**Case Management Experiences Survey**

We are interested in your perceptions about experiences with KISRA staff while receiving services. Please respond to the items below as accurately as possible.

Today’s date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_\_\_\_\_ (MM / DD / YYYY)

First Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_ Middle Initial: \_\_\_\_\_ Last Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your birthdate: \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_\_\_\_\_ (MM / DD / YYYY)

1. **Meaningful Case Management Opportunities** Circle the letter underneath each numbered statement in boldface below that best describes your experience for each opportunity in case management.

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| **1. Were you able to offer input during interactions with case workers to *help* them create and complete a meaningful service plan?** | |
| a | **Always** meeting topics were discussed with kindness and patience so I had could ask questions, make comments, and share thoughts about my service plan; and my input seemed welcome. |
| b | **Sometimes** meeting topics were discussed with kindness and patience so I could ask questions, make comments, and share thoughts about my service plan, but other times everything moved too quickly or it seemed input was not welcome. |
| c | **Rarely** were meeting topics discussed with kindness and patience so I could ask questions, make comments, and share thoughts about my service plan because everything moved too quickly or it seemed input was not welcome. |

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| **2. Did discussion during interactions with case workers about creating and completing a service plan seem relevant to your life circumstances?** | |
| a | **Always** meetings topics about my service plan were discussed with words, ideas, subjects, and examples I could relate to and understand. | |
| b | **Sometimes** meeting topics were discussed with words, ideas, subjects, and examples I could relate to and understand, but other times discussion seemed irrelevant or I could not understand it. | |
| c | **Rarely** did I know what was going on because meeting topics were discussed with words, ideas, subjects, or examples I could not relate to or understand. | |

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| **3. Did interactions with your case workers have clear, realistic goals that allowed you to *help* them create and complete a meaningful service plan?** | |
| a | **Always** meeting goals seemed clear and realistic to create a meaningful service plan—I usually knew the purpose of our discussion and finishing it in the time we had seemed reasonable. |
| b | **Sometimes** meeting goals were clear and realistic to create a meaningful service plan but other times I either did not know the purpose of our discussion or finishing it in the time we had did not seem reasonable. |
| c | **Rarely** were meeting goals clear or realistic to create a meaningful service plan—I usually felt like I did not know what was going on and/or finishing our discussion in the time we had did not seem reasonable. |

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| 1. **Did you receive meaningful feedback from case workers before, during, or after interactions that helped you *participate* in the creation and completion of your service plan by carrying out activities or using information?** | |
| a | **Always** I received meaningful feedback from case workers that helped me participate in the creation and completion of my service plan. |
| b | **Sometimes** I received meaningful feedback from case workers that helped me participate in the creation and completion of my service plan, but other times I had to figure things out for myself when I needed help. |
| c | **Rarely** did I receive meaningful feedback from case workers that helped me participate in the creation and completion of my service plan, and I usually had to figure things out for myself when I needed help. |

1. **Prevalence of Appropriate Case Management Supports** Circle the letter underneath each numbered statement below that best describes your experience for each support in case management.

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| 1. **Were you treated with respect during interactions with case workers to create and complete your service plan?** | |
| a | **Always**, case workers treated me with respect during meetings, I felt like an equal member of the team. |
| b | **Sometimes** staff did not treat me with respect but other times I did not feel like I was an equal member of the team. |
| c | **Rarely** did staff treat me with respect and sometimes they acted in a hostile way, so I did not feel like an equal member of the team. |

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| 1. **Did case workers express interest in your concerns before, during, or after during interactions with them to create and complete your service plan?** | |
| a | **Always** case workers encouraged me to come to them with any concerns—there was always someone there for me when I needed help to address any issues with creating or completing my service plan. |
| b | **Sometimes** staff encouraged me to come to them with my concerns but other times I felt like there was no one there to help me address any issues I had with creating or completing my service plan. |
| c | **Rarely** did staff encourage me to come to them with my concerns and I usually felt like there was no one to help me address any issues I had with creating or completing my service plan. |

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| 1. **Did you feel it was okay to for you to make mistakes when doing activities or using information to *help* create or complete your service plan?** | |
| a | **Always** case workers were patient, encouraging, and helpful if I was uncertain or made mistakes when doing activities or using information to create or complete my service plan. |
| b | **Sometimes** staff were patient, encouraging, and helpful if I was uncertain or made mistakes when doing activities or using information but other times I felt like I needed to do well right away. |
| c | **Rarely** were staff patient, encouraging, and helpful if I was uncertain or made mistakes when doing activities or using information but instead made me feel like I needed to do well right away. |

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| 1. **Did case workers encourage you to challenge yourself by moving beyond your comfort zone when doing activities or using information to *help* create and complete your service plan?** | |
| a | **Always** I was encouraged to take on challenging activities or use information and I felt like I could accomplish a lot for my service plan with their support. |
| b | **Sometimes** I was encouraged to take on challenging activities or use information but other times I did not accomplish as much as I wanted to for my service plan or felt like I was on my own. |
| c | **Rarely** was I encouraged to take on challenging activities or use information to complete my service plan—I was usually on my own and felt like it was sink or swim. |

1. **Satisfaction for Case Management Experiences** Please respond to each numbered item in boldface below about your case management experiences (Where appropriate, please read and follow the instructions.)

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| 1. **Would you recommend your case workers to others in your situation**? *Please circle ‘yes’ or ‘no’ and indicate ‘why.’* | |
| a | **Yes** |
| b | **No** |
| c | **Why?** |

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| 1. **What did you like most about meetings with your case workers?** | |
|  | **Please explain:** |

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| 1. **What did you like least about meetings with your case workers?** | |
|  | **Please explain:** |

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| --- | --- |
| 1. **What are the 3 most important things you learned from meetings with your case workers?** | |
| a |  |
| b |  |
| c |  |

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| 1. **Please use the following space to make any other comments about the meetings you attended with your case workers.** | |
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