



Case Management Survey Reports High Level of Satisfaction

Developmental Pathways' recent survey of case management services for clients and families in the residential (DD), Supported Living Services (SLS) and Children's Extensive Services (CES) Medicaid waivers reported high levels of satisfaction with Resource Coordinators' performance.

The survey of approximately 1,000 clients, families or guardians had an overall 21% response rate with 217 responses. The highest response rate was from CES families at 33% of the total persons served; SLS 32% of the total persons served; and DD 10% of those served. The survey was conducted in February and March 2011. Highlights include:

- * 96% of those surveyed knew their Resource Coordinator.
- * 91% were satisfied with the services of their Resource Coordinator always or most of the time.
- * 96% were comfortable talking about concerns to their Resource Coordinator always or most of the time.
- * 90% were satisfied with Resource Coordinator follow-up always or most of the time.
- * 93% believed their input is valued or listened to always or most of the time.
- * 89% found their service plan identified important needs always or most of the time.
- * 91% agreed with their service plan goals always or most of the time.

Comments to the survey highlighted the need for Pathways to continue to work to retain resource coordinator staff and reduce turnover. Other comments included the need to reduce paperwork, simplify planning, and billing processes for all involved, and obtain additional funds for services for clients. Management of Client and Family Services has been aware of the issues raised in the survey and is continuing to address them. Over the past year resource coordination turnover has decreased and we continue exploring how to mitigate turnover. Billing and other processes have become more streamlined and refined as Pathways and the State work through the numerous changes in the system over the past few years.

Many of the comments praised individual resource coordinators for their work:

- * "wonderful and efficient and she does return all calls on a timely matter."
- * "I know if I have concerns she will take care of them."

* “Very knowledgeable and on top of things.”

* “Extremely knowledgeable and going above and beyond.”

* “excellent listener and I feel my concerns are always heard.”

* “ours is EXCELLENT.”

Finally, there were many heartfelt thank you’s and words of appreciation in the survey including the following:

* “I believe that DP has done more for ... (adult client) and I since we lost his Mother ... I personally feel I may not have come this far with all the responsibility of being a single Dad if it wasn’t for DP’s meeting here at home and the ongoing support of his day program. DP is very much part of our lives forever.”