



ND RYAN WHITE PROGRAM PART B CLIENT SATISFACTION SURVEY

NORTH DAKOTA DEPARTMENT OF HEALTH
DIVISION OF DISEASE CONTROL
SFN 58958 (Rev. 02/2019)

Case Management Agency: _____

1. Does your case manager understand your needs?

Always Most of the time Sometimes Not very often Never

2. Does your case manager treat you with dignity and respect?

Always Most of the time Sometimes Not very often Never

3. Is your case manager successful in helping you to get the care and services you need?

Always Most of the time Sometimes Not very often Never

4. Has the case management you received from this agency helped you to improve the problems, feelings, or situations that brought you here?

Very much Some A little Not at all

5. How satisfied are you with the quality of the service you receive from this agency?

Very satisfied Satisfied Neutral Not satisfied Very unsatisfied

6. Please indicate the services you have utilized in the past 12 months (check all that apply)

Case Management Drug Assistance Medical Care Emergency Financial Assistance
 Dental/Vision Insurance Assistance Transportation
 Other _____

7. Please rank following core services by number from 1 to 4 (1 being most important) in the order of importance for you.

_____ Outpatient Care _____ Health Insurance
_____ Dental/Vision _____ Prescription Drugs (ADAP)

8. Please rank following support services by number from 1 to 4 (1 being most important) in the order of importance for you.

_____ Case Management _____ Emergency Assistance (Rent & Utilities)
_____ Transportation _____ Nutritional Supplements

9. What is your biggest obstacle obtaining HIV related services in North Dakota?

10. What services do you feel are lacking in North Dakota that would help improve the life of people living with HIV?

Please return to your case manager or mail to: **Ryan White Program, 2635 E Main Ave, Bismarck, ND 58506.** To complete online visit: <https://bit.ly/2SJFA1J> , or scan:



Additional information is available at ndhealth.gov/HIV or call the North Dakota Department of Health at **800.472.2180**

