

Survey about your IPMG Case Manager



Question	Possible Responses	Your Response
Does Case Manager respond within 24 hours?	-Yes -No -Usually	
Are you able to arrange, schedule meetings with your CM easily?	-Yes -No	
Does your CM appear to be organized, prepared, and take the time to discuss all concerns you may have during contacts either face to face or other means of conversations?	-Yes -No	
Is Case Manager knowledgeable of waiver standards/expectation?	-Yes -No	
Are all of your or the individual's service and support needs being addressed?	-Yes -No	
When was the last time you contact with the Case Manager?	-More than 3 months -Within last 3 months -Within the last 2-3 weeks -Within last month -Within last week	
When was the last time you had a team meeting?	-More than 3 months -Within last 3 months -Within the last 2-3 weeks -Within last month -Within last week	
Do you think your Case Manager works with you and the team in a respectful manner?	-Yes - No	
Have you been given the customer service number?	-Yes - No	
Does your Case Manager discuss the use of Natural Supports with you?	-Yes -No -Not Applicable	
Does your Case Manager provide education to you regarding the waiver and changes that may affect you?	-Yes -No	

<p>I see that the CM did.....?</p> <p>Check case notes for an activity that the CM recently completed with the respondent, and ask about this.</p> <p>Each email survey will need updated for person centered question regarding case note.</p> <p>Examples:</p> <p>Was X concern addressed?</p> <p>Did your CM contact you (in X time frame per case notes)</p>		
<p>I see that the PCISP indicates.....</p> <p>Check the PCISP to find something that is mentioned and ask the respondent about this.</p> <p>Each email survey will need updated for the person centered question regarding the PCISP.</p> <p>Example:</p> <p>I see your are working on becoming more physically active, are you given a choice in exercises?</p> <p>I see you work with X provider, are they working with you to achieve your goals?</p>		
<p>I see that the recent Monitoring checklist indicates.....</p> <p>Check the Monitoring Checklist and ask the respondent something about this.</p> <p>Each email survey will need updated for person centered question regarding Monitoring Checklist.</p> <p>Example:</p> <p>I see your last meeting was a X location, were you given a choice in location?</p>		
<p>Please share with us any comments about the Case Manager's performance and provide any explanations as needed to your responses above.</p>		

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Thank you for your time in sharing your responses regarding your IPMG Case Manager.

Have a great day!