



# Morning Sun Financial Services 2016 Client Satisfaction Survey Report

## Introduction

This customer satisfaction survey was conducted by Consumer Direct for Colorado under contractual obligation with the Colorado Department of Health Care Policy & Financing (HCPF). More than 3,300 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 report<sup>1</sup> is specific to Morning Sun Financial Services, but summarized survey results for all three FMSAs are included on page one for comparative purposes.

## Methodology

CDASS service recipients were asked through mail survey to rate services provided by their FMSA. Survey questions were developed jointly by HCPF and Consumer Direct 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 Consumer Direct in an Excel spreadsheet. Using those lists, Consumer Direct mailed surveys to 3,325 CDASS clients on September 14, 2016. The name of the client’s FMSA was identified on the survey title line. Survey recipients were asked to return completed surveys by November 21, 2016 in an included postage-paid envelope. Returned surveys were data entered and results compiled by Consumer Direct Management Solutions staff 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.

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	ACCESS	Morning Sun	PPL	All
Number of surveys mailed	343	200	2782	3325
Number of surveys returned	119	53	695	867
Return rate	34.69%	26.50%	24.98%	26.08%
<b>% of Answers with highest rating value of 5</b>	80.12%	68.36%	58.94%	62.42%
<b>Weighted Average Rating (all questions)</b>	<b>4.72</b>	<b>4.50</b>	<b>4.25</b>	<b>4.33</b>
<b>My overall satisfaction with my FMS can be described as (average rating, question 5)</b>	<b>4.78</b>	<b>4.63</b>	<b>4.28</b>	<b>4.37</b>

<sup>1</sup>This 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.



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## Morning Sun Financial Services Survey Results

1. Please rate trainings and/or resources provided by your FMS.	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.	0	0.0%	1	1.9%	5	9.6%	17	32.7%	29	55.8%	52	4.42
I know how to contact my FMS if I have questions.	1	1.9%	1	1.9%	1	1.9%	9	17.3%	40	76.9%	52	4.65
Training to fill out and submit Attendant timesheets.	2	4.0%	2	4.0%	1	2.0%	19	38.0%	26	52.0%	50	4.30
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.	1	2.8%	1	2.8%	10	27.8%	9	25.0%	15	41.7%	36	4.00
Online timesheet submission.	3	8.8%	1	2.9%	7	20.6%	8	23.5%	15	44.1%	34	3.91
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?	1	1.9%	0	0.0%	0	0.0%	7	13.5%	44	84.6%	52	4.79
Answer the phone?	1	2.0%	2	4.0%	2	4.0%	11	22.0%	34	68.0%	50	4.50
Return your call or email within one (1) business day?	1	2.0%	1	2.0%	2	3.9%	8	15.7%	39	76.5%	51	4.63
Clearly answer your question or concern?	2	3.9%	0	0.0%	1	2.0%	9	17.6%	39	76.5%	51	4.63
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.	2	3.9%	1	2.0%	2	3.9%	13	25.5%	33	64.7%	51	4.45
Timeliness in processing FMS enrollment paperwork.	3	5.9%	0	0.0%	3	5.9%	9	17.6%	36	70.6%	51	4.47
Paying your Attendants - on time.	2	3.8%	1	1.9%	2	3.8%	7	13.2%	41	77.4%	53	4.59
Paying your Attendants – accurately.	1	1.9%	0	0.0%	1	1.9%	11	20.8%	40	75.5%	53	4.68
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	1.9%	1	1.9%	2	3.8%	9	17.0%	40	75.5%	53	4.63
<b>Totals</b>	21	3.0%	12	1.7%	39	5.7%	146	21.2%	471	68.4%	689	4.50

\* N = total number of responses for the question



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## Open-Ended Survey Comments

Time sheet templates would be very helpful.
The website needs overall improvements: 1) When you go to submit time sheet it is all too small and difficult to use. It only works with Firefox. 2) The website needs to be able to work with voice control programs
I am very happy and satisfied with the CDASS program.
Electronic timecard program is very cumbersome to use, so I email pdf files.
This program has truly helped me.
I would never be able to live on my own without all the help I'm given by CDASS and the people that work for me. 2014, I spent 8 1/2 months in a nursing home at 45. Bless all of you, I am blessed as well. Sincerely, [REDACTED]
P.S. this saved my life as I know it, and I am able to live independent. I couldn't possibly ask for more. Jessica Thajer has done more for me than I could or would do for me. She went over the top everytime. I wish her the very best in her life. Thank you for caring! I owe everyone in CDASS a big thanks of gratitude and wish everyone the very best. Good luck to all of you! I am in your debt! [REDACTED].
I have really appreciated all your help.
Would be helpful if worker would check in more and offer more resources.
The monthly expenditure statements or reports would be easier to understand in a lined format like a profit/loss ledger: Month, Quarter to Date, Certification Period to date \$Totals; Budget, Spent, Remaining. Thank you for this program! Thanks you for thinking to ask in a client survey!
There should be an easy way to get monthly reports online. Online timesheet is not intuitive and takes a long time to get used to. The save timesheet function removes the timesheet from view. Timesheets being completed are hidden behind an unclear link. The current timesheet is at the bottom of the list out of sight. New timesheets are created using the calendar but cannot be retrieved via the calendar. The timesheet total is wrong until the timesheet is saved and then retrieved. Rejected timesheets have to be resubmitted but the resubmit button isn't available. It becomes active after a mysterious number of saves, submits & retrieval. Security is terrible, using 4 numbers that anyone can find. Users cannot change their own passwords. It has improved very little since we started using it.
Morning Sun Financial has been awesome!! Rebecca, Ashley, all of them here in Denver and in Minnesota are so professional. They always call me back when I have questions within a couple of hours or they email me the answer. I am so happy that I chose Morning Sun, it has been the greatest experience working with them through all the changes.
We originally were with PPL. We changed because of the health insurance issue. After changing to Morning Star/Sun, we had a much more pleasant experience as well as a much more friendly + helpful environment. The only thing I dislike is the website - timecard entry. It is time consuming. PPL, in my opinion, has a much easier time card entry on their website. Thank you for your service.
My FMS Provider Rebecca
I have found them excellent in all areas - knowledgeable and very service oriented.