

Ranch Ehrlo Society 2018 Case Managers Survey



Welcome to the Case Managers Survey

Thank you for completing the Case Managers Survey. Ranch Ehrlo Society is committed to excellence and continuous improvement in the delivery of quality preventative, restorative, and advocacy services. Your feedback is of great benefit to us in achieving our goals.

Below you will find the aggregate results of all the responses to the survey. As indicated all personal information collected will be kept strictly confidential. Thank you again for your participation.

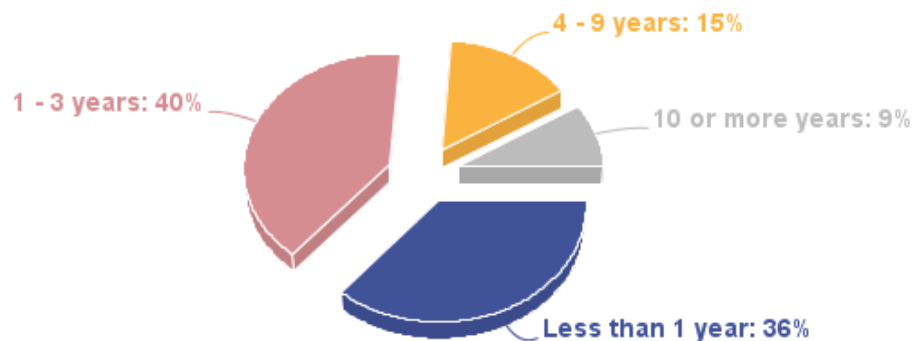
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1. Background Information

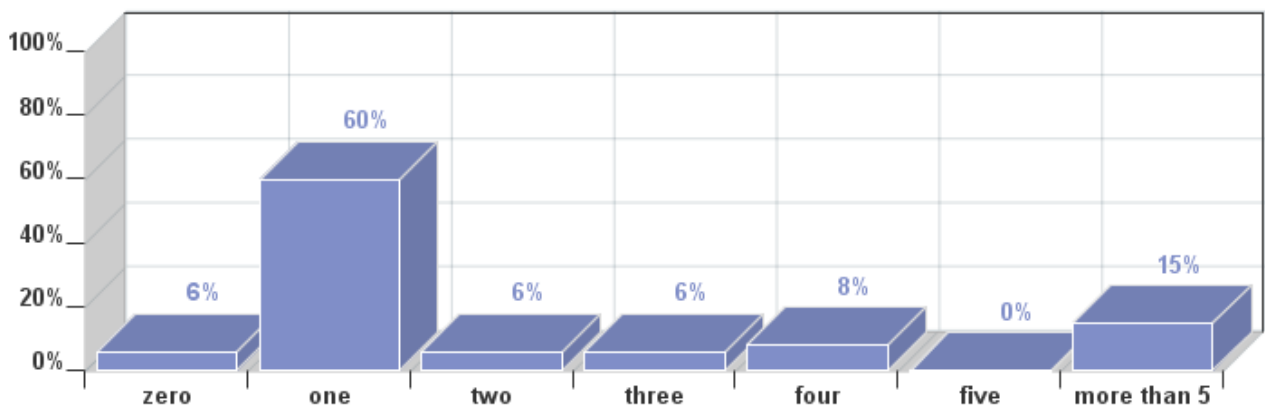
1.1 Have you visited the Ranch for a meeting or a tour?



1.2 How long have you been a case-manager for children placed at the Ranch?



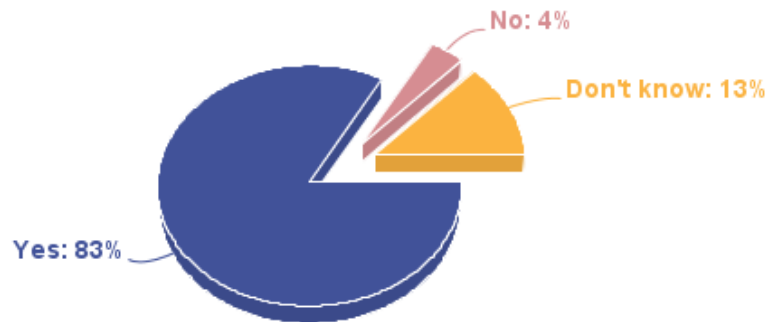
1.3 For how many clients at the Ranch are you presently responsible?



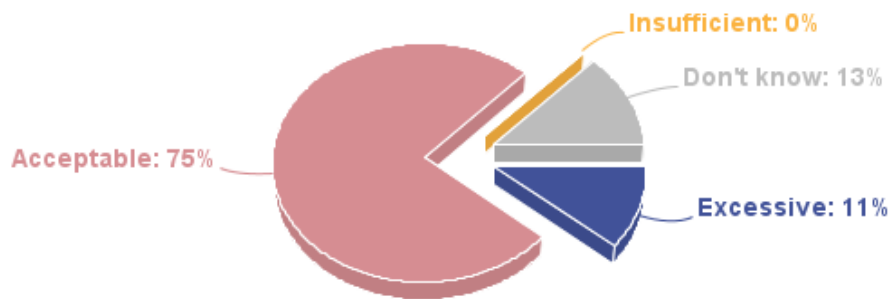
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2. Referral and Intake

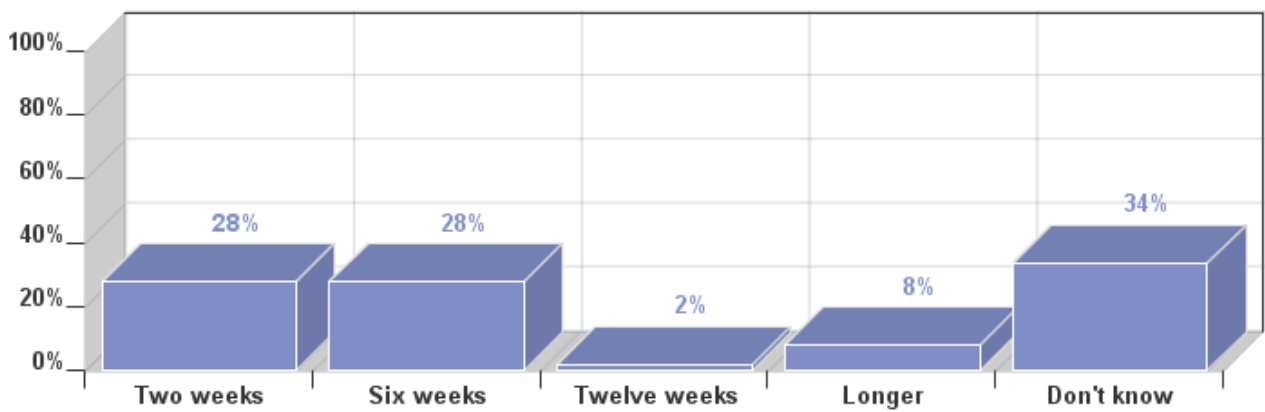
2.1 Do you have access to the information that Ranch Ehrlo requires when making a referral to the Ranch?



2.2 How do you find the amount of information required for the referral process?



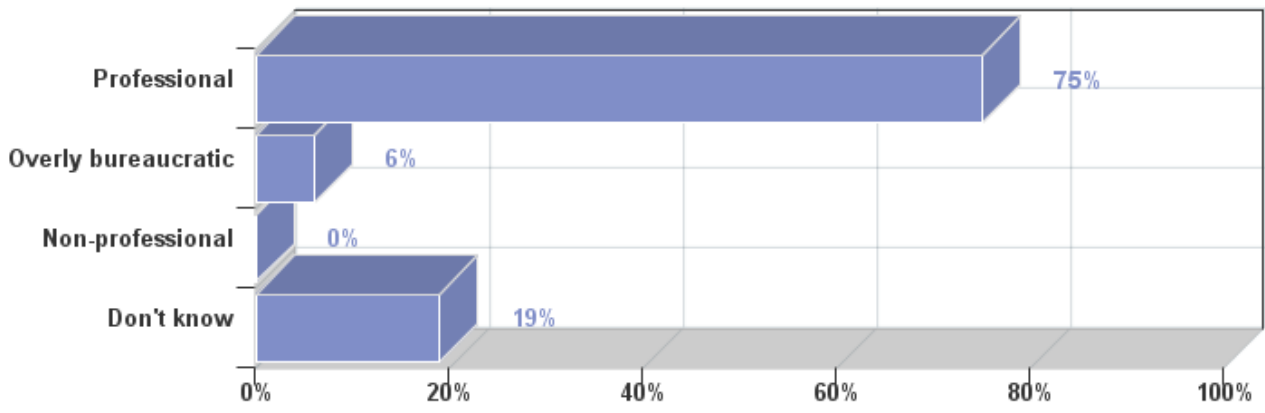
2.3 After a referral is made to the Ranch, how long do you anticipate having to wait before the client is admitted into the program?



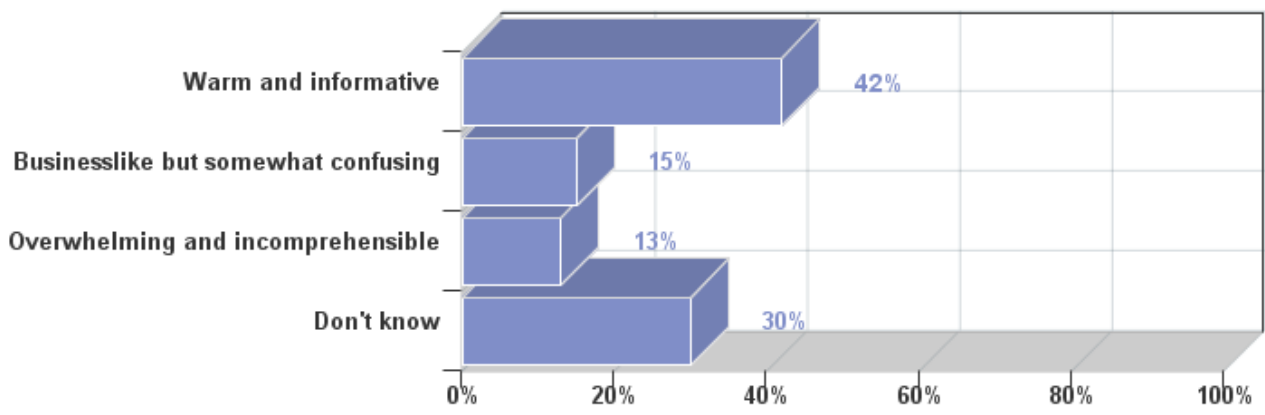
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2. Referral and Intake, Continued

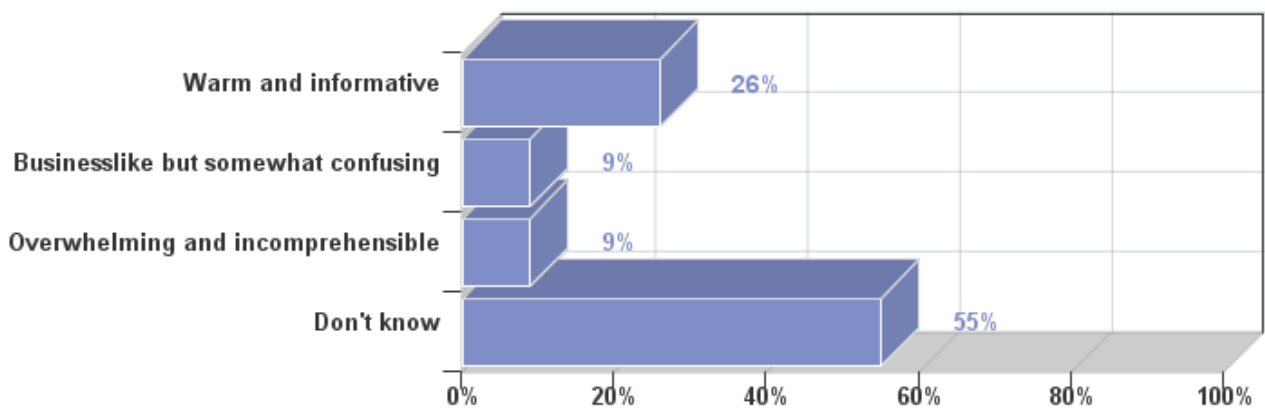
2.4 From your perspective, how would you describe the intake process at the Ranch?



2.5 From the child's perspective, how would you describe the intake process?



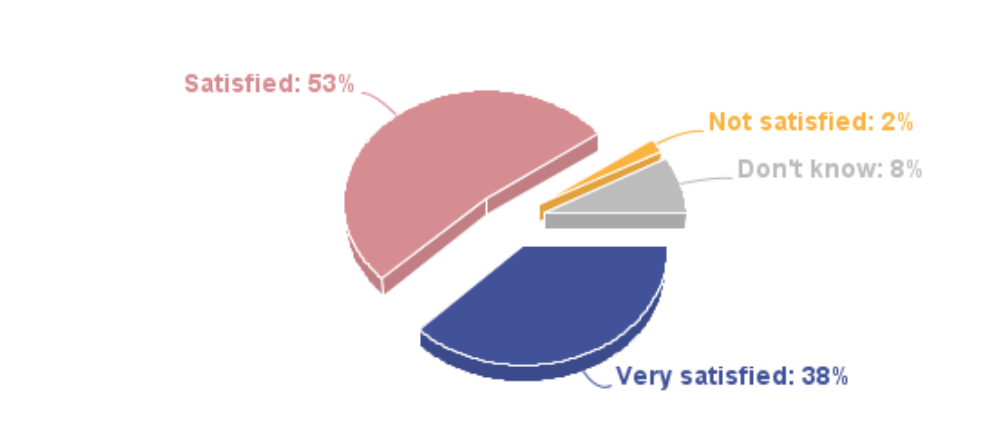
2.6 From the parent's perspective, how would you describe the intake process?



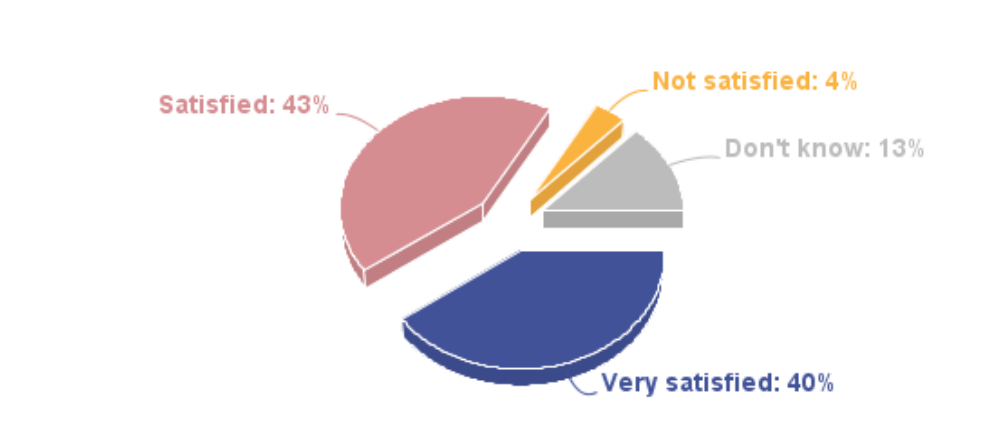
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3. Communication

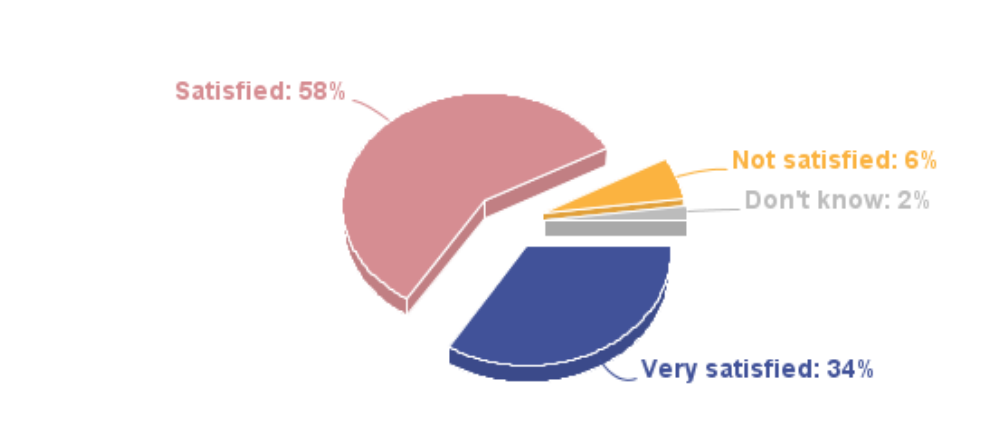
3.1 Are you satisfied with the quality of information in the quarterly reports?



3.2 Are you satisfied with the quality of information provided at the quarterly conferences?



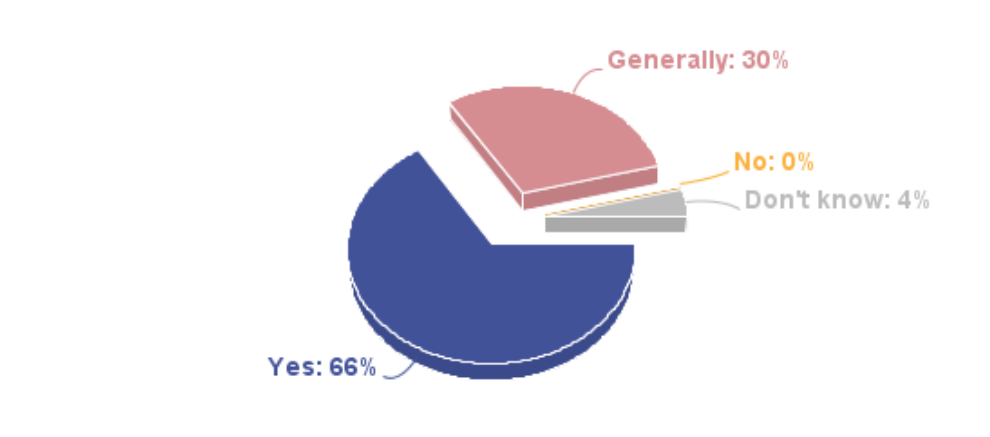
3.3 When you are advised of a critical incident at the Ranch, are you satisfied with the quality, clarity, and timeliness of the information provided?



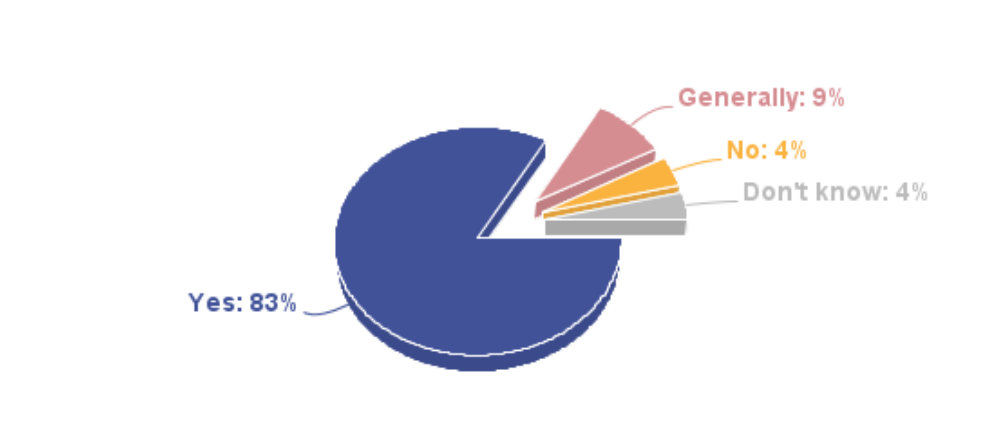
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4. Agency Programs and Services

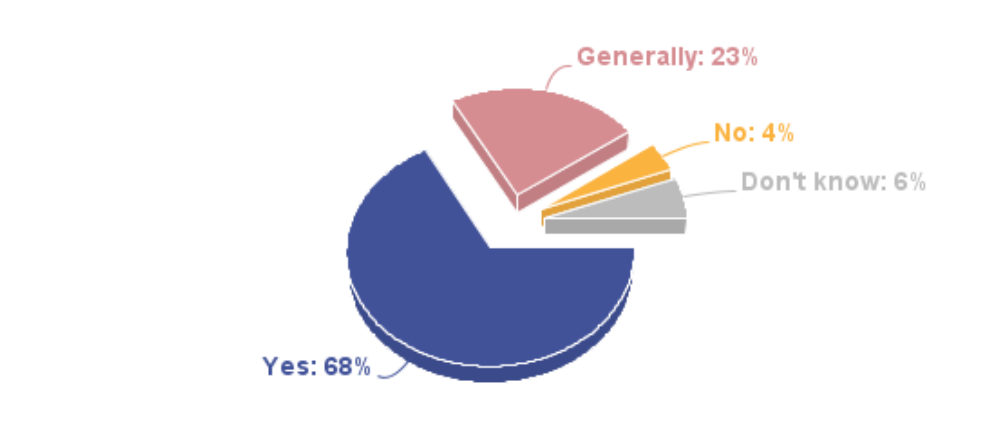
4.1 Are you satisfied with the quality of day-to-day care received by the clients of the Ranch?



4.2 Are you satisfied with the quality of physical health care provided by the Ranch?



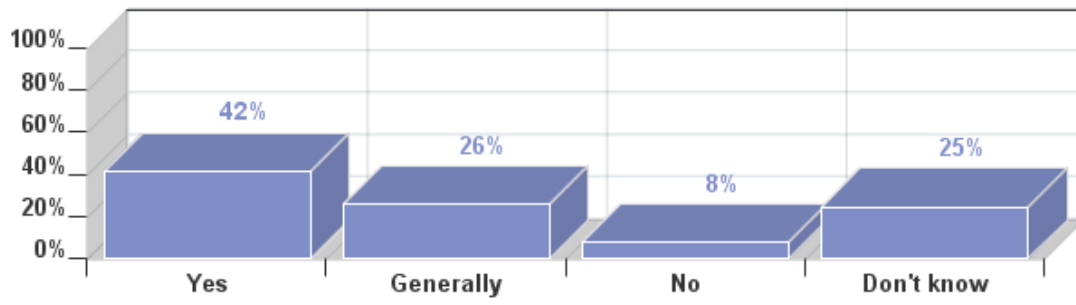
4.3 Are you satisfied with the quality of social, psychological, and psychiatric services provided by the Ranch through its staff or consultants?



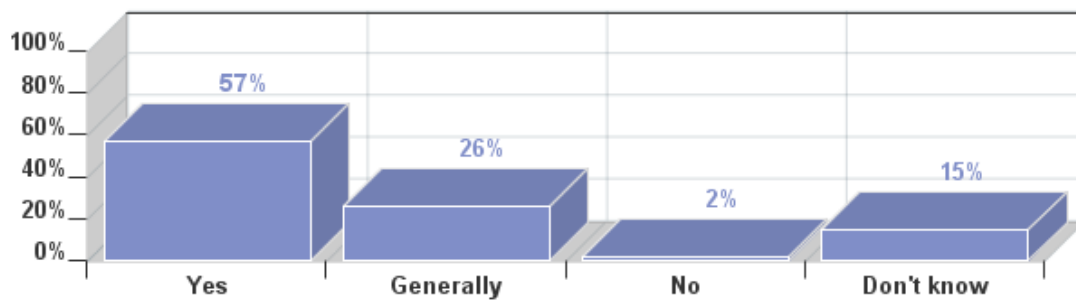
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4. Agency Programs and Services, Continued

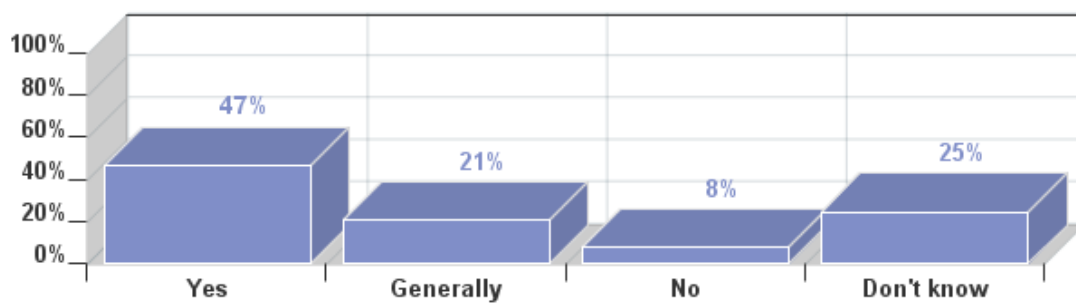
4.4 Are you satisfied with the quality of educational services provided to the clients of the Ranch?



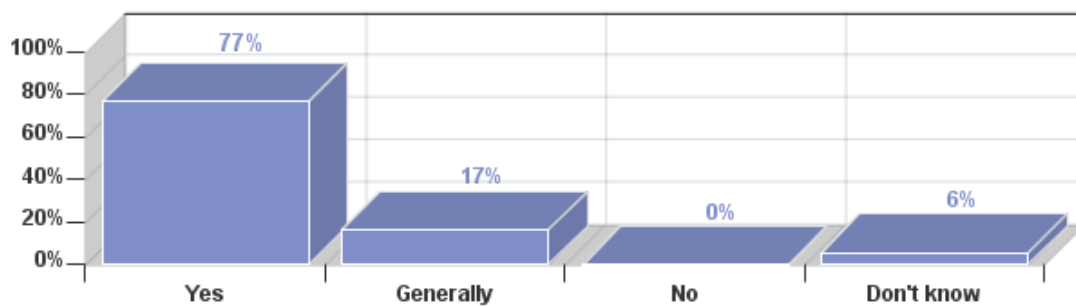
4.5 Are you satisfied with the quality of involvement of parents in the agency programs?



4.6 Are you satisfied with the quality of cultural programs provided to the clients of the Ranch?



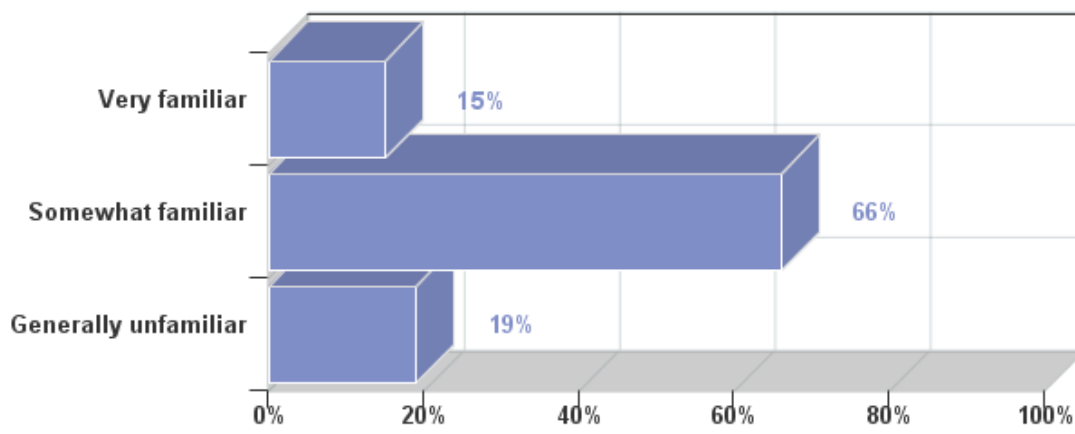
4.7 Are you satisfied with the quality of recreational programs provided the clients of the Ranch?



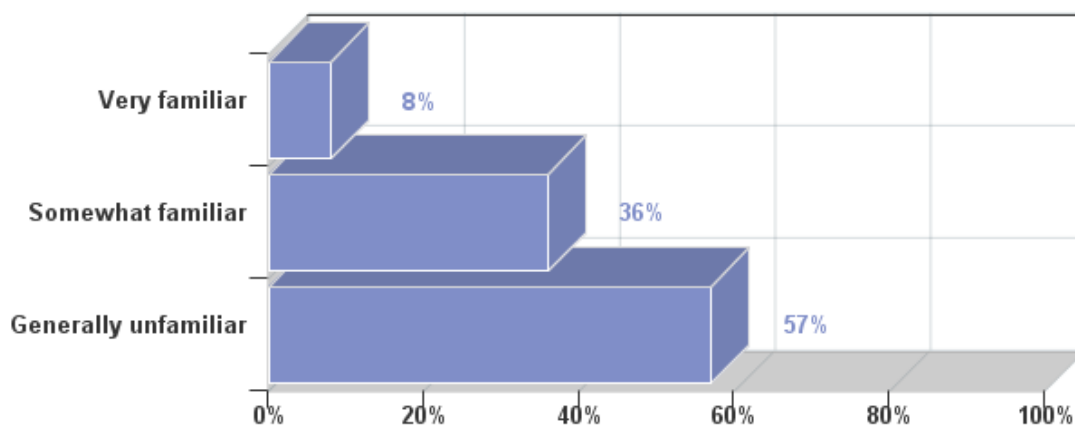
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5. Ranch Employees

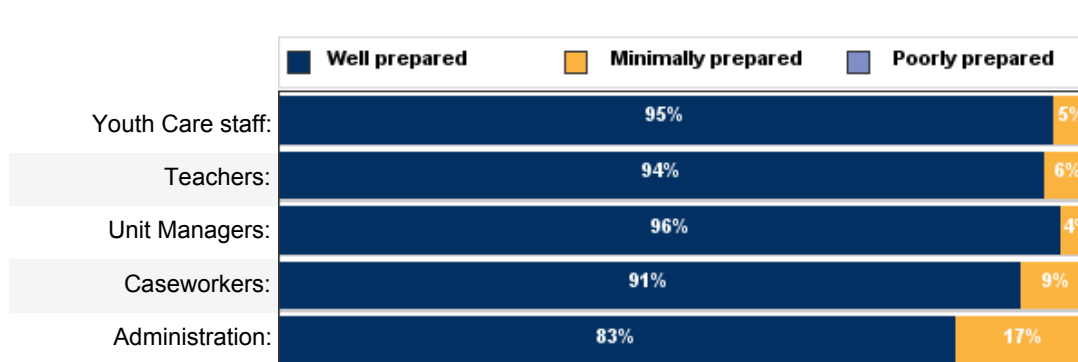
5.1 How familiar are you with the employees in the group home programs?



5.2 How familiar are you with the employees in the education programs?



5.3 How would you describe the level of knowledge and expertise of the following staff groups?



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5. Ranch Employees, Continued

5.4 How would you describe the general attitude of agency staff toward the clients?

