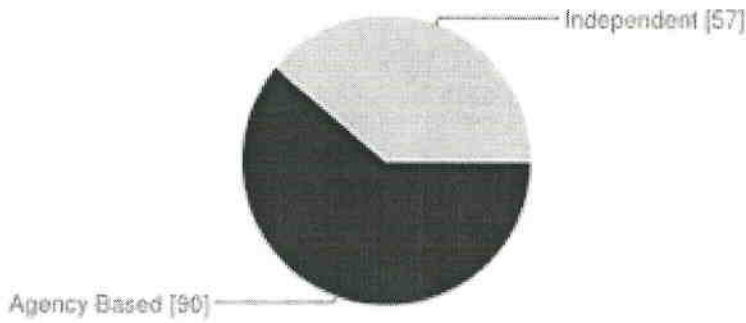
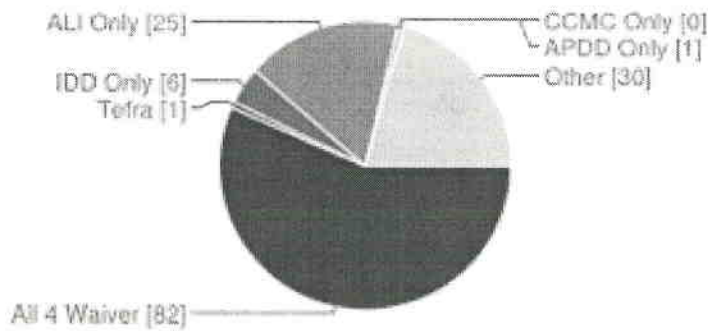


Are you an Agency Based care coordinator or an Independent?



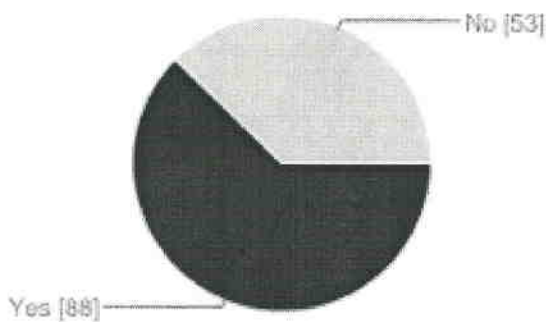
Agency Based	90	61.2%
Independent	57	38.8%

You are Wavier certified for / provide services to



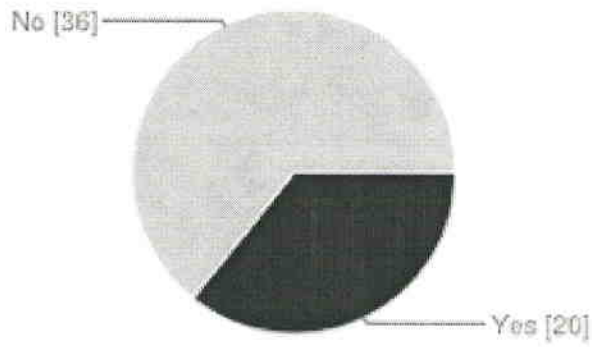
All 4 Waivers	82	55.8%
Tefra	1	0.7%
IDD Only	6	4.1%
ALI Only	25	17%
CCMC Only	0	0%
APDD Only	1	0.7%
Other	30	20.4%

Do you see yourself as a care coordinator 5 years from now?



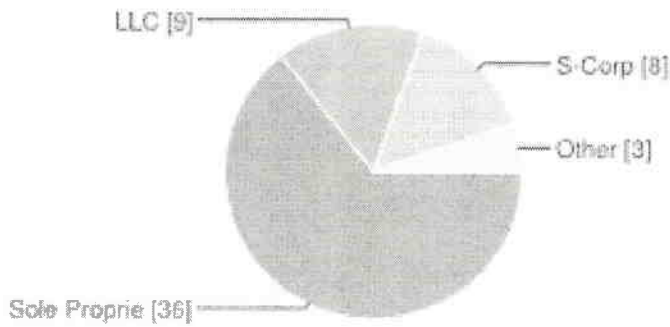
Yes	88	59.9%
No	53	36.1%

If independent are you interested in hiring other Care Coordinators?



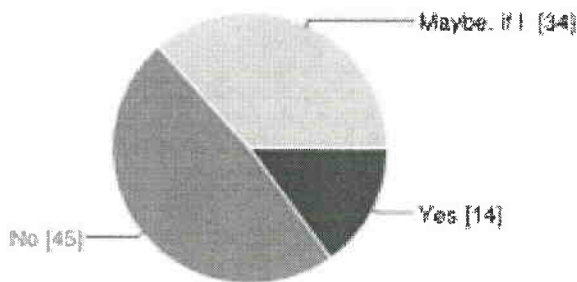
Yes	20	13.6%
No	36	24.5%

If independent are you



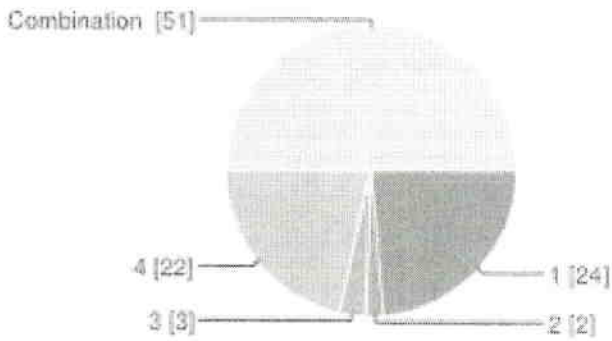
Sole Proprietor	36	24.5%
LLC	9	6.1%
S-Corp	8	5.4%
Other	3	2%

If Agency Based, are you interested in becoming independent?



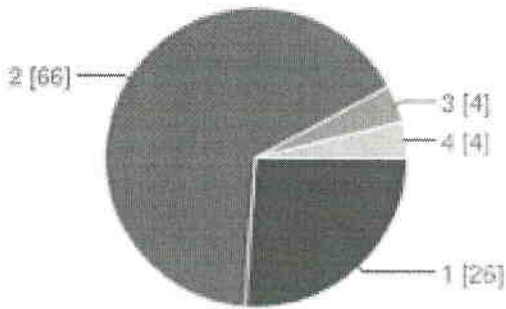
Yes	14	9.5%
No	45	30.6%
Maybe, if I had more information	34	23.1%

Regarding the CFCM Plan what option do you want MOST



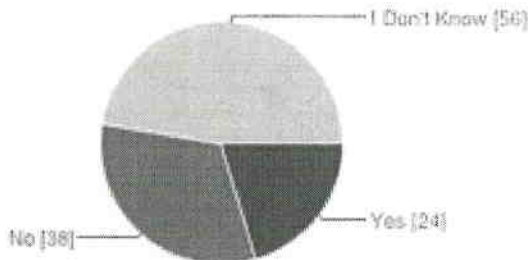
1	24	16.3%
2	2	1.4%
3	3	2%
4	22	15%
Combination of 3 & 4	51	34.7%

Regarding the CFCM Plan what option do you want LEAST



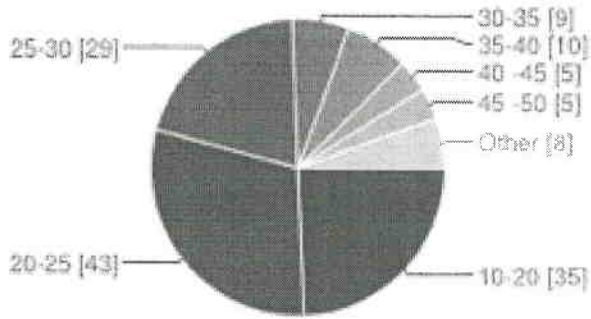
1	26	17.7%
2	66	44.9%
3	4	2.7%
4	4	2.7%

If independent, and a regional agency was chosen (option 2) would you continue with being a care coordinator?



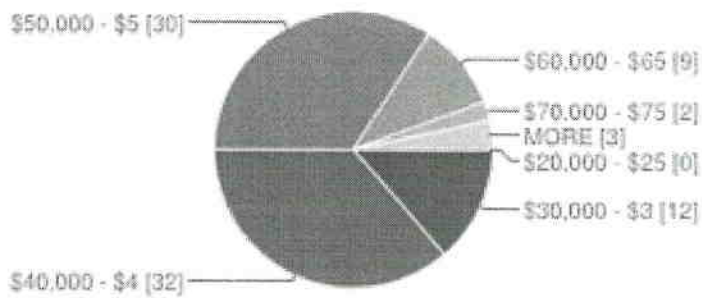
Yes	24	16.3%
No	38	25.9%
I Don't Know	56	38.1%

What is your "comfort level" case load?



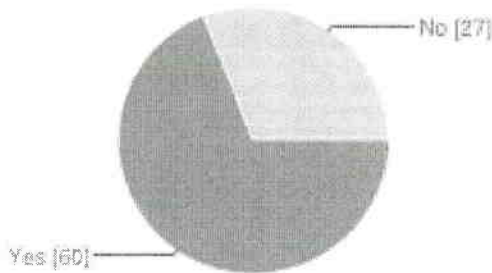
10-20	35	23.8%
20-25	43	29.3%
25-30	29	19.7%
30-35	9	6.1%
35-40	10	6.8%
40-45	5	3.4%
45-50	5	3.4%
Other	8	5.4%

If Agency based what is your expected full-time annual salary at the new CF agency?



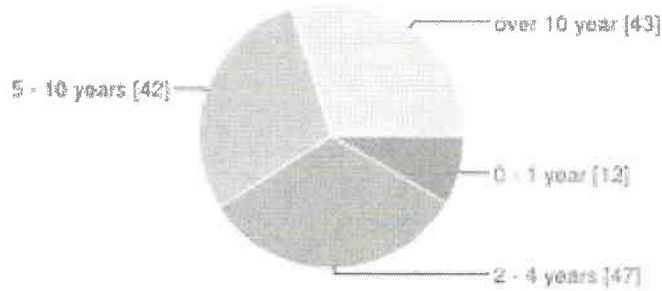
\$20,000 - \$25,000	0	0%
\$30,000 - \$35,000	12	8.2%
\$40,000 - \$45,000	32	21.8%
\$50,000 - \$55,000	30	20.4%
\$60,000 - \$65,000	9	6.1%
\$70,000 - \$75,000	2	1.4%
MORE	3	2%

If Agency based moving to CF agency are you requiring employment that offers health insurance?



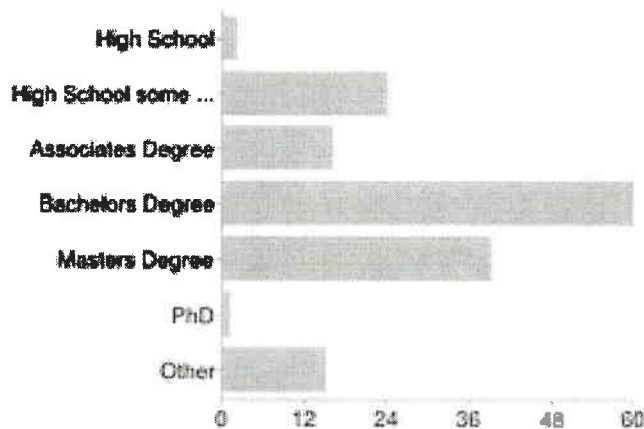
Yes	60	40.8%
No	27	18.4%

I have been a care coordinator



0 - 1 year	12	8.2%
2 - 4 years	47	32%
5 - 10 years	42	28.6%
over 10 years	43	29.3%

What is your highest level of education?



High School	2	1.4%
High School some college	24	16.3%
Associates Degree	16	10.8%
Bachelors Degree	60	40.8%
Masters Degree	39	26.5%
PhD	1	0.7%
Other	15	10.2%

If you have an undergraduate degree what is it in?

Special Education - 3
 Secondary Education
 Elementary Education
 Education - 4

Psychology - 7
 Counseling
 Social work - 7
 Economics
 Human Services - 4
 Health and Human Services
 Family & Human Services

Public Relations
 Journalism
 Public Communication

Sociology
 Anthropology
 Religion

Bachelors of Fine Art
 Art
 Studio Art
 French
 East Asian Languages and
 Cultures
 German
 Language
 English BA

Business Management
 Business - 2
 Organizational Management
 Business Administration
 Project Management
 Human Resources

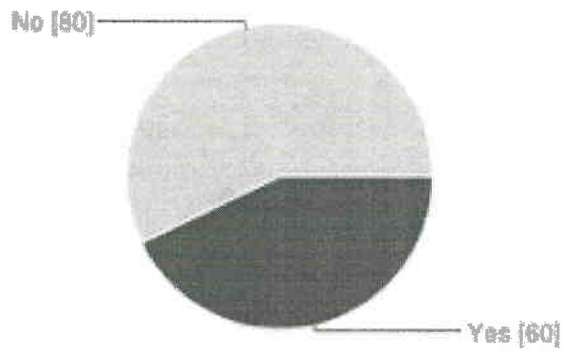
Justice Criminology
 Corrections

History
 Social Science
 Political Science
 Liberal Arts-Alaska Studies

Math
 Biology

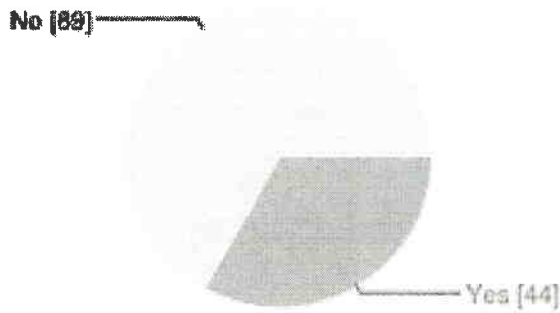
Integrative Medicine
 Rehabilitation - 2
 Therapeutic Recreation
 Behavioral Science

Do you have a mentor?



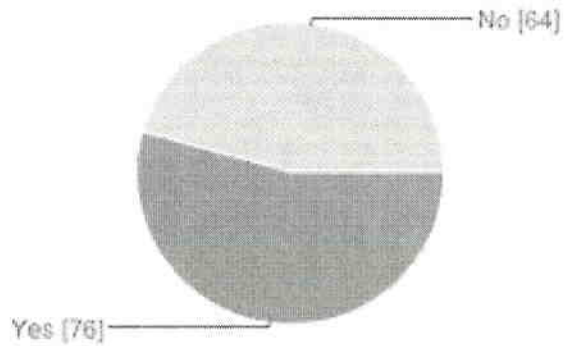
Yes	60	40.8%
No	80	54.4%

Do you want a mentor?



Yes	44	29.9%
No	89	60.5%

Are you willing to be a mentor?



Yes	76	51.7%
No	64	43.5%

If Independent, is there anything about running your own business that you want support with?

- Maintaining an open line of communication with SDS. Them being more accessible and answering questions completely and in a timely manner.
- I think it would be helpful (it may already exist) a check list for the process. between SDS and Xerox there are a lot of pieces and if you didn't happen to do one, it holds up everything. (the start up portion, not the ongoing business!
- The only support that would help is to be able to get billings paid timely! It would be nice if as an independent we were supported like "agency" care coordinators by all entities.
- Information regarding hiring additional CCs and business info
- Business development and advise on insurance, rules and regulations when it comes to employees that will not cost an arm and a leg.
- Networking and back up care coordinator
- Mostly cyphering what SDS is sending out and understanding the impact of the constant changes that are occurring on service delivery.
- I think the hardest thing is just keeping up with SDS/State changes.
- Better support with medicaid billing- Xerox will respond with we can't tell you how to bill.
- I would love to hire an admin assistant but inconsistent payment and uncertainty about the future of cc makes me hesitant.
- More efficient tracking or data recording. Current forms are adequate, but could be more streamlined or efficient.
- Enterprise. I would like step by step- "this is what you" type training
- Timely information on changes to providing care coordination services, ie, Transportation issues, internal policy shifts within SDS and Xerox, contacts at SDS for staff duties and operations. Forum for sharing forms with other care coordinators.
- The choice to make decisions concerning how many clients my business can handle.
- More/better training re: regulations
- Dealing with tax related issue, education, training on how to save and do better financially. *
- Group Health Insurance/Association discount rate etc. * Standard format, all inclusive database software to track demographic, revenue, forms, calendar - using with monthly fee or purchase at lower price
- SDS needs to keep everyone informed better regarding their policy changes
- Systems greatly need improvement - Xerox, DSM, new CIR method
- I believe SDS provides numerous trainings - but for ever-changing, chaotic, disorganized, and broken systems. Example: DSM, Xerox, new CIR reporting method
- Staffing lists for SDS, DPA and SSA. These change regularly and, if possible, provide updates and direct phone extensions.
- Lists of grants and grantees for services needed by clients.

Is there any training that you would like to have to make you a better Care Coordinator/Case Manager?

- Regular or annual training or overview of the programs and the changes implemented.
- Attending the CC training/ recertification workshops in Anchorage every 2 years in addition to the wonderful annual CC conferences that started 2 years ago are adequate to meet my current needs.
- No I intend to leave the field
- Hands on training with a certified CC trainer until I am able to understand and perform what my duties are.
- I would like to know more about what DH and Residential options are available in each region, and how the providers in those regions offer choices to the clients and interact with the families.
- Possibly an on line scorecard the way the insurance companies score hospitals and physicians.
- More/better training re: regulations
- I would find a training on the nuts and bolts of running a case load smoothly would be helpful.
- Seems pointless at this time! After 20 years I will no longer be a CC.
- More mental health in the elderly trainings would be great.
- I am phasing out-totally disgusted.
- I am currently trying to become an independent cc. I welcome any new training.
- More education about the transition from DVR into Employment Services for IDD clients. Keep getting different suggestions or ways to handle it.
- Teach application process of medicaid in the beginning CC training instead of only at the intermediate level.
- I want to learn to do person centered plan of care meeting, which I often try to do.
- How to better navigate and appeal findings from those assessments through the fair hearing channels.
- Better understanding of Medicaid LTC and financial advice I can offer clients for managing their cost of care.
- Training to obtain Specific certifications such as the Qualified Developmental Disabilities Professional or Qualified Intellectual Disabilities Professional (QDDP/QIDP), the Care Management Certificate (CMC),
- I'd like to know more about the specifics that each assessor brings to the table when dissecting Plans of Care and amendments. It can be difficult to know exactly what the assessors are looking for within your writing.
- How to write better goals and objectives.
- Resources on how to get an OPA guardian for consumers list of agencies that provide day habilitation, in-home support, respite
- Knowing exactly what records must be kept as a CC, whether independent or with an agency.
- Conditions of Participation
- I would like to be able to shadow a Care Coordinator with 5 or more years of experience to be more proficient in representing the Elders I serve.
- The forms are one part, but, the actual case management of the recipients is what I am interested in to develop this skill further.
- More formal training regarding Social Services, navigating all areas of Medicaid, DPA, Soc Sec, Etc.
- Ongoing training and examples of what the SDS wants for their POC's and supporting documentation across all four waivers would be very helpful.
- Besides a class for advanced care coordination and the yearly conference, there really aren't any opportunities for training, so my answering is yes...I think any training could have the potential to make anyone a better CC.
- If I were to go independent, I would like to understand the billing process that I would need to start taking on as an independent Care Coordinator.
- Billing
- I think offering some technical support to agency based cc to become independent would be very beneficial.
- Business classes would be helpful

Care Coordination Summary Data Comparisons

Agency Based Care Coordinators who DO NOT see themselves as a Care Coordinator in the next 5 years

Years as Care Coordinator	Agency Based (45 responses)
0-4 years	17
5-10 years	12
10 plus years	16

Agency Based Care Coordinators Comfort Caseload compared to Waivers services and length of Care Coordination

Waiver's Served	Caseload	Responses
All Waivers	25-30	50
All Waivers (all certified over 10 plus years)	30 Plus	8

Agency Based Care Coordinators who are interested in becoming Independent

Years as Care Coordinator	Agency Based (34 responses)
0-4 years	17
5-10 years	7
10 plus years	10

Agency Based Care Coordinators who DID NOT want to become independent

Years as Care Coordinator	Agency Based (45 responses)
0-4 years	19
5-10 years	12
10 plus years	14

Education	Agency Based (87)	Independent (52)
Associates Degree	11	5
Bachelor's Degree	44	14
High school some college	16	10
Master's Degree	16	22
PhD	0	1

55 Agency Based Care Coordinator's stated they didn't want a Mentor the chart below show a breakdown of those they DO want a Mentor.

Years as Care Coordinator	Want a Mentor (31)
0-4 years	19
5-10 years	7
10 plus years	4

Care Coordinator interested in being mentors

Years as Care Coordinator	Agency Based (41)	Independent (35)
0-4 years	19	9
5-10 years	11	15
10 plus years	11	11

Care Coordinators who have Mentors

Years as Care Coordinator	Agency Based (37)	Independent (23)
0-4 years	22	11
5-10 years	9	8
10 plus years	6	4

Independent Care Coordinators interested in hiring Care Coordinators

Years as Care Coordinator	Independent (20 responses)
0-4 years	6
5-10 years	10
10 plus years	4