



# 2024 Member Satisfaction Survey Report

## 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 report<sup>1</sup> is specific to the FMS provider Palco, 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 15, 2024. They were given the option of completing the survey by either mail or email. Members had until March 22, 2024, 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 12, 2024. 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 10, 2024.

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. 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
<b>Number of surveys mailed</b>	844	2745	3589
<b>Number of mailed surveys returned<sup>2</sup></b>	120	310	430
<b>Number of electronic surveys sent</b>	61	201	262
<b>Number of electronic surveys returned<sup>2</sup></b>	57	163	220
<b>Mail Return Rate</b>	14.2%	11.3%	12.0%
<b>Electronic Return Rate</b>	93.4%	81.1%	84.0%
<b>% of Answers with highest rating value of 5</b>	65.4%	61.1%	62.3%
<b>Overall weighted average (questions 2-6)</b>	<b>4.48</b>	<b>4.40</b>	<b>4.42</b>

<sup>1</sup>This 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.

<sup>2</sup>Surveys received after May 10, 2024 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.



# 2024 Member Satisfaction Survey Report

## Page 1 of the survey (for reference)



### 2024 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 2023.

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 10, 2024**.

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. _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training I received about how my attendant/s track and submit their work hours was helpful. _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know how to contact my FMS if I have questions. _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The enrollment process for myself and my attendant/s was easy to complete. _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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. _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online or mobile app timesheet submission. _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	Always 5	4	Sometimes 3	2	Never 1	N/A
Are respectful? _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Answer the phone? _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Return your call or email within one (1) business day? _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clearly answer your question or concern? _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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. _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness in processing FMS enrollment paperwork. _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying your Attendants - on time. _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying your Attendants - accurately. _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing accurate and timely tax documentation. _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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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# 2024 Member Satisfaction Survey Report

## Page 2 of the survey (for reference)



### 2024 Annual Member Satisfaction Survey

6. My overall satisfaction with my FMS can be described as: \_\_\_\_\_

	Very Satisfied	4	Neither Satisfied Nor Dissatisfied	2	Very Dissatisfied	N/A
	5		3		1	
	<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	4	Neither Agree Nor Disagree	2	Strongly Disagree	N/A
	5		3		1	
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 10, 2024**

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## 2024 Member Satisfaction Survey Report

### Satisfaction Ratings

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

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  
 Enrollment process for myself and my attendant/s was easy to complete.

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

1 Very Poor		2		3 Average		4		5 Excellent		N	Avg
#	%	#	%	#	%	#	%	#	%		
5	3.0%	4	2.4%	17	10.2%	53	31.7%	88	52.7%	167	4.29
5	3.0%	5	3.0%	16	9.6%	38	22.9%	102	61.4%	166	4.37
3	1.7%	4	2.3%	7	4.0%	23	13.2%	137	78.7%	174	4.65
7	4.2%	8	4.8%	25	14.9%	38	22.6%	90	53.6%	168	4.17

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

Using my FMS' website  
 Online or mobile app timesheet submission

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

1 Very Poor		2		3 Average		4		5 Excellent		N	Avg
#	%	#	%	#	%	#	%	#	%		
8	4.9%	4	2.5%	23	14.2%	35	21.6%	92	56.8%	162	4.23
8	4.8%	6	3.6%	23	13.9%	26	15.8%	102	61.8%	165	4.26

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

Are respectful?  
 Answer the phone?  
 Return your call or email within one (1) business day?  
 Clearly answer your question or concern?

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

1 Never		2		3 Sometimes		4		5 Always		N	Avg
#	%	#	%	#	%	#	%	#	%		
0	0.0%	3	1.7%	11	6.3%	11	6.3%	150	85.7%	175	4.76
1	0.6%	5	2.9%	8	4.7%	27	15.7%	131	76.2%	172	4.64
7	4.2%	5	3.0%	17	10.3%	19	11.5%	117	70.9%	165	4.42
4	2.3%	8	4.6%	17	9.7%	25	14.3%	121	69.1%	175	4.43

#### 5. Please rate these services provided by your FMS.

Assistance completing FMS enrollment paperwork.  
 Timeliness in processing FMS enrollment paperwork.  
 Paying your Attendants - on time.  
 Paying your Attendants - accurately.  
 Providing accurate and timely tax documentation

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

1 Very Poor		2		3 Average		4		5 Excellent		N	Avg
#	%	#	%	#	%	#	%	#	%		
6	3.7%	7	4.3%	17	10.6%	29	18.0%	102	63.4%	161	4.33
7	4.2%	8	4.8%	17	10.2%	32	19.2%	103	61.7%	167	4.29
0	0.0%	2	1.1%	7	4.0%	21	12.0%	145	82.9%	175	4.77
1	0.6%	2	1.1%	6	3.4%	29	16.5%	138	78.4%	176	4.71
2	1.2%	3	1.8%	11	6.6%	23	13.9%	127	76.5%	166	4.63



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6. My overall satisfaction with my FMS can be described as:	Number (#) and Percent (%) of Answers by Rating Value											Avg		
	1		2		3		4		5		N			
	Very Dissatisfied				Neither Sat Nor Dissat				Very Satisfied					
	#	%	#	%	#	%	#	%	#	%				
	5	2.9%	2	1.1%	12	6.9%	37	21.3%	118	67.8%	174	4.50		
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:	Number (#) and Percent (%) of Answers by Rating Value											Avg		
	1		2		3		4		5		N			
	Very Poor				Average				Excellent					
	#	%	#	%	#	%	#	%	#	%				
	I was adequately prepared to use my FMS' EVV technologies.	10	6.5%	6	3.9%	19	12.3%	34	21.9%	86	55.5%		155	4.16
	All of my FMS' EVV technologies are accessible to my attendants.	12	7.5%	1	0.6%	15	9.4%	29	18.1%	103	64.4%		160	4.31
	All of my FMS' EVV technologies are easy to use.	12	7.7%	6	3.8%	16	10.3%	38	24.4%	84	53.8%		156	4.13
The EVV Mobile App my FMS uses has been reliable.	16	11.0%	7	4.8%	11	7.6%	34	23.4%	77	53.1%	145	4.03		
EVV Support Services provided by my FMS has been helpful	14	9.0%	3	1.9%	13	8.4%	32	20.6%	93	60.0%	155	4.21		
<b>Totals</b>	<b>133</b>	<b>3.8%</b>	<b>99</b>	<b>2.8%</b>	<b>308</b>	<b>8.9%</b>	<b>633</b>	<b>18.2%</b>	<b>2306</b>	<b>66.3%</b>	<b>3479</b>	<b>4.40</b>		

\* N = total number of responses for the question.



## 2024 Member Satisfaction Survey Report

### Who Completed the Survey

	Number	%
Member	76	42.9%
Authorized Representative	87	49.2%
Question not answered	14	7.9%

### Comment Analysis

Eighty (80) surveys contained written comments. Topics within comments were classified into common themes or categories. A summary of applied Thematic Coding follows<sup>1</sup>.

Category/Theme	Number of Mentions	% of Total Categories
Accessibility/ADA	5	3.0%
Allocation	0	0.0%
Attendant recruitment/retention	4	2.4%
Budget management	2	1.2%
Case Management	1	0.6%
Confidentiality / Data Integrity	1	0.6%
Customer Service	41	24.3%
Dissatisfied-FMS	1	0.6%
Dissatisfied-Programs	1	0.6%
EVV technology	18	10.7%
FMS portal	1	0.6%
Hiring	5	3.0%
Live-In Exemption	1	0.6%
Other	7	4.1%
Paperwork-Forms	2	1.2%
Paperwork-Processing	2	1.2%
Payroll	5	3.0%
Policy	1	0.6%
Satisfied-FMS	17	10.1%
Satisfied-Other	0	0.0%
Satisfied-Programs	20	11.8%
Taxes	1	0.6%
Technology-General	2	1.2%
Timekeeping/Service authorization	9	5.3%
Training/Resources	17	10.1%
Website	5	3.0%
<b>Sum<sup>2</sup></b>		

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

<sup>2</sup>Individual comments that covered multiple topics were classified into multiple categories; sum of "Mentions" exceeds total surveys with comments.





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Very happy w/ PALCO. Each and every time I've use any one it was easy to navigate.
The FM's EVV is ok however there are times in my area it doesn't work for CenturyLink, Zfinity, another companies are changing to Fiber Opx so service on the days my attendees work, otherwise it is ok, they can't afford the newest tec phones but they are good, a couple of people who answered the phone well it hard to talk with when they are messing with their kids, spouse, dogs.
1. I was confused when I had been told at first (last year) that I should show the work hours = 40 each week and <=80 for half of month (1 timesheet). Only in this year it started normal, 40/week. 2. I can't fill out a timesheet online, because I have the same email registered with my husband, who is my employer
The entire process is way too complicated and dysfunctional. Elderly, disabled people need things SIMPLE...no drama complications or confusion, we also need help 24/7. "Normal Business Hours" don't work. Be open evenings & weekends.
The mobile app is NOT user friendly.
Most of the problems I have come from the EVV system. Many times when my aide arrives, and tres to clock-in, the "trying to connect" icon just spins and never connects. Other times, even after clocking-in properly, their time does not show up. When they enter their time manually, often their "clock-in" time will also appear; thereby, duplicating the entry. I'm a retired accountant and adjunct Instructor of payroll tax accounting at Red Rocks Community College. I am perfectly capable of preparing my own payroll and riling the required tax documents in a timely manner. The EVV system is cumbersome and does little to curb Medicaid fraud. I am the best watchdog over my aide's time
I have been struggling with my FMS Paclo. It has been frustrating to have to call customer service repeatedly & still not have a resolution. I wish there could be more training for them & myself. Perhaps I am expecting to much from my fiscal agent. I often wonder what we are paying them for.
An issue with an authorized overspend was handled poorly by staff. I was given conflicting information multiple times and we left funds on the table needlessly. The whole process was/is very frustrating.
My FMS PALCO has always been great to work with. Never a delay in their response time and they have even been proactive when a glitch in our benefits was detected.
Palco is the best! The whole team is responsive and competent in a way that we often do not receive from our actual CDASS case management organization. KEEP PALCO!
Very difficult to get customer service via telephone to Palco. Their new phone system confusing, inadequate, non-productive, wastes much time
Everything is excellent except for the paying poorly consistently
Palco is very reliable and very professional
I have been pleased with Palco through the last 2 years
EVV should have one more option - phone no charged = disconnected. If they check late on because phone was not paid on time disconnected
I am very satisfied thank you so much
Reps are always cheerful and happy on the phone. Extremely pleased with Palco!
Too many errors not enough apologies app never works
Thank you All for always being polite and understanding with me :)
Many times the app provided by my FMS was either malfunctioning or not working at all. It created many problems in regards to start and stop time and other pay period/ scheduling dilemmas or constant fixes.
My FMS is so respectful and is always there for me if I need her. Thank you
Paypal is a total mess. Switching to PPL June 1
CDASS has been great help



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The Palco phone employees are always incredible. I can hear them smiling over the phone. Always helpful! Very Pleased
Thank you. Client had lupus since childhood This help is invaluable
The FMS always considerate for there attendants. My over all satisfaction
The enrollment process is so up and down. When I think it should be fairly easy it isn't, and when I think it will be difficult, or timely, it's not. I hardly ever have any difficulty with the website but when I do, it seems to take 30+ minutes to get any resolution. One time, though, I had a very important question about payroll & hours toward the end of my year & I called to get help & whoever I spoke w/said she couldn't help me anymore, that I would need to call back b/c she only be on one call for a max of 15 min. She told me to cb.
Great service. Nice people and very helpful @ all times. Thank you :)
Thank you for working with us. We appreciate your support!
Last enrollment of a new attendant was difficult as it seems in the effort to be more electronically driven, it was unclear how both the attendant and A/R were to sign on documents. I am more inclined to do everything manually and submit all enrollment documents by e-mail.
Due to issues with state funding medicaid approvals, and human services I had a laps in my budget. All of my care was all to be back paid. However, since my caregivers submitted all of their back pay time at once, Palco paid all of it at once. This means that the income tax withheld was significantly higher than it shall've been. This issue seems to happen often & for many. I would like to see back pay fixed to be accurate.
FMS vendor your help me better FMS customer service thank you -
Website is poorly designed does not give real time info not intuitive, does not present info in easy to access info format
I would like them to see the attendants payroll information
Phone help not always knowledgably, Enrollment has become MORE cumbersome over time and takes too long to get paperwork done for most attendants, MMES not an intuitive tool, Almost every attendant struggles to get EVV working initially. FMS has been helpful, though, each time.
██████ has been wonderful
The staff that answers the phone whenever I call with my question & concerns, are very friendly and very helpful. They are always very polite especially ██████ she's the best ever!
Website not accessible with scrolling. EVV requires a smart phone and not google voice # EVV location services down a lot
EVV is having way to many problems. FMS fixes them but sometimes takes months to answer phone calls
been going good
Mostly everything works reasonably well...
I have asked why the employer cannot see on the evv app the exact time of clock in/out for accuracy. I called in and was told it would be forwarded by never got a response. If I was doing something wrong
Do not use EVV Live in attendants
Absolutely fantastic! Quick/Efficient customer service website is amazing, easy to get around. I really cannot say enough great things. Everything is outstanding!
All people with FMS were wonderful! I am not really computer literate but they were all very patient with me and I appreciated it more than words can say
Thank you for all you help and keep up the good work
Excellent service
Palco and services have been fantastic!





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Working with CDASS has allowed me to care for my daughter in the home. Having closer communication with FMS has been so much easier for myself and my daughters care attendants. Whenever we have any concerns or questions it is usually taken care of the same day. Everything is well explained and any concerns we have are met in a very respectful manner Thank you

Difficult to check out doesn't always check out

My attendant stated: They need to fix their timesheet approval process. We are not able to fix and choose the proper drop-down menus for the timesheets for when we have to edit the times and it causes issues with the timesheets going through.

██████ w/ Palco is absolutely wonderful! She's helpful, supportive and follows through w/ information in a timely manner. Unfortunately ██████ with palco is rude, curt and will not put forth the effort to help the client. Instead, she just says she will put in a "ticket" for action which doesn't occur for 3-5 days later. This is why I marked a "3" on most of the survey. If it was just ██████ -4s & 5s would have been marked.

Technology glitches not handled answered in timely manner. Unable to solve problems

When someone calls w/ general question we should not have to go through the verification process it is too much and they ask too many questions during verification

I love this agency

I am very pleased with my whole experience since becoming a member they are all very professional and respectful and kind

My FMS vendor is always easy to get a hold of and gets back to me on a timely manner.

For some reason evv mobile can be a challenge at times. Attendants find that hard to master. The portal was more user friendly and easier on all. Telephony is discouraged and complicated. Having to fix evv when internet is down or attendant messed up requires portal but is discouraged. but oftentimes no choice

Our attendants would prefer to not have such a long time between hours being approved versus being paid. Other than that they've been great.

Palco is fantastic; I choose well.

Communication would be nice

The ladies that are newer on the line are fantastic. If it wasn't for them I'd have a meltdown every month.

they are always helpful

Both Evv app and phone-800 number don't work reliably at my location both Evv options have trouble capturing time adequately accurately

It seems everytime it's time to work, the GPS doesn't find me. I'm Here. Then my workers bug me about the app, which I don't even get to install so becoming familiar never happens in training. They tell us to watch more videos and show those to our employees. How about making the thing work in the first place? I never know what to say. And they then stop being into helping. I have a brick building and manual is my only friend.

All communication is well

Very knowledgeable, caring and helpful

I am satisfied with the majority of assistance I have received in the past, there have been times when I do not receive a call back, and I also receive conflicting answers from different workers.

Palco is a fantastic FMS. I have been treated very well by the staff and have never waited more than a few hours to get a response for a question I had. Thank you Palco

I have never had a bad experience when calling Palco, I have had problems before I was ever assigned to Palco with my worker contacting me in a timely manner but that is no way Palco's fault and having questions answered by my worker has been difficult at best.

When the pay rate gets changed, I wish there was a faster process time like it used to be



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Special shout out to [REDACTED]. Always helpful and kind!
Have received adequate information, always answers my questions, very helpful and informative.
Don't use EVV because too confusing
Whenever I've needed help, they have always been responsive in a timely manner. I usually have no trouble. Things seem to flow smooth. In my particular situation there isn't much change which is helpful also.
[REDACTED] is great. [REDACTED] is great. [REDACTED] the boss is rude and condescending We only use the web portal because the EVV is so impossible
They are a great and realizable
Poor communication skills on Palco side. Almost impossible to get assistance or answers to questions!
Out recertification time should there be funds left five the funds to the employee to help pay for needs like new phone, tech equip so we can keep up with all programs on App for we have to pay for bigger Apps out of pocket. Also see can also buy other needs we need so attendees can help us more.
the ability to properly calculate how much time I can use based on mines if difficult
Online training and Training materials available online will help as always. Every Fiscal year be proactive and make sure the transition of clients is smooth. I have suffered transition problems for last two/three years. Thanks.
I send timesheets by email and pretty jufisied!
Have someone available evenings & weekends. STOP saying "Normal Business Hours" This insulting disabled folks who aren't "Normal." Acknowledge we need help 24/7. Simplify the process!
An online payroll program enabling me to manage my own payroll and tax reports.
More training for myself, Palco & rocky mountain services. And better communication with in all four contracts, myself, Palco, rocky mountain services & CDASS. There is clearly a breakdown.
Better customer service phone system
Put a alert system for budgeting can you let [REDACTED] know on what pay days are
A back up plan to report hours when power is off for long periods of time. One day we were off from midnight to 4 PM -the next day-
The cost estiment web page is quite confusing where it doesn't give a standard tax cost
I am ok what I have
A working laptop
Case management that has experience w/ CDASS and can help rather than putting you off constantly. Resources for changing waivers, adjusting hrs training.
A functional FMS with well trained staff
If I were paid something I oversee 2 clients & 7 attendants. It does take quite a bit of time when watching their hours & connecting w/ them about issues. I love helping but that would be nice if we got something :)
There website
I really think you should provide refresher courses for employers who've been doing the 3+ yrs. At least offer if for people. It helps me to learn visually much better than just reading it.
Nothing @ this time
There is a gap in understanding what attendants experience with EVV and timesheet submission and what I see. There needs to be more cross-training given
Better human services (I should actually be able to call & talk to someone) A Job Board to post that I am looking for caregivers.
CDASS thank you for your help my person will get better because yeah God blessed you.
A back up service for emergencies



## 2024 Member Satisfaction Survey Report

Streamlined enrollment, more communication during enrollment, MMES improvement.
More recruiting of actual Attendants
new updated Hire List for employment
Have utilized almost every resource I think its perfect
Being more overall computer literate
All the tools and resources that we are currently using is pretty easy and helpful never really had any issues
Approving time work by day rather than person or both if possible
I find all Resources that are provided are to my satisfaction
The timesheets need to have the minutes available at a glance for the EOR. Also they should be actual & not rounded up or down to quarter hours for documentation purposes
Sent in paper form I can't & don't have or use a computer
Step by step process for completing on boarding tasks. FAQ's for frequent issues faced
To teach us how to do the tax portion for the pay
The EVV app still has some issues. Sometimes our attendants can't sign in at all and need to actually call PALCO to get things up and run for them again. Other times the app just isn't working and they need to sign in manually.
I'm happy with the way they are.
Faxing info with quicker turnaround is better. Always have to verify received for processing. Emailing documents and ID and Ss# I don't feel is safe and doesn't protect employees from cyber hacks on my end. Your end may be cyber safe but taking a photo on my phone of ID or scanning and then emailing it is not a secure way to upload to you. Faxes are rejected because they are not clear and snail mail takes too long and can be lost Wish there some kind of employee medical benefits to attract more and better attendants. Palco has proved to much more efficient and easier to work with than PPL ever was for us.
Nothing really it already is helpful.
I cannot think of anything at this time.
Communication and knowledge.... ANY training would be nice!!
Access to Directors when there is a problem.
the video are very helpful
More training and more communication between Cclass co. and members And more communication between FMS and members
A 24 7 tech hotline for evv and other issues like problems with timesheets etc.
,all is great
I can't think of anything at the moment that would help me further, but I greatly appreciate the opportunity to provide feedback and resources that would help both myself and my attendants be more successful
When CDASS does an update on the system, I lose the ability to log in, and have to start over.
I cannot think of anything at this moment
faster response from my worker when I call with a question, also the training staff needs to really get on the ball most my training for all my paperwork was to be 4 hours long instead I was lucky if I got 45 minutes and I was still lost
Budgeting calculator.
A better time entry system.
If there's wage or other changes in logging hours, I would like to be informed of it right away. In the past I've had to dig for answers. I must take some fault in this though. I'm not great with the computer and because of this I avoid it like getting a root canal. Keeping myself updated on a more regular basis is something that I need to pursue.
All video is great when there something new
COMMUNICATION!