



## Member Survey Results 2026

### Executive Summary

In February and March of 2026, Foothills Gateway administered our annual Member Survey. The 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, of which 12% were completed and submitted.

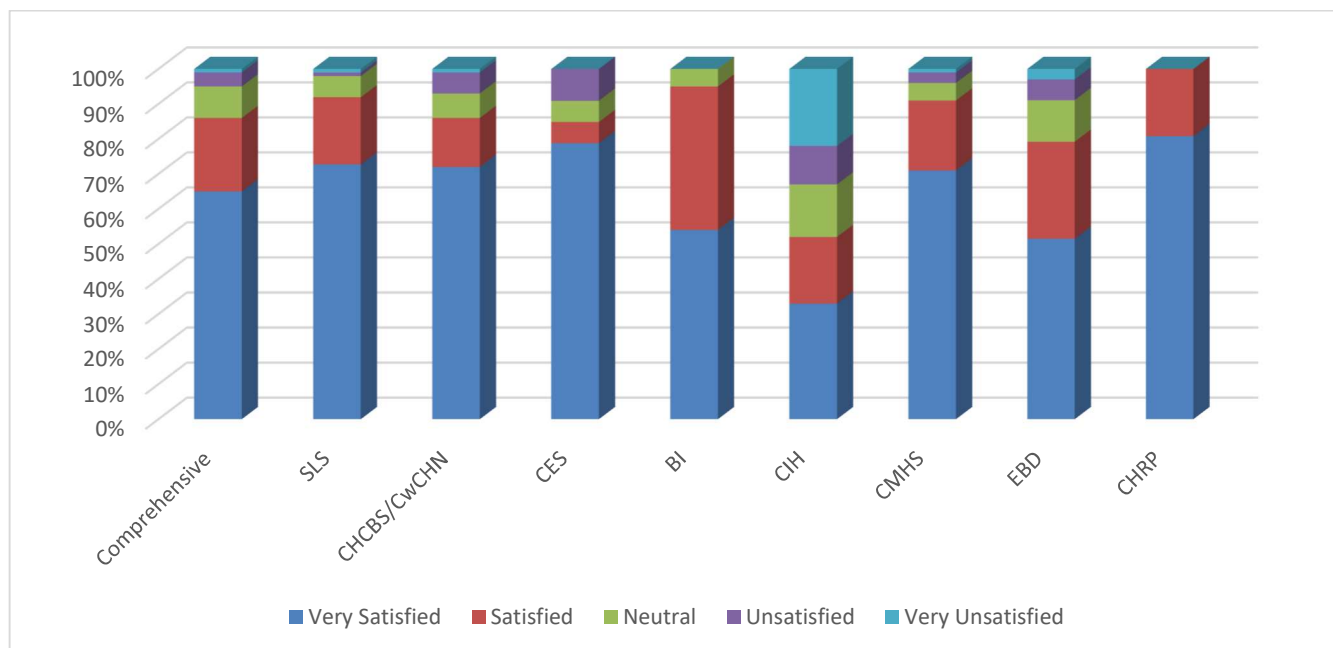
**Overall satisfaction:** Most of the questions on the survey have 5 choices ranging from Very Satisfied (or similar wording) to Very Unsatisfied (or similar wording). The overall averages for each of those answers are as follows:

| Answer Choice    | Percent |
|------------------|---------|
| Very Satisfied   | 61%     |
| Satisfied        | 22%     |
| Neutral          | 9%      |
| Unsatisfied      | 5%      |
| Very Unsatisfied | 3%      |

A few questions have yes/no answers (where “yes” is a good/positive response). These are the overall averages for those questions:

| Answer Choice | Percent |
|---------------|---------|
| Yes           | 84%     |
| No            | 16%     |

### 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              | 7%             |
| Unsatisfied          | 5%             |
| 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            | 51%            |
| Easy                 | 26%            |
| Neutral              | 13%            |
| Difficult            | 8%             |
| Very Difficult       | 3%             |

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

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

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

| <u>Answer Choice</u> | <u>Percent</u> |
|----------------------|----------------|
| Always               | 61%            |
| Often                | 22%            |
| Sometimes            | 11%            |
| Rarely               | 5%             |
| Never                | 1%             |

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

| <u>Answer Choice</u> | <u>Percent</u> |
|----------------------|----------------|
| Always               | 65%            |
| Often                | 21%            |
| Sometimes            | 8%             |
| Rarely               | 4%             |
| Never                | 1%             |

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

| <u>Answer Choice</u> | <u>Percent</u> |
|----------------------|----------------|
| Always               | 67%            |
| Often                | 18%            |
| Sometimes            | 9%             |
| Rarely               | 4%             |
| Never                | 2%             |

Question - Does your case manager listen to you?

| <u>Answer Choice</u> | <u>Percent</u> |
|----------------------|----------------|
| Always               | 78%            |
| Often                | 11%            |
| Sometimes            | 6%             |
| Rarely               | 3%             |
| 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       | 56%            |
| Satisfied            | 26%            |
| Neutral              | 10%            |
| Unsatisfied          | 5%             |
| Very Unsatisfied     | 3%             |

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       | 56%            |
| Satisfied            | 26%            |
| Neutral              | 10%            |
| Unsatisfied          | 6%             |
| Very Unsatisfied     | 3%             |

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

| <u>Answer Choice</u> | <u>Percent</u> |
|----------------------|----------------|
| Yes                  | 89%            |
| No                   | 11%            |

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

| <u>Answer Choice</u> | <u>Percent</u> |
|----------------------|----------------|
| Very Satisfied       | 58%            |
| Satisfied            | 23%            |
| Neutral              | 8%             |
| Unsatisfied          | 6%             |
| Very Unsatisfied     | 4%             |

Question - Do you know how to make a complaint?

| <u>Answer Choice</u> | <u>Percent</u> |
|----------------------|----------------|
| Yes                  | 76%            |
| No                   | 24%            |

**Common themes on comments we received:****What is one thing your case manager does particularly well?**

- She really listens and solves the problem.
- Communication and follow-up.
- Answers my questions expertly, helps me when I am in doubt , explains things so I can understand.
- Knows my child and her needs. Advocates for her.
- She cares, listens, and is responsive.

**What could be improved about your case management experience?**

- Knowledge about specific resources.
- A lighter caseload would allow her more time to support those whom she is trying to help.
- Faster feedback on situations.
- Too many Case Manager changes.

**Are there any additional comments or feedback you would like to share?**

- We have good communication and good interactions with our Case Manager.
- Great staff!
- Very grateful for the service they provide.

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.