2019 Member Satisfaction Survey

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Survey Sample Criteria

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

• Current participant
• Has been a participant for 6+ months
• Distributed among all three target groups
  o Physical disability
  o Frail elders
  o Intellectual/development disability
2019 Managed Care Member Satisfaction Survey Analysis
Survey Question Response – Managed Care
(P4P questions: Question (Q)2, Q7, Q9, and Q11)

<table>
<thead>
<tr>
<th>Question</th>
<th>2018</th>
<th>2019</th>
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</thead>
<tbody>
<tr>
<td>Q2</td>
<td>3.8</td>
<td>4.1</td>
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<tr>
<td>Q3</td>
<td>4.1</td>
<td>4.2</td>
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<tr>
<td>Q4</td>
<td>4.2</td>
<td>4.4</td>
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<tr>
<td>Q5</td>
<td>3.8</td>
<td>4.0</td>
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<tr>
<td>Q6</td>
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<tr>
<td>Q7</td>
<td>4.1</td>
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<td>Q8</td>
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<td>4.3</td>
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<td>Q9</td>
<td>4.3</td>
<td>4.3</td>
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<tr>
<td>Q10</td>
<td>4.1</td>
<td>4.1</td>
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<tr>
<td>Q11</td>
<td>4.1</td>
<td>4.1</td>
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<tr>
<td>Q12</td>
<td>4.3</td>
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</tbody>
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Legend:
- 1 – Worst response
- 2 – Negative response
- 3 – Neutral response
- 4 – Positive response
- 5 – Top response
Who Answered Survey – Managed Care
N = 7,155

- Member: 43.7%
- Legal Representative: 39.7%
- Someone Else: 3.2%
- Unknown: 13.4%
Member Living Situation – Managed Care
N = 7,155

- Home or Apartment: 56.0%
- Adult Family Home, Group Home, Assisted Living: 34.3%
- Nursing Home: 6.4%
- Somewhere Else: 2.5%
- Unknown: 0.8%
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?

- Extremely Often: 22%
- Very Often: 46%
- Sometimes: 25%
- Rarely: 6%
- Never: 0%

How clearly does your Care Team explain things to you?

- Extremely: 36%
- Very: 48%
- Somewhat: 12%
- A Little: 0%
- Not at All: 0%
How carefully does your Care Team listen to you?

- Extremely: 40%
- Very: 45%
- Somewhat: 11%
- A Little: 0%
- Not at All: 20%

How respectfully does your Care Team treat you?

- Extremely: 53%
- Very: 39%
- Somewhat: 6%
- A Little: 0%
- Not at All: 20%
How well did your Care Team explain the Self-Directed Supports option to you?

- 29% Extremely
- 41% Very
- 18% Somewhat
- 5% A Little
- 7% Not at All

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

- 35% Extremely
- 43% Very
- 15% Somewhat
- 0% A Little
- 20% Not at All
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?

- Extremely: 30%
- Very: 41%
- Somewhat: 17%
- A Little: 5%
- Not at All: 6%

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

- A Great Deal: 41%
- Quite a Bit: 38%
- Somewhat: 15%
- A Little: 0%
- Not at All: 20%
Overall, how respectfuully do the people who provide you with supports and services treat you?

- Extremely: 46%
- Very: 43%
- Somewhat: 8%
- A Little: 0%
- Not at All: 20%

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

- Extremely: 38%
- Very: 44%
- Somewhat: 14%
- A Little: 0%
- Not at All: 20%
Overall, how much do you like your MCO?

- A Great Deal: 55%
- Quite a Bit: 30%
- Somewhat: 10%
- A Little: 5%
- Not at All: 0%
2019 IRIS Consultant Agency Participant Satisfaction Survey Analysis
Survey Question Response – IRIS Consultant Agency

- **5 – Top response**
- **4 – Positive response**
- **3 – Neutral response**
- **2 – Negative response**
- **1 – Worst response**

Here are the responses for each quarter:

- **Q2**
  - 2019: 4.0
  - 2018: 4.4

- **Q3**
  - 2019: 4.5
  - 2018: 4.5

- **Q4**
  - 2019: 4.7
  - 2018: 4.6

- **Q5**
  - 2019: 4.3
  - 2018: 4.3

- **Q6**
  - 2019: 4.1
  - 2018: 4.1

- **Q7**
  - 2019: 4.4
  - 2018: 4.4

- **Q8**
  - 2019: 4.4
  - 2018: 4.4

- **Q9**
  - 2019: 4.2
  - 2018: 4.2
Who Answered Survey – IRIS Consultant Agency
N = 2,736

- Member: 49.9%
- Legal Representative: 36.9%
- Someone Else: 11.4%
- Unknown: 1.9%

N = 2,736
Participant Living Situation – IRIS Consultant Agency
N = 2,736

- 71.7% Own home or apartment
- 17.1% Adult family home
- 7.5% RCAC
- 3.7% Unknown

Wisconsin Department of Health Services
Can you contact your IRIS Consultant when you need to?

98%

Yes
No
How often do you get the help you need from your IRIS Consultant?

- Extremely Often: 30%
- Very Often: 44%
- Sometimes: 22%
- Rarely: 4%
- Never: 0%

How clearly does your IRIS Consultant explain things to you?

- Extremely: 52%
- Very: 41%
- Somewhat: 6%
- A little: 0%
- Not at all: 10%
How carefully does your IRIS Consultant listen to you?

- Extremely: 59%
- Very: 35%
- Somewhat: 4%
- A little: 0%
- Not at all: 0%

How respectfully does your IRIS Consultant treat you?

- Extremely: 70%
- Very: 27%
- Somewhat: 2%
- A little: 0%
- Not at all: 0%
Overall, how much do you like your IRIS Consultant Agency?

- A great deal: 68%
- Quite a bit: 24%
- Somewhat: 5%
- A little: 0%
- Not at all: 10%

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

- Extremely: 43%
- Very: 46%
- Somewhat: 9%
- A little: 0%
- Not at all: 10%
How well does your IRIS Consultant Agency provide you the information you need to develop your Individual Support and Service Plan?

![Bar chart showing the percentage of respondents rating the Agency's performance.]

- Extremely: 46%
- Very: 43%
- Somewhat: 9%
- A little: 0%
- Not at all: 10%

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 volunteering?

![Bar chart showing the percentage of respondents rating the Plan's performance.]

- Extremely: 39%
- Very: 43%
- Somewhat: 12%
- A little: 0%
- Not at all: 10%
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).

- Extremely: 52%
- Very: 38%
- Somewhat: 7%
- A little: 0%
- Not at all: 0%

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

- A great deal: 62%
- Quite a bit: 28%
- Somewhat: 6%
- A little: 0%
- Not at all: 0%
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: 47%
- Quite a bit: 35%
- Somewhat: 12%
- A little: 0%
- Not at all: 0%
2019 IRIS Fiscal Employment Agent Participant Satisfaction Survey Analysis
Who Answered Survey – Fiscal Employment Agent
N = 2,875

- Member: 45.9%
- Legal Representative: 39.4%
- Someone Else: 12.9%
- Unknown: 1.8%
Participant Living Situation – Fiscal Employment Agent
N = 2,875

- Own home or apartment: 71.2%
- Adult family home: 19.0%
- RCAC: 6.3%
- Unknown: 3.5%
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: 25%
- Very Often: 37%
- Sometimes: 25%
- Rarely: 10%
- Never: 0%

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

- Extremely: 44%
- Very: 42%
- Somewhat: 9%
- A little: 0%
- Not at all: 0%
How carefully does your Fiscal Employer Agent listen to you?

- Extremely: 49%
- Very: 40%
- Somewhat: 8%
- A little: 0%
- Not at all: 0%

How respectfully does your Fiscal Employer Agent treat you?

- Extremely: 59%
- Very: 33%
- Somewhat: 5%
- A little: 0%
- Not at all: 0%
Overall, how much do you like your Fiscal Employer Agent?

- **A great deal**: 60%
- **Quite a bit**: 28%
- **Somewhat**: 8%
- **A little**: 0%
- **Not at all**: 20%