



## 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 3,450 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 PCG Public Partnerships (PPL), 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 3,468 CDASS clients on October 18, 2017. The name of the client’s FMSA was identified on the survey title line. Survey recipients were asked to return completed surveys by November 27, 2017 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

<b>Sample Size</b>	<b>ACES\$</b>	<b>Morning Sun</b>	<b>PPL</b>	<b>All</b>
Number of surveys mailed	520	236	2712	3468
Number of surveys returned	130	62	649	841
Return rate	25.0%	26.3%	23.9%	24.3%
<b>% of Answers with highest rating value of 5</b>	79.1%	76.5%	65.4%	68.4%
<b>Overall Weighted Average (all questions)</b>	<b>4.68</b>	<b>4.65</b>	<b>4.43</b>	<b>4.49</b>
<b>My overall satisfaction with my FMS can be described as (average rating, question 5)</b>	<b>4.74</b>	<b>4.70</b>	<b>4.45</b>	<b>4.51</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.



Page 1 of a Returned Survey (for reference)

18-808



PPL Colorado (PPL)
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 November 27, 2017.

For best results, please use BLACK ink. Fill circles in like this: [filled circle] Not like this: [circle with slash] [circle with X] [circle with dot]

1. Please rate trainings and/or resources provided by Public Partnerships LLC (PPL) at enrollment.
Table with 6 columns: Always (5), Sometimes (4, 3, 2), Never (1), N/A.
Rows: Printed enrollment materials are easy to read/understand, Training I received from PPL about how to fill out and submit timesheets was helpful, I know how to contact PPL if I have questions.

2. Please rate the assistance provided by your FMS with questions you have about online resources.
Table with 6 columns: Excellent (5), Average (4, 3, 2), Very Poor (1), N/A.
Rows: Using my FMS' website, Online timesheet submission.

3. When contacting your FMS with a question or concern, staff members...
Table with 6 columns: Always (5), Sometimes (4, 3, 2), Never (1), N/A.
Rows: Are respectful?, Answer the phone?, Return your call or email within one (1) business day?, Clearly answer your question or concern?

4. Please rate these services provided by your FMS.
Table with 6 columns: Excellent (5), Average (4, 3, 2), Very Poor (1), N/A.
Rows: Assistance completing FMS enrollment paperwork, Timeliness in processing FMS enrollment paperwork, Paying your Attendants - on time, Paying your Attendants - accurately.

5. My overall satisfaction with my FMS can be described as:
Table with 6 columns: Very Satisfied (5), Neither Satisfied Nor Dissatisfied (4, 3, 2), Very Dissatisfied (1), N/A.

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.





Page 2 of a Returned Survey (for reference)



Annual Client Satisfaction Survey

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

[Large empty rectangular box for providing additional feedback]

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 **November 27, 2017**

Rev 10/3/17





# PCG Public Partnership (PPL) 2017 Client Satisfaction Survey Report

## PCG Public Partnership (PPL) Survey Results

1. Please rate trainings and/or resources provided by Public Partnerships LLC (PPL) 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.	9	1.5%	16	2.7%	55	9.3%	165	28.0%	345	58.5%	590	4.39
Training I received from PPL about how to fill out and submit timesheets was helpful.	15	2.8%	13	2.4%	46	8.6%	133	24.9%	327	61.2%	534	4.39
I know how to contact PPL if I have questions.	6	1.0%	4	0.7%	17	2.8%	79	12.8%	509	82.8%	615	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			
Using my FMS' website. Online timesheet submission.	1 Very Poor		2		3 Average		4			5 Excellent		N
	#	%	#	%	#	%	#	%		#	%	
Using my FMS' website.	16	3.1%	17	3.3%	82	16.0%	108	21.1%	288	56.4%	511	4.24
Online timesheet submission.	8	1.6%	11	2.2%	56	11.1%	98	19.4%	332	65.7%	505	4.46
3. When contacting your FMS with a question or concern, staff members...	Number (#) and Percent (%) of Answers by Rating Value								Avg			
Are respectful? Answer the phone? Return your call or email within one (1) business day? Clearly answer your question or concern?	1 Never		2		3 Sometimes		4			5 Always		N
	#	%	#	%	#	%	#	%		#	%	
Are respectful?	5	0.8%	6	1.0%	29	4.6%	110	17.5%	477	76.1%	627	4.67
Answer the phone?	14	2.3%	27	4.4%	79	12.7%	141	22.7%	359	57.9%	620	4.30
Return your call or email within one (1) business day?	20	3.3%	27	4.5%	68	11.2%	122	20.2%	368	60.8%	605	4.31
Clearly answer your question or concern?	10	1.6%	45	7.3%	66	10.7%	118	19.1%	378	61.3%	617	4.31
4. Please rate these services provided by your FMS.	Number (#) and Percent (%) of Answers by Rating Value								Avg			
Assistance completing FMS enrollment paperwork. Timeliness in processing FMS enrollment paperwork. Paying your Attendants - on time. Paying your Attendants – accurately.	1 Very Poor		2		3 Average		4			5 Excellent		N
	#	%	#	%	#	%	#	%		#	%	
Assistance completing FMS enrollment paperwork.	19	3.2%	21	3.5%	59	10.0%	124	20.9%	369	62.3%	592	4.36
Timeliness in processing FMS enrollment paperwork.	34	5.6%	32	5.3%	68	11.2%	120	19.8%	353	58.2%	607	4.20
Paying your Attendants - on time.	12	1.9%	18	2.9%	51	8.1%	102	16.2%	446	70.9%	629	4.51
Paying your Attendants – accurately.	8	1.3%	8	1.3%	35	5.6%	103	16.4%	473	75.4%	627	4.63
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
	#	%	#	%	#	%	#	%		#	%	
	13	2.0%	19	3.0%	52	8.1%	138	21.6%	417	65.3%	639	4.45

Totals	189	2.3%	264	3.2%	763	9.2%	1661	20.0%	5441	65.4%	8318	4.43
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\* N = total number of responses for the question



### Open-Ended Survey Comments

I think you folks are just great, and I and my employee are happy to be in the program.
Trying to submit timesheets is a real pain sometimes when your site decides to pop up weird error codes for no reason.
This program has been so helpful in so many ways, I feel I can get up every day know & feel safe, and have good days. More then bad. This program & my case manager & my care taker and all ways the big man up sta[i]rs have pulled me along way thank you all.
Your automatic dialer phoned my phone for almost 3 straight weeks every day. After calling back to find out there was no issue, the calling continued. I had to call back 4 times before the calls finally stopped. I really don't have a lot of time to waste doing that.
After overtime got worked out things have been great.
I get complaints from employees that their checks cant be cashed at wal-mart because of the way the #'s are printed on the bottom. This can probably be fixed by PPL, I would think?
I don't know from whom I receive services so cant answer this questionare.
I HATE ROBO CALLS! They are worse than worthless!
Client [REDACTED] has had 2 strokes + is unable to fill this out. I filled it out as I am constantly in attendance with him. We appreciate the helps you have provided for his care.
If the payments to the attendants are made a little bit sooner, they would appreciate it. Thank you.
[REDACTED]'s new case manager Melissa was very helpful before and after his passing with making sure he had the supports he needed. Jason Kopen was an amazing case manager while enrolling when we lived in [REDACTED] County, always gong above and beyond to help.
Thank you for all that you do so we can keep our loved ones at home!
Anytime I had to call I get to speak with Linda, she has always been very very helpful and returns calls very quickly. Keep up the great caring work!
Very difficult to talk to supervisor when staff is not able to help.
Perfect service, always very helpful.
Keep up the good work FMS.
Awesome Job! Always answer my questions and concerns. Call back on same day.
My case manager, "Jessica Kendall" is extremely helpful and always very pleasant to work with.
They do try to improve areas they've had problems in. Each year gets better. Thankfully.
The people who answer the phones take much too long going through all the preliminary questions and such before they get to my actual questions. Over all it often takes 15-20 min on the phone to answer what should be a 5 min question.
No Comments all is well! Thanks
I feel my employee should be paid faster than 10 days after time sheet arrives to PPL - We are in a computer world.



Open-Ended Survey Comments

<p>Recently I attempted to hire an employee. Her application was submitted on 9/13 (email). I was contacted by snail mail 2 weeks later that there was an error on the I-9 verification form. I resubmitted it on 9/25 along with a cancelled check for the employees direct deposit verification. On 10/19 my AR talked to Customer "Service" &amp; finally they gave specifics about what to do to fix the problem. We resubmitted the paperwork &amp; my new employee has not yet been hired (it's 10/22). Five weeks to hire someone is ridiculous! The communication from/to PPL is dysfunctional &amp; worse than any gov't agency. They are too big &amp; bureaucratic.</p>
<p>Thank-you for all your help.</p>
<p>My name is [REDACTED] and I am the Authorized Representative for [REDACTED]. She is unable to fill out form or use the services as described. I do those functions for her as she has Cognitive Disabilities. I did not answer questions in front as they [illegible]. But answering for the use of those services all are excellent. I have found them this way every time. Thank you.</p>
<p>My only problem with PPC is that I receive an automated call from PPC regarding good to go status of a new employee I'm required to call back to learn employee number &amp; good to go date. This usually requires a long hold until I can speak with a representative. Also too long time re-confirming details of contact information every time I call in. Thanks [REDACTED].</p>
<p><u>Stand Out Recognition</u> <span style="float: right;">10/23/17</span></p> <p>1. I would like to recognize one of your employee's. Thomas, Teir II Level customer service. He not only has great people skills, polite, and courteous, but he is very knowledgeable in his field. Thank you Thomas for all your help!</p> <p><u>Improvements</u></p> <p>2. When you fax or send information sometimes it takes 2-3 days before you can get questions answered. It would be great if the A/R or client were able to speak directly to the <u>person receiving the faxes</u> or <u>inputting the changes</u> into the system. Less errors would be created.</p>
<p>1st person normally has to refer me on.</p> <p>Timesheets: They have told me lies a couple of times...Like my timesheet was sent in late. I offered to fax them proof showing it was on time. They ignored that...they have trouble adding times up so they can short you on your pay.</p>
<p>It takes a very long time on the phone to address issues. The representatives spend more time repeating back to me what I say to them than actually dealing with my question. If there were more information available through the pay portal, such as employee rate information and current paperwork other than time sheets I would not have to endure their slow phone service.</p>
<p>Give thanks for all you do for us. In Gratitude.</p>
<p>- No Robo Calls!</p> <p>- Make all info that I would call customer service for available online. Or, even better, send an email with <u>explicit</u> information.</p> <p>- People/processes that are hitting the "button" to send me a robo call, are not documenting the reason for me to call customer service. So, I call customer service and they can't tell why I'm calling.</p> <p>Robo calls suck! No info!</p> <p>I have more than 1 client (I am an AR) Robo Calls don't even tell me what client, what employee, nothing!</p>
<p>We are very satisfied with the services provided by CDASS</p>
<p>We are extremely happy with your program.</p>



### Open-Ended Survey Comments

My diagnosis was unexpected; you made it easier for my family and I to handle. Thanks [REDACTED]
Very rarely do I receive a call back when I have questions that need to be answered.
Overall I am happy with this provider. Problems I have did get solved.
Everything has been great. Thank you. It has helped me tremendously.
No other feedback at this time.
As of today every time Ive called or had question all that Ive spoken to have been patient, polite and very helpful. That alone helps to make for less concern and more peace of mind. Thank you for always being there.
I am pleased with the services I receive from PPL. There are no comparisons for me to use so the ratings of average is based on that.
I am always given answers to questions when I call or referred to the person who can answer the question-concern I have.
It is good to have a continued working relationship with this program.
Thank you.
You need to better let people know when filling out enrollment packages that the dates all need to match. And page 8 of 9 is confusing - perhaps you could prefill?
Title of Employer of Authorized Representative = you're having me sign as the "employer" or "authorized representative" - and then calling my title "Managing Employer"? Doesn't make any sense. Why not just say Managing Employer?
Changing from the AWC model to the FEA was at times a total nightmare in many ways.
Public Partnership is doing a great job with CDASS. Keep up the good work! Thank you.
Thank you for the excelent program.
Thank you for this oppportunity to participate!
Jennifer Martinez was very helpful with the paperwork.
We have been trying to use exempt status for several years. Still can not get PPL to do it. We have mailed, faxed W-2s, called and tried to get it worked out. Does not happen! 2015 they would take it out then stop taking it out. 2017 they did not take it out the first month and took it out the rest of the year. We have had <u>many</u> problems with PPL. How do we get this fixed?
I have good results. I wonder how the other 2 FMS providers are doing. It seems that PPL has alot of clients.
I am still in need of employee's. In a rural area, it has been a problem to hire.
*My caregiver has never been given paystubs or "proof" of pay for this job.
* Staff at PPL do <u>not</u> get back to me when I need assistance & leave a message.
* Local PPL communication is not even an option! (Denver) <u>Very Poor Service</u>
Everything is good.
The peer trainers are weird + unhelpful
PPL's Communication time with my case manager could be improved. She has to ask PPL for speedier response. It takes 2 days for an email response + a couple of days for return phone calls.
This service helps me live. I wouldn't be able to work, socialize, leave my home without it!
Linda Sinkiewicz is great and so helpful.





### Open-Ended Survey Comments

<p>I am so pleased with this program! It is a lifesaver. My caseworker Tiffany Cooney is a blessing. My caregiver is very pleased with the way her compensation is handled.</p>
<p>The phone system, when a consumer calls in, is not very clear or responsive. Often, lots of unnecessary information is given before one can speak with a <u>person</u>.</p> <p>Overall, keep up the good work. The CDASS system has been a tremendous help to us. This program is very sensible...economical and engenders consumer responsibility.</p> <p>Thank you!!</p>
<ul style="list-style-type: none"><li>* When calling in with a concern and filling out a ticket is sometimes ok there is often times you need to speak to a specialist about a problem.</li><li>* There is a problem with the email system, emails are often lost or not found.</li><li>* Paperwork for new employees takes way too long to be processed.</li><li>* There should be a way to see all of my employees rate of pay phone numbers and information on the website.</li><li>* Paper checks are way too unreliable with when they are received.</li></ul>
<p>Very satisfied. I love PPL FMS</p> <p>Thank you all!</p>
<p>PPL has always answer my question and return call with 24 hours.</p> <p>As for submission for timesheets very easy better than faxing and using paper. My caretaker loves the online better.</p>
<p>Please...make it easier to sign up for electronic paychecks. We have tried several times for one attendant and he still gets paper checks in the mail and has to wait an extra week or so to get paid.</p>
<p>When doing the "Attendant Wages: Cost to You" at the bottom right hand corner - your rate not here - the multiplier should be two. One for regular breakdown &amp; one for exempt. We called last year for multiplier four to five times know one could tell us or would call back. So we would like to see "Cost to You" by multiplying your Employee Wages by Regular &amp; Exempt. Thank you.</p>
<p>Our training was done by a fantastic trainer. I still have all books! They come in handy.</p> <p>My only issue is not getting the same answer. I call once and get an answer. I call again and get a different answer.</p> <p>Plus do not understand why direct deposit checks takes so long? Why?</p>
<p>Filing the transition paperwork in 2016 was the most HORRIBLE experience, EVER! Worst response from transition workers until they came to Pueblo - in person to check on application paperwork in real time. The paperwork was always misplaced and then we were threatened with deadlines because of the lost forms. Very stressful.</p>
<p>(FMS) as far as I'm concern you been helpful, clear for any questions I may have.</p> <p>Everything gets resolved.</p> <p>Outstand customer services.</p> <p>I also I talking to you guys you explain everything to me.</p> <p>Thank you for outstanding work!!</p>
<p>The CDASS program is the best thing that has happened to our family. I hope + pray there will be no budget cuts so it may continue. We are so grateful.</p>





### Open-Ended Survey Comments

Assistance from delegated client representative would be very helpful. When we call, we get different answers from each person. The time between when you receive documents for enrollment is way too much. Nobody can ever tell us where we are in the approval process. We have lost many potential employees due to the amount of time it takes between hiring + starting work.
New to the program!
You get different answers from different people. The questions on the phone to route you to a person changes to often & is too long.
Never had a problem. Very good business. Thank you.
Satisfaction is good no problem
I am esp. grateful for the kindness and helpfulness and competency of [REDACTED] + [REDACTED] ! I would have been lost w/o them. They are exceptional employees of your company + need to be acknowledged.
Paying one of my attendants has been a problem.
This all should have gone to [REDACTED] not to me. She does all that work.
N/A Answers I've not had to contact anyone & am happy with that
*PPL is extremely slow to complete new hire paperwork. Sometimes up to 2 months! This is unacceptable! *Also, the direct deposit and pay raises take a very long time to process. * The FMS (PPL) Does little to communicate that paperwork and process have been completed. It's a guessing game. We feel in the dark most of the time! * We have to send paperwork <u>multiple</u> times for each new hire. * Can't open secure emails from PPL in response to back & forth communications.
I have had trouble getting new employees, in the system. Most times they lose paper work that I have faxed to them & have to refax. It takes 2 to 3 months some times to complete. By then the person we are trying to hire moves on to another job. Also this business of P.P.L. with calling a message to call them back is a big waste of time. They call/leave mess, + we call back, leave a mess + returning their call. It is stupid way of doing business + a big waste of time sitting around waiting for their return call.
I am [REDACTED]'s sister & employee - I do all his paper work because he is blind & autistic & partially paralyzed. I am also his POA. Thank you for all your help and assistance.
Took too long to get everything done through PPL



### Open-Ended Survey Comments

I did not receive any training on how to fill out or submit timesheets from PPL. I was left to figure it out myself - then call PPL for I did receive training from CDASS about how it may go - but NOTHING from PPL.

I had issues w/my 1st timesheets because of not having accurate information. It took 4 days to get a call back about my questions. My employees were not paid for 5 1/2 weeks from the first day of work (and I was told it was an accident that was not common for PPL to have made). I have still not had my PPL contact touch base with me though I emailed or called directly asking for a call back, PPL tech support told me they reached out to my contact and so did the CDASS contact.

I have been very disappointed at the lag time lack of "support" from customer service. Most questions need to "go to a supervisor" and I need to wait X days for them to call me and hope I am near the phone when they do as the "don't have a direct # or way to call them back" Feels very unprofessional.

I submit enrollment ppwk for my employees & it was not turned in from my case manager for 10+ days until I called questioning why they weren't yet approved.

The online system shows nothing about the employee ppwk process except if they are finally "good to go" so any issues w/ppwk drag out and are not easily spotted nor addressed in a timely manner.

I had employees turn in ppwk for enrollment, and it took almost 8 weeks before they were finally "good to go" In time portal online, there should be a way the client can see which parts of the enrollment packet are ✓ done and ready and which are not to help speed up the time it takes to fix or address ppwk. Instead it is a hands-off waiting game...until you get a call there is an issue - then you call in and can be told different things depending on which tech answers the phone

Allways kind and caring. Also will try to go out of there way to help. Thank you to all of you.

Very satisfied with you guys.

I am enjoying my services. I have an Authorized Representative, so I don't have to deal with the paperwork. She handles if for me.

PPL has been very helpful & we enjoy working with them. The only thing that is sometimes annoying is the Automated calls. Sometimes when I have called back & taken care of an issue I continue to receive the calls telling me there is a problem. I think they need to work on that part of their system.

Initial startup, paperwork & training was confusing, time consuming & training material and over the phone was overwhelming and I feel that both could be dramatically cut in time and print. Otherwise very happy.

Wish there was more providers I my area, but that has nothing to do with the program.

Being a professional housecleaner/home caretaker, I think that training providers more would be more beneficial than all the up front client training. My opinion is that if a provider is paid to help keep a clients home clean and safe, then they should do a job where if over time, things get "dirtier" than it is not good enough. Or require them to have a sit down and walk through with client as to what client wants, prefers or expects. I have attempted to discuss and make notes but of my 2 providers, one is unable physically to do things that I need help with, and the other doesn't believe she has to. Again, my choices are limited being in rural area – but rather than all the client training, shift some of that to provider training.

Everything is great!!



### Open-Ended Survey Comments

<p>I'm very upset + this has been a slap in the face!</p> <p>My husband has lost his soc. sec. because due to the fact you guys require a W-4 claiming exempt because he is my spouse caring for me. This means you have to send him a W-2 &amp; the IRS sees this as money earned + there for shows he makes too much to claim his soc sec for retirement, We've tried over &amp; over on all ends CDASS, soc sec, &amp; IRS to get this figured out, the IRS says your wrong! We should not be doing a W-4, if we do, we/he will never get his soc. sec. + you guys say you have to full out a W-4 or I can't be on CDASS if I can't be on CDASS I go into a nursing home, Im 55 yrs old.</p>
<p>I think this service is excellent!</p> <p>The whole concept of helping seniors or handicapped people remain in their own home + active is an excellent one.</p> <p>I personally am very grateful to have this service even though I am not good with computers. Plus I am not in favor of so many changes.</p> <p>Thank you and keep doing what you are doing.</p> <p>P.S. I am 82 yrs old so not too familiar with new electronic devices.</p>
<p>I'd just like to add that I've been CDASS employer for over four years and for the most part it has been a seamless journey. Thank you for this program. It has been instrumental to mine and my family's well being.</p>
<p>I have been very pleased with everyone I have spoken to.</p>
<p>I have ask for help, and I got it. They have been real helpful.</p>
<p>Hiring process is very painful.</p> <p>Hiring someone should not take a month to process. The process always kicks back on some kind of detail. To hire employees in today market you have to be quick or they <u>walk away</u>. Finding good caregivers is <u>very</u> difficult. Having klanky hiring process is a dreadfull experience!</p>
<p>I would like to suggest strongly that you provide your clients with a "go green paperless option". I am surprised that at this time of the era you have not yet at least give your customers this option. You already have an online system that your clients can access to all the statements at any time. You can also have people subscribe to your newsletters. So, why not go paperless? It's really a waste to print out pages of statements and mail to people! I have suggested this a few times on the phone but seem not to have any response.</p>
<p>Throughout the years I've been working with PPL, they have made several mistakes of not paying employees on time. I'm one of the original ten who put CDASS together - I'm very familiar with the rules. I hope that PPL looks into correcting these mistakes.</p>
<p>We are very happy with your services. Keep up with your good job!</p>
<p>They have always been easy to work with &amp; as helpful as possible. We have no desire to change agencies.</p>
<p>It has been great that the glitch in the computer program which used to suddenly show us in the red has apparently been fixed!!!</p>
<p>I spent alot of time on the phone, with PPL &amp; get no where, but have been learning how they work, so thats getting better, usually I will call &amp; hang up if I get certain employees. Just not worth the headache, then you spend 20 min going through proof of person to be told ohh we have to send you to someone else to start the whole proof of person again (which every 2 weeks I have to call because the sight wont let me in, then reset, then I use one time &amp; it locks me out EVERYTIME!)</p>



### Open-Ended Survey Comments

<p>I wish that when I called for assistance there was less questioning &amp; need for so much confirmation information.</p> <p>I also wish that there was not so many messages left asking for a return tel. call. Thank you.</p>
<p>I have employees approved &amp; all the paperwork in but when I sign in they say there is no budget yet. I called &amp; it took 20 minutes for them to say "oh yeah we dont have a budget yet" so Im still waiting on that (2 weeks later!)</p>
<p>PPL has done an excellent service and continues to do so. Outstanding job.</p>
<p>Terrible customer service</p>
<p>Caregivers are paid early when enrolled in direct deposit.</p>
<p>One attendant had trouble getting her W-2 in 2015. She never did get it. She had to use the information on her pay stubs.</p>
<p>Very helpful with our needs. And Rita Nolan is the best, any questions I may have she answers them &amp; she gets back with me, ASAP.</p>
<p>*Rarely talk to a live person when calling for help - customer service.</p> <p>* Return calls are by roto caller and is not a liver person again. I need to call them back - not always easy for a disabled person.</p> <p>*Customer service is very impersonal and institutionalized answers. A little kind and compassionate conversation would be more appreciated.</p>
<p>She is great!</p>
<p>The changes to paperwork over the past few years has been extremely difficult.</p> <p>They would call and tell us there was an error - but would NOT and actually refused to tell us what the error was.</p> <p>This went on for 3 months. I had to get Rocky Mtn Social Worker involved to find the missing signature on 1 of 5 forms.</p>
<p>The PPL staff answering my phone calls have always been very helpful, polite, and patient. The wait is never very long. I'm very happy with PPL!</p>
<p>The only comment I have is the employees wish they could get their checks 2-3 days earlier. As far as anything else I think the program and it employees are great.</p>
<p>When I was approved for this program it took over a year before I could get 2 employees approved. Pam Gallegos even came out to the house to help fill out all the paperwork and it still was 4 months before I could put in for payroll because of some initials on the paperwork I was never so frustrated in all my life. then the PPL program or the computer wouldn't let me in to okay the payroll. I just hope that others haven't had as many problems as I have had.</p>



### Open-Ended Survey Comments

<p>Communication needs to improve.</p> <p>When scan/copy is rec'd response/acknowledgement should be generated.</p> <p>At this time, I must send copies multiple times, to assure it's rec'd, which I'm sure could be confusing &amp; increasing work, when it's already completed. But having response that it is in fact, accepted by your office, could resolve this issue.</p> <p>The intake operator - much like triage she/he must determine where/when the call should be forwarded, documented etc. Very cumbersome as problems rarely resolved w/ 1 call - and who knows when, as PPL doesn't confirm action has been input/resolved. The client is left to assure all procedures are complete, by logging in or calling back.</p> <p>And once forwarded or call ret'd you must retell the story of "why" your calling. And the problem is not resolved but "taken down" and leads to another call by someone else.</p> <p>You rarely get the same staff and poor Linda, gets an email, whereby she must intervene.</p>
<p>It is frustrating when a client has an issue that needs to be resolved - and when calling PPL - we always get an entry level staff member. This staff member is usually not familiar with the issue and needs to refer us to a step higher staff member. This step higher staff person may again need to refer us even to a higher staff member. Then at times when we have to leave a phone number for a call back - no one responds and then we need to start the whole process over.</p> <p>Would like to see a way where we could have a direct phone number for a staff member that is working on an issue - instead of having to call back in on the general phone number &amp; getting someone new that doesn't know what is going on with our issue. This person then is limited to notes that may or may not have been added on the computer. So essentially we may need to start all over explaining the issue we need resolved.</p> <p>We are frustrated on how long the process takes when we have new employees we want to hire. Sometimes resulting in us losing the employee to another company as they want to start work right away and not have to wait 2-3 weeks for PPL to process the new employee paperwork.</p>
<p>I have had trouble with PPL Colorado regarding the calculation of overtime pay for my employees. I have spoken to Jennifer Martinez and Julie Lawson (payroll). Ms. Lawson has acknowledged the pay appears to be calculated incorrectly and said "we are working on resolving the problem" but it appears that the pay for overtime is still incorrect. The amount is not substantial, but it is of concern that PPL is unable to give me an explanation as to why the same employee with the same number of overtime hours is not paid the same amount. I have tried to go thru proper channels, but am, so far, unsuccessful. Thank you.</p>
<p>I'm pleased with Public Partnership. They are very helpful with my questions.</p>
<p>I'm treated like a person and I don't think I would be alive without them. Thank you very much.</p>
<p>Thank you very much for this program it is excellent</p>
<p>Recently I spoke to a lady that I could not understand very well. She sounded very old &amp; I had to have her repeat herself several times. Frustrating for me.</p>
<p>The experience, training, and attention have been AWESOME!</p>



### Open-Ended Survey Comments

Your service used to be user friendly - not anymore - I was trying to hire a new care provider your phone said if this is for a new (hire) provider push 1 - I kept ending up in New Jersey - they kept telling me I had to dial such & such - that was the number I called - then it took almost a month on the new provider still nothing done - I had to get ahold of a supervisor in order to get it done - then supervisor said they would call me back that day (Rose) she never did - then I had to request new supervisor call back - when I use to call they could see the papers I'd sent that hour. They could see if I missed something so I could correct it - now its 48 hrs. or more & I have to be transfered to talk the specialist. Your not better your far worse.

To whom it may concern:

I am very satisfied about their services they rendered until now. Thank you so much for your kind-hearted that you served us.

Make figuring out health insurance easier

We had a terrible time getting our newest employee up & going in your timesheet system, due to my repeated errors. I think we've finally solved the problem, after many phone calls to PPL Customer Service.

The biggest help though this was a young man, Thomas Bustoz, tier 2. Pls. pass this on to his supervisor. He was patient, kind, knowledgeable + extremely helpful, especially when I had reached a high frustration level by the time I talked with him. Thank you again, Thomas!

Thanks for the services!

We are so thankful that these services are available for our daughter. We don't know what we would do without them! Thank you so much!

Even with permission to leave a detailed message, the message left simply states that PPL called and to call back. Need a dedicated line for call backs.

Every one that I have encountered has been extremely professional, helpful, & very kind. I am truly grateful for the program & the people who support it.

See other side for # correlation:

1. (In reference to question 1 "Printed enrollment materials are easy to read/understand") - Paperwork can be confusing. Please provide example of completed forms online or send us printed copies.
2. (In reference to question 1 " Training I received from PPL about how to fill out and submit timesheets was helpful") - My son has been on CDASS for over 10 years. The training we initially received is not even used anymore! We have never received any updated training.
3. (In reference to question 3 "When contacting you FMS with a question or concern, staff members...Are Respectful?") - Polite but not respectful of my time. I have to go over & over the same information for each person I talk to within the original phone call.
4. (In reference to question 3 "When contacting you FMS with a question or concern, staff members...Return your call or email within one (1) business day?") - Any tickets opened by your customer service staff for problems and/or unanswered questions are never responded to fix or closed.
5. (In reference to question 3 "When contacting you FMS with a question or concern, staff members...Clearly answer your question or concern?") - At least half of the time I've called my questions and/or concerns have not been addressed. Your staff repeats it back to me so I'm clearly heard, however, I've never seen a fix or response to clarify my confusion.

I believe everyone and everything has been great.

Being from California 50 yrs. you people are so great for helping me so much. It is greatly appreciated. Thanks.



### Open-Ended Survey Comments

<p>I am happy with PPS. The only thing I don't like is having to wait on the phone. Sometimes up to 20 minutes. I am sick and it's very hard to wait.</p> <p>I did call the lawyer doing W-2s. He would not answer my questions. He was very rude.</p>
<p>Public Partnership was extremely difficult to work with. Enrollment took FOREVER!! <u>Never</u> received a phone call back when I needed help. Customer service was clueless and couldn't do anything to help. Everything had to be "escalated" and took weeks! Because of the slow enrollment process, I lost 2 caregivers which are already very difficult to find. I requested help finding caregivers and got nothing.</p>
<p><u>Always</u> have issues with CDASS receiving faxes both from self, attendant and caseworker.</p> <p>Every time we have faxed new attendant paperwork, original paperwork...ect. We receive calls (multiple) that docs have not been received by CDASS, <u>always</u> have to fax multiple times.</p>
<p>Everyone I have encountered has been very professional, nice &amp; extremely helpful. I am very grateful for the support of the CDASS team.</p>
<p>I feel so fortunate to be able to sit down and write about a service that has allowed me to stay in my home, and help others by giving them jobs in this community.</p> <p>I live in a rural community where people work hard, when they can find work. I've been able to give work to about three wonderful people. This program does a back ground check on the workers, and I get to choose the people who work for me.</p> <p>This program helps by doing employees tax's and making direct deposits.</p> <p>Thank you CDASS for all you do, for so many in this community alone.</p>
<p>When contacting the customer service group in Arizona or? = English is not their 1st language and my experience has been terrible.</p> <p>I usually call Linda Kabriwolge here and she always is kind, curious + helpful with any issue</p>
<p>Thank you for always being so professional! You always know the answer to our questions! You run a GREAT BUSINESS! Thank you! God bless!</p>
<p>PPL has been an amazing program to work [illegible]. Have always been there to answer and questions &amp; to help me with any services I need. Thank you.</p>
<p>Would like subtotals of care on the timesheet for each service. Thank you.</p>
<p>I do not use FMS "portal" due to low vision. Using fax machine and telephone works well - thank you for continuing those services at PPL.</p>
<p>Very very helpful and we get through. Its extremely annoying when you return a call w/ an automated message to call back. Your phone tag is utterly mind blowing.</p>
<p>My quality of life has improved immensely in the past year and a half. I am grateful for CDASS Services everyday!</p> <p>I especially enjoy the freedom of choosing my own employees. My heart enjoys reaching out and being reached out to by people who I love to share my daily life with. I have a lot more confidence and belief in what I am doing because I no longer spend so much time alone.</p> <p>Thank you for shining your light on my life!</p>
<p>They are always very helpful.</p>





### Open-Ended Survey Comments

Information requested is not immediately available to initial customer service people, and client has to be transferred to supervisor(s).

Timeliness of posting current status of applications, payroll, and/or other information needed by client is poor. For instance, it can take up to 48 hours to learn whether or not timesheets(s) and/or applications have been received by fax - and occasionally, longer. (This refers only to receipt of fax(es), not any other information.)

At the training, our trainee group was told how good the customer service is.

Well, the proof is in the pudding and the customer service is not just good, it's EXCELLENT.

Keep up the good work.

Thank you!

Thank you for making it easier for me to stay at home, and getting me the help I need.

Happy Holidays!!

Recently went on-line for obtaining new employment package for hiring add'l attendant. Was directed to an "old" online website (2016 version). Package mailed to PPL Denver address which was returned to me (via US Postal Service). Delayed being able to hire "much needed" service over a week. Had to completely start over & mail to Phoenix AZ.

Suggest removing/deleting "old" online addresses misleading us.

Repeated problem with one of my attendants timesheet template. Unable to manage timesheet template for [REDACTED]. Numerous complaints, tickets #s but no resolve over last year!

Upon calling PPL w/no answer you're put on the que, in the order in which you wait & wait. Upon numerous prompts, you're advised, due to the volume of calls, to leave your name & number. However, if you insist on waiting, the system simply disconnects your back. Now you start the process all over again, hoping you actually get to speak with one who can help.

Sadly, upon speaking with someone who can't help in the technical detail, they transfer your call & during the process, you're again disconnected. Once again, you having to start all over again. Honestly, last month it took me 4 attempts before I had my call taken care of.

Last wage change submitted, PPL switched my attendee's salary. Fortunately, I notified PPL of their error before attendee's saw others salary. Not cool!

I just wanted, to recognize - Jean Emslie. She is amazing, and always very helpfull. One of the kindest, and patient, person I've ever met.

I really love the CDASS program. Customer service employees have always been reliable, and understanding.

A thank you to everyone involved.

2. Don't use website.

Did not apply a rate change on time even though AR submitted on time rate change.

We were told it was NOT on time. It was and had proof of course.

After many calls to PPL and hearing different information each time (!) it was finally resolved.

The supplement checks for the missed rate was promptly corrected. We thank you for that.

However, knowing we all are imperfect, I find it awful that I was given different & incorrect information every time I called!!

We are looking forward to another year with CDASS.

Just had to let you know.



### Open-Ended Survey Comments

Answer the phone - empower the people to make or correct error immediately.  
Fire the staff that can't answer the phone.

Had a very difficult time (still am) finding a second attendant. I was told I would have a mailing list sent of possible people to help. That was many months ago now and haven't had any success on my own. Please help, if you can, to clarify what my options are - IN WRITING

I am an Authorized Representative for this client I do all the interacting with public partnerships on his behalf. I have work with PPL for about four years with this client. In that time I have seen changes I just don't like for example the four tier system, if I even call the center I am not having a small problem I have done the computer timesheets long enough that I can solve them on my own, but when it is in a PPL computer error not only do I have to call an Arizona REP when I am in Colorado but I usually have to argue my way up to talk to the one and only person that can truly fix the problem that I know can fix it. I do usually ask for an email to be sent to her directly but usually the person on the phone try to tell me they can do it and then they found out they can't. And a lot of time I find she does not get the message at all. That has cause her to rush to fix the problem which she has always done her best to do but I think that is unfair to her when the messages don't even get sent and I do call on the 17th or 2nd of the month. I have never missed a timesheet turn in for this client.

I really just wish each state had its own call center things worked much smoother when we did. Colorado and Arizona do not have the same laws so you can get very mixed information. And I hate the PPL Enrollment it has taken six weeks to get the packet just sent out before anything is write on them and you ask SS# and print them on the packet which is great but no track number to make sure it gets where it needs too we have go we when though several times with resending. I just think that is dangerous this day and age with identity theft.

I have been in this program since it was a piolet program since 2003. As client I do all the interacting with public partnerships myself. In that time I have seen changes I just don't like for example, the four tired system, if I even call the center I am not having a small problem I have done the computer timesheets long enough that I can solve them on my own, but when it is in a PPL computer error not only do I have to call an Arizona REP when I am in Colorado but I usually have to argue my way up to talk to the one and only person that can truly fix the problem and that I know can fix it. I do usually ask for an email to be sent to her directly but usually the person on the phone try's to tell me they can do it and then they found out they can't. And a lot of time I find she does not get the message at all. That has cause her to rush to fix the problem which she has always done her best to do but I think that is unfair to her when the messages don't even get sent and I do call on the 17th or 2nd of the month. I have never missed a timesheet turn in.

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Thank you.

Better training for your customer service staff; an expert's help desk.

We experienced much difference of opinion on the Rate Change Form. Had to submit several times.

Standard terms of use do not seem to be well defined and universally understood.

As an employee - I find the PPL website very user friendly for recording my hours on the timesheet.



### Open-Ended Survey Comments

Thank you for PPPL/CDASS. I get to live at home!
Our case mgr at CDASS is very personable and professional.
Although things have worked smoothly lately, we have had issues in the past that have taken several contacts to right the issue. Everyone is always polite and eager to help....It just doesn't always happen. We also check each pay period that the time sheets for employees have been received, processed and paid. There have been glitches in this area.
Would like to see paying sooner to employee from clients
I really have no reason to give a (-) reply. I have been so grateful for all the help I have ever needed. You have made life for me just a bit easier. Thank you!
I am so thankful for this program it is a blessing to have this program for people who are disable and where people can come in to help support and take care of people who are in need. Thank you so much for your program and thank you for you. God bless all of you.
Telephone staff NEVER have any clue what is going on. It is the worst customer service I have ever encountered.
Satisfied