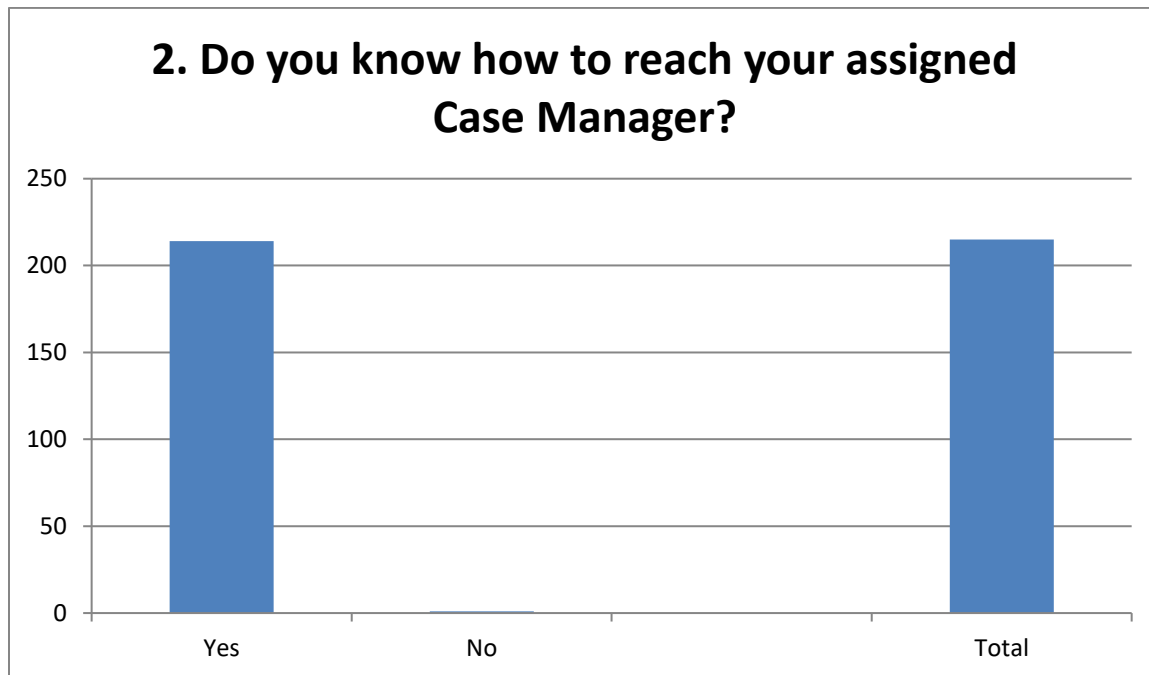
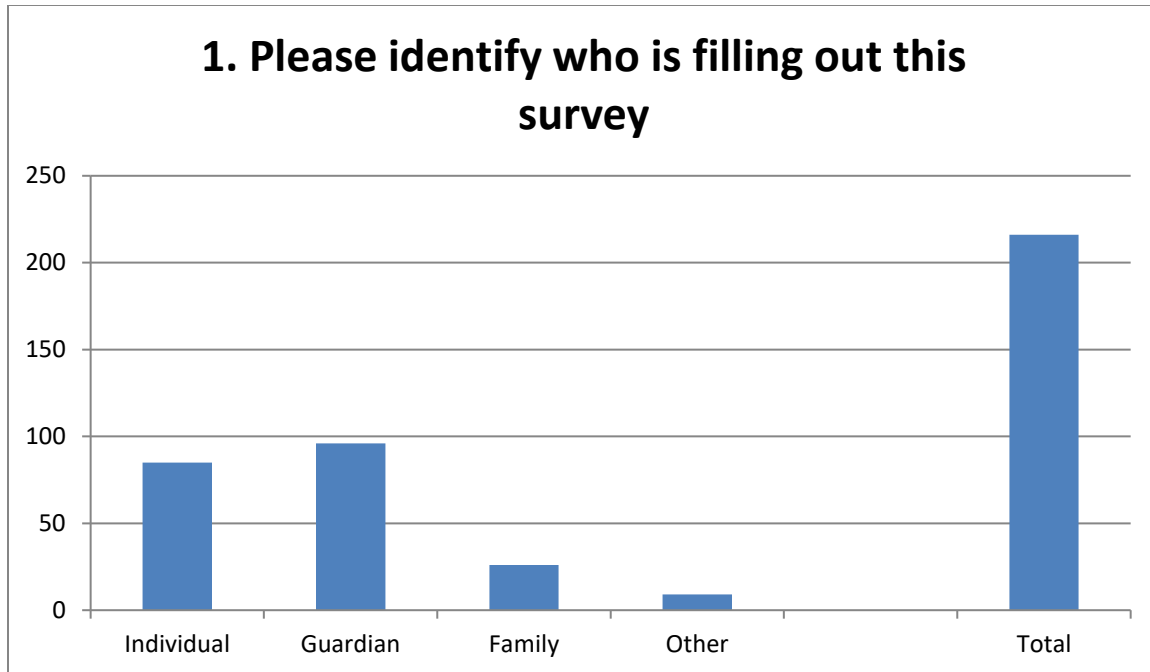
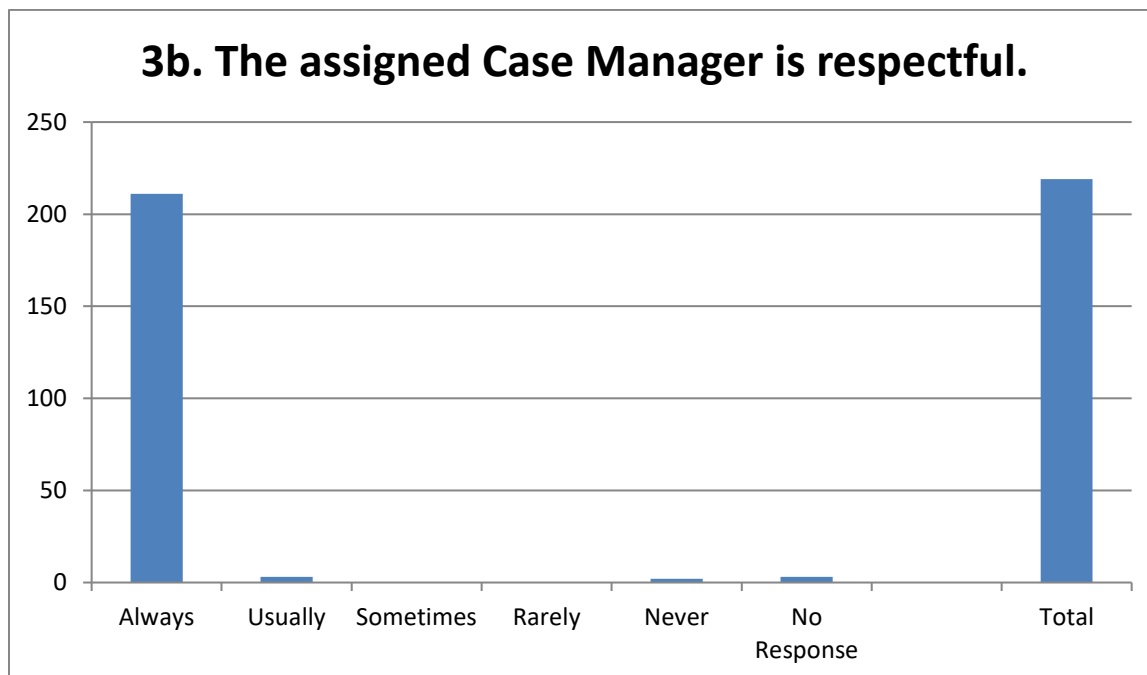
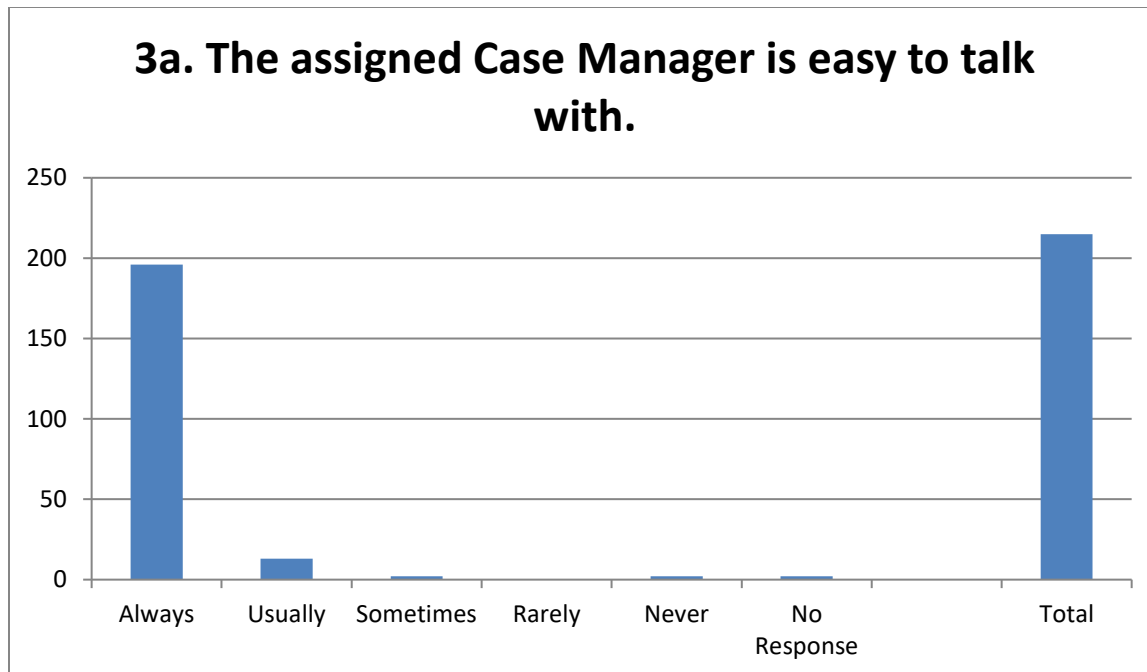


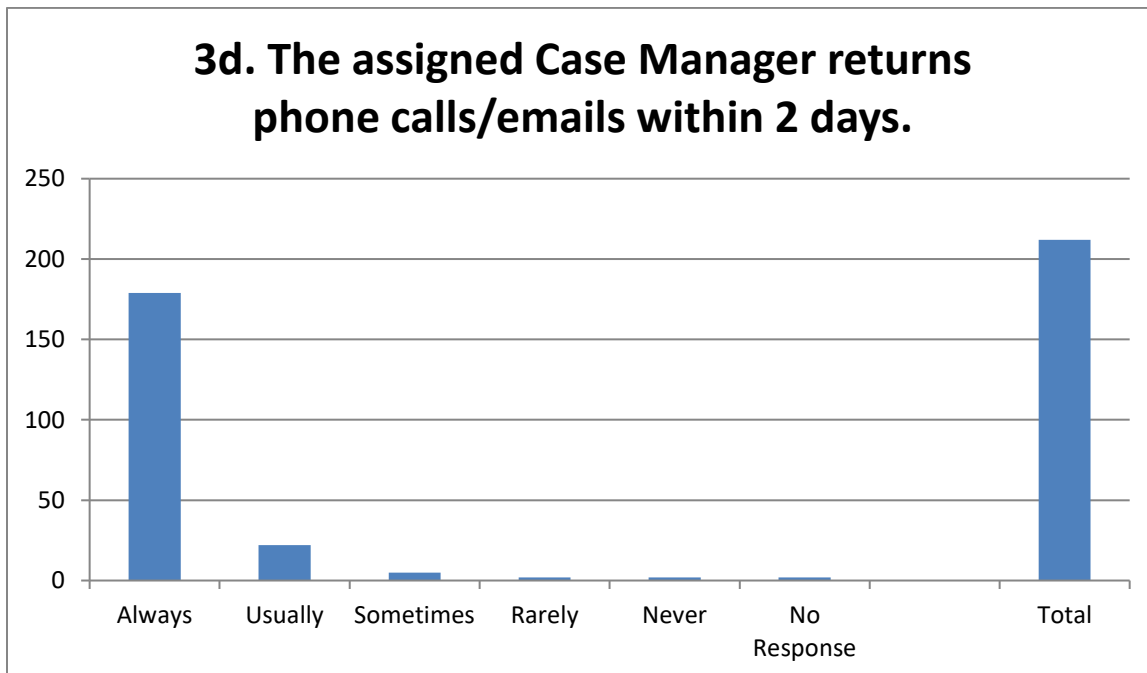
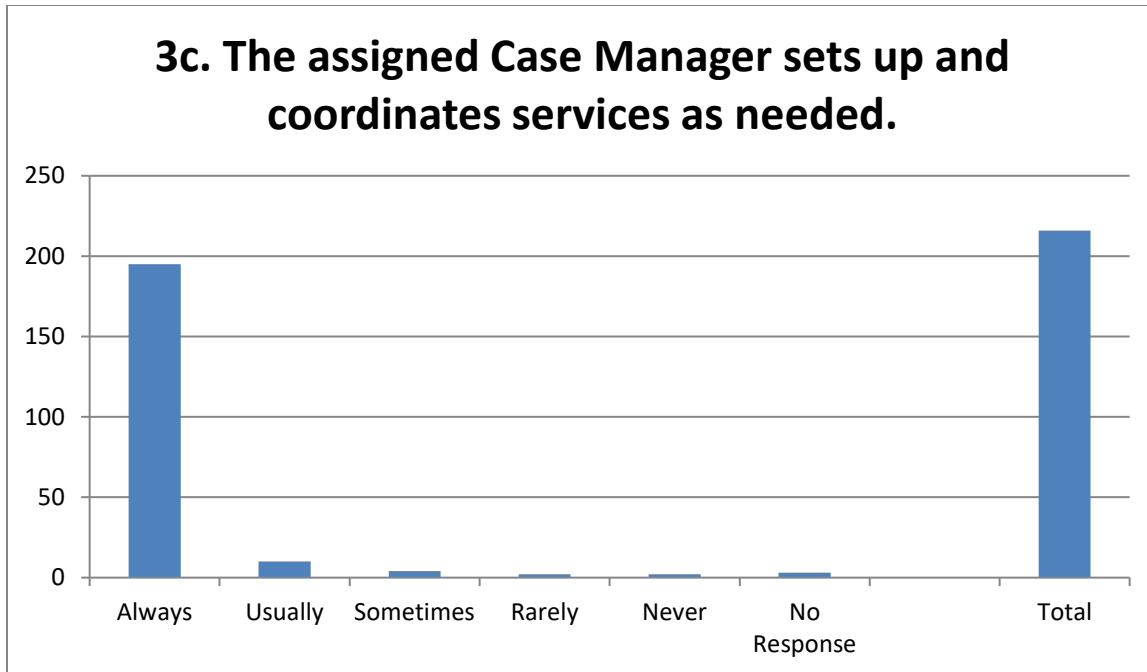
2021 CASE MANAGEMENT SATISFACTION SURVEY FINAL RESULTS



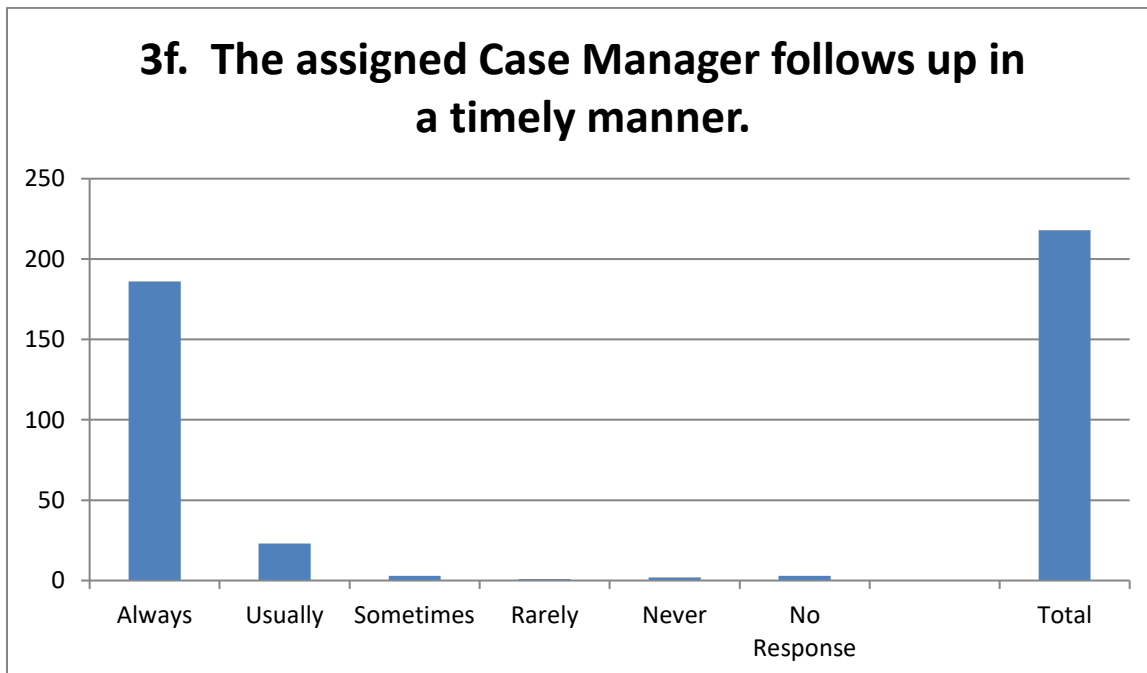
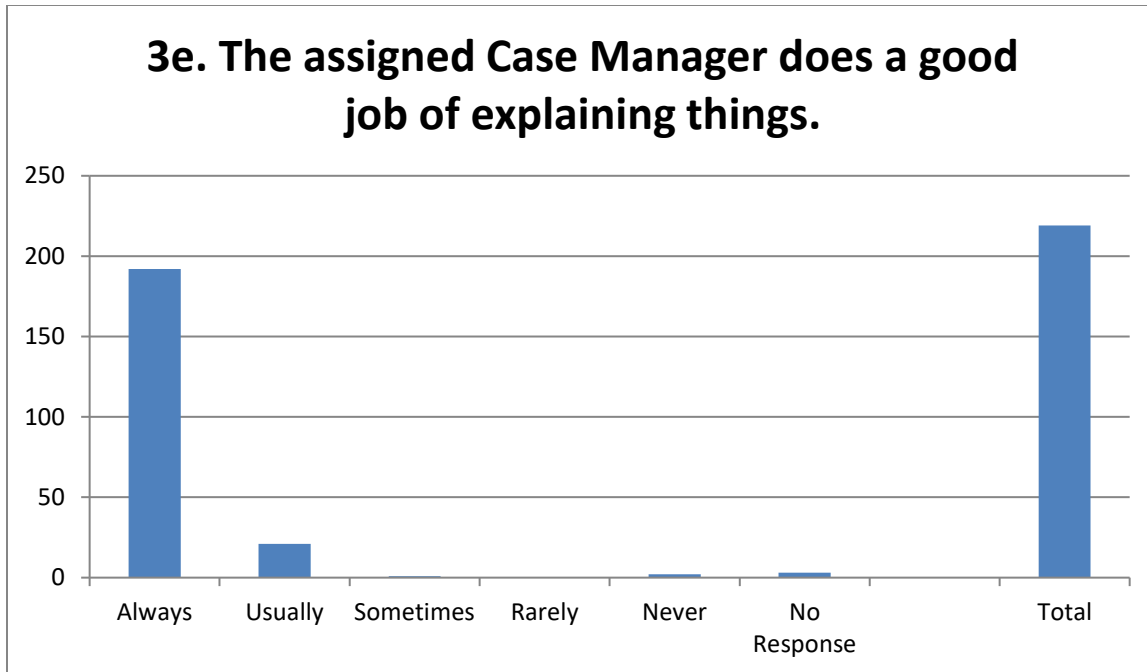
2021 CASE MANAGEMENT SATISFACTION SURVEY FINAL RESULTS



2021 CASE MANAGEMENT SATISFACTION SURVEY FINAL RESULTS

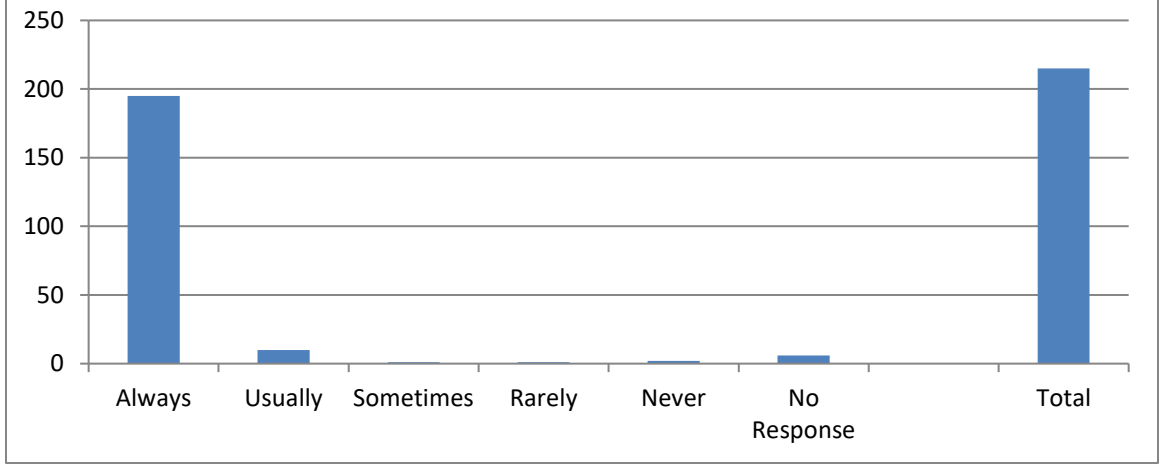


2021 CASE MANAGEMENT SATISFACTION SURVEY FINAL RESULTS

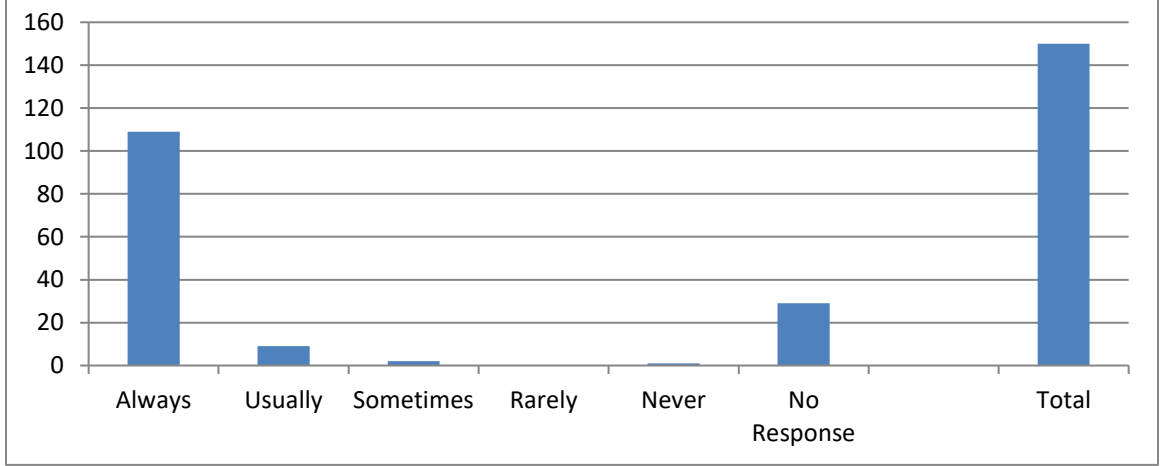


2021 CASE MANAGEMENT SATISFACTION SURVEY FINAL RESULTS

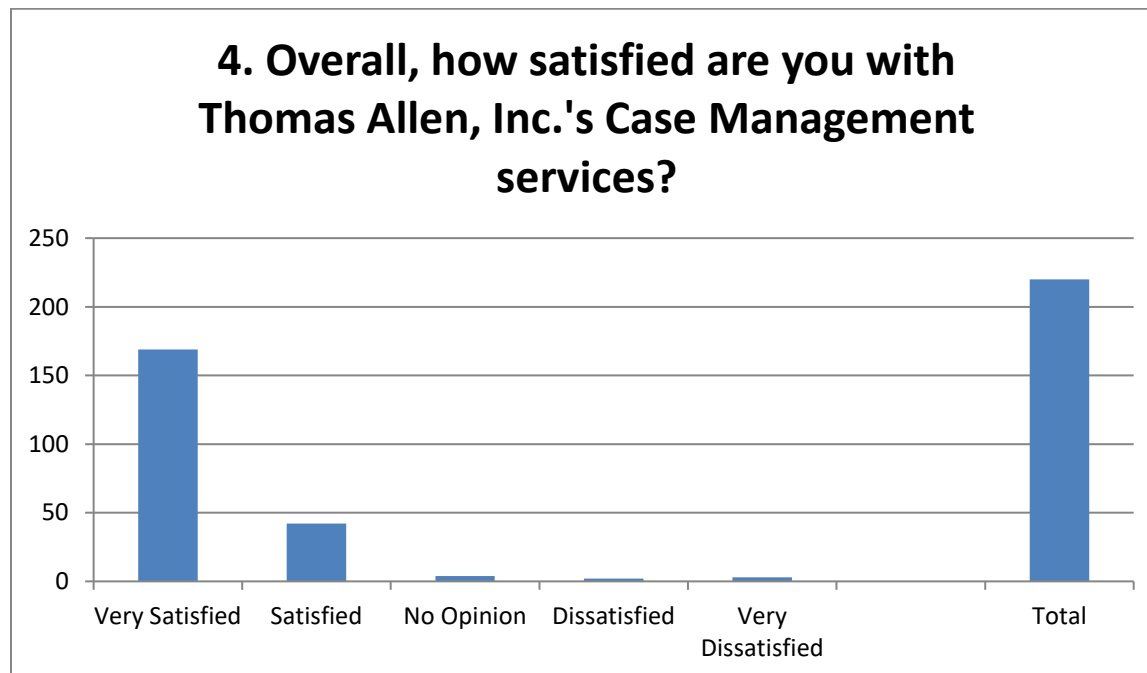
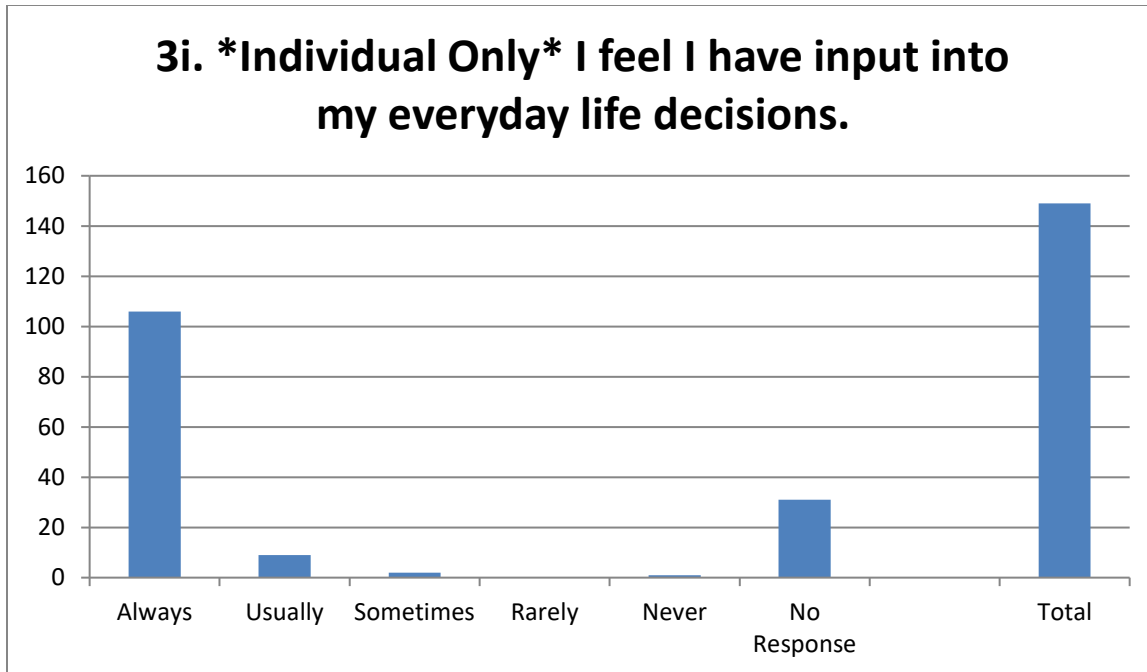
3g. The assigned Case Manager provides services that are sensitive to my specific cultural and language needs.



3h. *Individual Only* I feel I have input in my major life decisions (i.e. where I work, where I live, etc.)



2021 CASE MANAGEMENT SATISFACTION SURVEY FINAL RESULTS



2021 CASE MANAGEMENT SATISFACTION SURVEY FINAL RESULTS

5. What does the assigned Case Management do well?

- Communication (68)
- Responsiveness/Quick Follow-up (28)
- Kind/Respectful (23)
- Service Coordination (21)
- Everything (18)
- Person-Centered (10)

6. What could the assigned Case Management do to improve?

- Nothing (46)
- Find Resources (8)
- More Communication/Faster Responsiveness (6)
- Turnover of CM (2)
- New programs. She does everything well as it is.

7. Do you have anything else to add?

- Keep up the good work (23)
- Thank you (5)
- Worried about CM burnout/turnover (5)
- Difficult to find staff (2)

