

2025 Consumer-Directed Attendant Support Services Member Satisfaction Survey Report - [FMS Name]

Introduction

Consumer-Directed Attendant Support Services (CDASS) employers, members or their Authorized Representatives, were asked to fill out a survey. The survey asked how satisfied they are with the services they receive from their Financial Management Services (FMS) provider. CDASS has two FMS, Palco Inc. and Public Partnerships LLC (PPL). They provide administrative and financial services such as running background checks, payroll, managing employer taxes, and tracking a member's budget spending. Consumer Direct for Colorado (CDCO) administers the survey for the Colorado Department of Health Care Policy & Financing (HCPF). Stakeholders participated in a feedback session with CDCO on February 6, 2025, to review and adjust the survey. All questions were approved by HCPF before the survey went out.

Methodology

Palco and PPL provided CDCO employers' contact information to send each a survey. Employers were given a choice to fill out the survey electronically or by paper. Employers who didn't make a choice were sent an electronic survey if they had an email address. Mailed paper surveys came with a postage-paid return envelope. Emailed surveys were completed online using SurveyMonkey. The surveys were distributed on April 14, 2025 with deadline to complete or return them by May 9. Surveys received after May 9 are not included in the survey analysis.

The survey asked employers to rate the services they received from their FMS in the prior year. The survey used a 1 to 5 rating scale with 5 being the highest score and 1 the lowest. The scores were averaged to find the overall satisfaction rating. Any answers marked "N/A" (not applicable) were not counted in the average.

The survey also let people write comments. CDCO's parent company, Consumer Direct Care Network (CDCN), used its Quality Improvement team to collect and analyze all the answers. They typed in comments as close as possible to what was written. If someone included personal information, it was removed. People who took the survey could choose to remain anonymous.

Survey Results

This report shares the survey results for the FMS provider, Palco, Inc. It also shows a quick comparison between Palco and the other FMS provider, Public Partnerships LLC (PPL). This report includes a copy of the survey questions, the total scores, and average scores for both Palco and PPL. It also includes the rates of response for both FMS. The open-ended comments are outlined on the final page with all personal information taken out. This report is posted on CDCO's and HCPF's websites with all previous years' reports. Any questions about the report should be sent to HCPF_PDP@state.co.us.

Satisfaction Ratings Summary for all FMSs

Summary Results	Palco	PPL	All
Number of surveys mailed			
Number of mailed surveys returned			
Number of electronic surveys sent			
Number of electronic surveys returned			
Mail Return Rate			
Electronic Return Rate			
% of Answers with highest rating value of 5			
Overall weighted average (questions 2-9)			

Who Completed the Survey for [FMS Name]

Respondent Category	Number	%
Member		
Authorized Representative		
Did not Identify Themselves		

Satisfaction Ratings for Each Question for [FMS Name]

Question #1 of the survey asked people to identify the FMS they rated. Surveys with no FMS identified are excluded from the results. The results for each survey question or statement represent the number of people who selected rating 1 through 5 and the percentage of answers out of the total that received the rating. The numbers are separated by a comma. The Total # column represents the total number of surveys that responded to the question or statement. The Avg. Rating column represents the average rating for the question or statement on the scale of 1 to 5.

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2. Please rate the enrollment process for you and your attendants.	Very 5	4	Neutral 3	2	Not at All 1	Total #	Avg. Rating
How easy to read/understand are the enrollment materials?							
How easy is it to understand the corrections to enrollment paperwork that it requires?							
How easy is it to contact your FMS if you have enrollment questions?							
How quickly does it process enrollment paperwork when paperwork is free of errors?							
How helpful was the training you received about how attendants track and submit their work hours?							
How easy was the enrollment process to complete from start to finish for yourself and your attendant(s)?							

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	Total #	Avg. Rating
Is its website?							
Is its EVV mobile app?							
Is its EVV telephone reporting technology?							
Is its online portal (timesheet and budget tracking system)?							
Are its electronic documents?							

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4. Please rate your FMS's assistance and communication. How well or reliably...	Always 5	4	Sometimes 3	2	Never 1	Total #	Avg. Rating
Does it assist you when you need help navigating its website?							
Does it assist you when you need help navigating its online portal?							
Does it assist you when you need help completing its paperwork?							
Is its communication when action from you or your attendant is needed?							
Is it when you request contact from customer service or enrollment staff?							

5. Please rate your FMS's customer service. How often does its customer service...	Very 5	4	Neutral 3	2	Not at All 1	Total #	Avg. Rating
Answer the phone in a reasonable amount of time?							
Treat you with respect?							
Clearly answer your question or concern?							
Provide you with accurate information?							
Return your call or email within one business day?							

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6. Please rate your FMS's payroll and tax services. How timely or accurately does your FMS...	Always 5	4	Some- times 3	2	Never 1	Total #	Avg. Rating
Send updates such as denied timesheets and updated payroll resources (i.e. annual payroll calendar)?							
Pay your attendants?							
Deliver tax documentation?							
Adjust payroll and tax information, such as rates of pay or payment method?							

7. Please rate the EVV technologies your FMS provides your attendants.	Very 5	4	Neutral 3	2	Not at All 1	Total #	Avg. Rating
How well did your FMS prepare your attendants to complete EVV reporting?							
How easy is it to use your FMS's EVV technologies (mobile app, telephone reporting, online portal)?							
How reliably do your FMS's EVV technologies capture clock in and clock out data?							
How helpful is your FMS's EVV customer support when you or your attendants need help?							
How confident do you feel using your FMS's EVV technologies?							

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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 #	Avg. Rating

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 #	Avg. Rating

Totals	5	4	3	2	1	Total #	Avg. Rating

Comment Analysis

TBD number of (#) surveys contained written comments. Topics within comments were classified into common themes or categories. A summary of applied Thematic Coding follows¹.

Category/Theme	Number of Mentions	% of Total Categories	Category/Theme	Number of Mentions	% of Total Categories
Accessibility/ADA			Live-In Exemption		
Attendant recruitment/retention			Mediation		
Background Checks			Other		
Budget management			Paperwork-Forms		
Case Management			Paperwork-Processing		
Confidentiality / Data Integrity			Payroll		
Customer Service			Policy		

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Category/Theme	Number of Mentions	% of Total Categories	Category/Theme	Number of Mentions	% of Total Categories
Dissatisfied-FMS			Resources-Info Dissemination		
Dissatisfied-Other/General			Resources-Materials		
Dissatisfied-Programs			Resources-Support		
Dissatisfied-T&O			Satisfied-FMS		
Enrollment-FMS			Satisfied-Other/General		
Enrollment-Program			Satisfied-Programs		
EVV requirements			Satisfied-T&O		
EVV technology			Stakeholder Engagement		
FMS portal			Taxes		
General Quality			Technology-General		
General Services			Timekeeping/Service authorization		
HCPF			Training		
Hiring			Unclear		
IHSS Agency Services			Website		
Information and Assistance					
Sum²			Sum²		

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

²Individual comments that covered multiple topics were classified into multiple categories; sum of “Mentions” exceeds total surveys with comments.



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.



[FMS Name]

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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"/>



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"/>



[FMS Name]

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, 1-888-752-8250; ppl_cs_evv@pplfirst.com (EVV Help Desk), 1-833-204-9041 (EVV Help Desk)

Palco, Inc.: 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!**

