

Member Survey Results FY 2024-2025

Executive Summary

For the fiscal year that started July 1, 2024 through June 30, 2025, due to being selected as the Case Management Agency for Larimer County, the resulting change in our contractual requirements, and an increase in the number of programs we support, we implemented a comprehensive overhaul of our survey methodology. We no longer have separate surveys for members and families. Instead, our completely new Member Survey is targeted directly to members engaged in services where survey distribution is a regulatory requirement. If the member is a child or we do not have contact information for them, then the survey is sent to a family member or guardian.

Survey recipients were given the opportunity to rate their satisfaction with several aspects of their Case Management services. Surveys were distributed online and/or by mail in June 2025, of which 17% were completed and submitted.

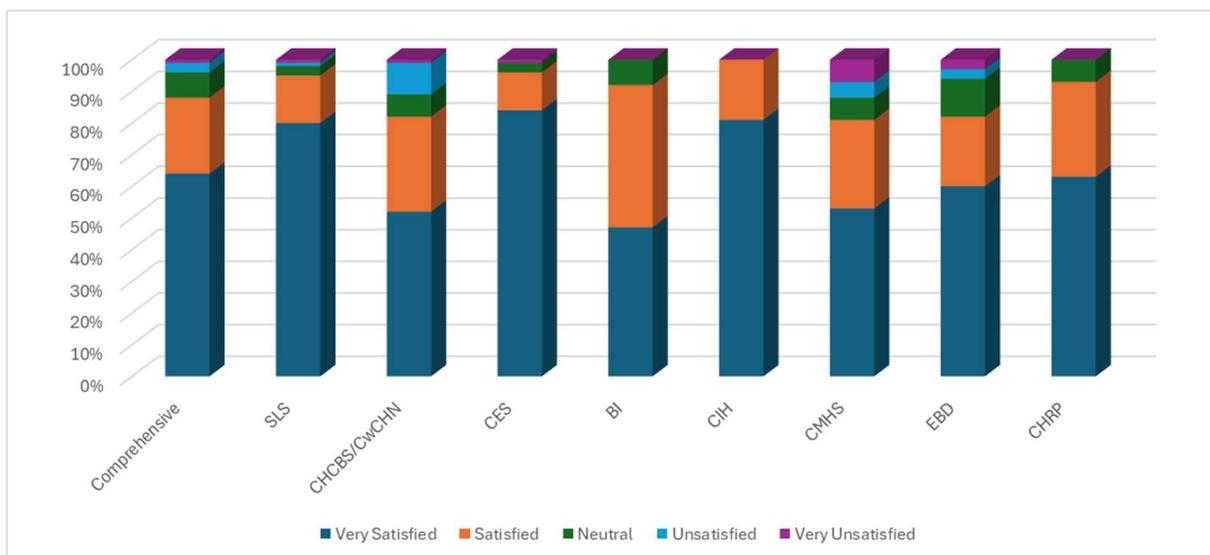
Overall satisfaction: Most of the questions on the survey have 5 choices ranging from Very Satisfied (or similar wording) to Very Unsatisfied (or similar wording). The overall averages for each of those answers are as follows:

<u>Answer Choice</u>	<u>Percent</u>
Very Satisfied	64%
Satisfied	22%
Neutral	9%
Unsatisfied	3%
Very Unsatisfied	2%

A few questions have yes/no answers. These are the overall averages for those questions:

<u>Answer Choice</u>	<u>Percent</u>
Yes	86%
No	14%

Satisfaction by Service Type:



Satisfaction per question:

Category – General Satisfaction

Question - How satisfied are you with the overall case management services you receive?

<u>Answer Choice</u>	<u>Percent</u>
Very Satisfied	59%
Satisfied	23%
Neutral	8%
Unsatisfied	4%
Very Unsatisfied	6%

Question - How easy is it to reach your case manager when you need them?

<u>Answer Choice</u>	<u>Percent</u>
Very Easy	53%
Easy	31%
Neutral	10%
Difficult	5%
Very Difficult	1%

Question - Does your case manager respond to your calls or messages within 2 business days?

<u>Answer Choice</u>	<u>Percent</u>
Yes	91%
No	9%

Question - Do you feel your case manager clearly explains your benefits and options?

<u>Answer Choice</u>	<u>Percent</u>
Always	66%
Often	20%
Sometimes	10%
Rarely	2%
Never	2%

Question - Do you feel your case manager fully understands your healthcare and/or support needs?

<u>Answer Choice</u>	<u>Percent</u>
Always	67%
Often	20%
Sometimes	9%
Rarely	3%
Never	1%

Question - Does your case manager actively work to address your concerns and challenges?

<u>Answer Choice</u>	<u>Percent</u>
Always	71%
Often	16%
Sometimes	9%
Rarely	3%
Never	1%

Question - Does your case manager listen to you?

<u>Answer Choice</u>	<u>Percent</u>
Always	78%
Often	13%
Sometimes	6%
Rarely	2%
Never	1%

Question - Are you satisfied with your case manager's knowledge about community and community resources?

<u>Answer Choice</u>	<u>Percent</u>
Very Satisfied	59%
Satisfied	27%
Neutral	10%
Unsatisfied	2%
Very Unsatisfied	2%

Question - Are you satisfied with your case manager's knowledge of services and provider options available?

<u>Answer Choice</u>	<u>Percent</u>
Very Satisfied	59%
Satisfied	28%
Neutral	9%
Unsatisfied	2%
Very Unsatisfied	2%

Question – Do you feel your case manager has the training needed to be successful?

<u>Answer Choice</u>	<u>Percent</u>
Yes	92%
No	8%

Question - How satisfied are you with the assistance provided by your case manager?

<u>Answer Choice</u>	<u>Percent</u>
Very Satisfied	64%
Satisfied	22%
Neutral	8%
Unsatisfied	3%
Very Unsatisfied	3%

Question - Do you know how to make a complaint?

<u>Answer Choice</u>	<u>Percent</u>
Yes	77%
No	23%

The following are common themes of the positive feedback we received:

- Case Manager is amazing!

The following are common themes of the suggestions and/or concerns:

- Would like more reliable communication
- Too many Case Manager changes

An appropriate staff member will contact the members or families that request to be contacted regarding their answers or comments on surveys. Additionally, those who have rated items on surveys as Unsatisfied (or similar wording) or Very Unsatisfied (or similar wording) are contacted if they have identified themselves on the survey. All comments are reviewed, and if needed, follow-up takes place.