



Introduction

Medicaid members receiving Consumer Directed Attendant Support Services (CDASS) in Colorado were surveyed by mail or email regarding their satisfaction with the services provided by their Financial Management Services (FMS) provider. This report¹ is specific to the FMS provider Public Partnerships LLC (PPL), but summarized survey results for Palco and PPL are included on page one for comparison. This survey was conducted by Consumer Direct Care Network Colorado (CDCN) under contractual obligation with the Colorado Department of Health Care Policy & Financing (HCPF).

Methodology

Using current member data provided by both Palco and PPL, CDASS members were emailed on March 17, 2023. They were given the option of completing the survey by either mail or email. Members had until March 24, 2023, to choose between an emailed survey or a mailed survey. If no response was received, members were sent a paper survey. Based on these responses, all surveys were sent to members on April 6, 2023. Mailed surveys included a postage-paid return envelope. Emailed surveys were completed via the online software Survey Monkey. All recipients were asked to return completed surveys by May 5, 2023.

CDASS members were asked to rate services provided by their FMS provider. Questions were asked about FMS provider responsibilities toward customer service, including employer and payroll functions. Recipients were also asked about web-based systems functionality and accessibility. In addition, this year’s survey included questions about the Electronic Visit Verification system that caregivers use to report their shifts. All survey questions were reviewed and approved by HCPF prior to mailing. The 2nd half of the survey allowed for open-ended comments and recommendations. Data entry and analysis of returned surveys was conducted by CDCN Quality Improvement department staff. Comments were entered as close to the hand-written text as possible. Any names or contact information mentioned in comments was redacted. Recipients were given the option of including their name.

Satisfaction questions were formatted as a numeric five-point Likert rating scale, with 5 being best or most satisfied, and 1 being worst or least satisfied. 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.

Satisfaction Ratings Summary all FMSs

| | Palco | PPL | All |
|--|-------------|-------------|-------------|
| Number of surveys mailed | 684 | 2760 | 3444 |
| Number of mailed surveys returned² | 83 | 304 | 387 |
| Number of electronic surveys sent | 111 | 195 | 306 |
| Number of electronic surveys returned² | 63 | 113 | 176 |
| Mail Return Rate | 12.1% | 11% | 11.2% |
| Electronic Return Rate | 56.8% | 57.9% | 57.5% |
| % of Answers with highest rating value of 5 | 64% | 58.6% | 60.2% |
| Please rate your satisfaction with FMS EVV technologies and services (average rating, question 7) | 4.07 | 4.19 | 4.16 |
| Overall weighted average (questions 2-6) | 4.40 | 4.32 | 4.35 |

¹This report is intended for review by HCPF only, and is not for public distribution unless authorized by HCPF. Returned surveys and data analysis spreadsheet file are available to HCPF upon request.

²Surveys received after May 5, 2023 are not included in the survey analysis. FMS affiliation based on self-identification of FMS provider in question one. Surveys with no FMS identified in question one are excluded from this report.

Page 1 of the survey (for reference)



2023 Annual Member Satisfaction Survey

As a managing employer in the CDASS program, please rate the services provided to you by the Financial Management Services (FMS) vendor you were affiliated with throughout the majority of 2022.

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 N/A 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 May 5, 2023.

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

1. Which FMS Provider are you rating with your responses? (Please select only one)

Palco ○ PPL ○

2. Please rate trainings and/or resources provided by your FMS at enrollment.

| | Always 5 | 4 | Sometimes 3 | 2 | Never 1 | N/A |
|---|-------------|---|----------------|---|------------|-----|
| Enrollment materials are easy to read/understand. _____ | ○ | ○ | ○ | ○ | ○ | ○ |
| Training I received about how my attendant/s track and submit their work hours was helpful. _____ | ○ | ○ | ○ | ○ | ○ | ○ |
| I know how to contact my FMS if I have questions. _____ | ○ | ○ | ○ | ○ | ○ | ○ |
| The enrollment process for myself and my attendant/s was easy to complete. _____ | ○ | ○ | ○ | ○ | ○ | ○ |

3. Please rate the assistance provided by your FMS to the questions you have about online resources.

| | Excellent 5 | 4 | Average 3 | 2 | Very Poor 1 | N/A |
|--|----------------|---|--------------|---|----------------|-----|
| Using my FMS' website. _____ | ○ | ○ | ○ | ○ | ○ | ○ |
| Online or mobile app timesheet submission. _____ | ○ | ○ | ○ | ○ | ○ | ○ |

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

| | Always 5 | 4 | Sometimes 3 | 2 | Never 1 | N/A |
|--|-------------|---|----------------|---|------------|-----|
| Are respectful? _____ | ○ | ○ | ○ | ○ | ○ | ○ |
| Answer the phone? _____ | ○ | ○ | ○ | ○ | ○ | ○ |
| Return your call or email within one (1) business day? _____ | ○ | ○ | ○ | ○ | ○ | ○ |
| Clearly answer your question or concern? _____ | ○ | ○ | ○ | ○ | ○ | ○ |

5. Please rate these services provided by your FMS.

| | Excellent 5 | 4 | Average 3 | 2 | Very Poor 1 | N/A |
|--|----------------|---|--------------|---|----------------|-----|
| Assistance completing FMS enrollment paperwork. _____ | ○ | ○ | ○ | ○ | ○ | ○ |
| Timeliness in processing FMS enrollment paperwork. _____ | ○ | ○ | ○ | ○ | ○ | ○ |
| Paying your Attendants - on time. _____ | ○ | ○ | ○ | ○ | ○ | ○ |
| Paying your Attendants - accurately. _____ | ○ | ○ | ○ | ○ | ○ | ○ |
| Providing accurate and timely tax documentation. _____ | ○ | ○ | ○ | ○ | ○ | ○ |

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

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Please flip the page.



Page 2 of the survey (for reference)

2023 Annual Member Satisfaction Survey

| | Very Satisfied 5 | 4 | Neither Satisfied Nor Dissatisfied 3 | 2 | Very Dissatisfied 1 | N/A |
|---|-----------------------|-----------------------|---|-----------------------|------------------------|-----------------------|
| 6. My overall satisfaction with my FMS can be described as: _____ | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

7. Federal law requires attendants to use Electronic Visit Verification (EVV) for clocking in and out of work shifts. Colorado FMS' provide three (3) EVV technologies: Mobile App, Telephony, and FMS Portal. Please rate your satisfaction with your FMS' EVV technologies and services:

| | Strongly Agree 5 | 4 | Neither Agree Nor Disagree 3 | 2 | Strongly Disagree 1 | N/A |
|--|-----------------------|-----------------------|---------------------------------|-----------------------|------------------------|-----------------------|
| I was adequately prepared to use my FMS' EVV technologies. _____ | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| All of my FMS' EVV technologies are accessible to my attendants. _____ | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| All of my FMS' EVV technologies are easy to use. _____ | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The EVV Mobile App my FMS uses has been reliable. _____ | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| EVV Support Services provided by my FMS has been helpful. _____ | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Please use this space for any additional feedback about your experience working with your FMS. Please note that your comments will not be read immediately by your FMS vendor. If you need immediate assistance please contact your FMS customer service center directly.

What resources and tools would help you be more successful on the CDASS program?

Name (Optional*) - please print:

Who completed this survey? Member Authorized Representative

*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 **May 5, 2023**

Rev 2/20/2023

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Public Partnerships LLC (PPL) 2023 Member Satisfaction Survey Report

Satisfaction Ratings

2. Please rate trainings and/or resources provided by your FMS at enrollment.

Number (#) and Percent (%) of Answers by Rating Value

| | 1 | | 2 | | 3 | | 4 | | 5 | | N | Avg |
|---|-----------|------|----|------|---------|-------|-----|-------|-----------|-------|-----|------|
| | Very Poor | | | | Average | | | | Excellent | | | |
| | # | % | # | % | # | % | # | % | # | % | | |
| Enrollment materials are easy to read/understand. | 4 | 1.1% | 10 | 2.6% | 72 | 19.0% | 114 | 30.1% | 179 | 47.2% | 379 | 4.20 |
| Training I received about how my attendant/s track and submit their work hours was helpful. | 4 | 1.1% | 13 | 3.6% | 51 | 14.0% | 100 | 27.4% | 197 | 54.0% | 365 | 4.30 |
| I know how to contact my FMS if I have questions | 5 | 1.3% | 9 | 2.3% | 27 | 6.8% | 76 | 19.2% | 279 | 70.5% | 396 | 4.55 |
| Enrollment process for myself and my attendant/s was easy to complete. | 16 | 4.2% | 16 | 4.2% | 60 | 15.7% | 110 | 28.8% | 180 | 47.1% | 382 | 4.10 |

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

Number (#) and Percent (%) of Answers by Rating Value

| | 1 | | 2 | | 3 | | 4 | | 5 | | N | Avg |
|---|-----------|------|----|------|---------|-------|----|-------|-----------|-------|-----|------|
| | Very Poor | | | | Average | | | | Excellent | | | |
| | # | % | # | % | # | % | # | % | # | % | | |
| Using my FMS' website | 16 | 4.3% | 19 | 5.1% | 63 | 17.0% | 98 | 26.5% | 174 | 47.0% | 370 | 4.07 |
| Online or mobile app timesheet submission | 8 | 2.2% | 14 | 3.8% | 48 | 13.0% | 94 | 25.5% | 205 | 55.6% | 369 | 4.28 |

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

Number (#) and Percent (%) of Answers by Rating Value

| | 1 | | 2 | | 3 | | 4 | | 5 | | N | Avg |
|--|-------|------|----|------|-----------|-------|----|-------|--------|-------|-----|------|
| | Never | | | | Sometimes | | | | Always | | | |
| | # | % | # | % | # | % | # | % | # | % | | |
| Are respectful? | 5 | 1.3% | 5 | 1.3% | 16 | 4.0% | 84 | 21.2% | 286 | 72.2% | 396 | 4.62 |
| Answer the phone? | 11 | 2.8% | 17 | 4.3% | 64 | 16.3% | 93 | 23.7% | 207 | 52.8% | 392 | 4.19 |
| Return your call or email within one (1) business day? | 16 | 4.1% | 24 | 6.2% | 57 | 14.7% | 81 | 20.9% | 209 | 54.0% | 387 | 4.14 |
| Clearly answer your question or concern? | 11 | 2.8% | 13 | 3.3% | 49 | 12.4% | 92 | 23.3% | 230 | 58.2% | 395 | 4.31 |

5. Please rate these services provided by your FMS.

Number (#) and Percent (%) of Answers by Rating Value

| | 1 | | 2 | | 3 | | 4 | | 5 | | N | Avg |
|--|-----------|------|----|------|---------|-------|----|-------|-----------|-------|-----|------|
| | Very Poor | | | | Average | | | | Excellent | | | |
| | # | % | # | % | # | % | # | % | # | % | | |
| Assistance completing FMS enrollment paperwork. | 11 | 3.0% | 15 | 4.1% | 53 | 14.6% | 90 | 24.8% | 194 | 53.4% | 363 | 4.21 |
| Timeliness in processing FMS enrollment paperwork. | 19 | 5.1% | 25 | 6.8% | 54 | 14.6% | 81 | 21.9% | 191 | 51.6% | 370 | 4.08 |
| Paying your Attendants - on time. | 3 | 0.7% | 6 | 1.5% | 40 | 9.8% | 68 | 16.6% | 292 | 71.4% | 409 | 4.56 |



Public Partnerships LLC (PPL) 2023 Member Satisfaction Survey Report

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|---|---|------|----|------|----|------|----|-------|-----|-------|-----|------|
| Paying your Attendants - accurately. | 3 | 0.7% | 11 | 2.7% | 29 | 7.1% | 69 | 16.9% | 296 | 72.5% | 408 | 4.58 |
| Providing accurate and timely tax documentation | 9 | 2.3% | 5 | 1.3% | 36 | 9.1% | 72 | 18.2% | 273 | 69.1% | 395 | 4.51 |

| | | | | | | | | | | | | | | | | | |
|--|--|------|----|----------|----|------|----------|-------|-----|----------|-----|------|----------|---|---|----------|--|
| 6. My overall satisfaction with my FMS can be described as: | Number (#) and Percent (%) of Answers by Rating Value | | | | | | | | | | | | | | | | |
| | 1 | | | 2 | | | 3 | | | 4 | | | 5 | | | | |
| | Very Dissatisfied | # | % | # | % | # | % | # | % | # | % | # | % | # | % | N | |
| | 7 | 1.8% | 13 | 3.4% | 34 | 8.9% | 109 | 28.7% | 217 | 57.1% | 380 | 4.36 | | | | | |

| | | | | | | | | | | | | | | | | | |
|---|--|------|----|----------|----|-------|----------|-------|-----|----------|-----|------|----------|---|---|----------|--|
| 7. Federal law requires attendants to use Electronic Visit Verification (EVV) for clocking in and out of work shifts. Colorado FMS' provide three (3) EVV technologies: Mobile App, Telephony, and FMS Portal. Please rate your satisfaction with your FMS' EVY technologies and services: | Number (#) and Percent (%) of Answers by Rating Value | | | | | | | | | | | | | | | | |
| | 1 | | | 2 | | | 3 | | | 4 | | | 5 | | | | |
| | Very Poor | # | % | # | % | # | % | # | % | # | % | # | % | # | % | N | |
| I was adequately prepared to use my FMS' EVY technologies. | 9 | 2.5% | 8 | 2.2% | 58 | 16.0% | 116 | 32.0% | 164 | 45.2% | 363 | 4.18 | | | | | |
| All of my FMS' EVY technologies are accessible to my attendants. | 5 | 1.4% | 8 | 2.2% | 49 | 13.2% | 95 | 25.7% | 199 | 53.8% | 370 | 4.33 | | | | | |
| All of my FMS' EVV technologies are easy to use. | 9 | 2.2% | 19 | 4.6% | 52 | 12.7% | 104 | 25.4% | 166 | 40.6% | 409 | 4.14 | | | | | |
| The EVV Mobile App my FMS uses has been reliable. | 12 | 2.9% | 14 | 3.4% | 62 | 15.2% | 96 | 23.5% | 154 | 37.7% | 408 | 4.08 | | | | | |
| EVY Support Services provided by my FMS has been helpful | 9 | 2.3% | 6 | 1.5% | 60 | 15.2% | 100 | 25.3% | 171 | 43.3% | 395 | 4.21 | | | | | |

| | | | | | | | | | | | | |
|---------------|-----|------|-----|------|------|-------|------|-------|------|-------|------|------|
| Totals | 192 | 2.4% | 270 | 3.3% | 1034 | 12.8% | 1942 | 24.0% | 4463 | 55.1% | 8101 | 4.29 |
|---------------|-----|------|-----|------|------|-------|------|-------|------|-------|------|------|

*N = total number of responses for the question



Who Completed the Survey

| | Number | % |
|---------------------------|--------|-------|
| Member | 199 | 48.1% |
| Authorized Representative | 32 | 13% |
| Question not answered | 16 | 6.5% |

Qualitative Comment Analysis

One-hundred fifty-four (154) surveys contained written comments. Topics within comments were classified into common themes or categories. Some comments fell into multiple categories resulting in one-hundred and seventy-six (176) total mentions. A summary of applied Thematic Coding follows¹.

| Category/Theme | Number of Mentions | % of Total Categories |
|-----------------------------------|--------------------|-----------------------|
| Accessibility/ADA | 3 | 1.7% |
| Attendant recruitment/retention | 3 | 1.7% |
| Budget management | 4 | 2.3% |
| Case Management | 1 | 0.6% |
| Confidentiality / Data Integrity | 1 | 0.6% |
| Customer Service | 27 | 15.3% |
| Dissatisfied-FMS | 1 | 0.6% |
| Dissatisfied-Programs | 1 | 0.6% |
| Enrollment-Program | 2 | 1.1% |
| EVV requirements | 2 | 1.1% |
| EVV technology | 17 | 9.7% |
| FMS portal | 5 | 2.8% |
| Hiring | 8 | 4.5% |
| IHSS Agency Services | 1 | 0.6% |
| Live-In Exemption | 4 | 2.3% |
| Other | 8 | 4.5% |
| Paperwork-Forms | 5 | 2.8% |
| Paperwork-Processing | 3 | 1.7% |
| Payroll | 6 | 3.4% |
| Policy | 1 | 0.6% |
| Satisfied-FMS | 3 | 1.7% |
| Satisfied-Programs | 42 | 23.9% |
| Support/Resources | 2 | 1.1% |
| Technology-General | 5 | 2.8% |
| Timekeeping/Service authorization | 2 | 1.1% |
| Training/Resources | 17 | 9.7% |
| Website | 2 | 1.1% |
| Sum² | 176 | |

¹An Excel spreadsheet documenting application of thematic codes is being supplied to HCPF as a separate resource.

²Individual comments that covered multiple topics were classified into multiple categories; sum of "Mentions" exceeds total comments received.



Public Partnerships LLC (PPL) 2023 Member Satisfaction Survey Report

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|--|
| <p>I appreciate good access to help desk, they have been so helpful resolving timesheet issues, very professional and responsive! Thanks!</p> |
| <p>I know they need to do more routine maintenance on the app but sometimes it is at really inconvenient times. The last one lasted several days and you had to make sure you logged in on the phone before the maintenance even if you didn't work that day. And it was kind of a problem for our attendant because we were out of town and had an attendant working extra during that time.</p> |
| <p>Everything is good, easy to understand. The pay checks could come more on time.</p> |
| <p>I am satisfied</p> |
| <p>Client is never notified when the form for EVCare do. Not firm verification of approval for EVV. The client or employee paychecks are not paid on time or schedule.</p> |
| <p>Better training for PPL Staff</p> |
| <p>One attendant has NEVER been able to report hours successfully due to FMS system problems. I always have to manually do it. Calls have been made but no one at PPL is able to fix the problem.</p> |
| <p>I would suggest: Get your ducks in a row before you make the call.</p> |
| <p>A vendor that has an App that isn't always down for maintenance</p> |
| <p>I would love to have the type of support for every new employee that I had enrolling the first two, but I knew that is probably not realistic resource wise.</p> |
| <p>It feels sooooo good having my attendant help & assisting me. It's like having my right arm accessible to me! I feel the independence come back when we're out shopping! Thank you</p> |
| <p>None - What I'm working with is awesome!</p> |
| <p>From the beginning of this year 2023, I needed to enroll several new employees. The first girl, it took PPL over two months to enroll her. She couldn't wait so I lost her. Another employee signed up and it took them another two months of me constantly checking and calling to get her paperwork through. I have been with PPL. This program. This was a mess. One of the worst periods for signing new girls up. I spoke with the new girl at PPL and she was actually very helpful for a couple of new employees.</p> |
| <p>Forms are easy for a person with all faculties to understand but someone with problems mentally will not understand or could they do the paperwork. And the time for care app still makes mistakes but there are no reasons where you can say App failed it puts all blame on Employee</p> |
| <p>The staff didn't always give me accurate info. I don't even know what EVV app is. I'm client and didn't get on where my care providers get to. It's for them I use my laptop to approve hours so I don't see what they see or deal with. I know if it didn't go through my help doesn't know until I've told him when I go online to approve hours. It didn't always go through maybe he didn't get internet or my house sometimes yet I have great internet but he didn't seem to know if it didn't take @ the time. I think it works for now but not always so if I'm approving it right before it's late I can't let him know then. I didn't have time to get back on to submit again. I only want to get on 1x & approve all. If it didn't go through I see on time when approving hours. It doesn't tell me it was logging in or out that didn't go through. I think I should get an email or notice his hours didn't go through when it happens. That would help a lot!</p> |
| <p>First Rate!</p> |
| <p>Sometimes the app is unavailable and when I can clock in the reason for adding a past shift is the app isn't working and that choice does NOT exist</p> |
| <p>I'm pleased with all phases of these program, CDASS, PPL, my care-taker, the program has given my life less stress, the best care ever, despite my regression in health. Thank you with all my heart.</p> |



Public Partnerships LLC (PPL) 2023 Member Satisfaction Survey Report

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|---|
| My process or daily activities concerning any responsibilities for the program our simple and change not required. |
| There was discrepancies in Dec 22-Feb23 with the billable rate which made the budet difficult. There are time entries that are counted as overtime when they are not. Time entries don't show up on the AR side to approve. |
| [redacted] went off the CDASS program 12/31/22 and moved into a long term care facility. [redacted] died on 4/3/23 |
| Develop Continuity of Operations (COP) for the application. There should be no downtime for backend database or app maintenance |
| My attendant enrolled in direct deposit, has contacted several times & sitll not getting them. Frequently have a problem with the automated system when trying to call PPL. My attendant also is still not recieving her payment direct deposit as requested several times. |
| Sometimes have trouble with app |
| I only have a landline, not a cell phone. My attendant is a family member. We share this phone, all of this complicates using the EVV technoligies. |
| All has been well. |
| The app frequently lists past payments as "still processing" even though the payment has been processed and paid. |
| Keep up the good work! |
| I had to change from being the employer to being a caregiver because my husband died. I took from November to March to get my first paycheck. I know everyone is super busy and thank goodness my daughter could work, but that was a difficult that it took so long. |
| Train the employer how to approve timesheets. |
| My representative does the financial work. |
| PPL is very careless handeling any paperwork you turn into them. They never confirm, that they recieved it or if it was approved or not. When you call to confirm you get |
| Have PPL give written conformation and if approved on all paperwork Please |
| I need a way to text or communicate when I have a new aide because I am unable to talk on the phone. And you won't allow my aides to speak for me. My disability is Cerebral Plasy and I am difficult if not impossible to understand on the phone. |
| Had very little dealings with FMS. When I did they were helpful. I'm getting ready to resign and a younger person take over as AR |
| I am very satisfied with the help and professionalism of those I am working with. |
| Online materials and personal contacts with those I talk on the phone |
| An easier way to reset my password would be helpful |
| Everything is systematic and runs well and on time. I have found no lateness & no errors in any area. Kudos to you all. |
| For me, CDASS runs like a well oiled machine |
| Fam so glad to have CDASS in there has gotten worse when I have problems you fix it. |
| Just keep doing what you have |
| Not all attendants have access to a smart phone. |



Public Partnerships LLC (PPL) 2023 Member Satisfaction Survey Report

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| <p>CDASS, PPL, Case Manager, Etc. Thank you for everything you do concerning my medical care, despite my physical limitations. I give a life worth living with the greatest care I've ever recieved, my case manager is quailty, professional, helpful, I appreciate ever aspect of this program</p> |
| <p>Once everything got up and running, it has been great however getting everything started, providing support to assist everyone involved was very poor. It took me about a year to get everything going because we had very little direction and assistance on the process.</p> |
| <p>We needed someone to thoroughly explain the process start to finish, but did not have this - we had to ask question after question to finally get everything set up. A thorough explanation up front would have been valuable.</p> |
| <p>I find the technology side of FMS to be lacking. I cannot open encrypted email links sent to me. I have to send everything by email because the online access does not work. The encrypted link does not take me to a web protal.</p> |
| <p>Badges on the Attendant app so I know when an attendant has submitted hours and then I don't delay approval & attendants get paid timely.</p> |
| <p>Not always sure how to submit hours. Could better understaning but over all satisfide</p> |
| <p>Are there other ways to submit time</p> |
| <p>A comprehensive and updated directory of attendants available for hire.</p> |
| <p>I really enjoy working with PPL. They always are kind and caring and if I have a problem they are great to help me resolve it. Thank you!!</p> |
| <p>I think I could use some more up to date trainings I am unable to drive anywhere so it would be great to get some on my computer. Tahnks again.</p> |
| <p>Excellent customer service and very knowledgable in all areas.</p> |
| <p>They are doing great work</p> |
| <p>Resources identifying available workers for hire. I'm soley responsible and don't know anyone.</p> |
| <p>The hiring process is very long, too long for a new hire needing a job right away.</p> |
| <p>I am very happy with FMS and PPL. The staff at the call center are friendly and helpful.</p> |
| <p>I would like more community resource trainings on behavior in persons with Down Syndrome. My brother is an adult now and his behavior as he has gotten older has been a challenge when training becomes available please contact me: [redacted]</p> |
| <p>How about having people that can actually answer a question if and when you ever manage to reach an actual person on the phone?!</p> |
| <p>I'm very proud to work with FMS. They make sure we understand about all the paper work when we need help</p> |
| <p>Trying to find the EVV renewal on the website was very difficult to find and access. My care manager was somewhat helpful. My son finally found it and I was able to get it done.</p> |
| <p>More FMS Providers</p> |
| <p>Please change mailing address from[redacted]. Thank you.</p> |
| <p>Not quite sure of how to track my available time & \$ compaired to my used time on the web site. I don't want to over use, or under use. I feel stupid having to ask about this but I want to iron out any wrinkles in my knowledge of the web site. (I don't even know how to sign in. I would like someone to show me exactly how to use this great system.) Thank you for all you do. God Bless.</p> |



Public Partnerships LLC (PPL) 2023 Member Satisfaction Survey Report

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| Show me the proper way to use the web site & help me to sign in to my account. I am the member and Authorized Representative for [redacted], so in is most important for me. |
| Remove amount of paycheck from dashboard. When my employee visits no matter how she trys to log in of out quickly that information is always in view - which is unfair to my employee that should be hidden. |
| Remove pay information from dashboard |
| My attendant has no retirement available. |
| No one to help with (instructions to helping special needs.) Training as needed to help us live with successfully. |
| I sent in updated paperwork and never recieved reply back or questions answered about W-2 forms mistakes. Still unresolved after several attempts and emails. |
| It is difficult to find reliable help sometimes |
| All is working well. Thank all of you for your assistance. |
| Everything is really good. |
| Sometimes my attendants are unable to Login on the app. |
| We live in a remote area so internet is spotty. We have experienced the app not responding and the only option is that we have forgot to clock in and out when it just takes the app a while to respond to pushing the button. Overall love app but there are glitches to it. |
| Have also had times duplicated clock not stopping especially around updates & timesheet/payroll submissions on 1st & 16th |
| Please stop sending projected budget to state for those who may not spend the full budgets. It causes HUD & other programs to think there is discrepancy. We almost lost our housing voucher because of that. |
| [redacted] has a brain injury (TBI) He has Aphasia, he can't read more than a couple words, he has great difficulty speaking especially on the phone. All his paperwork & phone communication is done by me - his AR & Father. He can't write much beyond signing his name. Thank you [redacted] |
| I think one of [redacted] caretakers should have a training or some sort of back up plan to fill in for the AR in case of emergency - etc. |
| Computer |
| I am very satisfied for your service |
| I'm very sick of listening to your kids screaming in the background all while the TV is blaring some crap cartoon that no one is watching. When we call, leave the room where your kids & TV are, so I can hear you not your screaming kids. I hate yelling at you so that you can hear me. Such Bullshit |
| I go between my house & my parent's house and my mom is my caretaker & she does all her log ins by her computer only so that EVV shouldn't apply for us. |
| Have better people to help. Do not get impatient rude people that want to get off the phone because your disturbing them like I had. |
| It takes entirely to long in the hiring process. And if there is a discrepancy in the paperwork it takes way to long for someone to get back with me. It has taken over 1 month to get someone hired. Trouble for employees logging into app or it recording the time once you've accpeted the login-logout time |
| Updating the caregiver search info by making sure all attendants listed are current & able to work for this program. We searched to hire new attendant and only 9 came back and out of the 9, only 1 responded and she was not a good fit. |
| I have been very satisfied with all services. My questions have been answered very well. |



Public Partnerships LLC (PPL) 2023 Member Satisfaction Survey Report

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| One on one training would be very helpful for any future changes |
| There needs to be an option for "AR" when calling in. Currently there is only an option for "employee" or "client" |
| [redacted] is nonverbal & not hearing, blind in left eye & very poor site in right eye. Lives w/ sister [redacted] whom is care giver, medical & general POA |
| Doesn't always stay logged in or logged out |
| Very professional and quick to answer all questions |
| We have PPL ever since you started using them. I would not change. I don't like the way we are forced to leave our phone # & then cut off. I am willing to wait on hold while doing other things, we don't get call backs & that is annoying |
| Because I take care of my daughter who lives with me I am EVV exempt. I fill out my time sheet online each day for the hours she receives my help |
| I like PPL program a lot I am happy I have this to help me out with everyday things. I don't know what I would do without this program. |
| The only thing I wish I could change is getting a letter in the mail every month. The summary my monthly expenses paid at have tried to go paperless but I keep getting them. |
| I have use this program for awhile now and haven't had any problems |
| Online does never up to date. Constant battle. Also my case manager gave me more hours. She didn't tell PPL. I had to go through retraining & I was charged with 1st offense for using too many hours. She sent the charge in & I haven't had any program. I would like PPL to review the situation, because if I go over again they will kick me off the program. |
| Pay your employees more. Keep forms for employees up to date |
| Takes too long to onboard staff. When I send casual questions takes 3-5 d to resolve |
| Great experience, no concerns. |
| No trouble at all!! |
| list of service providers in area |
| Long hold times, callbacks not received, representatives are not knowledgeable & give incorrect answers, forms needed are not requested by the company accurately & screw up payroll at no fault to the employer, Long Processing times for firms that are needed in a timely fashion, rude/insensitive representatives, archaic & glitchy EVV website for live-in caregivers, etc. |
| Better quality representatives, a cleaner more streamline EVV website for live-in caregivers, forms requested & processed in a more timely fashion, etc. |
| [redacted] is the asset of ppl as always he is very talented and helpful |
| Everyone is so helpful and kind. |
| We are exempt (family) from EVV and it is a pain to enter hours. Asking for address and no selection for exempt members when entering manually. |
| Just really nice when the PPL portal actually cooperates with entering hours instead of constantly giving failure pop ups |
| Everything is going well with my FMS. Thanks! |
| Right now everything is going well. |



Public Partnerships LLC (PPL) 2023 Member Satisfaction Survey Report

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| <p>I just recently processed two employee packets. The first one took over four weeks to get an approval. They would request paperwork that had already been turned in and was correct. Which resend anyway. Would take another week to get acknowledgment. Encrypted email messages used to come with a blue bar that said something like open to read message, then they were just encrypted and said to tap the HTML link to open. Are use Apple products. Each time one of the ladder emails would come, I would have to call a PPL agent to pull it up and read it to me. I must have responded (through PPL agents, processing department's email) over seven times. Bottom line: the wonderful chef HIGH hired didn't get approved until just over four weeks. I lost her at 3 1/2 weeks! APPL agent told me that every time you have to correct paperwork or send them something, you go to the bottom of the pile! I've been with you a long time and you used to be able to hire someone in about a weeks time, and at the most 1NA days. I haven't found anyone to fill that 'chef' position since and has been detrimental to my care, plus I had placed a \$3NANA ad, because we could not get me in to PPL's hiree list! On this ad, the second lady took over three weeks and at least I was able to hire her. PPL is not top drawer like it was at one time.</p> |
| <p>I could name 2 PPL agents that make up answers when they don't know. Very obvious and off-putting... suggestion: better training or hire better people</p> |
| <p>Need to use full name not initials</p> |
| <p>Unknown</p> |
| <p>Always attentive and helpful</p> |
| <p>Ok</p> |
| <p>Thank you for all you do! You have maked my life easier being disabled is much appreciated!</p> |
| <p>Thank you for what you do is so inspirational to and very much appreciated!</p> |
| <p>I'm very grateful to the accurate, efficient staff. They make my life worry free. Thank you.</p> |
| <p>I cannot think of anything.</p> |
| <p>My only complaint is that when my husband called multiple times to change direct deposit, it was never sent over via email as was told it would be. So I was able to call and get it taken care of.</p> |
| <p>Balance changes without me changing any hours so one day I'm in budget and the next it says I'm over budget yet I have submitted no other timesheets</p> |
| <p>Consistency in policies and accurate information on budget</p> |
| <p>Sometimes they're too busy to clock out and you go by 5 or 1NA minutes. Make an easier way to adjust this time instead of manually clock out.</p> |
| <p>I often get different answers from different PPL staff answering the phone. The EVV Live in Exemption form part C extenuating circumstances for divorced parents seems to confuse PPL staff and requires multiple calls to get it approved in their system, when it has already been approved by the state CDASS group.</p> |
| <p>Good job! Keep up the good work.</p> |
| <p>over all satisfied with PPL</p> |
| <p>Better communication with CO PEAK</p> |
| <p>When they call and leave a message, I never know if they are calling because I am an AR or because I am a caregiver. I call them back, they ask why I am calling, I say I don't know, you called me, and then we have to bring up each account and go through it. Most of the time, they have no idea why they called and left a message. When I ask them to specify why they are calling on their message, they said they cannot because of HIPAA. That is a ridiculous statement.</p> |
| <p>It's been ok working with ppl</p> |
| <p>A better system when it comes to the encrypted e mails, there hard to open at times.</p> |



Public Partnerships LLC (PPL) 2023 Member Satisfaction Survey Report

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| I am very happy with the service provided. |
| I find the CDASS program provides the resources and tools I need. |
| The website is often down - for long periods of time. |
| The website needs to be working and online more - not down for days at a time. |
| All seems to work well have no complaints |
| The monthly statements should be mailed to the MEMBER and the FULL month needs to be sent (February 2NA23 was only printed for February 1st through the 15th). That made no sense at all |
| I filed a detailed grievance explaining how inaccurate PPL representatives gave me inaccurate information. This cost me \$13NANA in out of pocket expense. PPL denied me without assuming nor admitting any part in the grievance. It would be L would open my case again and do the right great if PPL didn't ignore me |
| Knowledgeable phone reps |
| PPL has always been very helpful in all experiences. Always improving their site to keep up with demands. |
| Better reasons for manual entries. Current ones need a site was down reason. |
| FMS service is excellent. I can call with questions and get an answer right away |
| I am pleased with what I have. If I need more I call FMS immediately |
| Having staff answer the phone and be able to help without a call back, bro g cut off, or no call back. Very frustrating when you need help. |
| I am so grateful for their assistance with meeting my needs. |
| RMHS returns emails about CDASS/PPL , but NOT FMS-PPL fault. |
| Sometimes Customer Service is slow at adding Forms/Changes sent in by email or Fax. This is very frustrating. Never know if forms are received, as they never send a reply that it has been received or updated. |
| Acknowledgement of receipt of forms and updates being completed |
| I have n complaints or worries, so that makes my life less stressful which makes me grateful |
| I am positive that if there were something available, I would be provided with the information - so I do not have any need at this time |
| Thank you for everything! |
| Leave as is. |