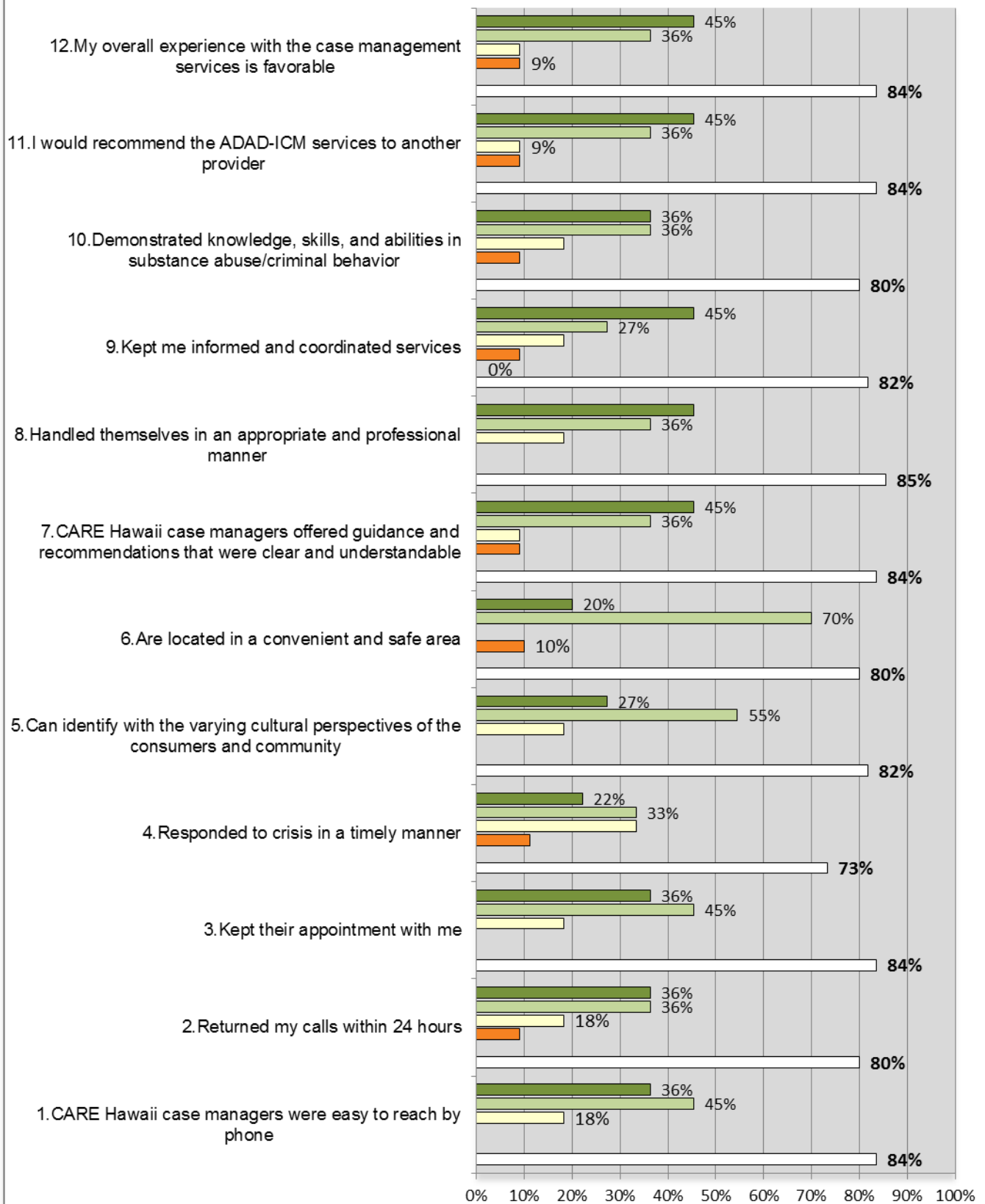
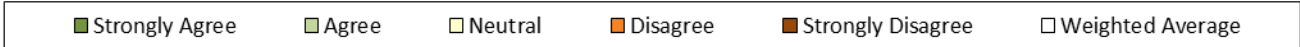


## Hilo ADAD-ICM Stakeholder Satisfaction Survey Results

September 2017 11 respondents

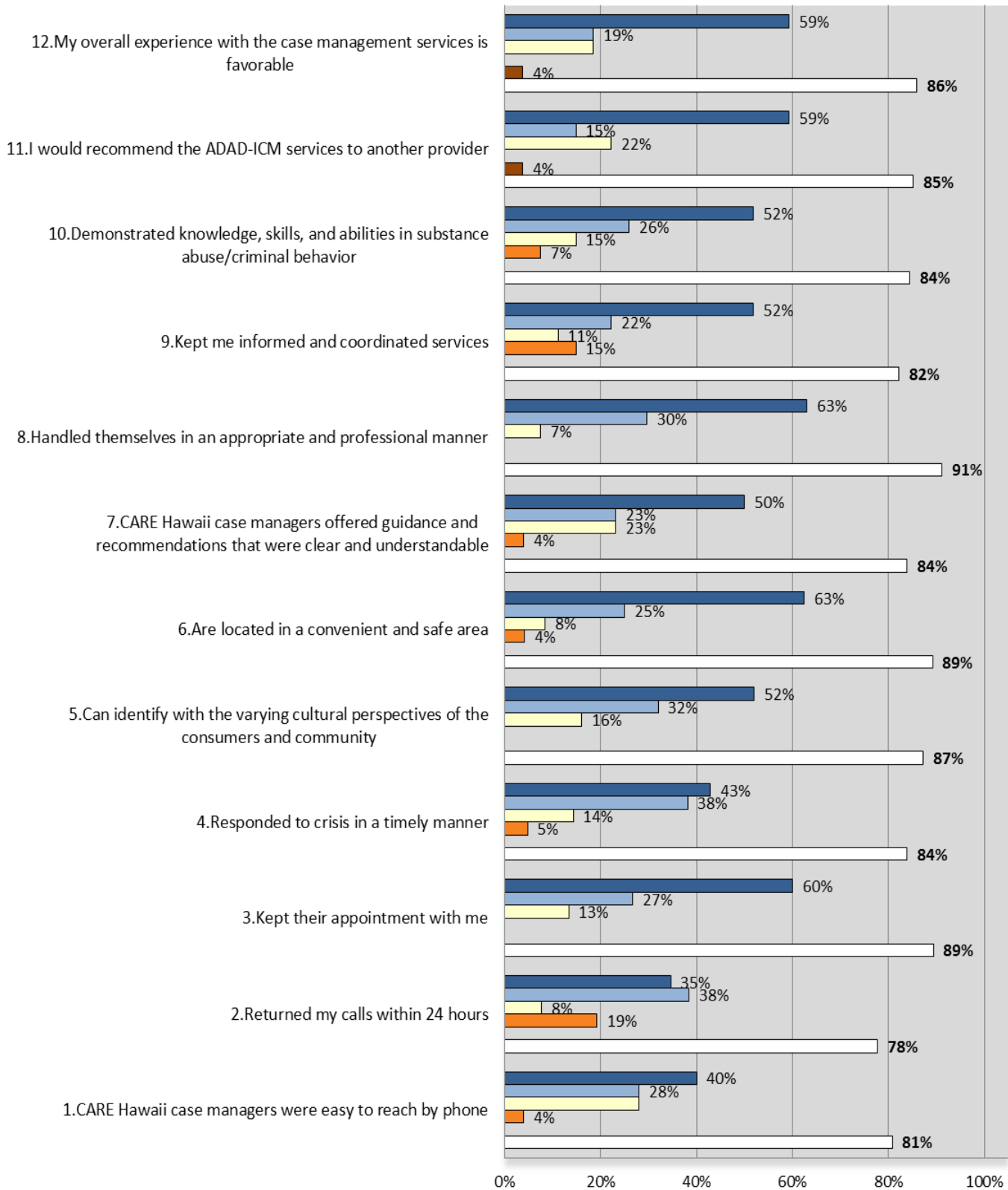
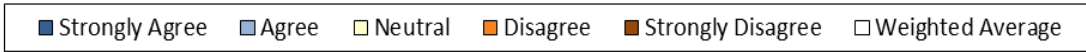


**Hilo ADAD-ICM Comments:**

1. Thank god we have you!
2. JJ Ahuna is very helpful, easy to get in contact with, culturally appropriate and approachable
3. Hard to contact - problems getting info

## Oahu ADAD-ICM Stakeholder Satisfaction Survey Results

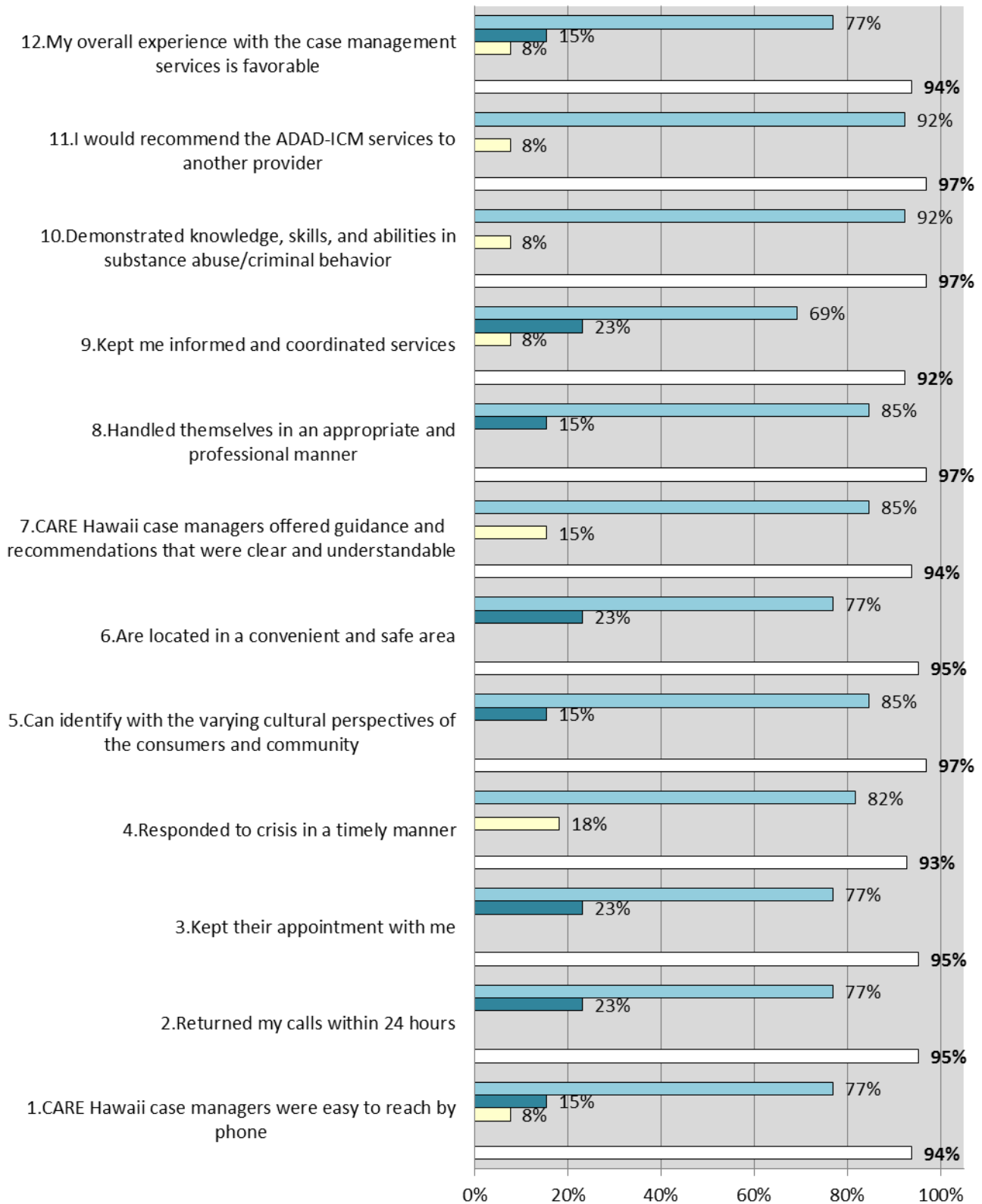
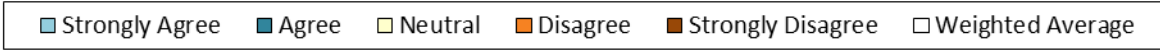
September 2017 - 28 respondents



### **Oahu ADAD ICM Comments:**

1. We don't have very many ADAD-ICM clients
2. It has been over a year since any of my clients have been managed by CARE Hawaii, so the information may not reflect services currently being offered
3. Great program to help clients get back on their feet. Bridging the gap between probation officers to counselors to housing and getting out of prison and homelessness
4. I work mostly with Ami who's always been professional, courteous, informative, and great to work with. I appreciate the relationship ATS has developed with CARE HI.
5. Almost all CM's get paperwork, assessments, and paperwork are completed in a timely manner
6. It was helpful to have CM services for offenders so they have support & services as they reintegrate into the community. Mahalo!
7. Some clts for detox have case mgmnt thru CARE HI mgr. not actively involved (visiting, talking on phone) when clt in detox
8. Case managers are very professional; can see the care towards their clientele
9. Enjoy working with all the case managers at CARE HI. We have a good working relationship
10. The program is effective & relevant to benefit the clients. It also provides support that allows clients to stay linked to community resources. The case managers are pleasant to work with, Kelsi, Keli'i, & Yolanda are all great at what they do!!!

## Maui ADAD-ICM Stakeholder Satisfaction Results September 2017 - 13 respondents

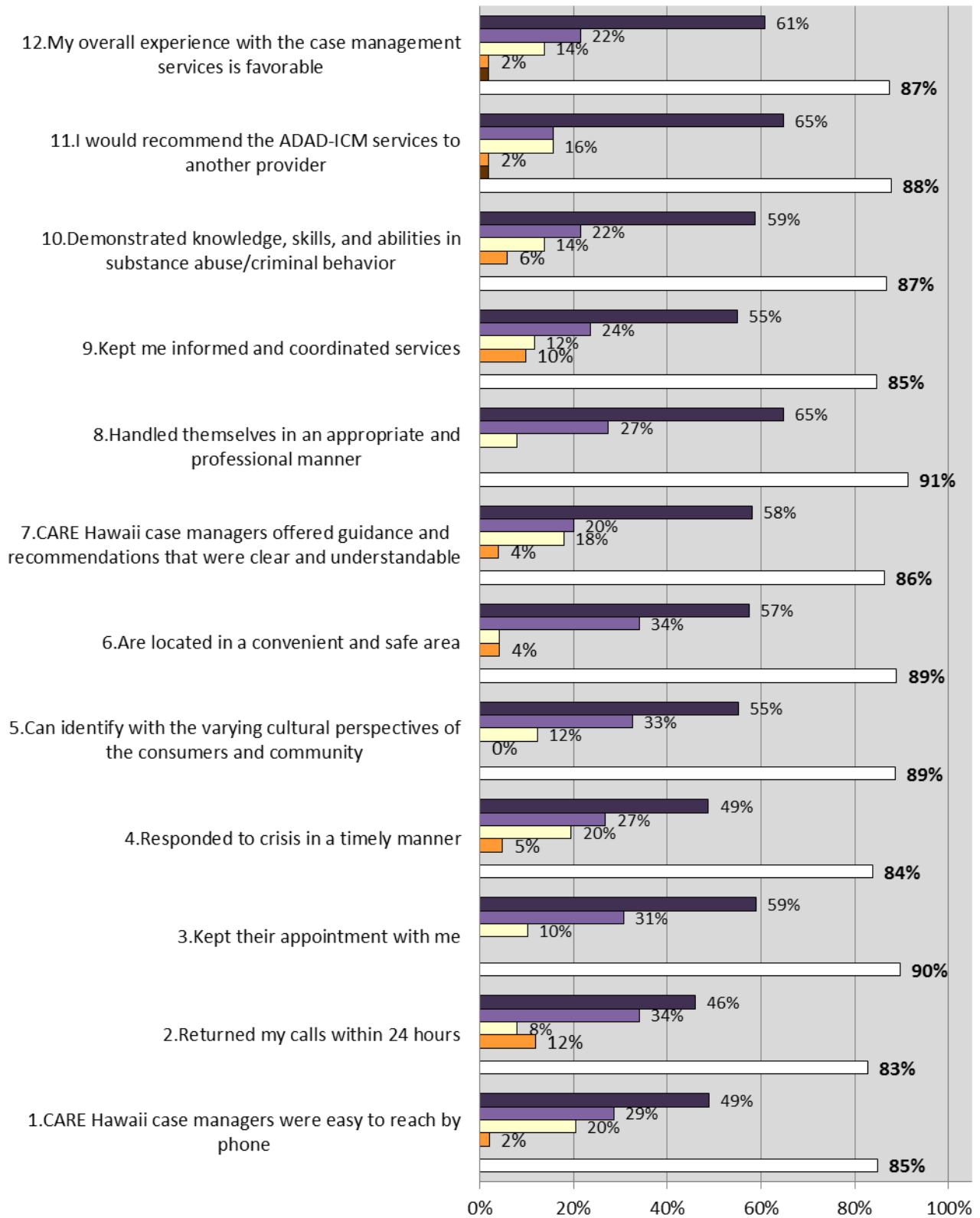


**Maui ADAD ICM Comments:**

1. CARE Hi has been an essential piece for outstanding care delivery for our clients. I am happy to have the pleasure to work with them
2. Good Job!!!
3. The Maui workers are excellent. Enjoy working with them
4. Both Jane and Michelle provide excellent service here in Maui. I enjoy working with them as they provide professionalism to all they serve (both clients and stakeholders). :)
5. Once or twice we have been looking for someone to conduct a neurological evaluation or a psychological evaluation & have difficulties locating a provider given client's insurance. But no fault of CARE Hawaii case managers.
6. Jane Burns and Michelle Watkins are life savers to the Adult Client Services Branch & mutual clients. Their coordination of services & swift response helps to make our job easier, which increases client outcomes
7. I would like to have more communication on transportation assistance & SLP financial and assistance

## ADAD ICM Statewide Stakeholder Satisfaction Survey Results September 2017 36 respondents

Strongly Agree  
  Agree  
  Neutral  
  Disagree  
  Strongly Disagree  
  Weighted Average



**Discussion:**

Based on the results of the stakeholder survey ADAD ICM case managers have been providing excellent services that stakeholders are very pleased about. Management continues to inform staff about the importance of communication with referral sources and community stakeholders. It appears and shows on the results of the surveys that were returned that CARE Hawaii staff has been doing what management continuously encourages them to do on a daily basis. It also shows that the longevity and stability that the program has with staff reflects the excellent services they provide in the community and how community stakeholders respond to our services. ADAD ICM administrators will continue to work with case managers with ensuring proposed services are delivered and stakeholder's relationships continue to grow and get stronger. The Program Director will continue to do monthly calls to stakeholders to check in and ensure that there are no concerns or problems with staff and/or the program which helps with building the program's effectiveness and efficiency.