



Introduction

This customer satisfaction survey was conducted by Consumer Direct Care Network Colorado (CDCN) 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 CDCN 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 CDCN in an Excel spreadsheet. Using those lists, CDCN mailed surveys to 3,537 CDASS clients on April 28, 2020. Survey recipients were asked to return completed surveys by June 3, 2020 in an included postage-paid envelope. Data entry and analysis of returned surveys was conducted by Quality Improvement department staff at the CDCN headquarters 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	Acumen	Palco	PPL	All
Number of surveys mailed	266	220	3051	3537
Number of surveys returned	65	47	561	673
Return rate	24.4%	21.4%	18.4%	19.0%
% of Answers with highest rating value of 5	55.1%	63.8%	58.5%	58.5%
My overall satisfaction with my FMS can be described as (average rating, question 5)	4.03	4.34	4.25	4.24
Overall weighted average (all questions)	4.14	4.37	4.27	4.26

¹This report is intended for review by HCPF only, and is not for public distribution unless authorized by HCPF. All returned surveys are being submitted to HCPF. The electronic data entry spreadsheet file is available to HCPF upon request.



PCG Public Partnerships (PPL) 2020 Client Satisfaction Survey Report

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 **June 3, 2020**.

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

<p>1. Please rate trainings and/or resources provided by Public Partnerships LLC (PPL) at enrollment.</p> <p>Printed enrollment materials are easy to read/understand. _____</p> <p>Training I received from PPL about how to fill out and submit timesheets was helpful. _____</p> <p>I know how to contact PPL if I have questions. _____</p>	<table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 12.5%;">Always</td> <td style="width: 12.5%;">4</td> <td style="width: 12.5%;">Sometimes</td> <td style="width: 12.5%;">2</td> <td style="width: 12.5%;">Never</td> <td style="width: 12.5%;">N/A</td> </tr> <tr> <td style="text-align: center;">5</td> <td style="text-align: center;">4</td> <td style="text-align: center;">3</td> <td style="text-align: center;">2</td> <td style="text-align: center;">1</td> <td style="text-align: center;">N/A</td> </tr> <tr> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> </tr> <tr> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> </tr> <tr> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> <td style="text-align: center;"><input type="radio"/></td> </tr> </table>	Always	4	Sometimes	2	Never	N/A	5	4	3	2	1	N/A	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>						
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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 Care Network Colorado. If you have questions about this survey, please call us at 1-844-381-4433 for assistance.

Please flip the page.

Rev 2/12/2020





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.

[Large empty rectangular box for providing additional feedback]

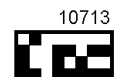
Client's Name (Optional*) - please print:

*Do not write your name if you'd prefer that your comments remain anonymous.

If you have additional comments or suggestions, please submit them on another piece of paper with this survey.

Thank you for completing this survey.
Your responses will help improve the CDASS Program!
Please return in the enclosed envelope by **June 3, 2020**

Rev 2/12/2020





PCG Public Partnership (PPL) 2020 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											
	1		2		3		4		5		N*	Avg
	#	%	#	%	#	%	#	%	#	%		
Printed enrollment materials are easy to read/understand.	8	1.5%	15	2.9%	65	12.5%	165	31.6%	269	51.5%	522	4.29
Training I received from PPL about how to fill out and submit timesheets was helpful.	19	3.7%	33	6.5%	46	9.1%	146	28.8%	263	51.9%	507	4.19
I know how to contact PPL if I have questions.	6	1.1%	7	1.3%	30	5.6%	84	15.6%	412	76.4%	539	4.65
2. 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
	#	%	#	%	#	%	#	%	#	%		
Using my FMS' website.	20	4.1%	32	6.6%	88	18.3%	122	25.3%	220	45.6%	482	4.02
Online timesheet submission.	27	5.6%	27	5.6%	63	13.2%	111	23.2%	251	52.4%	479	4.11
3. 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
	#	%	#	%	#	%	#	%	#	%		
Are respectful?	3	0.6%	17	3.2%	31	5.8%	98	18.2%	389	72.3%	538	4.59
Answer the phone?	32	6.1%	38	7.2%	82	15.6%	111	21.1%	264	50.1%	527	4.02
Return your call or email within one (1) business day?	28	5.4%	40	7.8%	62	12.1%	115	22.4%	269	52.3%	514	4.08
Clearly answer your question or concern?	15	2.8%	43	8.2%	68	12.9%	121	23.0%	280	53.1%	527	4.15
4. Please rate these services provided by your FMS.	Number (#) and Percent (%) of Answers by Rating Value											
	1		2		3		4		5		N	Avg
	#	%	#	%	#	%	#	%	#	%		
Assistance completing FMS enrollment paperwork.	25	5.1%	21	4.3%	56	11.4%	102	20.8%	287	58.5%	491	4.23
Timeliness in processing FMS enrollment paperwork.	34	6.8%	24	4.8%	69	13.8%	106	21.2%	266	53.3%	499	4.09
Paying your Attendants – on time.	14	2.6%	25	4.6%	46	8.4%	92	16.9%	368	67.5%	545	4.42
Paying your Attendants – accurately.	16	3.0%	15	2.8%	28	5.2%	84	15.5%	399	73.6%	542	4.54
5. My overall satisfaction with my FMS can be described as:	Number (#) and Percent (%) of Answers by Rating Value											
	1		2		3		4		5		N	Avg
	#	%	#	%	#	%	#	%	#	%		
22	4.0%	25	4.5%	55	9.9%	140	25.3%	311	56.2%	553	4.25	
Totals	269	3.7%	362	5.0%	789	10.9%	1597	22.0%	4248	58.5%	7265	4.27

* N = total number of responses for the question



Written Comments

PPL LLC. IS NOT THE COMPNAY THEY REPRESENTED THEMSELVES TO BE! VERY DISSAPPOINTED
Change to the time sheet data entry in July 2019 exponentially increased the time it takes family member providers to enter time sheet data. Elimination of time sheet templates resulted in time sheets for each pay Period requiring individual entries for each activity. Family member providers now have to make individual entries for each time period they are administering medications, checking vitals, making bed, etc. End result is time sheets averaging 95 individual time entries, most for 15 minutes or less, for each Pay Period. Bring Back Timesheet Templates!!
A person I'm trying to hire has called several times to the open enrollment over the phone and still have not received a call back.
They have been rude to me. They have insisted that someone else needed to be my authorized representative just because I used a communication device to talk on the phone. They complained that I talked too slowly for them. I have explained their attitude was discriminative but they haven't changed. They should be shut down because of the ways they treat people with disabilities.
In my particular situation, the filling out of the time sheet is often difficult do to my changing needs. My attendant is having to do more for me since my husband was killed 18 months ago. He has to do my banking, phone, pay my bills, Handles Emails, going to post office, etc, etc. He has taken F.L.M.A from his 2nd job to lessen bringing home the virus by doing this he has not only lost pay, but jepardized losing his medical Ins. At present we are going through very unique circumstances (like everyone) my attendant (son) is with me 24/7 through this lock down. He even works with my doctor's on video chats
I have been very pleased with the services I have received from Public Partnerships over the years. They have always answered My Questions, and helped with any concerns I may have had.
The new online time sheet process is terrible + difficult for those who live with the client.
I feel the attendants need more training as differant ones give differant answers to the same question.
I'm NOT WITH THIS COMPANY ANY MORE.
Paychecks have been late more than once. Time sheets have been submitted on time.
I am dissappointed in the phone access to our FMS provider. Sometimes we have to call back a week later because of no reply. There does not seem to be easy email access either. When we do make contact with PPL Staff they are always courteous, knowledgable and helpful. I also thought that due to the coronavirus there might be help from PPL regarding protection with masks, gloves + gowns/booties etc + where we can access these supplies.
All experiences have been positive. [REDACTED] has been an exceptional help. Thank you!
Because I have both waivers there have been some difficulties with wrong service codes input for faxed timesheets. But every service rep I have contacted has been exceptionally helpful. (I would recommend a global fix). Thank you all for your good website, good forms, good problem – solving.
Thank you for all you do!
As a new administrative representative, I have appreciated the support & assistance!



Written Comments

We had more problems/set backs and the longest waiting periods every.
No direction when bringing on new attendants. WAY TO LONG of a process.
MISTAKE AFTER MISTAKE on behalf of Pub Part. Resolutions are timely + cost us money/time and getting people ON BOARDED.
The only person who has ever helped, been able to resolve matters or get things is Supervisor [REDACTED]. If it was not for her we would have changed companies! She needs to be applauded & paid better to compensate for everything she has had to fix!

I was late to enroll in beginning. So I wasn't sure what I was to receive. Never received any proper training, just called in for training, I must say your people on the phone were most curious, easy to talk to and understand. Overall their training was excellent and proved to be all I and attendant needed to learn well. Thank you

The services + ratings of PPL can best be described as erratic – depending on whoever answers my calls + their own training & competence.

Usually, however, the people in your offices are mostly very pleasant, just unable to understand my questions or unable to answer them. Fortunately, being pleasant goes a long way for me.

The paper work enrollment process is difficult. It is often Ambiguous what sections need to be filled by each individual. If there are problems with the paper work i am not notified, and have to call in during my working hours to get help that is often limited or confusing. Ive had e-paperwork with other agencies work in a much smoother fashion. I think electronic paper work would ease the process because i am disabled and have trouble filling it out independtly. These difficult processes have negativly impaceted my work and school performance. Most inportently it has delayed vital income for my employees during this crucial time. And if employees can't be paid they will be significantly impacted and it will make a difficult to retain quality employees. This add additional barriers to the barriers that already exist with my significant disability.

Towards the end of us needing service in Feb + March + April – it seemed your computer program could no longer do simple math. It was a real mess and made staying within the budget difficult if not impossible. And some man refused to help me at all. But the women I talked to at least tried to help.

They Never Answer the phone!

As Far as Q#3; we get passed around or talked over or hung up on.

Issues w/ payroll over and under payment happen Frequently.

The Right hand doesn't know what the left hand is doing, very disorganized It is Quite Stressful

NEVER ANSWER THE PHONE NEVER CALL BACK!

Serve is great My caregiver is great and takes good care of me

I am very satisfied with my FMS provider

Services are excellent and my caregiver is excellent she is loving & caring

Please fix your auto voice mail system. It is almost always wrong. Otherwise I am quite satisfied. carry – on!

5-6-2020 FMS WE THANK YOU FOR YOUR VERY GOOD SERVICE. EVERY THING IS DURING FINE. VERY NICE OK. YOU ARE VERY profesonel AND KIND. LET US ALL STATED SAFE. THANK YOU

EXCELLENT JOB – GREAT CUSTOMER SERVICE HELPFUL – ONTIME.



Written Comments

<p>We have an employee who somehow got taken off direct deposit. When called she was told her info on bank was on file & unsure why this has happened for mos. now. Still not fixed.</p> <p>Also switching AR's was a nightmare for employees w/ payroll. Plus no heads up about it.</p> <p>Overall, grateful for program. Thx</p>
<ul style="list-style-type: none">- Very difficult to resolve issues. It takes multiple calls back and forth to get anything done.- Worse yet is when we return a call from Public Partnership. The message will say to contact Public Partnerships but doesn't indicate what is the reason for the call. When we return the call the agent ask what the call is regarding. We can't answer that because we have no idea. We've had multiple occasions when this has happened. The agent can't resolve anything because neither of us know why Public Partnerships contacted us. Maybe you could assign issues Case Numbers. Then when Public Partnerships calls and leaves a messg with a case number we can call back and reference that number- New time card are <u>very very</u> akkward!!- Should be able to see all of the paycheck info broken out. Gross Net and <u>all</u> deductions. That's just standard!!!
<p>Extremly thankful for the Program. Always Profesional and answer all and any questions!</p>
<p>It is sometimes difficult for those of us who are not computer savy to get signed up or recieve training on line.</p>
<p>Had a rocky start with time sheets, but I think we got the hang of it. I hope. I've Called Customer Service So many times I'll have to invite them all over for a meal (lol) Everyone I've talked to has been very helpful and very patient.</p>
<p>The check in and out times requirement is enormously frustrating. In reality accounting for every function of every minute is impossible especially when service type times overlap. The pervious method, though a bit cumbersome, was much better. Also, forcing the requirement of going online to enter times is unfair to persons in rural areas with limited or no access to <u>dependable</u> internet service as well as clients and employees with limited or no computer skills. There should be an exemption from this mandate upon request. I've spoken with other PPL clients who are as equally frustrated with both issues listed above.</p>
<ul style="list-style-type: none">- Customer Sve can be <u>rude</u> more often than not- Website is (to pay my attendents) unrietable, duplicates entries etc- Customer Service people do not have the same answer for Questions... "Roll the dice" to get a straight answer or that a different C.S. person would does give you something totally different- Why haven't I changed? Because @ least I know this nightmare
<p>If something work don't change it. If there is extra monies available, think about paying the providers sick leave, Adm Leave, or vacation as this always helps to keep good people interested in staying with the clients being serviced. Also, giving them health insurance at a much lower rate. Awards to help build positive attitudes.</p> <p><u>Team Building Insentives</u></p>
<p>I can not understand some of the forien workers That answer the Phone!</p>
<p>A paste copy option on website</p>



Written Comments

<p>TIMESHEET PROBLEM</p> <p>WE USED TIMESHEETS THAT WERE MAILED TO US – WHEN THE NEW STSTEM OF TIME IN – OUT. WE WERE SENT THE WRONG TIME SHEETS. THIS CREATED A CONSTANT PROBLEM FOR MONTHS. IT WAS FINALLY RESOLVED BY SOMEONE OTHER THAN THE STAFF AT CUSTOMER SERVICE. THIS PROBLEM SHOULD HAVE BEEN RECOGNIZED & RESOLVED MONTHS EARLIER.</p>
<p>MY ONLY REAL CONCERN IS W/ C.S.V. NO ONE ANSWERS, CALL BACK HAVE BEEN AS MANY AS 10 DAYS, AND MATERIALS I REQUESTED HAVE NEVER BEEN FORWARDED (5 YRS)</p> <p>I'D LOVE TO HAVE SOMEONE, WITH TRUE UNDERSTANDING OF OPERATIONS, TO CALL ME. I'L LIKE TO PUT TO BED. Tks</p>
<p>'Excellent' 'Keep it up'</p>
<p>PPL should upload Background Checks for the Clients ASAP.</p> <p>PPL did NOT catch 4 of 7 attendants background FAILURES for very bad crimes and misdemeanors. Each of them was horrible for me. And I wasted 250 hours of training! And tremendous stress for me.</p> <p>PPL should have computer-fillable forms that reduces work to fill out paperwork.</p> <p>PPL should have computer-screen-readable forms that are compatible with allowing the computer to read aloud the text on the screen.</p> <p>PPL is NOT ACCESSIBLE because of the last 2 points.</p> <p>For the 1st two points, I should sue PPL! And if PPL failed on multiple attendants' background checks, this was NOT a one-off mistake.</p>
<p>The questions asked don't correspond to the problems with PPL enrollment and use formats. Since switching from ACESS, the problems have been constant, the lack of training and receipt of information appalling, and the time I've spent on the phone or waiting for a call back excessive.</p> <p>Problem #1 – No contact about errors made on paper timesheets, even though no training or instruction was provided. Attendants were just not paid, even when PPL's outdated scanning equipment didn't work, or procedures were changed w/o informing me. I spent hours on the phone dealing with old timesheet format until I was told there was a new paper t.s. I should be using.</p> <p>Problem #2 – Switch to Better Online. My attendants lack the technology, or in 1 case, the ability, to input online. No training offered or available to me to assist other than many more hours on the phone with customer service.</p> <p>Problem #3 – Direct deposits often late* even when t.s. are approved + submitted on time. * This has improved recently. I invite you to give me a call for more!</p>
<p>Website continues listing "Medicaid not Eligible" and "pending" when I know Medicaid is active. This usually corrects a few days after timesheets are approved. However, such a notice when it is not accurate is extremely distressing</p>
<p>I havent called for a while, but when I did most of the time no answer. I left emails and call back numbers but rarly got a call back. I had to keep calling until someone answered. Lately it has gotten better. I have had some return my call. Most could not answer my question to my satisfaction. However I did have a man take my call who was very polite and knowlegeable and answered all my questions perfect and to were I could understand the answer. I do not have his name at the moment. I wanted you to know that there is one employee there that I was very satisfied with.</p>
<p>Services A great I'm satisfied</p>
<p>Nothing to add!</p>



Written Comments

<p>The template timesheet were much easier and faster as most of my attendants work the same hours every day. Sometimes the mailed checks are a little slow to attendants. The last few new employee packets have taken quite a while to be reviewed and approved. Sometimes I have a hard time contacting my PPL advisor. I will leave messages but not hear back. It use to be easy to contact her. Maybe her case load is too large.</p>
<p>Having issues using portal. Called several times trying to get help. Overpaid employees due to wrong submitting on PPL side. Problems with website not having accurate information. Frustrating!</p>
<p>Thank you for doing a great job so I don't have to spend extra time with administration.</p>
<p>Hi! Everyone that I ever talk with about ANYTHING! they have been great! My answers are always answered in a timely manner and easily understood. All of your guys and gals that you have are great! I do so appreciate you all. You have made my life easier and less worry filled. <u>Thank you for all that you do!</u></p>
<p>Never able to reach a customer service agent by phone.</p>
<p>I prefer to stay with P.P.L All questions ans. are for my satisfaction for PPL</p>
<p>I have been with PPL for 10 yrs and they the best. Always respectful, courteous, and helpful. Please keep up the good service.</p>
<p>Received call from PPL that care provider who had been working for me for 7 mo. was no longer able to for Medicaid d/t background check (that was performed when provider was hired 7 mo ago) The problem was brought to PPL's attention by a "state audit." I was told by PPL that it was their mistake in not catching the infraction at the time of hire. This mistake caused me many problems & was very stressful to the provider & the client. I am surprised PPL is still an FMS choice for CDASS after overlooking many issues I am now changing FMS providers.</p>
<p>Put a rate change paperwork in told it was received but it was never input. Called a 2nd time and spoke to a supervisor, told again it was done only to find out it wasn't. A 3rd time I asked for a Supervisor, got [REDACTED] + she took care of it. Poor communication. Not happy at all.</p>
<p>Time 4 CARE APP Not working correctly. Not opening properly.</p>
<p>I am really upset! I have a new attendant [REDACTED] who started in March. I am home bound, have no computer and my employee doesn't either. So – we fax in time sheets. Her 1st time sheet in March she never got payed. The 2nd one she never got payed and the one for the 16th April – she called twice and finally got that one a couple of days ago. The same things applies to my worker [REDACTED] – there are a couple sheets she never got payed for. It's awful because they won't work if they don't get paid!</p>
<p>Service is Great!</p>
<p>I really don't care for new formate for enteries or processing them. There are times I have to go back and forth just to get on web site!</p>
<p>NEED MORE THAN ONE PHONE NUMBER FOR CONTACT OR MIGHT GIVE OPTIONS FOR THE REASON OF THE PHONE CALL SO WAIT TIME NOT SO LONG. TIME SHEETS NOT ALWAYS READ RIGHT. FOR INSTANCE 6:30AM TO 8:00AM DOES NOT ADD UP TO 1 ¼ HRS AS WE WERE PAID! WHO OR HOW THESE ARE READ NEEDS IMROVEMENT. WAS NOT TOLD CORRECTLY HOW TO FILL OUT NEW TIME SHEETS IN THE BEGINNING & WE WERE THE ONE WHO PIAD FOR THE ERROR AS WE DIDN'T GET PAID FULLY!</p>



Written Comments

<p>The client lives in our household. We are all relatives who care for the client. The purposed tracking of employees is ludicrous for us. We live here. There should be some sort of exception to this tracking thing for family members. None of us feel comfortable with it. Talk about “big brother”!</p>
<p>Person recieving paper checks have to wait until almost time to put in for the next pay period.</p>
<p>██████████ HAD A STROKE – DEC 2009. HER LEFT SIDE WAS AFFECTED. SHE HAD THERAPY BUT WAS IN A WHEEL CHAIR FROM THEN ON. HER CASE MANAGER CONNECTED US WITH CDASS (PPL) FOR IN HOME CARE. CASE MANAGER WAS ██████████.</p> <p>WE USED PPL (CDASS) FOR YEARS. WE ALWAYS HAD EXCELLENT SERVICE.</p> <p>██████████ PASSED AWAY APRIL 04-2020. THANK YOU VERY MUCH FOR ALL YOUR HELP. WE WOULD RECOMEND THIS SERVICE TO ANYONE WHO NEEDS IT.</p>
<p>Everything with you is so much easier then when I was Agape. You all make things easy to understand. So happy that I heard about you. Thank you all so much</p>
<p>Have messed up 2 employees time sheet every pay day since November 1st, 2019! Hard for AR to get through to people. Employee called on Wednesday to start a track on her paycheck & was told that she would have answers today & when she called, they only confirmed they knew her check was deposited but hadn't even began the tracking as to where it was deposited! Told her they would call her in a week! Timecards were due again today so it's likely she'll get this new pay periods time sheet before last pay periods! Won't give her a new check until they figure out their error! Not right when I can't pay these people!</p>
<p>THANK YOU!</p>
<p>PCG Public Partnerships Your computer system is LOUSY! It takes much longer to fill out timesheets than it used to! After 20-30 minutes, your system erases everything & we have to start over - OFTEN! When we call for help because once in a while the system will not work with our Safari browser, we're told to change our system rather than PCG making necessary changes. We get calls and letters without clear instructions but when we call to ask questions no one answers. Recently, I received the letter about background checks. When I called the phone # listed, I tried 9x and couldn't get your system to recognize the last 4 digits of my social security number so I never did get through to a person to ask questions! We appreciate CDASS for our client but are <u>extremely frustrated</u> by your systems!</p>
<p>Thank you for very professional, polite, great servise.</p>
<p>I have not tried to call for assistance with online submissions, but the available “help” on the web site of PPL is lacking. They should have a FAQ section with helpful answers to common questions.</p>
<p>Good Job! Keep up the good work.</p>
<p>I would just like a little more knowledge and training on the way the cost to you is calculated, also how to make sure I do not go over budget, and what back-up plans, fluctuations, or reserves are avaiable.</p>
<p>My employee didn't get paid for period 1/1-/2020-1/15/2020. My time sheet was faxed 5 times I was told it was not received or it couldn't be read. I was told to fax it again. I was also told that after 24 days it couldn't be paid. Finally they sent a check for 3 days, the 13th, 14th, & 15th.</p>
<p>Your service has been excellent. I have always gotten return calls promptly and always got great service. The attendants are nice and seem to understand anytime there is a problem or confusion.</p>



Written Comments

<p>I will take a moment to thank the program CDASS, PPL, especially my casemanager [REDACTED]: I've never had better care or service within any program ever; the program is so efficient that my caretaker goes beyond her job to care for me; I feel safe, healthy despite medical issues, the program putting the responsibilities in the hands of the client has kept me on top of all things needed: hours and services received. I love the transparency and my questions have always been answered, my case manage is the best, kind, caring with occasional checks, calls just to make sure all is well, always returning my calls within 24 hours and I just could not be happier with the program or my case manager [REDACTED]. Thank you for your part.</p>
<p>The staff is always courteous and helpful. A few times a year (1x month) the website is slow or down while submitting and/or approving timesheets. I have enjoyed worked with the PPL team.</p>
<p>My Account has been messed up Since last June and have been trying to resolve and catch up on payment to client service. May is coming to an end and I find they are always pending and then the client loses out. Payment is to slow getting to client after submissions of payment Through the pandemic people dont respond or call Back Very dissatisfy to me</p>
<p>I get different answers to my questions ea time I call. So after being on hold for a long time I ask my questions & dont understand why their answers are different than last person, so will ask for supervisor. Then Im back on hold & sometimes get disconnected & have to start over back on hold. Then I just ask for a Supervisor next time, they have to know why so I have to explain again. Its always a long ordeal to call & I can't trust what they are telling me.</p> <p><u>Train them better!</u> They all should have same answers to my questions.</p>
<p>Often the questions I have cannot be answered by CS reps. They are limited in their help. Often I need to speak to a supervisor.</p>
<p>Within the last 2 months PPL said I did not have Medicaid and ACM/CDASS said I had Medicaid but PPL refused to contact CDASS so I had to shuttle information back & forth.* (FYI I did not lose Medicaid). I will no longer recommend PPL. *To resolve the issue.</p> <p>I have had CDASS over 3 years.</p>
<p>Customer service has got to be more knowledgeable and more friendly. Very rude staff.</p>
<p>Wanted to hire a new attendant care provider who was working through PPL already. Imagin my shock when I was sent a letter stating</p> <p>“Recently, it was reported to us that a individual seeking to become an attendant for a CDASS member had not passed a portion of their background check but was made “good to-go” in PPL’s system. After <u>immediately</u> reviewing our records, we were able to determine that this individual had <u>inadvertently</u> been approved to delver services due to a manual entry <u>error!</u></p> <p>Shock!! Your company is dealing with the most vulnerable of individuals who are susceptible to abuse, and this was a <u>manual entry error</u>?? Obviously check and balances are not a part of your companies philosophy.</p> <p>I wonder how many times this has happened. Are there rapist, child molesters or worse working with individuals who are unable to communicate what is happening to them.</p> <p>The nonchalant answer “entry error” discusses me. However your company did offer to run background checks on <u>all</u> my other attendant care providers. How about running background checks on <u>ALL</u> non family member attendant providers. Or is the cost to high and the clients are just open for abuse?</p> <p>This is <u>NOT</u> acceptable – And I will use this letter as exhibit A when someone is abused because of a manual entry error!</p>



Written Comments

<p>I filled out a rate change form correctly, but it was incorrectly entered into the CDASS payroll system. This took 3 months to correct, and was corrected only by submitting a change form (3rd try). Need better data entry performance.</p>
<p>They are unprofessional, checks are always late, and it's almost impossible to get on the phone with.</p>
<p>Often there are time sheet issues and when my employee call the support line sometimes they are helped and sometimes I have to call when it really has nothing to do with me. The website just isn't that great. The amount of things I have to call for on behalf of the employee is too much. They should be able to get their questions answered.</p>
<p>As a quadraplegic (sp) there are times, due to my breathing ability, I have to have my attendants convey the info 4 me.</p> <p>PPL customer service is very accommodating & at the same time they verify the identity of the individual I am asking to convey the info for me. – every time</p> <p>The extra layer of security I love – Thank You –</p>
<p>I am very happy for your help – My health is not to good – so I got alot stuff to fix (hip) (knee) and Toe work. Getting around pretty good. My caregiver is my daughter and she does a good job</p> <p>Thank you</p>
<p>Some staff members do not answer timesheet information when they are asked about it.</p> <p>On 4/30 I faxed 3 timesheets I called in on 5/1 Timesheet info said it received 3 timesheets 2 on 4/3 to be verified hours the other is said was received on 5/1 for 37 hours - I talked to [REDACTED] and he said he had no time sheets but after I told him the timesheet info on phone had time sheets then he said he had 1 for 37 hours and not the other 2. He said to call back 5/4</p> <p>Last pay period 1st half of April everything was fine –</p> <p>I shouldn't have to call in every pay period to check on my employees timesheets</p>
<p>When you contact PPL sometimes they just [illegible] call/contact you back.</p>
<p>We have always received a high level of service and the providers have been so helpful and always courteous. We are extremely happy.</p> <p>Thank You!</p>
<p>To much material that had already gone over with me by my case worker. Packets to long or to much to understand very complex. Not sure why my case worker asked for this I was told it would be to help with PPL & increase there paying my workers on time and to generally help with the PPL which remains difficult to deal with. This program was directed at my case worker rather then PPL</p>
<p>I would appreciate feed Back or confirmation that paperwork is received and/or approved by PPL when sending applications, raises, change of address, etc.</p>
<p>Would just like to say thank for all your services and help through these trying times. Thank you</p>



Written Comments

<p>CDASS Program has been very beneficial for me.</p> <p>The only major problem I have had is, getting/keeping in touch with my Case Manager ([REDACTED] @ Public Partnerships of Colorado). I do not use computer "mail" very well and would really appreciate if either verbal phone calls or "old fashioned" paper mail documents could be used – to answer my requests, and, give paper documents for hours available each month.</p> <p>These are not "complaints", but a very important request in help with keeping track of hours available at beginning of contract year. I do receive monthly documents, but I dont understand how it gets subtracted each month.</p> <p><u>Any</u> assistance would be <u>greatly appreciated</u>. *Someone to walk me thru would be best.</p> <p>Customer Service personnel are very helpful, but questions for Case Manager do not get approached in a timely or personal manner.</p>
<p>Hi,</p> <p>I was pleased to see that the timesheet portion of the web-site was updated. Kudos! It is not perfect but it is much better.</p> <p>There are two serious bugs that really need to be fixed.</p> <p>1) The total number of hours at the bottom of the input page does <u>not</u> get updated after a current entry is edited. It becomes current when a new entry is made.</p> <p>2) The button to delete an entry has disappeared.</p> <p>Feel free to contact me if you need anything.</p>
<p>Just want to say "Thank You" for providing these paid services for these family members who choose to take care of their own family, as opposed to utilizing a Nursing Home.</p> <p>We are pleased to have this service as we take care of our Mother in this time of need.</p> <p>We appreciate all the services you provide and I have had all my questions answered and taken care of by your staff.</p> <p>Thank You</p>
<p>The website seems to have issues accepting timesheets many times.</p>
<p>This company should not be part of CDASS.</p> <p>They can't answer questions admit they aren't trained & response is non-existent or lagging.</p> <p>Horrible Service</p>
<p>I have had issues with PPL several times this past year. Unusually slow response times & sometimes nonsensical answers. I've had 3 occasions to request a Supervisor contact me in the past 6 mos. I would consider a change but at this point I know what to expect & try to work around it.</p> <p>In all fairness, part of the problems were caused by our case manager disappearing & no contact from the agency for months. We have a new case manager so hoping things improve this year.</p> <p>Thanks!</p>
<p>I am tired of asking PPL to listen to my concerns or issues working with them. If it truly matters to you to fix the issues then I ask you call me</p>
<p>They provide very good customer service & the people are always very courteous & helpful.</p>
<p>Thank-you for all your help.</p>
<p>[REDACTED] was friendly when she did my retraining for time sheets (when I went over).</p>



Written Comments

<p>My caregivers are getting paid on time however they are having difficulty getting direct deposit set up. Three caregivers have had the same issue.</p>
<p>Entering time for timesheet is too time consuming.</p>
<p>1) We have never wanted to change from ppl.</p> <p>2) This new time punching that is coming is outrageous. I am in my home & will have to punch in 3 times a day & then set a time/alarm clock, so that I punch out on time for the amount that is allotted to us. This is going to dominate me for the rest of [REDACTED] life. Haven't we had enough to do? I can't steal from the budget. If I go over during the year, then at the end of our fiscal period I will just get a little check or no check. I don't know why that burden has to be put onto those of us who are married.</p> <p>3) You also forced us into that FEA program. Now my soc. Security statements show "no income" for years. Therefore, I will be getting less Soc. Ser for the rest of my life after I file. How fair is that?</p> <p>I don't know why you have to penalize us for being morally married which is not popular now a days & make everything more difficult & time consuming as we age. ☹</p>
<p>The email are 90% in Returning email. However they are very good at explaining it.</p> <p>That everything runs smoothly and that we understand the problem and get it right.</p> <p>The going over the budget is still and little hard, but the guy I Talked with explain it. So I have to be careful when I add the hours. I was on first month with changing their rate pre-hour. I'm still not understanding it and will still keep trying. My case worker do out this month for home visit. I'm really happy at the with PPI and am glad to have the help I get.</p> <p>The only problem is time sheet that once it goes in you getting finished it will sit for days to get the approval and paid. I can count on the checks on 7th or 22nd of each month it just seems to sit in the.</p>
<p>They are excellent!</p>
<p>I haven't had to deal with customer service for at least a year.</p> <p>I don't like the new time sheet that requires specific times and categories. It's really hard when it's a live in caregiver.</p> <p>Also we've had a lot more errors with the system being unresponsive. Also my attendants time doesn't always match the time I can see. For example it will say she has 80 hrs on her account but when it's submitted to me it says she only has 79 hrs, so it's not giving her all her time that shes worked and it's confusing. We didn't start having this issue till the time sheet submission changed.</p>
<p>Need more training on online time sheets.</p> <p>PPL messes up on employe's time every time (checks). We get different answers everytime we talk to someone.</p> <p>This process is very frustrating</p>
<p>We are in-home attendants to our member and with EVV, we have been notified that we won't have to do the instant time recordings in a letter from our case manager. The letter was written by Colorado Medicaid and said our FMS would be in touch on what to do. After a week of hearing nothing else, I called our FMS and told the person I wanted guidance on how to fill out the forms from the letter and I had questions about our change in the EVV in July. The person said they knew nothing and couldn't answer my questions. She assured me that my FMS would get in touch when state Medicaid had trained them. This leaves me scratching my head.</p> <p>Once we got finally enrolled with this FMS, everything worked very well except for the above-mentioned issue.</p>



Written Comments

<p>We are extraordinarily disappointed with PPL as our FMS. From the very beginning mistakes have been made. Getting them corrected has been a nightmare. We are changing to a different FMS ASAP!</p>
<p>To say that PPL had done a poor job would be an understatement. One of my attendant submitted W4 and DOC paperwork <u>weeks ago</u> and it has still not (sic) been properly processed. This costs him \$800 every month! This is unexcusable. We are changing to a different FMS.</p>
<p>1) Our training was done by Accent Intermediary Services and was excellent. From our experience with other aspect of PPL I do not think they would be as good.</p> <p>2) PPL has not been very helpful or timely in processing employment packets. They do not notify you if there is a mistake unless you contact them. Sometimes the person you talk to is not aware of what phase of approval the paperwork is in and has even told us that they have not received it when in fact they have. It is usually the case that a "Start Date" is delayed by a whole time period. At least twice when we have faxed in "Change of Rate" forms for 3 employees only the top or first one gets approved and we have to repeat the process for the other 2. When you fax them anything you don't receive an acknowledgment even though I have a report of a fax being sent to them from my machine they will tell me that they did not receive it. It would be great if there was a way to know that the paperwork was received and being processed.</p>
<p>We are so grateful for the CDASS program! It has made such a difference in our lives that [REDACTED] dad can stay home and care for him so I can work and know he is well cared for.</p> <p>Thank you!</p>
<p>I do not like your phone system. The first level can not help someone who's been in CDASS for 18 years. I am a client for 18 years and an Authorized Representative for 7 years. I am always the one who calls PPL because if I have an employee call they get told to call me. I think you should have assigned Case Managers or teams so that we as members have someone who knows about our cases and the different aspects of them. I get different answers from supervisors because they are seeing over to many states at the call center. I have gotten to the point that I only except answers from one person.</p>
<p>I would like PPL to help provide local references for competent CNA help in Lake and Summit counties, in Colorado.</p>
<p>Great Job! Keep it up.</p>
<p>Your people are very nice but <u>never</u> have the authority to fix things that are wrong on your system. It takes Day or weeks for some "unknown" or "uncontactable" person(s) to actually fix things which I think is stupid</p>
<p>The new time sheets are HORRIBLE!!! Liked the way it used to be, was a lot easier for sure!! Please go back to the way it was years ago.</p>
<p>Issues: Late notification - When there is a problem they notify my at the last minute. When they need any kind of document and there is a deadline, they notify me last minute. And also they can't answer me when I asked why is this needed at the last minute they can't answer that. So I specifically asked if they can contact me at least a month prior to the expiration date. Their response is we'll try our best.</p>
<p>Sometimes you get several different responses for the same question from the customer service rep</p>
<p>Theres alot of changes going on which makes it difficult for someone with disabilities to keep up with and many people on disability dont have technology or money to maintain the cost of web internet.</p>



Written Comments

#2 – Do not have computer skills so have to have help.

#4 – Talked to 3 or 4 people and finally found someone to help – our workers are great and we have very little turn over so sometimes we need extra help – one person we tried to get never was accepted and she was soooo good. After two years we are submitting her again.

#4 – during the transition one worker, who does not do computer never was paid for 2 months work ----- and yes we talked to several of your staff.

Not complaining – just listing facts. We are very thankful for this program and the help we get for our very handicapped granddaughter.

1. Non verbal Autistic
2. grandmal seized – twice she was addmitted to the hospital – these are getting better
3. Huntingtons, which will only get worse
4. incontinent

There are many issues with contacting my issue is you never get a person when you get a callback its to tell you you have the privilege of sitting on hold. I have figured out most things on my own through trial and error. I am not looking forward to the mess when electronic verification starts since its 5/28 and I have not received my instruction yet. I have 2 clients and they will get the same rating

Would not recommend PPL.

There are so many fluctuations in the knowledge of agents when you to call in for assistance. When encouraged to email; many times there is no reply.

I have had mostly single mothers as my son’s caregivers and it is horrible that most times they need to wait a whole week for their paycheck. The paycheck for the second half of the month (15th-30th) is not deposited in their accts until their rents are already due! This creates an unnessary burden and caregivers are hard to find –

Thank you

Thank you for your support or any question. We really appreciate the EVV website for our employee’s.

Keep up the good work!

I thank ya alls very much. Don’t know where I would be without you and my Aides. Ya alls rock. And I refer you often. Thank ya much again.

The most challenging part of the program is having to submit the timesheets online. The paper & fax was much easier for us. There are times we can’t get to a computer. Or the internet is down. It would be great to be able to have the option to do online of fax! Thank you

Have Problems – enrollment taking as long as up to 1 month to complete.

The CDASS website needs to be updated in the area where we print out the forms for new employees including W-2 and Homeland Security forms. Also the current address in which to send these forms needs to be updated. Thanks

Thank you

Thank you

Very concerned about the up coming new EVV reporting – I do not know how to use smart phone to approve time sheets – attendants understand and have smart phone – I use a land line – I am hopeful that I will still be able to view + improve time sheets using my computer

Very happy with all services and greatful for the Program. It has made me healthier & happier and more secure about Myself. I thank all individuals involved they helpful and knowledgeable, and they care! Thank You!



Written Comments

Staff has always been very courteous, professional, and helpful. Training and training resources were well done and well delivered. Website and online resources are intuitive and easy to use.

CADASS coordinators [REDACTED] is great. – How ever CDASS needs to coordinate w/ healthcare agencies to leverage care takers. Family cannot be the only option. It's HARD finding staff. I have to go to Craigslist, Facebook etc. Need more coloboration w/ health care agencies. It's a 2-way relationship that helps both sides.

PPC used to provide help to find new employees they no longer do this but instead have provided an outdated list of former employees. It will be helpful if P.P.C. can provide more assistance than they currently do for the future.

Everything is "cool and groovy". PPL is great.



PCG Public Partnerships (PPL) 2020 Client Satisfaction Survey Report

Written Comments

The survey response rate was 18.4% with 561 surveys returned out of a total of 3,051 mailed.

Topic Category	Negative	Positive	Neutral	Sum
Auth/Budget	0	0	2	2
Case Manager	2	1	1	2
CG Services	0	7	0	7
CG Training	1	0	0	0
Client Training	5	3	1	4
Communication	42	13	0	13
Enrollment	11	1	0	1
EVV	6	0	1	1
FMS Services	15	39	2	41
FMS Staff	5	18	2	20
FMS Staff Training	4	1	0	1
Hiring CGs	3	0	1	1
No comment/Unable to Discern	0	0	3	3
Paying CGs	21	0	2	2
Program Services	2	7	0	7
Time Entry	17	0	2	2
Web Portal	8	1	0	1
Website	7	2	0	2
Sum	149	93	17	110

Comment Type by Category

