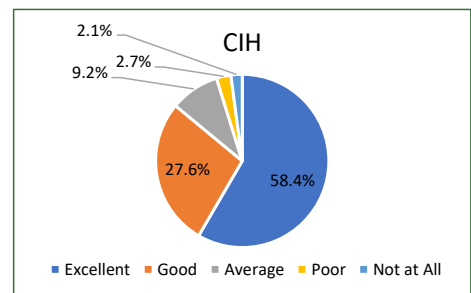
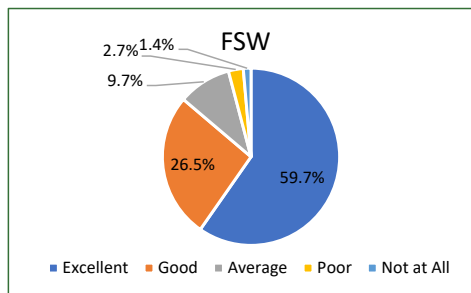
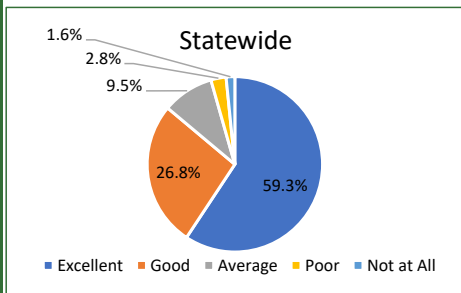


# Case Management Satisfaction Survey 2023 Results

Survey Distribution	Total Returned	Total Sent	Response Rate
Statewide	8728	31702	27.50%

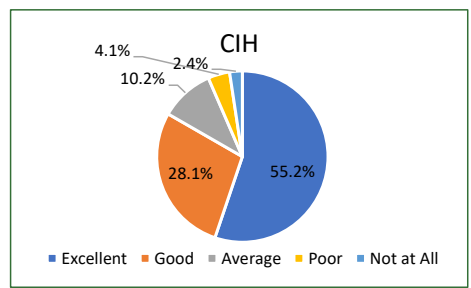
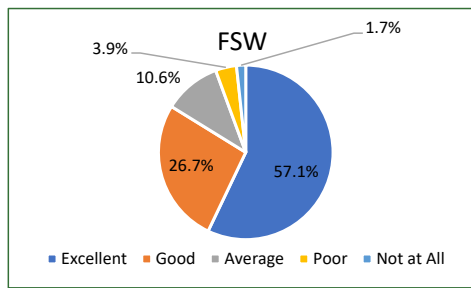
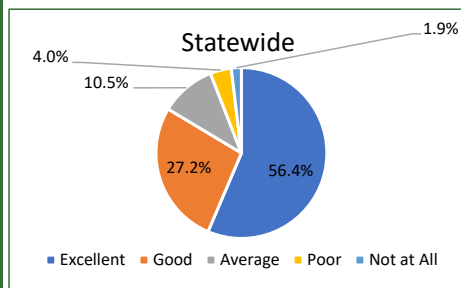
## As a navigator, how well does your case manager . . . .

Explain how waiver services can support you	Statewide	FSW	CIH
Excellent	59.3%	59.7%	58.4%
Good	26.8%	26.5%	27.6%
Average	9.5%	9.7%	9.2%
Poor	2.8%	2.7%	2.7%
Not at All	1.6%	1.4%	2.1%



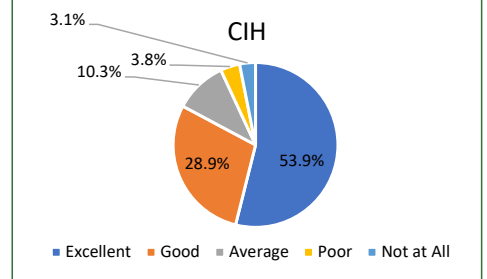
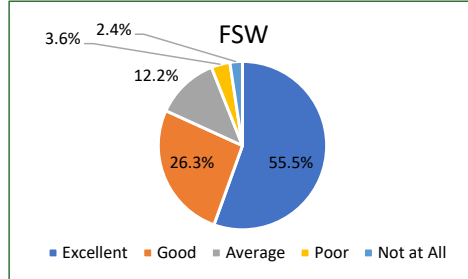
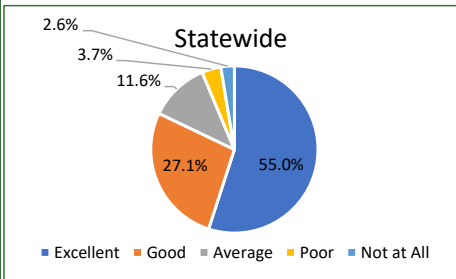
## As a navigator, how well does your case manager . . . .

Provide you with information on the variety of waiver services available to you	Statewide	FSW	CIH
Excellent	56.4%	57.1%	55.2%
Good	27.2%	26.7%	28.1%
Average	10.5%	10.6%	10.2%
Poor	4.0%	3.9%	4.1%
Not at All	1.9%	1.7%	2.4%



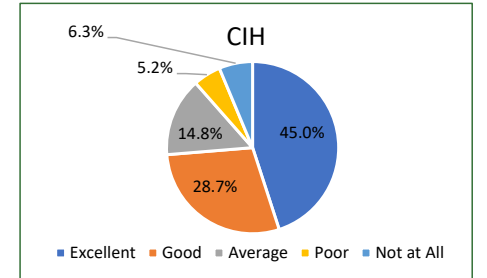
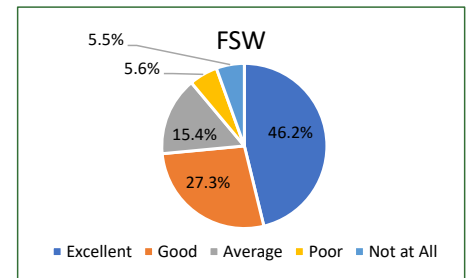
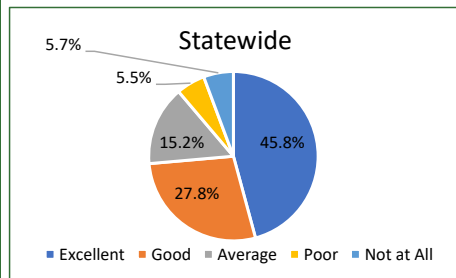
**As a navigator, how well does your case manager . . . .**

Assist you in identifying how to choose a provider that is the right fit for you	Statewide	FSW	CIH
Excellent	55.0%	55.5%	53.9%
Good	27.1%	26.3%	28.9%
Average	11.6%	12.2%	10.3%
Poor	3.7%	3.6%	3.8%
Not at All	2.6%	2.4%	3.1%



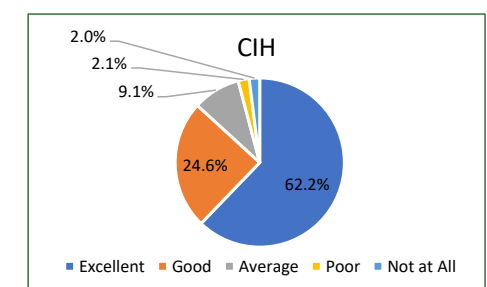
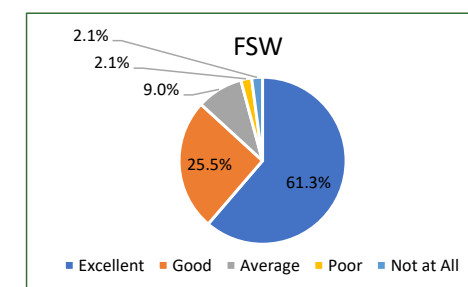
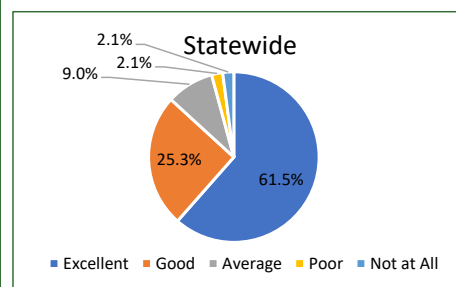
**As a navigator, how well does your case manager . . . .**

Explore and share resources that are not waiver services	Statewide	FSW	CIH
Excellent	45.8%	46.2%	45.0%
Good	27.8%	27.3%	28.7%
Average	15.2%	15.4%	14.8%
Poor	5.5%	5.6%	5.2%
Not at All	5.7%	5.5%	6.3%



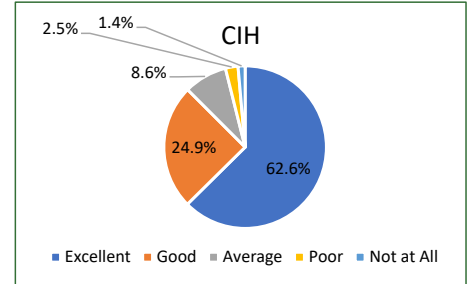
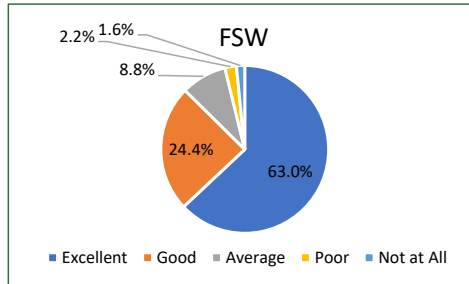
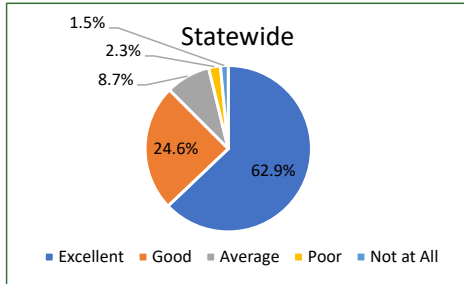
**As an advocate, how well does your case manager . . . .**

Support you to lead your team meetings to the extent you want to lead	Statewide	FSW	CIH
Excellent	61.5%	61.3%	62.2%
Good	25.3%	25.5%	24.6%
Average	9.0%	9.0%	9.1%
Poor	2.1%	2.1%	2.1%
Not at All	2.1%	2.1%	2.0%



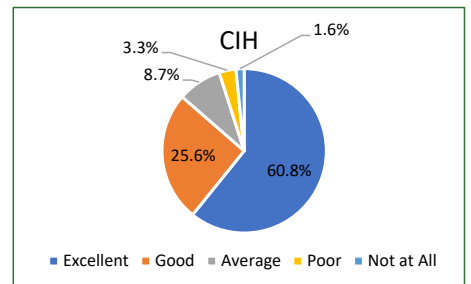
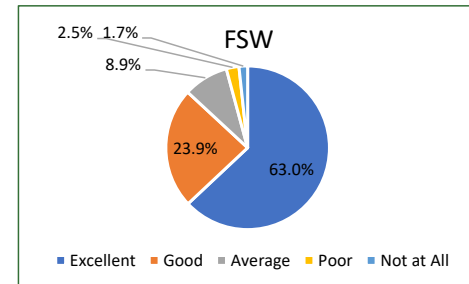
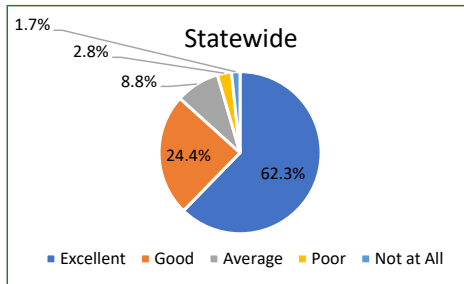
**As an advocate, how well does your case manager . . . .**

Include you in developing your person-centered individualized support plan (PCISP) that reflects your wants	Statewide	FSW	CIH
Excellent	62.9%	63.0%	62.6%
Good	24.6%	24.4%	24.9%
Average	8.7%	8.8%	8.6%
Poor	2.3%	2.2%	2.5%
Not at All	1.5%	1.6%	1.4%



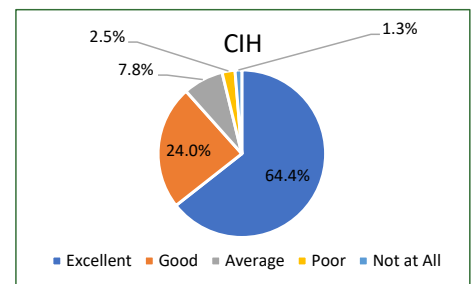
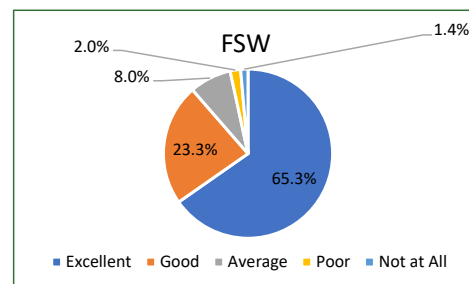
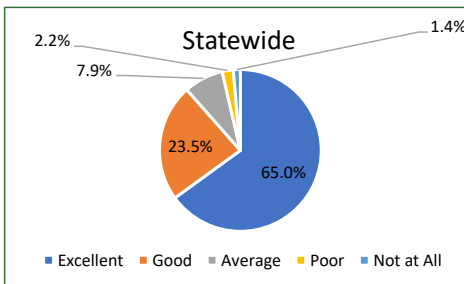
**As an advocate, how well does your case manager . . . .**

Ensure that everyone on your team is working to support you in the way you want to be supported	Statewide	FSW	CIH
Excellent	62.3%	63.0%	60.8%
Good	24.4%	23.9%	25.6%
Average	8.8%	8.9%	8.7%
Poor	2.8%	2.5%	3.3%
Not at All	1.7%	1.7%	1.6%



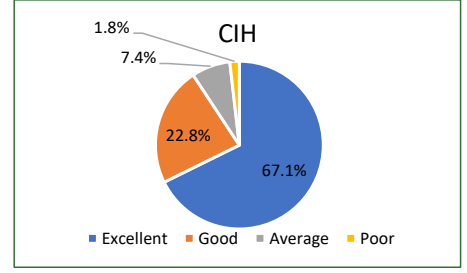
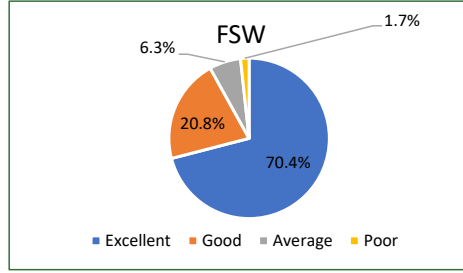
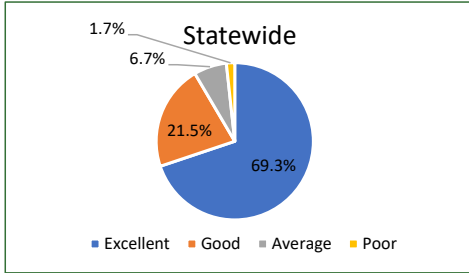
**As an advocate, how well does your case manager . . . .**

Ensure that your concerns and ideas are heard by your team	Statewide	FSW	CIH
Excellent	65.0%	65.3%	64.4%
Good	23.5%	23.3%	24.0%
Average	7.9%	8.0%	7.8%
Poor	2.2%	2.0%	2.5%
Not at All	1.4%	1.4%	1.3%



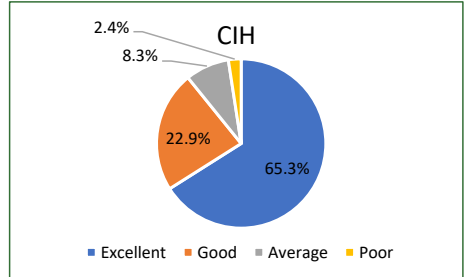
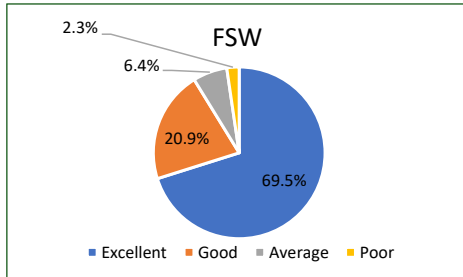
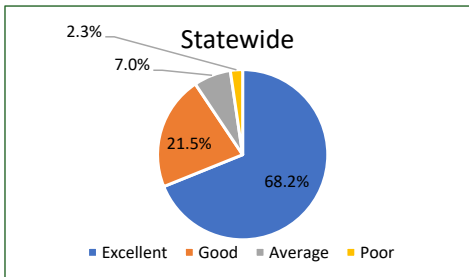
**As a partner, how well does your case manager . . .**

Communicate with you in a way you can understand	Statewide	FSW	CIH
Excellent	69.3%	70.4%	67.1%
Good	21.5%	20.8%	22.8%
Average	6.7%	6.3%	7.4%
Poor	1.7%	1.7%	1.8%



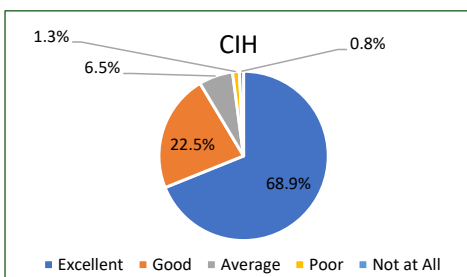
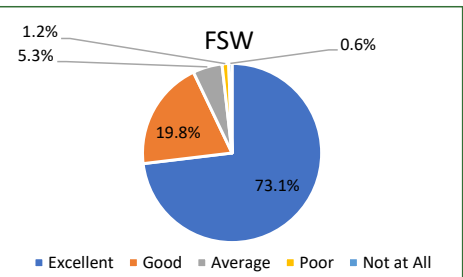
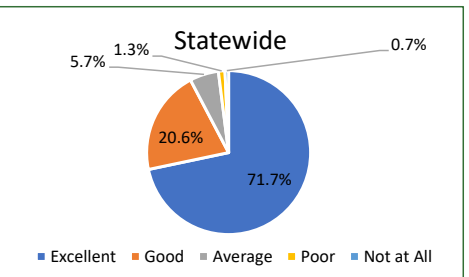
**As a partner, how well does your case manager . . .**

Respond in a timely manner when you try to reach him/her	Statewide	FSW	CIH
Excellent	68.2%	69.5%	65.3%
Good	21.5%	20.9%	22.9%
Average	7.0%	6.4%	8.3%
Poor	2.3%	2.3%	2.4%



**As a partner, how well does your case manager . . .**

Listen without judgement so you can freely express yourself and share your opinions	Statewide	FSW	CIH
Excellent	71.7%	73.1%	68.9%
Good	20.6%	19.8%	22.5%
Average	5.7%	5.3%	6.5%
Poor	1.3%	1.2%	1.3%
Not at All	0.7%	0.6%	0.8%



**As a partner, how well does your case manager . . .**

Respect your cultural beliefs and values	Statewide	FSW	CIH
Excellent	73.0%	74.1%	70.8%
Good	20.5%	19.7%	22.1%
Average	5.2%	4.9%	5.9%
Poor	0.6%	0.7%	0.5%
Not at All	0.7%	0.6%	0.7%

