



Championing Positive Community Change

Client Case Management POST-Survey

We want to improve our capacity to deliver services to clients and their families! So, it is important we give you the chance to describe your experiences with case workers and any benefits that result from making plans with them to deliver services to you or your family. Thank you!

Today's date: ___ / ___ / _____ (MM / DD / YYYY) Facility Name: _____

Instructor's First Name: _____ Instructor's Last Name: _____

Your birthdate: ___ / ___ / _____ (MM / DD / YYYY) Your Gender: _____ Male _____ Female

Your Race & Ethnicity: ___ American Indian or Alaska Native ___ Black or African American ___ Native Hawaiian or Other Pacific Islander ___ Asian ___ Hispanic or Latino ___ White

A. Knowledge: your case workers and service plan. Circle the letter underneath each numbered statement in boldface below that best describes your experiences when planning services with case workers.

1. How many case workers who planned services with you do you know by name? (Circle one response below.)	
a	None, I do not know any of their names (even the names of those who participated in every meeting or interaction).
b	Some, but I do not know the names of most of them.
c	Most, but I do not know a few of their names.
d	All, I know every one of them by name even if they participated in only one or two meetings.

2. How many roles do you understand for case workers that planned services with you? (Circle one response below.)	
a	None, I do not know how any of them are supposed to help me improve my life circumstances.
b	Some, but I do not know how most of them are supposed to help me improve my life circumstances.
c	Most, but I do not know how a few of them are supposed to help me improve my life circumstances.
d	All, I know how every one of them is supposed to help me improve my life circumstances.

3. How many of your needs were identified by case workers that planned services with you? (Circle one response below.)	
a	None, interactions with case workers did not identify any of my needs.
b	Some, but interactions with case workers did not identify many of my needs.
c	Most, but interactions with case workers still did not identify a few of my needs.
d	All, interactions with case workers identified every one of my needs.

4. How many of your needs will be met (or were met) with services received by you? (Circle one response below.)	
a	None, services did not address any of my needs.
b	Some, but services did not address many of my needs.
c	Most, but services still did not address a few of my needs.
d	All, services addressed every one of my needs.

B. Attitudes: current relationships with your case workers. Please indicate your overall level of agreement or disagreement with the statements below by circling the number of the item that best indicates your response to each statement.

1. Healthy relationships with case workers are important for improving my life circumstances.

1 2 3 4 5 6 7
Strongly Neither Agree Strongly
Disagree or Disagree Agree

2. I can handle any disagreements with case workers.

1 2 3 4 5 6 7
Strongly Neither Agree Strongly
Disagree or Disagree Agree

3. I think of case workers in terms of “us” and “we” rather than “him, her, or them.”

1 2 3 4 5 6 7
Strongly Neither Agree Strongly
Disagree or Disagree Agree

4. My relationships with case workers are strong no matter what happens between us.

1 2 3 4 5 6 7
Strongly Neither Agree Strongly
Disagree or Disagree Agree

C. Attitudes: future relationships with your case workers. Please indicate your overall level of agreement or disagreement with the statements below by circling the number of the item that best indicates your response to each statement.

1. I will have productive relationships with my case workers even after I complete my service plan.

1 2 3 4 5 6 7
Strongly Neither Agree Strongly
Disagree or Disagree Agree

2. I feel confident about the future when I think about the time I spend with my case workers.

1 2 3 4 5 6 7
Strongly Neither Agree Strongly
Disagree or Disagree Agree

3. I have the skills I need to have productive relationships with my case workers.

1	2	3	4	5	6	7
Strongly Disagree			Neither Agree or Disagree			Strongly Agree

4. I feel good about maintaining health relationships with my case workers for a long time.

1	2	3	4	5	6	7
Strongly Disagree			Neither Agree or Disagree			Strongly Agree

D. Behavior and Life Circumstances: your role in creating change. Below are statements that describe how you may feel about trying to meet your needs and/or those of your family with the help of case workers. For each statement below, circle the response that best describes how it applies to your current situation.

1. I feel I have the right to choose the services included in my plan.

1	2	3	4	5
Not True at All		Somewhat True		Very True

2. When problems arise in my household I handle them well.

1	2	3	4	5
Not True at All		Somewhat True		Very True

3. I feel confident in my ability to help my household grow and develop.

1	2	3	4	5
Not True at All		Somewhat True		Very True

4. I know the steps to take when I am concerned about receiving poor services.

1	2	3	4	5
Not True at All		Somewhat True		Very True

5. I make sure that service providers understand my opinions about what services I need.

1	2	3	4	5
Not True at All		Somewhat True		Very True

6. I know what to do when problems arise that affect me and/or members of my household.

1	2	3	4	5
Not True at All		Somewhat True		Very True

7. I feel my life is under control.

1	2	3	4	5
Not True at All		Somewhat True		Very True

8. I understand how the case management process works to deliver services to meet my needs.

1	2	3	4	5
Not True at All		Somewhat True		Very True

9. I make good decisions about what services meet my needs.

1	2	3	4	5
Not True at All		Somewhat True		Very True

10. I work well with agencies and professionals to decide what services meet my needs.

1	2	3	4	5
Not True at All		Somewhat True		Very True

11. I stay in regular contact with the people who are providing services to meet my needs.

1	2	3	4	5
Not True at All		Somewhat True		Very True

12. I get information to help me better understand my needs and progress for meeting them.

1	2	3	4	5
Not True at All		Somewhat True		Very True

13. My opinion is just as important as case workers or other service professional to identify my needs.

1	2	3	4	5
Not True at All		Somewhat True		Very True

14. I tell professionals what I think about services being provided to meet my needs.

1	2	3	4	5
Not True at All		Somewhat True		Very True

15. I can solve problems when they happen in my household.

1	2	3	4	5
Not True at All		Somewhat True		Very True

16. I know what services should be included on my plan.

1	2	3	4	5
Not True at All		Somewhat True		Very True

17. I ask for support from others when I need help with problems.

1	2	3	4	5
Not True at All		Somewhat True		Very True

18. I make efforts to learn new ways to help my household grow and develop.

1	2	3	4	5
Not True at All		Somewhat True		Very True

19. When necessary, I take the initiative in looking for services to meet my needs.

1	2	3	4	5
Not True at All		Somewhat True		Very True

20. I focus upon the good things as well as the bad when dealing with my problems.

1	2	3	4	5
Not True at All		Somewhat True		Very True

21. I have a good understanding of how the community delivers services to meet my needs.

1	2	3	4	5
Not True at All		Somewhat True		Very True

22. I decide what to do and then do it when faced with a problem that affects my household.

1	2	3	4	5
Not True at All		Somewhat True		Very True

23. I feel I am a good example for others in my household.

1	2	3	4	5
Not True at All		Somewhat True		Very True