

Case Management Client Satisfaction Survey

Name of Agency wants to better serve you. We have some questions about your Case Management services **during the last 12 months.**

Please rate your satisfaction for each of the questions below by checking the appropriate box. Mark only one box for each question.

DO NOT put your name on this survey. Your answers are anonymous, so you can be open and honest. Your feedback will help us improve our services, keep high standards, and meet your Case Management needs.

Today's Date:

Your Zip Code:

Your Demographics:

Race: (select **one** only)

- ☐ Asian
- ☐ Black / African American
- ☐ Native-American / Alaskan Native
- ☐ Pacific Islander / Hawaiian
- ☐ White / Caucasian
- ☐ Self-Identified: _____

Gender: (select **one** only)

- ☐ Male
- ☐ Female
- ☐ Transgender-MTF
- ☐ Transgender-FTM
- ☐ Other/Non Binary

Age: (select **one** only)

- ☐ 01-12
- ☐ 13-24
- ☐ 25-44
- ☐ 45-64
- ☐ 65 or older

Ethnicity: Hispanic/Latinx?

- ☐ Yes
- ☐ No

Contacts with Case Manager:

My case manager's name is: _____

I have worked with my current case manager for about... (select **one** only)

☐ 1 year or less ☐ 1 to 3 years ☐ 3 to 5 years ☐ 5 or more years

Total number of **phone calls** I had with my case manager in the previous **12 months**: (select **one** only)

☐ 1 to 3 ☐ 4 to 6 ☐ 7 to 9 ☐ 10 to 12 ☐ 13 or more

The total number of **phone calls** I have had with my case manager in the previous **12 months** is...(select **one** only)

☐ Too Few ☐ Just Right ☐ Too Many

Total number of times I saw my case manager **face-to-face** in the previous **12 months**: (select **one** only)

☐ 1 to 3 ☐ 4 to 6 ☐ 7 to 9 ☐ 10 to 12 ☐ 13 or more

The number of times I saw my case manager **face-to-face** in the previous **12 months** is...(select **one** only)

☐ Too Few ☐ Just Right ☐ Too Many

What would improve your case management experience:

	Strongly Disagree	Disagree	Agree	Strongly Agree
1. I meet with my case manager at times that work for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I meet with my case manager at places that are convenient for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. When I have contact with my case manager they are able to assist me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. My case manager treats me with dignity and respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. My case manager is respectful of my cultural/ethnic background.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. I receive a call back when I leave a message for my case manager.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. My case manager explains case management forms that I sign or receive.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. If I have an immediate need, and my case manager is not available, I know that there are others I can talk to.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. I am allowed to choose with whom I share my medical information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. My case manager and I talk about the importance of keeping my medical appointments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. My case manager and I talk about how to advocate for myself.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. I feel comfortable talking to my case manager if I have trouble taking my medication as prescribed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. I am able to talk to my case manager about personal subjects.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. My case manager and I talk about ways to prevent transmission.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. My case manager offers to help me understand my lab values (Viral Load and CD4).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. I know about U = U (undetectable means untransmittable).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. My case manager helps me understand my health insurance and/or Ryan White benefits.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. My case manager tells me about community resources when I need them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. I know what to do if I have a problem with the services I received.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your comments/suggestions are appreciated:
