

## **2025 Consumer-Directed Attendant Support Services Financial Management Services Annual Satisfaction Survey Report - Public Partnerships LLC**

**Prepared by Consumer Direct for Colorado**

### **Introduction**

Consumer-Directed Attendant Support Services (CDASS) employers, members/Authorized Representatives, are invited each year to complete a survey rating the services they receive from their Financial Management Services (FMS) provider. CDASS has two FMS, Palco Inc. and Public Partnerships LLC (PPL). Each FMS provides administrative and financial services such as running attendant background checks, payroll, managing employer taxes, and tracking CDASS spending. Consumer Direct for Colorado (CDCO) administers the survey for the Colorado Department of Health Care Policy & Financing (HCPF). Stakeholders provided feedback about the survey to CDCO on February 6, 2025. HCPF approved all questions before the survey was sent.

### **Survey Methodology**

CDCO receives employer contact information from Palco and PPL to send each a survey. Employers are given a choice to complete the survey electronically using Survey Monkey or by paper. Any Authorized Representative who represents multiple members is provided with a survey for each member they represent. If an employer does not make a choice and has an email address, they receive an electronic survey. CDCO mails paper surveys and includes a postage-paid return envelope. The survey asks employers to rate the services they received from their FMS in the prior year using a 1 to 5 rating scale. 5 represents the highest score and 1 the lowest. Employers may write comments about their FMS in the survey.

Survey scores are averaged to find the overall satisfaction rating. Any answers marked "N/A" (not applicable) are not counted in the average. CDCO's parent company, Consumer Direct Care Network (CDCN), uses its Quality Improvement team to collect and analyze all the answers. For written comments on paper surveys, they transcribe comments as close as possible to what was written in the survey results. If someone included personal information in written comments, that information is removed. Employers who complete a survey can choose to remain anonymous.

### **2025 Survey Results**

For 2025, CDCO distributed surveys on April 14th with a deadline to complete or return them by May 9th. Surveys received after May 9th are not included in this report. This report shares the survey results for PPL. It also has a summary comparing PPL and the other FMS provider, Palco. Written comments are outlined on page 8. This report is posted on CDCO and HCPF's websites along with previous reports. Any questions about the report should be sent to [HCPF\\_PDP@state.co.us](mailto:HCPF_PDP@state.co.us).

### Summary of Satisfaction Ratings for all FMS

Summary Results	Palco	PPL	All
Number of paper 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
Percent (%) of answers with highest rating value of 5	60.50%	54.2%	55.15%
Overall weighted average (questions 2-9)	4.30	4.26	4.26

### Who Completed the Survey for PPL

Individual Who Completed the Survey	Number	Percent
Member	213	56.1%
Authorized Representative	132	34.7%
Did Not Identify Themselves	35	9.2%

### Satisfaction Ratings for Each Question for PPL

Question #1 of the survey asks employers to identify the FMS they are rating. Surveys with no FMS identified were identified via the survey barcode. The following results represent the total number and percentage of employers who selected each rating for each question on the survey. The number and percentage are separated by a comma. The "Total Num." column represents the total number of employers that responded to the question. The "Avg. Rating" column represents the average rating for each question on the scale of 1 to 5 across all surveys received. Remember, any response of "N/A" (not applicable) are not included in the results.

## 2025 CDASS FMS Annual Satisfaction Survey Report-PPL

<b>2. Please rate the enrollment process for you and your attendants.</b>	<b>Very 5</b>	<b>4</b>	<b>Neutral 3</b>	<b>2</b>	<b>Not at All 1</b>	<b>Total Num.</b>	<b>Avg. Rating</b>
How easy to read/understand are the enrollment materials?	157, 45.1%	103, 29.6%	65, 18.7%	20, 5.7%	3, 0.9%	348	4.12
How easy is it to understand the corrections to enrollment paperwork that it requires?	135, 39.8%	94, 27.7%	77, 22.7%	25, 7.4%	8, 2.4%	339	3.95
How easy is it to contact your FMS if you have enrollment questions?	202, 57.4%	73, 20.7%	52, 14.8%	20, 5.7%	5, 1.4%	352	4.27
How quickly does it process enrollment paperwork when paperwork is free of errors?	165, 48.0%	97, 28.2%	59, 17.2%	18, 5.2%	5, 1.5%	344	4.16
How helpful was the training you received about how attendants track and submit their work hours?	188, 54.2%	90, 25.9%	58, 16.7%	8, 2.3%	3, 0.9%	347	4.30
How easy was the enrollment process to complete from start to finish for yourself and your attendant(s)?	157, 45.0%	92, 26.4%	71, 20.3%	22, 6.3%	7, 2.0%	349	4.06

<b>3. Please rate how easy it is to access your FMS's electronic systems and materials. How accessible...</b>	<b>Very 5</b>	<b>4</b>	<b>Neutral 3</b>	<b>2</b>	<b>Not at All 1</b>	<b>Total Num.</b>	<b>Avg. Rating</b>
Is its website?	183, 51.8%	86, 24.4%	61, 17.3%	18, 5.1%	5, 1.4%	353	4.20
Is its EVV mobile app?	145, 48.7%	76, 25.5%	58, 19.5%	13, 4.4%	6, 2.0%	298	4.14
Is its EVV telephone reporting technology?	92, 40.0%	57, 24.8%	65, 28.3%	11, 4.8%	5, 2.2%	230	3.96
Is its online portal (timesheet and budget tracking system)?	192, 54.5%	90, 25.6%	50, 14.2%	15, 4.3%	5, 1.4%	352	4.28
Are its electronic documents?	144, 42.4%	93, 27.4%	77, 22.6%	18, 5.3%	8, 2.4%	340	4.02

## 2025 CDASS FMS Annual Satisfaction Survey Report-PPL

<b>4. Please rate your FMS's assistance and communication. How well or reliably...</b>	<b>Always 5</b>	<b>4</b>	<b>Sometimes 3</b>	<b>2</b>	<b>Never 1</b>	<b>Total Num.</b>	<b>Avg. Rating</b>
Does it assist you when you need help navigating its website?	169, 50.3%	90, 26.8%	56, 16.7%	19, 5.7%	2, 0.6%	336	4.21
Does it assist you when you need help navigating its online portal?	169, 51.4%	87, 26.4%	50, 15.2%	15, 4.6%	8, 2.4%	329	4.20
Does it assist you when you need help completing its paperwork?	149, 44.3%	100, 29.8%	56, 16.7%	19, 5.7%	12, 3.6%	336	4.06
Is its communication when action from you or your attendant is needed?	169, 48.4%	96, 27.5%	51, 14.6%	22, 6.3%	11, 3.2%	349	4.12
Is it when you request contact from customer service or enrollment staff?	167, 48.0%	104, 29.9%	47, 13.5%	24, 6.9%	6, 1.7%	348	4.16

<b>5. Please rate your FMS's customer service. How often does its customer service...</b>	<b>Very 5</b>	<b>4</b>	<b>Neutral 3</b>	<b>2</b>	<b>Not at All 1</b>	<b>Total Num.</b>	<b>Avg. Rating</b>
Answer the phone in a reasonable amount of time?	185, 53.0%	106, 30.4%	54, 15.5%	0, 0.0%	4, 1.1%	349	4.34
Treat you with respect?	256, 68.8%	72, 19.4%	34, 9.1%	7, 1.9%	3, 0.8%	372	4.53
Clearly answer your question or concern?	210, 56.1%	99, 26.5%	41, 11.0%	14, 3.7%	10, 2.7%	374	4.30
Provide you with accurate information?	219, 58.7%	85, 22.8%	43, 11.5%	19, 5.1%	7, 1.9%	373	4.31
Return your call or email within one business day?	184, 51.3%	92, 25.6%	43, 12.0%	22, 6.1%	18, 5.0%	359	4.12

## 2025 CDASS FMS Annual Satisfaction Survey Report-PPL

<b>6. Please rate your FMS's payroll and tax services. How timely or accurately does your FMS...</b>	<b>Always 5</b>	<b>4</b>	<b>Sometimes 3</b>	<b>2</b>	<b>Never 1</b>	<b>Total Num.</b>	<b>Avg. Rating</b>
Send updates such as denied timesheets and updated payroll resources (i.e. annual payroll calendar)?	207, 58.8%	90, 25.6%	32, 9.1%	13, 3.7%	10, 2.8%	352	4.34
Pay your attendants?	289, 77.5%	63, 16.9%	14, 3.8%	6, 1.6%	1, 0.3%	373	4.70
Deliver tax documentation?	264, 72.3%	76, 20.8%	17, 4.7%	4, 1.1%	4, 1.1%	365	4.62
Adjust payroll and tax information, such as rates of pay or payment method?	224, 61.9%	90, 24.9%	29, 8.0%	14, 3.9%	5, 1.4%	362	4.42

<b>7. Please rate the EVV technologies your FMS provides your attendants.</b>	<b>Very 5</b>	<b>4</b>	<b>Neutral 3</b>	<b>2</b>	<b>Not at All 1</b>	<b>Total Num.</b>	<b>Avg. Rating</b>
How well did your FMS prepare your attendants to complete EVV reporting?	151, 51.9%	85, 29.2%	43, 14.8%	3, 1.0%	9, 3.1%	291	4.26
How easy is it to use your FMS's EVV technologies (mobile app, telephone reporting, online portal)?	163, 54.2%	80, 26.6%	47, 15.6%	8, 2.7%	3, 1.0%	301	4.30
How reliably do your FMS's EVV technologies capture clock in and clock out data?	169, 57.1%	71, 24.0%	43, 14.5%	8, 2.7%	5, 1.7%	296	4.32
How helpful is your FMS's EVV customer support when you or your attendants need help?	164, 54.5%	73, 24.3%	46, 15.3%	15, 5.0%	3, 1.0%	301	4.26
How confident do you feel using your FMS's EVV technologies?	165, 53.9%	82, 26.8%	43, 14.1%	12, 3.9%	4, 1.3%	306	4.28

8. How well do you feel your data is securely managed by your FMS?	Very Well 5	4	Neutral 3	2	Very Poorly 1	Total Num.	Avg. Rating
	216, 60.7%	66, 18.5%	61, 17.1%	10, 2.8%	3, 0.8%	356	4.35

9. How would you rate your overall satisfaction with your FMS?	Very Satisfied 5	4	Neither Satisfied nor Dissatisfied 3	2	Very Dissatisfied 1	Total Num.	Avg. Rating
	224, 61.4%	82, 22.5%	42, 11.5%	12, 3.3%	5, 1.4%	365	4.39

Totals	5	4	3	2	1	Total Num.	Avg. Rating
	5873, 54.2%	2740, 25.3%	1585, 14.6%	454, 4.2%	193, 1.8%	10845	4.26

### Comment Analysis for PPL

One hundred fifty-five (155) surveys contained written comments. Topics within comments were classified into common themes or categories. The following is a summary of the number of comments for each category<sup>1</sup>.

Category/Theme	Number of Mentions	Percent of Total Categories	Category/Theme	Number of Mentions	Percent of Total Categories
Accessibility/ADA	0	0.0%	Live-In Exemption	2	1.2%
Attendant recruitment/retention	0	0.0%	Other	2	1.2%
Background Check Exception	0	0.0%	Paperwork-Forms	3	1.8%
Budget management	3	1.8%	Paperwork-Processing	8	4.8%
Case Management	2	1.2%	Payroll	6	3.6%
Confidentiality/Data Integrity	1	0.6%	Policy	0	0.0%

## 2025 CDASS FMS Annual Satisfaction Survey Report-PPL

Category/Theme	Number of Mentions	Percent of Total Categories	Category/Theme	Number of Mentions	Percent of Total Categories
Customer Service	36	21.7%	Satisfied-FMS	57	34.3%
Dissatisfied-FMS	3	1.8%	Satisfied-Other	3	1.8%
Dissatisfied-Other	1	0.6%	Satisfied-Programs	12	7.2%
Dissatisfied-Programs	0	0.0%	Stakeholder engagement	0	0.0%
Enrollment-FMS	0	0.0%	Support/Resources	1	0.6%
Enrollment-Program	1	0.6%	Taxes	0	0.0%
EVV requirements	0	0.0%	Technology-General	1	0.6%
EVV technology	7	4.2%	Timekeeping/Service authorization	0	0.0%
FMS portal	6	3.6%	Training/Resources	1	0.6%
Hiring	6	3.6%	Website	4	2.4%
<b>Sum<sup>2</sup></b>	<b>66</b>	<b>39.8%</b>	<b>Sum<sup>2</sup></b>	<b>100</b>	<b>60.2%</b>

<sup>1</sup>CDCO provides HCPF an Excel spreadsheet documenting its application of thematic codes separately.

<sup>2</sup>Individual comments that relate to multiple categories are classified into multiple categories. Therefore, the sum of “Mentions” may exceed the total number of surveys with comments received.

## Written Comments - Experience Working with PPL

A. What comments would you like to share about your experience working with your FMS?
Communications with the FMS Case Manager is poor at best. Fact is, the Case Manager listed on the Monthly Member [Redacted Text] sheet left PPL several years ago. Hence, every year it is a challenge trying to determine who the case Manager is in order to ensure annual reviews are completed, allocations are updated, etc.
I feel this program is very beneficial.
This program is awesom
Working with the provider is very good no complaints or questions without getting how of the provider first. They answer all questions, and concerns, if not, they give us info to talk to someone else.
Everyone is doing a good job
Nothing to share at this time. All is going good.
No problems easy to cover
A+ A+
Pleased with program. Meet my needs.
it's ok
At least twice a month attendants lose their clockins & outs & have to take screenshots incase it happens. The EVV charge times to whatever it feels & attendants have constantly correct when attendants have called many times they contact me to call as they have challenges getting through or calls are disconnected. all 3 attendants have emailed with questions seeking help to no avail - never get a response.
Customer service at PPL is very good. I am always treated with respect and the service reps do their best to help me with all my questions and concerns. My only complaint is that the whole process getting set up in the CDASS program was extremely complicated and took 12 months to complete.
This program is amazing :)



**A. What comments would you like to share about your experience working with your FMS?**

It is a blessing to have FMS. Updates have helped website but it still leaves alot to be desired it may be the Fact all internets are not created Equal. I fell that we have to work 7 days a week I think you need people to answer calls on weekendcs I know its a business but it seems alot of problems fall on Sat. morning and can't get ahold of anyone till after 8:00 AM Mon.

We have a good communication of all changes and updates.

Having to ever call them is like calling a government agency. You are on hold for an hour, then the person you get has no answer for your question. I've heard "I don't know or I'm not really sure." over and over again.

Very pleased with everyone we have worked with and very professional and caring and understanding

Moms case manager is great. Some of these questions I did not understand and probably do not pertain to her

PPL has been great - we have had them since CDASS started

Complaint - 2 tier answering system doesn't work. Call back is based on their schedule not ous - not followed w/email to address issues. Therefor taking another calls wait for call back cycle again. Lens PPL until enrollment of new aide. Bcot proccess/forms are written w/better instructions. App rate is 'good' but not excellent

I think PPL's customer service is very good. The agents are efficient, cordial and reatly try to help to resolve your problem.

Filled out paper work f or raise twice

FMS is great. Easy to use and work with. [Redacted Text]

The CDASS program has been a life saver for our family. Thank you.

No comments at this time.

Tech is very intuitive, easy to use Customer service is top notch I became a replacement AR for a client after the client completed enrollment and attendants were hire so much of this survey was not applicable to me.

I call to get approval for an employee. When I call, 1 person tracks down the paperwork and helps you get approved. Another time I call and they tell you to screw off and call back in 3 days. 50-50 whether or not you hat help.

**A. What comments would you like to share about your experience working with your FMS?**

Love u all !

I 've always have had good,helpful,polite and knowledgeable people helping me when I call Public Partnership. My complaint would be they have too many email addresses They should delete the ones they don't use anymore .It took me a month for me to hire 2 employees because I kept using the wrong email addresses.

The time-sheet system had errors for an extended time; I turned in the problem, with screenshots attached to have customer service ask me for the exact information, I'd already sent, days later. Then when resent, the answer(s) back are as if generated by the 'system' and don't relate to the issue, I'd mentioned. This error was only visible on AR's portal side & not on the app. Their final resolution was: "If it doesn't affect the total payroll paid out, it's not an issue to be addressed. The appearance of the dual 'time input' is not an issue, as it disallows you from approving it. It's only listed." Since their last UPDATE, the system seems to have addressed this problem, as we've not seen a repeated entry, the last payroll period. Why I was upset: It was disturbing, as I was a database administrator for the CDPHE & was treated as a nin-com-poop, who didn't understand the issue. It clearly was their misunderstanding/lack of knowledge of the issue & I asked to have the message forwarded to the database staff and disconnected the call, each time.

- hard to find online attendant application - PPL is currently using the 2023 packet on its website, including a W-4 that expired 2 years ago. A woman I spoke with suggested that employers & employees are to take note of this and should download the 2025 W-4 separately. PPL makes money on employers' backs, then creates extra work for us. I find this misleading, irresponsible, and lazy.  
- email communications typically impersonal, anonymous - highly inappropriate considering PPL's profit and highly unusual in relation to an FMS; kudos to [Redacted Text], however - personable, helpful, kind

We are usually treated very well and respectfully

MY original application I remember was lengthy and somewhat confusing because I wasn't both medically well or computer savvy. Once I was in contact with one of the staff, I was given assistance and since then I have learned to work both the program and obtain some computer skills to electronically be efficient. We actually enjoy doing the program or having hands on in following FMS protocol.

I am so grateful for all helping to make this program possible and working so efficiently every day. CDASS has given me the opportunity to achieve goals without feeling as though I am a burden. Thank you all!

MAYBE GET YEAR END TAX W-2 SOONER.

Overall our experience with PPL has been outstanding. We have had no major issues over the past one year.

**A. What comments would you like to share about your experience working with your FMS?**

Follow through is almost non-existent with phone support. Clients are not assigned a case manager, so we need to explain repeatedly to a different support person with every call on an issue until it is resolved. It would be very helpful if the support staff were at least state specific in their training and knowledge. In the past, I have been given information that was only valid in a different state. It took weeks to figure out what was wrong.

Always there when you're needed. [Redacted Text], very satisfied with you.

When having issues with the online system there's no one able to assist. When sending information it locks a person out to approve hrs for the employee. System either needs updated or be more user friendly.

One of the problems I have seen is the Time for Care app. Sometimes my employees has issues with it.

I have had clients that there aid was not able to get paid for an extra 2 weeks due to customer service not routing me to the correct department for correction. This took 2 years to resolve. This same scenario, I would tell customer service the same problem has occurred for months or years and they will not get me to someone that will help. They don't always listen. Nothing against foreigners, but I have found even though they speak English well, there are concepts they do not understand or sometimes I have trouble understanding them with their accent.

I am plased with the help

Getting pay raises is sometimes a hassle. Submission needs to be on the CURRENT FORM. I ACCIDENTLY sent one in on an old form and the turnaround for updating the raise was extremely long. Also, it says that you don't need to approve hours, but you DO. Otherwise, pay is withheld until done. This should be taken off the site to avoid confusion.

I wish when you hire a new employee it was easier to get to their paperwork and have a recent W-4 year. I usually have to go to the website for my W-4 2025. I feel that they should already have that in their website updated and the time that I fill out an application they are tired of waiting for it to get approved and move on to another position.

This contact is fantastic and should be commended for doing a great job! [Redacted Text] | Information & Assistance Lead Consumer Direct Care Network | [Redacted Text].

All good

Hope my data is securely managed concerning current times. How can you assure me that my data has not been breached?

A. What comments would you like to share about your experience working with your FMS?
There are no problems or concerns with my fms. It has been a very reliable process and things go very smoothly.
Thank you for respecting me and all the help I needed over the years! My appreciation with gratitude is how I feel! Your experience helped my so much! Over the years for FMS.
I can't think of anything else everything is going well
Onboarding new caregivers electronically seems to only go smoothly when I first joined as new member. After that, adding new staff paperwork challenging and difficult for caregivers, and not accessible to me as low vision user/ employer. Have had a number of questions and issues since I joined, customer service rarely able to assist with more than basic questions, have had to escalate many issues.
I live in a rural area the internet service is poor quality. I don't use online due to not have services, service interruptions. I have to fax my employees time sheets . The time sheets don't get processed in time so the employee don't get paid on time . I have to call every day to make sure the payroll department has processed the time sheet when I know I faxed the time sheet on time .
Overall-excellent. However, I just learned that different states have different rules and you never know where the phone representative is located unless you ask. So for all the years I've been on the program and getting different answers to questions about the rules, I now know that's because the person on the phone is answering according to the rules of the state they are in. If this oversight in your system has not been corrected, you need to address it immediately!
Great experience, great services
Thank you for allowing me the client to continue to be apart of CDASS/PUBLICPARTNERSHIP I'm forever grateful, thankful and HAPPY for this service!
This is a first for me and so far everyone from FMS has been very helpful and I have no complaints about them.
I have great experience with my FMS Easy to use their app and website
Very satisfied in them impressed with the customer service. Very good people. I've worked with no complaints at this time. Hopefully, ever.
Everyone is very cordial and they always answer all my questions.

**A. What comments would you like to share about your experience working with your FMS?**

Been months and they can't resolve a pay problem. Website is horrible to use it's like it was designed by children. Website is always updated and runs slow if it works at all. Customer service says they will follow up with your problem and they don't. App and Website needs huge improvement.

Sometimes the EVV makes it Appear as if it clocked in and clocked out the attendants hours, but when they go to clock back in, the EVV system says that IT had to clock them out because they never clocked out and it went past 24 hours; This has happened Many times !! Then they lose out on those hours. The Original Training for me (employer) was a Nightmare, and even my case managers and Their Supervisors had told me the same thing !! There are areas that they just outright nicely refuse to help me with because the CDASS training is so hard to understand !! CDASS should make it easier to understand the whole hours worked Plus cost to me vs monthly allotment. Once I got it explained to me by an accountant, it was easy to understand. But before that I was lost and everyone I spoke to about it who were with my FMS were COMPLETELY LOST as well !!! NO ONE in this system truly understands how to navigate and figure out how many hours your attendant can work, without going over. Again the hours worked + Cost to me + monthly allotment , all figured around how much the attendant makes per hour. without going over budget = NIGHTMARE !!! That FMS employees, CDASS employees, and case managers are ALL TOO SCARED to touch or even Comment on . So WHERE are we employers supposed to get our help From ???!!!!???

Very satisfied with the help!

I enjoy working with CDASS but my person that comes to my house to set my yearly earnings I am not happy with at all.

I've had contact with several associates and received clear responses and help with little wait time.

Thanks

Very good & pleasurable experience!

Very good

My FMS has failed to process a live in exemption for EVV for the past 9 months. In addition, my providers have lots of issues with the app allowing them to login and doesn't always show their clock outs on my side.

I really appreciate you all very much I'm learning to do things that I needed to know about technology.

Generally provides pretty good service

A. What comments would you like to share about your experience working with your FMS?
All very good
Perfect!
Good job! Keep up the good work.
The clock on the app is not 100% reliable and my caregivers have had their clock stopped in the middle of turns so they have to re-do manually several times.
It takes too long for budget approval when paperwork is submitted in February and do not get a response until March 31st that some corrections need to be made. Upon correcting paperwork by the first of April. The budget and par is still pending two weeks later and the attendants are unable to submit their time for this pay period.
I been very pleased with the help with PPL. The system is easy to use and manage.
Overall it has been a satisfactory experience
PPL is fine on some things (e.g., processing paperwork updates in timely manner), but I sometimes just never my questions answered. For example, I have a few random questions that someone from the CDCO I&A program asked PPL for me, but I never got any answers.
Working with you has been particularly good. With professionalism, communication, support, and ethics has been my experience with my FMS.
Phone calls with questions are always answered in a timely fashion and the people are always extremely helpful and kind!
They're always very helpful when I need information/have questions. They pay my attendant on time for the correct hours. I've honestly never had a problem with them at all. It all runs smoothly and is great.
All my contacts with human representatives at PPL have been positive. They do try to be helpful. Delays in Medicaid budget funding e.g. when a new budget year begins, is not an FMS issue, but perhaps warnings/notifications from the State reps at PDPPC meetings would be helpful? We, as employers, would look more professional, especially when payrolls are delayed for weeks or months. It is very frustrating and stressful when monies are involved, meeting payrolls with our own money.
It's very good

A. What comments would you like to share about your experience working with your FMS?
Everything is going great.
My whole experience has been top notch and professional. If I ever have a problem, I've received excellent help in resolving any problem I've ever had. Thank you.
It would be very respectful if public partnership contact employer asap, when corrections are needed.
Customer service needs attention and they all need to have accurate info
Ppl is a great company.Very pleased with them.
They could do a lot better!
This program is wonderful. It allows me to keep my independence and freedom that I would have lost and will lose in a hospice.
The customer service reps frequently to not clearly speak English. It is difficult sometimes to understand them because of those accents. From time to time the customer service Reps are a bit indignant of accelerating questions to the next level if needed. Example: I had an attendant I had a high-risk felony from 10 years ago and, I had filled out all information I was approved by the state however, the FMS never change the status as good to go. When I discuss this with the customer service representative, they simply told me it was up to the state. Even though I already had approval by the state.
Would like to know about social security taken out of employees pay?
It is sad that we are stuck with two below average choices. Public Partnerships do not return emails, still have not processed new attendant paperwork submitted over a month ago, did not process rate change for one attendant for 6 weeks, did not back date pay, they have poor follow up if we can even get a return communication from them.
I love public partnership they have always been really respectful. And setting up the process is really easy and they training is great!
It's been really good. I haven't had any issues with my FMS provider. It has been super easy to get help from them.
Excellent experience working with FMS
I'm thankful

**A. What comments would you like to share about your experience working with your FMS?**

Overall it's okay there has been glitches with the online portal and I think it takes way too long for them to do the change rate for my employees and the app for clocking in and out for my employees has some issues with always saying it and then says it's in process and then my employee loses out on that day

I always have problems with new employee paperwork and I have been trying to have taxes taken out of my husband's payroll and have been told it is impossible. I was an accountant for 25 years and the system for new employees is antiquated and confusing for me to understand. I hate to be a layperson trying to navigate this system.

**Written Comments - Resources and Tools Suggestions****B. What resources and tools would help you be more successful in the CDASS program?**

EVV LIE (Live-in Exemptions), for annual renewals, were submitted this year three times thru the online portal. That info has apparently just gone into the ether, as the EVV LIE's have not been updated, nor is there any feedback as to where this digital info has been forwarded. In that the EVV LIE submittal contains sensitive, personal information, this is troubling. Hence, the EVV LIE process should be looked at - especially when there are no changed year to year in the LIE circumstance.

todo Bien

The EVV could be better, there are constantly updating and its hard to login.

Have all that is needed :)

If there is more training that could be done, and how do we contact the provider if a new person wants to join the team or be a caregiver I have had a lot of people ask how do they get info on the program

It's good

Everything is satisfactory at this time.

A+ A+

To have more service attendants locally.



B. What resources and tools would help you be more successful in the CDASS program?
Everything is great
We so appreciate CDASS program - however the EVV would be wonderful it worked consistently. Perhaps the FMS needs more training on how to properly help the attendants, they seem to not care. When I have paperwork to turn in I'm not confident they (FMS) will get it so I Fax, Email & send via the mail return receipt hoping one will get through.
I would like the budget on PPL's website to be simpler and easier to understand. It is unnecessarily complex which causes confusion.
Better call backs it sometimes takes 3 calls or better and then we are told oh I was just going to call you. I've had so many such calls its like calling wolf.
N/A. All is great
Being able to get ahold of an actual person when you need to, and them being able to actually help you.
We used to receive monthly newsletters so we were informed of anything of anything new. Now we don't hear about any changes or new forms we need to complete. Also when forms need to be submitted, dates constantly change for when they are due. A monthly newsletter could inform of date changes or forms needed. A newsletter could be sent to everyone's email accounts.
The program seems to be working in all phases
the hours & budget reports are confusing
Time for care often INOP or down-not updated prior to needing to login
Database still has hiccups w/attendants time-seen on employers platform but not employees. -Reported numerous times to be told - not a real issue as long as is Not assigned to the 'in process/pending entry.
I think if the online time entries sheet had another column that displays the percentage of your allocation used as hours are submitted, this would help with staying within the allowed time for each week.
Automatic raise if a person is alerted of raise lets make its automatic
I can't think of anything.

B. What resources and tools would help you be more successful in the CDASS program?
Nothing that comes to mind.
The CDASS program works well.
Everything is working good.
In person training
Competent, well paid employees.
When I first started the program, I received a hardcopy of all the information about the program and so did my employees. I would really like my new hires to get those books again. It's not easy to navigate the website to really get all the information that's needed. And, it, also, helps people take the job more seriously
All is amazing ...thanks again
We are quite happy with the tools provided by the CDASS program. The issue is 'what can we do, to assist CDASS with continuing this wonderful program?'. Maybe a link on the site, to leave 'real-world' histories of CDASS's clients. Each month 10 clients (if they chose) post a short video on how CDASS has made their lives tolerable & livable in their community. These can be used when we are testifying before a subcommittee on legislation, or for funding purposes. Also, how about asking some of our 'clients' to appear at a community events (kiosk/tent) advertising the CDASS program; not just state or FMS staff but 'real CO clients of CDASS'. Apply to Fox31's AM HERO show to showcase some of our clients or program administrators. It's free.
make it easier to find attendant application - update attendant application & keep it current use their names via email require employees to
Additional tools at the moment im just not sure, I just found the survey and believed it was the least I could do, the program, all 3 phases has been wonderful and my care has never been better, having my caretaker living with me and a family member has been a huge upgrade in help, concerning emergencies like falls and hospital runs, general care. Im not saying the program is perfect but it has worked with me along the way, and given me all the tools I need to manage my care. Thank you
EVERTHING GOOD!
The current platform is effective and efficient.

B. What resources and tools would help you be more successful in the CDASS program?
Nothing really. Satisfied with everything that's amazing
I speak with fellow quadriplegics from around world country and world on a daily basis and get asked about CDASS all the time. We need to inform those who could benefit from the program and have a national database of states that have something similar for their citizens. Eligibility should be part of that information, I have spoken to people who cannot feed or dress themselves who don't believe they qualify for home care. Most who feel this way are receiving incorrect information from 3rd party sources, political content creators and even individuals working for Medicaid who make application seem nearly impossible. More knowledge that is readily available wouldn't help me but would definitely help folks in a situation like mine.
Very often, payroll approval falls on a weekend day and there is no staffing for assistance with issues until Monday am. This can lead to missed deadlines and employees waiting for off-cycle checks. It would be helpful to have assistance available on payroll approval days. Also, the telephony system records employees hours on the Time Entries page, but does not include the hours in the "invoiced" hours column (with the other employees who use the EVV app) on the Budget Summary page. The hours have to be manually added and totaled until after payroll is processed.
A much better payroll system user friendly
Not sure
It is not clear how to budget for a live in family member that is exempt. For regular employees it is very clear on how to multiply it to get the (paid to you) amount, but not for those that are exempt.
KNOWING the needs are available
It would be nice to be able to go to the employee paperwork. And have it updated every year
More assistance recruiting qualified caregivers. This is the most time consuming and stressful part of the program.
All good
To be informed IMMEDIATELY if there are any significant and drastic changes regarding allocation amounts concerning hours and financing.
Can't think of anything that isn't already available.

B. What resources and tools would help you be more successful in the CDASS program?
I can't think of anything because I'm so used to the system as it is works very well as it is.
Nothing I can report it's going really well
Only thing I would ask is not to put times n the time sheets do we don't have to erase them and then put ours n can cause mistakes
More effective electronic onboarding automated tools to include Docusign, better training guides and videos.
Getting payroll to process my time sheet I faxed in on time
Updating your on line and encrypted messages to include Apple's IOS system! Syncing your computer software with mobile applications! Providing a written copy of State specific rules to members of their state!
Very satisfied
Keep it going and advancing.
Work on making it Simpler. Simpler to navigate. Simpler to Understand !!! In 2024 I gave my employee a raise. They had always done a Great job, and my physical disabilities are getting Worse, and messier to clean up ! So, a raise was in order. Well, I then needed to figure on them working less hours, or else I would get Flagged by the system for going over. Since no one in FMS, CDASS, or Case Mgr could help me figure this out, ( and THEY ALL TOLD ME TO CALL THE OTHERS)... I ended up having my attendant work more / less hours until I GOT flagged... and That's how I had to figure out how many hours was correct..... A pretty poor way of doing things if you ask me !!! I challenge you to give all of the FMS customer service people and their Supervisors (who are Always in meetings and not able to come to phone)a test. On this test, give them an attendants rate of pay, cost to their employer, monthly allotment, and then ask them how many hours can that employee Work per month, without giving the employer a red flag ? I DID THIS. With 3 customer service people and 3 Supervisors, all at PPL. I was given 6 different answers. Now the ball is in your court.
I could not be more satisfied with the help that I am receiving now.
CDASS Program has a lot of resources available to individuals

B. What resources and tools would help you be more successful in the CDASS program?
Not sure.
Better updated website and app for sure and employees that want to solve problems.
This is an awesome program and very easy to understand what they expect from us.
I just keep on Learning each day.
I enjoy my resources that I already have and have learned most on my own.
I would like to streamline the EVV form for people that have no changes.
More E-mail
Ability to talk to others using the same FMS to hear how they navigate challenges. Case manager having familiarity with how CDASS log works.
How to edify or correct employees who occasionally become complacent; but they're a relative, or Live in type caregiver. Without feeling like You could be putting your well being at risk. There's no like warning or write up system as there is when They aren't live in caregivers.
Every day I learn something new so thank you
Having a real-time budget tracker would be great so I know exactly what the actual utilization dollars vs budget is. I have multiple providers at different pay rates so figuring this out myself takes some time and effort and guesswork.
I think the CDASS program is good
Don't change anything.
No additional tools needed at this time.
It would be convenient I've able to have a more complete app so you can see schedules, approved/denied hours and most details you now can only do a desktop computer.

B. What resources and tools would help you be more successful in the CDASS program?
Better accountability and transparency of the proccess
This is my first year and everything has been well
I think the program materials are satisfactory
SIMPLIFY.
No problems that come to mind at this time. My only problem has been with my case manager at TRE. I feel like I have to beg or pull teeth to get the services I need. I am the authorized representative for another client. Same issues with TRE. I have another case manager now who actually came to visit as a meet and greet, face to face. First time in four years. It is supposed to happen once a year. COVID has been their excuse, but what COVID-19, been over for years now. Masks work???? You guys do a great job!!!
Ability to change an attendant to one living in the homea
I cannot think of any. EVV had been working well.
I like it the way it is.
Perhaps communicate in an online newsletter those latest software changes or updates occasionally.
More understanding on how to change caregivers
All is good as is.
Can't think of anything
Communication between member and public partnership.
better customer support and service
Nothing.Everything is going good.
If our resorce exchange workers had at least some training and understanding of how the FMS system works and how we interact with these systems and these company's would be really helpful.

B. What resources and tools would help you be more successful in the CDASS program?
Job applications that are completely PDF fillable. If I send an application by e-mail with potential candidate, they can fill it out online however, when they return it, the employee portion as the client is often not fillable in some areas. This is a big accessibility issue.
I am extremely independent and want to stay this way for as long as possible. I dont want to be a burden to anyone and thank the Lord as of now and hopefully till im dead, dont need a 24 hour babysitter. This program gives me dignity because its an employer employee relationship. I dont have to beg or ask anyone to help me for free which living on Social security alone i dont have extra money to pay someone. The program is great the way it is because as the employer I can schedule the hours and days that work for my employees and myself and with the manual, on line information and the staff at PPL. I can stay up to date and thankfully my PPL teacher taught me well and where to look and I can call PPL and so far communication and response is excellent! I truly appreciate this program and the opportunity to keep my dignity and independence!
Seems to be working very well!
as always, we just have to deal with the poor customer service and live with it.
I like everything they way it is.
I have a good amount of tools and resources that allow me to be successful.
I feel the existing resources, and tools are quite adequate for success in the CDASS program
Actually I think the cdos program is an excellent program it has been nothing but a blessing to me and my family
More training for employees. Better understanding of the payroll process and taxes for your employees.



## 2025 Financial Management Services Annual Satisfaction Survey

### Introduction

This survey is for Consumer-Directed Attendant Support Services (CDASS) employers to rate the services they received from their Financial Management Services (FMS) contractor. Your ratings and comments will be reviewed by the Colorado Department of Health Care Policy and Financing and your FMS to identify areas of good performance and areas needing improvement. **A member's CDASS benefit is not impacted by completing this survey.** You will remain anonymous unless you identify yourself at the end of the survey.

Consumer Direct for Colorado conducts this survey for the Department of Health Care Policy and Financing. Consumer Direct will present the final results report on June 25, 2025 at the Participant-Directed Programs Policy Collaborative. If you have questions about this survey, the results report, or presentation of the results, please call Consumer Direct at 1-844-381-4433.

### Due Date

Return your survey in the enclosed envelope by **May 9, 2025**. You must return your survey by this date in order for your responses to be included in the final results report.

### Instructions

Please rate the FMS which you worked with for most of 2024. Some questions may be best answered if you talk to your attendants.

- Rate each question using the 5-point scale. 5 means excellent/most satisfied/greatest and 1 means very poor/least satisfied/least.
- Use **black** ink. Fill circles in like this: ● Not like this: ○
- Mark N/A circle if the question does not apply to you.
- You may add written comments in boxes under questions A and B.
- **Please go to the next page to start the survey.**

### Encuesta traducida / Khảo sát đã dịch / Переведенный опрос

Si desea que esta encuesta sea interpretada en español, por favor llámenos al 844-381-4433.

Để nhận dịch vụ thông dịch viên, hãy gọi cho chúng tôi theo số 844-381-4433. Một người nói tiếng Việt có thể giúp đỡ quý vị.

Если вам нужно перевести этот опрос на русский язык, позвоните в службу поддержки клиентов по телефону 844-381-4433.





# PPL 2025 CDASS Member Satisfaction Survey Report Template



## 2025 Financial Management Services Annual Satisfaction Survey

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

Palco ☐ Public Partnerships (PPL) ☐

### 2. Please rate the enrollment process for you and your attendants.

	Very 5	4	Neutral 3	2	Not at all 1	N/A
How easy to read/understand are the enrollment materials?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy is it to understand the corrections to enrollment paperwork that it requires?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy is it to contact your FMS if you have enrollment questions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How quickly does it process enrollment paperwork when paperwork is free of errors?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How helpful was the training you received about how attendants track and submit their work hours?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy was the enrollment process to complete from start to finish for yourself and your attendant(s)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 3. Please rate how easy it is to access your FMS's electronic systems and materials. How accessible...

	Very 5	4	Neutral 3	2	Not at all 1	N/A
is its website?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
is its EVV mobile app?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
is its EVV telephone reporting technology?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
is its online portal (timesheet and budget tracking system)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
are its electronic documents?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 4. Please rate your FMS's assistance and communication. How well or reliably...

	Always 5	4	Sometimes 3	2	Never 1	N/A
does it assist you when you need help navigating its website?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
does it assist you when you need help navigating its online portal?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
does it assist you when you need help completing its paperwork?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
is its communication when action from you or your attendant is needed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
is it when you request contact from customer service or enrollment staff?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



# PPL 2025 CDASS Member Satisfaction Survey Report Template



## 2025 Financial Management Services Annual Satisfaction Survey

### 5. Please rate your FMS's customer service. How often does its customer service...

	Very 5	4	Neutral 3	2	Not at all 1	N/A
answer the phone in a reasonable amount of time?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
treat you with respect?	<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"/>
provide you with accurate information?	<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 business day?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 6. Please rate your FMS's payroll and tax services. How timely or accurately does your FMS...

	Always 5	4	Sometimes 3	2	Never 1	N/A
send updates such as denied timesheets and updated payroll resources (i.e. annual payroll calendar)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
pay your attendants?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
deliver tax documentation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
adjust payroll and tax information, such as rates of pay or payment method?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 7. Please rate the EVV technologies your FMS provides your attendants.

*Federal law requires CDASS attendants use Electronic Visit Verification (EVV) for clocking in and out of work shifts. If you and all of your attendants have and EVV Live-In Caregiver Exemption, select the N/A circle for each question.*

	Very 5	4	Neutral 3	2	Not at all 1	N/A
How well did your FMS prepare your attendants to complete EVV reporting?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy is it to use your FMS's EVV technologies (mobile app, telephone reporting, online portal)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How reliably do your FMS's EVV technologies capture clock in and clock out data?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How helpful is your FMS's EVV customer support when you or your attendants need help?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How confident do you feel using your FMS's EVV technologies?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 8. How well do you feel your data is securely managed by your FMS?

	Very Well 5	4	Neutral 3	2	Very Poorly 1	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 9. How would you rate your overall satisfaction with your FMS?

	Very Satisfied 5	4	Neither Satisfied Nor Dissatisfied 3	2	Very Dissatisfied 1	N/A
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



# PPL 2025 CDASS Member Satisfaction Survey Report Template



## 2025 Financial Management Services Annual Satisfaction Survey

### Written Comments

You may use the space below to share additional feedback about your experience working with your FMS. If you need more space for your comments, please use another piece of paper and include it with this survey. Comments will not be reviewed immediately by your FMS. If you need immediate assistance from your FMS, please see the customer service contact information for each at the bottom of the page.

A. What comments would you like to share about your experience working with your FMS?

B. What resources and tools would help you be more successful in the CDASS program?

C. Who completed this survey? \*Do not write your name if you prefer that your comments remain anonymous.

First and Last Name: \_\_\_\_\_

I am the...      Member ☐      Member's Authorized Representative ☐

### FMS Contact Information

Public Partnerships LLC. (PPL) [ppcdass@pplfirst.com](mailto:ppcdass@pplfirst.com), 1-888-752-8250; [ppl\\_cs\\_evv@pplfirst.com](mailto:ppl_cs_evv@pplfirst.com) (EVV Help Desk), 1-833-204-9041 (EVV Help Desk)

Palco, Inc.: [CO-CDASS@palcofirst.com](mailto:CO-CDASS@palcofirst.com), 1-866-710-0456, 1-800-441-4667 (EVV Support Line, press 1 then 3)

**Thank you for completing this survey.  
Your responses will help improve the CDASS Program!**

