



Morning Sun Financial Services 2018 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). 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 Morning Sun Financial Services, 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 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 3,425 CDASS clients on September 19, 2018. The name of the client’s FMSA was identified on the survey title line. Survey recipients were asked to return completed surveys by October 29, 2018 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. 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	ACES\$	Morning Sun	PPL	All
Number of surveys mailed	573	271	2581	3425
Number of surveys returned	127	72	597	796
Return rate	22.2%	26.6%	23.1%	23.2%
% of Answers with highest rating value of 5	73.0%	79.3%	64.5%	67.2%
Overall Weighted Average (all questions)	4.56	4.69	4.42	4.47
My overall satisfaction with my FMS can be described as (average rating, question 5)	4.58	4.71	4.43	4.48



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Page 1 of a Blank Survey (for reference)



Morning Sun 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 **October 29, 2018**.

For best results, please use **BLACK** ink. Fill circles in like this: ● Not like this: ○

1. Please rate trainings and/or resources provided by Morning Sun 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 Morning Sun 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 Morning Sun 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.

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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 **October 29, 2018.**

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Morning Sun Financial Services Survey Results

1. Please rate trainings and/or resources provided by Morning Sun 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.	1	1.5%	0	0.0%	6	8.8%	14	20.6%	47	69.1%	68	4.56
Training I received from Morning Sun about how to fill out and submit timesheets was helpful.	1	1.5%	0	0.0%	3	4.6%	11	16.9%	50	76.9%	65	4.68
I know how to contact Morning Sun if I have questions.	0	0.0%	1	1.5%	3	4.4%	4	5.9%	60	88.2%	68	4.81
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.	2	4.2%	1	2.1%	6	12.5%	9	18.8%	30	62.5%	48	4.33
Online timesheet submission.	1	1.9%	3	5.7%	3	5.7%	9	17.0%	37	69.8%	53	4.47
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%	1	1.4%	3	4.3%	4	5.7%	62	88.6%	70	4.81
Answer the phone?	0	0.0%	2	3.0%	3	4.5%	11	16.4%	51	76.1%	67	4.66
Return your call or email within one (1) business day?	1	1.4%	0	0.0%	4	5.8%	10	14.5%	54	78.3%	69	4.68
Clearly answer your question or concern?	0	0.0%	2	2.9%	3	4.3%	6	8.6%	59	84.3%	70	4.74
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	1.5%	0	0.0%	3	4.4%	11	16.2%	53	77.9%	68	4.69
Timeliness in processing FMS enrollment paperwork.	1	1.4%	0	0.0%	7	10.1%	9	13.0%	52	75.4%	69	4.61
Paying your Attendants - on time.	0	0.0%	0	0.0%	1	1.4%	7	9.9%	63	88.7%	71	4.87
Paying your Attendants – accurately.	0	0.0%	0	0.0%	2	2.8%	8	11.3%	61	85.9%	71	4.83
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	
	#	%	#	%	#	%	#		%	#		%
	0	0.0%	1	1.4%	5	6.9%	8	11.1%	58	80.6%	72	4.71
Totals	8	0.9%	11	1.2%	52	5.6%	121	13.0%	737	79.3%	929	4.69

* N = total number of responses for the question



Open-Ended Survey Comments

It is a shame that the FMS has become a hotbed of gossip, slander & bullying. The FMS is a weapon for alt-right "slamming".
Usually contact through email. Always timely response and clearly answers my questions.
Very satisfactory.
Thanks for all the help and support
Thank You for all your excellent help + service
To whom it may concern: Thank you for letting us know we could switch companies!
Rebecca and Stephanie have been very helpful with all my concerns. Thank you
very happy
We [REDACTED] have no complaints. Very good people to know and talk with. Thanks for all the help.
Expense Reports could be easier to obtain electronically
We are very pleased to work with Morning Sun. They are very respectful of our whole family! We are relieved to not have to go through several people to get concerns addressed. We really appreciate them.
Thank you for always being so helpfull especially Stefanie [REDACTED]. Thank you
Filling out T/S on line is very time consuming!
Job well done. Thank you.
Morning Sun is always Great, professional, kind, Great leaders, I Love this company
No problems.
Well Satisfied
great job!!! Thank You!! ☺
My expirience with Morning Sun has been very good!
Thank you!
above average. All staff very helpful and kind