



2025 CDASS FMS Annual Satisfaction Survey Presentation

June 25, 2025



Introduction

This spring, Consumer-Directed Attendant Support Services (CDASS) members or their Authorized Representatives (AR) were asked about their satisfaction with the services they get from their Financial Management Services (FMS) contractor. They were surveyed either by mail or email. The FMS surveyed were Palco and Public Partnerships (PPL).

The survey is done every year. The Department of Health Care Policy and Financing (HCPF) directs Consumer Direct for Colorado (CDCO) to distribute the survey, analyze the responses, and present the results.

The full survey reports for Palco and PPL will be available on CDCO's website and HCPF's Participant-Directed Program's website in early July.

Survey Feedback

On January 24, 2025, CDCO sent out invites to members/ARs for an FMS Survey Feedback Session. CDCO used current member data from Palco and PPL to send invite by email if FMS had email listed, and by mail if no email.

On February 6, 2025, CDCO held an FMS Survey Feedback Session to capture changes members/ARs would like to see in the survey.

On February 26, 2025, CDCO shared common themes obtained from the feedback session with the Participant-Directed Program Policy Collaborative (PDPPC).

On March 26, 2025, CDCO shared a draft of the survey with the PDPPC and asked for feedback on desired changes. The deadline for feedback was March 31. During the meeting, a few stakeholders expressed general satisfaction with the survey questions and formatting.

Survey Methodology

On March 14, 2025, CDASS members/ARs got emails from CDCO inviting them to choose if they wanted an emailed or paper survey. CDCO used current member data from Palco and PPL. Members/ARs had until March 21, 2025, to choose and if they didn't respond, they got an emailed survey.

Before sending out the surveys, HCPF reviewed and approved the survey questions. Surveys were sent out on April 14, 2025. The paper surveys had a postage-paid return envelope. CDCO used Survey Monkey for the emailed surveys. Completed surveys were due by May 9, 2025.

The first part of the survey asked members/ARs to rate services they receive from their FMS. They were asked questions about how well their FMS handles things like customer service, employer duties, and payroll tasks. They were also asked about how easy it is to use and access the web-based systems and EVV.

Survey Methodology Continued

We asked satisfaction questions using a scale from 1 to 5, where 5 meant the best or most satisfied, and 1 meant the worst or least satisfied. To find the satisfaction rating for each question, we added up all the ratings and divided by the number of questions. We also calculated an overall satisfaction rating by adding up all the ratings and dividing by the total number of questions.

The second part of the survey let people write open-ended comments. Consumer Direct Care Network's (CDCN) Quality Improvement Department coded all comments. They tried to keep any handwritten comments exactly as they were written. Names or contact information were taken out to maintain privacy. People could choose whether to include their name with their survey.

Topics within the comments were classified into common themes or categories. All comments and thematic coding will be available within the final reports.

2025 Satisfaction Ratings Summary

	Palco	PPL	All
Number of surveys mailed	17	777	794
Number of mailed surveys returned	6	110	116
Number of electronic surveys sent	984	2183	3167
Number of electronic surveys returned	72	270	342
Mail Return Rate	35.3%	14.2%	14.6%
Electronic Return Rate	7.3%	12.4%	10.8%
Total number of surveys returned	78	380	458
% of Answers with highest rating value of 5	60.5%	54.2%	55.1%
Please rate your satisfaction with FMS EVV technologies and services (average rating, question 7	4.05	4.28	4.25
Overall weighted average (questions 2-9)	4.30	4.26	4.26

Additional Information

In the survey reports, you will also find other helpful information such as:

Who Completed the Survey

	Total Number	Percentage
Member	254	55.46%
Authorized Representative	167	36.46%
Did Not Identify Themselves	37	8.08%

Open-ended Comments

All written comments as recorded by each member/AR are included starting on page 8.

Any Questions?



Thank you

