



Introduction

This customer satisfaction survey was conducted by Consumer Direct Care Network Colorado (CDCN) under contractual obligation with the Colorado Department of Health Care Policy & Financing (HCPF). Home and Community Based waiver Medicaid clients receiving Consumer Directed Attendant Support Services (CDASS) in Colorado were surveyed regarding their satisfaction with the services provided by their Financial Management Services Agency (FMSA). This report¹ is specific to Palco, but summarized survey results for all three FMSAs are included on page one for comparison.

Methodology

CDASS service recipients were asked through mail survey to rate services provided by their FMSA. Survey questions were developed jointly by HCPF and CDCN staff. Questions focused on key components of the FMSA’s responsibilities toward customer service, web-based systems functionality and accessibility, and employer and payroll functions. The back page of the survey allowed for open-ended comments.

Prior to survey mailing each FMSA supplied a mailing list of their current CDASS clients to CDCN in an Excel spreadsheet. Using those lists, CDCN mailed surveys to 3,537 CDASS clients on April 28, 2020. Survey recipients were asked to return completed surveys by June 3, 2020 in an included postage-paid envelope. Data entry and analysis of returned surveys was conducted by Quality Improvement department staff at the CDCN headquarters in Missoula, Montana. Comments were data entered as close to the hand written text as possible, and include the respondent’s spelling, punctuation and use of abbreviations and symbols. Client name and contact information was removed or redacted from comments.

A numeric five point Likert rating scale was used on each survey satisfaction question, with 5 being best or most satisfied, and 1 being worst or least satisfied. A N/A or “Not Applicable” choice was provided for each question, allowing the respondent to opt out if that question did not apply to them. Satisfaction ratings for each question are expressed as a common arithmetic average. An overall satisfaction rating - the weighted average for all questions is also presented.

Results Summary All FMSAs

Sample Size	Acumen	Palco	PPL	All
Number of surveys mailed	266	220	3051	3537
Number of surveys returned	65	47	561	673
Return rate	24.4%	21.4%	18.4%	19.0%
% of Answers with highest rating value of 5	55.1%	63.8%	58.5%	58.5%
My overall satisfaction with my FMS can be described as (average rating, question 5)	4.03	4.34	4.25	4.24
Overall weighted average (all questions)	4.14	4.37	4.27	4.26

¹This report is intended for review by HCPF only, and is not for public distribution unless authorized by HCPF. All returned surveys are being submitted to HCPF. The electronic data entry spreadsheet file is available to HCPF upon request.



Page 1 of a Blank Survey (for reference)



Palco Annual Client Satisfaction Survey

As a managing employer in the CDASS program, please rate the services provided to you by the Financial Management Services (FMS) Provider you are affiliated with. Please rate your experiences, using a 5 to 1 scale, with 5 being best (Excellent/Most Satisfied) and 1 being worst (Very Poor/Least Satisfied). Use NA if the question does not apply. A place for comments has been provided on the back of the survey. Please complete the survey below and return it in the envelope provided by June 3, 2020.

For best results, please use BLACK ink. Fill circles in like this: ● Not like this: ⊗ ⊘ ⊙

1. Please rate trainings and/or resources provided by Palco at enrollment.

	Always 5	4	Sometimes 3	2	Never 1	N/A
Printed enrollment materials are easy to read/understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training I received from Palco about how to fill out and submit timesheets was helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know how to contact Palco if I have questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Please rate the assistance provided by your FMS with questions you have about online resources.

	Excellent 5	4	Average 3	2	Very Poor 1	N/A
Using my FMS' website.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online timesheet submission.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. When contacting your FMS with a question or concern, staff members...

	Always 5	4	Sometimes 3	2	Never 1	N/A
Are respectful?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Answer the phone?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Return your call or email within one (1) business day?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clearly answer your question or concern?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Please rate these services provided by your FMS.

	Excellent 5	4	Average 3	2	Very Poor 1	N/A
Assistance completing FMS enrollment paperwork.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness in processing FMS enrollment paperwork.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying your Attendants - on time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying your Attendants - accurately.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. My overall satisfaction with my FMS can be described as:

	Very Satisfied 5	4	Neither Satisfied Nor Dissatisfied 3	2	Very Dissatisfied 1	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have comments or suggestions, please submit them in the comment section provided on the back of this survey. Please note that your comments will not be read immediately by your FMS provider. If you need immediate assistance please contact your FMS provider directly.

This survey is administered by Consumer Direct Colorado. If you have questions about this survey, please call us at 1-844-381-4433 for assistance.

Please flip the page.





Page 2 of a Blank Survey (for reference)



Annual Client Satisfaction Survey

Please use this space for any additional feedback about services received from your FMS provider.

Client's Name (Optional*) - please print:

*Do not write your name if you'd prefer that your comments remain anonymous.

If you have additional comments or suggestions, please submit them on another piece of paper with this survey.

Thank you for completing this survey.
Your responses will help improve the CDASS Program!
Please return in the enclosed envelope by **June 3, 2020**

Rev 2/12/2020





Palco Survey Results

1. Please rate trainings and/or resources provided by Palco at enrollment.	Number (#) and Percent (%) of Answers by Rating Value								Avg			
	1 Never		2		3 Sometimes		4			5 Always		N*
	#	%	#	%	#	%	#	%		#	%	
Printed enrollment materials are easy to read/understand.	2	4.3%	0	0.0%	8	17.4%	11	23.9%	25	54.3%	46	4.24
Training I received from Palco about how to fill out and submit timesheets was helpful.	4	9.3%	1	2.3%	8	18.6%	9	20.9%	21	48.8%	43	3.98
I know how to contact Palco if I have questions.	0	0.0%	0	0.0%	2	4.4%	7	15.6%	36	80.0%	45	4.76
2. Please rate the assistance provided by your FMS with questions you have about online resources.	Number (#) and Percent (%) of Answers by Rating Value								Avg			
	1 Very Poor		2		3 Average		4			5 Excellent		N
	#	%	#	%	#	%	#	%		#	%	
Using my FMS' website.	3	7.7%	2	5.1%	6	15.4%	6	15.4%	22	56.4%	39	4.08
Online timesheet submission.	1	2.6%	2	5.1%	3	7.7%	9	23.1%	24	61.5%	39	4.36
3. When contacting your FMS with a question or concern, staff members...	Number (#) and Percent (%) of Answers by Rating Value								Avg			
	1 Never		2		3 Sometimes		4			5 Always		N
	#	%	#	%	#	%	#	%		#	%	
Are respectful?	0	0.0%	0	0.0%	4	8.7%	7	15.2%	35	76.1%	46	4.67
Answer the phone?	0	0.0%	1	2.2%	2	4.3%	9	19.6%	34	73.9%	46	4.65
Return your call or email within one (1) business day?	1	2.2%	3	6.5%	7	15.2%	7	15.2%	28	60.9%	46	4.26
Clearly answer your question or concern?	0	0.0%	5	10.6%	6	12.8%	8	17.0%	28	59.6%	47	4.26
4. Please rate these services provided by your FMS.	Number (#) and Percent (%) of Answers by Rating Value								Avg			
	1 Very Poor		2		3 Average		4			5 Excellent		N
	#	%	#	%	#	%	#	%		#	%	
Assistance completing FMS enrollment paperwork.	1	2.3%	2	4.7%	9	20.9%	6	14.0%	25	58.1%	43	4.21
Timeliness in processing FMS enrollment paperwork.	4	8.9%	1	2.2%	4	8.9%	8	17.8%	28	62.2%	45	4.22
Paying your Attendants – on time.	2	4.3%	0	0.0%	4	8.5%	8	17.0%	33	70.2%	47	4.49
Paying your Attendants – accurately.	1	2.2%	1	2.2%	2	4.4%	10	22.2%	31	68.9%	45	4.53
5. My overall satisfaction with my FMS can be described as:	Number (#) and Percent (%) of Answers by Rating Value								Avg			
	1 Very Dissatisfied		2		3 Neither Satisfied nor Dissatisfied		4			5 Very Satisfied		N
	#	%	#	%	#	%	#	%		#	%	
	1	2.1%	2	4.3%	5	10.6%	11	23.4%	28	59.6%	47	4.34
Totals	20	3.2%	20	3.2%	70	11.2%	116	18.6%	398	63.8%	624	4.37

* N = total number of responses for the question



Written Comments

<p>There is almost \$300-\$350 each month left over + \$200 of that should go to client ☹️</p>
<p>They do good job [illegible] the way take care of me. Good company work with disable. Thank you.</p>
<p>Very satisfied with service, and overall program.</p>
<p>I get <u>EXCELLENT</u> from everyone. I deal from ██████ in Enrollment to customer service despite the everchanging world we are living in.</p> <p>My <u>ONLY</u> complaint is that I have asked for assistance from ██████ supervisor (on her recommendation) twice. I left VM's on 2 separate occasions and he <u>NEVER</u> returned either of my calls.</p> <p>*Side-note – I also called CDASS at the beginning of my renewal period in April as my hours increased and I needed help to make sure my figures were correct, but the young man who answered my call told me I had to go through Palco. That's when I called ██████ and she told me to speak to her supervisor because they don't deal with figuring out how much to pay my attendants. All I wanted was to make sure I was doing the math correctly. I felt very helpless and like I don't really matter to anyone.</p> <p>Thank you for your time.</p>
<p>In the begining it has been complicated and disorganized. Our comunication was not clear. In last month things seem better. My attendent is getting paid with correct pay rates, now. So hopefully we can move forward with no more complications for my attendent and myself.</p> <p>Thou all this confusion is being organized – The staff has been kind and helpful.</p> <p>Look forward to our future with Palco. Thank you for your assistance. Have a great day & stay healthy.</p>
<p>The person answering the phone should not try to solve issues if they are not qualified.</p>
<p>would like to understand more as how to add hrs + where to put then and pay rate on time sheets</p>
<p>I have used 2 other FMS providers - Palco is <u>BY FAR</u> the best!!</p>
<p>(1) I do not find the people in the call center to be well informed. (2) We have had an issue where the FMS said the payment was lost when it wasn't mailed. (3) It usually requires more than one call to resolve matters. (4) The FMS provides dated information about utilization on paper making it difficult to gage utilization. (5) The FMS makes excuses. (6) The larger issue is that all the FMS are not held accountable for accuracy or quality service.</p>
<p>I love Palco!!! Everyone is kind & helpful. It's easy to make contact Everything is so timely and accurate. I so appreciate Palco Thank You!!! ☺️</p>
<p>I have been able to work within the system as designed.</p>
<p>Website is poorly designed. Always a problem submitting and approving time sheets. Unable to get info regarding budgets or amts available. I wish Access FMS service still available as their website was terrific!</p>



Written Comments

Overall, Palco has been a very good FMS provider. I wish they had more online Q+A's &/or video's from past training sessions with Q&A's for other members participating in the "Archives viewing &/or reading." Also, I personally and my attendants, as well as, other members I've spoken with. They all say they wish paychecks were done every week: instead of every 2 weeks. Thank you!

I don't understand why the Agency Does Not Have A Local office in Colorado - why!! (No one cares)

I thought that this was mandatory for any Agency Providing Service in Colorado - Now with everything Happening Here in Colorado and Globaly - my Big Worry is that these Fund will Be Cut without any conceren to People with Disabilities + Elderly Disabled People too like my self - with out this I would more then likely Face A very Negative way to Living Independantly as I Am now - I Feel our voice will never be Heard By Anyone!! Maybe 9 News on NEXT w/ [REDACTED] might Hear it + take Action! If I was able to Physically Speak (due to my Current Voice I can't) I would Be Speaking out Very Loudly



Written Comments

The survey response rate was 21.4% with 47 surveys returned out of a total of 220 mailed.

Topic Category	Negative	Positive	Neutral	Sum
Auth/Budget	3	0	1	4
Communication	3	1	0	4
FMS Services	2	7	0	9
FMS Staff	0	2	0	2
FMS Staff Training	2	0	0	2
Paying CGs	1	0	1	2
Time Entry	1	0	0	1
Website	1	0	0	1
Sum	13	10	2	25

Comment Type by Category

