



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 PCG Public Partnerships (PPL), 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



Page 1 of a Blank Survey (for reference)



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 October 29, 2018.

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.
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.
Using my FMS' website.
Online timesheet submission.

3. When contacting your FMS with a question or concern, staff members...
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.
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:
Very Satisfied, Neither Satisfied Nor Dissatisfied, Very Dissatisfied

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 **October 29, 2018**

Rev 10/3/17





PCG Public Partnership (PPL) 2018 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	1.7%	13	2.4%	51	9.4%	151	28.0%	316	58.5%	540	4.39
Training I received from PPL about how to fill out and submit timesheets was helpful.	13	2.6%	12	2.4%	41	8.2%	127	25.3%	308	61.5%	501	4.41
I know how to contact PPL if I have questions.	3	0.5%	7	1.3%	29	5.2%	67	12.0%	453	81.0%	559	4.72
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.	10	2.1%	16	3.3%	72	15.0%	106	22.0%	277	57.6%	481	4.30
Online timesheet submission.	12	2.5%	17	3.5%	43	8.9%	95	19.6%	318	65.6%	485	4.42
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?	3	0.5%	8	1.4%	25	4.3%	108	18.4%	442	75.4%	586	4.67
Answer the phone?	14	2.4%	29	5.1%	68	11.9%	134	23.4%	327	57.2%	572	4.28
Return your call or email within one (1) business day?	19	3.4%	30	5.4%	62	11.2%	121	21.9%	321	58.0%	553	4.26
Clearly answer your question or concern?	14	2.4%	27	4.7%	69	12.0%	124	21.5%	343	59.4%	577	4.31
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.	19	3.5%	16	3.0%	59	11.0%	109	20.3%	334	62.2%	537	4.35
Timeliness in processing FMS enrollment paperwork.	34	6.3%	21	3.9%	69	12.8%	113	20.9%	304	56.2%	541	4.17
Paying your Attendants - on time.	16	2.8%	12	2.1%	41	7.1%	103	17.9%	405	70.2%	577	4.51
Paying your Attendants – accurately.	8	1.4%	7	1.2%	37	6.4%	94	16.4%	428	74.6%	574	4.61
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	2.2%	17	2.9%	46	7.8%	141	23.8%	375	63.3%	592	4.43

Totals	187	2.4%	232	3.0%	712	9.3%	1593	20.8%	4951	64.5%	7675	4.42
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* N = total number of responses for the question



Open-Ended Survey Comments

I AM VERY SATISFIED WITH THIS PROGRAM. I WISH IT WAS AVAILABLE TO ME IN THE SEVERAL YEARS PRIOR TO MY INITIAL CONTACT. IT HAS BEEN A FINANCIAL LIFELINE FOR MY FAMILY! THANK YOU.
CDASS has been a very worthwhile program. It has given peace of mind, knowing that someone else is caring for your Loved one, when you are not able to be at their side. Thank you to all who help with paperwork and assist by phone. The FMS also does their part in a timely manner. Haven't had any issues that could not or were not addressed.
Usually the 1st time I call, a customer Rep will answer the phone. 9 times out of 10 that customer rep is having trouble with his computer or doesn't have the knowledge to answer my question. So he says he will transfer me to someone else. I put my phone on speaker because no one is going to answer the phone, but just in case I can hear your people answer it. But no answer for 30 minutes. So I punch "1" and "someone will call you in the order it was recieved." Not true. Very seldom will I ever get a call back. So I wait a couple of days and call back the number. Same routine. Computer is not working right or they don't know the answer. Very Frustrating.
When hiring new people - your system has changed for the worst. We used to be able to e-mail it & call the same day where your well trained personell could imediatley open the e-mail & check it over to see if I forgot something so I could send it right in. Then we would wait 3-5 days and boom we had an approval or a good reason for a turn down. Now, It took us over a month w/daily calls & several calls to supervisors to get her approved. (██████████ - look it up) your people used an old address that she had not lived at for several years instead of the address on the application! - Now when I call for a supervisor to call me - some times I will get a call back, but more times than not - I never get a call back. <u>Never</u> - Now w/ the social security & Medicare not being withheld is causing more problems. Need to change ASAP Thank you
When paycheck is late as to do date is late but you have that window of (10) days that dont help they need there pay check and my it's the mail - now what are you come up with next – Some Time on time tryed depost you gave them give me this 3 - to four time the Bank did what you ask you got the paper work then want it again this was PPL. did tryed it 3 other times same thing. tryed to work with PPL on this threw up your arm thats enough Talk to PPL about this they said try it again. need to fire some people for doin this In takeing Bank calls and not working with Depost
the assitate [assistance?] I get to add more pay to my [illegible] is Horrible make it more complicated then it should be. and Customer service never answer question. keep passing you along to outhere people.
Communication with PPL is so difficult & cumbersome that I am leaving PPL for a new FMS
I Am very satisfied with CDASS services. everyone helps me with what ever I need when I give them a call.
The only stress for me and my employees is they do not answer their phones your on hold more than 20 min at a time they never answer. When they return your call it is hours later.
When I call, the automated stuff takes a long time - It takes way too long to actually reach a real person - Then when I do, they ask me about 100 questions before answering mine. Alot of times I can not reach a rep as the phone system automatically says - "Our lines are busy - we will call you back w/in ? business days" When I finally reach a rep - they are always helpful and nice - I don't hardly ever use the phone system as it is not very efficient and only use online for timesheets + hrs - that site works really good.
Happy with Services.



Open-Ended Survey Comments

I sometimes have trouble getting timesheet submitted and receiving a 'needs approval' text.
My time sheets are "in pending" every month. They get lost on your end.
I have seen long times waiting the transfer from first call to support services. Call back has rarely been fast enough.
Thank you for all that you do in helping me in my time of need. You are all well appreciated. Bless You
It's been years since I was trained on timesheets. And I dont know if this survey was with my call last to my managing Case Worker or if I called PPL office because thats been awhile since I called too, so it was hard to answer this accuratly. It would of helped if you had put what date I called that your asking about. My breakdown/monthly Allocation what Submitted was different this time + it didn't give full month in Aug 2018 I already submitted it only put in 1/2 the month hrs yet dates say 8-1-18 to 8-30-18. And my Employee got paid for full month already
Just want to say thank you for all your Help and Concerns. Thanks.
The last few months I have had trouble when my new employee turned her time in. She has at least 3 times never got her pay on time. I called once and they said they couldn't pay her because we didn't do the information for on line paying. I told them I never used online, I have no computer. I always sent sheets with her hours on it. That is the way I've done time sheets for years. She never got paid until 2 weeks later. When I call in to talk to someone - sometimes they don't know what I'm talking about and put me on with someone else. I never had any trouble like that with my last employee who worked for 8 years! Also they leave me messages saying something is wrong with the time sheet. I call in and that person says - "No everything's fine!" Of course that delays her being paid. Sorry - I just had to vent some frustration!
Some days it takes a long time, with me sitting on hold, for someone to answer.
We are very satisfied with the program we don't have no problem at all.
CDASS has helped me and my family greatly.
CDASS is a very good concept as a program. I like the fact that the client is allowed to choose their care attendant that they want. I have had some issues in the past with PPL answering the phone when support is needed. I understand that it takes time to train new customer service reps, but in emergencies it is important that PPL answer calls in a timely manner. Thank you.
You have always been there for us. When we have a question, you have been there also. You provide good service to us. Thank You God Bless
My answer to the first question is my issue. I find All paperwork difficult. Head injury issue.
My budget was messed up a few months ago. I contacted PPL on numerous occasions for help in resolving this issue. They have been very slow to respond. It is now 4 months later. I am still waiting for a resolution.
Every thing is satisfing no questions. thank you.
I am moving to Wyoming in Oct - so do you know if Wyo has this program it sure has helped me we'll miss the program



Open-Ended Survey Comments

<p>Overall - I'm fairly happy with CDASS.</p> <p>The enrollment was a nightmare to say the least as nobody was able to answer my questions. It took me finally getting a hold of a district manager out of Denver who was able to contact CDASS to get answers needed. Very stressful & very lengthy process. I was ready to go elsewhere, since, all was cleared up, all is good now. Thank you :)</p>
<p>It takes too long processing new aides. Being unable to speak directly to the people who process the paperwork interferes with the timely ability to hire new aides. Especially when there may be a problem with the paperwork.</p>
<p>Jennifer Martinez helped me with paperwork - very approachable & helpful (when we went thru that transition AWS).</p> <p>I wish they could acknowledge via email when paperwork is approved or received, e.g. pay rate changes, maintenance forms, etc.</p> <p>Carla also helped me on several employee issues. It would be nice to have a POC person (altho I realize expense involved). Like a relationship manager...</p> <p>I prefer paper timesheets and appreciate being able to keep that billing method. I'm sure it can be labor intensive for PPL, but it keeps me there.</p> <p>Thanks for fair & good service over the past years.</p>
<p>My Representative does all of my work. She has always being very satisfied with CDASS. They have always answered her questions and She always had very good results with them. Thank you</p>
<p>Thank you Carol, for actually caring about my welfare, and thanks to all for your assistance.</p> <p>I wish I had a wheelchair that worked for me. I bought the one I have at Walgreens & now it doesn't lock and I've fallen many times - hence my broken hip & femur. Could you help me I think Medicare will pay for it. My old P.T. wrote a script for one. Please. Thank you.</p>
<p>The last direct deposit was posted 2 days later than normal! Several months ago paper checks were received late, also.</p>
<p>I am very satisfied with all the service that I have received. Thank you</p>
<p>I need bigger print partial blind...</p>
<p>I am <u>SO</u> thankful for this program, and I think you do a wonderful job!</p>
<p>I don't look forward to the next major change in policy or procedure. If the implementation of the upcoming EVV system will be anything like the change in the employee of record, I dread it. Doing that paperwork was a nightmare. Things seem to go smoothly unless direct communication with PPL is needed, for I can't tell you how many times I get misinformation and got the run around and spoke to someone who was not well trained. The Website runs smoothly. I hope it continues that way in the EVV era.</p>
<p>I greatly appreciate the help I receive.</p>
<p>Angry I kept getting newsletters inviting me to meetings about EVV that had <u>ALREADY occurred</u>. This was important to me yet MONTH after MONTH I got late invitations.</p> <p>I have been on CDASS for about 15 years. I answered N/A to questions having to do w/ enrollment as I have no idea what the state of that currently is.</p>
<p>Thank you for making it easy to use this service.</p>
<p>██████ is deaf since birth. And is now legally blind. She does not understand these words</p>



Open-Ended Survey Comments

<p>As of using Web Site, I don't use the computer much, my in home care looks things up for me. As for answering phone. I usually have to wait for some one to answer. I have had to wait up to 20 minutes. Other than that I am very happy with the program. You have always been very helpful.</p>
<p>Excellent Service!!! :)</p>
<p>I really never have an issue with FMS website. Thank you for updating the website. Thank you.</p>
<p>IT WASN'T GOOD EARLIER THIS YEAR WHEN THE GOVERNMENT SYSTEM OR SOMETHING WENT DOWN & MY EMPLOYEE DIDN'T GET PAID FOR A MONTH, BUT OTHER THAN THAT YOU ARE GOOD.</p>
<p>continue excellent service.</p>
<p>Some of your comster [customer] repreptrestinitoveves [representatives] that answer the phone don't now [know] to ansers the questions & have to put you thru to some one else and if you need a supervefiver they they will never call you back! if you have a problem with your payroll they cannot help you with that and you can not ever get help thru payroll + ever get help thru a supervisor due to this problem or any other problem "The supervisors there fore need more curtisty to us. and now make us loose our minds or stress us more or cause extreme anxiety. Sorry, this is how i Feel.</p>
<p>I still send the time sheet by fax - Because I have no computer. But I do go the Library and use the computer, I would like it if you send me step by step Instructions on how to submit my time sheets online. Thank you.</p>
<p>Happy with my FMS provider</p>
<p>Have always found the people to answer my questions very courteous and helpful.</p>
<p>Dignity, Respect, Emphathy - sense of urgency</p>
<p>To Whom It May Concern: We have been very happy about our services with PPL. Especially happy with Tracey Whitehead. She has answered questions with utmost respect and given us the answers we are needing. When I call the customer service line I have gotton people who respect me and willing to help me. Than You</p>
<p>Very helpful Thank you</p>
<p>Very great customer service skills, polite & helpful with all questions. Love The Company :) Happy With Service!!</p>
<p>PPL's customer service is the worst we have ever experienced. They never have a clear answer + give the clients, AR's, + employees the run around. They definently need to give more training to their staff.</p>
<p>When I call for assistance the phone staff does not understand english very well and the conversation ends in NO understanding. So I call Linda + PPL Broomfield and ask her for help and she always gets the answers I need. I don't call customer service because no one understands english.</p>



Open-Ended Survey Comments

<p>Not happy with Customer Service. It appears they are not trained well. They seem to be more worried about following the exact rules then to be helpful!</p> <p>I often ask for a supervisor when they cannot help me. More than 1/2 of the time I do not get a call back. Also, it takes so long to listen to all that before I am put on hold for Customer Service.</p> <p>Please try to shorten this!</p> <p>Remember PPL is not the only FMS provider. I am looking into changing.</p>
<p>We fax our time sheets in & there has been some <u>MAJOR</u> problems on how they are handled at times where we <u>did not</u> get paid. Not one time was we at fault. Someone just does not know what they are doing or can't read.</p> <p>Please have faxed time sheets taken care of with more concern as this is the only we can & have done it since around "2007"</p>
<p>I was unable to find anyone to work for me for most of the time that I had this assistance. It seems to me that there were plenty of resources in the Eastern Slope for all needs & assistance and, as usual, the Western Slope was out in the cold. When I had assistance, it was a hugh help for me, but I lost it because I couldn't find qualified help here. Most people who do the kind of help I need work for agencies and wouldn't or couldn't work as individuals. What training I did receive was long ago and I really had no help. I was just sent a big book of rules and I had to try to understand everything and how it applied to me. I had no one to answer questions or get clarification from. It could have really changed my life for the better.</p>
<p>Thank You :)</p>
<p>The hiring process gives me nightmares. Something goes wrong every time.</p>
<p>Thank you for all your help.</p>
<p>☺ Thank you my Life is better</p>
<p>Overall very satisfied.</p>
<p>What a wonderful program. I am very satisfied and thankfull for it. Thank you All.</p>
<p>Customer Service leaves a lot to desire, First of all a machine calls you and Says to call them back. Without stating what it us about, just paper work needs to be completed and then you call back and get a machine that says someone will call you back after you have been on hold for 45 minutes or more. Then it calls you back and it is a machine again telling you to call them. I did this for 6 weeks and still have not got to talk to someone. Service is terrible. I am very upset over this problem and it has been 2 months now.</p>
<p>you need more training on employee they don't understand what your trying to tell them, and in result they do what they want screw up employee's time sheet, then they don't get paid correct.</p>
<ul style="list-style-type: none"> • not all employees have same training & know all protocol. It takes 3-6 phone calls to get answers to 1 question. • lost paperwork 2 times delaying pay raise • no phone tree for specific departments for specialized expertise. • referred to made up departments that don't exist and am disconnected in transfers to made up departments
<p>██████████ is my FMS. She is excellent, She is always so helpful and is also someone I concider a friend Thanks</p>
<p>VERY SATISFIED</p>
<p>We have a good case manager. She explaines everything. So its easy to understand.</p>



Open-Ended Survey Comments

- Need better mechanism for PPL to communicate problems to Client/AR than the Robocall worthless phone call.
- End Robocalls - If it is really important for PPL to talk to client (or AR) It should be done by PPL using THE Live Person that is identifying the problem to make the call.
- Call back to Customer Support often is fruitless and/or time consuming as the tiered support does not allow the first contact to answer any but the most mundane of questions.

The longer I have been on this provider, the slower it gets. It seems like the client base is growing quickly. The customer service call center may be under staffed. It is very difficult to speak with someone in other departments to help resolve issues that customer service cannot answer. I get looped around to several people before getting any clear answers. Trying to contact 3rd party rep at PPL is very difficult. I call her number and never get a call back. She use to be great. Not sure if she has my case still or who does!

Never had a problem talking to them - they are very helpful + get anything I need done while I'm on the phone + they are very polite. Good job to all of them I have ever dealt with! Thank you

I would like to know what PPL's backup emergency plan is if Internet is down completely in our areas to submit time sheets.

We were required to submit an emergency plan on our behalf.

We had Internet and telephone service interrupted about a week due to fire on the pass that affected the entire San Luis Valley - PPL responded to us by - you will have to find Internet & fax service somewhere.

I realize the program is web-based, but there should be a back up emergency plan based on Natural disasters to do and submit time sheets for employees.

Just a postive thought to share.

Our case worker Stephanie Walker has been wonderful. Only positive things to say about CDASS. Thank You

About your sign-up

I hope you pass these comments on to the State of Colorado and it's politicians and voters.

I am a working class 49 yr. old who has worked hard physical labor, on Holidays, weekends & evenings for 29 yrs. until 5 kinds of cancer took me down hard! I went undiagnosed for a lifetime with chronic leukemia, then I battled melanoma and 3 kinds of lymphoma. All that time I worked damn hard and full time! Up until after multiple strokes, and cancer caused damage, took away 90% of the blood flow to my head I worked.

So - by the time I asked for/got state help I really needed it and I was seriously unable to mentally & physically function. Why tell you this? Because the process of multiple companies / hoop jumping / getting signed-up is INSANE + Inhumane! I almost gave up & help came waaaay too late! For God sake hire some state social workers and END this nonsense. I know it's your living if you're reading this - but the sick and old need HELP not paperwork HELL!!! This program is too hard to access. Period.

thank you for being there for us. Your program helps alot.

At the end of 2017 beginning of 2018 I received a letter stating I had an increase in monies so that my 2 employees can get a raise. I don't think they ever did. Would you please check on this for me

CDASS has been a life changing program for us allowing my husband to stay home with our son so I can work. Our Son is much happier, (since he isn't forced to go to a day program) and I am happier because I don't have to try to get him to go - which occassionally would lead to police intervention to deal with his behaviors. Thanks for this program. Thanks for hiring great staff and for all that goes into keeping this program going!



Open-Ended Survey Comments

<p>My overall experience has been okay. I had a lapse in some paper work. When it was cleared up we tried billing for the dates that we restarted from and never were able to submit timesheets for the month of July. So my attendant went without some pay and we paid what we were able to. That has been my only complaint.</p>
<p>When emailing for question on an Employee I give all Info. But they always send back asking for ID# Add# SS# Phone# DOB# <u>All!!!</u> this is too much! Why Not Just the Emp. #???</p>
<p>All is good. ☺</p>
<ul style="list-style-type: none">* Everytime we call CDASS/PPL the agent on the phone is NOT a "TIER 2" agenc. Therefore, we always have to be transferred multiple times. Our answers get answered the next day or a few days later. We usually don't resolve issues immediately.* You don't have enough "TIER 2 AGENTS."* It took 6 months to employ a new employee due to your company giving us inaccurate information.* You company CONTINUOUSLY LOSES SUBMITTED PAPERWORK.
<p>When it comes time in June to re-up there is always a bit of a problem. Papers are sent in + they keep sending notice they never got it. They scare me to death thinking it's not handled.</p>
<p>The telephone system is not good. For instance, the electronic greeting is complicated and lengthy. It should be much easier to reach a person (representative) that you can actually speak to. Additionally, I often get a message to call PPL because they have "news" for me. Couldn't they just send an email with the "news" details so I could avoid being interrupted at work and having to call them back anyway.</p>
<p>Thank you: To All who understand disability! Thank you</p>
<p>The transition in 2016 was HORRIBLE. But it was eventually worked out.</p>
<p>When everything is functioning well – payroll & checks are timely. However, I've 2 employees who have given up on direct deposit, as documents have been sent to FMS by them & their bank multiple times. When hiring new employees, changing pay rate, employee information - it takes multiple submittals and never any notification of receipt. Tried to switch over, but delays in the redetermination process, didn't allow time.</p>
<p>I submitted a new employee in June of 2018 but she did not become good to go till August. There was only 1 date correction in our new employment package which was corrected in June.</p>
<p>There Fine</p>



Open-Ended Survey Comments

<p>What help??? Where is my help???? 9 month of profound disappointments.</p> <p>Almost one year ago, [REDACTED], realized that I really needed help. Thank God, I now had hope. Someone will help me. Wonderful.</p> <p>The next step was to be trained as a Client. I took the training over the phone. I had to choose a company that would handle paying my attendant. I looked at bottom financial lines and chose PPL.</p> <p>Next I was to find help. Sadly, I was confined to my house, because of a broken ankle. So I began with people at church. Many names and numbers were given to me. I interviewed several Latino women in Spanish and English. None of them were legal. So they could never sign a I-9 truthfully.</p> <p>Soon a <u>Marilyn Vong</u> was a calling me daily → pushing down on my daily. Constantly reminding me that I had better find some one <u>soon!</u> She upped the calls to twice a day. Here was me - a 74 year old woman with a right broken ankle with a stick shift car who had no way to get out to put up signs (as was suggested).</p> <p>Marily Vong was profoundly pushy and cruel. So I just fell apart one day and began crying. I called [REDACTED] (social worker) and [REDACTED] called the Pitkin County Sheriff's dept. Out came two deputy Sheriffs who I know well. They were very concerned, so they took down Marilyn Vong and her PPL number. They called her to "Back Off" from calling so much or they would call Arizona and file harrasment charges.</p> <p>At one time, there were two great guys answering the PPL customer service line. They were terrific. I was able to sign up [REDACTED]. I really liked her. BUT, I needed a 2nd person as a backup. I would find some one with help of Rachel in Care Family, but there were long, long, long delays in the dept that confirms the paper work. These women who were given to me by the PPL Care Family - <u>had already worked for PPL</u>. By the time I called [REDACTED] (4 months later) she had been hired for another job. Nine months later I am back to zero.</p> <p>Some One - Please Help Me!!!!!!</p>
<p>Excellent!!!!!! Want [sic] change</p>
<p>My budget was not in alignment with the county thus <u>many</u> issues ocured! I went over my budget on your end but was under with the county. <u>Very</u> frustrating! one of my employees ended up not getting a pay check and I had to pay out of pocket for <u>your</u> mistake! No one every answers or calls me back in time to solve these issues!</p>
<p>We have services for my dad through the VA. GT Independence has <u>horrible</u> service + showed me how good CDASS is.</p>
<p>Website has issues often</p> <p>Phone Always Slow - Busy - Hold Time High</p>
<p>Lack of contact with me when a prospective employee had an issue with her back ground check</p>
<p>SERVICE HAS BEEN EXCELLENT, THANK YOU</p>
<p>Disappointed Criminal Background Checks are not Nationwide - People are very mobile in todays world. Is it possible the nationwide check could be offered for a fee?? Employees of CDASS are coming in to private homes and working with vulnerable clients.</p>
<p>it takes long to pay my employees (receiving thire [sic] pay)</p>



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<p>1. Do not understand why spouse can not get paid over 40 hrs pr wk.</p> <p>2. Do not understand why spouse pay they do not take out Social Security or Medicare out of checks. Spouse income not credit toward Social Security. I think this is wrong. So none of the spouse income counts toward his or hers Social Security benefit at retirement age.</p> <p>3. Why does this rule apply to paid spouse's / Not credited to Social Security.</p>
<p>The phone service has changed and it has really gotten to the point where I hate to call. I always get put on hold forever and then I get a recording having to leave a message to get a call back if that even happens. Phone Service Sucks Big Time</p>
<p>Make survey online</p>
<p>Overall, I am truly very grateful for all of the services I have received through CDASS.</p> <p>I began faxing the timesheets so I can keep a filing system at home which works better for me. An improved system that would notify me saying you have received timesheets as I only know for sure if I call CDASS two business days later.</p>
<p>When we hired this company, the advertisement said it would take 3 days to get an employee hired.</p> <p>I takes 4-6 weeks</p> <p>They dont have to call you back for 2 days, if they even do call. They have 2 days to send emails, if the email gets sent. I am severely disabled and have to have help 24/7</p> <p>This company should be sued for endangering the health and well being of a disabled person</p> <p>You are a disgrace</p>
<p>sometimes when correcting new applications I've had to calls every day hoping I'd find out why the emailed corrections, which take seconds on the computer to send to the employment team, weren't done. Every time I called I spoke to a different person, with different answers and one mantra - "It takes 3-5 days to process". If the 'help center' you set-up appears to have no idea where a corrected application arrives after the clients sends it by email, then why should a client call. I think the help center & customer service should be saying We have a processing center consisting of - number of people on computers and your e-mail application is presently in a queue waiting to be processed.</p> <p>The individual who processes the original application should be receiving the corrections. The whole process seems inefficient and is definitely frustrating and unpleasant. Besides if it take one month to process many future employees may not be able to wait so long.</p> <p>I hope that someday you can change these problems</p>
<p>I truly appreciate the services received from my Financial Management Services. Getting an employee inrolled can at times be, difficult and take time the employees don't have.</p> <p>It is my hope this can run smother, for someone who does not have a printer.</p> <p>Thank you for your services they are so needed, in my area, of Teller county.</p>
<p>1. AS AN ELDERLY PERSON, I DO NOT CARE TO USE THE COMPUTER SITE FOR PPL. IN THE PAST I HAVE TRIED TO PRINT TIME SHEETS FROM THE SITE AND WOULD NOT PRINT PROPERLY.</p> <p>2. IN <u>DECEMBER</u> MY NEW EMPLOYEE APPLIED FOR THE POSITION. WE WAITED UNTIL THE FIRST OF <u>FEBRUARY</u> AND WERE TOLD SHE HAD 'QUALIFIED' IN <u>JANUARY</u>! I MISSED A MONTH AND A HALF OF CARE. IN MANY THINGS THERE IS A LACK OF COMMUNICATION!... NO ONE CALLED TO LET US KNOW!</p> <p>ON OTHER OCCASIONS I HAVE RECEIVED A RECORDED MESSAGE THAT THERE WAS AN ISSUE TO BE ADDRESS AND HAD ALREADY BEEN TAKEN CARE OF. IT TOOK SEVERAL CALLS TO 'REAL PEOPLE' TO STOP THE MESSAGE.</p>



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<p>Didn't like the phone enrollment.</p> <p>I want the Portal to go back to the way it use to be!</p> <p>When my employees save their hours I want to be able to look at it and make sure their hours are correct. Problem is cant Look until they submit their hours. That way I don't have to worry about going over the amount of hours.</p> <p>Thanks</p> <p>There is nothing great or fast about phone enrollment</p>
<p>Glad to be a part of PPI</p>
<p>you guys are amazing I thing follow up training when monthly allowances go up would help us with paperwork + new care plan</p>
<p>Voice automated calls should give client name or some info so AR knows client.</p>
<p>Help!</p> <p>I have been calling Public Partnerships every day during my lunch. I call at Lunch because it usually takes 35 minutes to 1 1/2 hours to get to someone I need to talk to. My employees are not getting paid. Every time I call I get a different answer. It is very difficult to find caregivers. If they do not get paid - they quit!</p> <p>My caseworker has also been calling. We are not getting any answers. One person at Public Partnerships said it may be a computer glitch. Please Please Please help me get my caregivers paid</p>
<p>Fairly new to program but am very impressed + pleased with it.</p>
<p>We can't get Public Partnership to quit sending us stuff. We have not been with them for several years. Our Case manager has told them that.</p>
<p>KEEP getting C-DASS recordings almost daily about employee hours over 40 hrs. have been keeping weekly hrs. under 40 hrs. Sun - Through Sat. Thanks.</p>
<p>Filling out paperwork is not an issue. Getting paperwork approved/processed in a timely manner is painstaking. Calling in for assistance is also horrible. The person answering the calls have the same basic information as I do, and so they are no help. There needs to be a system to be able to speak to persons in the different departments.</p>
<p>I am very thankful for all the services provided</p>
<p>Twice this summer, around the time of my recertification, I received calls stating that my services expired. These calls came on 2 different weeks, but both were on a Friday at 5 pm when there was no one to talk to for clarification. The calls were automated.</p> <p>It was devastating to hear that my services would be cancelled, and I felt helpless when I realized no one was available to call until the following Monday. I later found out that the automated calls go out regardless of the client's approval status for the following year.</p> <p>*Please use more descretion when determining who receives these automated calls.</p> <p>*Please schedule these calls for earlier in the week and during business hours so that the client can connect with a live person right away for clarification.</p>



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<p>Hi, I just have a comment about the message we hear while on hold, it lists time sheet info before it gives us a chance to choose an option. That is a little frustrating. That is rarely info I need. Could time sheet info be an option - ex. "press 4 for recent time sheets."?</p> <p>Also, when doing a time sheet with more than one service, the page does not return to the line it was on, I have to scroll back to it every time I add a service. It's just annoying and it seems like it could be more efficient.</p> <p>Thank You!</p>
<p>Always passing the buck (problem) to somebody else. Then, you are transferred to somebody else, etc, etc, Never return calls.</p>
<p>PPL has been helpful on many occasions, but have given me improper information about hiring my son, who went to school to help take care of me. I've had to call several times, usually it just finally hangs up me or sends me to an answering machine. If I get the answering machine, it takes days to get a response. I am extremely mentally ill and have even had two different people be so rude to me that I would like to look into other providers which may treat me like they are being paid to: professionally and with compassion.</p> <p>Thank you</p>
<p>The original training process was not well done and was confusing. The ongoing pay/time sheets + problem solving has been adequate.</p>
<p>Contacting them is a nightmare. Long wait times and automated message to leave message sometimes without option to continue to hold.</p> <p>After leaving message most times when the return call comes it also is an automated message to call them. Hence it becomes a recurring cycle.</p> <p>Hiring employees is drawn out and if any errors or corrections are necessary you get thrown into the cycle noted above.</p> <p>Otherwise I am quite happy with the portal and payment of payroll is/has always been timely.</p> <p>Only direct contact with live representatives seem to be unsatisfactory.</p>
<p>Slow to get employees checks out. Slow to get New employees approved.</p>
<p>Can you put "Are you sure?" before delete timesheet entries. Too easy to accidently delete. That's a lot of work to re-do. I was doing timesheets + had to leave site to take care of an issue. Timed out and had to re-enter everything! If timed out can't it be fixed to save?? Thanks! How about a privacy envelope?</p>
<p>Your customer service has always been great, However I have a problem that has not been rectified. I received a note saying [REDACTED] had lost Medicaid because he had not used it for 30 days.</p> <p>Your personnel has gone way out of great. Yet this problem has not been saved. My case manager is Tyla Wilder she has been very helpful als [REDACTED] this problem showed up 9/1/18.</p> <p>I have appealed and waiting help. Thank you.</p>