

**Supplementary table 1. Six-item exit survey administered to MATES clients.**

| Question   | Response             |     |       |    |               |
|--|----------------------|-----|-------|----|---------------|
|  | Absolutely Yes       | Yes | Maybe | No | Absolutely No |
| 1) Do you feel the nature of your concerns were met during the case management process?                |                      |     |       |    |               |
| 2) Were the services appropriate in meeting your needs   |                      |     |       |    |               |
| 3) Did you feel actively involved in the decision-making process?                                      |                      |     |       |    |               |
| 4) Do you consider that your medical, emotional, mental well-being and spiritual needs were addressed? |                      |     |       |    |               |
| 5) Would you recommend MATES to co-workers, family and friends?  |                      |     |       |    |               |
| 6) Any comments about MATES or case management you would like to make:                                 | Open answer response |     |       |    |               |