



WISCONSIN DEPARTMENT
of HEALTH SERVICES

2023 Member Satisfaction Survey

Jie Gu

Program and Policy Analyst

5/24/2024

P-00717 (09/2024)

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

2023 Family Care/IRIS Survey Questions

FC/FCP/PACE Survey Questions

There were a few changes in the question language from previous surveys. The current questions are:

1. Can you contact your care team when you need to?
2. When asking for help, how often do you get the help you need from your care team?
3. How satisfied are you with getting clear explanations about your care plan from your care team?
- 4: When you speak with your care team, how well do they listen to you?
5. How kindly does your care team treat you?
6. How satisfied are you with getting clear explanations about the self-directed supports (SDS) option from your care team?
7. To make sure you are the focus of your care plan, how much does your care team involve you in the planning, development, and communication of your care plan?
8. 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?
9. How often does your care plan include the things that are important to you?

FC/FCP/PACE Survey Questions

There were a few changes in the question language from previous surveys. The current questions are:

10. How kindly do the people who provide you with supports and services treat you?

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

12. Overall, how satisfied are you with your managed care organization?

13. Thinking about a usual month, how satisfied are you with the number of opportunities you have to participate in social activities?

(New Question for 2023)

14. Thinking about a usual month, how often do you have access to transportation to places and social activities you want to attend?

(New Question for 2023)

15. Currently, which of the following best describes where you, the member, live?

16. Who answered the questions in this survey?

17. Please write any other comments you may have about {MCO name} in the box below. Because survey answers are confidential, we are unable to respond directly to your comments. If you need help or have an immediate concern, please contact your care manager.

IRIS ICA Survey Questions

There were a few changes in the question language from previous surveys. The current questions are:

1. Can you contact your IRIS consultant when you need to?
2. When asking for help, how often do you get the help you need from your IRIS consultant?
3. How satisfied are you with getting clear explanations from your IRIS consultant?
4. When you speak with your IRIS consultant, how well do they listen to you?
5. How kindly does your IRIS consultant treat you?
6. Overall, how satisfied are you with your IRIS consultant agency?
7. Overall, how well do the supports and services you receive in your ISSP meet your needs?
8. How satisfied are you with getting clear explanations from your IRIS consultant agency to develop your ISSP?
9. How well does your ISSP support the activities you want to do in your community, such as visiting with family and friends, working, and volunteering?

IRIS ICA Survey Questions

There were a few changes in the question language from previous surveys. The current questions are:

10. How well does your ISSP support your needs related to living in a place of your choice? This may include a private apartment or house, adult family home (AFH), or residential care apartment complex (RCAC).
11. How satisfied are you with the process of recruiting, hiring, training, and supervising your workers?
12. How satisfied are you with how your budget is made to purchase allowable services to meet your needs?
13. Thinking about a usual month, how satisfied are you with the number of opportunities you have to participate in social activities?
(New Question for 2023)
14. Currently, which of the following best describes where you, the participant, live?
15. Who answered the questions in this survey?
16. Please write any other comments you may have about {ICA name} in the box below. Because survey answers are confidential, we are unable to respond directly to your comments. If you need help or have an immediate concern, please contact your IRIS consultant for assistance.

IRIS FEA Survey Questions

There were a few changes in the question language from previous surveys. The current questions are:

1. Can you contact your fiscal employer agent when you need to?
2. When asking for help, how often do you get the help you need from your fiscal employer agent?
3. When you email, call, or leave a voicemail for your fiscal employer agent, how satisfied are you with the timeliness of the response?
4. When you email, call, or leave a voicemail for your fiscal employer agent with a concern, how satisfied are you with the result?
5. How satisfied are you with getting clear explanations from your fiscal employer agent?
6. When you speak with your fiscal employer agent, how well do they listen to you?
7. How kindly does your fiscal employer agent treat you?
8. How easy is it for you to find the forms or information you need on your fiscal employer agent's website?
9. If you hired a worker within the last year, how satisfied were you with the timeliness for hiring them?

IRIS FEA Survey Questions

There were a few changes in the question language from previous surveys. The current questions are:

10. How satisfied are you with the fiscal employer agent timesheet and payroll processing?
11. How well does your fiscal employer agent communicate if there is a problem with submitted timesheets?
12. Overall, how satisfied are you with your fiscal employer agent?
13. How likely are you to recommend your fiscal employer agent to someone you know?
14. Currently, which of the following best describes where you, the participant, live?
15. Who answered the questions in this survey?
16. Please write any other comments you may have about {FEA name} in the box below. Because survey answers are confidential, we are unable to respond directly to your comments. If you need help or have an immediate concern, please contact your IRIS consultant for assistance.

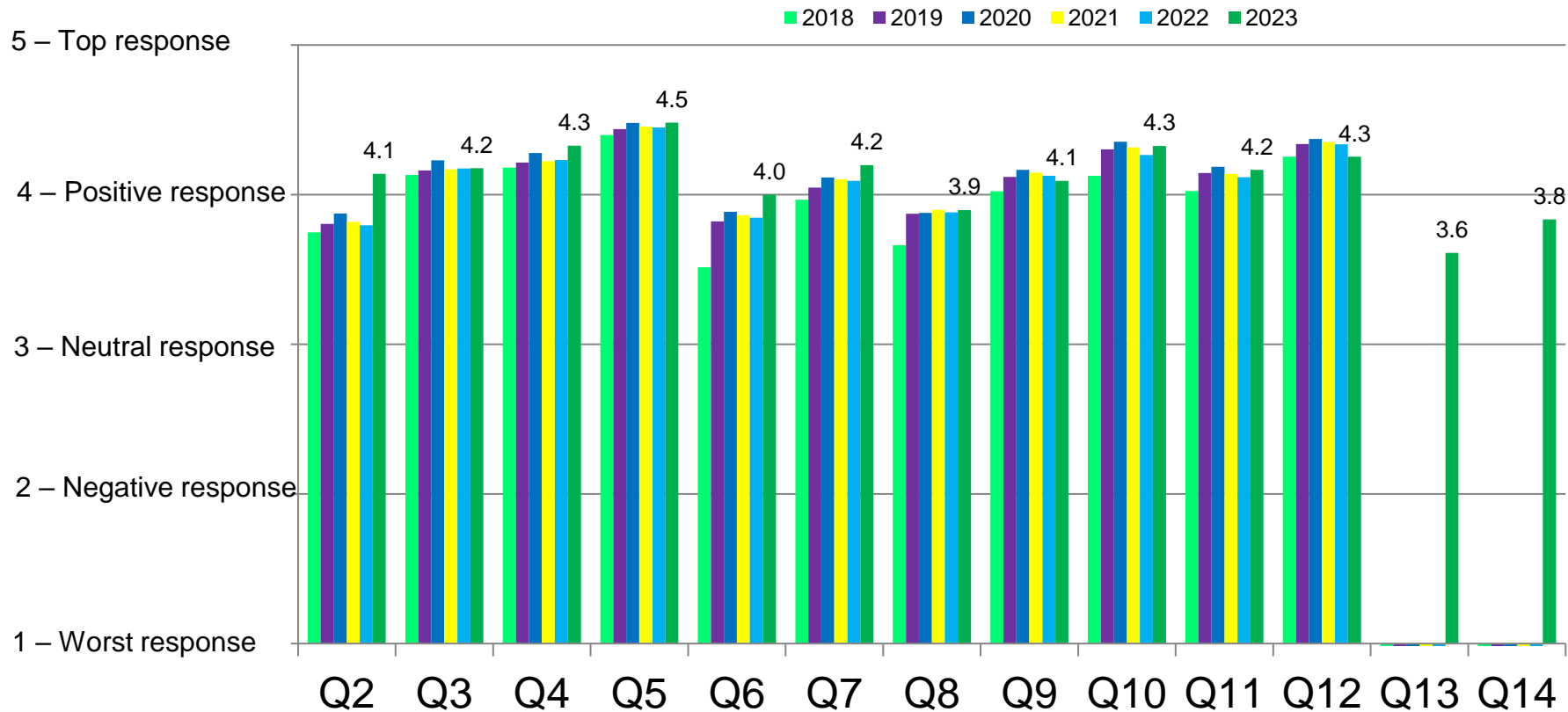
Family Care Survey Analysis

FC/FCP/PACE Insights

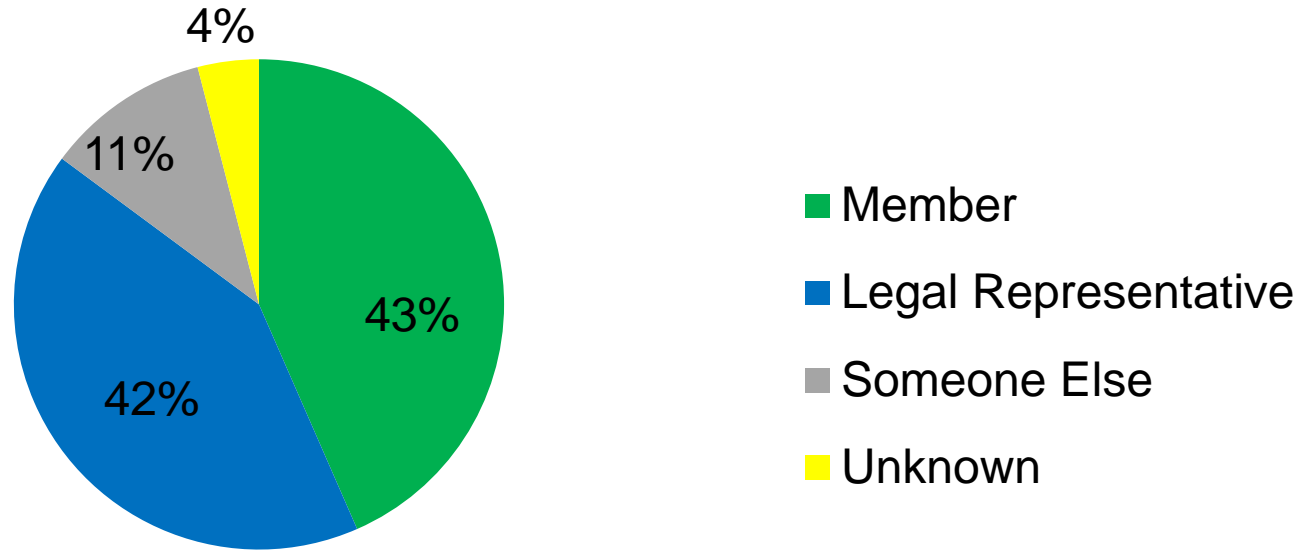
- We stopped the P4P connected with the 2023 Satisfaction Survey
- We updated the survey questions for FC including the addition of 2 new community related questions
- The change to Question 2 on the survey resulted in significant improvement in satisfied responses
- General increase in satisfaction compared to 2022
- Slight decrease in satisfaction to Q9 and Q12
- FCP results generally matched FC results, no decrease in Q9
- PACE showed smaller improvement to Q2, slight decrease to Q9, Q10, Q11, Q12
- Response Rate at 34% across all MCOs (FC – 39%, FCP – 20%, PACE – 31%)

Survey Question Response – Family Care

*Q13 and Q14 added for FC/FCP/PACE in 2023

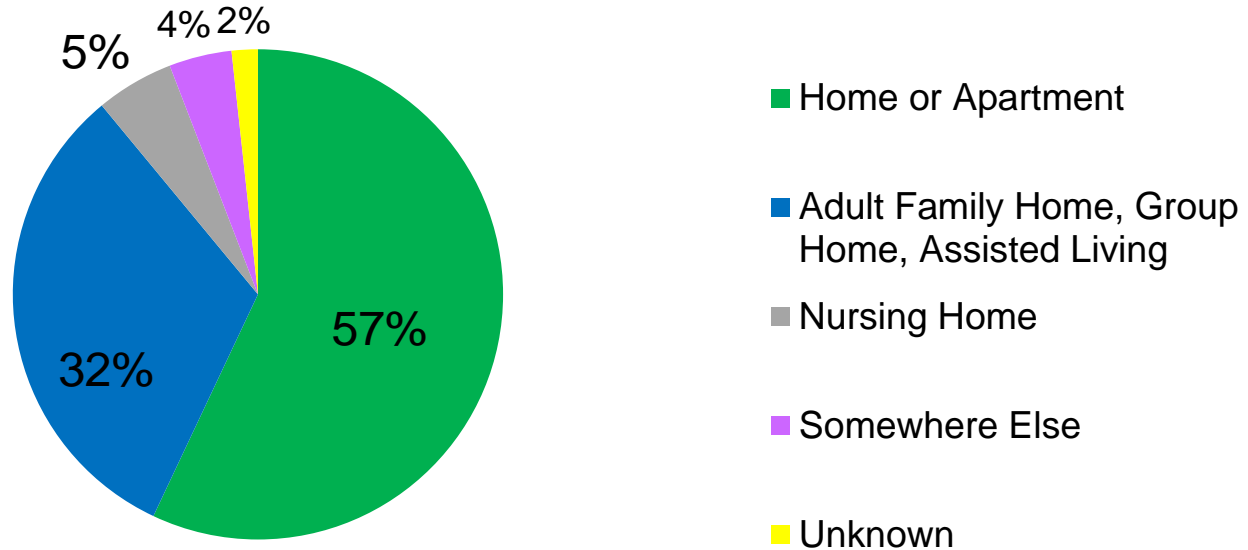


Who Answered Survey – Family Care



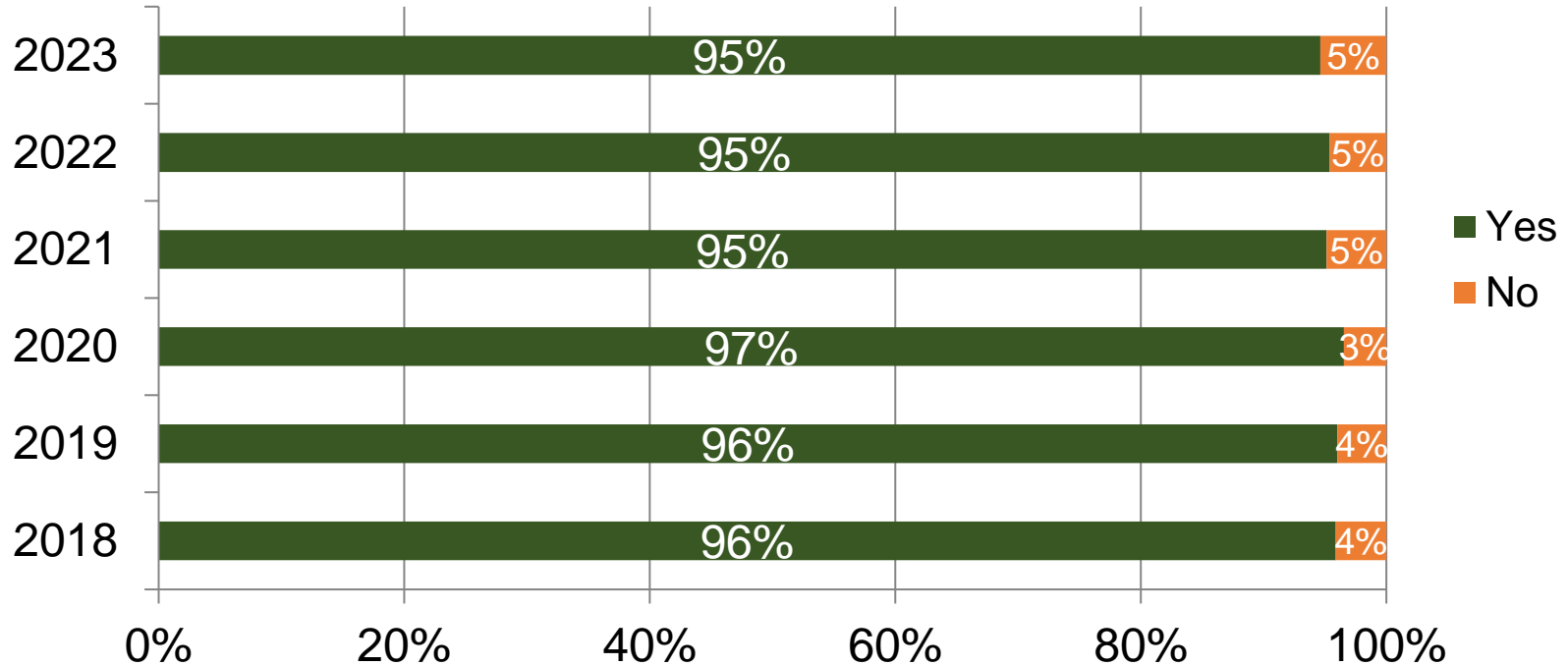
Sample Size = 4,811

Member Living Situation – Family Care

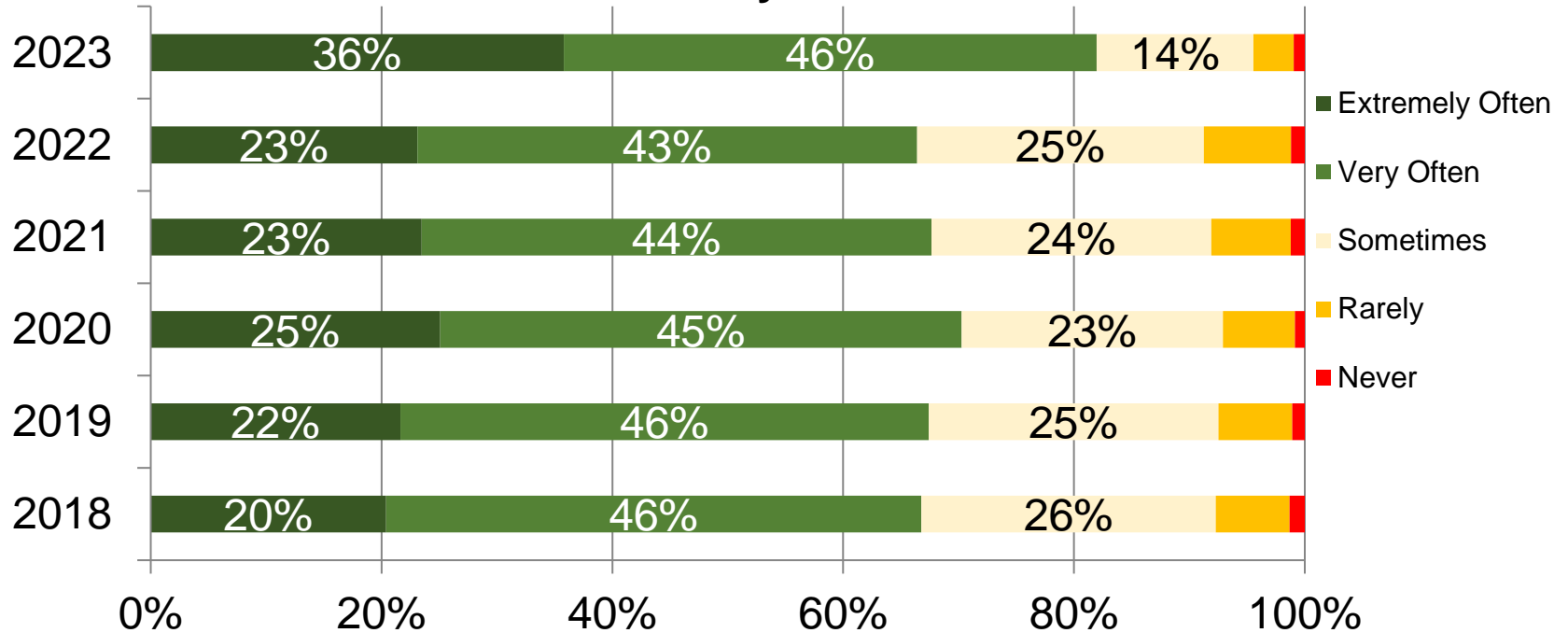


Sample Size = 4,811

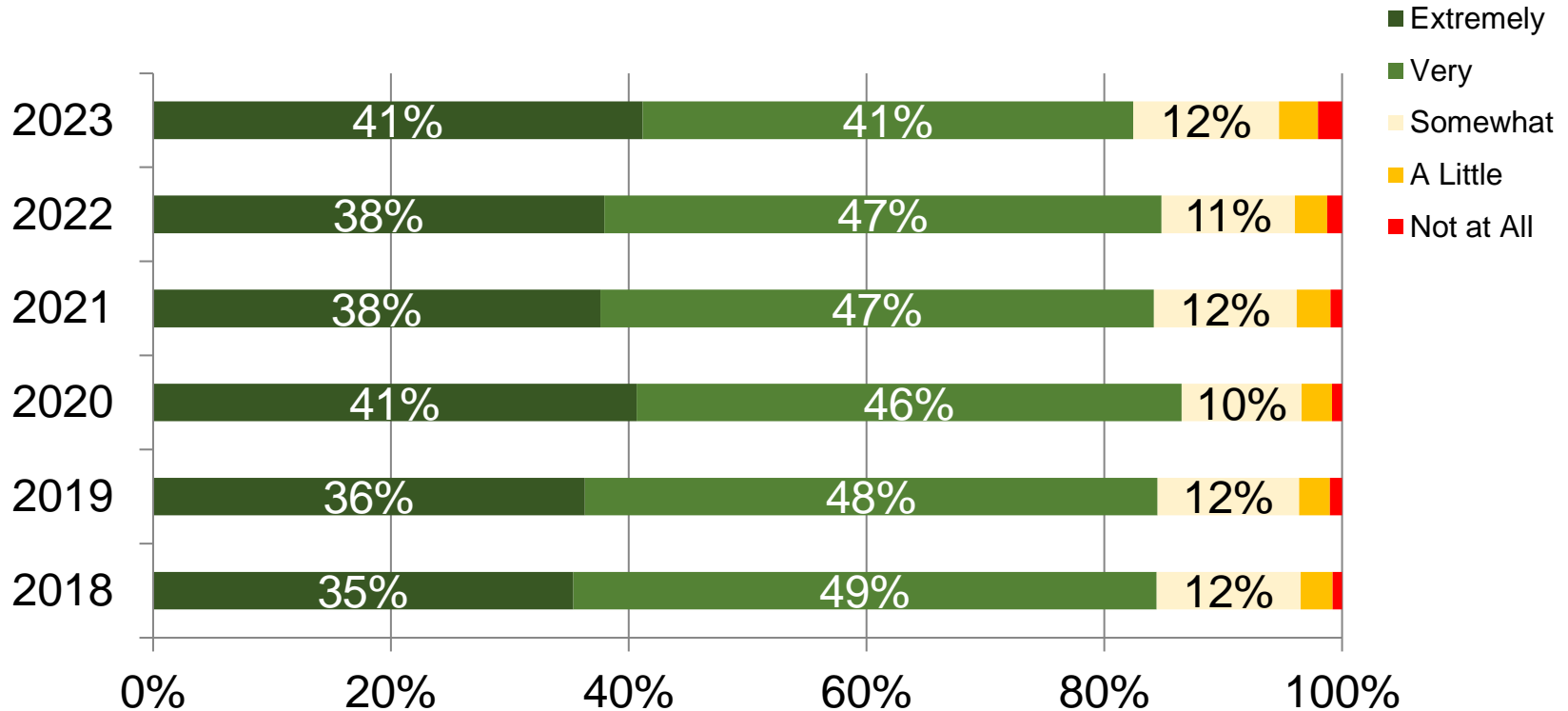
Can you contact your care team when you need to?



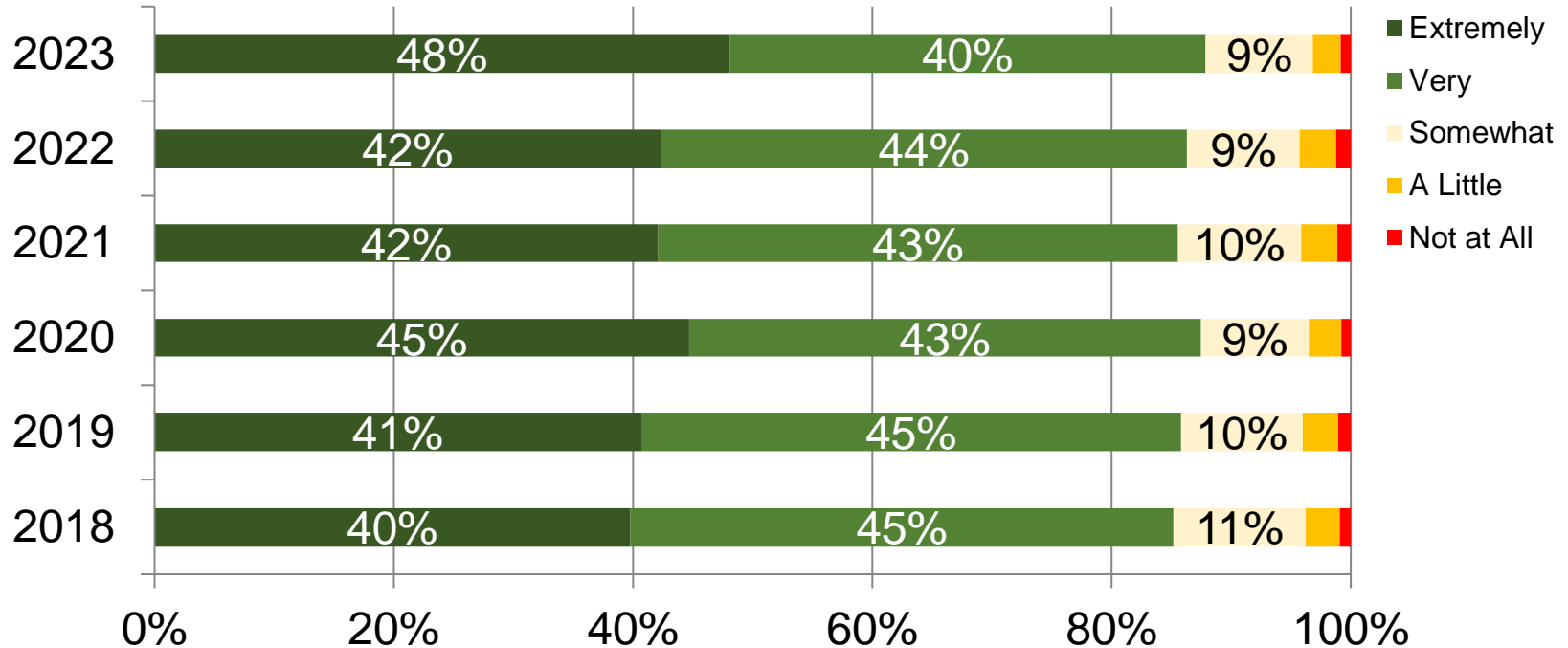
When asking for help, how often do you get the help you need from your care team?



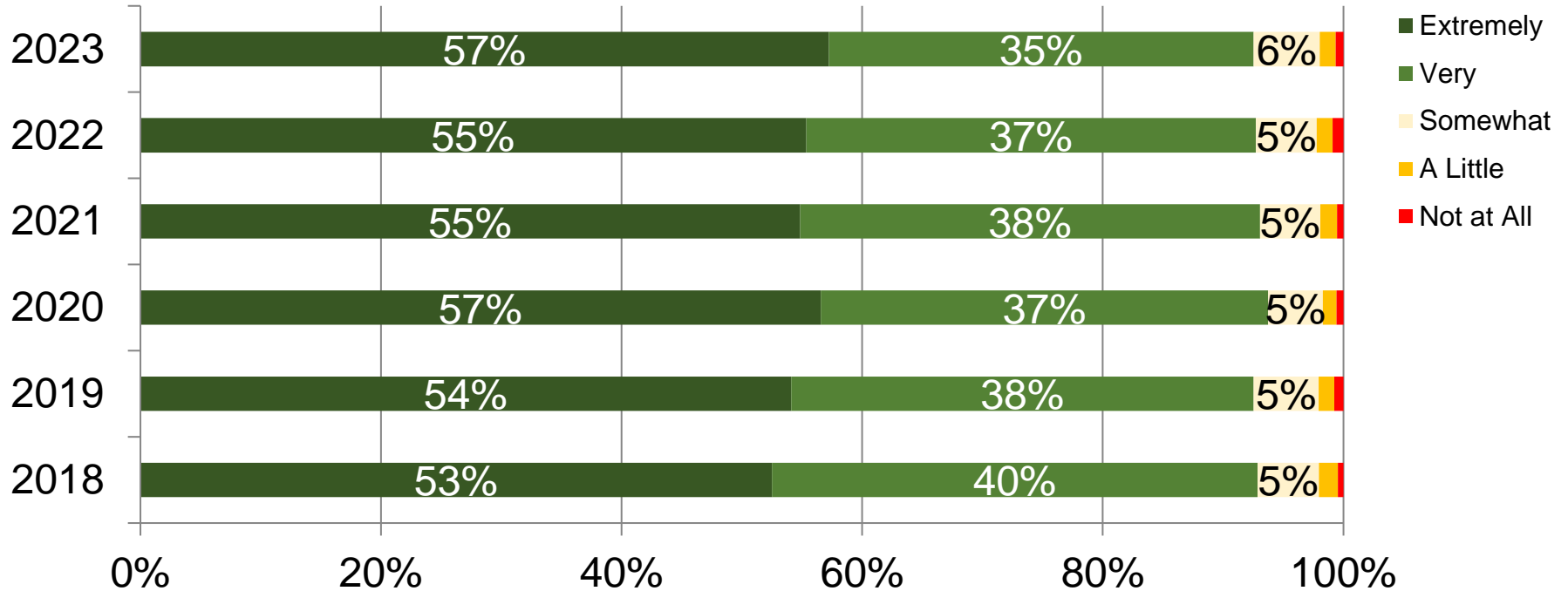
How satisfied are you with getting clear explanations about your care plan from your care team?



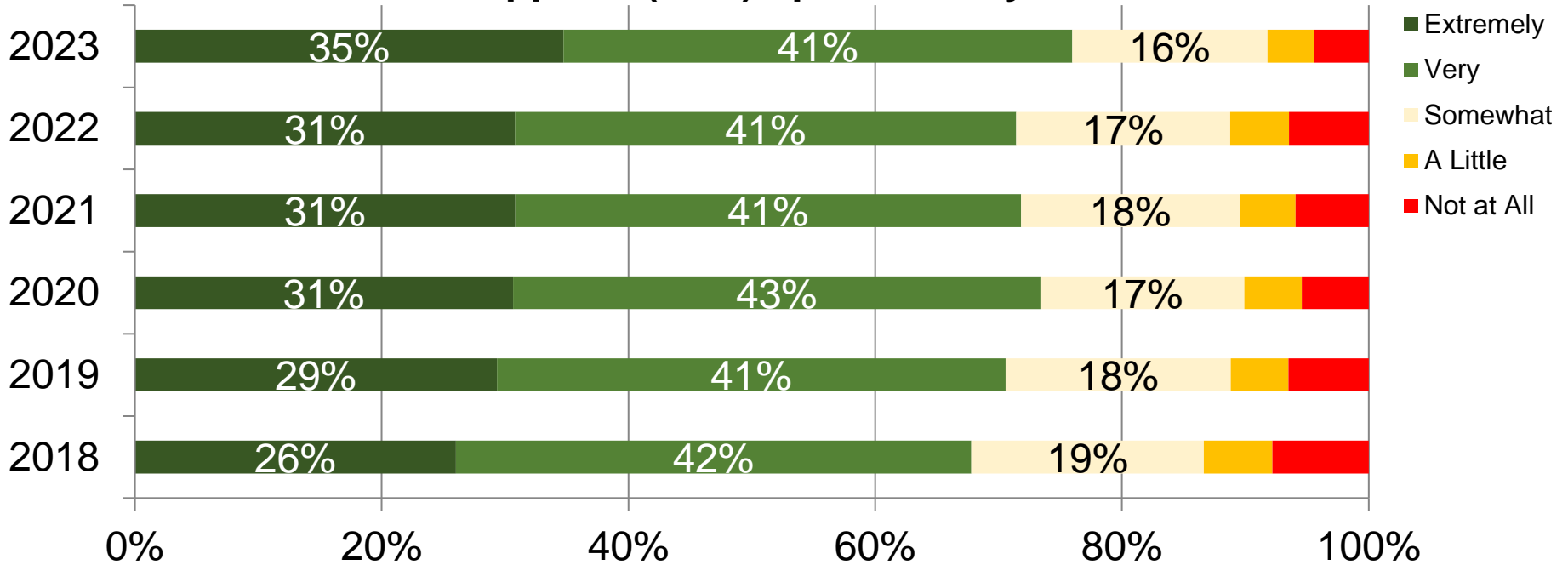
When you speak with your care team, how well do they listen to you?



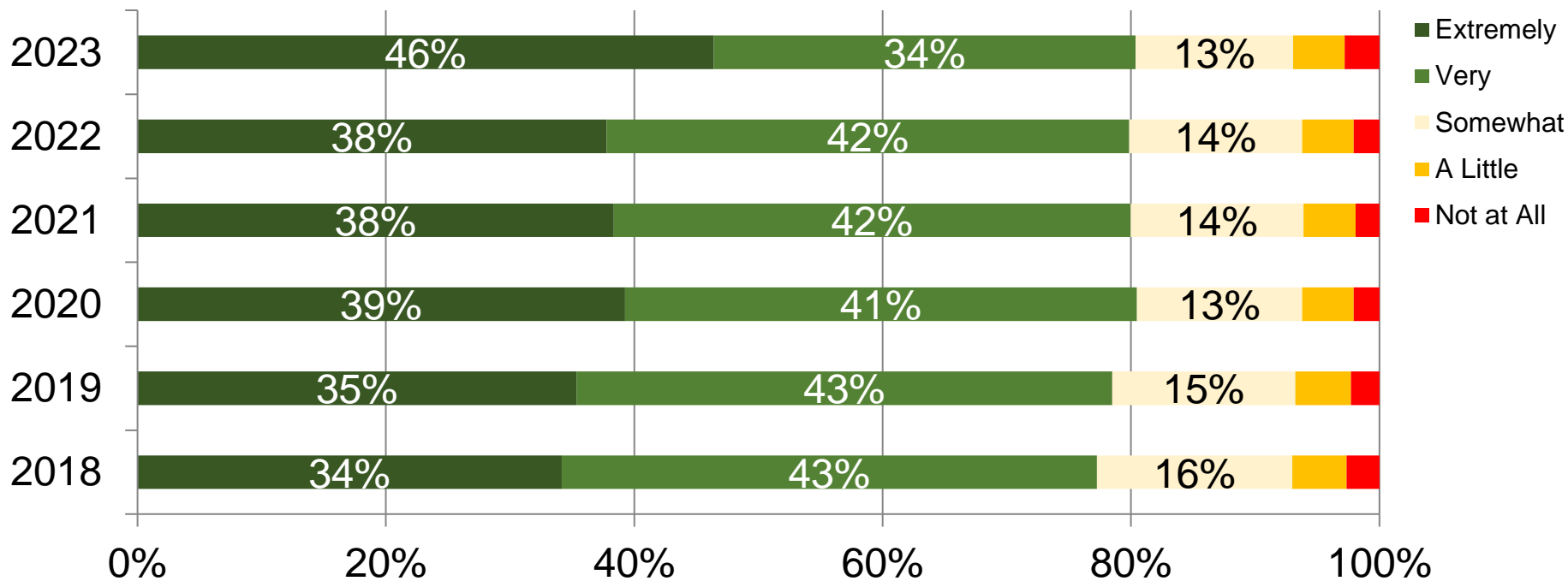
How kindly does your care team treat you?



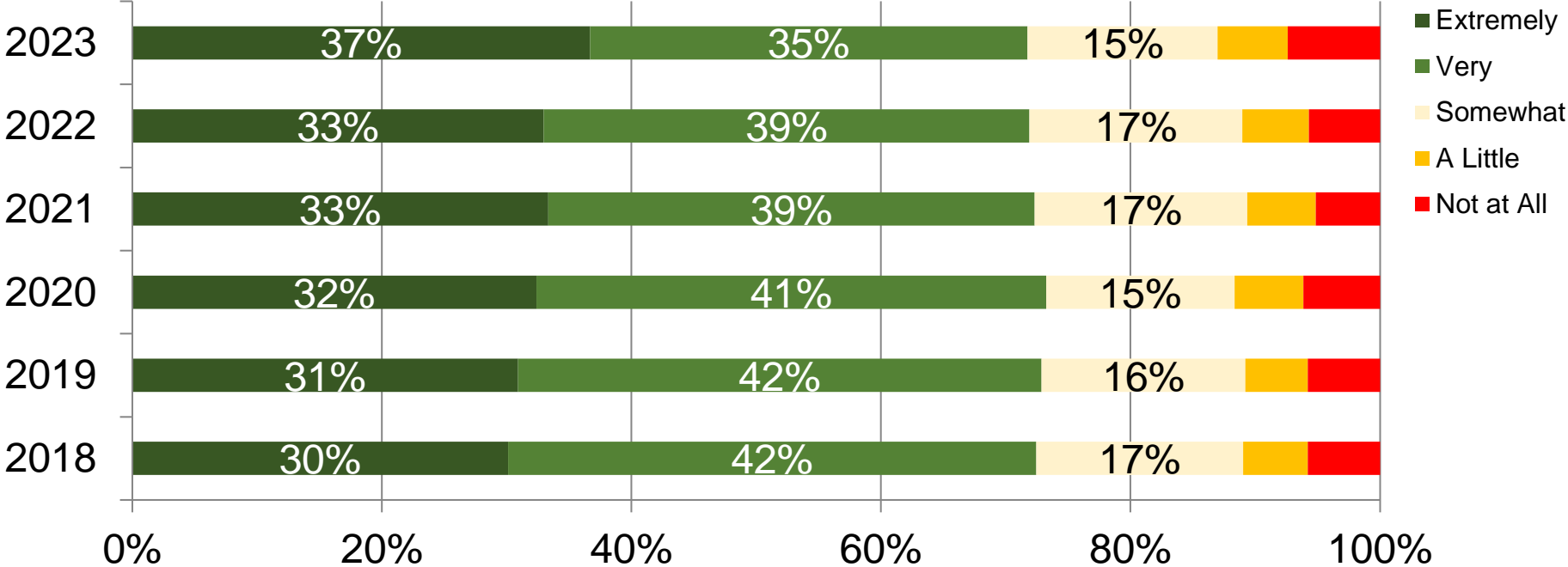
How satisfied are you with getting clear explanations about the self-directed supports (SDS) option from your care team?



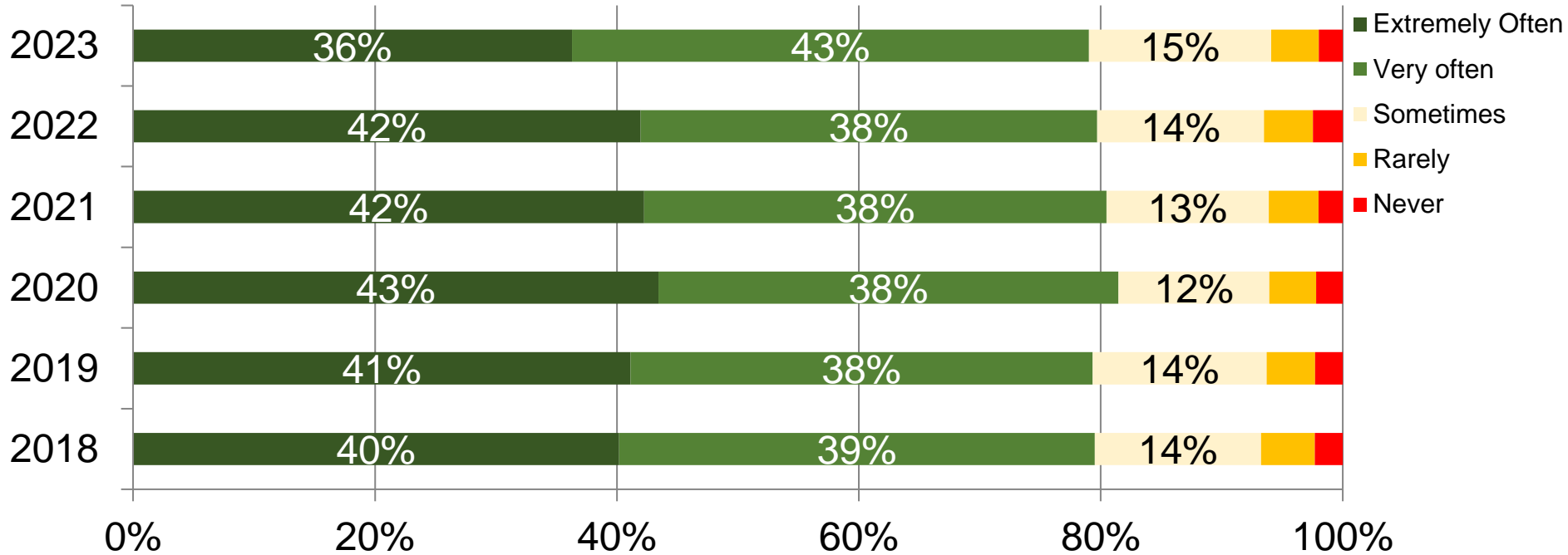
To make sure you are the focus of your care plan, how much does your care team involve you in the planning, development, and communication of your care plan?



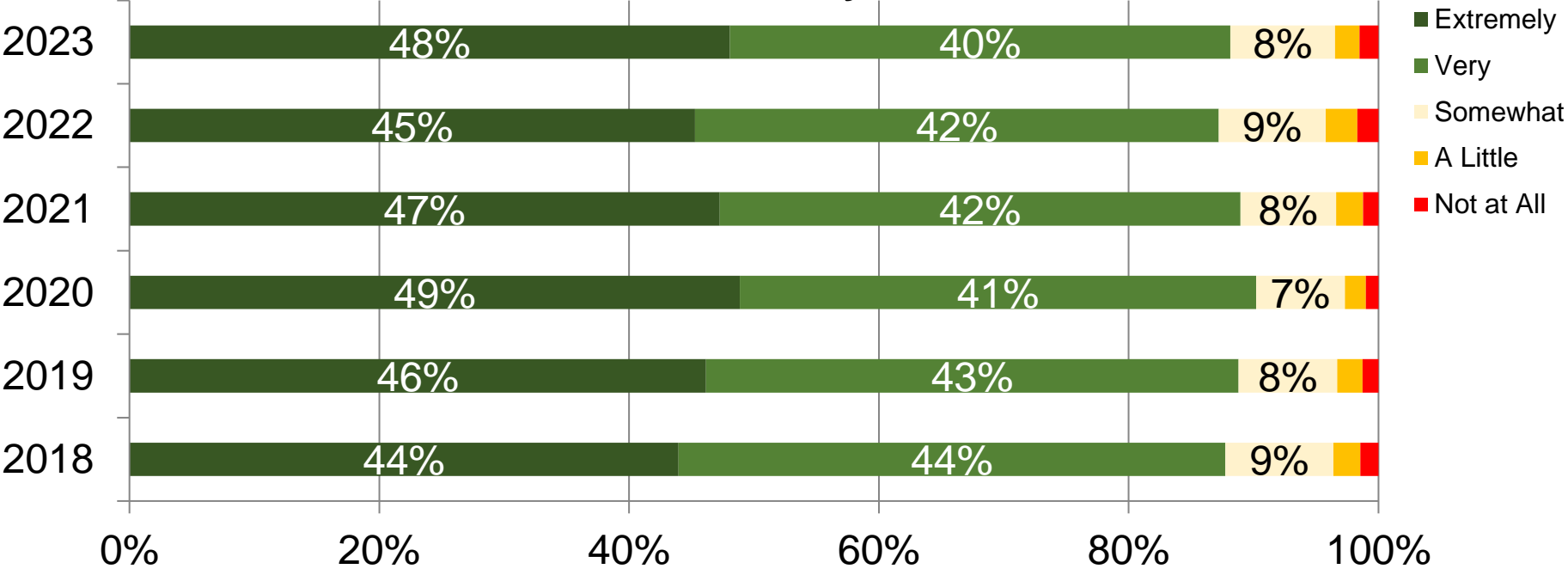
How well does your care plan support the activities that you want to do in your community, such as visiting with family and friends, working, and volunteering?



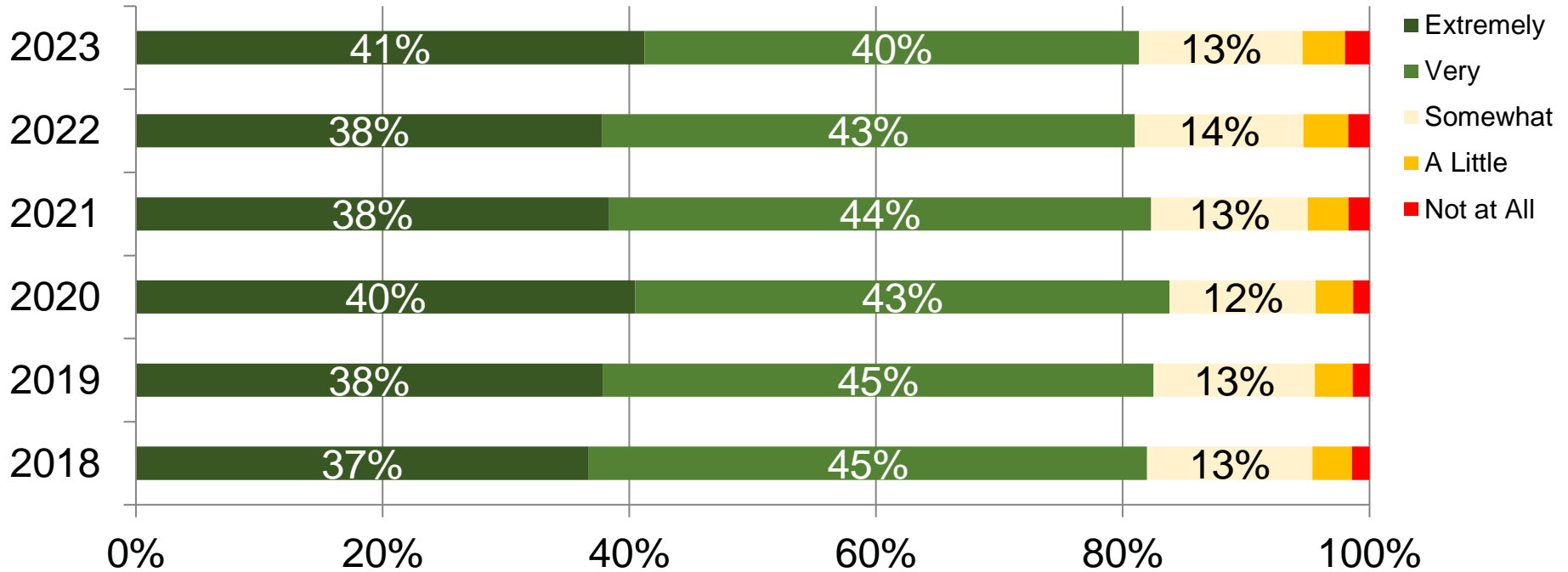
How often does your care plan include the things that are important to you?



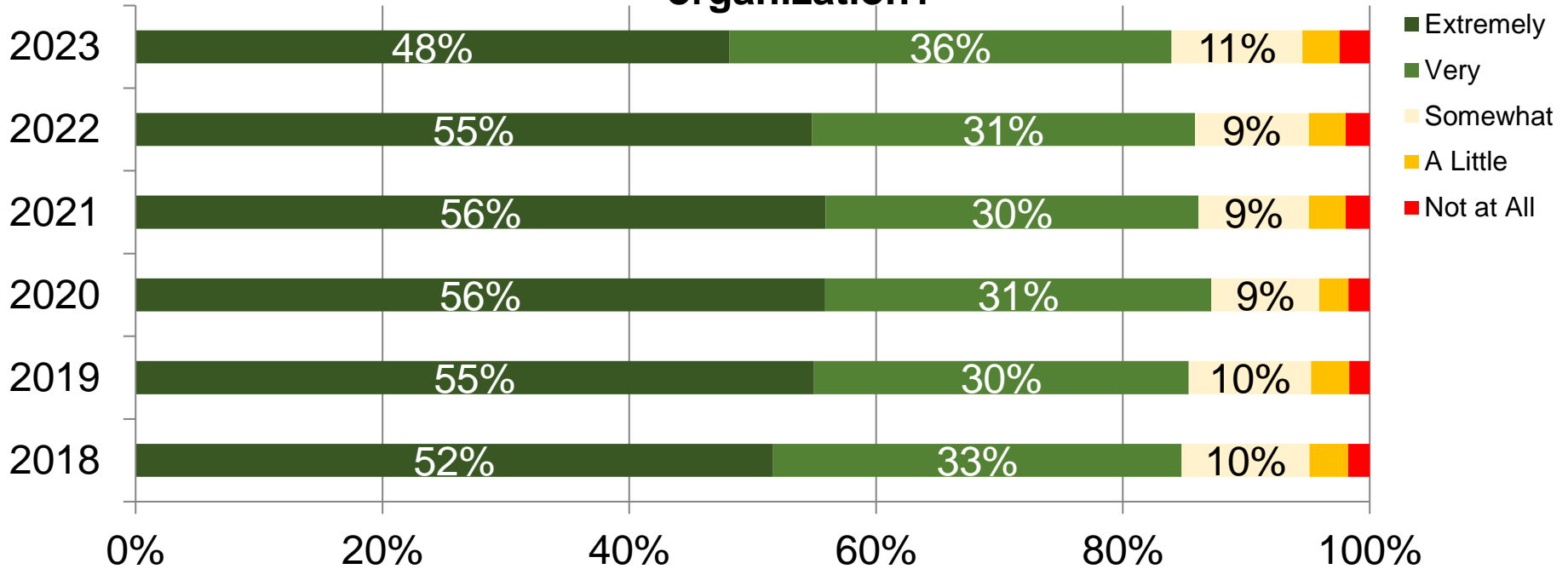
How kindly do the people who provide you with supports and services treat you?



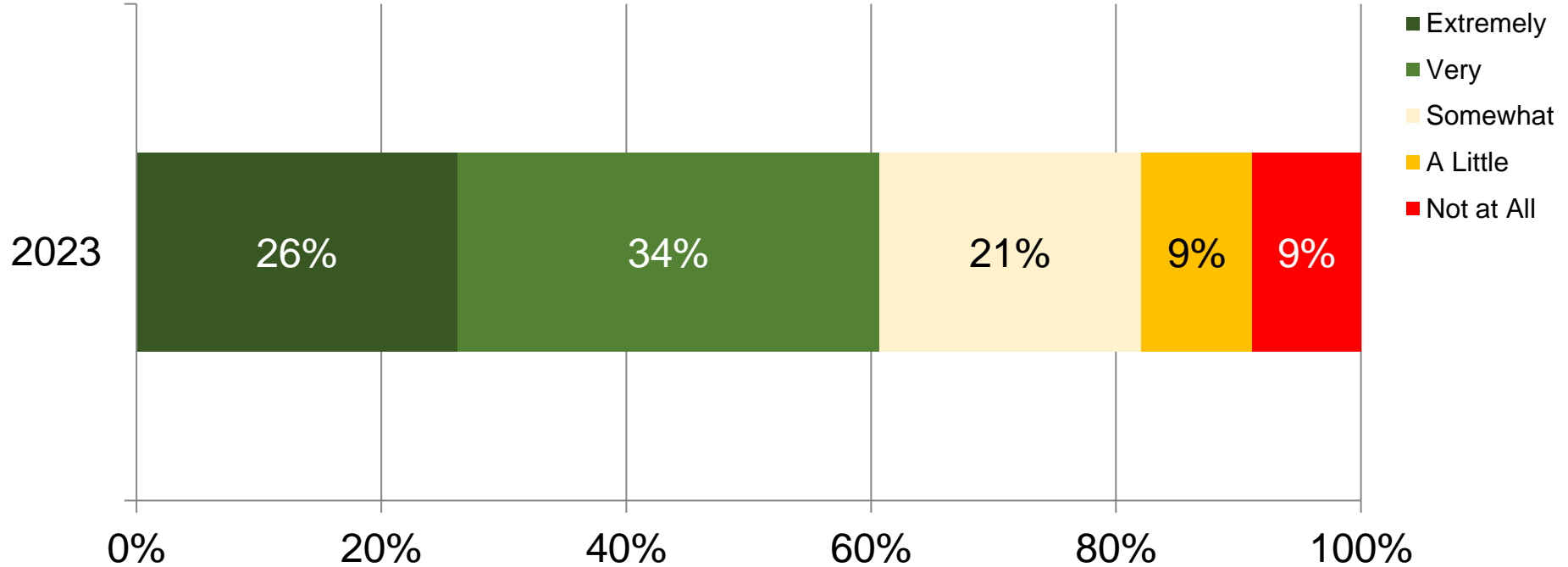
How well do the supports and services you receive meet your needs?



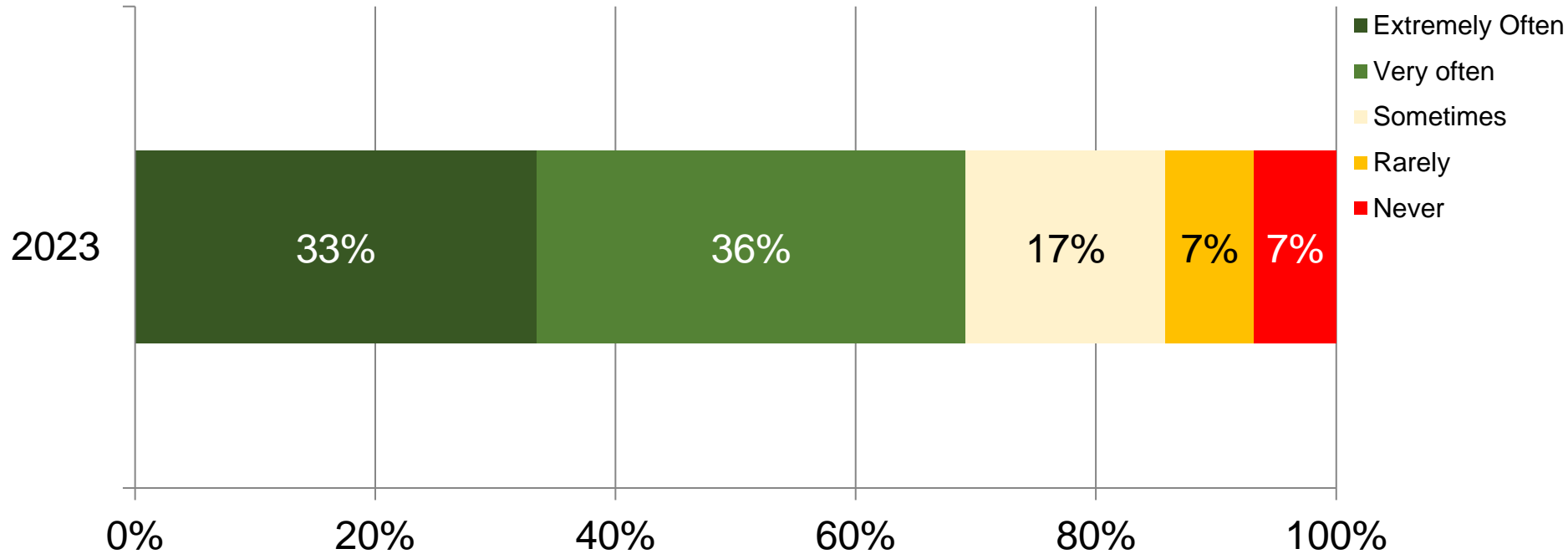
Overall, how satisfied are you with your managed care organization?



Thinking about a usual month, how satisfied are you with the number of opportunities you have to participate in social activities?



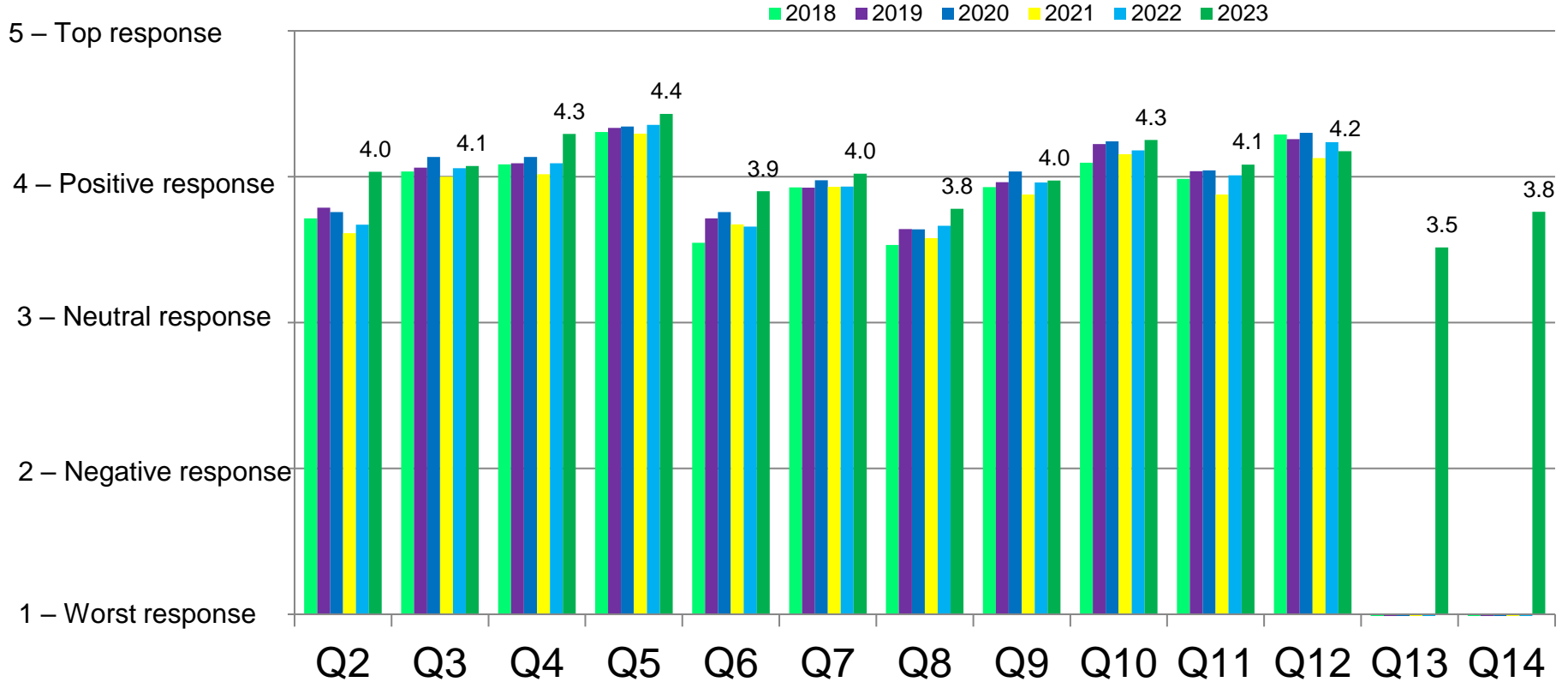
Thinking about a usual month, how often do you have access to transportation to places and social activities you want to attend?



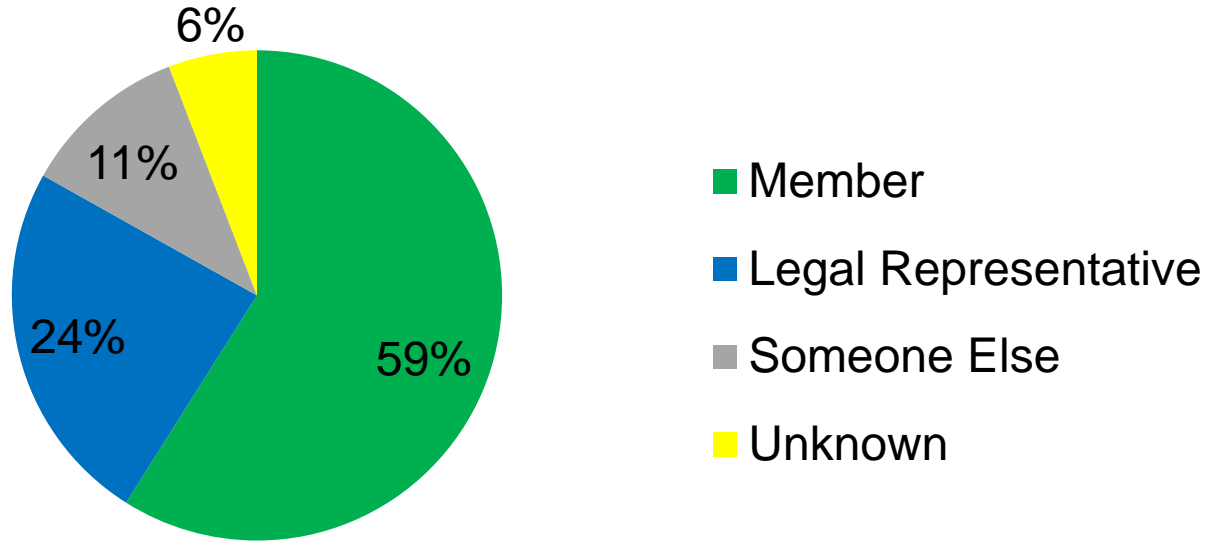
Family Care Partnership Survey Analysis

Survey Question Response – Family Care Partnership

*Q13 and Q14 added for FC/FCP/PACE in 2023

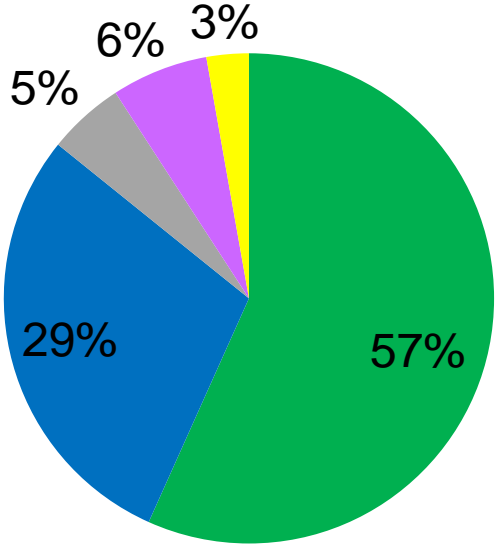


Who Answered Survey – Family Care Partnership



Sample Size = 753

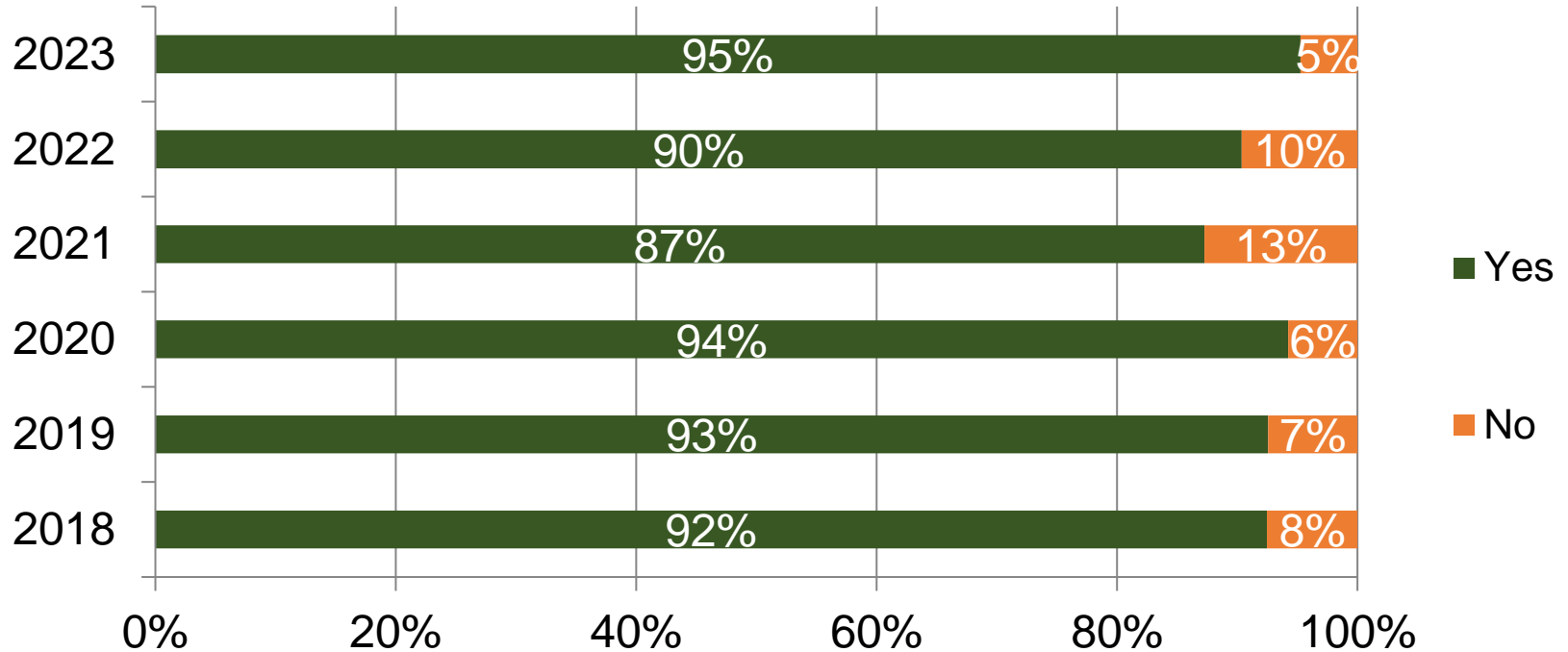
Member Living Situation – Family Care Partnership



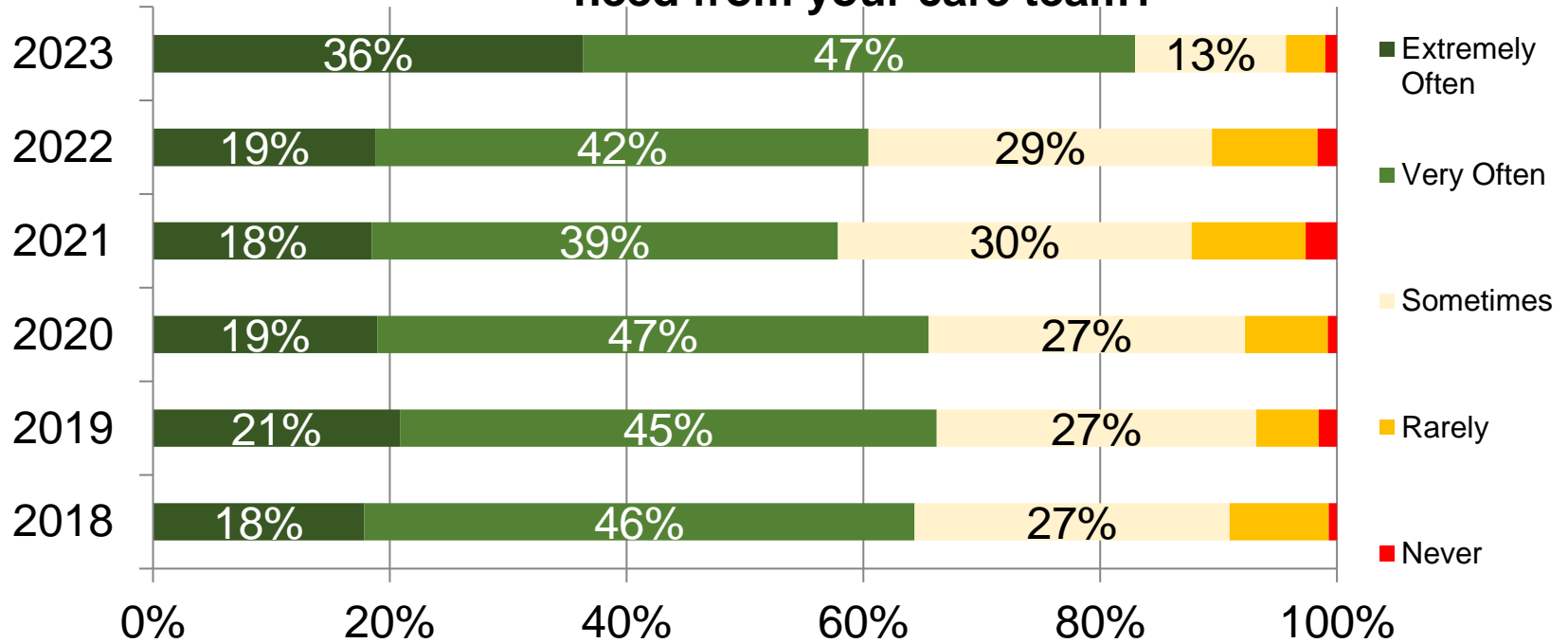
- Home or Apartment
- Adult Family Home, Group Home, Assisted Living
- Nursing Home
- Somewhere Else
- Unknown

Sample Size = 753

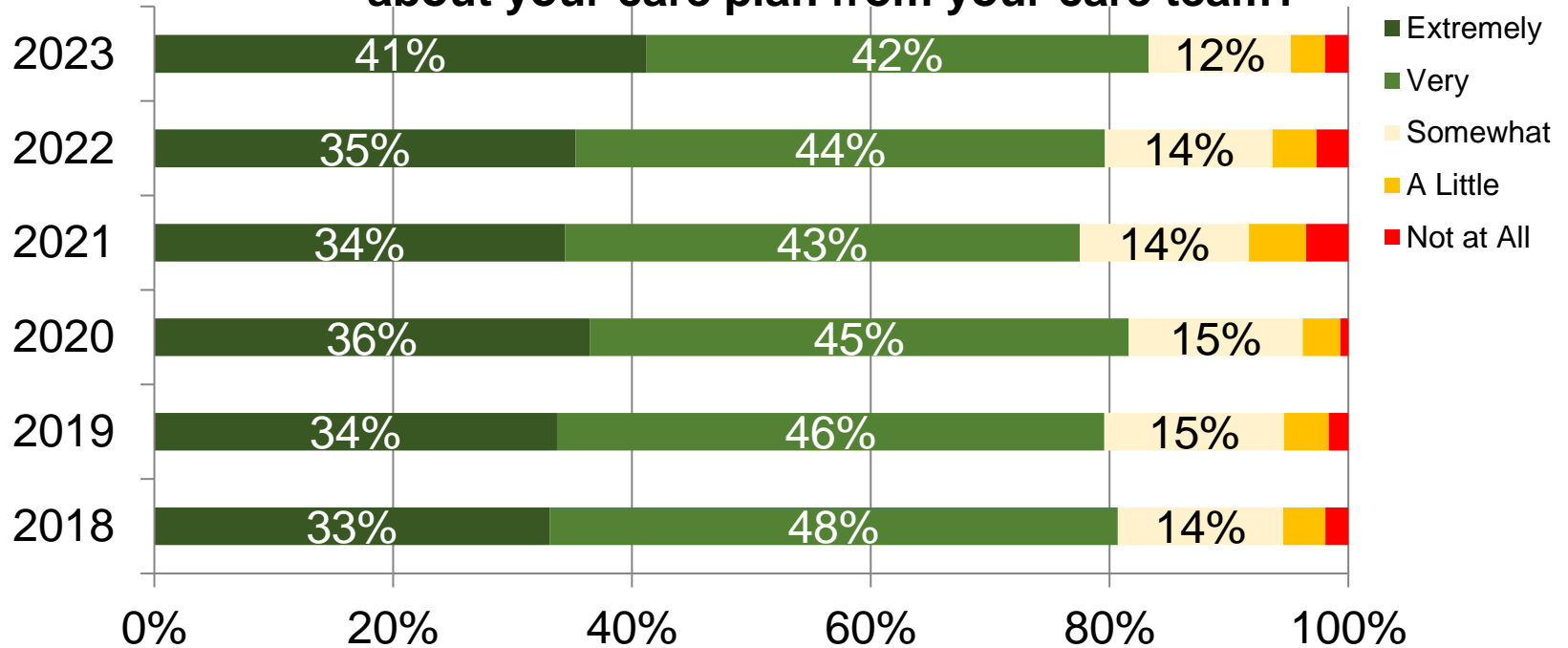
Can you contact your care team when you need to?



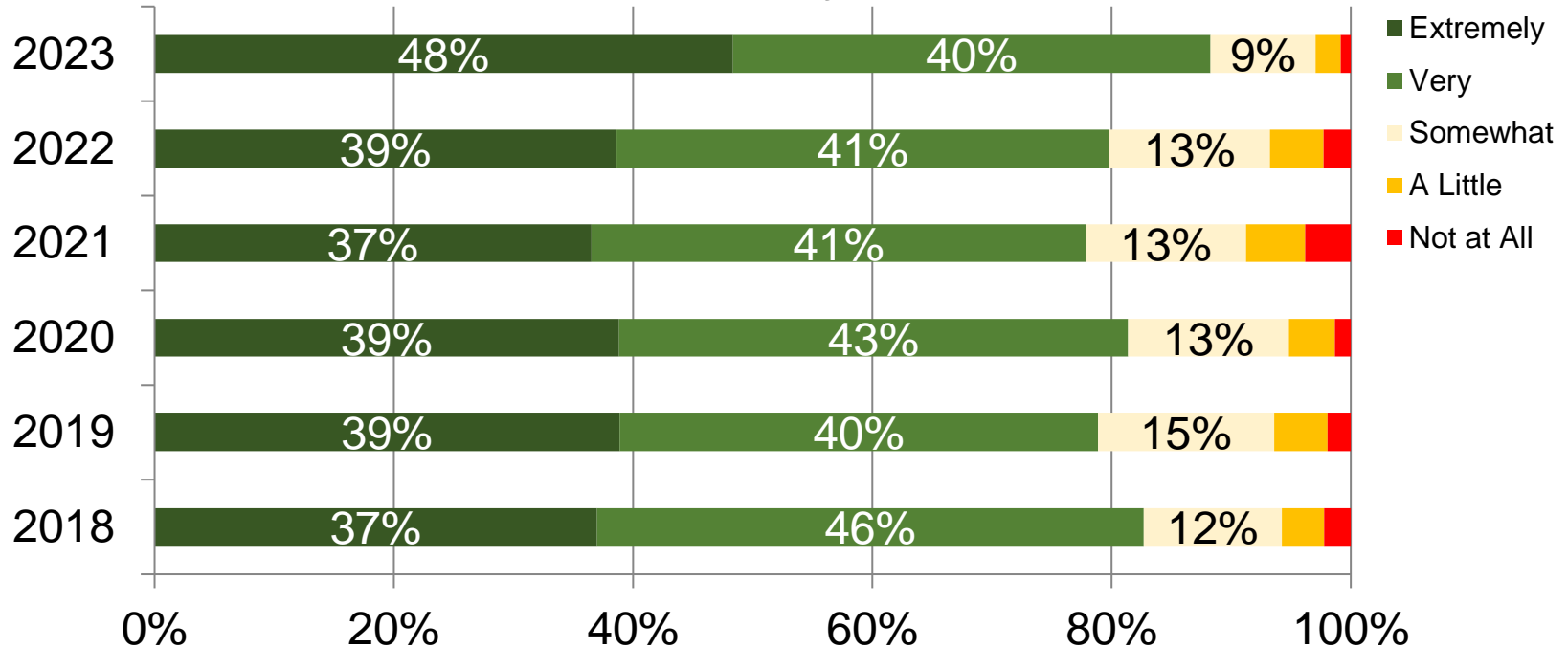
When asking for help, how often do you get the help you need from your care team?



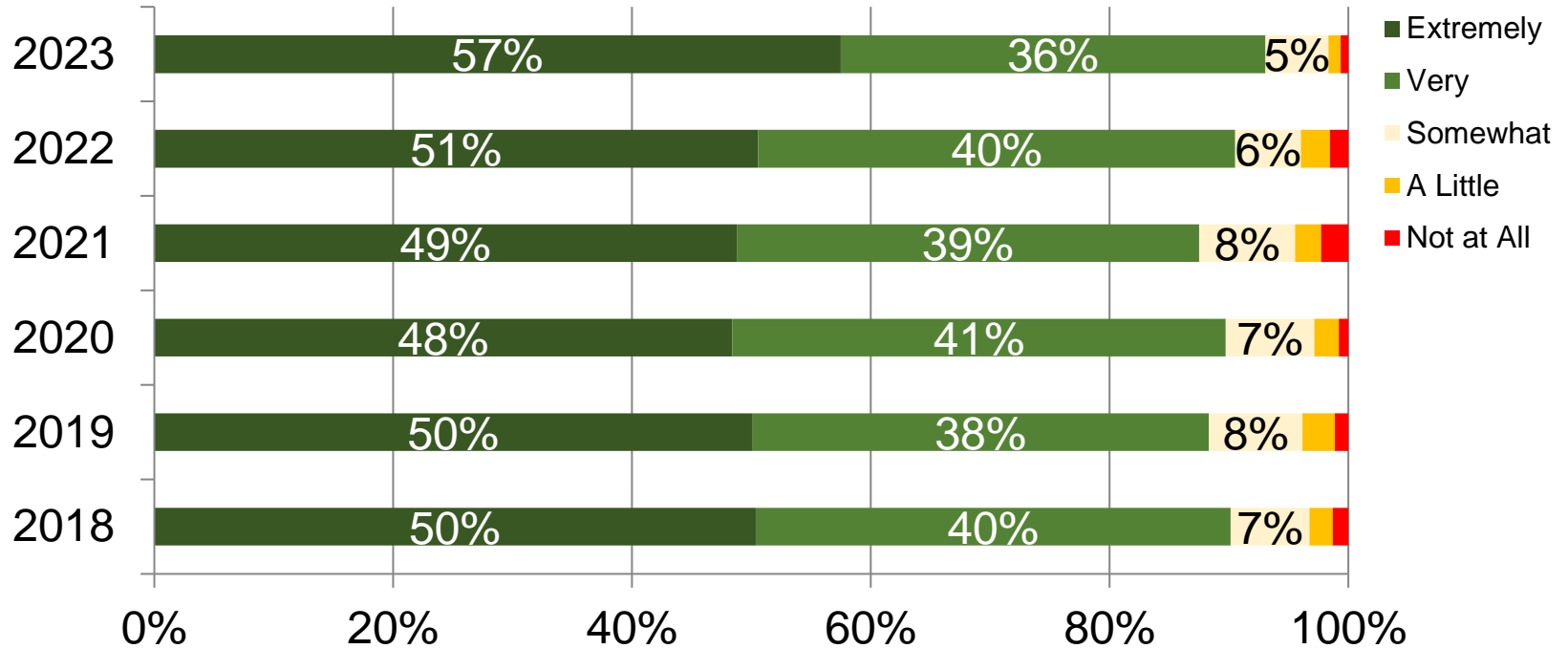
How satisfied are you with getting clear explanations about your care plan from your care team?



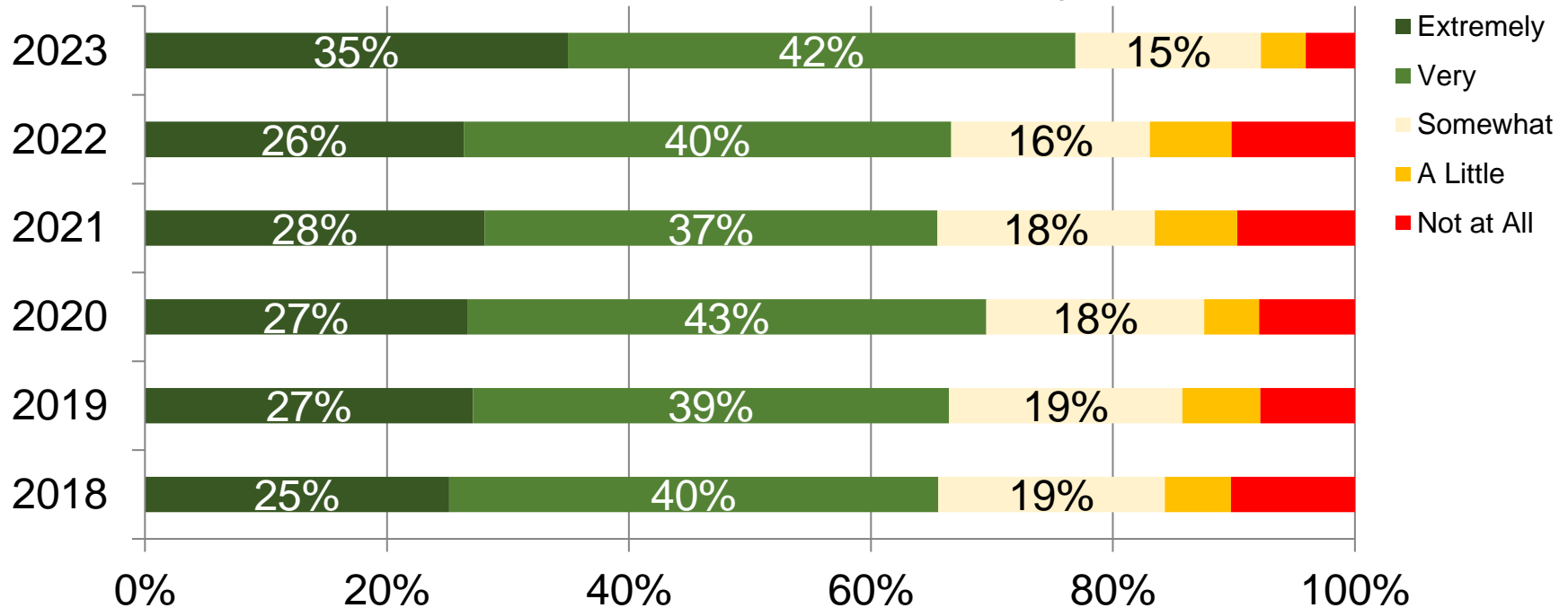
When you speak with your care team, how well do they listen to you?



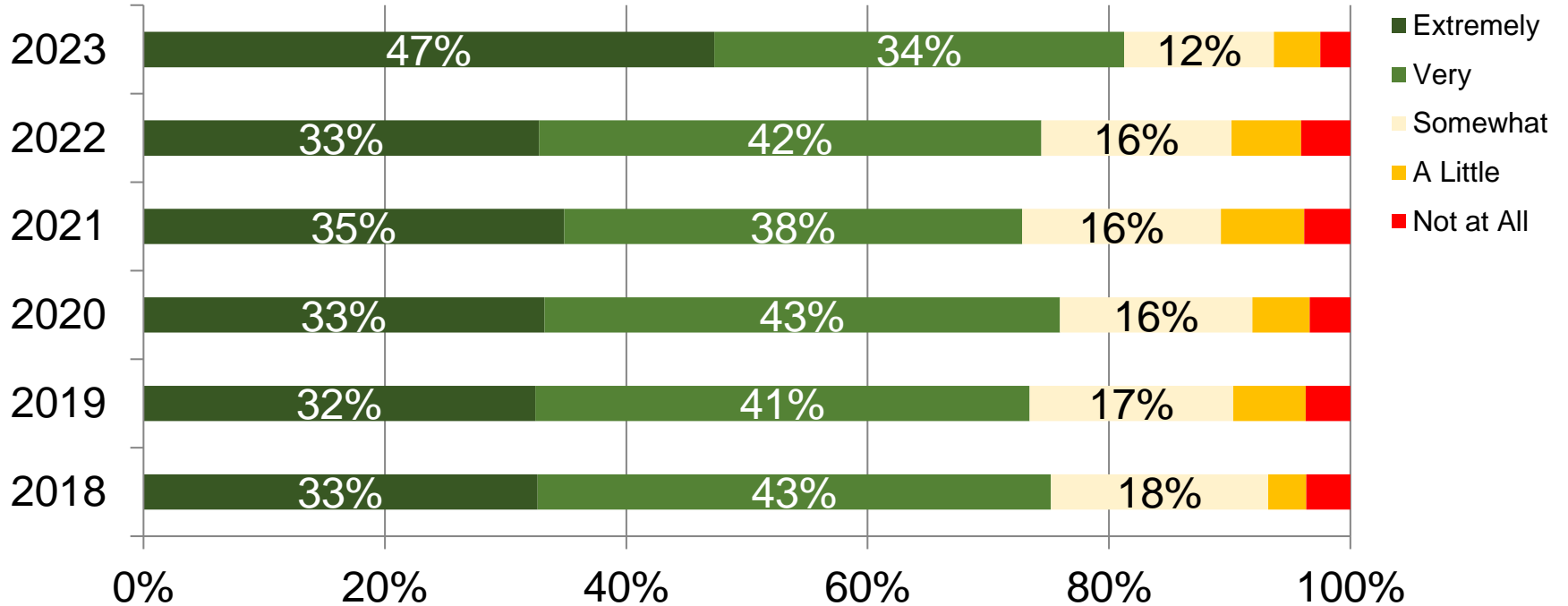
How kindly does your care team treat you?



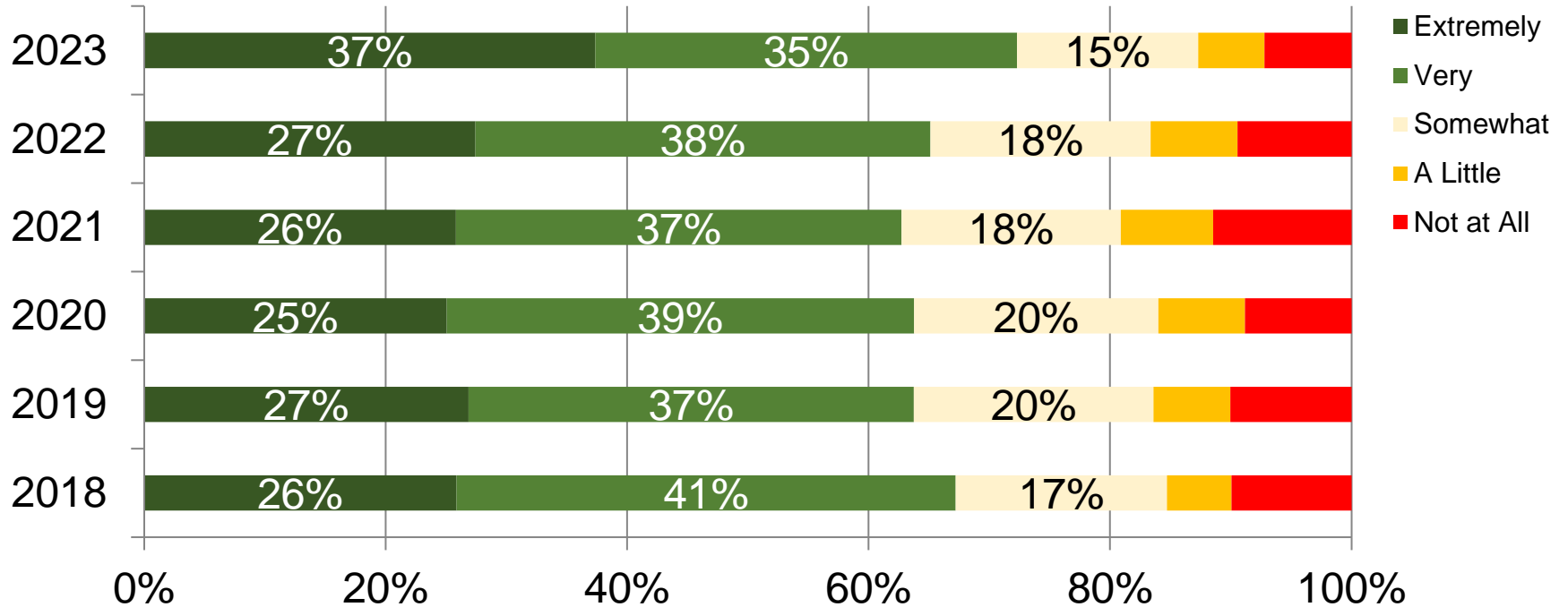
How satisfied are you with getting clear explanations about the self-directed supports (SDS) option from your care team?



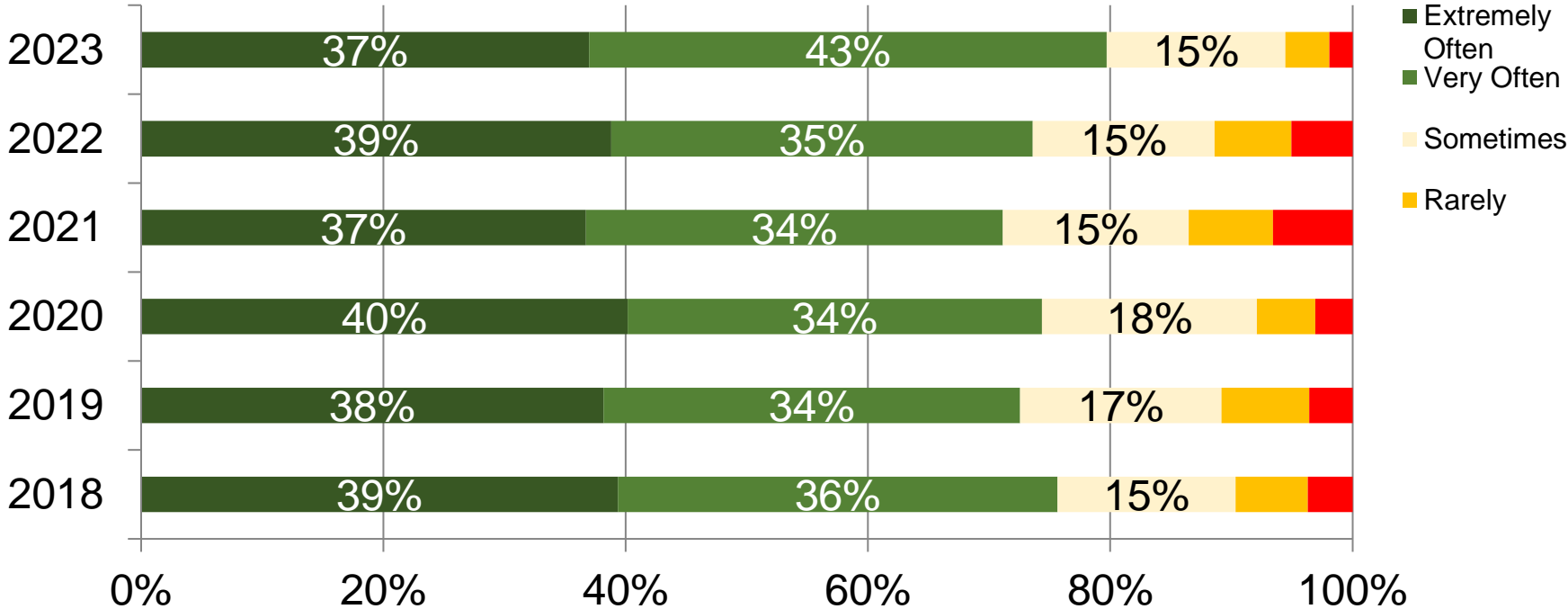
To make sure you are the focus of your care plan, how much does your care team involve you in the planning, development, and communication of your care plan?



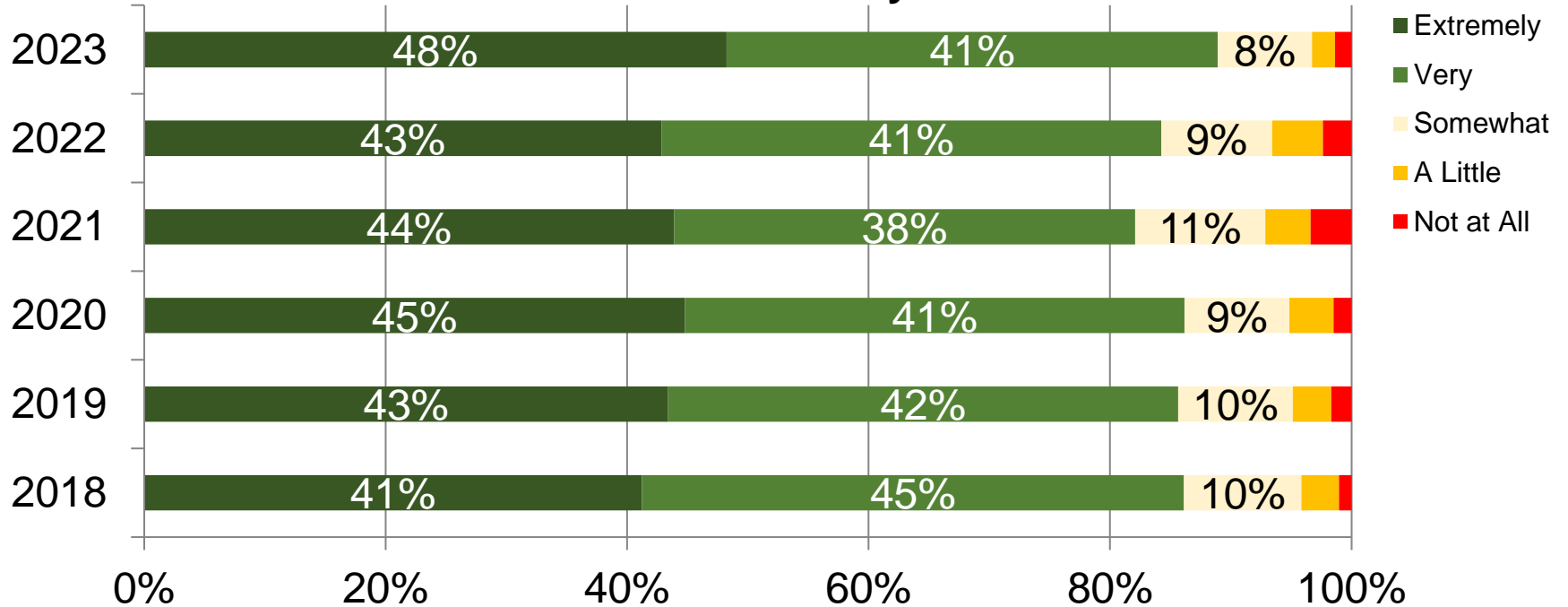
How well does your care plan support the activities that you want to do in your community, such as visiting with family and friends, working, and volunteering?



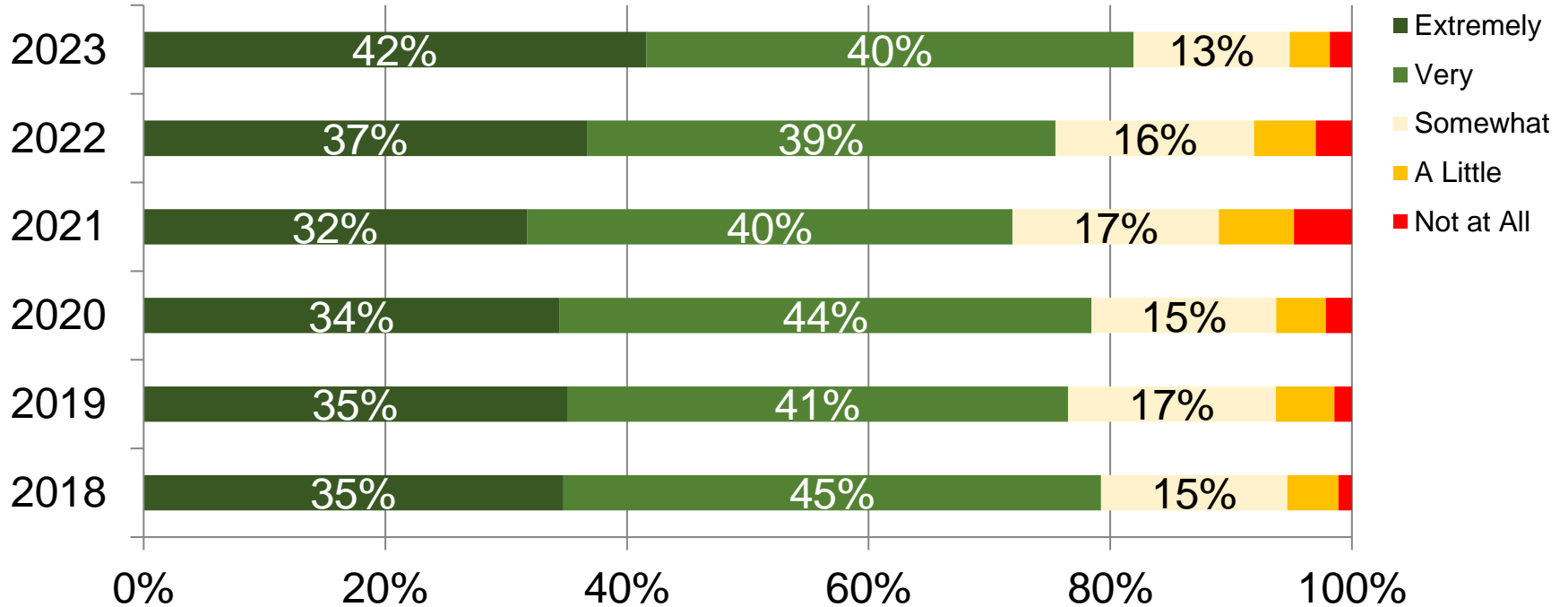
How often does your care plan include the things that are important to you?



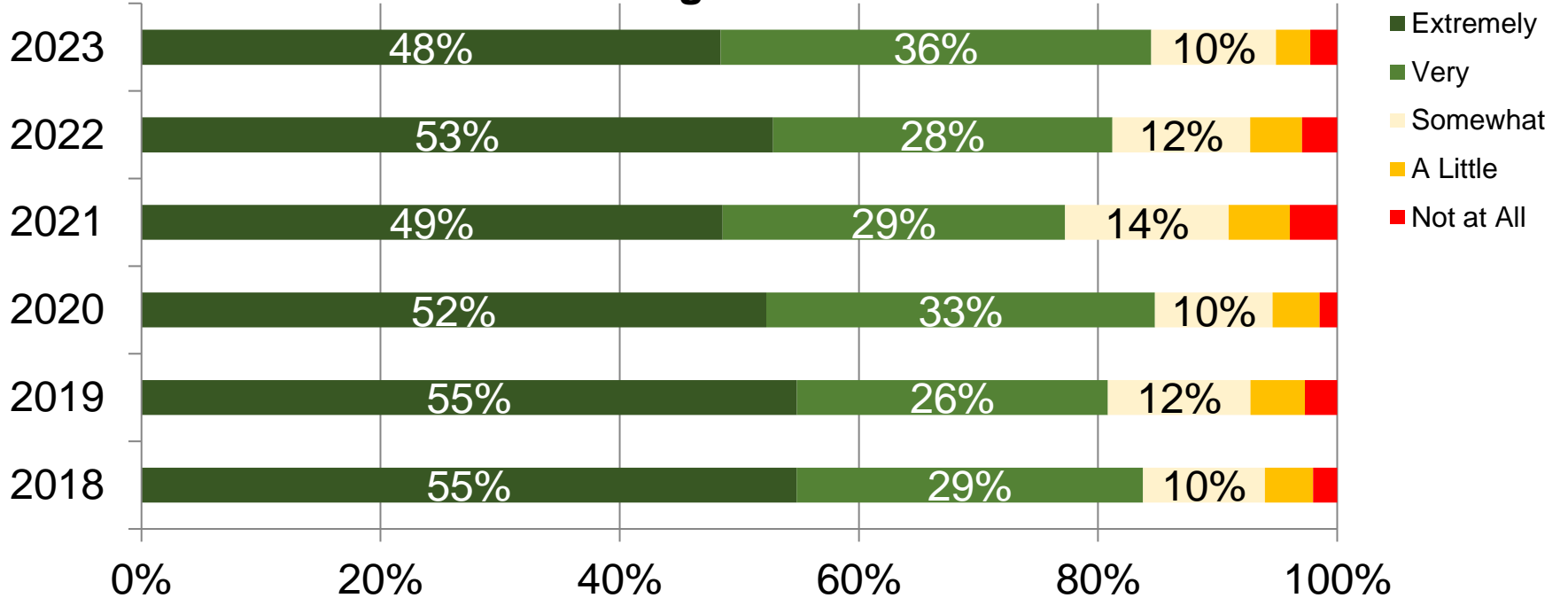
How kindly do the people who provide you with supports and services treat you?



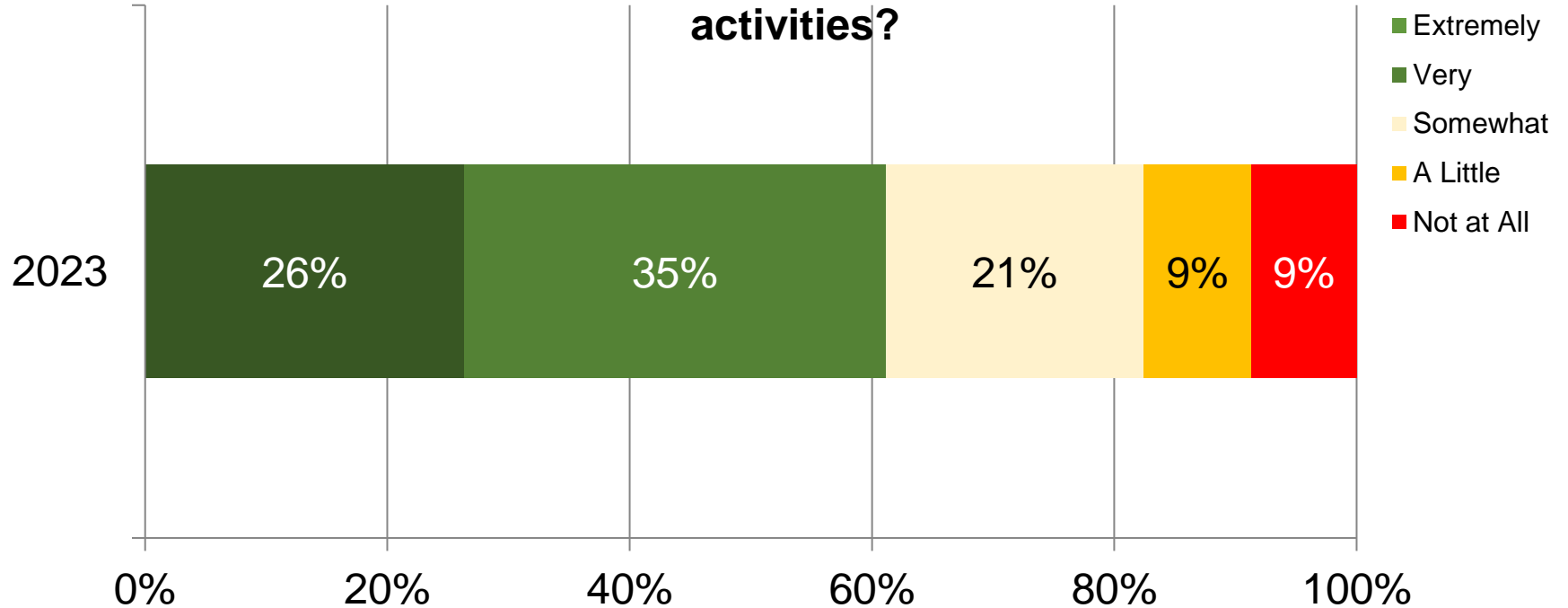
How well do the supports and services you receive meet your needs?



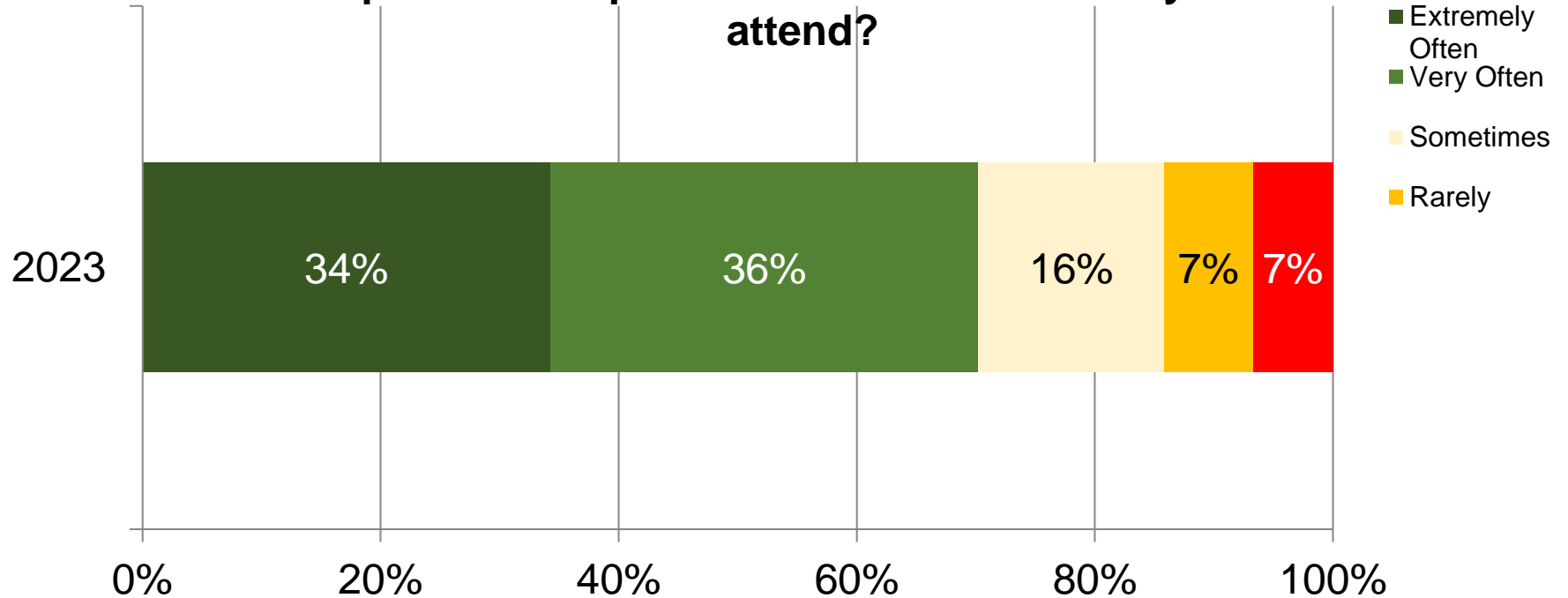
Overall, how satisfied are you with your managed care organization?



Thinking about a usual month, how satisfied are you with the number of opportunities you have to participate in social activities?



Thinking about a usual month, how often do you have access to transportation to places and social activities you want to attend?

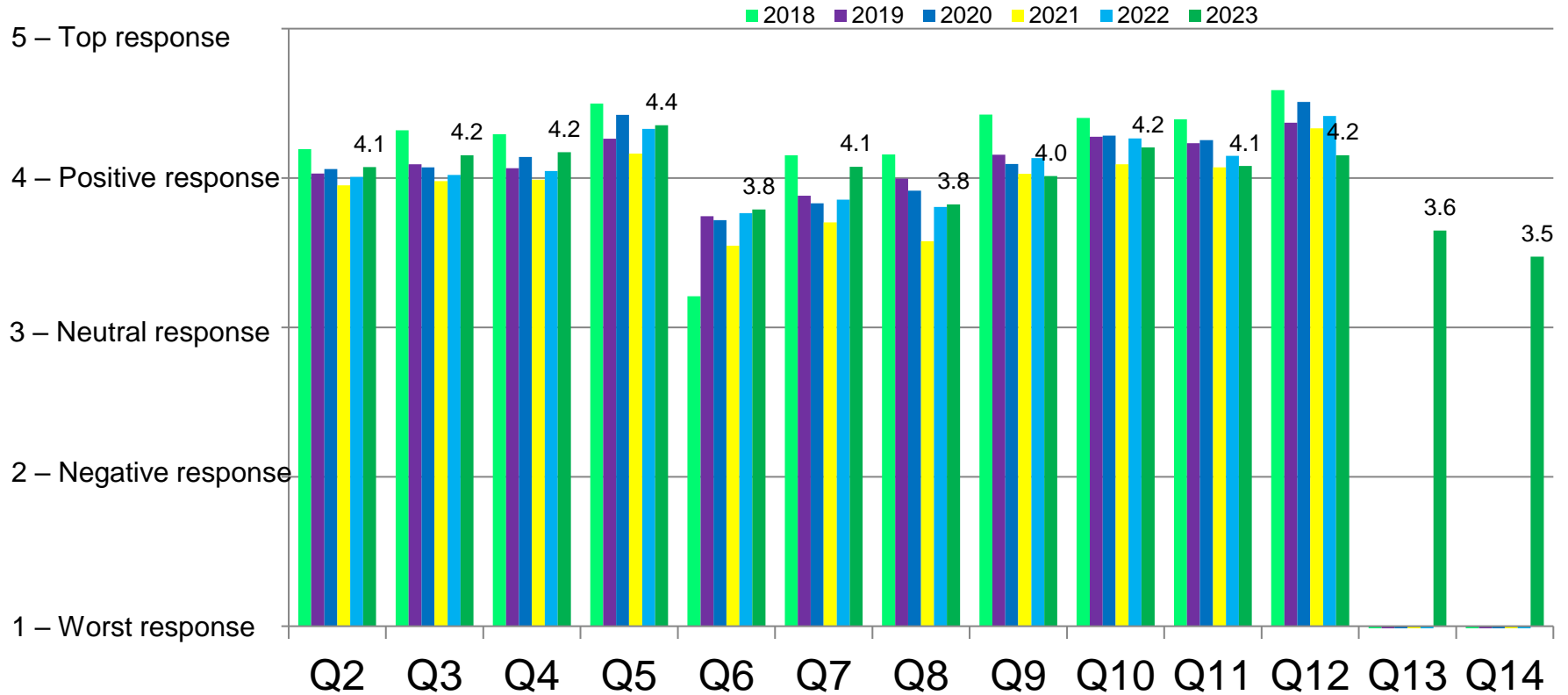


PACE

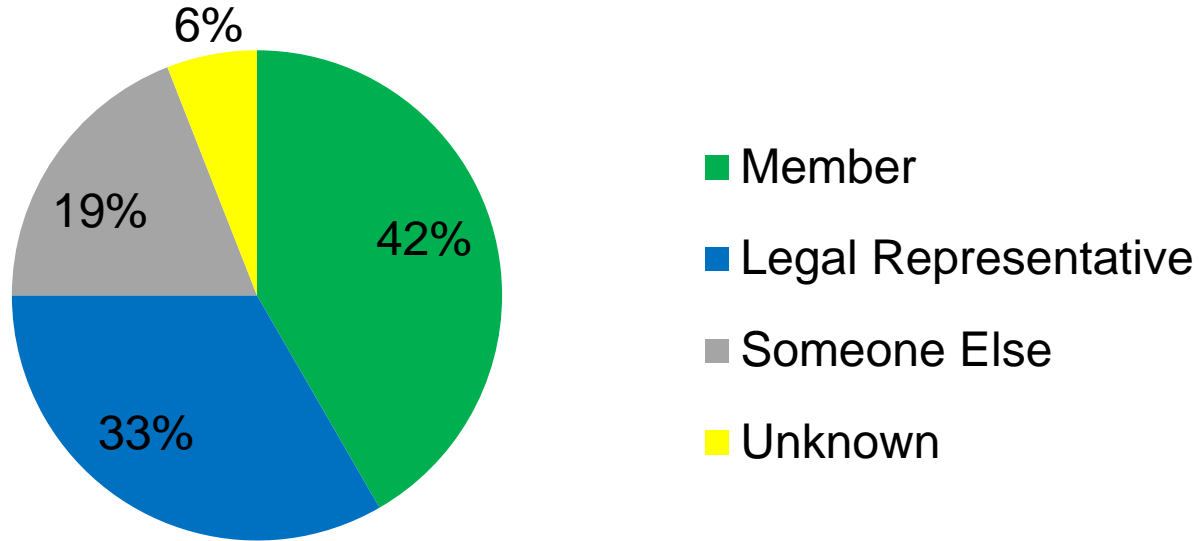
Survey Analysis

Survey Question Response – PACE

*Q13 and Q14 added for FC/FCP/PACE in 2023

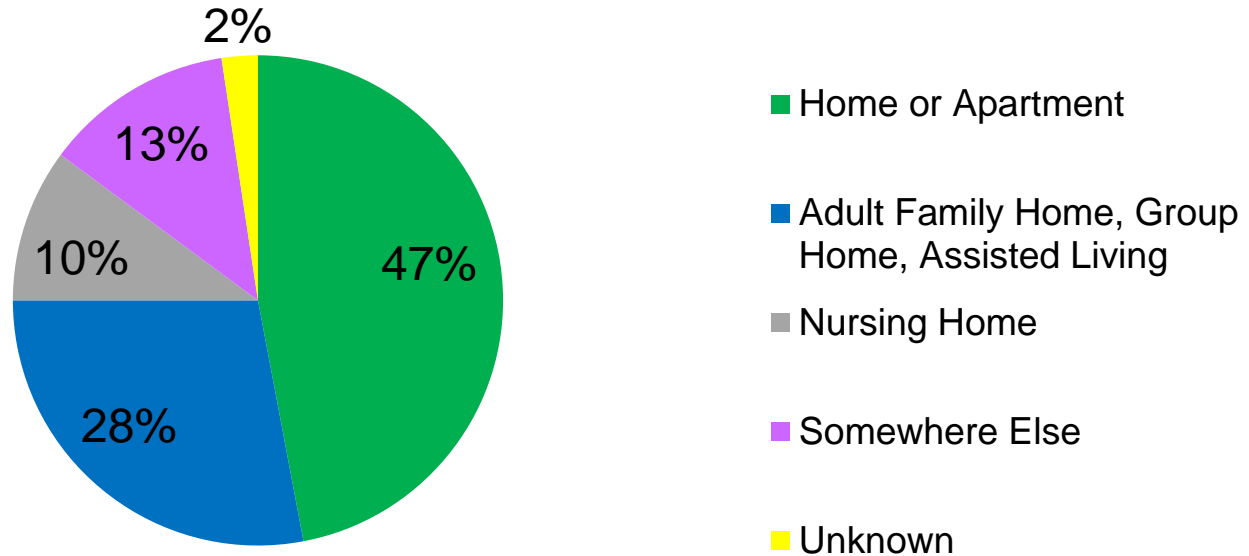


Who Answered Survey – PACE



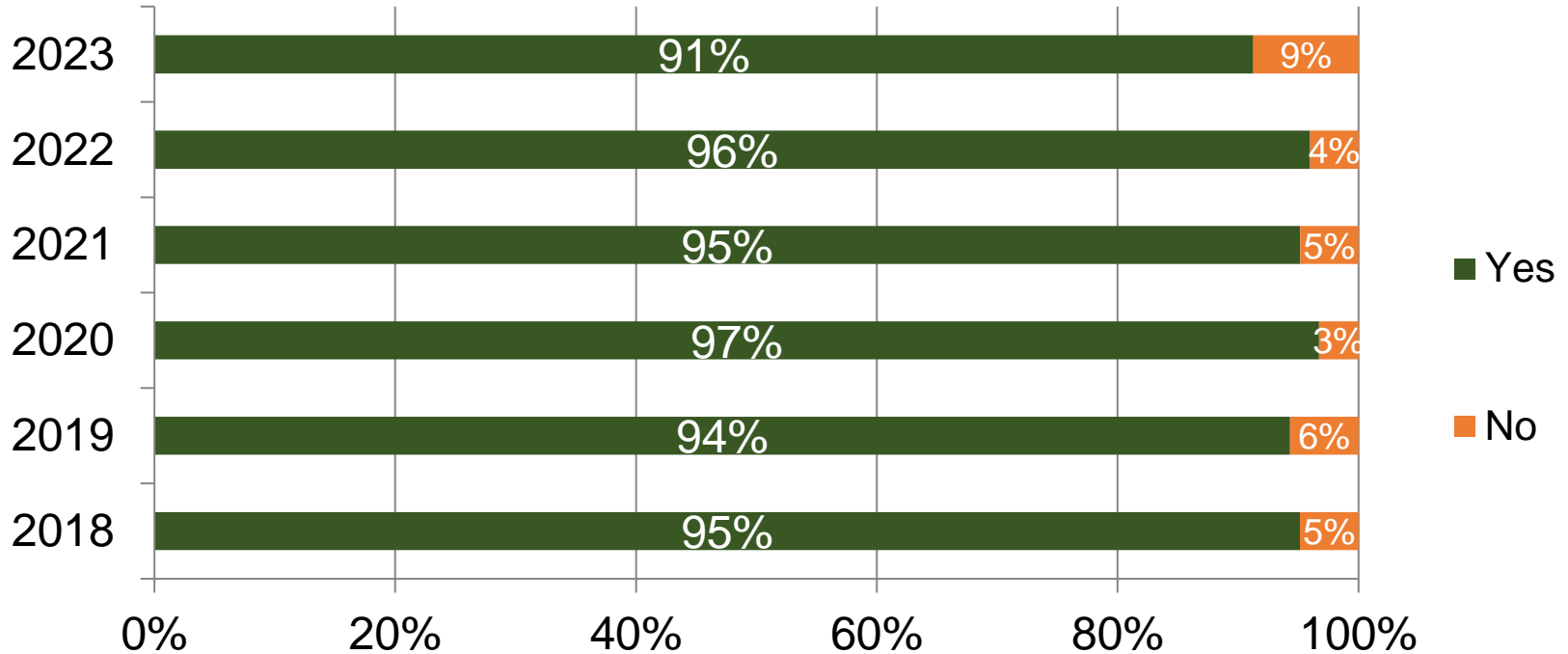
Sample Size = 168

Member Living Situation – PACE

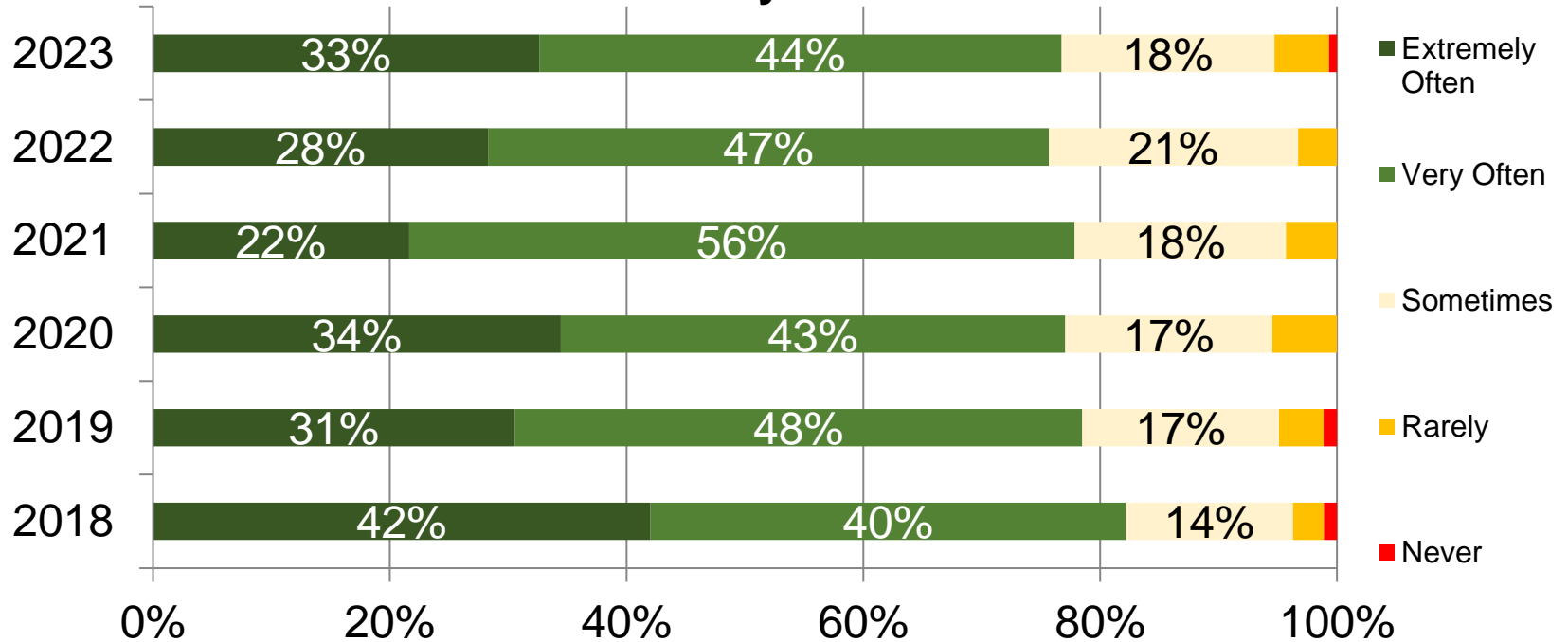


Sample Size = 168

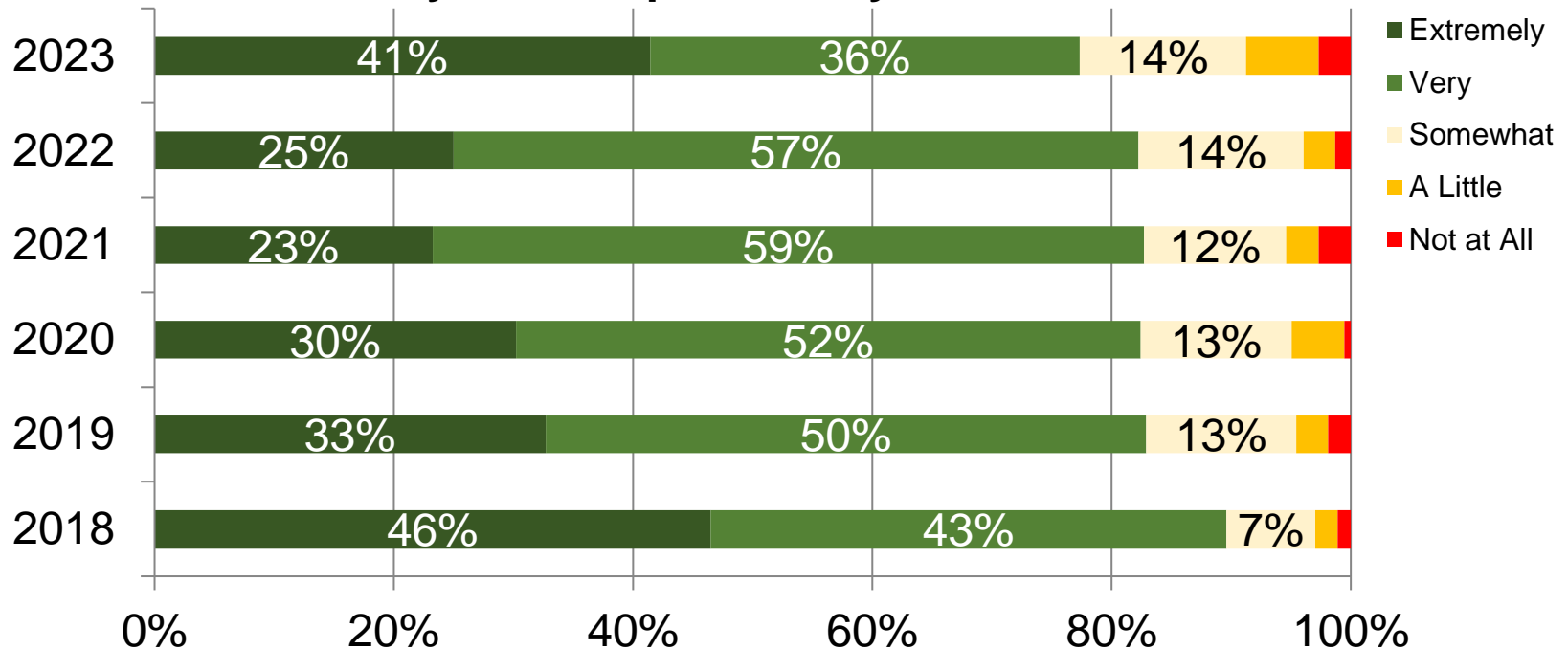
Can you contact your care team when you need to?



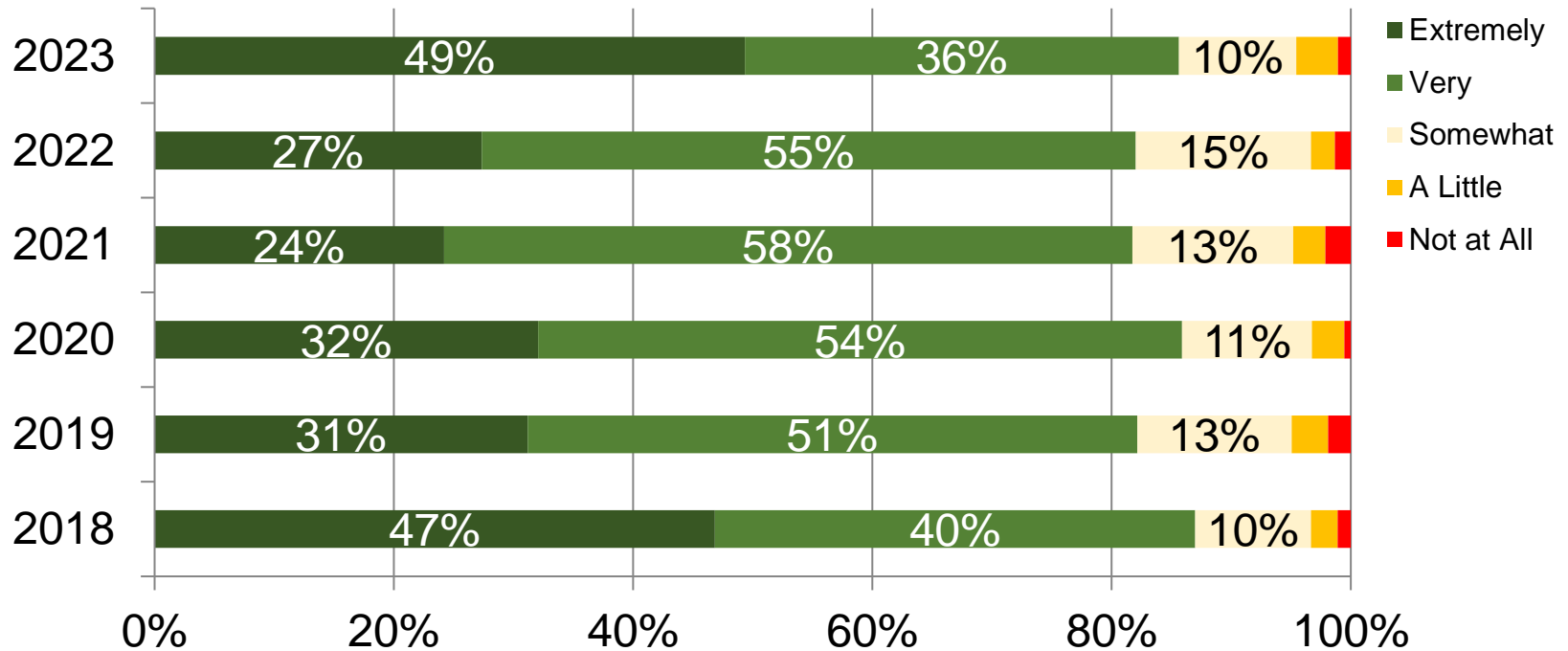
When asking for help, how often do you get the help you need from your care team?



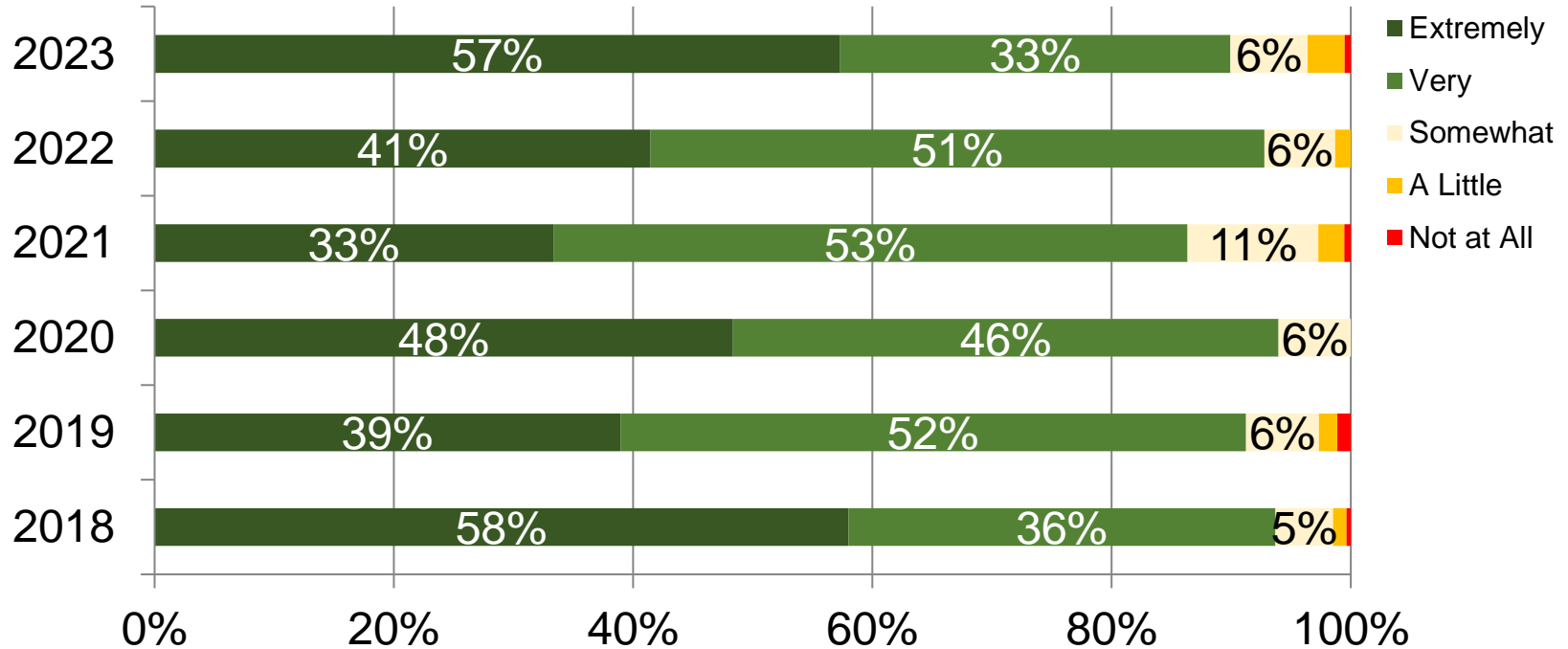
How satisfied are you with getting clear explanations about your care plan from your care team?



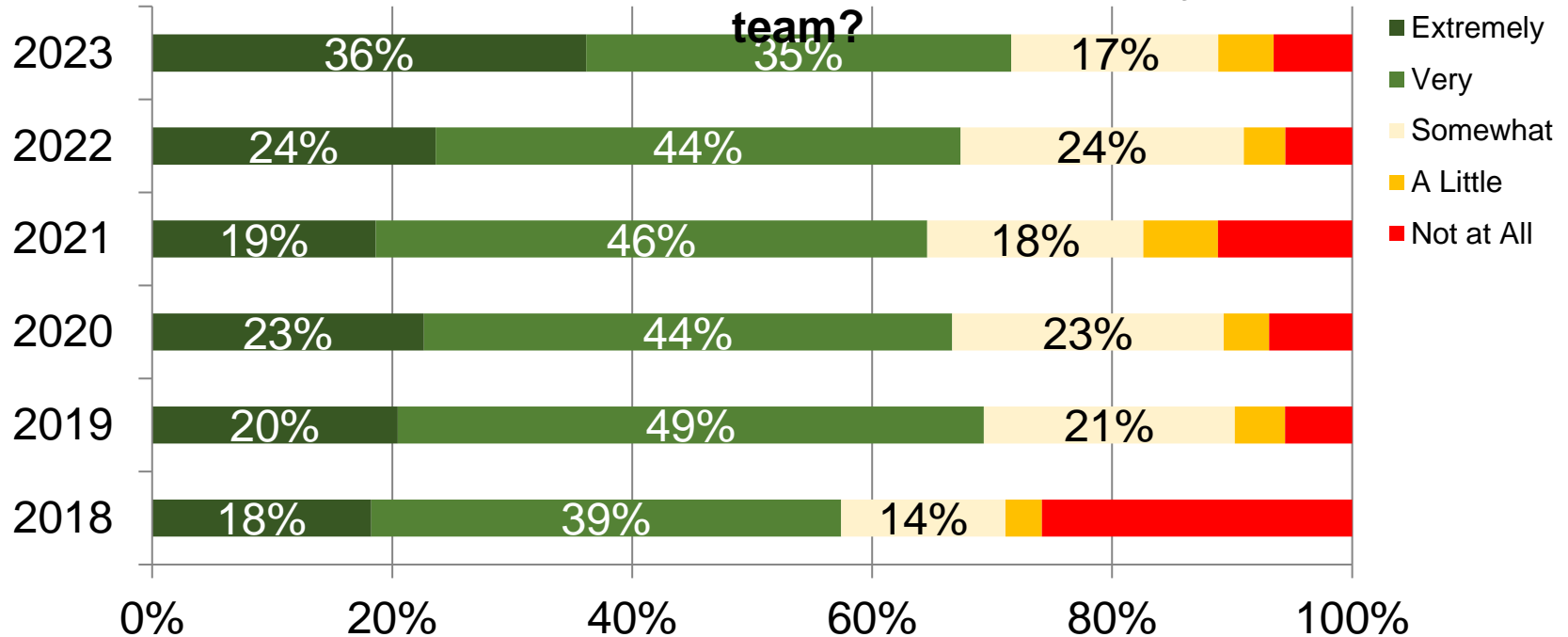
When you speak with your care team, how well do they listen to you?



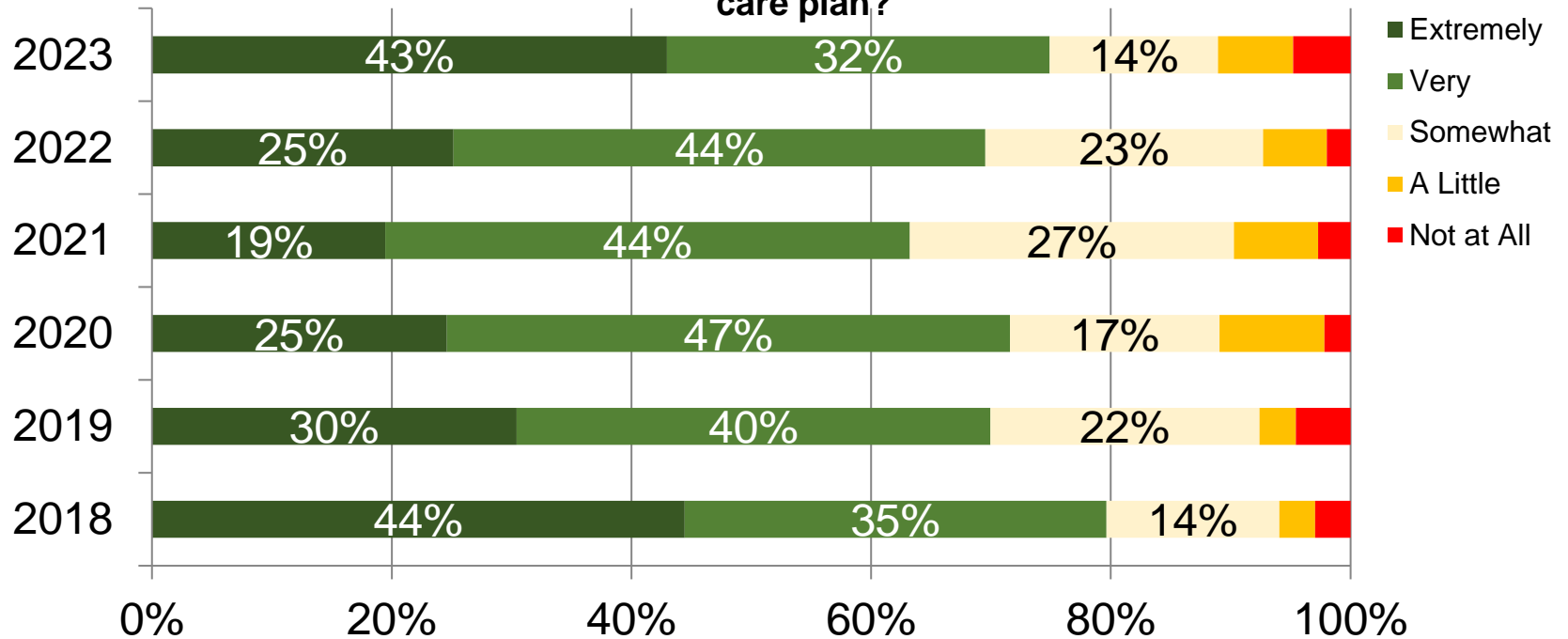
How kindly does your care team treat you?



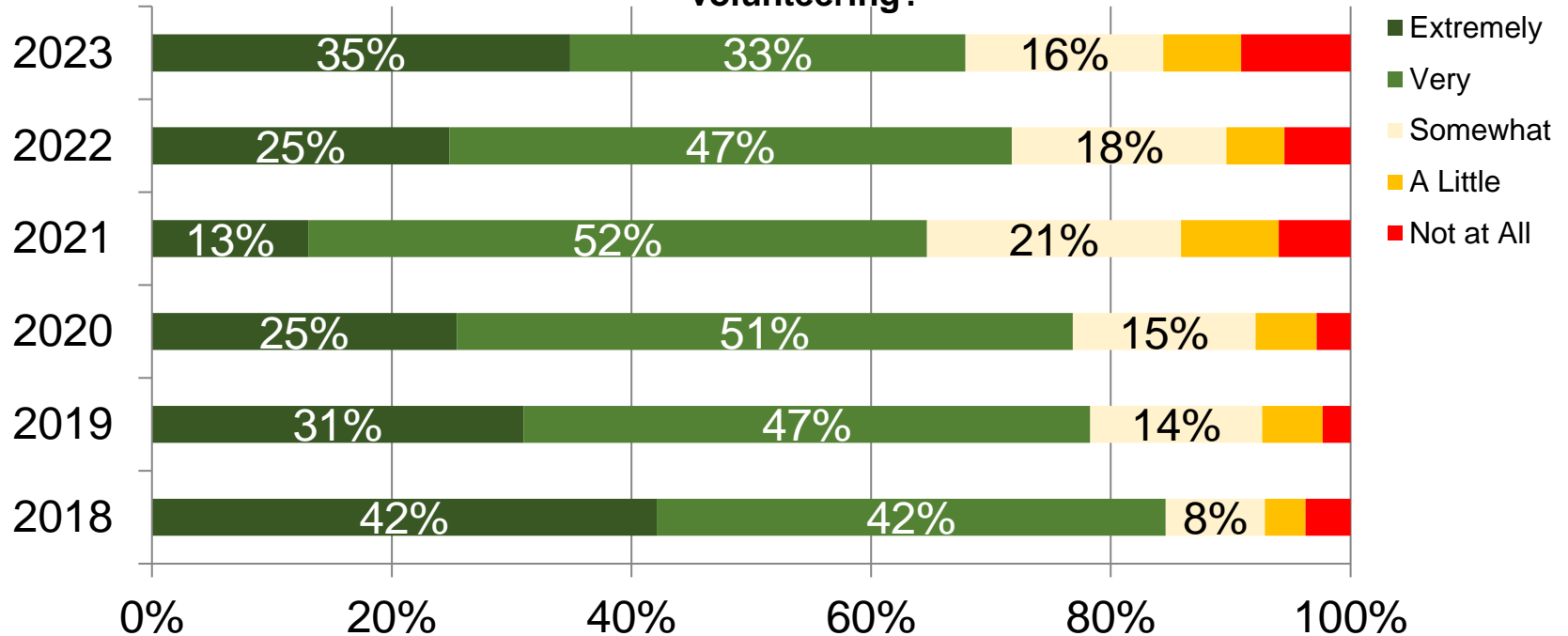
How satisfied are you with getting clear explanations about the self-directed supports (SDS) option from your care team?



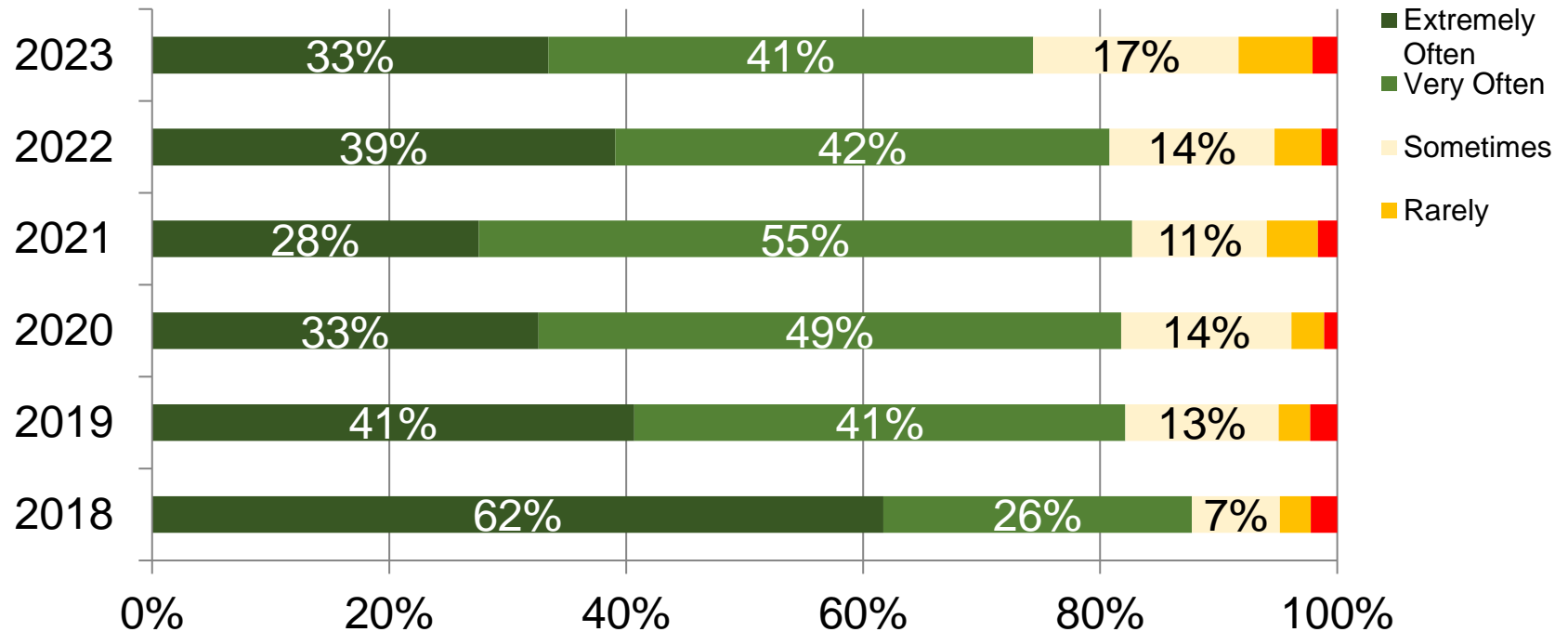
To make sure you are the focus of your care plan, how much does your care team involve you in the planning, development, and communication of your care plan?



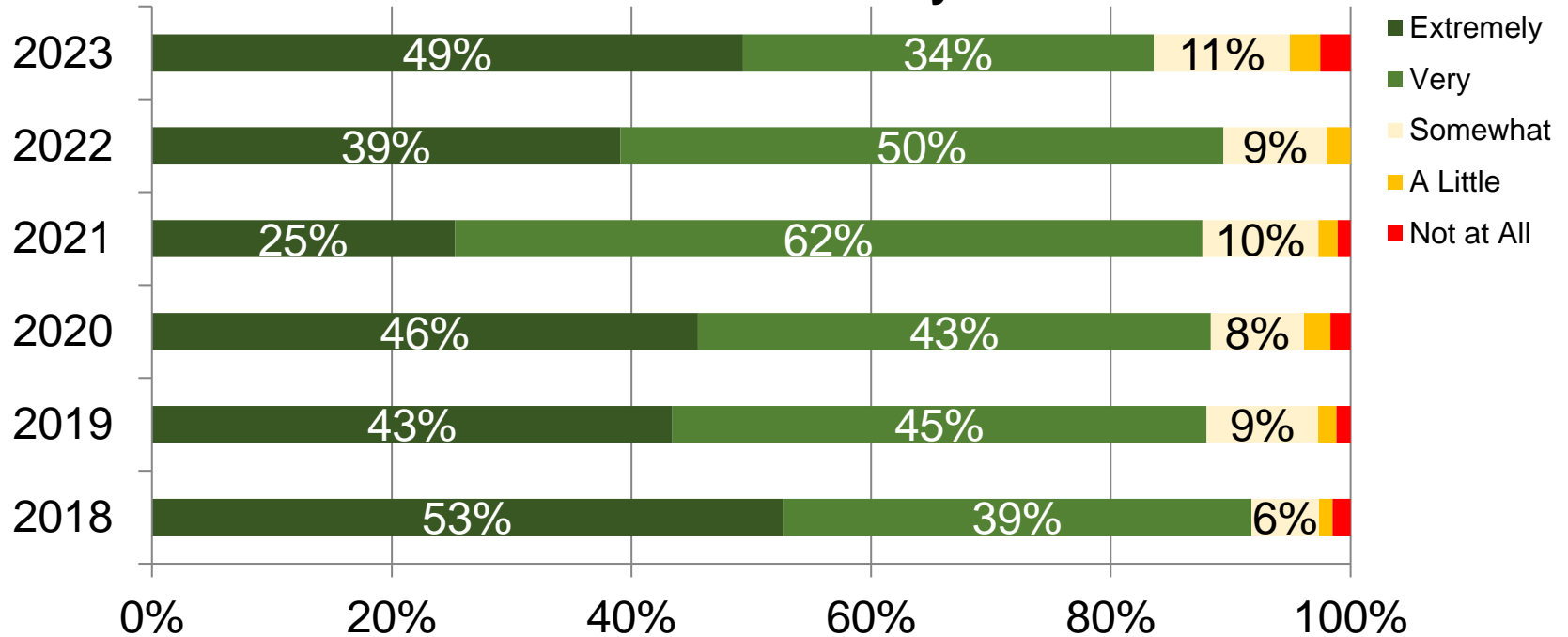
How well does your care plan support the activities that you want to do in your community, such as visiting with family and friends, working, and volunteering?



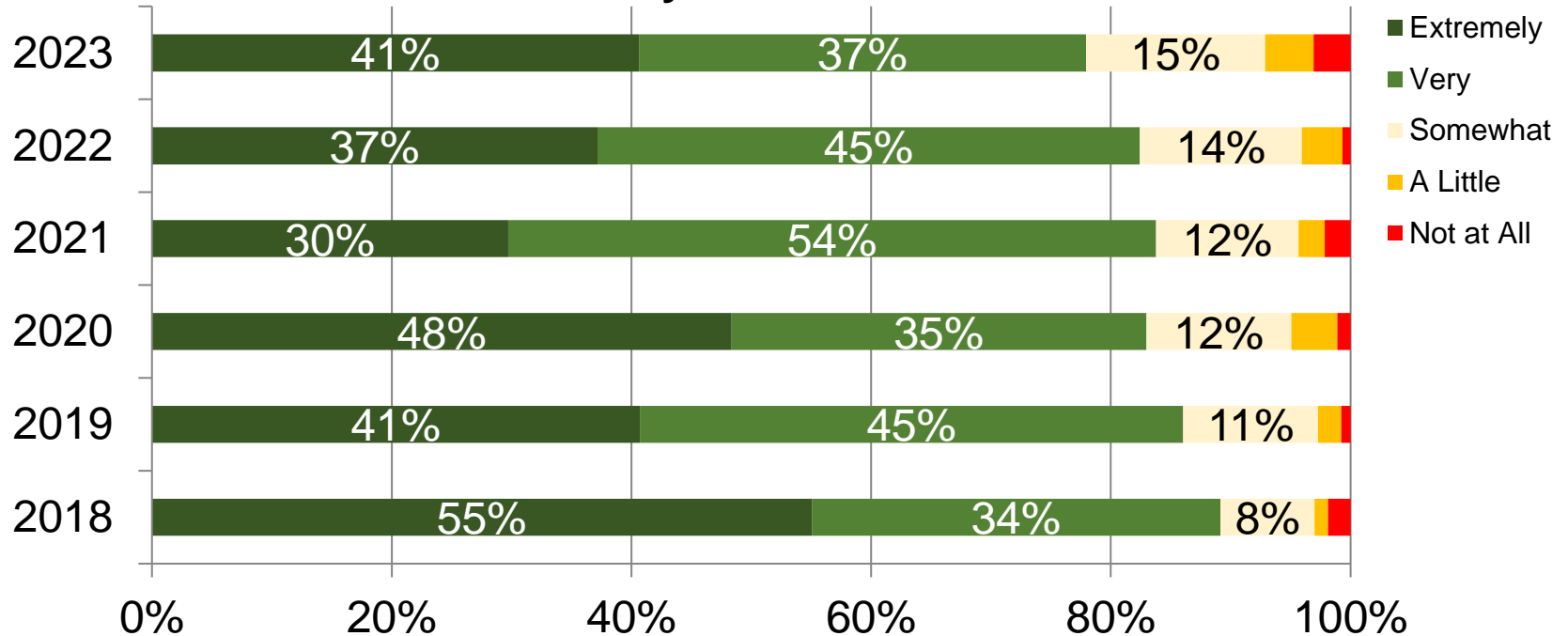
How often does your care plan include the things that are important to you?



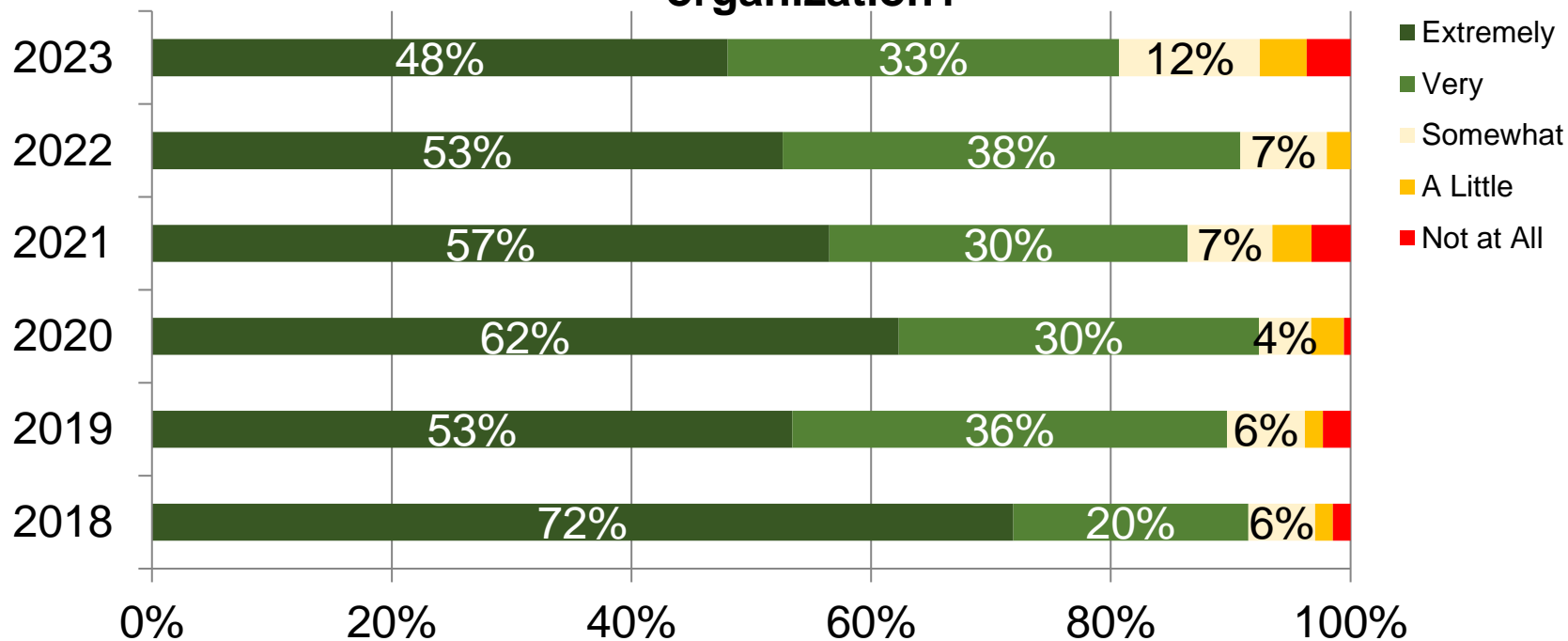
How kindly do the people who provide you with supports and services treat you?



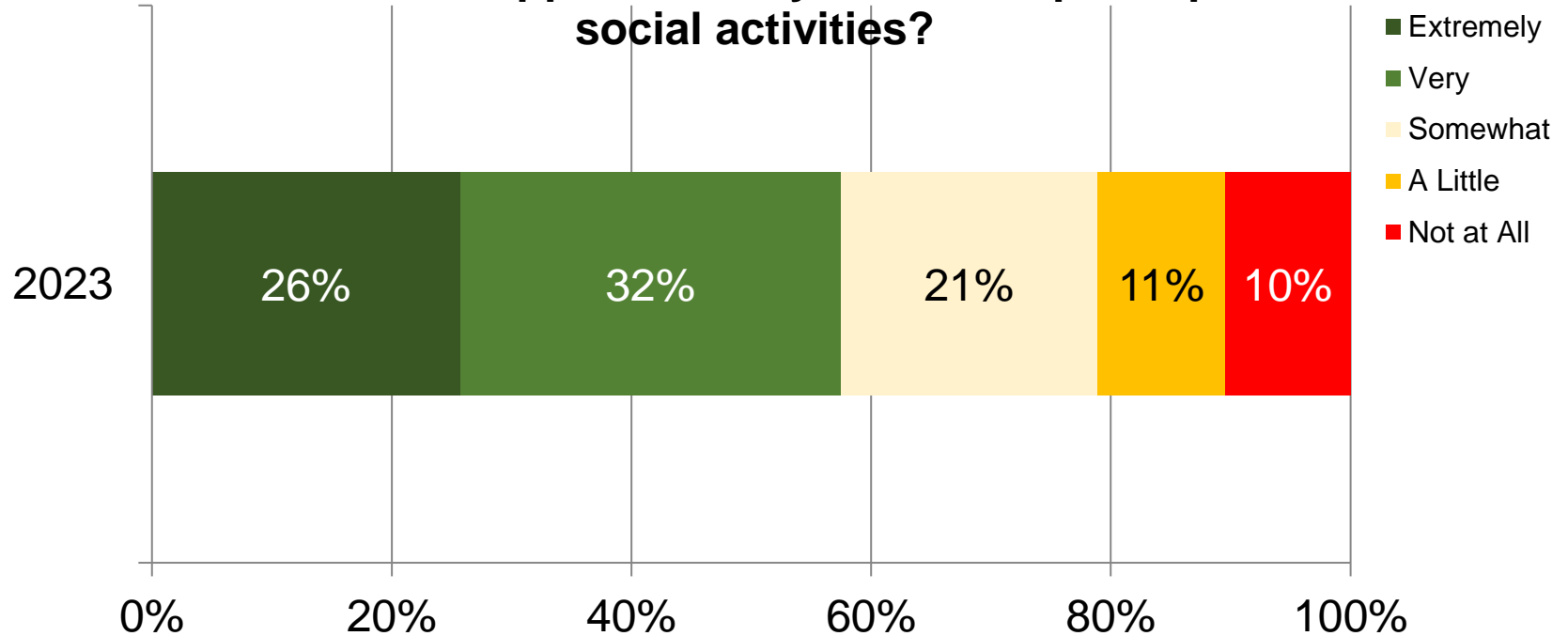
How well do the supports and services you receive meet your needs?



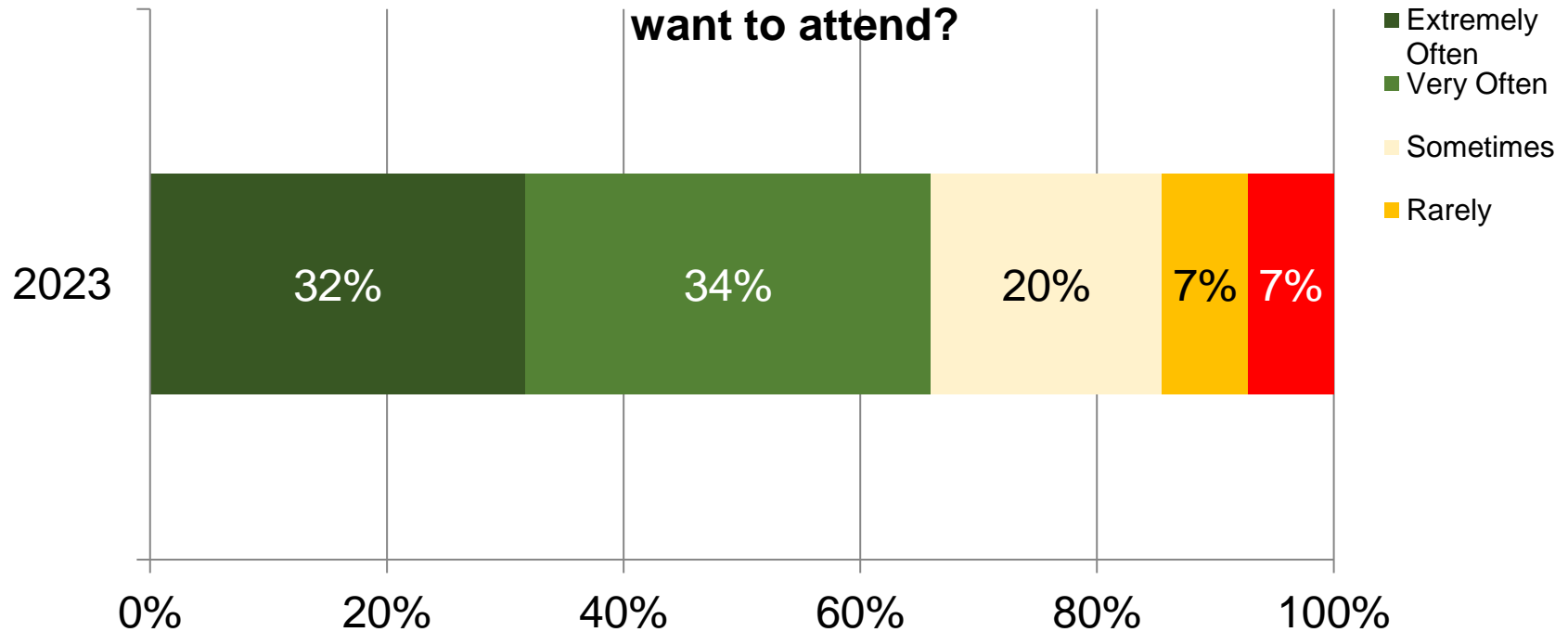
Overall, how satisfied are you with your managed care organization?



Thinking about a usual month, how satisfied are you with the number of opportunities you have to participate in social activities?



Thinking about a usual month, how often do you have access to transportation to places and social activities you want to attend?



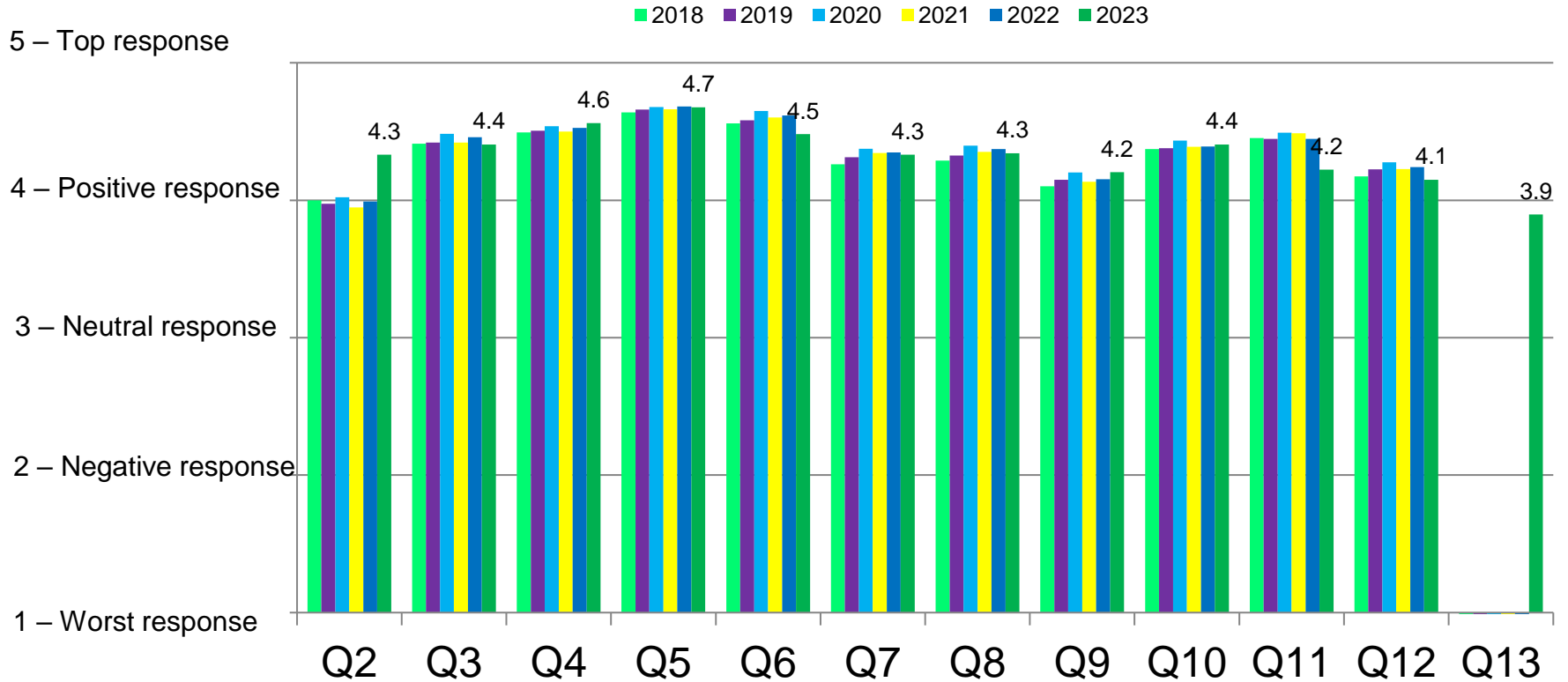
2023 IRIS Consultant Agency Participant Satisfaction Survey Analysis

IRIS ICA Insights

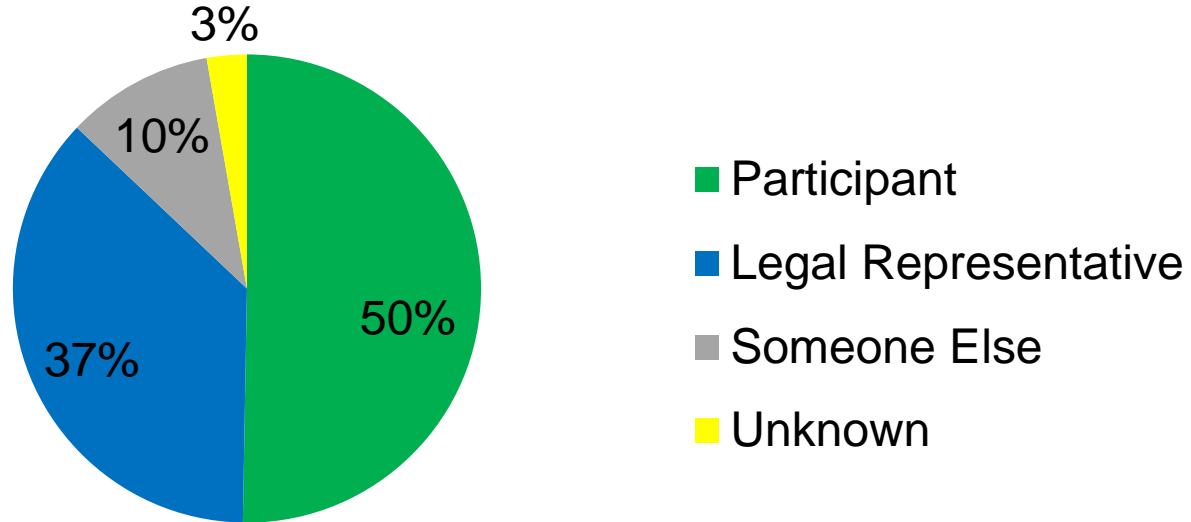
- We updated the survey questions including the addition of a new community related question
- The change to Question 2 on the survey resulted in significant improvement in satisfied responses
- Slight increase in satisfaction for Q4, Q9, and Q10 compared to 2022
- Slight decrease in satisfaction to Q3, Q6, Q11, and Q12
- Response Rate across ICA is 32%

Survey Question Response – IRIS Consultant Agencies

*Q13 added for IRIS – ICA in 2023

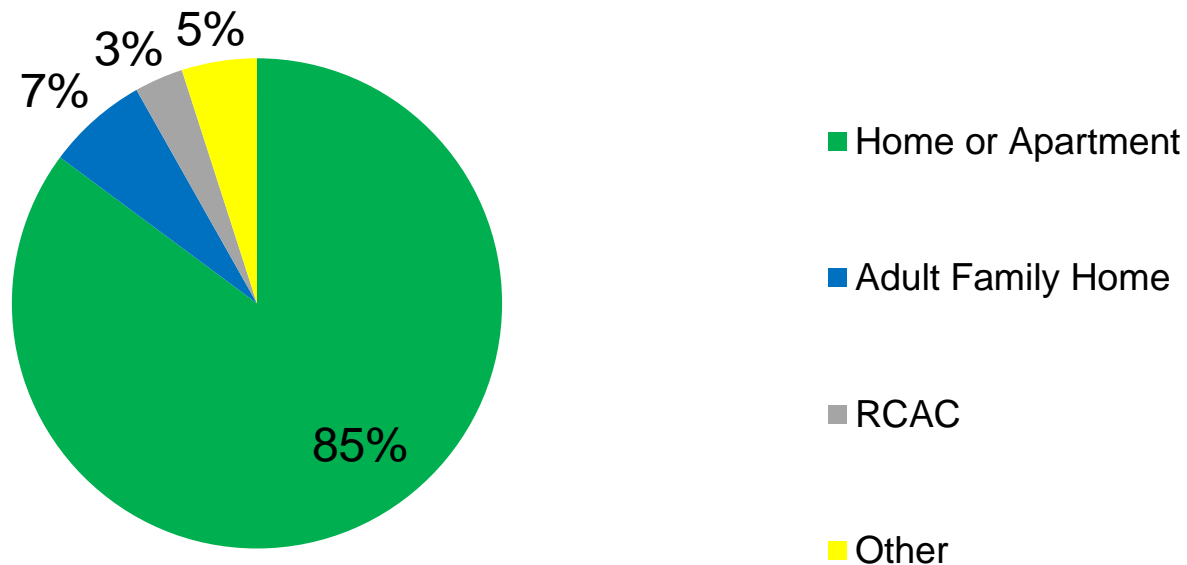


Who Answered Survey – IRIS Consulting Agencies



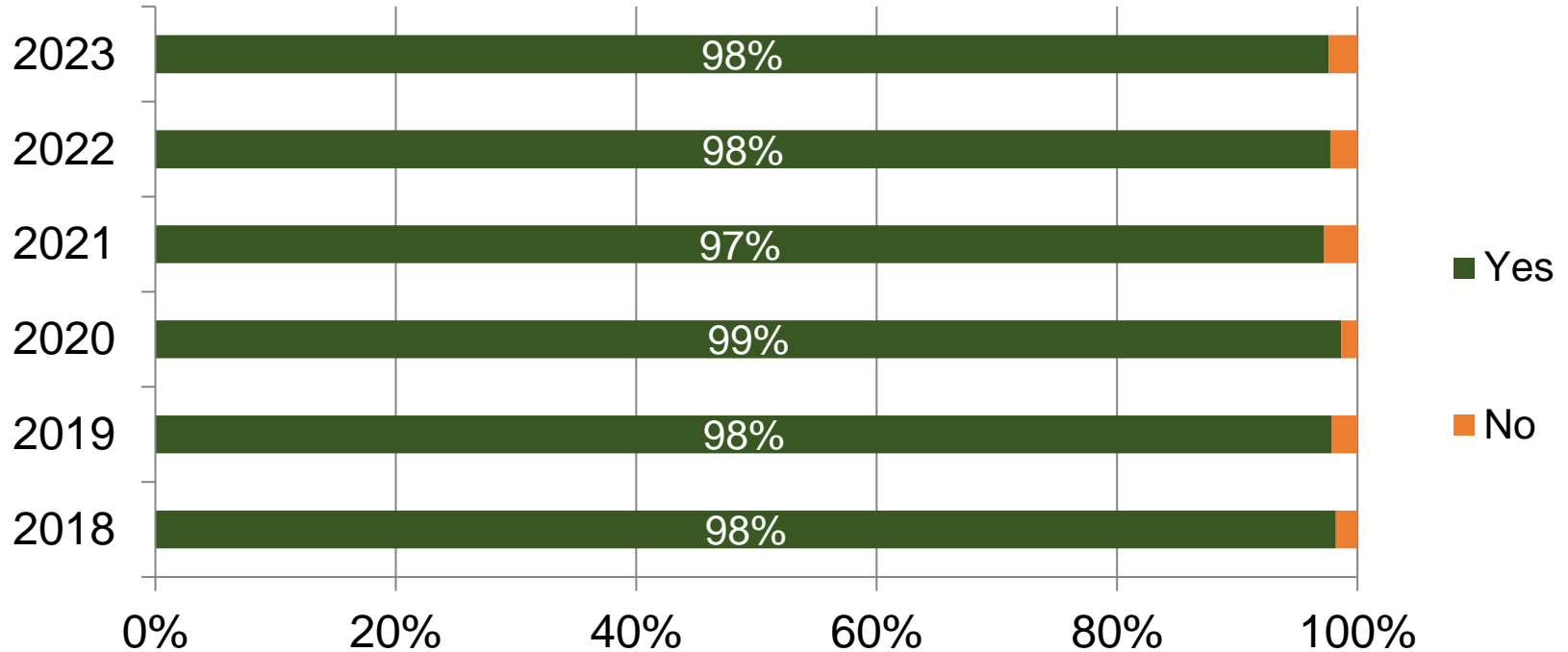
Sample Size = 3,037

Member Living Situation – IRIS Consulting Agencies

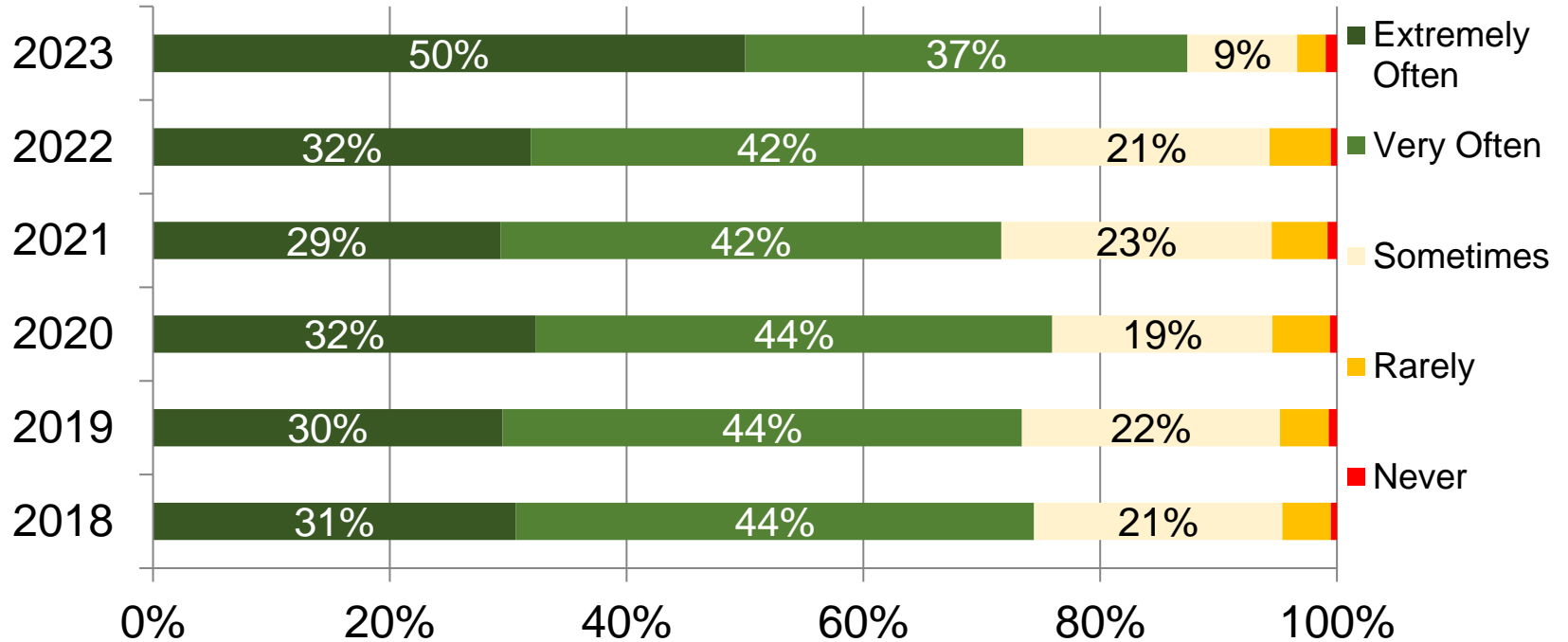


Sample Size = 3,037

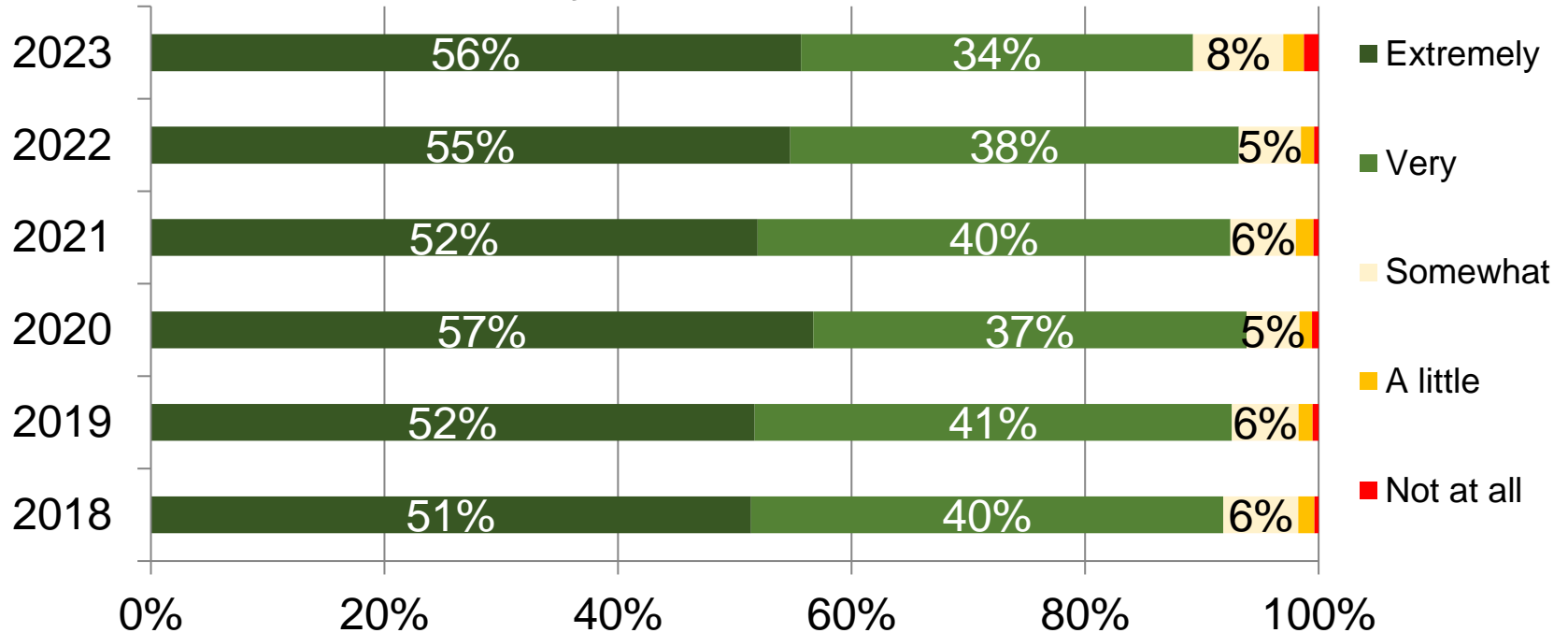
Can you contact your IRIS Consultant when you need to?



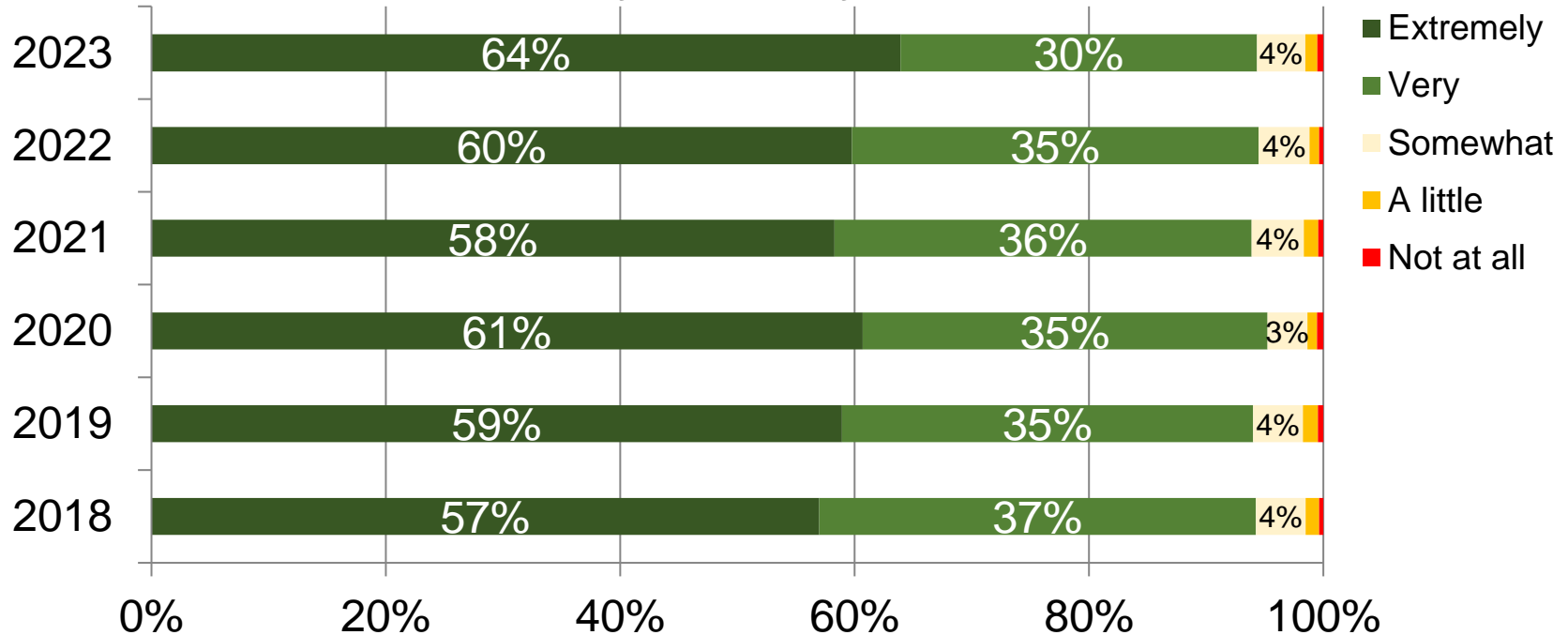
When asking for help, how often do you get the help you need from your IRIS consultant?



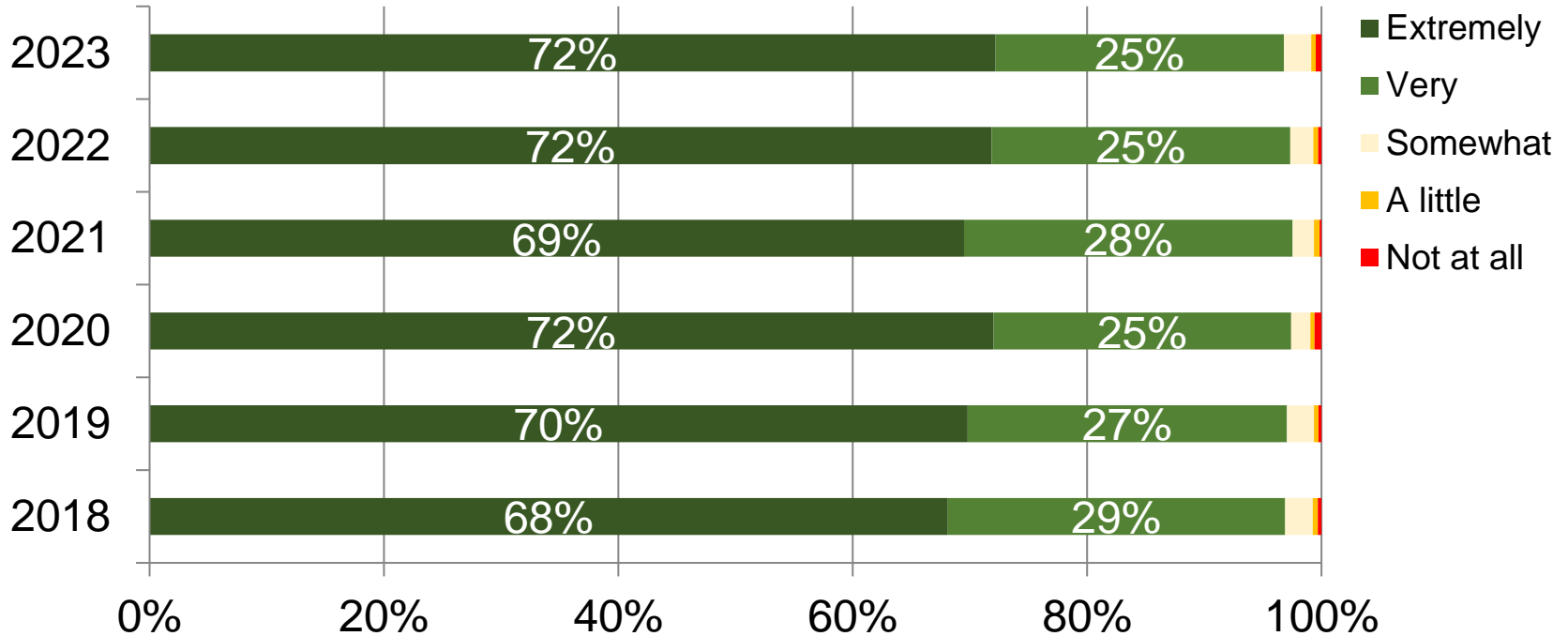
How satisfied are you with getting clear explanations from your IRIS consultant?



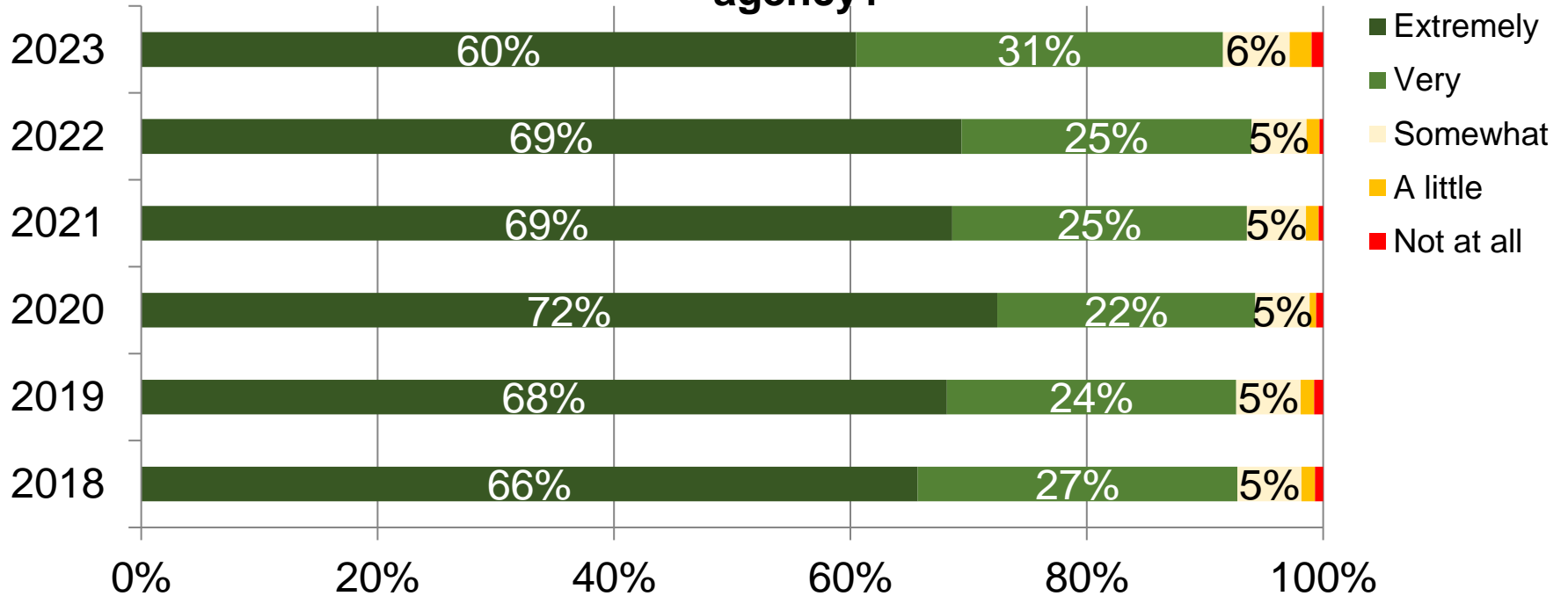
When you speak with your IRIS consultant, how well do they listen to you?



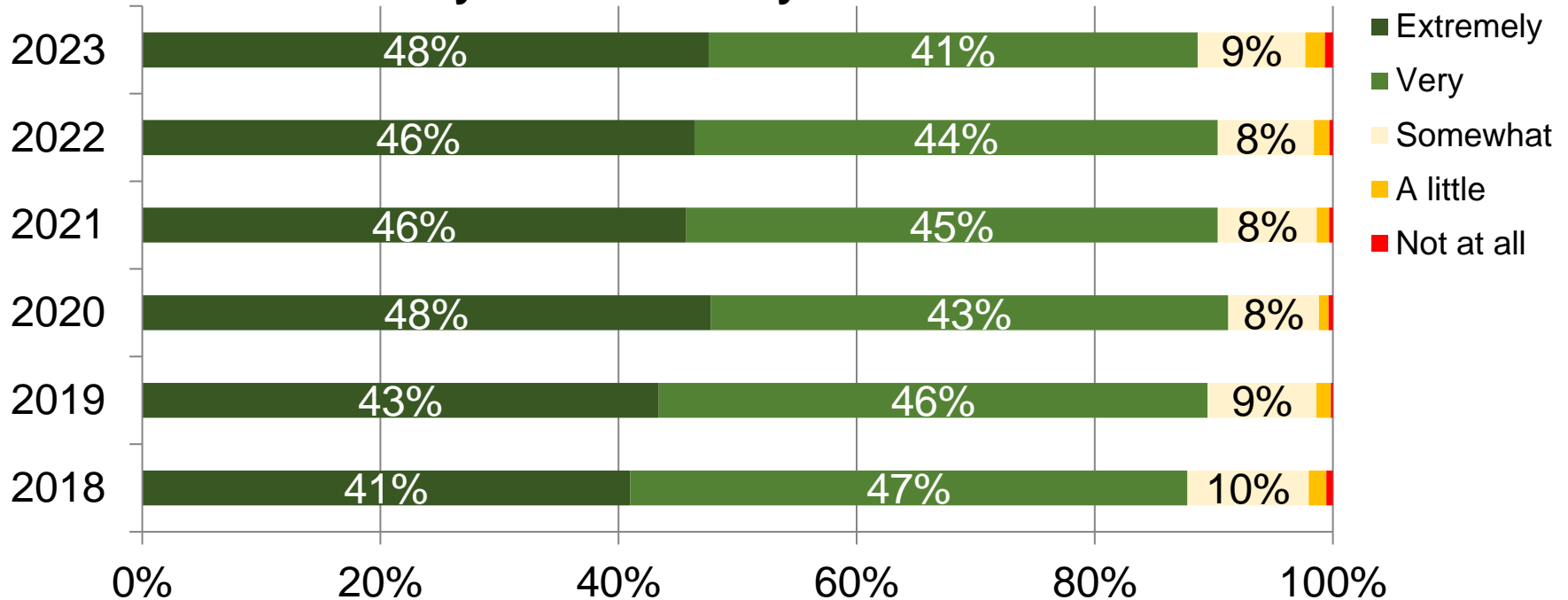
How kindly does your IRIS consultant treat you?



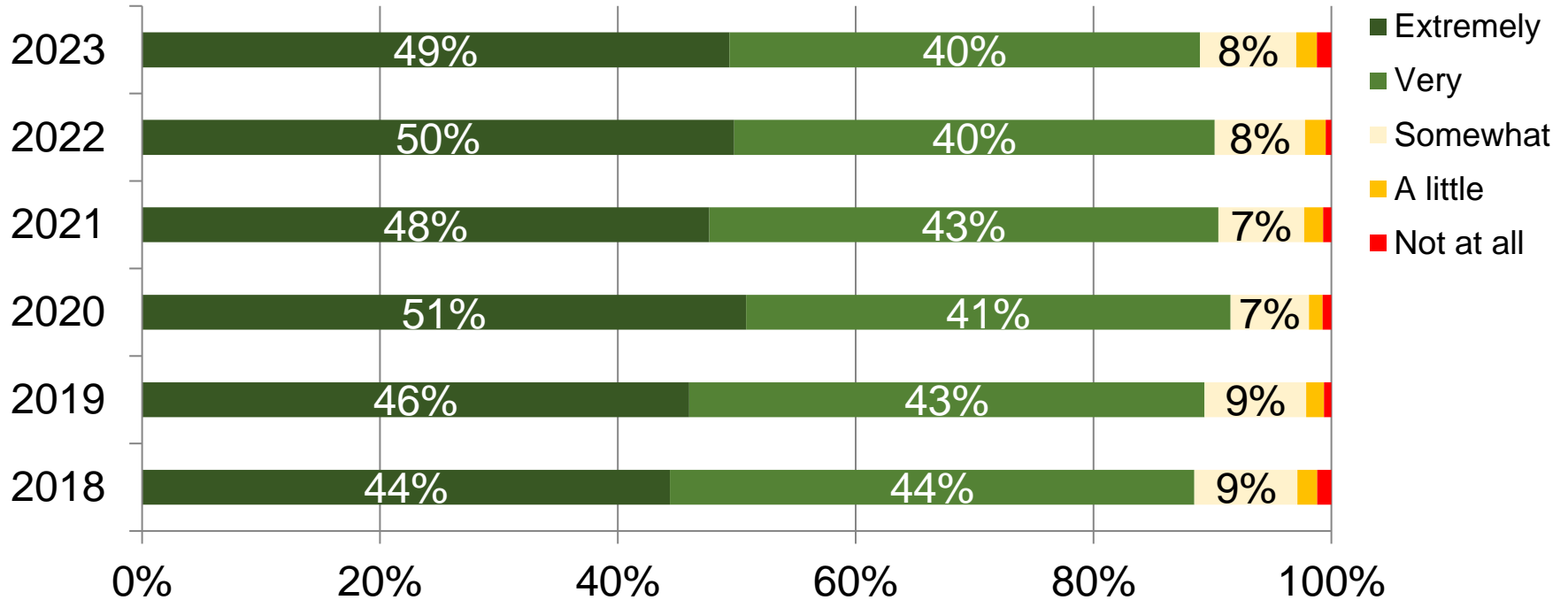
Overall, how satisfied are you with your IRIS consultant agency?



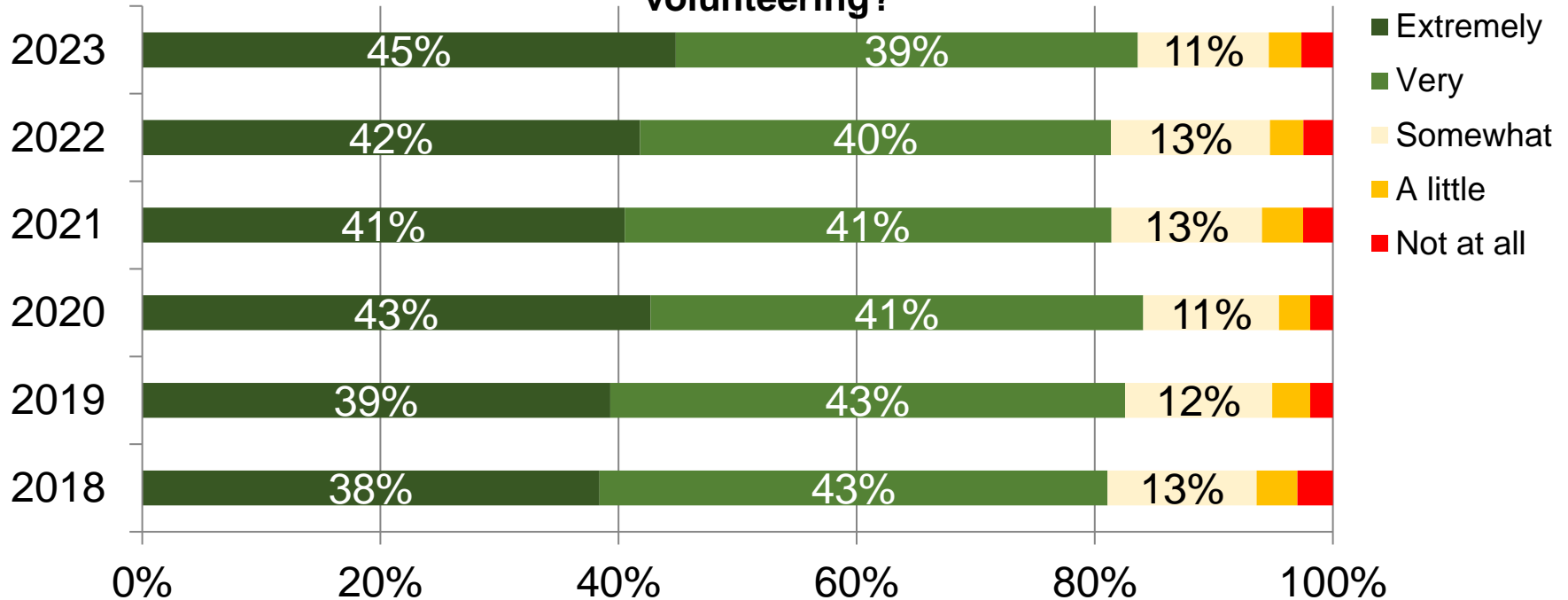
Overall how well do the supports and services you receive in your ISSP meet your needs?



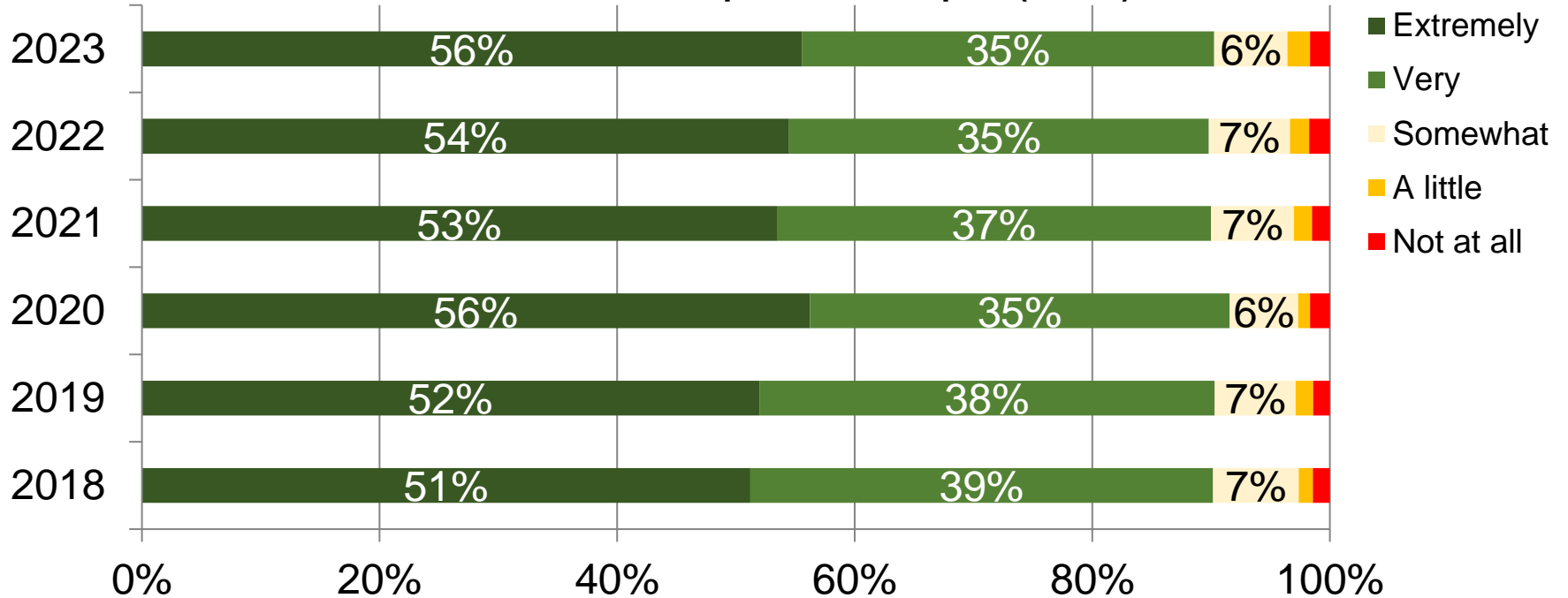
How satisfied are you with getting clear explanations from your IRIS consultant agency to develop your ISSP?



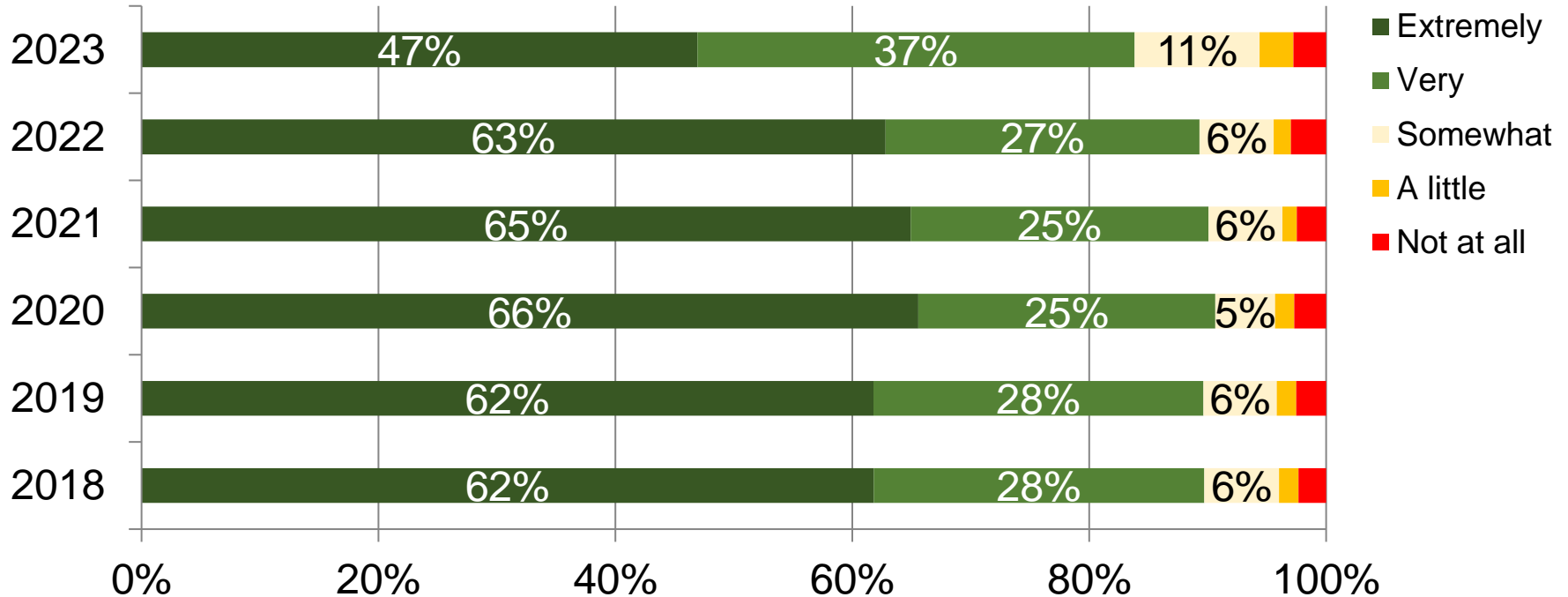
How well does your ISSP support the activities you want to do in your community, such as visiting with family and friends, working, and volunteering?



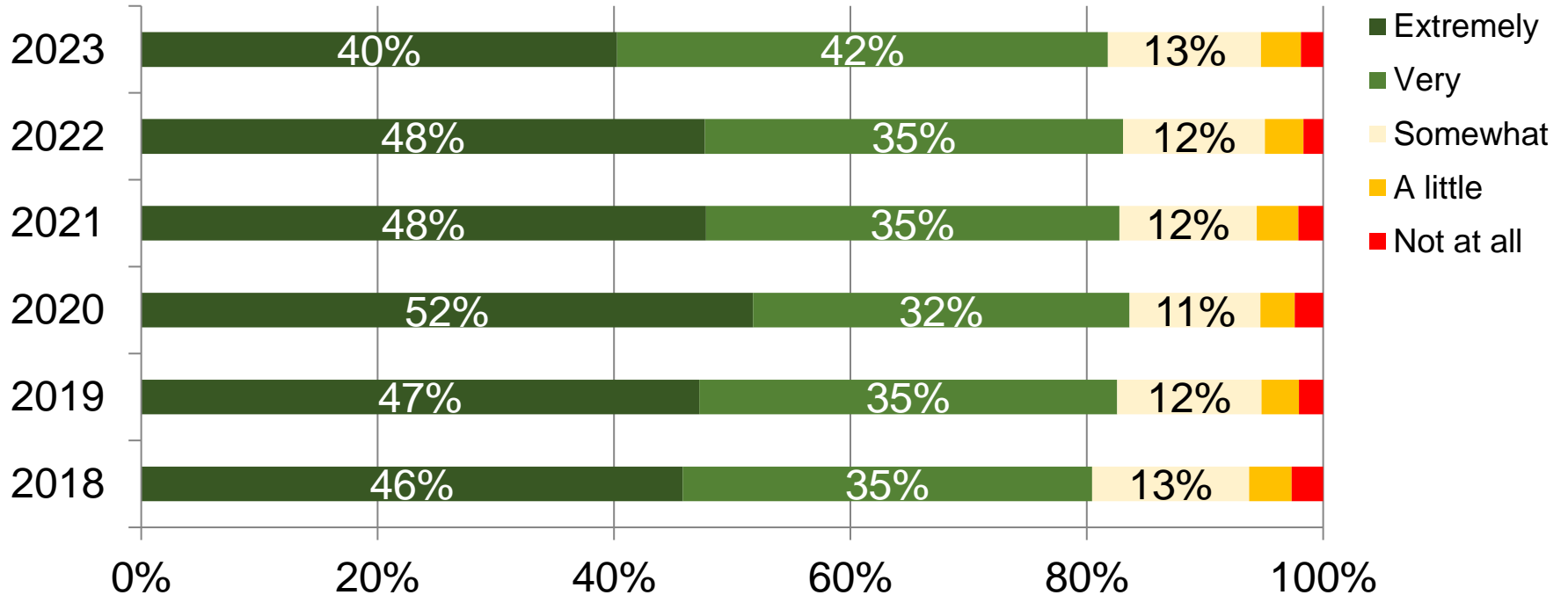
How well does your ISSP support your needs related to living in a place of your choice? This may include a private apartment or house, adult family home (AFH), or residential care apartment complex (RCAC).



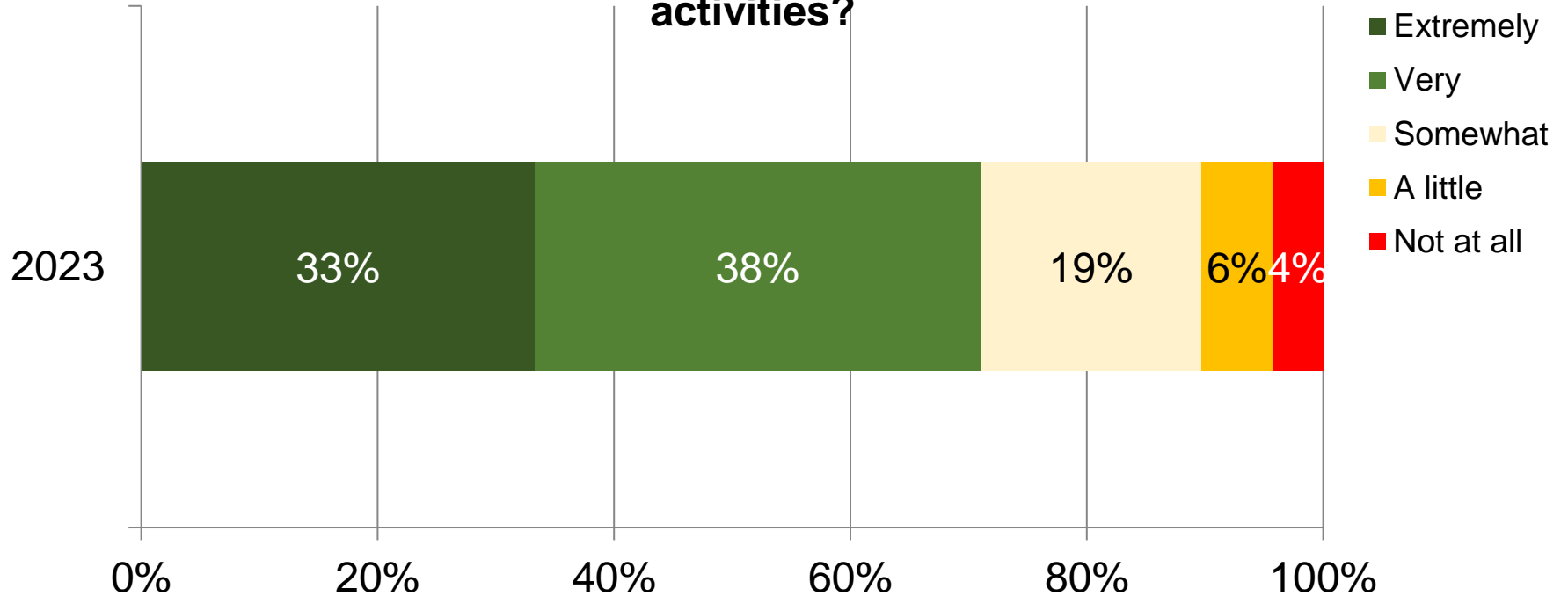
How satisfied are you with the process of recruiting, hiring, training, and supervising your workers?



How satisfied are you with how your budget is made to purchase allowable services to meet your needs?



Thinking about a usual month, how satisfied are you with the number of opportunities you have to participate in social activities?

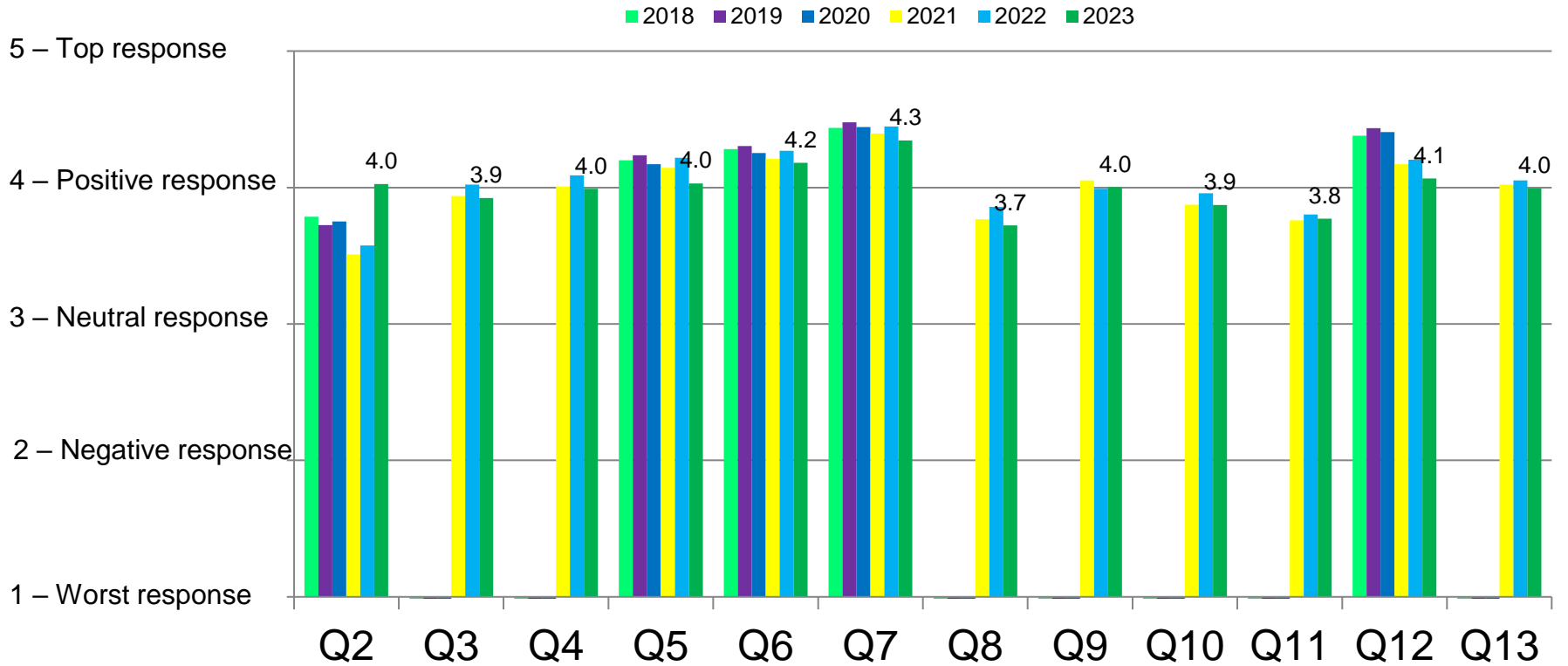


2023 IRIS Fiscal Employment Agent Participant Satisfaction Survey Analysis

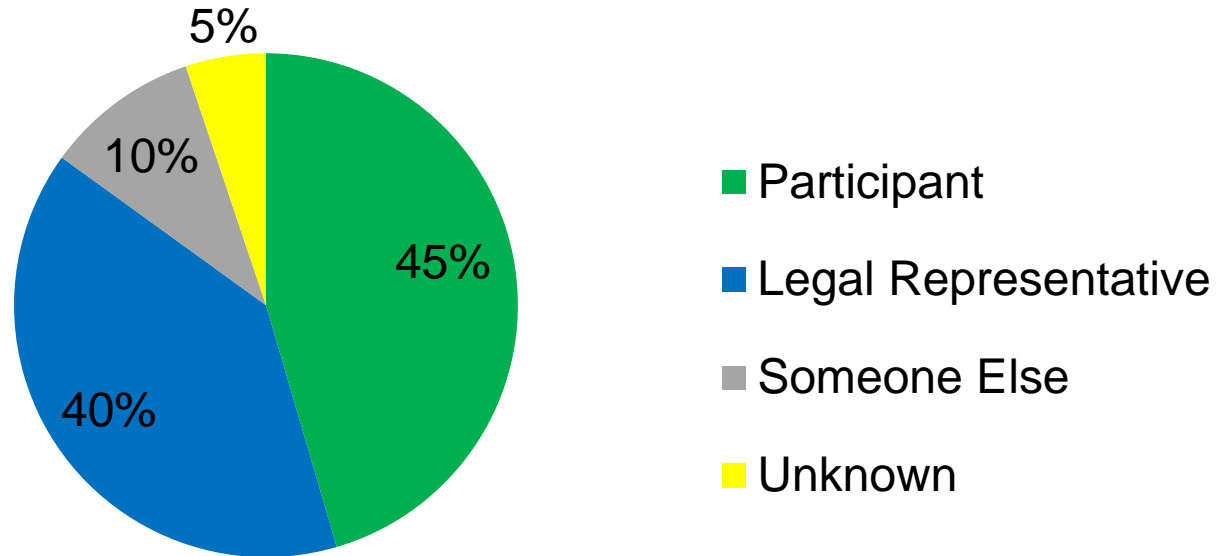
IRIS FEA Insights

- We updated the survey questions including the addition of a new community related question
- The change to Question 2 on the survey resulted in significant improvement in satisfied responses
- Slight decrease in satisfaction in general compared to 2022
- Response rate across FEA is 33%

Survey Question Response – IRIS Fiscal Employment Agents

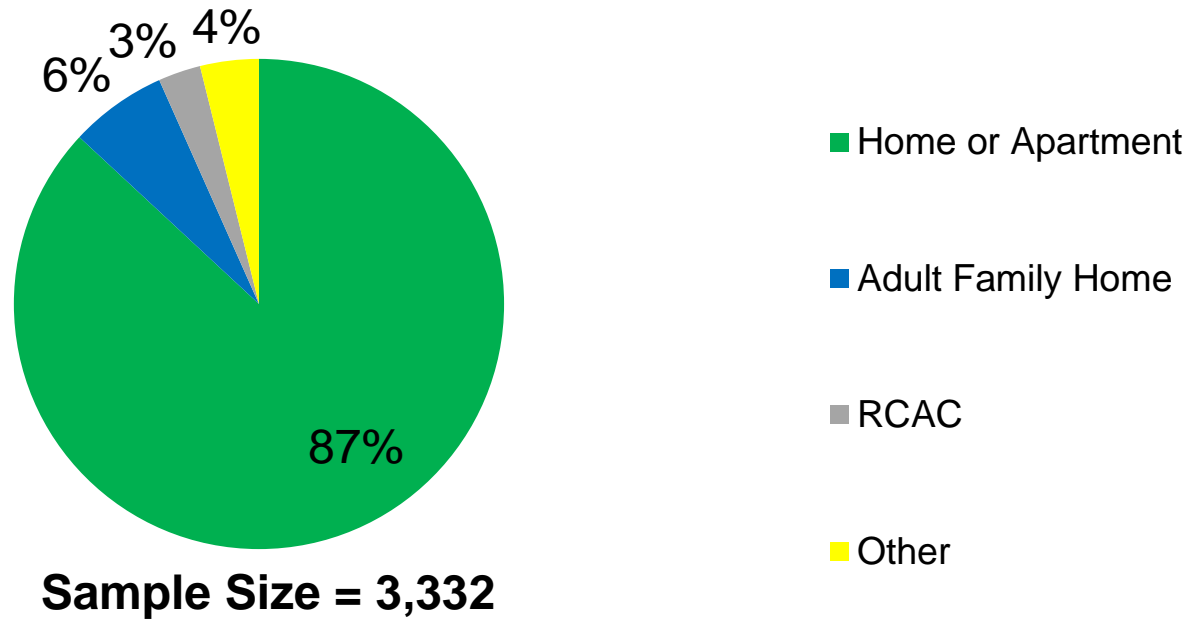


Who Answered Survey – IRIS Fiscal Employer Agents

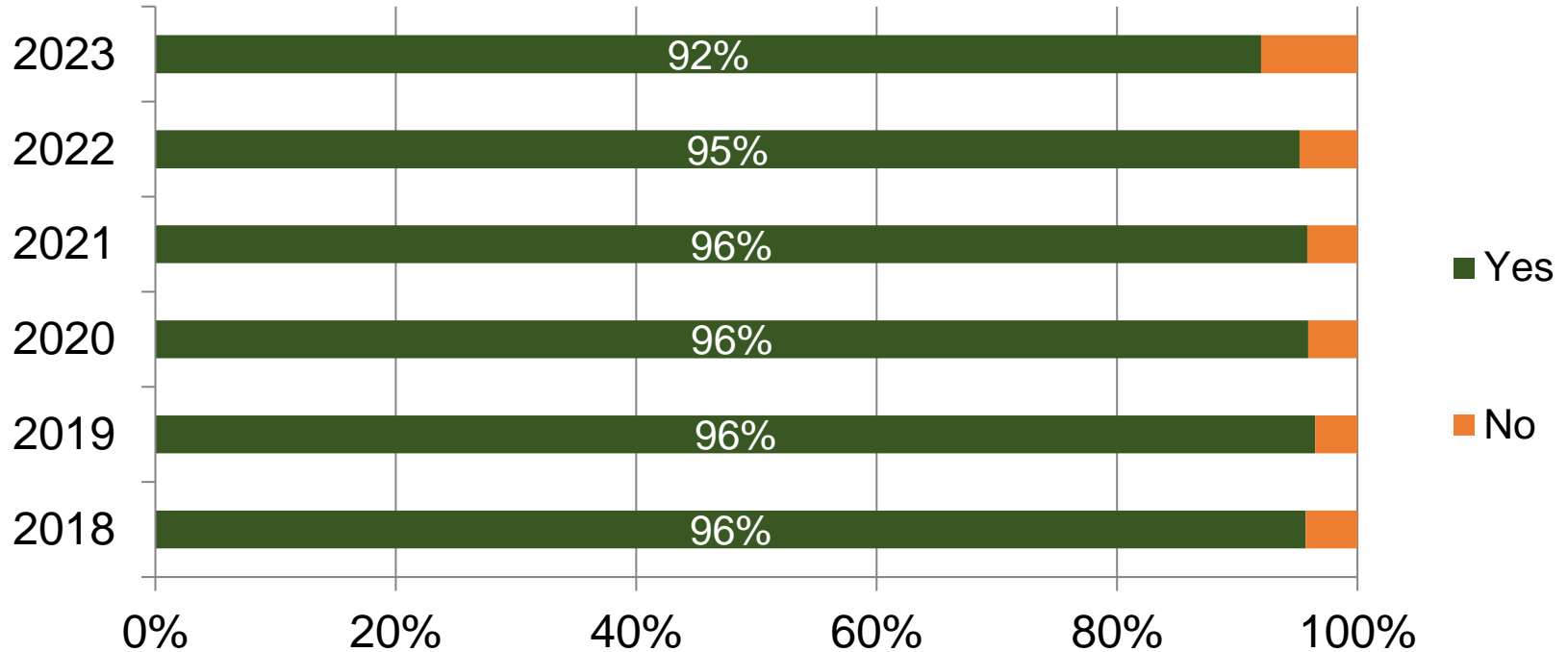


Sample Size = 3,332

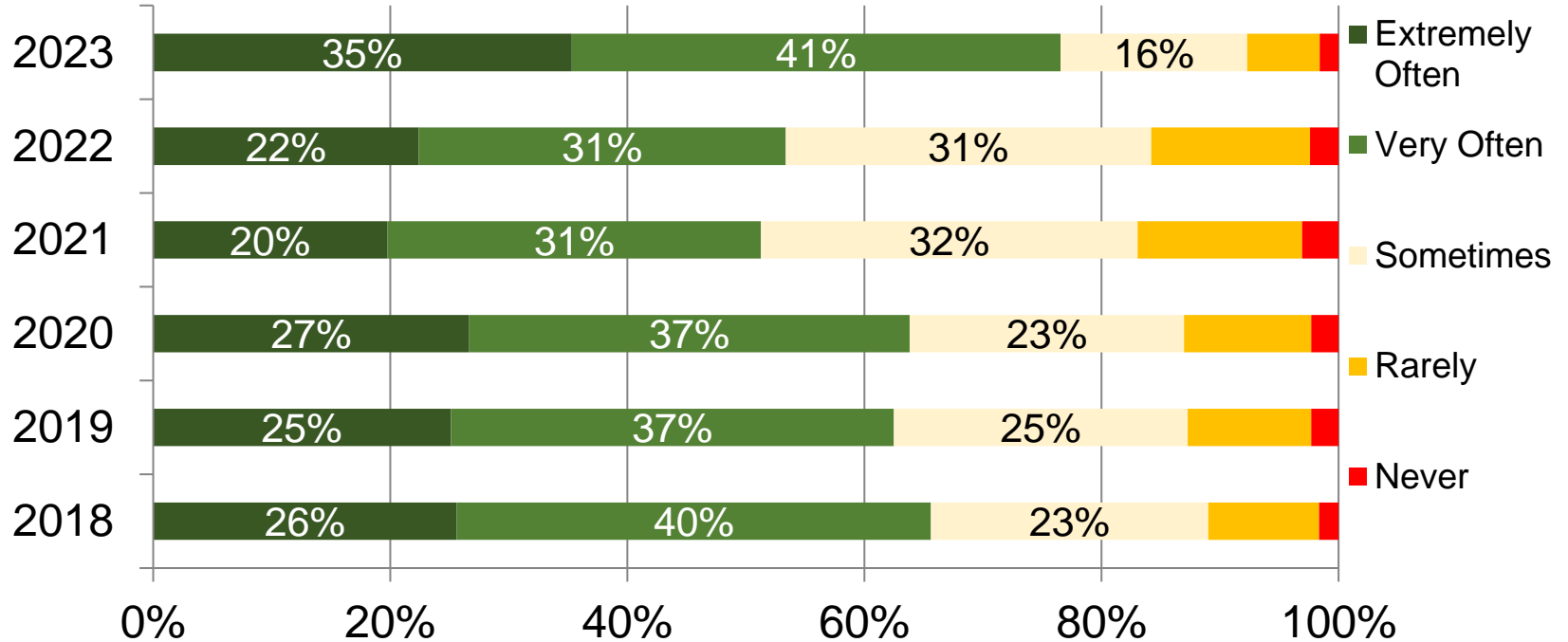
Member Living Situation – IRIS Fiscal Employer Agents



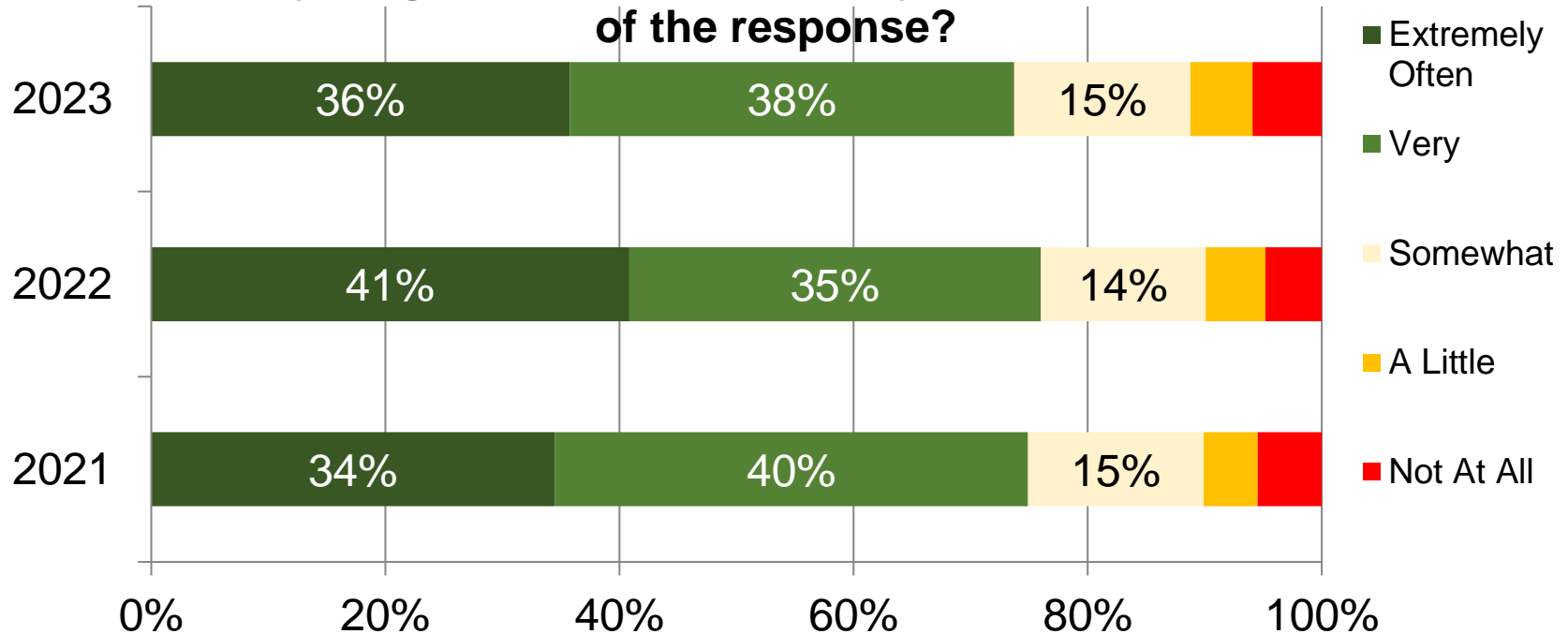
Can you contact your fiscal employer agent when you need to?



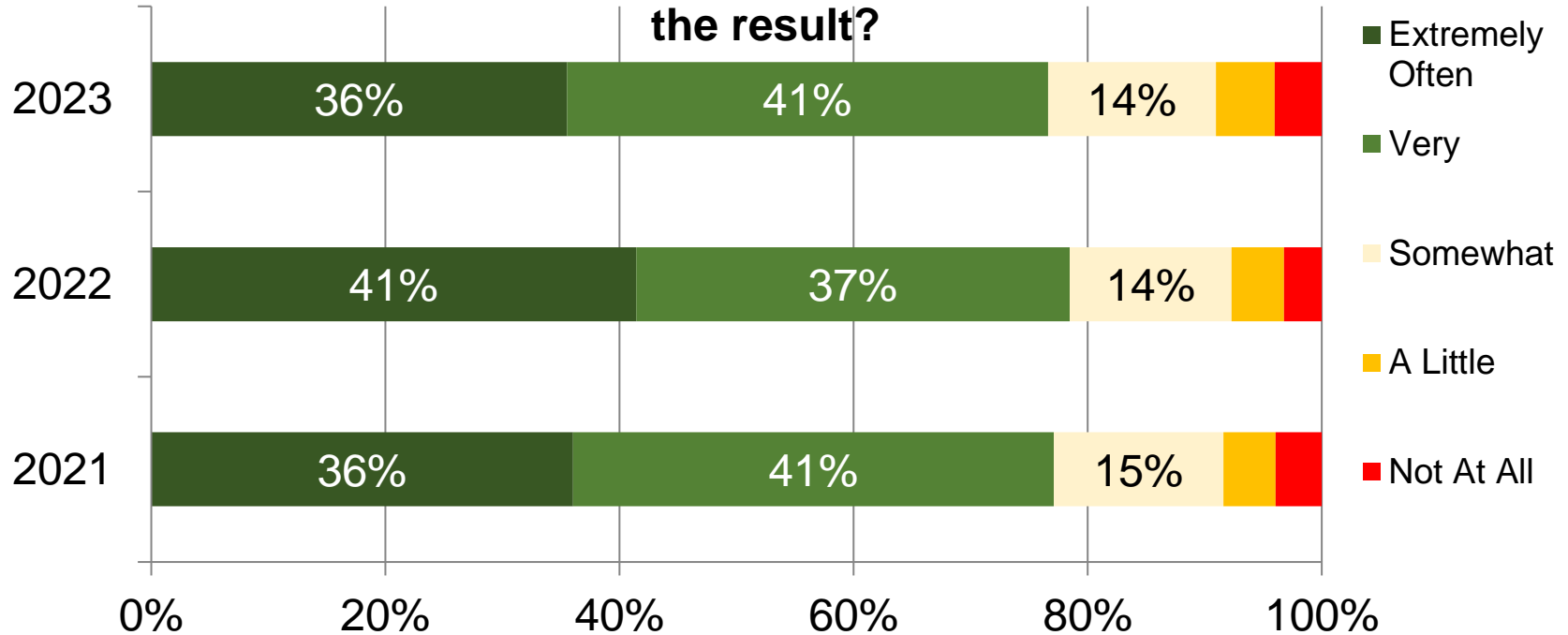
When asking for help, how often do you get the help you need from your fiscal employer agent?



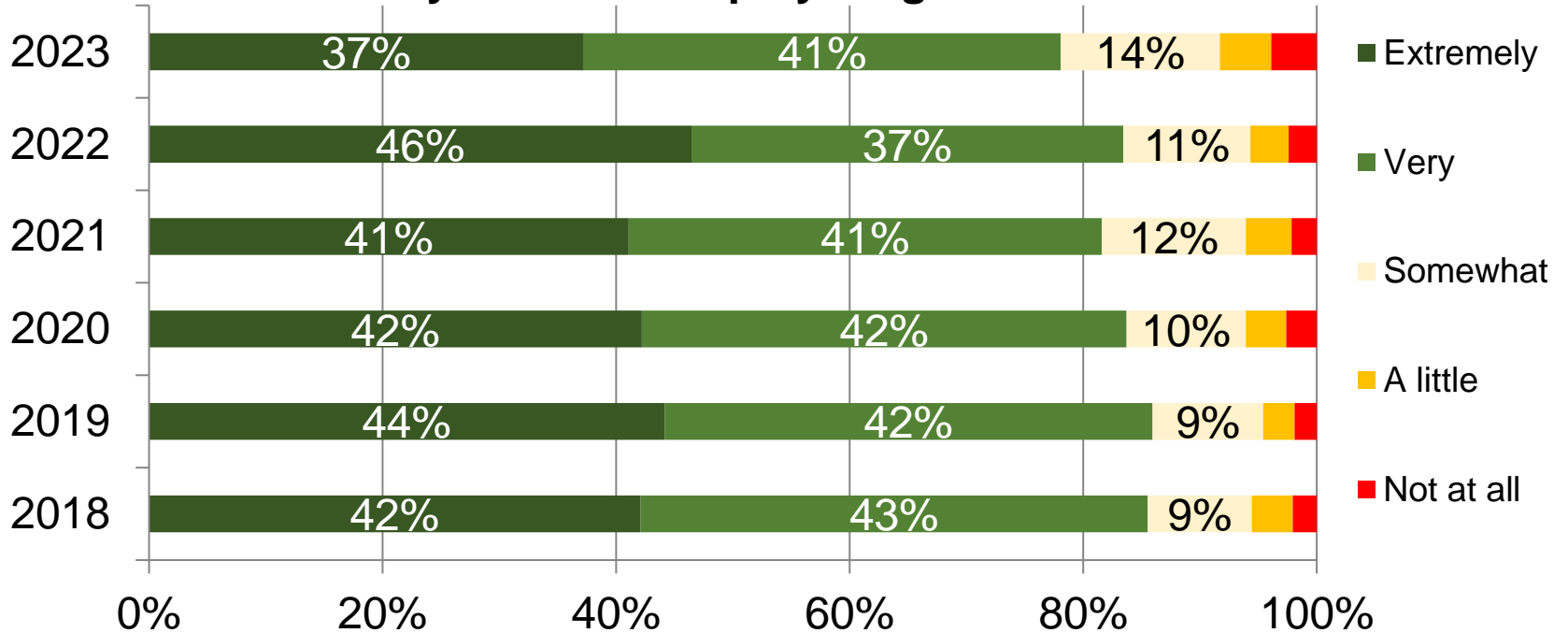
When you email, call, or leave a voicemail for your fiscal employer agent, how satisfied are you with the timeliness of the response?



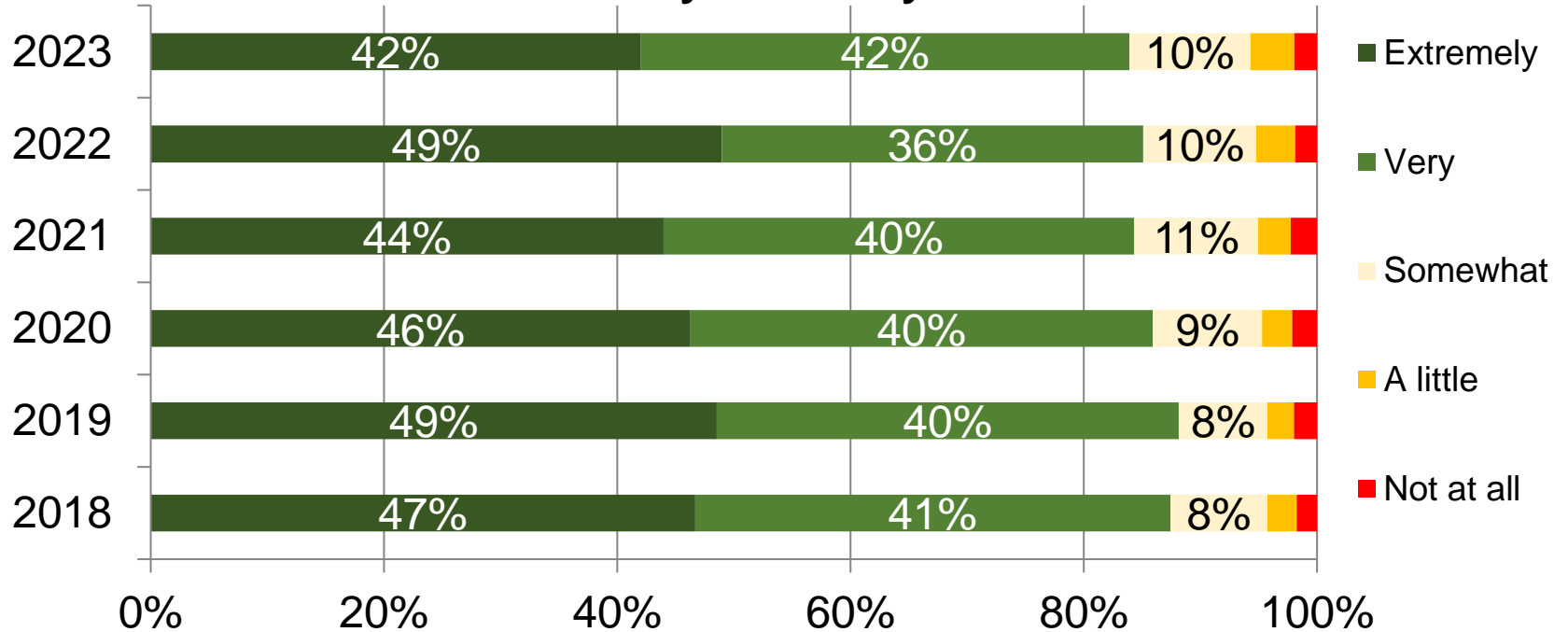
When you email, call, or leave a voicemail for your fiscal employer agent with a concern, how satisfied are you with the result?



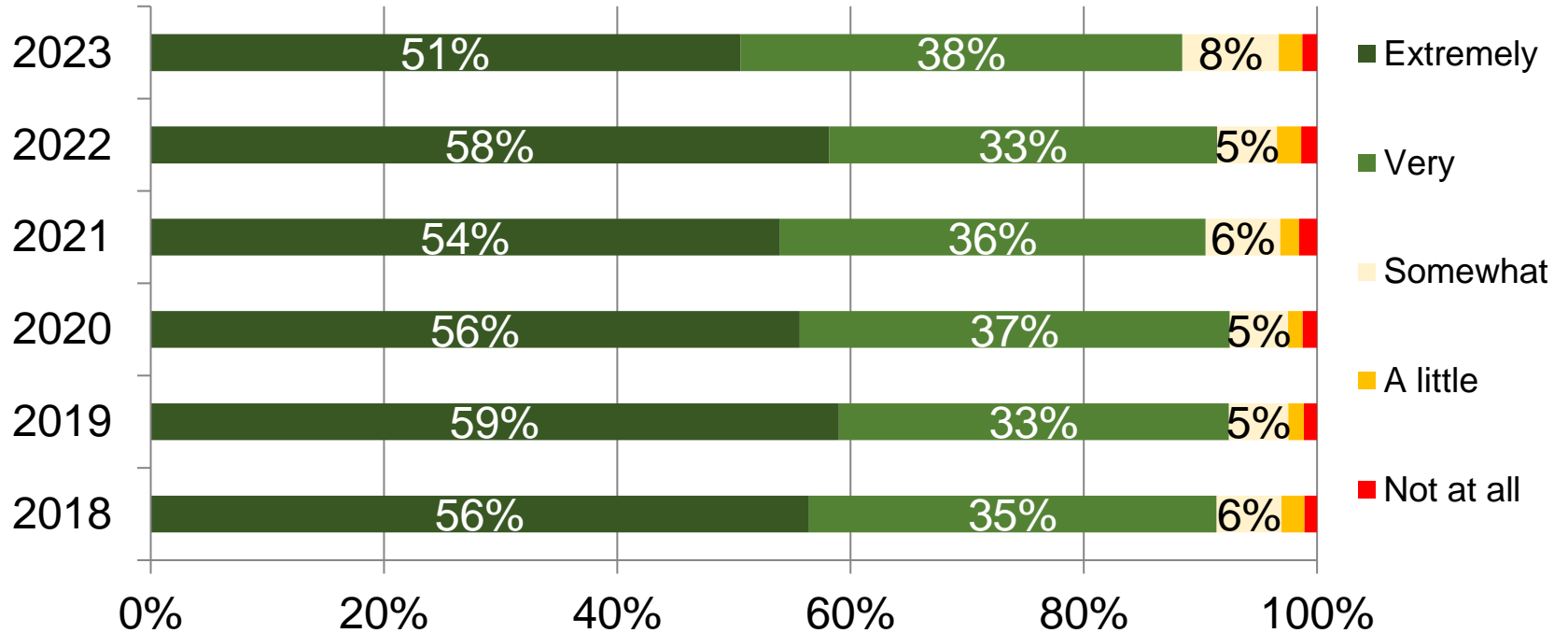
How satisfied are you with getting clear explanations from your fiscal employer agent?



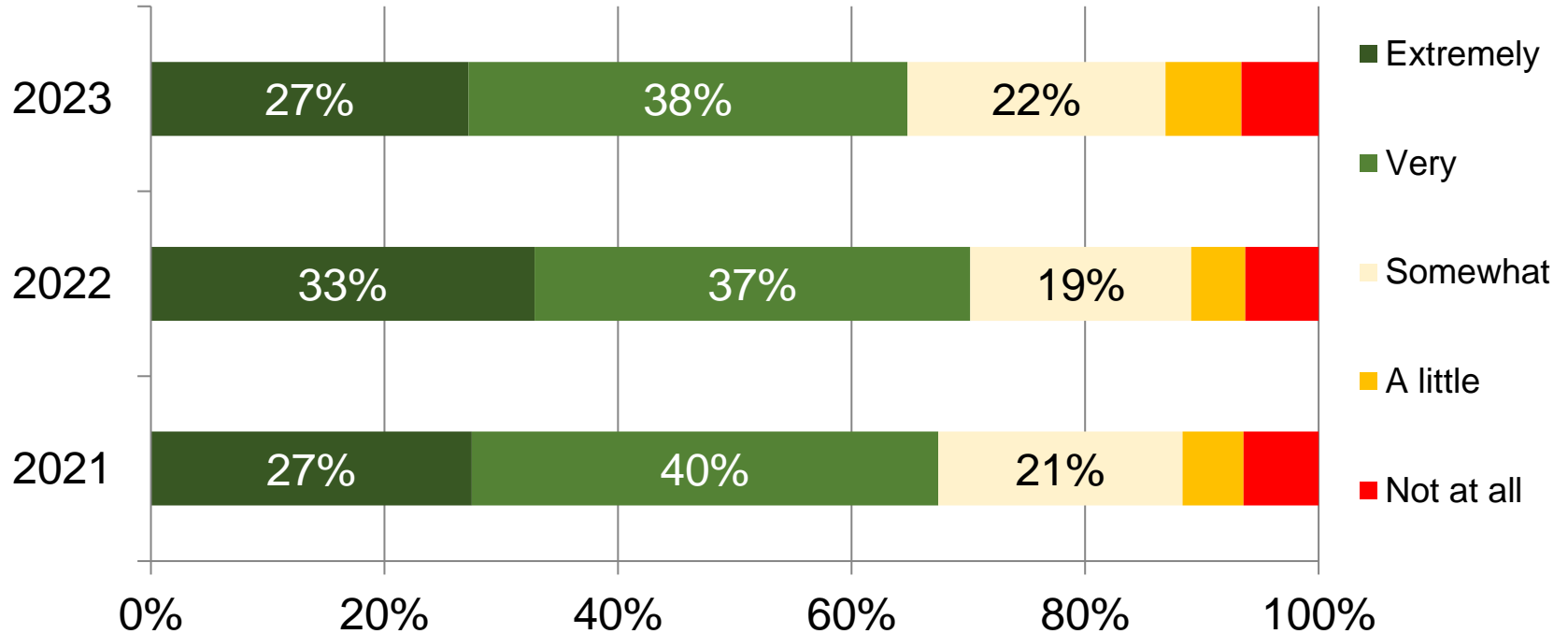
When you speak with your fiscal employer agent, how well do they listen to you?



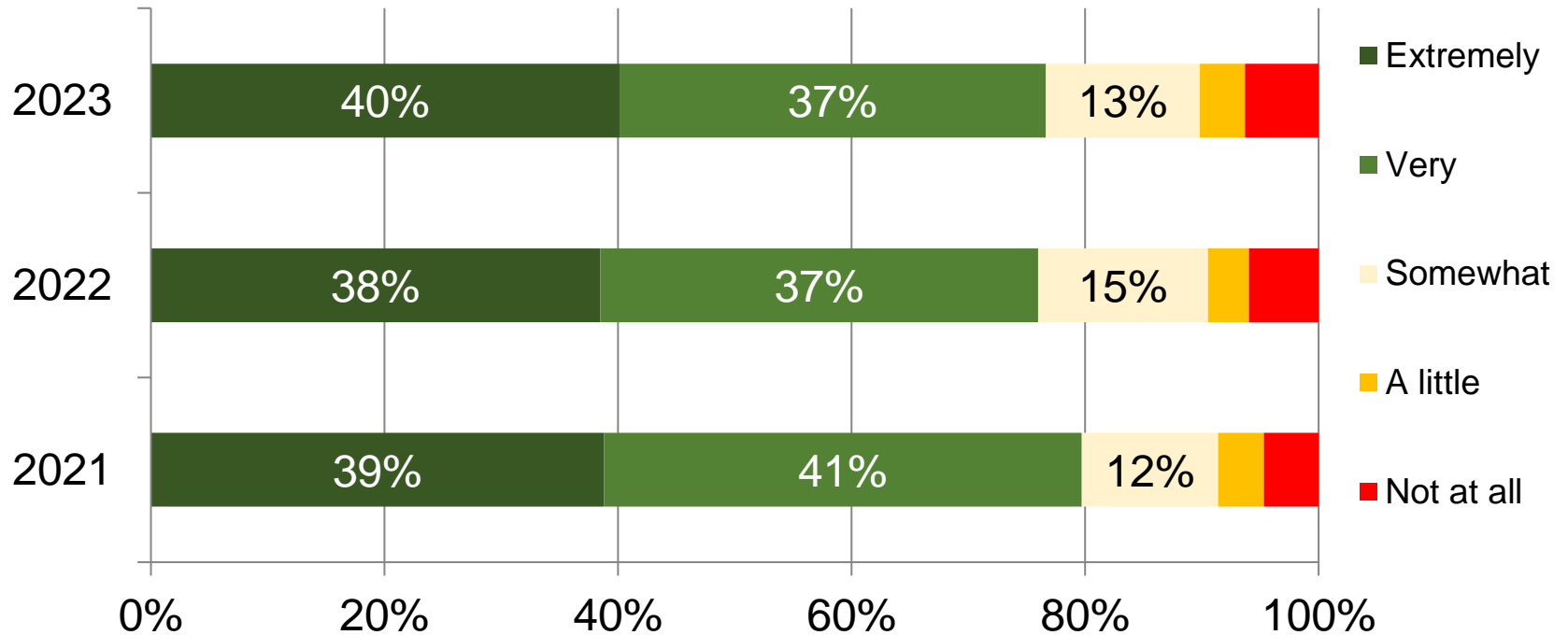
How kindly does your fiscal employer agent treat you?



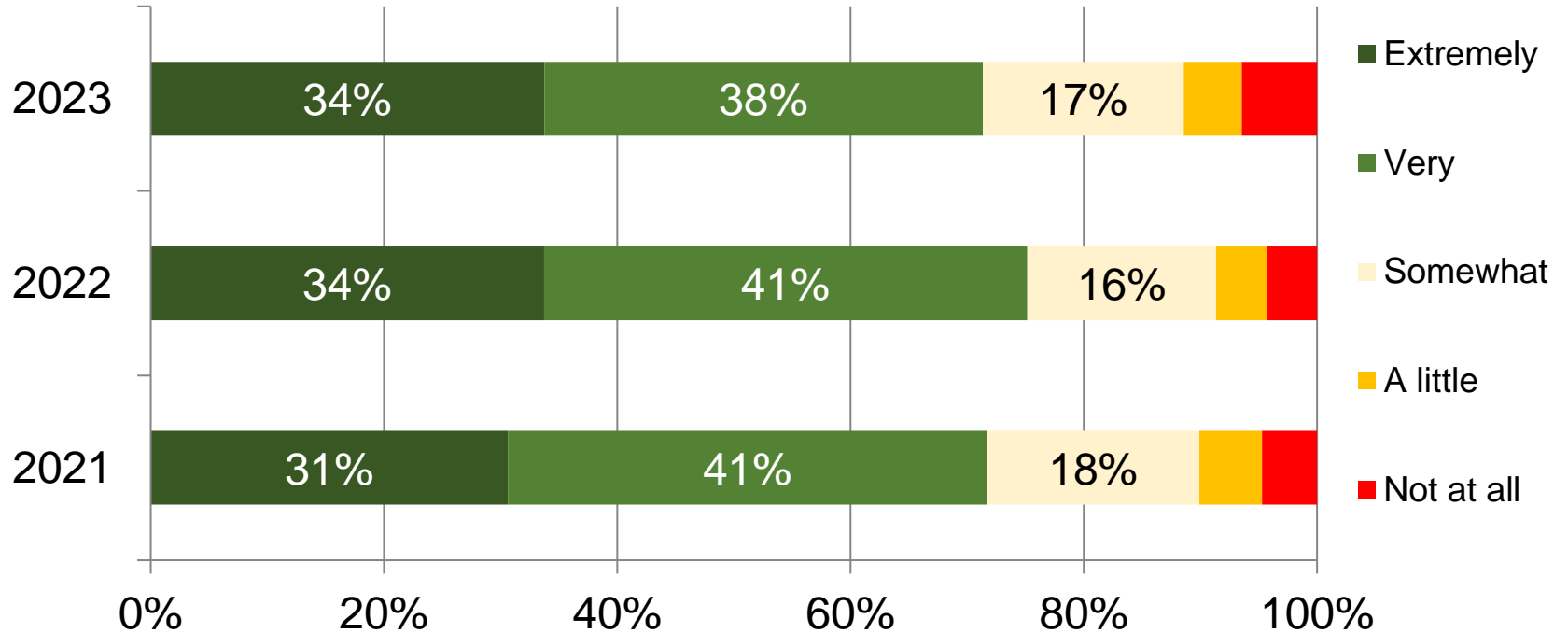
How easy is it for you to find the forms or information you need on your fiscal employer agent's website?



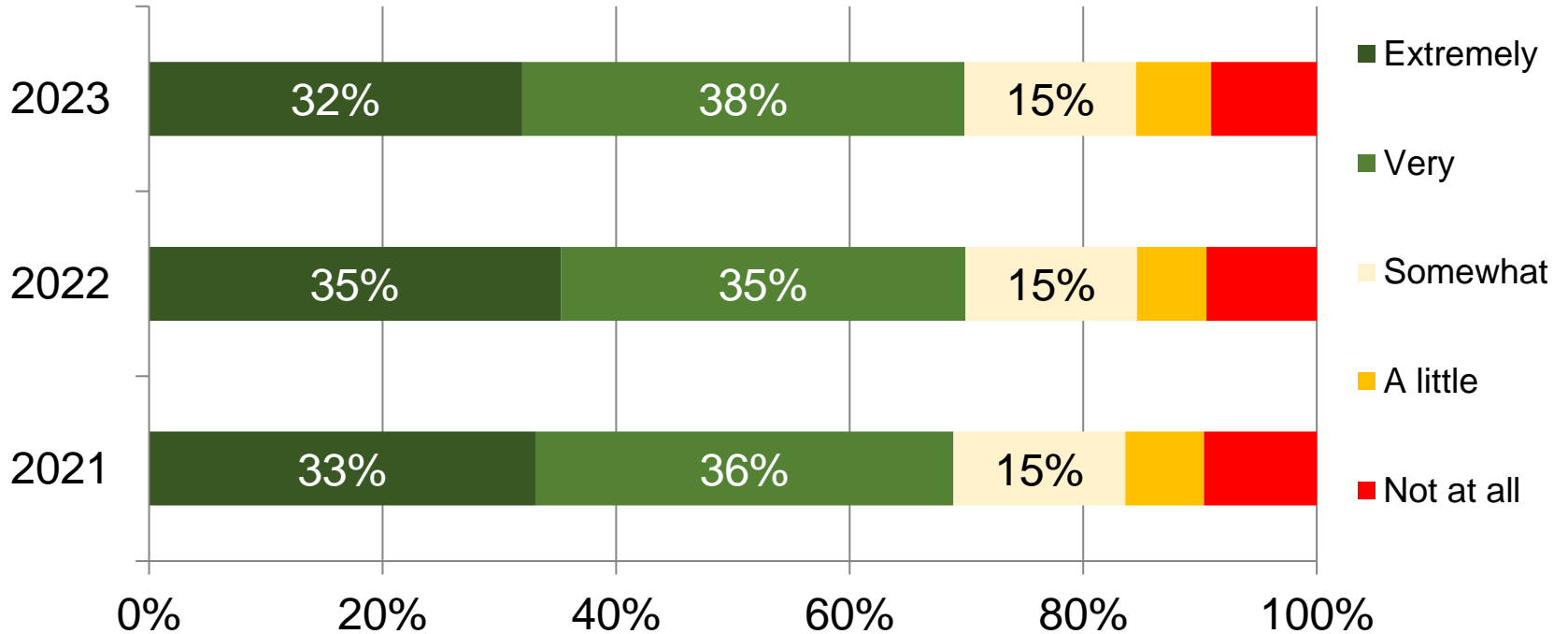
If you hired a worker within the last year, how satisfied were you with the timeliness for hiring them?



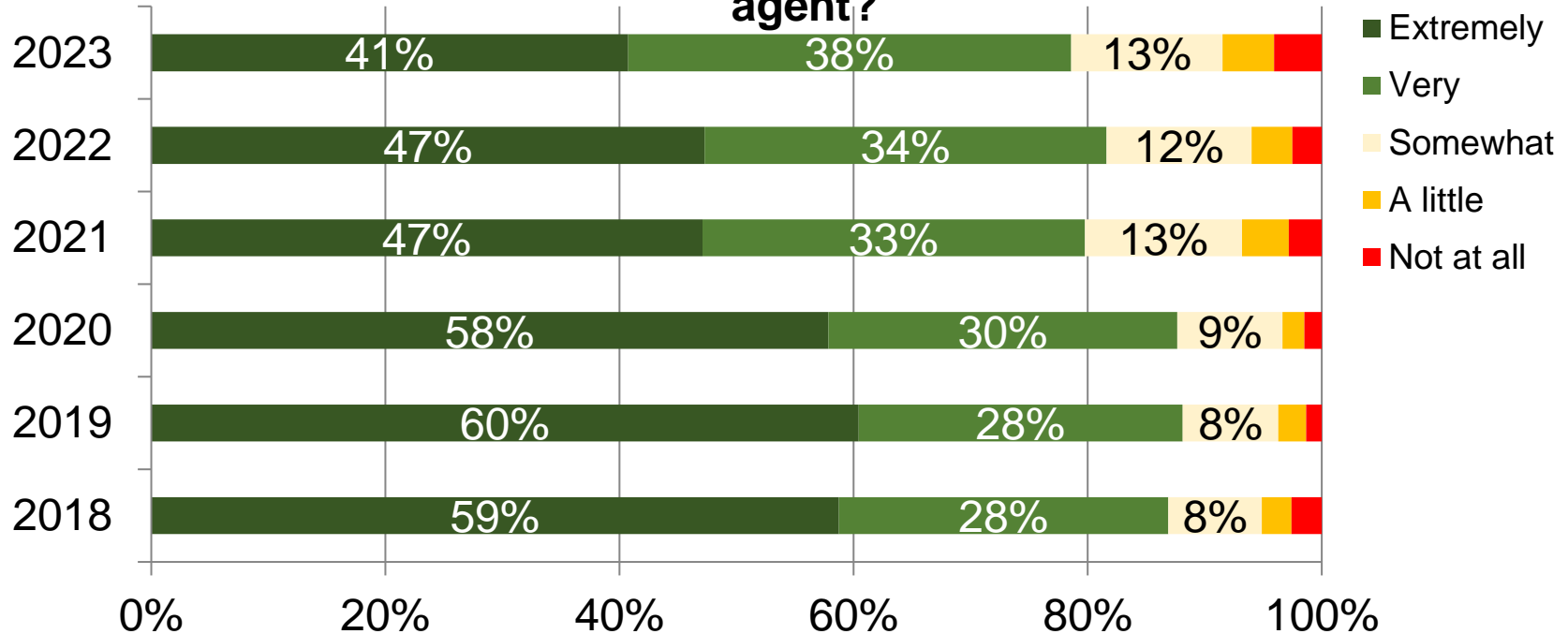
How satisfied are you with the fiscal employer agent timesheet and payroll processing?



How well does your fiscal employer agent communicate if there is a problem with submitted timesheets?



Overall, how satisfied are you with your fiscal employer agent?



How likely are you to recommend your fiscal employer agent to someone you know?

