

HCPF/County Directors and Leadership Monthly Support Call

May 19 ,2023



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Getting to Know our new PCA Office Director



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MAP Dashboard Pause

- An email was sent out by PCA Office Director communicating a pause on the MAP Dashboard performance management process
- For the next few months, we will pause distributions and Management Decision Letters
- In the interim, we've initiated a whole data audit and review process
- We are working with CHSDA on additional feedback we've received



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FY 2023-24 County Incentives Update

- With the MAP Dashboard pause, HCPF will delay issuance of the FY 2023-24 County Incentives contract amendments until we have the results of the data audit and review
- An Option Letter will be issued to all counties to holdover the current contract until we revise



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Customer Service Survey

Quarterly MEAC survey collects feedback from more than 100k+ members on county customer service, such as whether the county -

- Provided timely access to services
- Was respectful to the individual
- Provided the opportunity for the individual to access auxiliary aids and services, such as translation services
- Also includes an optional demographic data collection to understand who is submitting results

April 2023 included 350 random participants offered \$10 gift cards

MEAC survey can be completed at any other point, through a survey QR code and specific URL. Also working with counties to develop a manual process for feedback.

Included in the state complaint process communications plan.



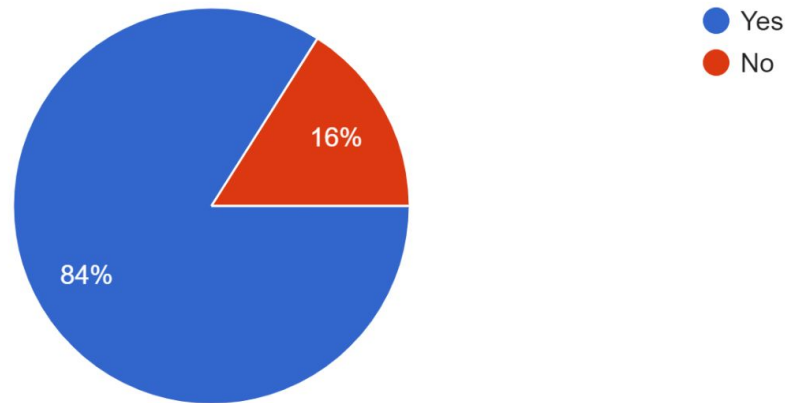
MEAC County Customer Service Survey Results (Q2 2023)

- Over 6,000 survey submissions, across most counties and eligibility sites
- Most respondents indicated they had contact with the county within the last 3 months (70%)
- Nearly all contact occurred through phone interaction - almost 72%
 - In person was second at 17%, followed by mail 11%

Timely Access to Services

During your last experience, did you receive services in a timely manner?

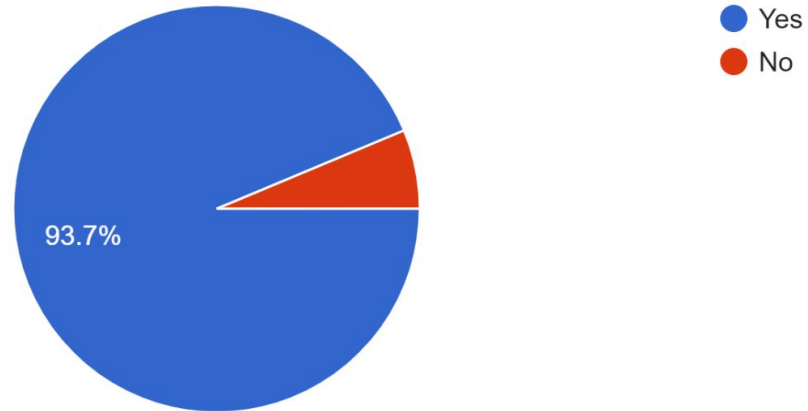
5,994 responses



Respectful Interactions

During your last experience, were you treated with respect?

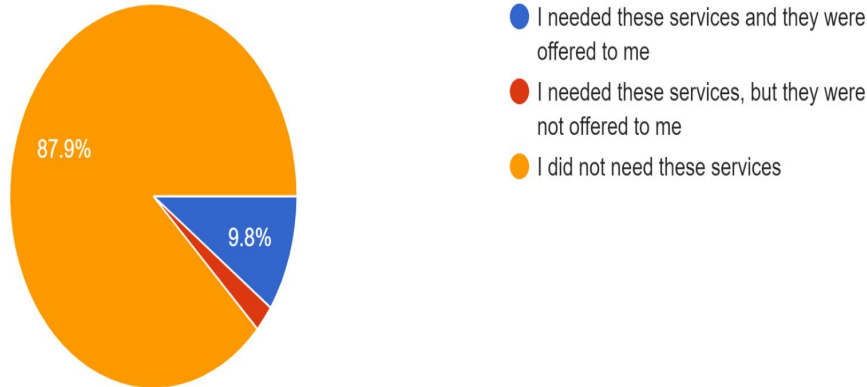
5,994 responses



Auxiliary Aids and Services

If you needed special accommodations during your last experience, such as interpretation services, were you offered those services?

5,994 responses



Of those who needed special accommodations, 81% said they were offered, 19% said they were not

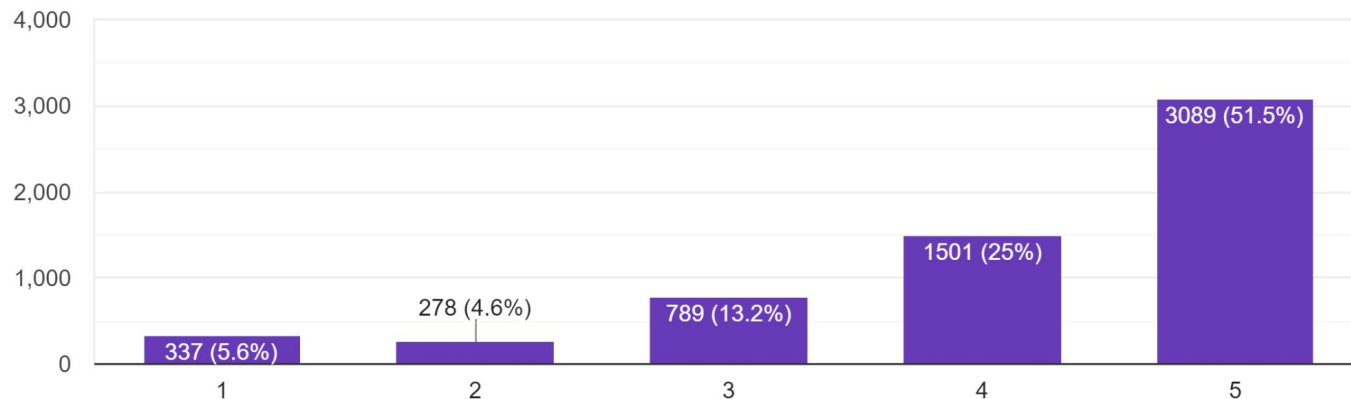
Civil Rights Plans implemented in May 2023

Overall Rating - 5 Stars

Counties
earned an
overall 4.1
Star rating
out of 5!

How would you rate your overall experience at your county or eligibility site during your last experience, with 1 being a poor experience and 5 being a great experience?

5,994 responses

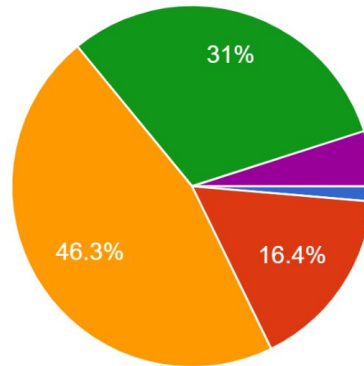


Who Responded - Program and Age

Nearly 89% were enrolled in MAGI, 8% in CHP+ and 3% in Buy-In/LTSS

What is your age group?

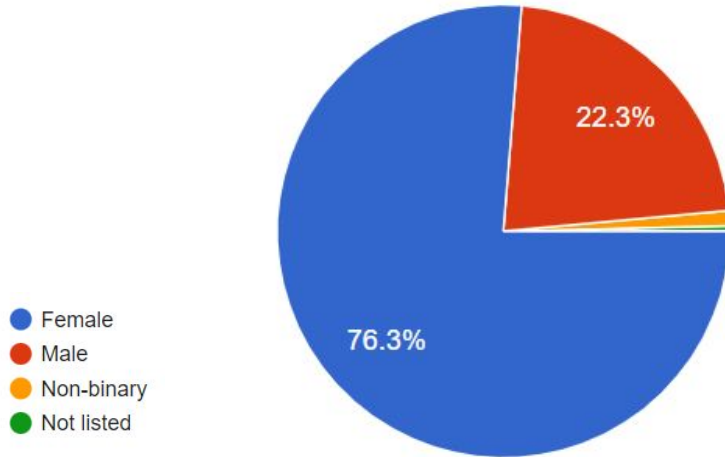
5,914 responses



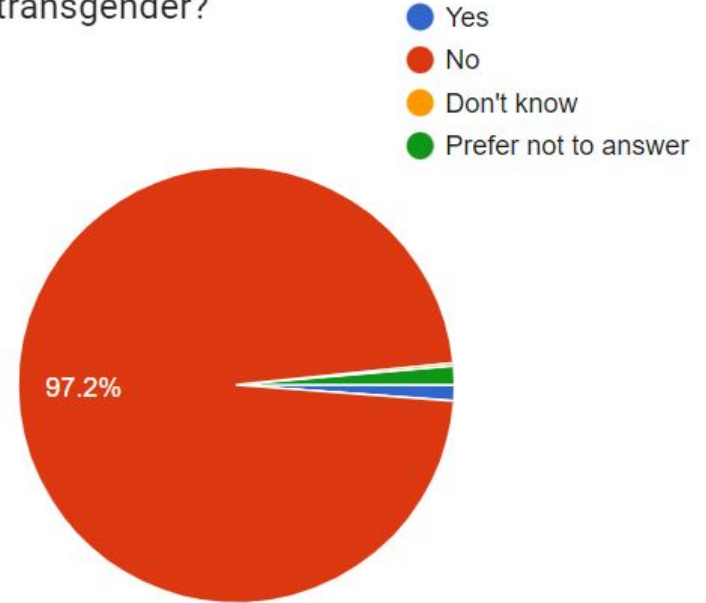
- 18-21
- 22-30
- 31-45
- 46-65
- 66 and over

Who Responded - Gender

Do you identify as
5,894 responses



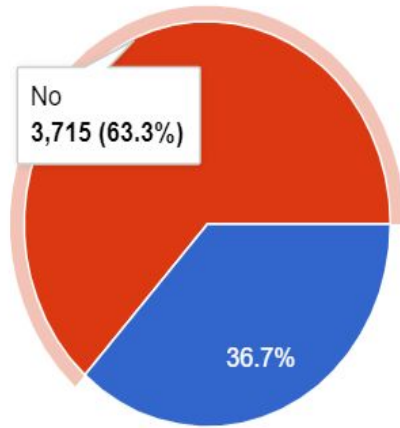
Do you identify as transgender?
5,889 responses



Who Responded - Disability and Housing

Do you consider yourself to be an individual living with a disability?

5,865 responses



What is your current housing situation?

5,871 responses



Group Exercise

By region, I'd like to ask a few volunteer counties to tell us:

1. One thing from the past year that you are proud of - this could be a work or personal experience
2. One thing from the past year that you are or were challenged with and how that's impacted you and/or your staff or community



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Questions



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Contact Information

HCPF/County Directors & Leadership
Monthly Support Call - Agenda Items &
Meeting Set-Up:

Sarah Rogers

Sarah.Rogers@state.co.us

For questions for County Relations,
please submit a County Relations
webform ticket:

[https://hcpfdev.secure.force.com/HCPFC
ountyRelations](https://hcpfdev.secure.force.com/HCPFC
ountyRelations) , or email
HCPF_CountyRelations@state.co.us



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Thank You!

