

Case Management

Program 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) 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. 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.

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.

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.

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.

4. 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.

B. 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.

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.

2. 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.

3. Did you feel it was okay 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.

4. 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.

C. 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.)

1. Would you recommend your case workers to others in your situation? <i>Please circle 'yes' or 'no' and indicate 'why.'</i>	
a	Yes
b	No
c	Why?

2. What did you like <u>most</u> about meetings with your case workers?	
	Please explain:

3. What did you like <u>least</u> about meetings with your case workers?	
	Please explain:

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

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