

### CASE MANAGEMENT SURVEY RESULTS 2017

	COLOR CODE	PINK	GOLD	WHITE	GREY	SALMON	GREEN	BLUE	YELLOW	AQUA	LILAC	IVORY		
		BR	DB	FP	LW	NS	PH	PBG	WLW	WPB	WELL	PSL	TOTAL	%
	Total of Surveys Sent Out	58	186	27	95	78	53	119	171	102	151	135	1175	
	Total Surveys Returned	10	19	8	16	17	1	8	24	6	8	16	133	11%
<b>1</b>	<b>Do you require financial assistance for meeting the cost of Day Care?</b>													
	Yes	6	7	4	10	9	0	5	10	3	3	8	65	48.9%
	No	2	4	1	5	4	1	1	9	3	2	6	38	28.6%
	No Response	2	8	3	1	4	0	2	5	0	3	2	30	22.6%
<b>2</b>	<b>Do you think your case manager has listened to you and has assisted you with resolving concerns and questions regarding your loved one?</b>													
	Yes	8	13	7	16	10	1	4	20	4	3	12	98	73.7%
	No	2	3	0	0	2	0	0	0	0	0	2	9	6.8%
	No Response	0	3	1	0	5	0	4	4	2	5	2	26	19.5%
<b>3</b>	<b>My Case manager helped me find services I needed.</b>													
	Yes	6	11	4	13	11	1	4	19	4	3	7	83	62.4%
	No	3	3	2	0	1	0	0	1	0	0	3	13	9.8%
	No Response	1	5	2	3	5	0	4	4	2	5	6	37	27.8%
<b>4</b>	<b>The response time that my case manager provided to me was.</b>													
	Immediate	2	8	4	5	7	0	3	11	3	1	3	47	35.3%
	Timely	3	3	0	7	2	1	0	8	1	2	6	33	24.8%
	Slow	0	1	0	2	0	0	0	0	0	0	0	3	2.3%
	Not at all	3	2	0	1	0	0	0	1	0	0	2	9	6.8%
	No Response	2	5	4	1	8	0	5	4	2	5	5	41	30.8%

**COMMENTS**

<b>Boca</b>	
1. Long term insurance has just kicked in after 30 day elimination period, which I paid.	
2. Don't know case manager.	
<b>Delray</b>	
1. Care is being provided for my husband.	
1. And an receiving financial assistance and am most appreciative.	
1. "Still in review" Have some questions.	
1. I do not have a case manager.	
1. Medicaid approved for 25 hrs. in home care - I pay the difference. M - F 8 - 6pm No weekends or evenings.	
2. Validated the increase in my "stress level" with yearly evaluation, which made it a little easier to place john after 14 years since dx.	
2. In my experience, they have no resources/ideas to offer outside of PACE program or apply for Medicaid.	
3. Only service they ever been able to offer is PACE.	
3. Not required at this time.	
4. I was very thankful for all services to help me with the care my husband is getting.	
4. I have a new case manager every year, maybe more frequently. They are nice gals right out of college, not much knowledge of ACC, or experience with dementia, no knowledge of community resources.	
4. Every time we needed any assistance.	
4. Not called for anything other than routine evaluation.	
<b>Fort Pierce</b>	
1. Would be helpful.	
1. I have daycare costs at a comfortable rate - I worry about long term care (if necessary).	
2. Somewhat.	
2. If that's the nurse at St. Pete's Ministry - yes.	
3. Not at this time.	
3. I didn't ask.	

	<b>Lake Worth</b>	
	1. We pay \$17.00 a month.	
	1. VA - reimbursement	
	1. I would like her to get her eight hours back. She's at 6 1/2 hours now.	
	1. I would like to have the patient going to the day care 5 days instead of 3 days but I can't afford it.	
	2. I want to speak more often.	
	3. Only spoken once on the phone.	
	3. To be seen.	
	3. Not yet. There is awaiting list?	
	4. I haven't contact anyone but I'm sure the response would be immediate on timely.	
	<b>North Stuart</b>	
	1. Yes - still waiting.	
	1. I' am being currently assisted.	
	1. LTC Ins.	
	1. Most appreciative.	
	1. Daycare is helping so he can go all week - goes 3 times now.	
	1. My mom gets her daycare paid thru Medicaid.	
	1. Always being helped with cost of daycare which is greatly appreciated.	
	1. Received help with that I'm so grateful!	
	2. Always listens - always ready to help me and my mom.	
	2. Wonderful.	
	2. Definitely.	
	3. Helped me so much!	
	3. At 1st visit.	
	3. Just the ID Locator.	
	4. Not Applicable	
	4. Did not inquire.	
	4. Depending on situation; but always hear back.	
	4. Right on time. Thank you!	
	<b>Palm Beach Gardens</b>	
	1. Case management is pleasant painless and informative. Well pleased.	
	2. Haven't used.	

	<b>West Lake Worth</b>	
	1. We are receiving assistance for the cost of daycare.	
	1. Yes, she is in dire need of assistance. Mother is in the lower income bracket.	
	2. Case mgr. has been on top of providing us all contact numbers we need for other services.	
	2. None assisted for my mom.	
	2. Most of the time at the daycare, if that is what you are referring to. Otherwise her needs are on hold.	
	3. 100%.	
	3. Had them already.	
	3. Some of the times but budget comes in the way if we are talking about the mid county daycare center.	
	4. At the time required for a 91 year old dementia patient progressing further into her disease, with no hope.	
	4. Not needed.	
	4. 6/14/17 I am not aware of any services provided by your agency, wife is under care by vitas.	
	<b>West Palm Beach</b>	
	2. Not yet.	
	3. Not yet.	
	4. Not yet.	
	4. Has not been needed.	
	<b>Wellington</b>	
	1. Yes - too late husband died 5/6/17.	
	1. Not at this time.	
	2. No - my husband fell in nursing home facilities - and hit his head several times and sent him to VA hospital.	
	2. Not aware of care manager.	
	2. I have talked with CEO of Community Care & Lawyer with respect to getting help as per manager.	
	3. See above.	
	4. I am happy with care the community center is giving my wife.	

<b>Port St. Lucie</b>	
1. The VA pays for the 2 days per week that my husband attends daycare.	
1. Unfortunately.	
1. At this time my husband does not go to the daycare center.	
1. Would have been helpful.	
1. Yes I received assistance and was very thankful for it.	
1. No not yet. Maybe that day will come.	
2. Same as #1 part 1	
2. She takes the time to listen to my questions. Shows interest when I'm speaking.	
2. Who is my case mgr.?	
3. She helped to make sure of the decision to place mom in memory care.	
3. At this time I do not need services.	
3. Gave me literature for reference if needed.	
3. Same as above.	
4. Same as #1 Part 1	
4. Timely and complete. She covered all my concerns and follow up questions.	