



Dear CDASS Stakeholders,

Consumer Direct of Colorado (CDCO) was contracted by The Department of Health Care Policy & Financing (HCPF) to conduct a Financial Management Services (FMS) Satisfaction Survey for the 2019-2020 fiscal year. Prior to mailing out the survey, each FMS provider supplied a mailing list of their current CDASS clients. Using those lists, CDCO 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.

CDASS clients were asked to rate services provided by their FMS. Survey questions were developed jointly by HCPF and CDCO staff. Questions and topics focused on key components of the FMS'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. Data entry and analysis of returned surveys was conducted by Quality Improvement staff at the CDCO headquarters in Missoula, Montana. Comments were 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.

The Client Satisfaction Survey Report provides stakeholders a detailed review of all the survey results for each FMS. The final page of the report includes an analysis of all open-ended comments per HCPF request of CDCO. It is important to note that the number of comments received for each survey represented only a portion of the total number of responses. The analysis of comments and categories were defined based upon common themes identified in the comments. Each comment was counted toward its corresponding category and the intent of the statement in regard to the category. Intent is defined as either Positive, Negative, or Neutral and was based upon the context of the comment. Key words and phrases were looked for, such as "I liked/didn't like", "it is helpful/unhelpful", etc. but, the overall context was taken into consideration when determining the intent of the comment. The Category Total table lists the number of times each category is mentioned within the comments and the associated intent. Should a single comment have had multiple categories the comment may have been counted in 2 or more of the corresponding categories. The categories are as follows:

Auth/Budget	Enrollment	No Comment/Unable to Discern
Case Manager	EVV	Paying CGs
CG Services	FMS Services	Program Services
CG Training	FMS Staff	Time Entry
Client Training	FMS Staff Training	Web Portal
Communication	Hiring CGs	Website

We hope this information helps you further understand the FY 2019-20 Client Satisfaction Survey Results Reports.

Kindly,

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