as needed”, “...prompt, attentive, and routinely follow up to see if I have any questions, needs, or concerns”, “Help with rental, working on life alert”, and “The help I received through SWIRCA has relieved so much stress from my life. I know if I need any additional help, you are there for me.”

When categorizing the comments as “Positive” or “Neutral/Negative” it was found that 94.44% of the comments were positive and praised SWIRCA & More for the case management services. The remaining comments appeared to be split between neutral and negative. One that could be perceived as negative asked about additional services for them to utilize from the community. Otherwise, the other comments were perceived to be neutral, referring to seeking follow up for therapy, acknowledging the availability of the range of services, and one comment on case manager not being assigned to the individual for very long. With the presence of responses that appear to be asking for follow up that would be more appropriate for the case manager, it may need to be considered to clarify the comments section that any new needs must be discussed with the case manager.

For this survey period, there was an optional section to complete if someone wanted a follow up call to provide additional information about their experience with case management services (see *Appendix F Follow up Interview Questions*). There was a total of 33 individuals who marked that they wanted a follow up call. Of those 33, 75.76% ended up not being able to be reached or no longer wanted to participate. 24.24% ended up participating and had positive comments. Only one follow up seemed to reflect feedback on attendant care versus the case manager. Some of the comments included how beneficial the case manager help is, how this support and guidance is not available through doctor’s offices, and that case management helped to meet a need that the person did not recognize themselves. There was appreciation for the calls that case managers made to check in with individuals. Many individuals did not have any suggestions for changes. The timing between follow ups and questions likely needs to be revisited to try for a greater response rate.

### **Discussion**

The FY 2025, the response rate was satisfaction rating was 93.49% (See *Appendix D for Questions and Scores*). Non Waiver had an 88.24% satisfaction rating and Waiver had a 97.5% satisfaction rating. There were multiple changes made in advance of the 2025 Survey. The survey period is intended to reflect the fiscal year versus calendar year. The survey period has shifted from late in the year that it is measuring to following the fiscal year that it measures. Future surveys can start on or after August 1. An additional option of taking the survey by phone and ensuring that it was known that there were interpreter options available was added. More instructions to help ensure understanding that this

survey was about case management only were added along with all the options to take the survey and how to return it. A consent was added to the top, request for follow up, case management identification, and what areas the person had received help in. The identification of survey period was added starting to the second batch. The questions were also updated to keep shifting towards what we feel demonstrates quality services.

With all of these changes, the overall utility of the information gathered has increased. Feedback can be provided to case managers. The recommendations will be more focused on gaps in performance. There needs to be a greater focus on ensuring the individuals has an understanding of what case management can do to support them and that the case manager is communicating availability/out of office. Any category that scored below 95% will be discussed for how to improve performance. These areas will differ based on funding source.

For the next survey, trying to increase participation will be another focus area. The readability of the survey was tested and the Gunning Fox Score was 10.06. This reflects that it is above the goal of a 6<sup>th</sup> grade reading level. The readability needs to be discussed as this could influence participation.

### **Comparison to Past Performance**

The response rate has increased from 14.0% to 17.2%. The satisfaction rate has gone from 88.14% to 93.49%. Looking back further, over the last two years our satisfaction rating and response rate have improved. The survey in 2023 showed a 7.45% response rate, which had a decrease from 2022. The satisfaction rate after a decrease from 2023 (89.57%) to 2024 (88.14%) also showed improvement. (See *Appendix G Trends Satisfaction and Response Rates 2020 to 2025*).

### **Conclusion**

In conclusion, the changes to the 2025 survey were positive. Satisfaction rates and response rates are trending up. Supervisors will receive case manager specific satisfaction ratings and comments. By receiving more specific feedback, this increases the utility of the information gathered and can be translated to the next step of action. The support provided by case managers is valued by those that they support.

### **Recommendations and Goals for 2026 (FY2026)**

One recommendation would be to add to the tracking sheet how the survey was received (hardcopy, electronic, or phone).

**Goal:** Increase the percentage of participants by 5% for the 2026 survey.

- Objective: Place inserts in participants folders before and during the 2026 survey period.
- Objective: Determine whether having information posted to the website about an upcoming survey cycle would be helpful.
- Objective: Engage staff in helping to remind individuals to complete and return surveys for the 2026 survey.

**Goal:** Show an improvement in the level of satisfaction for understanding what a case manager can do by 2% in 2026.

- Objective: Communicate to case managers explaining their role to individuals by 03/31/2026.

Last reviewed 1.27.2026

**Goal:** Show an improvement in the level of satisfaction for knowing case management availability/out of office hours by 5% in 2026.

- Objective: Communicate to CMs their responsibility to communicate availability and out of office per policies by 03/31/2026,

**Goal:** Re-evaluate the survey for any changes by July 31, 2026.

- Objective: Determine if the consent area needs to be changed by July 31, 2026.
- Objective: Discuss reading level of the survey including whether numbers would be easier for the Likert Scale by July 31, 2026.
- Objective: Consent for publishing quotes on website by July 31, 2026.
- Objective: Align resource topic areas to align with more formal domains of SDOH by July 31, 2026.
- Objective: Review qualitative follow up questions to remove any duplications by July 31.2026.

If you have any questions about this report or the data contained, please contact the QA/CQI Data Team.

Thank you,

QA/CQI Data Team

## Appendix A

### Case Management Survey



#### Annual Case Management Satisfaction Survey 2025

At SWIRCA & More, we are asking for your comments on the **Ongoing Case Management program**. Case Managers help ensure that you continue to meet the requirements for funding so that you can continue to receive the services you need. Examples of those services are home delivered meals, attendant care, or an emergency button. **This survey is only asking about Case Management.** Your Case Manager should contact you at least four times a year by phone or in-person visits to see how you are doing. Once a year, if you are determined to be eligible, your service plan will be completed again for the next year. This is called an Annual. Case Managers are able to help tasks like with finding community resources like food pantries, make sure that your electronic record stays up to date so that we can contact you, letting you know about different agencies in the area that can provide your services, offer information on benefits like food stamps or Medicaid (if you feel you need to apply), and can help you fill out applications if you do not have anyone else to help you.

The survey is being conducted by the Quality Assurance Department at SWIRCA & More. Your information will be kept confidential, and your answers will have no impact on your services. If you have any questions regarding the survey, please contact the Director of Quality Assurance at **812-492-7479**.

#### **Instructions:**

- To complete the survey by phone, call 812-464-7816 and ask to complete the satisfaction survey by phone.
- To complete the survey with an interpreter, please call 812-464-7816 to schedule a time with an interpreter to take the survey.
- If you would like to complete the survey electronically, please scan the QR code below. When completing the survey online. **When asked, please enter your Case Manager's code located on page 2.**



If you do not complete the survey by phone or electronically, please return all hard copy surveys in the enclosed envelope. You can return your survey would be to return it to your Case Manager in a sealed envelope (envelopes that are not sealed will not be accepted) or mail it to the SWIRCA & More office.

Thank you for taking the time to provide feedback on the Case Management program.

**As a reminder, this survey is only about the Case Management program. Do not include any feedback for any other service.**

I acknowledge that I have reviewed the instructions for this survey and understand that I can complete this anonymously unless I choose to identify my name.

**Yes, and I agree to participate in the survey.**

**No, and I do not agree to participate in the survey.**

I would like to be contacted by phone to discuss my answers below and to participate in an additional interview to capture feedback on Case Management services:

**Yes, please contact:**

**Name:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**No, and I do not wish to be contacted.**

Case Manager Code (filled in by office): \_\_\_\_\_

My Case Manager has visited my home in the last three months:

Yes       No

My Case Manager has called me by phone in the last three months:

Yes       No

**If you have not received Case Management services in the last three months, do NOT continue the survey.**

Over the last 12 months, my Case Manager has helped me find a community resource that has helped me with (check all that apply):

Food

Housing

Financial support with bills

Medical care options

Finding Home Health Agencies

Assistance with annual re-application for benefits at my request (Social Security, SNAP, Medicaid, Medicare)

Other: \_\_\_\_\_

| Question  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|---|----------------|-------|---------|----------|-------------------|
| My Case Manager has helped me find the services I need in a timely manner.                      |                |       |         |          |                   |
| My Case Manager takes the time to explain what my options are for services.                     |                |       |         |          |                   |
| My Case Manager takes the time to explain the paperwork for my services.                        |                |       |         |          |                   |
| My Case Manager has explained how their job will support me.                                    |                |       |         |          |                   |
| My Case Manager responds to my calls or emails within 1 to 2 business days.                     |                |       |         |          |                   |
| I know when my Case Manager is not available or out of the office.                              |                |       |         |          |                   |
| My Case Manager arrives at my home when expected.   |                |       |         |          |                   |
| My Case Manager is aware of what I value most and prefer for services.                          |                |       |         |          |                   |
| My Case Manager listens to what I have to say to help find options for me.                      |                |       |         |          |                   |
| Overall, I feel like I have choices of services available to me.                                |                |       |         |          |                   |
| My Case Manager is aware of my health and safety needs.   |                |       |         |          |                   |
| My Case Manager supports me to make my own decisions [with family if needed] about my services. |                |       |         |          |                   |
| I feel I have as much control as I can regarding decisions for my services.                     |                |       |         |          |                   |
| I understand my rights and responsibilities to receive services from SWIRCA and More.           |                |       |         |          |                   |
| My life has improved because of Case Management services at SWIRCA & More.                      |                |       |         |          |                   |

**What other comments would you like to share? What could make Case Manager services better?: (You may continue on back if necessary)**

---



---



---

**Appendix B**  
**Mailing Batches (breakdown)**

| Code | Response Rate | Percentage of Caseload Surveyed | Total Caseload | Batch 1    | Sample Size  | Batch 2    | Sample Size  | Batch 3    | Sample Size  | Batch 4    | Sample size  |            |
|------|---------------|---------------------------------|----------------|------------|--------------|------------|--------------|------------|--------------|------------|--------------|------------|
| 116  | 21.05%        | 100.00%                         | 57             | 12         | 21.05%       | 15         | 26.32%       | 10         | 17.54%       | 20         | 35.09%       |            |
| 216  | 20.69%        | 100.00%                         | 58             | 11         | 18.97%       | 12         | 20.69%       | 9          | 15.52%       | 26         | 44.83%       |            |
| 316  | 45.45%        | 100.00%                         | 22             | 9          | 40.91%       | 8          | 36.36%       | 5          | 22.73%       | 0          | 0.00%        |            |
| 416  | 18.03%        | 100.00%                         | 61             | 11         | 18.03%       | 13         | 21.31%       | 17         | 27.87%       | 20         | 32.79%       |            |
| 516  | 25.42%        | 100.00%                         | 59             | 10         | 16.95%       | 16         | 27.12%       | 17         | 28.81%       | 16         | 27.12%       |            |
| 616  | 25.00%        | 100.00%                         | 12             | 4          | 33.33%       | 4          | 33.33%       | 4          | 33.33%       | 0          | 0.00%        |            |
| 716  | 16.95%        | 100.00%                         | 59             | 9          | 15.25%       | 14         | 23.73%       | 10         | 16.95%       | 26         | 44.07%       |            |
| 816  | 4.00%         | 100.00%                         | 25             | 7          | 28.00%       | 9          | 36.00%       | 9          | 36.00%       | 0          | 0.00%        |            |
| 916  | 9.26%         | 100.00%                         | 54             | 9          | 16.67%       | 11         | 20.37%       | 34         | 62.96%       | 0          | 0.00%        |            |
| 1016 | 4.17%         | 100.00%                         | 24             | 8          | 33.33%       | 9          | 37.50%       | 7          | 29.17%       | 0          | 0.00%        |            |
| 1116 | 23.40%        | 100.00%                         | 47             | 10         | 21.28%       | 10         | 21.28%       | 10         | 21.28%       | 17         | 36.17%       |            |
| 1216 | 29.73%        | 100.00%                         | 37             | 8          | 21.62%       | 9          | 24.32%       | 7          | 18.92%       | 13         | 35.14%       |            |
| 1316 | 16.67%        | 100.00%                         | 48             | 8          | 16.67%       | 13         | 27.08%       | 17         | 35.42%       | 10         | 20.83%       |            |
| 1416 | 10.91%        | 100.00%                         | 55             | 9          | 16.36%       | 9          | 16.36%       | 13         | 23.64%       | 24         | 43.64%       |            |
| 1516 | 12.24%        | 100.00%                         | 49             | 8          | 16.33%       | 10         | 20.41%       | 15         | 30.61%       | 16         | 32.65%       |            |
| 1616 | 8.00%         | 100.00%                         | 50             | 8          | 16.00%       | 12         | 24.00%       | 29         | 58.00%       | 1          | 2.00%        |            |
| 1716 | 20.00%        | 100.00%                         | 10             | 4          | 40.00%       | 6          | 60.00%       | 0          | 0.00%        | 0          | 0.00%        |            |
| 1816 | 12.07%        | 100.00%                         | 58             | 9          | 15.52%       | 15         | 25.86%       | 13         | 22.41%       | 21         | 36.21%       |            |
|      |               |                                 | <b>Total</b>   | <b>154</b> | <b>Total</b> | <b>195</b> | <b>Total</b> | <b>226</b> | <b>Total</b> | <b>210</b> | <b>Total</b> | <b>785</b> |

**Appendix C**  
**Response Rate**

| CM CODE | Response Rate | Percentage of Caseload Surveyed | Total Caseload |
|---------|---------------|---------------------------------|----------------|
| 116     | 21.05%        | 100.00%                         | 57             |
| 216     | 20.69%        | 100.00%                         | 58             |
| 316     | 45.45%        | 100.00%                         | 22             |
| 416     | 18.03%        | 100.00%                         | 61             |
| 516     | 25.42%        | 100.00%                         | 59             |
| 616     | 25.00%        | 100.00%                         | 12             |
| 716     | 16.95%        | 100.00%                         | 59             |
| 816     | 4.00%         | 100.00%                         | 25             |
| 916     | 9.26%         | 100.00%                         | 54             |
| 1016    | 4.17%         | 100.00%                         | 24             |
| 1116    | 23.40%        | 100.00%                         | 47             |
| 1216    | 29.73%        | 100.00%                         | 37             |
| 1316    | 16.67%        | 100.00%                         | 48             |
| 1416    | 10.91%        | 100.00%                         | 55             |
| 1516    | 12.24%        | 100.00%                         | 49             |
| 1616    | 8.00%         | 100.00%                         | 50             |
| 1716    | 20.00%        | 100.00%                         | 10             |
| 1816    | 12.07%        | 100.00%                         | 58             |
|         |               | Total Mailed                    | 785            |
|         |               | Total Received                  | 135            |
|         |               | Response Rate                   | 17.20%         |
|         |               | NW response                     | 23.35%         |
|         |               | Waiver Response                 | 14.20%         |

**Appendix D**  
**Questions and Scores**

|                   | Manager has helped me find the services I need in a timely manner. | Manager takes the time to explain what my options are for services. | My Case Manager takes the time to explain the paperwork for my services. | My Case Manager has explained how their job will support me. | My Case Manager responds to my calls or emails within 1 to 2 business days. | I know when my Case Manager is not available or out of the office. | My Case Manager arrives at my home when expected. | My Case Manager is aware of what I value most and prefer for services. |
|-------------------|--|---|--|--|---|--|---|--|
| <b>Total</b>      | 91.47%   | 96.24%  | 93.13%   | 90.91%   | 93.18%  | 72.73%   | 94.70%  | 94.70%   |
| <b>Waiver</b>     | 98.63%   | 100.00%   | 98.67%   | 94.67%   | 97.30%  | 80.00%   | 98.67%  | 98.67%   |
| <b>Non Waiver</b> | 82.14%   | 91.38%  | 85.71%   | 85.96%   | 87.93%  | 63.16%   | 89.47%  | 89.47%   |

|                   | My Case Manager listens to what I have to say to help find options for me. | Overall, I feel like I have choices of services available to me. | My Case Manager is aware of my health and safety needs. | My Case Manager supports me to make my own decisions [with family if needed] about my services. | I feel I have as much control as I can regarding decisions for my services. | I understand my rights and responsibilities to receive services from SWIRCA and More. | My life has improved because of Case Management services at SWIRCA & More. |
|-------------------|--|--|---|---|---|---|--|
| <b>Total</b>      | 97.74%   | 94.66%   | 96.99%  | 96.24%  | 96.24%  | 97.74%  | 95.45%   |
| <b>Waiver</b>     | 100.00%  | 97.33%   | 100.00%   | 100.00%   | 100.00%   | 100.00%   | 98.67%   |
| <b>Non Waiver</b> | 94.83%   | 91.07%   | 93.10%  | 91.38%  | 91.38%  | 94.83%  | 91.23%   |

| <b>(Customer Satisfaction Score)</b> |        |
|--------------------------------------|--------|
| Total CSAT                           | 93.49% |
| Waiver CSAT                          | 97.50% |
| NW CSAT                              | 88.24% |

**Appendix E**  
**Chi Square Tests**

**Chi Square Test 1: Funding Category versus Response to Survey**

|                               | Non waiver         | Waiver             | Marginal Row Totals |
|-------------------------------|--------------------|--------------------|---------------------|
| <b>Respond</b>                | 60 (44.2) [5.65]   | 75 (90.8) [2.75]   | 135                 |
| <b>Non respond</b>            | 197 (212.8) [1.17] | 453 (437.2) [0.57] | 650                 |
| <b>Marginal Column Totals</b> | 257                | 528                | 785 (Grand Total)   |

The chi-square statistic is 10.1449. The  $p$ -value is .001447.  
Significant at  $p < .05$ .

**Chi Square Test 2: Funding Category versus Identifying Resource Help**

|                               | Non waiver        | Waiver            | Marginal Row Totals |
|-------------------------------|-------------------|-------------------|---------------------|
| <b>Resource help</b>          | 42 (47.11) [0.55] | 64 (58.89) [0.44] | 106                 |
| <b>No resource help</b>       | 18 (12.89) [2.03] | 11 (16.11) [1.62] | 29                  |
| <b>Marginal Column Totals</b> | 60                | 75                | 135 (Grand Total)   |

The chi-square statistic is 4.6464. The  $p$ -value is .031119.  
Significant at  $p < .05$ .

**Appendix F**  
**Follow up Interview Questions**

Proposed Case Management Qualitative Interview Questions

1. What is your overall impression about case management services? What do you think of the service?
2. What do you think the purpose of case management services is?
3. Where do you think case management services could improve?
4. What do you think case management services do well?
5. What would you change about case management?
6. Is there anything else you would like us to know?

Thank you for participating in the survey. Please be sure to keep up to date with our agency by looking at our website and connecting with us on social media.

Thank you.

**Appendix G**

**Trends Satisfaction and Response Rates 2020 to 2025**

| <b>5 year look back</b> |                      |                            |
|-------------------------|----------------------|----------------------------|
| <b>Year</b>             | <b>Response Rate</b> | <b>Satisfaction Rating</b> |
| 2025                    | 17.20%               | 93.48%                     |
| 2024                    | 14%                  | 88.14%                     |
| 2023                    | 7.45%                | 89.57%                     |
| 2022                    | 27.80%               | 95%                        |
| 2021                    | 24.53%               | 95%                        |
| 2020                    | 21.53%               | 95%                        |