2018 Member Satisfaction Survey

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Survey Sample Criteria

Surveys were sent to randomly selected participants meeting the following criteria:

• Current participant
• Having been a participant for 6+ months
• Distributed among all three target groups
2018 Managed Care Member Satisfaction Survey Analysis
Survey Question Response – Managed Care
(P4P questions: Q2, Q7, Q9, and Q11)

<table>
<thead>
<tr>
<th>Question</th>
<th>Top Response (5)</th>
<th>Positive Response (4)</th>
<th>Neutral Response (3)</th>
<th>Negative Response (2)</th>
<th>Worst Response (1)</th>
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<td>3.7</td>
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Who Answered Survey – Managed Care
N = 7,428

- Member: 43.6%
- Legal representative: 13.8%
- Someone else: 38.5%
- Unknown: 4.0%
Member Living Situation – Managed Care
N = 7,428

- Home or apartment: 57.8%
- Adult family home, group home, assisted living: 31.4%
- Nursing home: 5.5%
- Somewhere else: 4.7%
- Unknown: 0.7%
Can you contact your Care Team when you need to?

- Yes: 95%
- No: 5%
How often do you get the help you need from your Care Team?

- 21% Extremely Often
- 46% Very Often
- 25% Sometimes
- 7% Rarely
- 0% Never

How clearly does your Care Team explain things to you?

- 35% Extremely
- 49% Very
- 12% Somewhat
- 0% A Little
- 0% Not at All
How carefully does your Care Team listen to you?

- Extremely: 40%
- Very: 45%
- Somewhat: 11%
- A Little: 5%
- Not at All: 0%

How respectfully does your Care Team treat you?

- Extremely: 52%
- Very: 40%
- Somewhat: 5%
- A Little: 0%
- Not at All: 0%
How well did your Care Team explain the Self-Directed Supports option to you?

- Extremely: 26%
- Very: 41%
- Somewhat: 19%
- A Little: 5%
- Not at All: 9%

How involved are you in making decisions about your Care Plan?

- Extremely: 34%
- Very: 43%
- Somewhat: 16%
- A Little: 4%
- Not at All: 0%
How well does your Care Plan support the activities that you want to do in your community, such as visiting with family and friends, working, and volunteering?

- 30% Extremely
- 42% Very
- 16% Somewhat
- 5% A Little
- 6% Not at All

How much does your Care Plan include the things that are important to you?

- 41% A Great Deal
- 38% Quite a Bit
- 14% Somewhat
- 5% A Little
- 5% Not at All
Overall, how respectfully do the people who provide you with supports and services treat you?

- Extremely: 44%
- Very: 44%
- Somewhat: 9%
- A Little: 0%
- Not at All: 0%

How well do the supports and services you receive meet your needs?

- Extremely: 37%
- Very: 45%
- Somewhat: 13%
- A Little: 0%
- Not at All: 0%
Overall, how much do you like MCO?

- 53% A Great Deal
- 32% Quite a Bit
- 10% Somewhat
- 2% A Little
- 0% Not at All
2018 IRIS Consultant Agency Participant Satisfaction Survey Analysis
Wisconsin Department of Health Services

Who Answered Survey – IRIS Consultant Agency
N = 2,117

- Member: 58.7%
- Legal representative: 29.2%
- Someone else: 9.3%
- Unknown: 2.8%
Can you contact your IRIS Consultant when you need to?

- Yes: 98%
- No: 0%

Wisconsin Department of Health Services
How often do you get the help you need from your IRIS Consultant?

- Extremely often: 31%
- Very often: 44%
- Sometimes: 21%
- Rarely: 0%
- Never: 4%

How clearly does your IRIS Consultant explain things to you?

- Extremely: 51%
- Very: 40%
- Somewhat: 6%
- A little: 0%
- Not at all: 4%
How carefully does your IRIS Consultant listen to you?

- Extremely: 57%
- Very: 37%
- Somewhat: 4%
- A little: 0%
- Not at all: 20%

How respectfully does your IRIS Consultant treat you?

- Extremely: 68%
- Very: 29%
- Somewhat: 4%
- A little: 0%
- Not at all: 20%
Overall, how much do you like your IRIS Consultant Agency?

- A great deal: 66%
- Quite a bit: 27%
- Somewhat: 5%
- A little: 0%
- Not at all: 0%

Overall how well do the supports and services you receive in your Individual Support and Service Plan meet your needs?

- Extremely: 41%
- Very: 47%
- Somewhat: 10%
- A little: 0%
- Not at all: 0%
How well does your IRIS Consultant Agency provide you the information you need to develop your Individual Support and Service Plan?

- Extremely: 44%
- Very: 44%
- Somewhat: 9%
- A little: 0%
- Not at all: 0%

How well does your Individual Support and Service Plan support the activities that you want to do in your community, such as visiting with family and friends, working, and...

- Extremely: 38%
- Very: 43%
- Somewhat: 13%
- A little: 0%
- Not at all: 0%
How well does your Individual Support and Service Plan support your needs related to living in a place of your choice? This may include your own apartment or house, Adult Family Home (AFH), or Residential Care Apartment Complex (RCAC).

51% Extremely
39% Very
7% Somewhat
0% A little
20% Not at all

How much control do you feel you have over recruiting, hiring, training, supervising, disciplining, or terminating your workers?

62% A great deal
28% Quite a bit
6% Somewhat
0% A little
20% None
How much control do you feel you have over how your budget is spent to purchase allowable services to meet your needs?

- A great deal: 46%
- Quite a bit: 35%
- Somewhat: 13%
- A little: 20%
- None: 20%
2018 IRIS Fiscal Employment Agent Participant Satisfaction Survey Analysis
Survey Question Response – Fiscal Employment Agent

- **5 – Top response**
  - Q2: 3.8
  - Q3: 4.2
  - Q4: 4.3
  - Q5: 4.4
  - Q6: 4.4

- **4 – Positive response**
  - Q2: 3.8
  - Q3: 4.2
  - Q4: 4.3
  - Q5: 4.4
  - Q6: 4.4

- **3 – Neutral response**
  - Q2: 3.8
  - Q3: 4.2
  - Q4: 4.3
  - Q5: 4.4
  - Q6: 4.4

- **2 – Negative response**
  - Q2: 3.8
  - Q3: 4.2
  - Q4: 4.3
  - Q5: 4.4
  - Q6: 4.4

- **1 – Worst response**
  - Q2: 3.8
  - Q3: 4.2
  - Q4: 4.3
  - Q5: 4.4
  - Q6: 4.4
Who Answered Survey – Fiscal Employment Agent
N = 2,149

- Member: 52.7%
- Legal representative: 32.1%
- Someone else: 7.0%
- Unknown: 8.2%
Can you contact your Fiscal Employer Agent when you need to?

- Yes: 96%
- No: 4%

Wisconsin Department of Health Services
How often do you get the help you need from your Fiscal Employer Agent?

- Extremely often: 26%
- Very often: 40%
- Sometimes: 23%
- Rarely: 9%
- Never: 0%

How clearly does your Fiscal Employer Agent explain things to you?

- Extremely: 42%
- Very: 43%
- Somewhat: 9%
- A little: 0%
- Not at all: 0%
How carefully does your Fiscal Employer Agent listen to you?

- Extremely: 47%
- Very: 41%
- Somewhat: 8%
- A little: 0%
- Not at all: 20%

How respectfully does your Fiscal Employer Agent treat you?

- Extremely: 56%
- Very: 35%
- Somewhat: 6%
- A little: 0%
- Not at all: 20%
Overall, how much do you like your Fiscal Employer Agent?

- A great deal: 59%
- Quite a bit: 28%
- Somewhat: 8%
- A little: 0%
- Not at all: 20%