



WISCONSIN DEPARTMENT  
*of* HEALTH SERVICES

# 2024 Participant Satisfaction Survey Results

Quality and Special Initiatives Section

P-00717B (09/2025)

To protect and promote the health and safety of the people of Wisconsin

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at: [DHSDMSLTC@dhs.wisconsin.gov](mailto:DHSDMSLTC@dhs.wisconsin.gov)

# 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

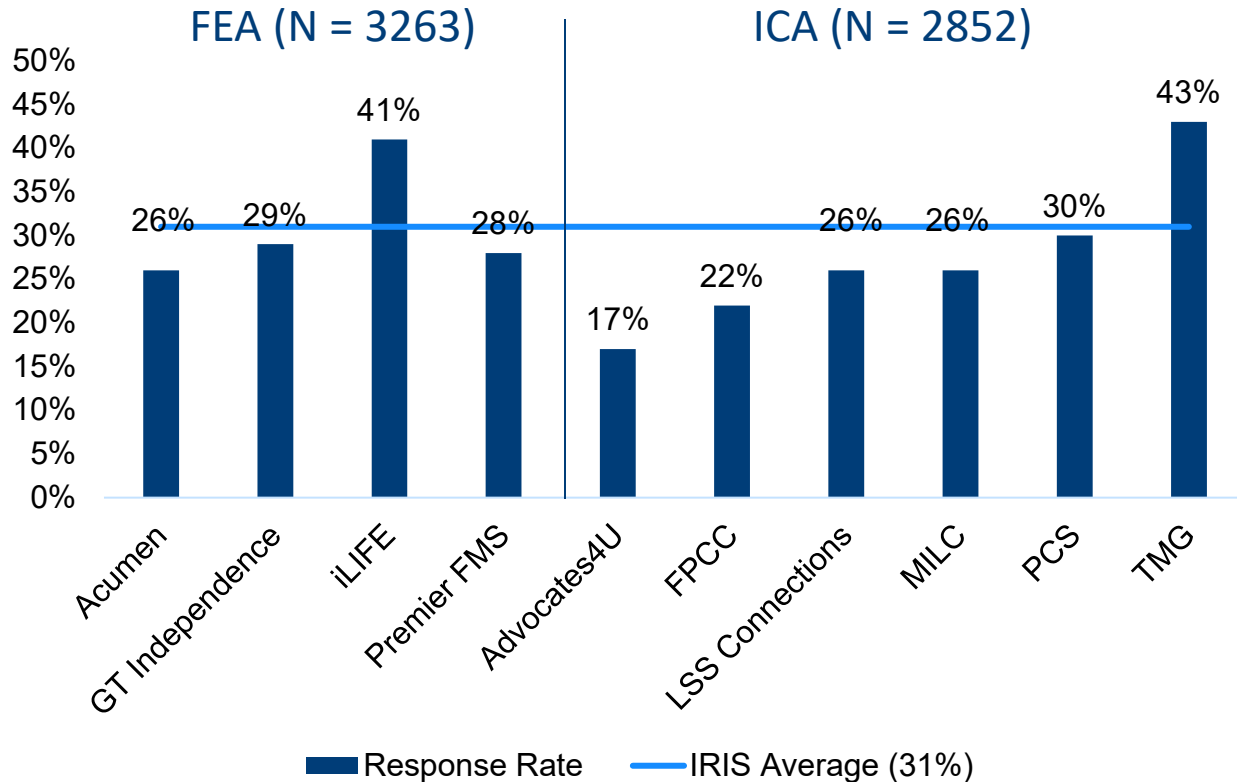
# Summary of Results - ICAs

- Overall, most questions remained consistent with prior results (less than a 2% change from 2023).
- The questions that received the highest proportion of positive responses are:
  - How kindly does your IRIS consultant treat you? (Q5)
  - Can you contact your IRIS consultant when you need to? (Q1)
  - When you speak with your IRIS consultant, how well do they listen to you? (Q4)
- The question that received the lowest proportion of positive responses is:
  - How satisfied are you with the number of opportunities you have to participate in social activities? (Q13)
    - This question had the highest rate of improvement compared to last year, however (2.4%).

# Summary of Results - FEAs

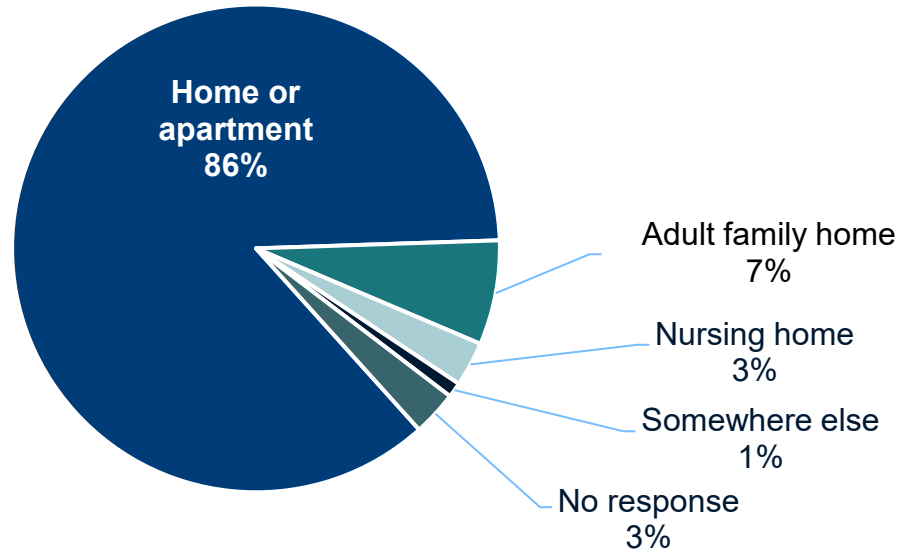
- Overall, most questions remained consistent with prior results (less than a 2% change from 2023).
- The questions that received the highest proportion of positive responses are:
  - How kindly does your FEA treat you? (Q7)
  - Can you contact your FEA when you need to? (Q1)
  - When you speak with your FEA, how well do they listen to you? (Q6)
- The questions that received the lowest proportion of positive responses are:
  - How satisfied are you with FEA agent timesheet and payroll processing? (Q10)
    - This question had a notable decrease from 2023 (4.3%)
  - How easy is it for you to find the forms or info you need on the FEA website? (Q8)

# Response Rate by FEA and ICA



# IRIS Demographics: Living Situation

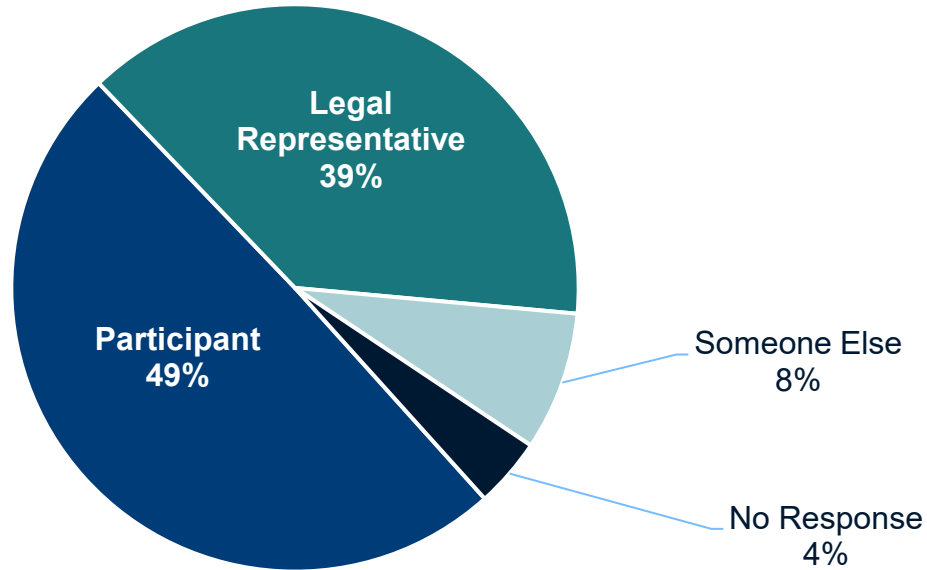
Q14: Currently, which of the following best describes where you, the participant, live?





# IRIS Demographics: Survey Respondent

Q15: Who answered the questions in this survey?



# **Results by IRIS Consultant Agency (ICA)**

# Summary of Results - ICAs

IRIS Consultant Agencies Statewide Averages	% Positive Responses	Trend *
Q1: Can you contact your IRIS consultant when you need to?	96.61%	
Q2: When asking for help, how often do you get the help you need from your IRIS consultant?	87.73%	
Q3: How satisfied are you with getting clear explanations from your IRIS consultant?	89.12%	
Q4: When you speak with your IRIS consultant, how well do they listen to you?	93.49%	
Q5: How kindly does your IRIS consultant treat you?	97.04%	
Q6: Overall, how satisfied are you with your IRIS consultant agency?	90.44%	
Q7: Overall how well do the supports and services you receive in your ISSP meet your needs?	88.29%	
Q8: How satisfied are you with getting clear explanations from your IRIS consultant agency to develop your ISSP?	86.61%	↓
Q9: 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?	83.60%	
Q10: 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).	88.53%	
Q11: How satisfied are you with the process of recruiting, hiring, training, and supervising your workers?	84.52%	
Q12: How satisfied are you with how your budget is made to purchase allowable services to meet your needs?	78.24%	
Q13: Thinking about a usual month, how satisfied are you with the number of opportunities you have to participate in social activities?	71.66%	↑

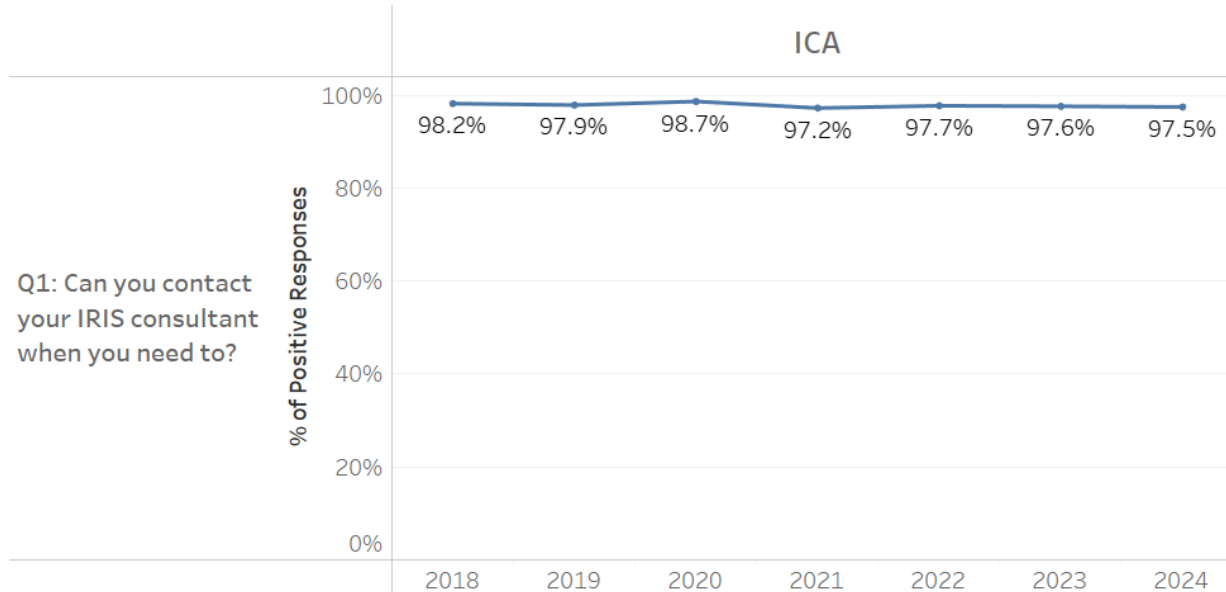
\* Represents a change of +/- 2% compared to 2023.

# How to Read the Results

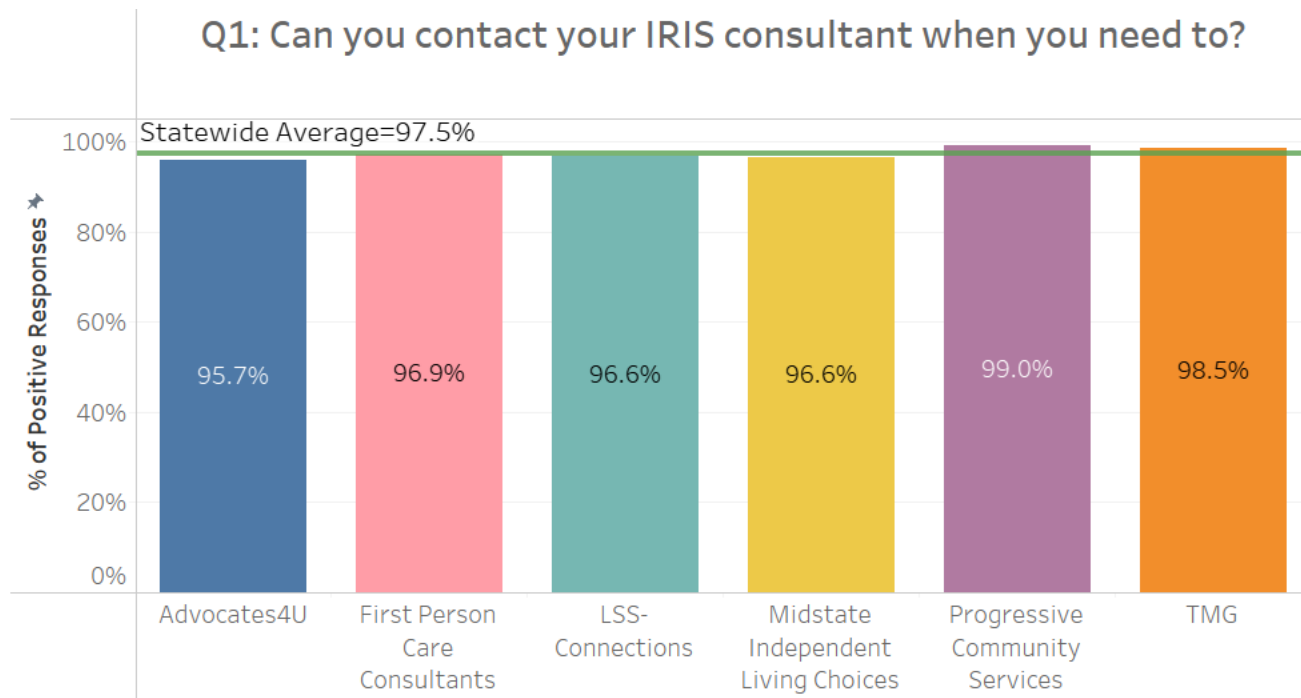
- All the question results for each IRIS group (ICA & FEA) are grouped together.
- Each question has two slides displaying results
  1. Line graph shows historical trend data for Statewide results.
  2. Bar Chart shows 2024 performance by ICA/FEA, with the Statewide average for 2024 as a horizontal green line across the chart.
  3. Question #1 bar chart slide for each program also includes a table showing the total number of responses to the survey, broken down by ICA/FEA
- If you have questions about the data presented, please email those to [DHSDMSLTC@dhs.wisconsin.gov](mailto:DHSDMSLTC@dhs.wisconsin.gov)

# IRIS Consultant Agency (ICA)

## 2018-2024 Positive Repones Trend Data



# IRIS Consultant Agency (ICA)

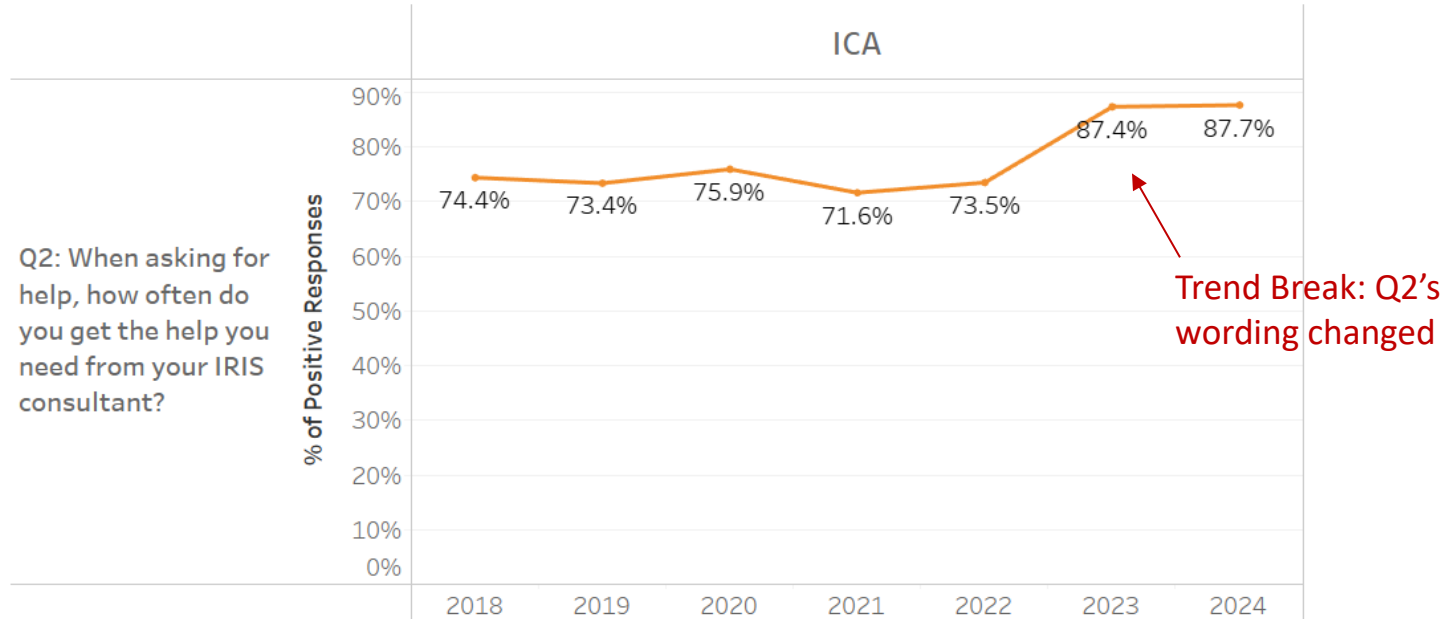


## Total Number of Responses

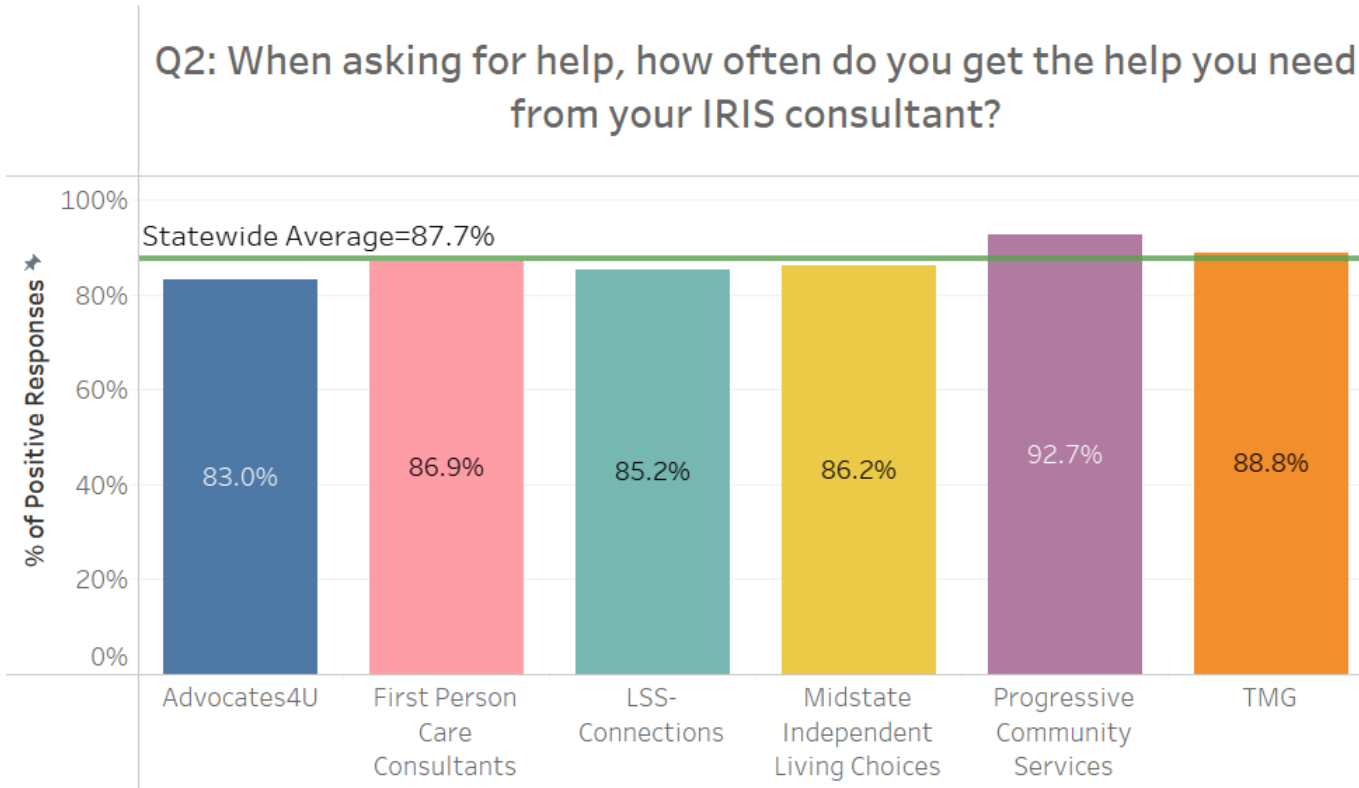
		1
ICA	Advocates4U	187
	LSS- Connections	412
	First Person Car..	229
	Midstate Indepe..	58
	Progressive Com..	205
	TMG	1,034
	Statewide ICAs	2,125

# IRIS Consultant Agency (ICA)

## 2018-2024 Positive Reponses Trend Data



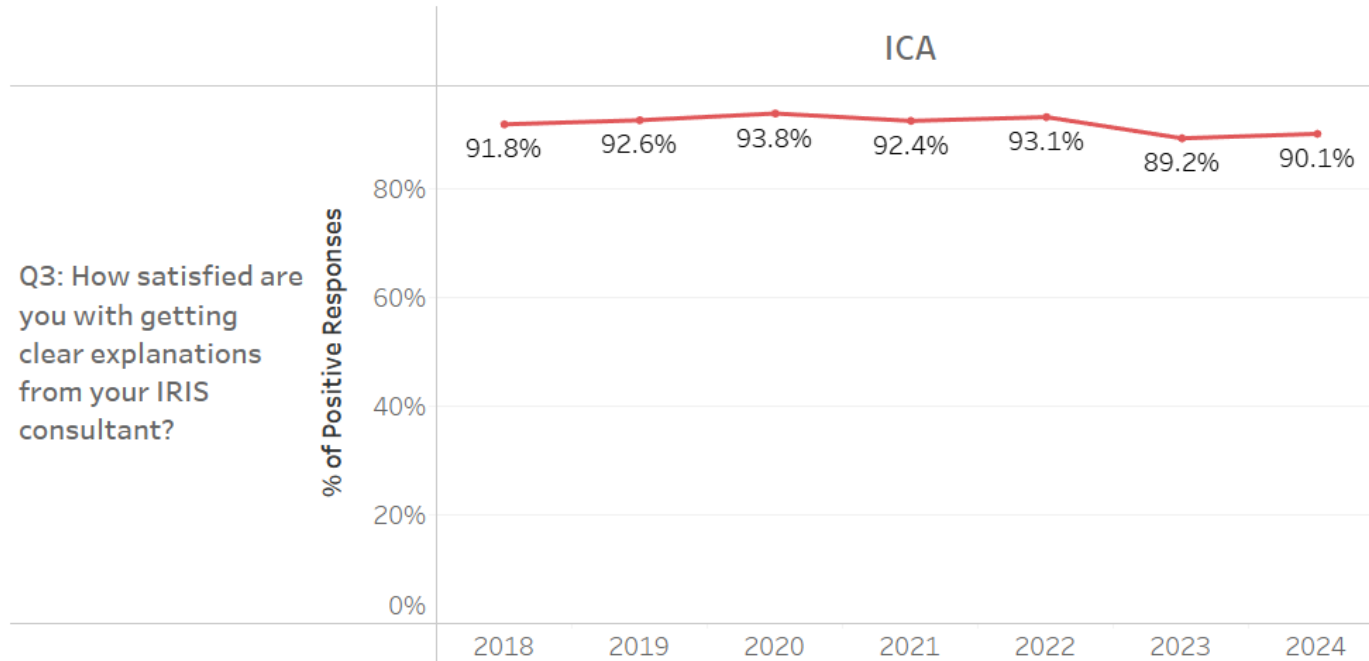
# IRIS Consultant Agency (ICA)





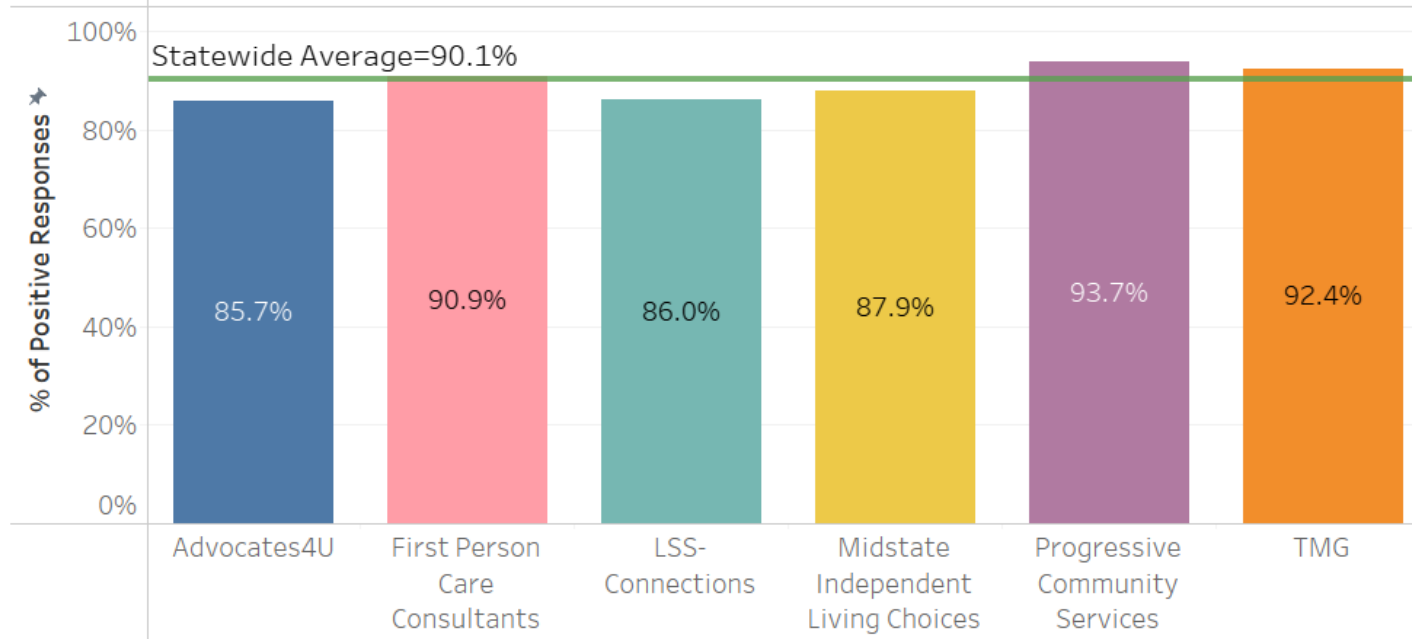
# IRIS Consultant Agency (ICA)

## 2018-2024 Positive Reponses Trend Data



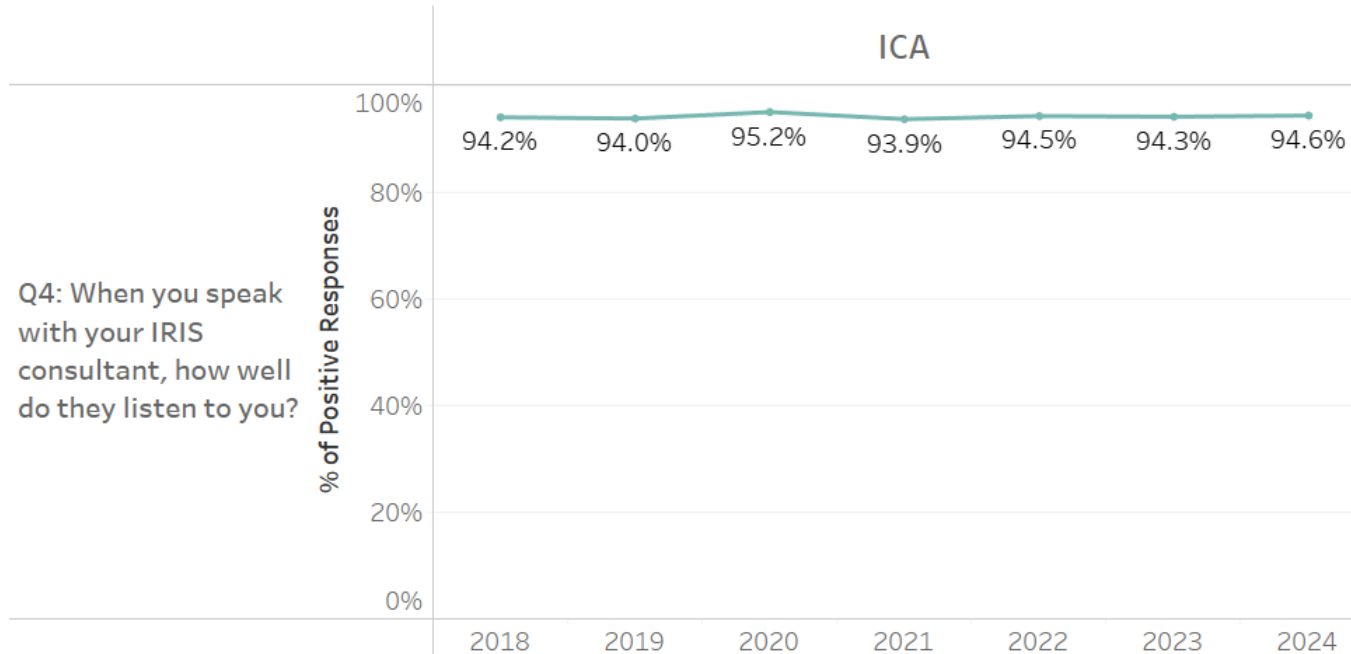
# IRIS Consultant Agency (ICA)

Q3: How satisfied are you with getting clear explanations from your IRIS consultant?



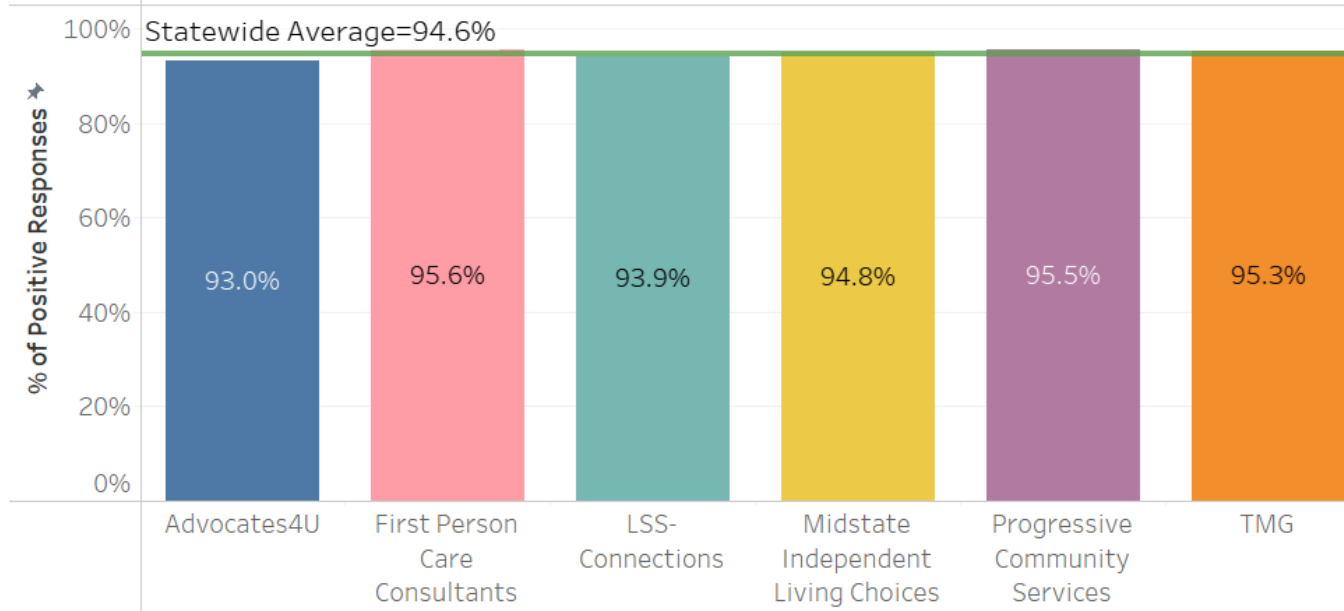
# IRIS Consultant Agency (ICA)

## 2018-2024 Positive Reponses Trend Data



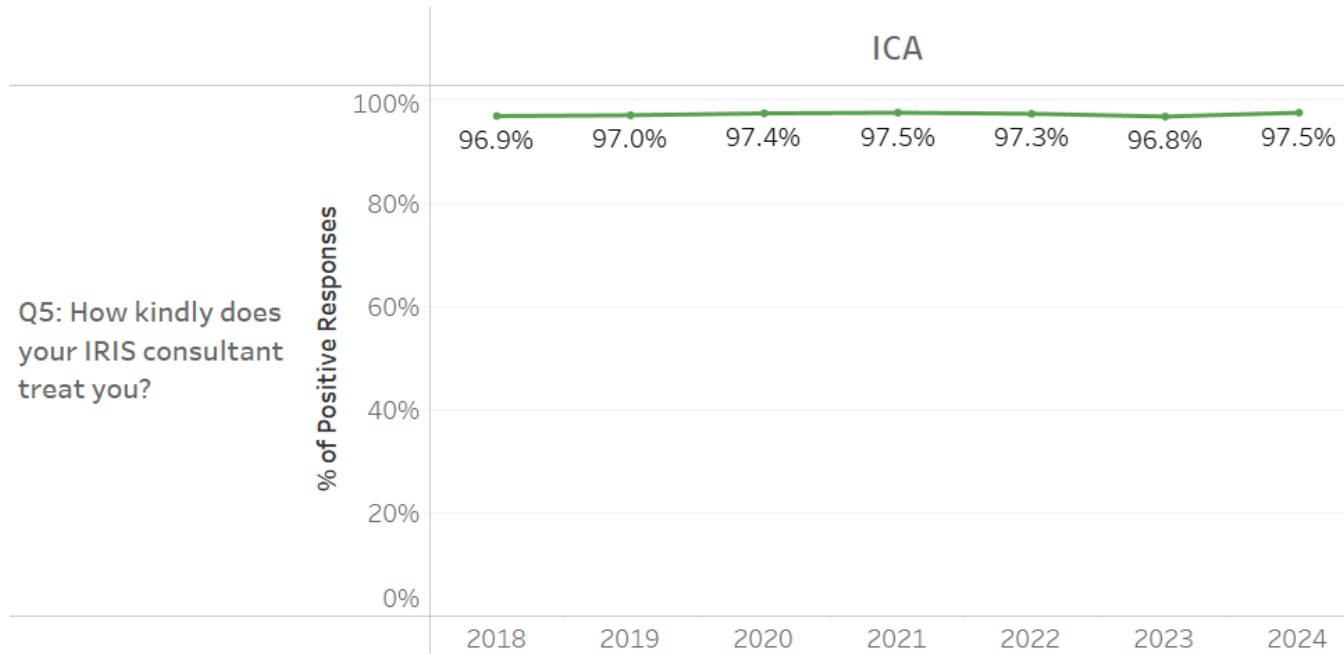
# IRIS Consultant Agency (ICA)

Q4: When you speak with your IRIS consultant, how well do they listen to you?



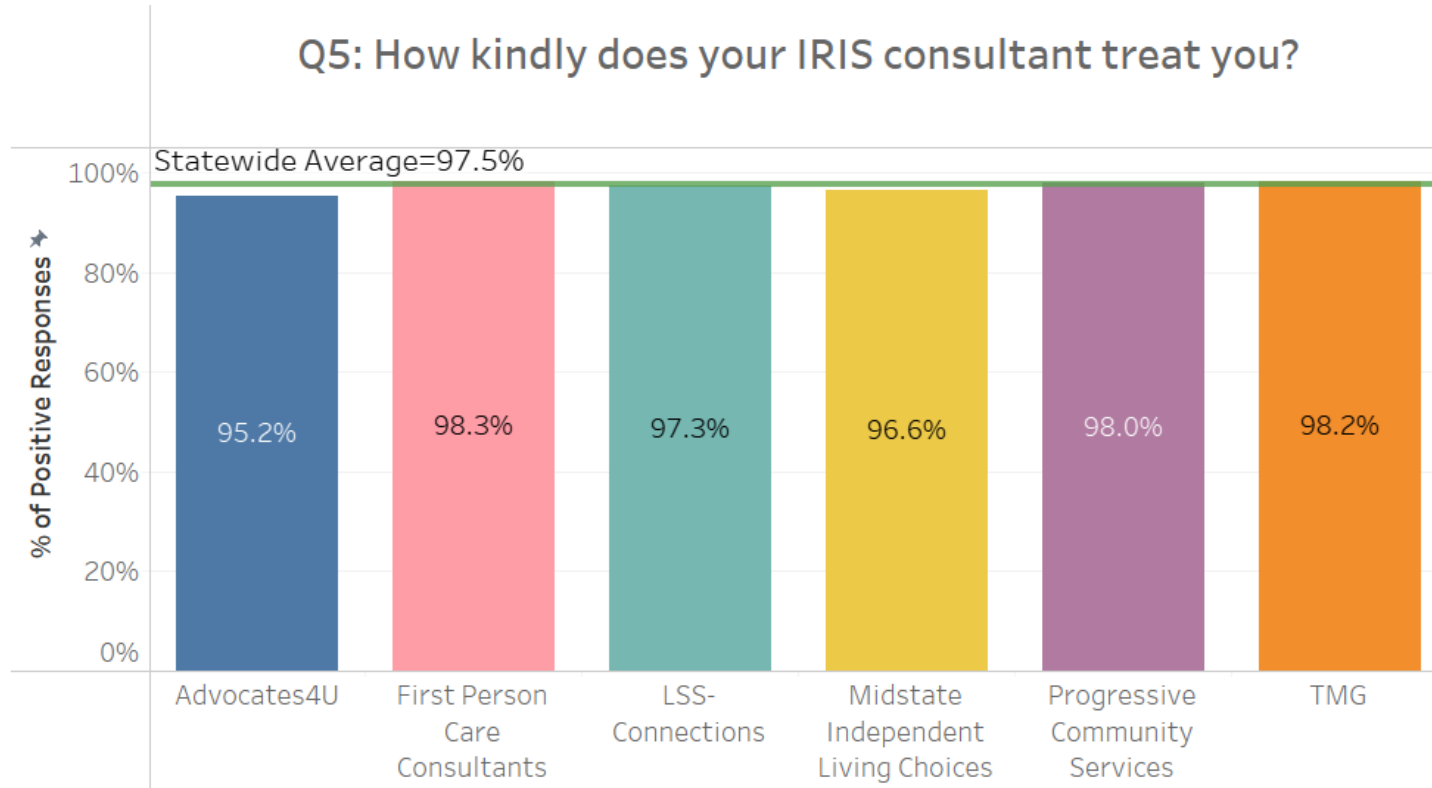
# IRIS Consultant Agency (ICA)

## 2018-2024 Positive Responses Trend Data



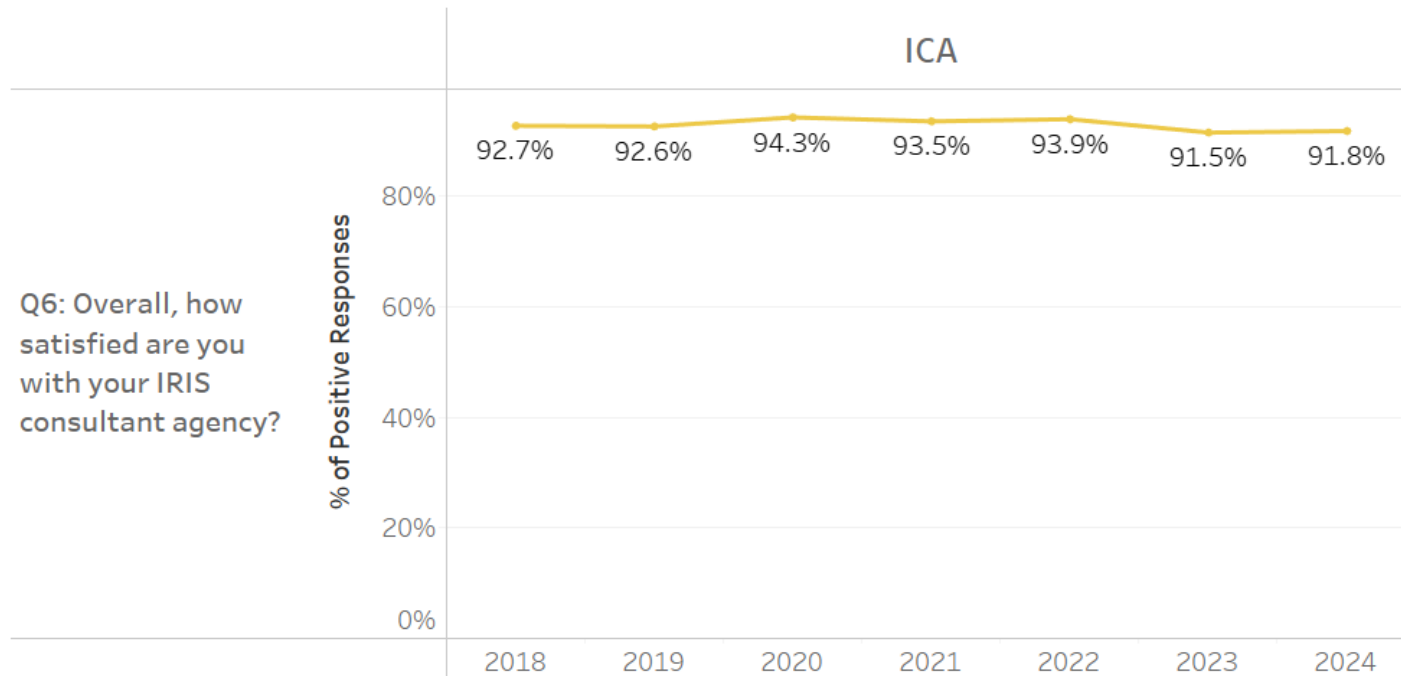
# IRIS Consultant Agency (ICA)

Q5: How kindly does your IRIS consultant treat you?

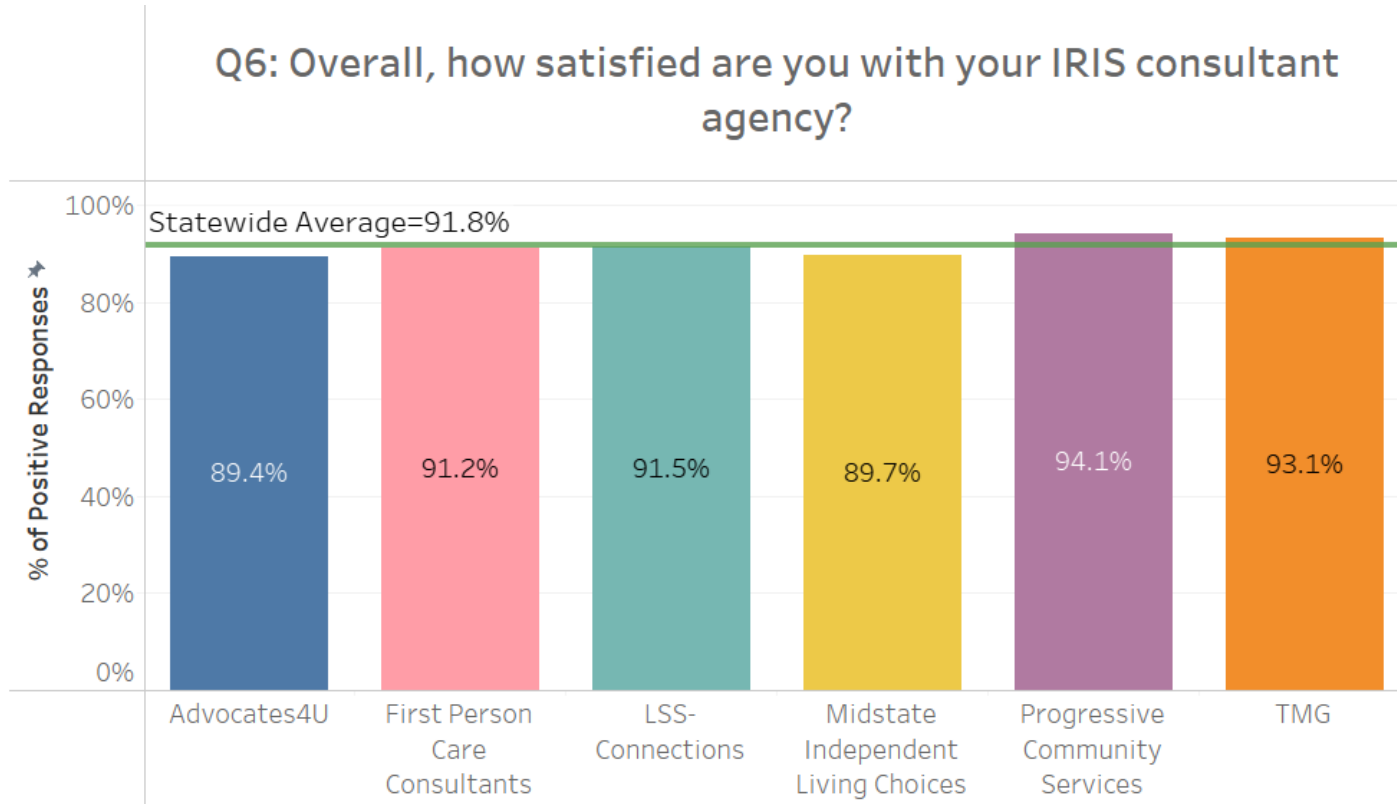


# IRIS Consultant Agency (ICA)

## 2018-2024 Positive Reponses Trend Data



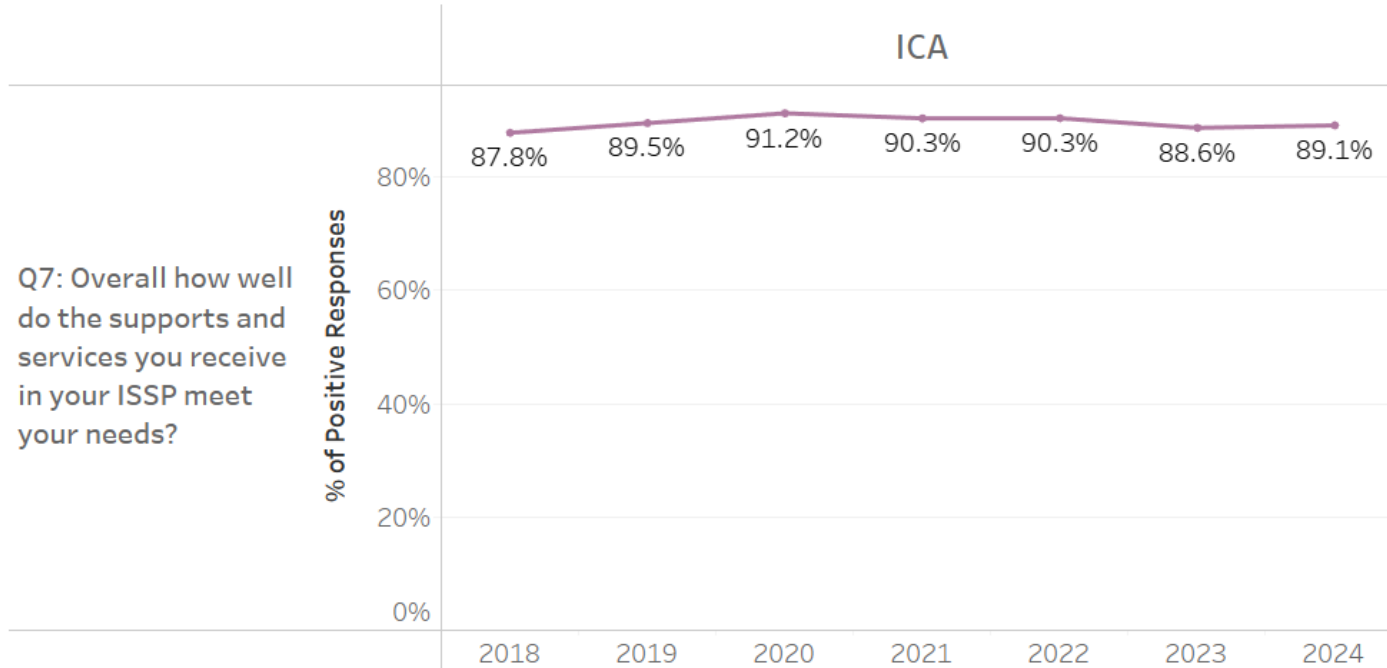
# IRIS Consultant Agency (ICA)



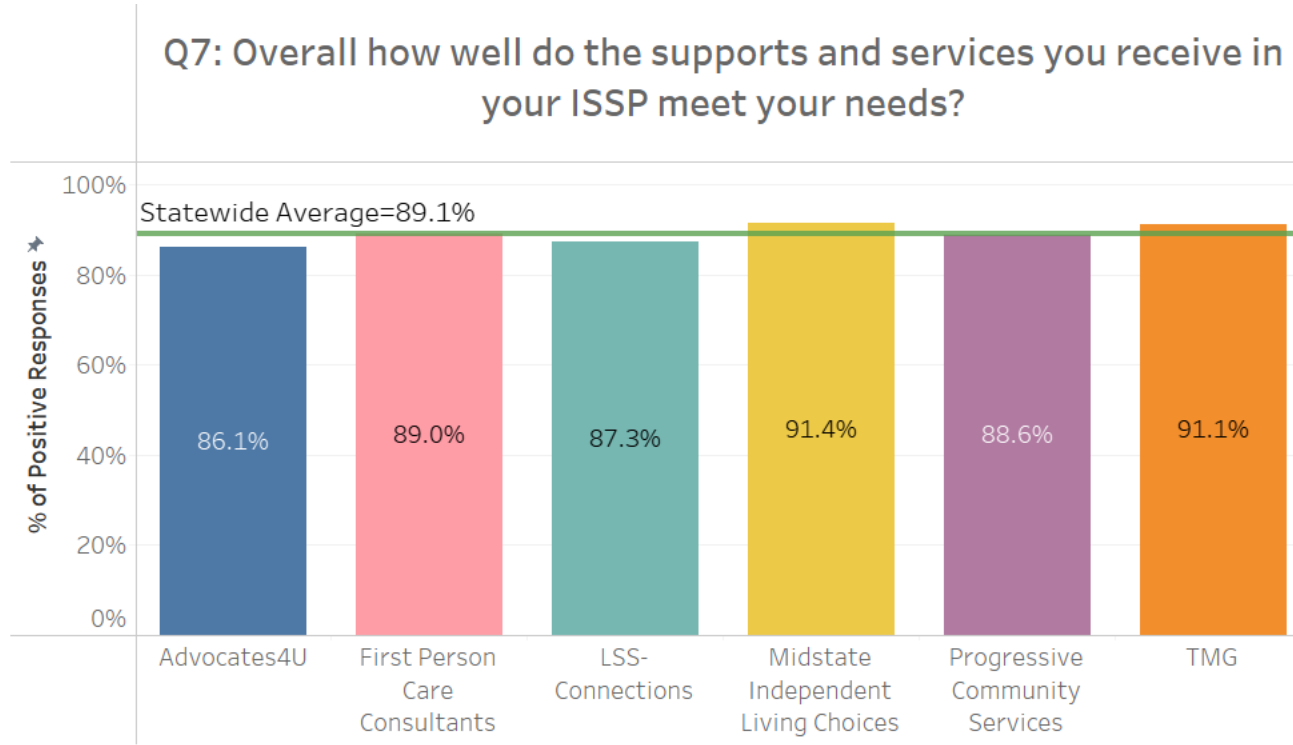


# IRIS Consultant Agency (ICA)

## 2018-2024 Positive Responses Trend Data

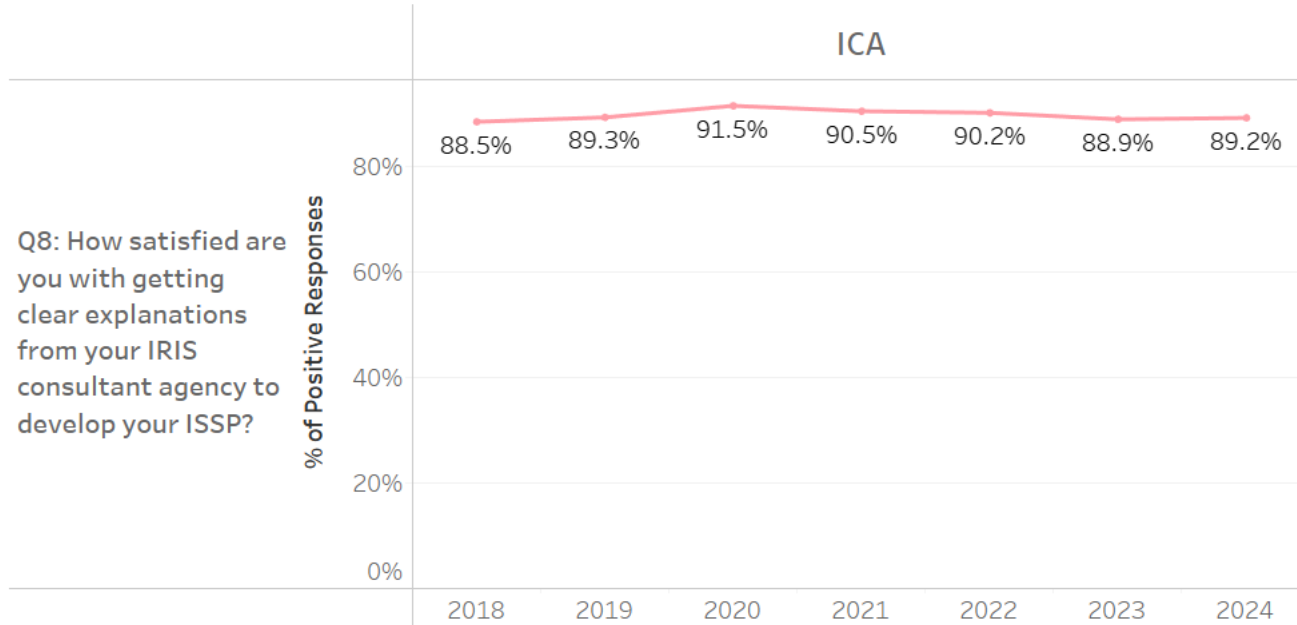


# IRIS Consultant Agency (ICA)

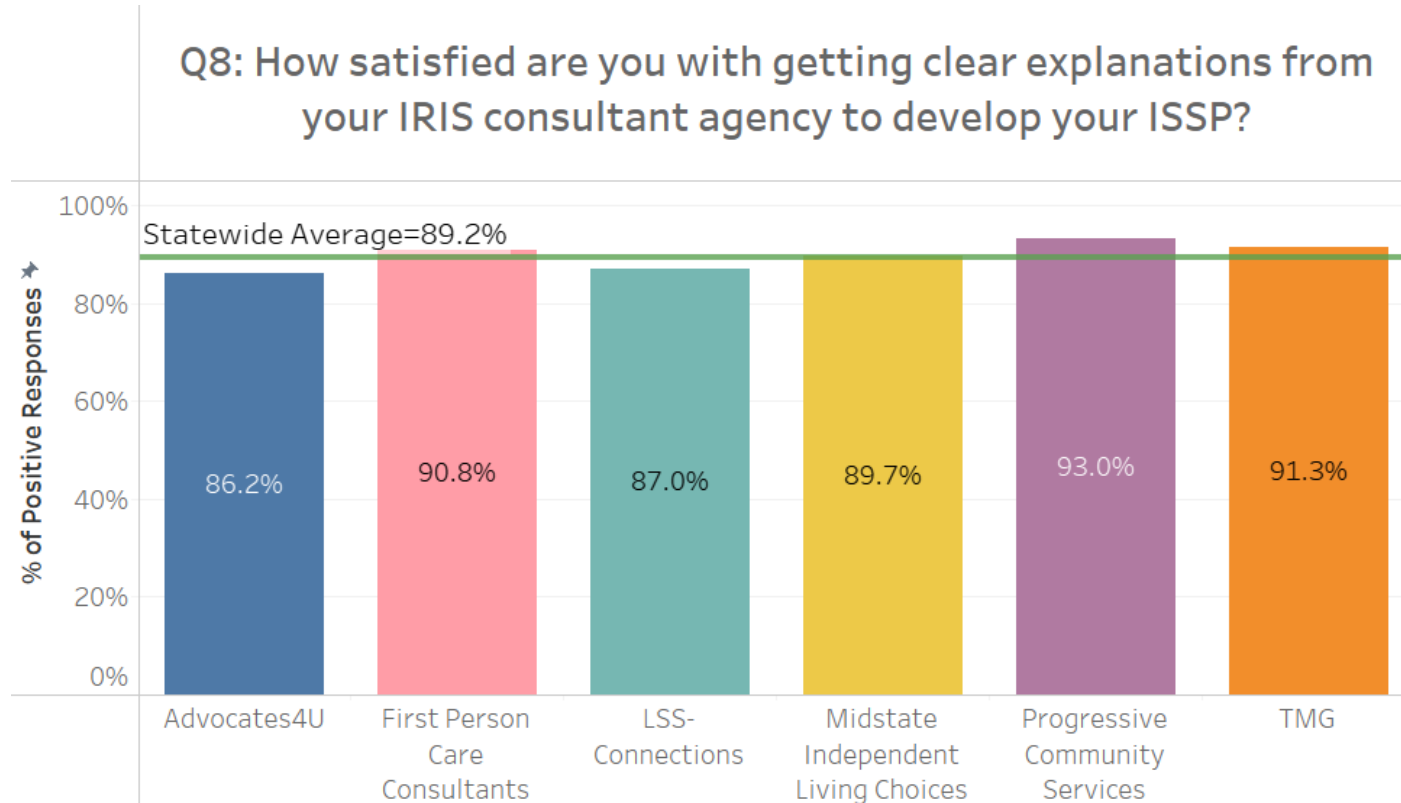


# IRIS Consultant Agency (ICA)

## 2018-2024 Positive Responses Trend Data

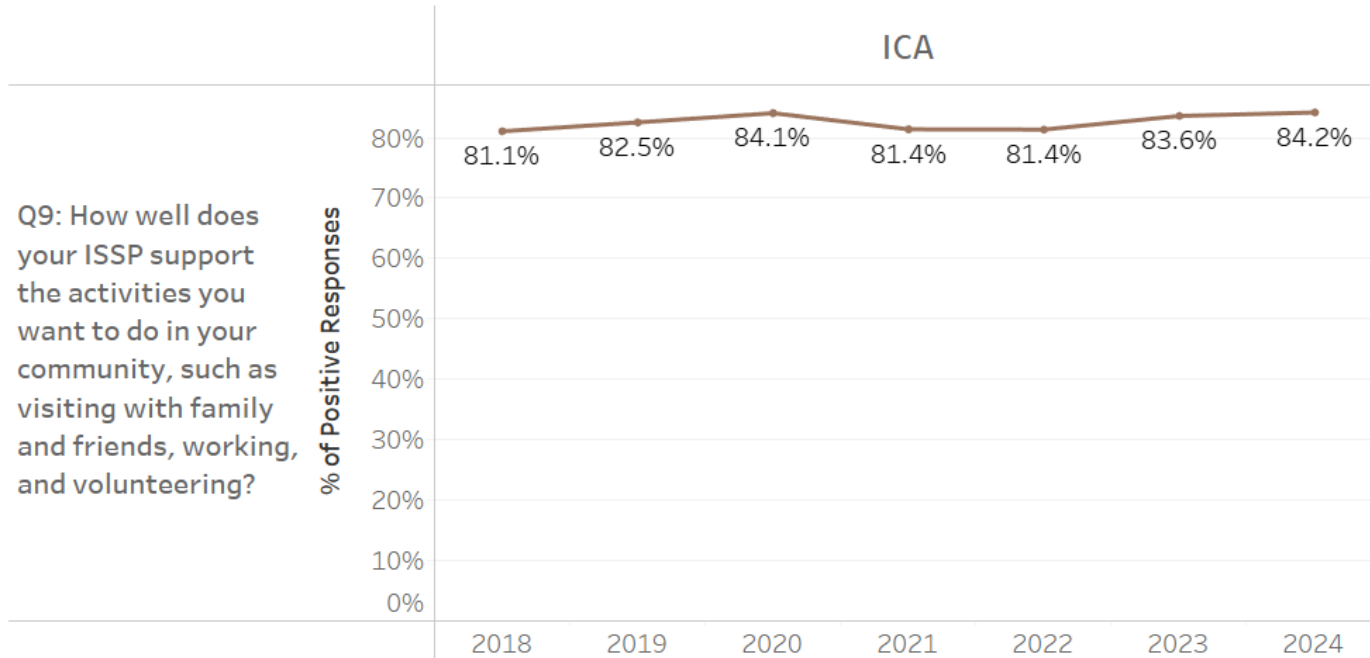


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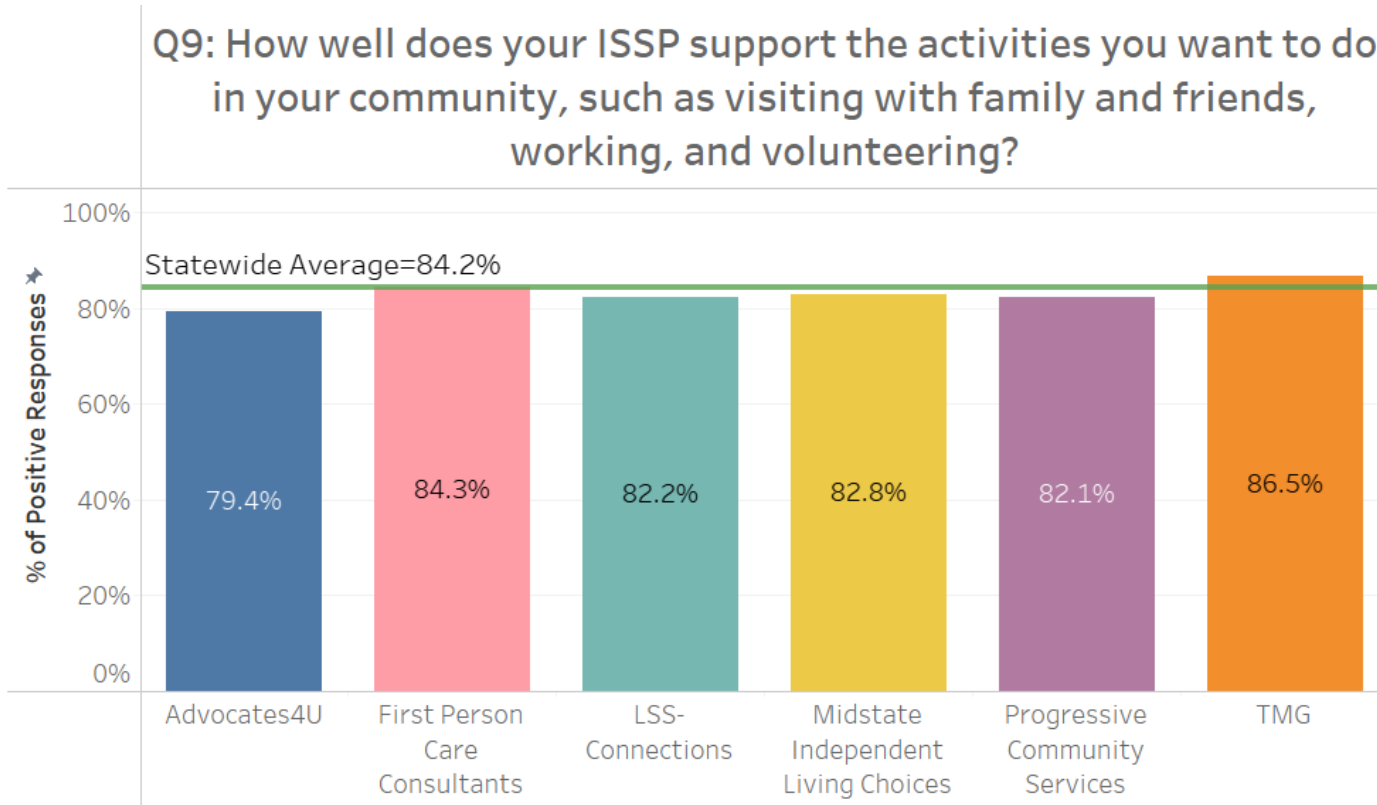


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## 2018-2024 Positive Responses Trend Data

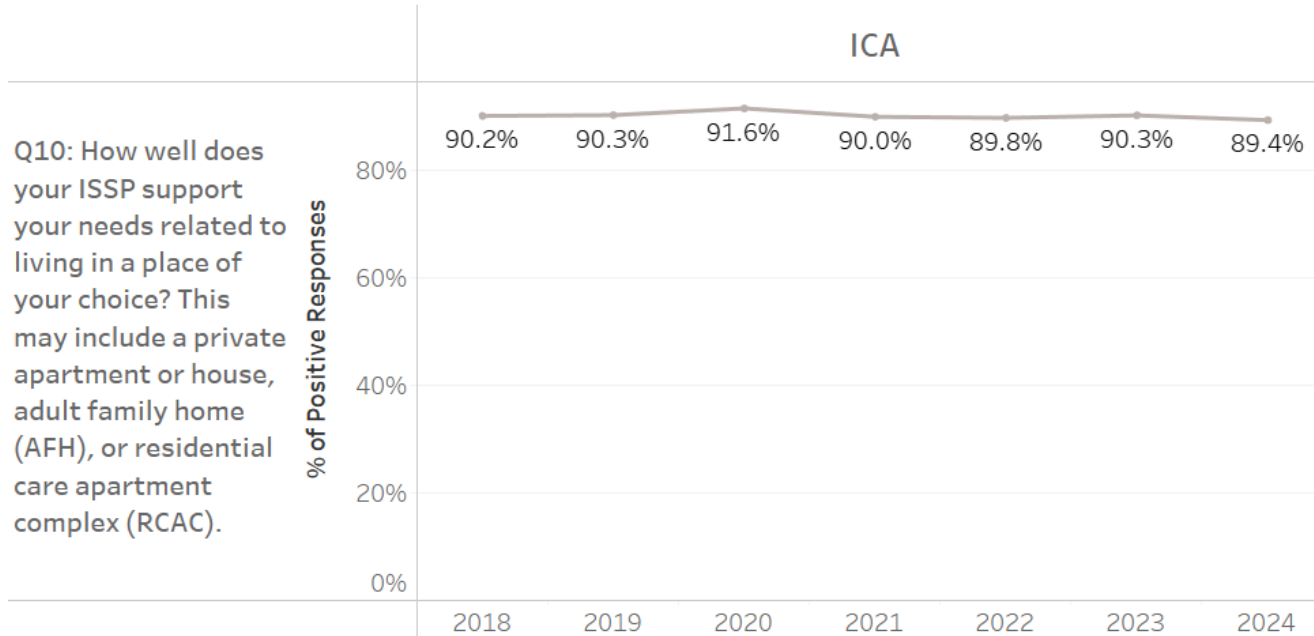


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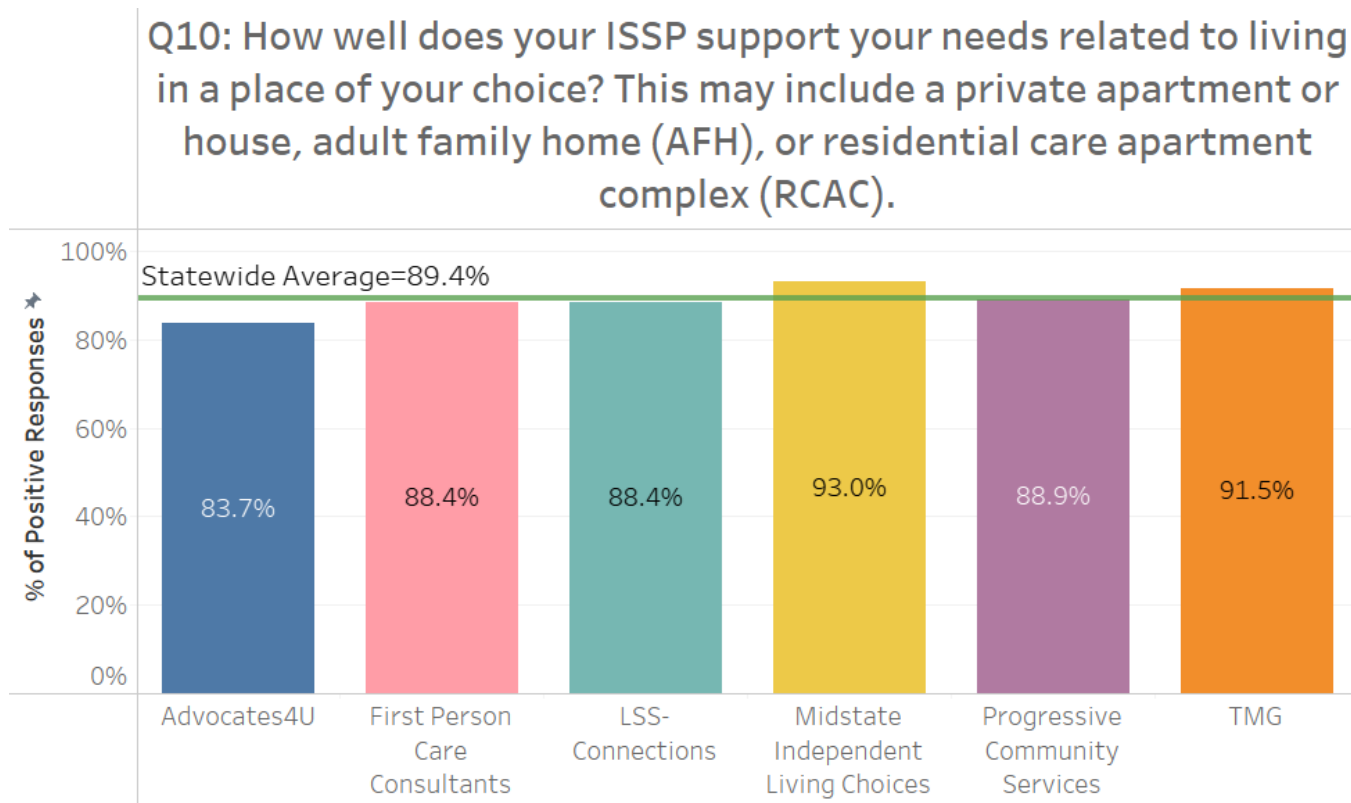


# IRIS Consultant Agency (ICA)

## 2018-2024 Positive Reponses Trend Data



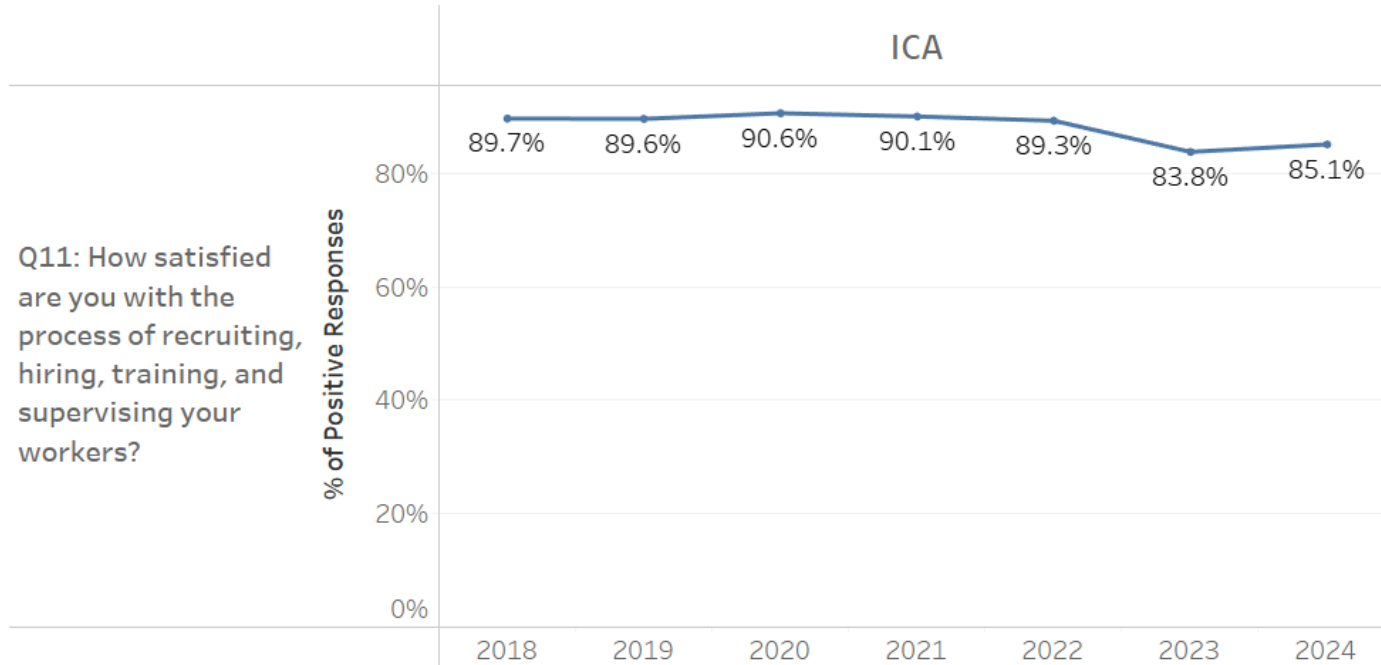
# IRIS Consultant Agency (ICA)





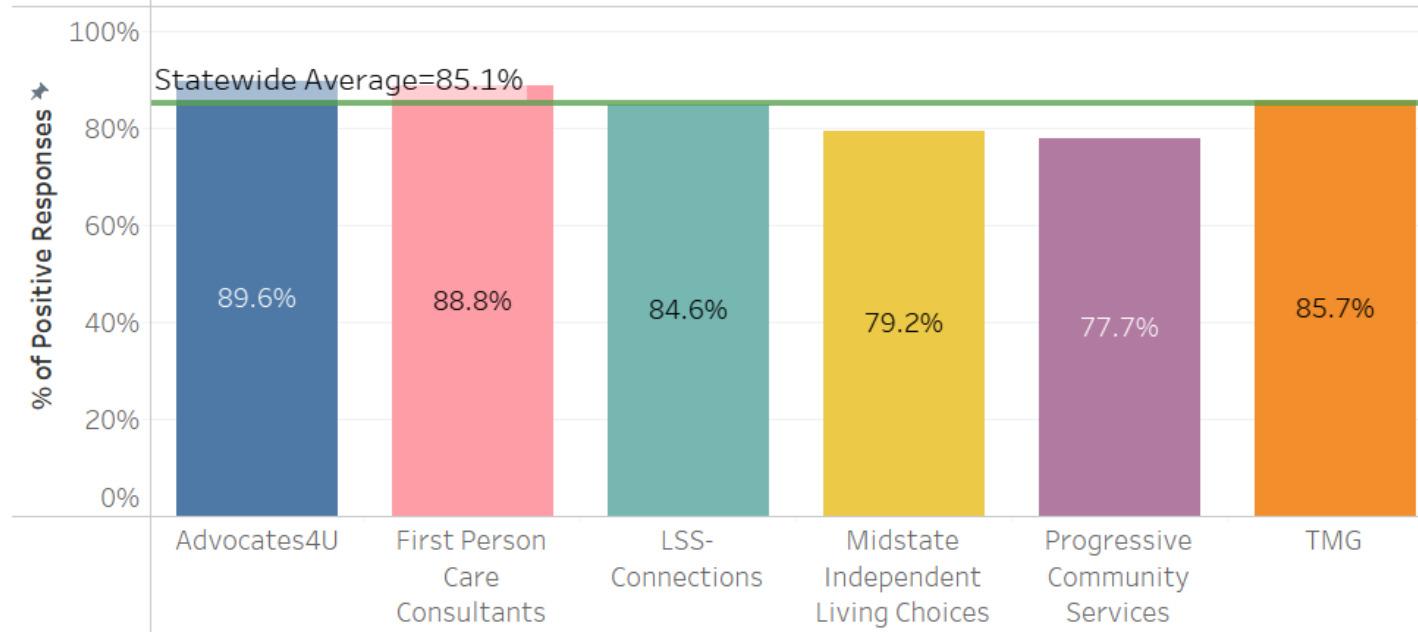
# IRIS Consultant Agency (ICA)

## 2018-2024 Positive Responses Trend Data



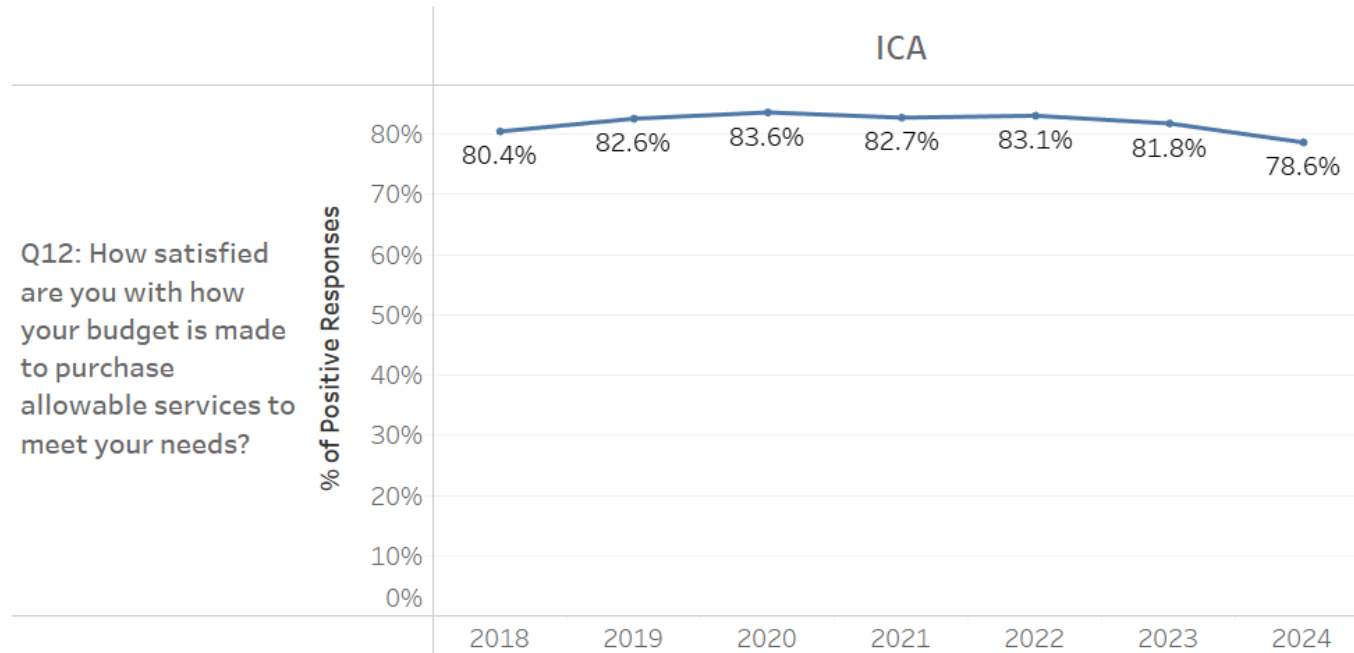
# IRIS Consultant Agency (ICA)

Q11: How satisfied are you with the process of recruiting, hiring, training, and supervising your workers?

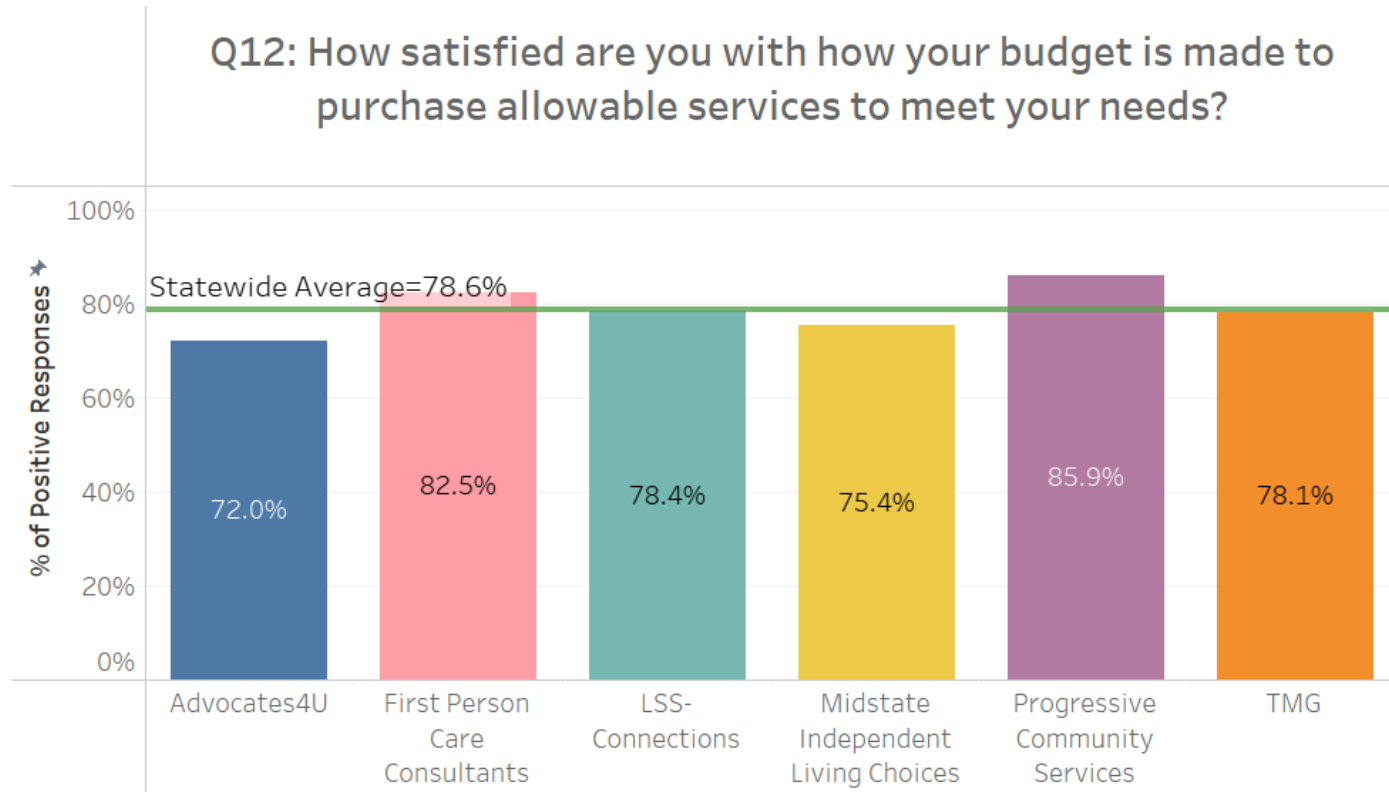


# IRIS Consultant Agency (ICA)

## 2018-2024 Positive Reponses Trend Data

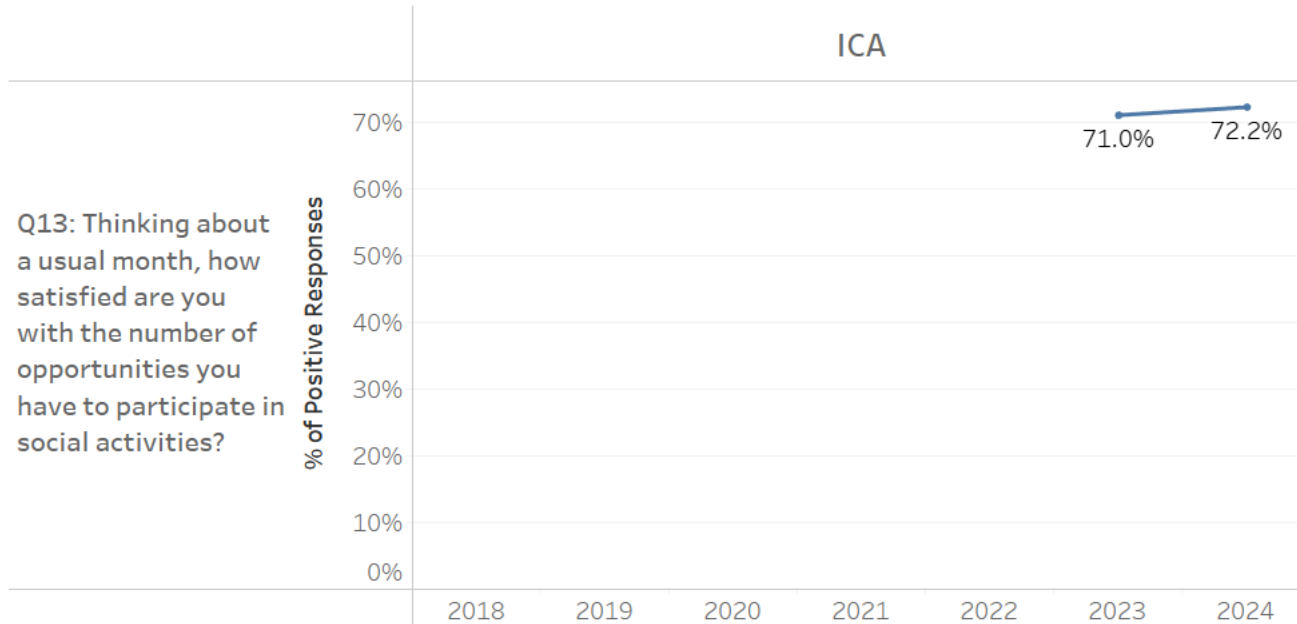


# IRIS Consultant Agency (ICA)



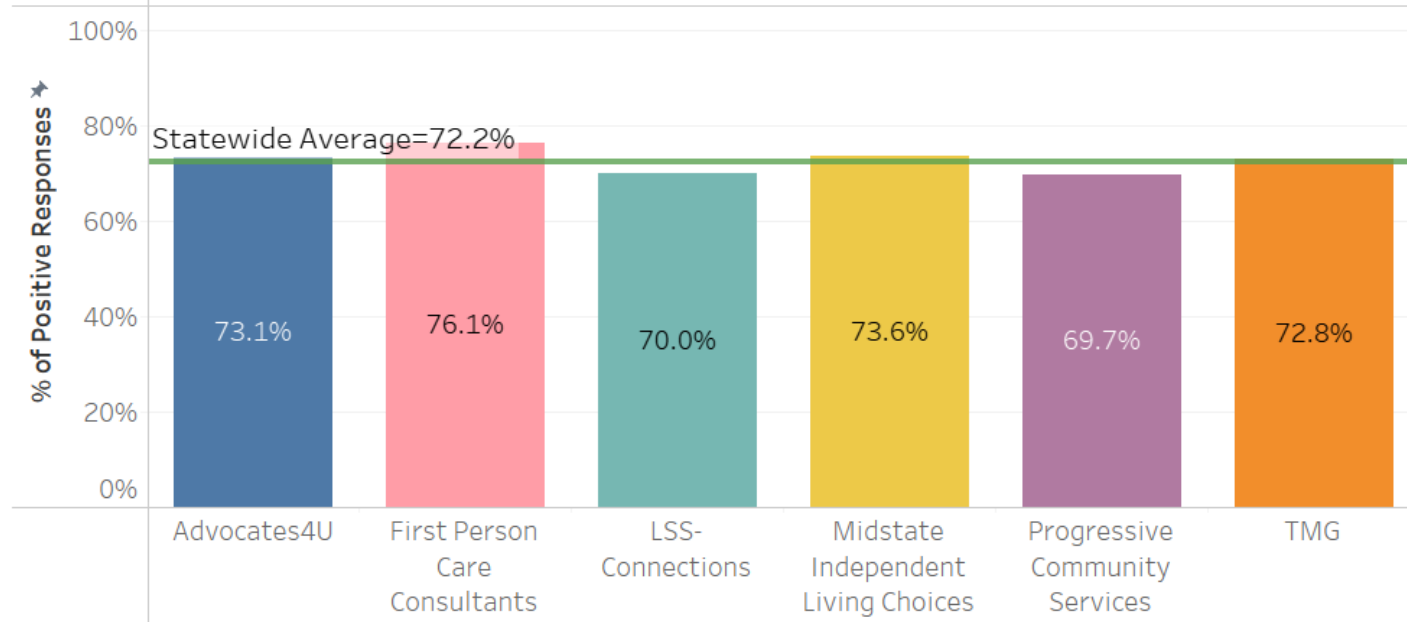
# IRIS Consultant Agency (ICA)

## 2018-2024 Positive Responses Trend Data



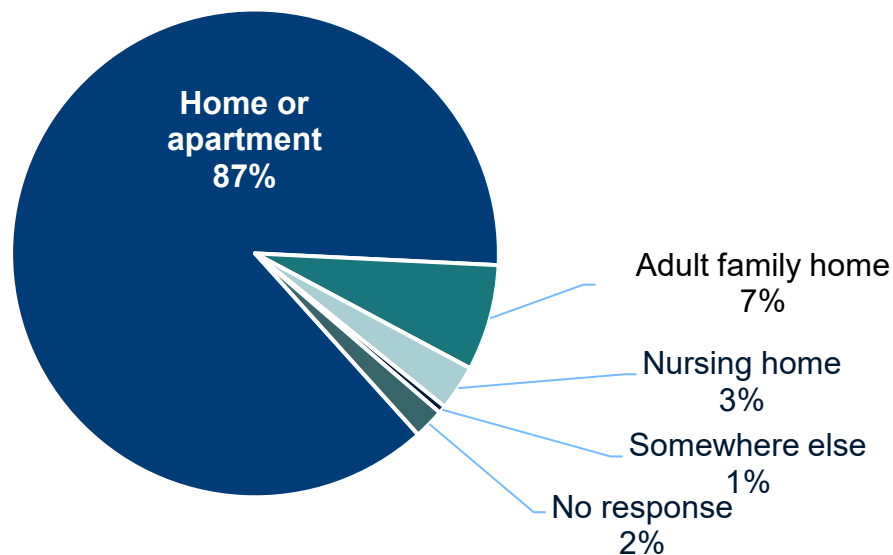
# IRIS Consultant Agency (ICA)

Q13: Thinking about a usual month, how satisfied are you with the number of opportunities you have to participate in social activities?



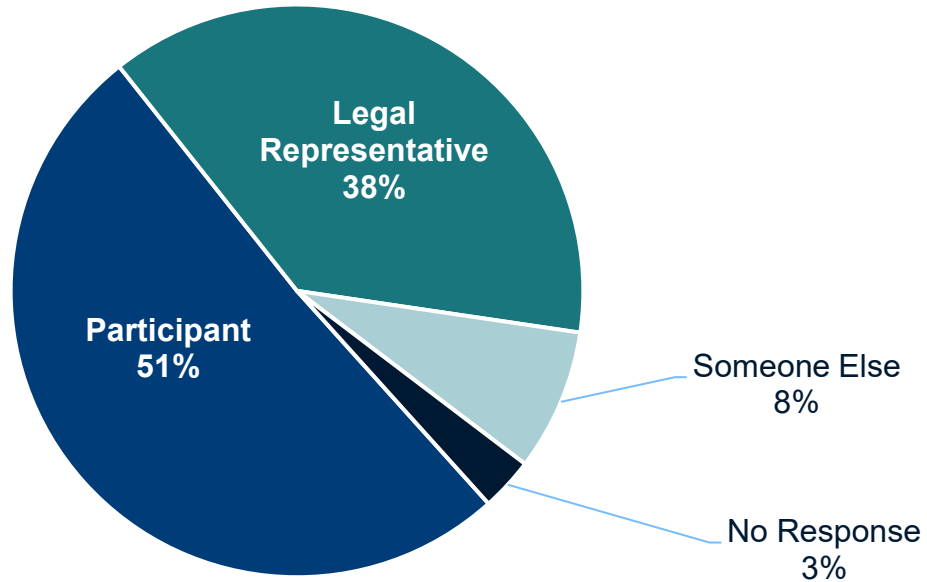
# ICA Demographics: Living Situation

Q14: Currently, which of the following best describes where you, the participant, live?



# ICA Demographics: Survey Respondent

Q15: Who answered the questions in this survey?





# **Results by Fiscal Employer Agent (FEA)**

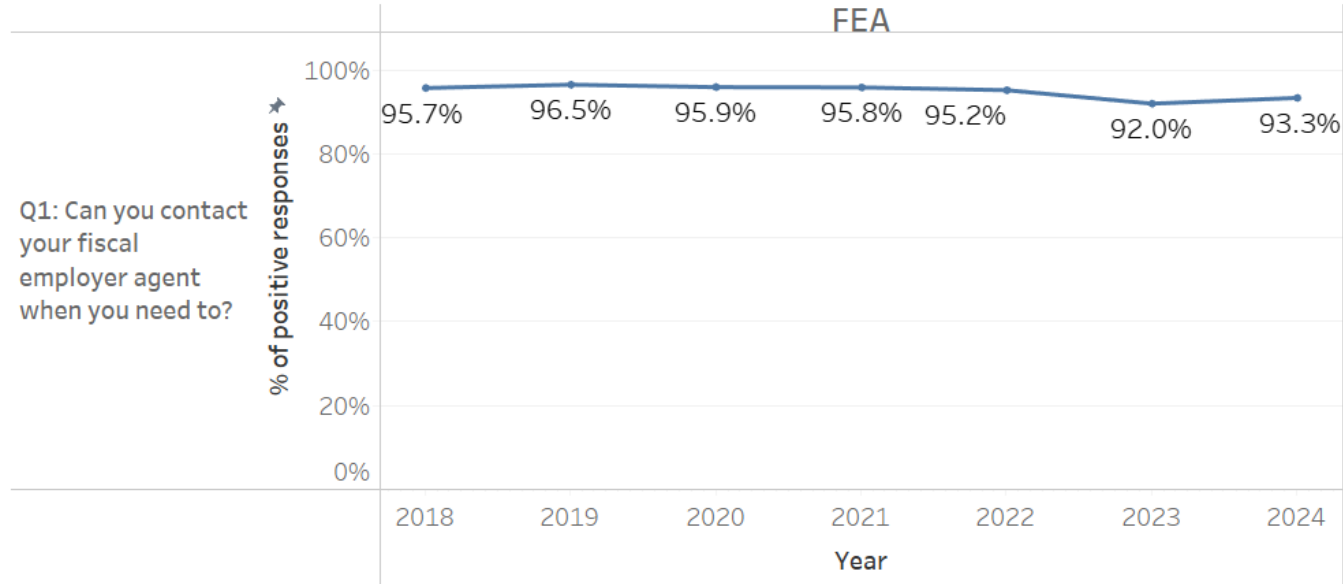
# Summary of Results - FEAs

Fiscal Employer Agencies Statewide Averages	% Positive Responses	Trend*
Q1: Can you contact your fiscal employer agent when you need to?	93.33%	
Q2: When asking for help, how often do you get the help you need from your fiscal employer agent?	76.50%	
Q3: When you email, call, or leave a voicemail for your fiscal employer agent, how satisfied are you with the timeliness of the response?	74.44%	
Q4: When you email, call, or leave a voicemail for your fiscal employer agent with a concern, how satisfied are you with the result?	76.43%	
Q5: How satisfied are you with getting clear explanations from your fiscal employer agent?	78.59%	
Q6: When you speak with your fiscal employer agent, how well do they listen to you?	84.26%	
Q7: How kindly does your fiscal employer agent treat you?	88.71%	
Q8: How easy is it for you to find the forms or information you need on your fiscal employer agent's website?	66.44%	
Q9: If you hired a worker within the last year, how satisfied were you with the timeliness for hiring them?	78.89%	
Q10: How satisfied are you with the fiscal employer agent timesheet and payroll processing?	67.00%	↓
Q11: How well does your fiscal employer agent communicate if there is a problem with submitted timesheets?	70.90%	
Q12: Overall, how satisfied are you with your fiscal employer agent?	79.80%	
Q13: How likely are you to recommend your fiscal employer agent to someone you know?	76.62%	

\* Represents a change of +/- 2% compared to 2023.

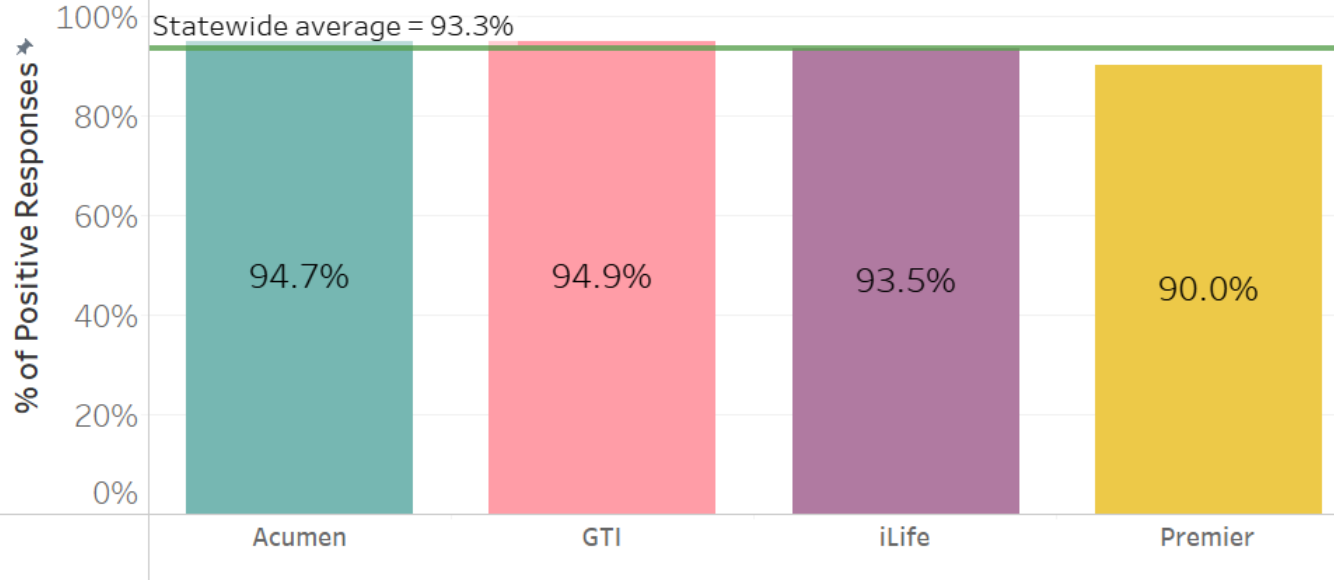
# Fiscal Employer Agent (FEA)

2018-2024 Positive Responses Trend Data



# Fiscal Employer Agent (FEA)

Q1: Can you contact your fiscal employer agent when you need to?

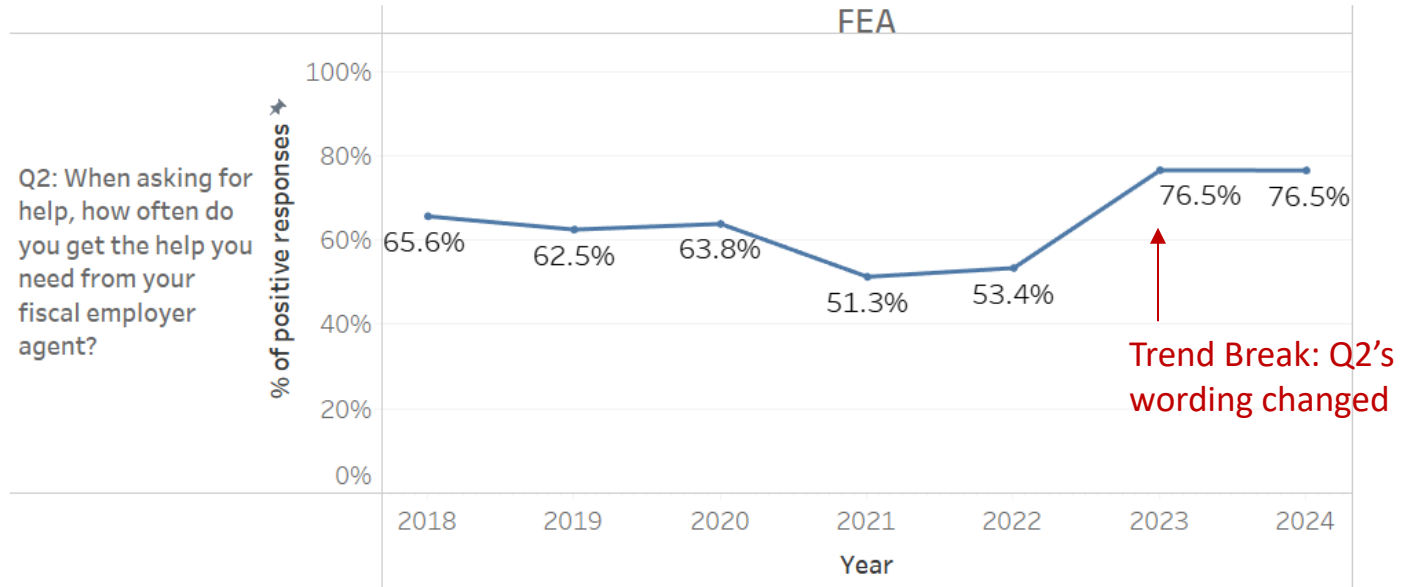


## Total Number of Responses

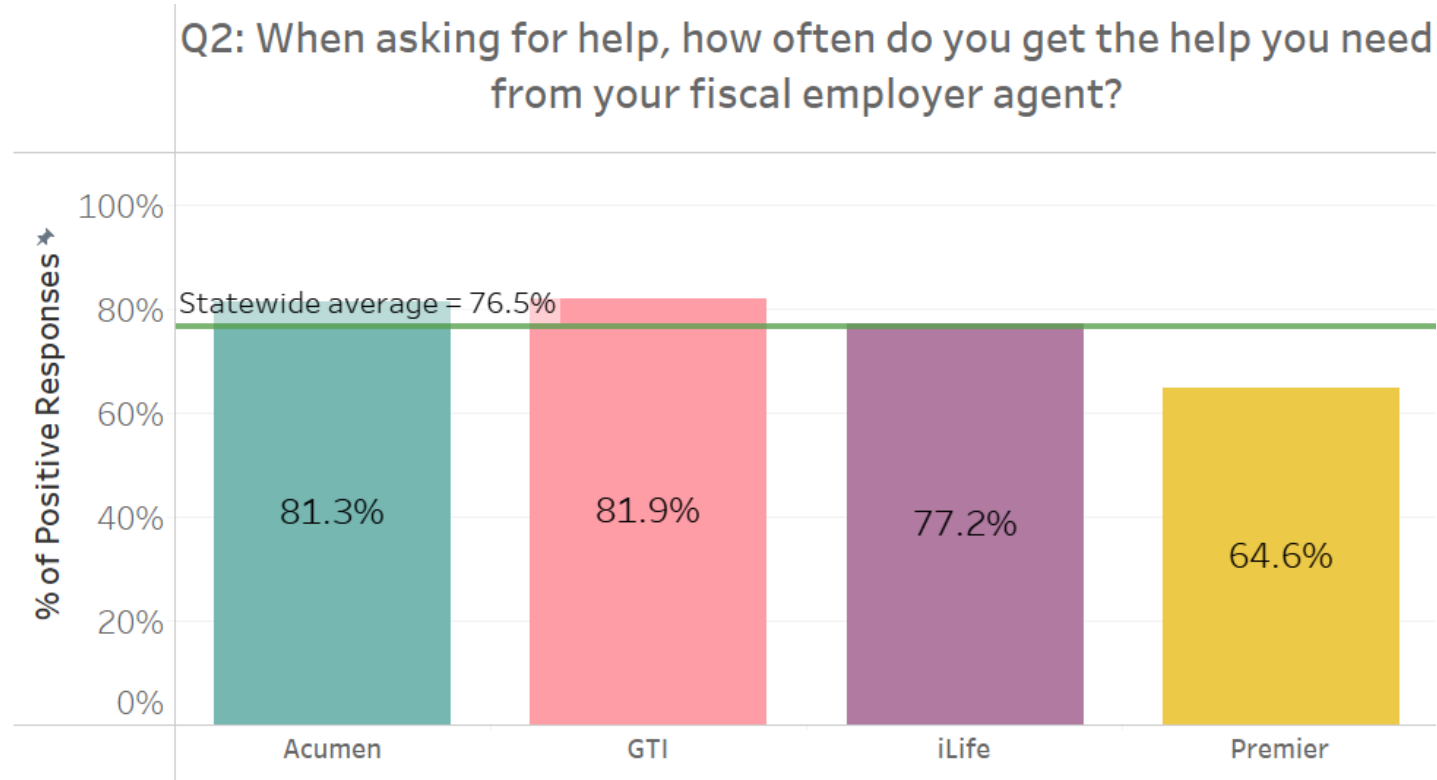
	2024
Acumen	453
GT Independence	790
iLife	1,299
Premier	620
Statewide FEA	3,162

# Fiscal Employer Agent (FEA)

2018-2024 Positive Responses Trend Data

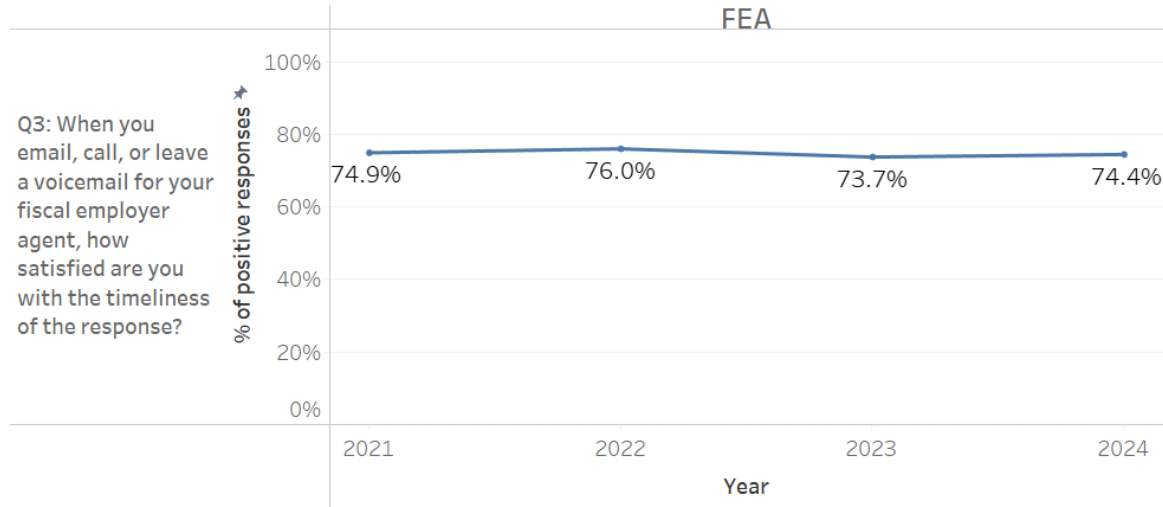


# Fiscal Employer Agent (FEA)



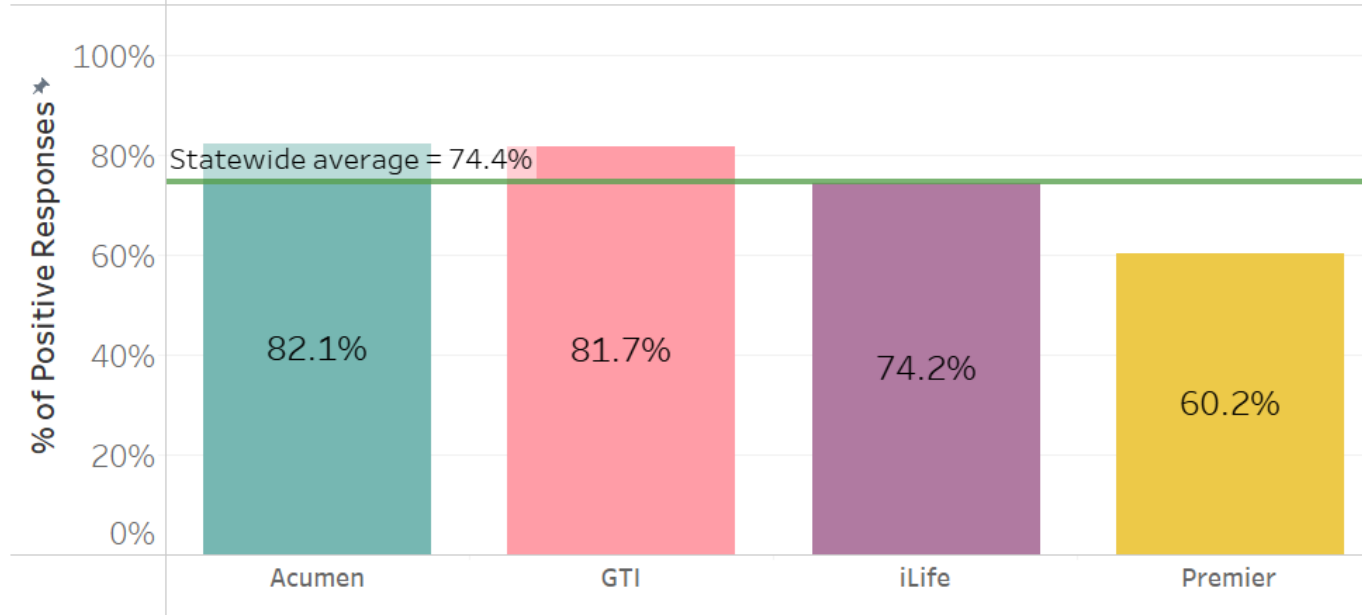
# Fiscal Employer Agent (FEA)

2018-2024 Positive Responses Trend Data



# Fiscal Employer Agent (FEA)

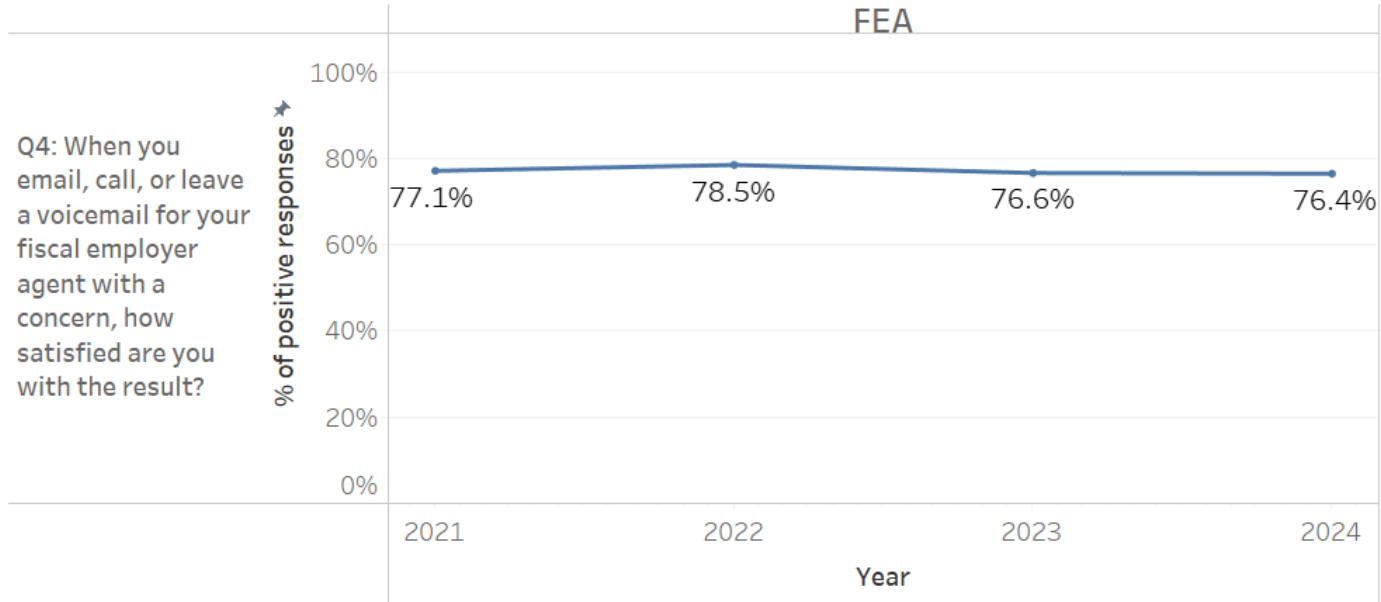
Q3: When you email, call, or leave a voicemail for your fiscal employer agent, how satisfied are you with the timeliness of the response?





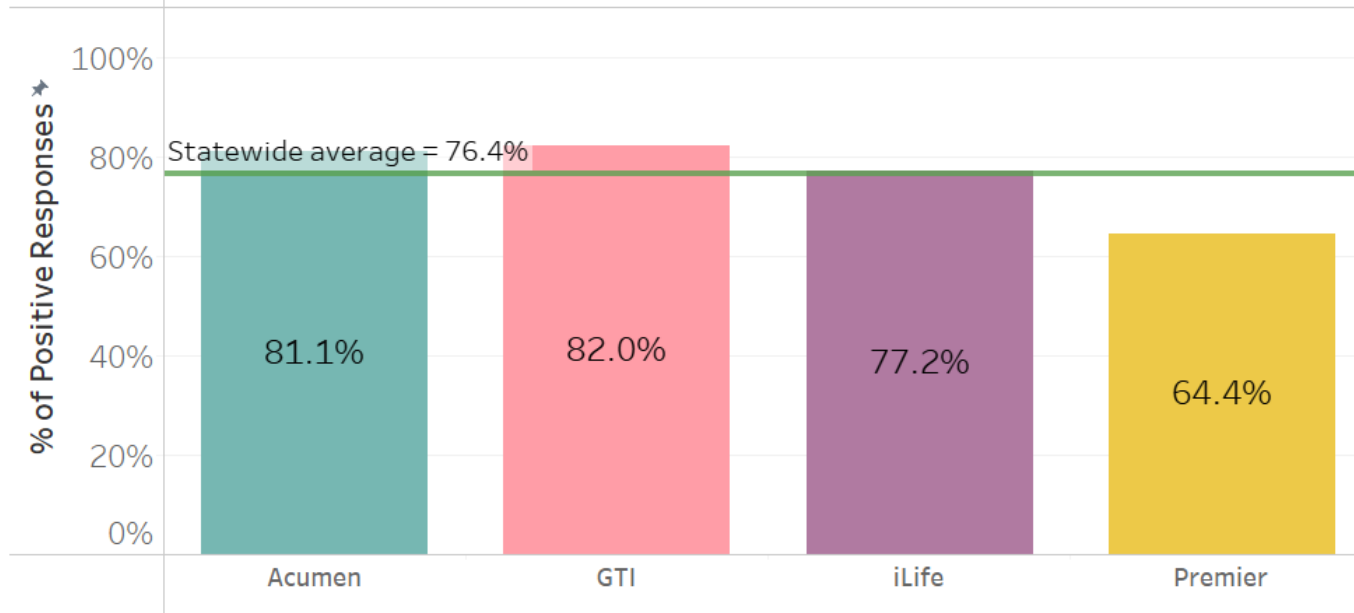
# Fiscal Employer Agent (FEA)

## 2018-2024 Positive Reponses Trend Data



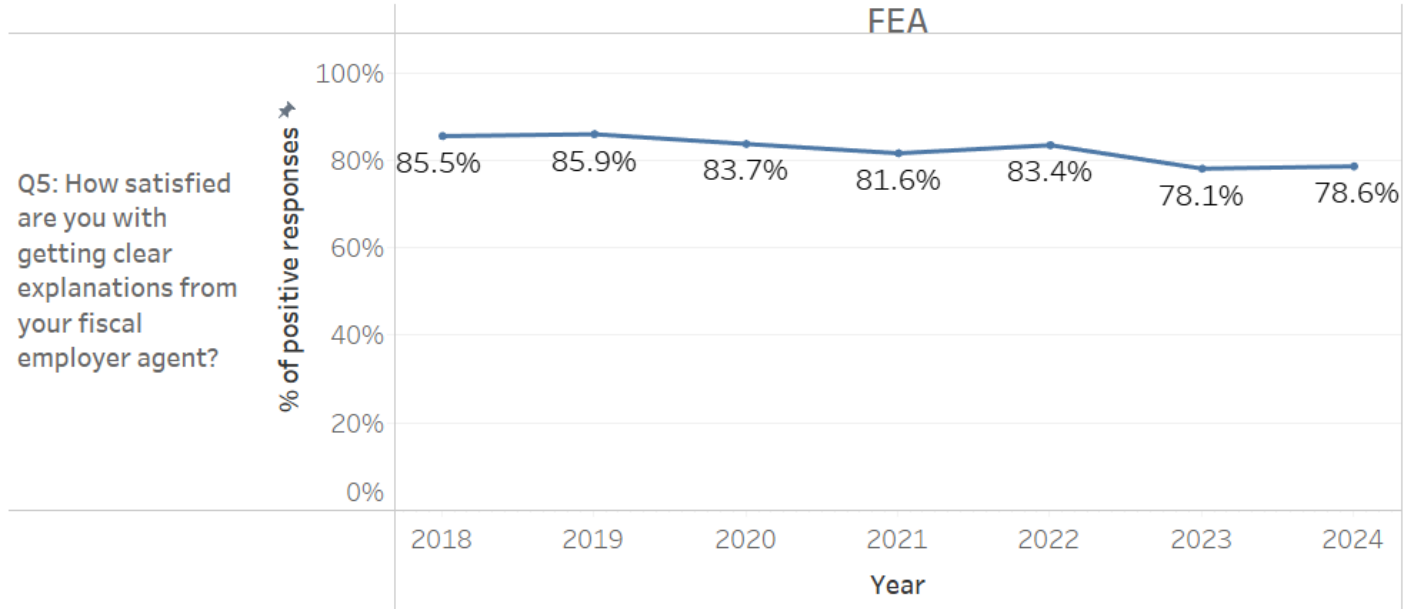
## Fiscal Employer Agent (FEA)

Q4: When you email, call, or leave a voicemail for your fiscal employer agent with a concern, how satisfied are you with the result?

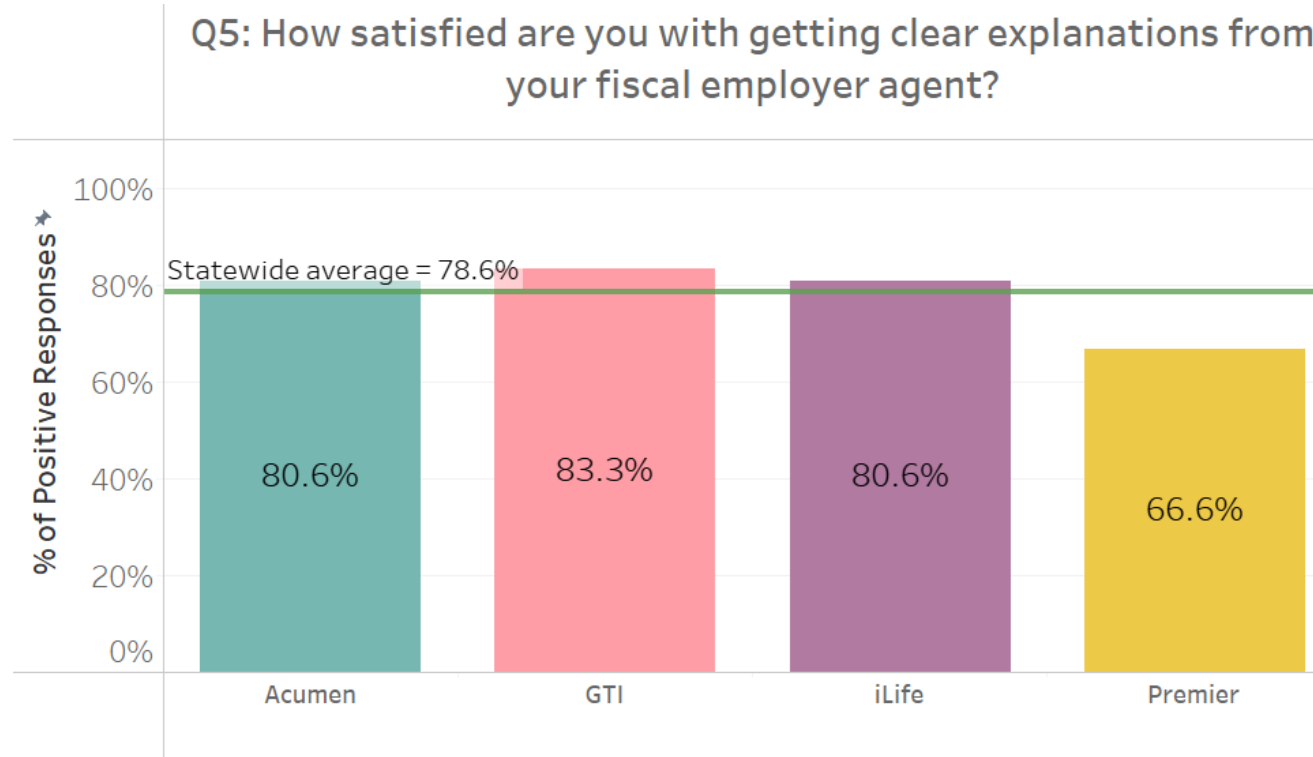


# Fiscal Employer Agent (FEA)

## 2018-2024 Positive Responses Trend Data

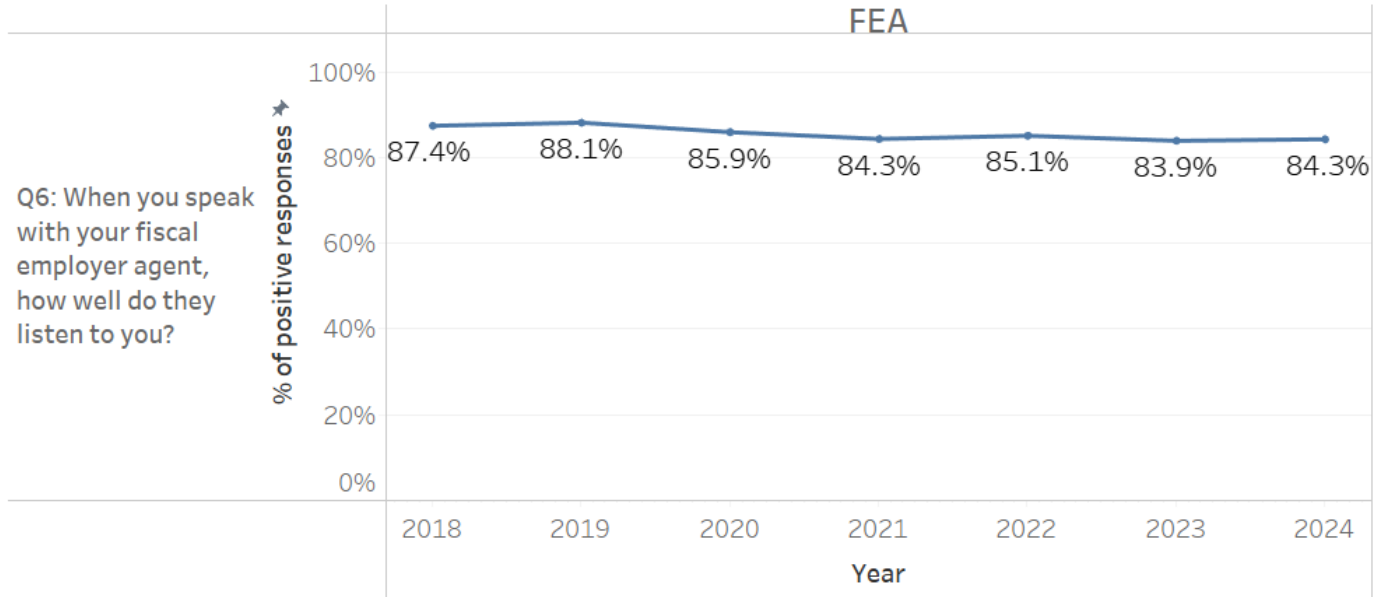


# Fiscal Employer Agent (FEA)



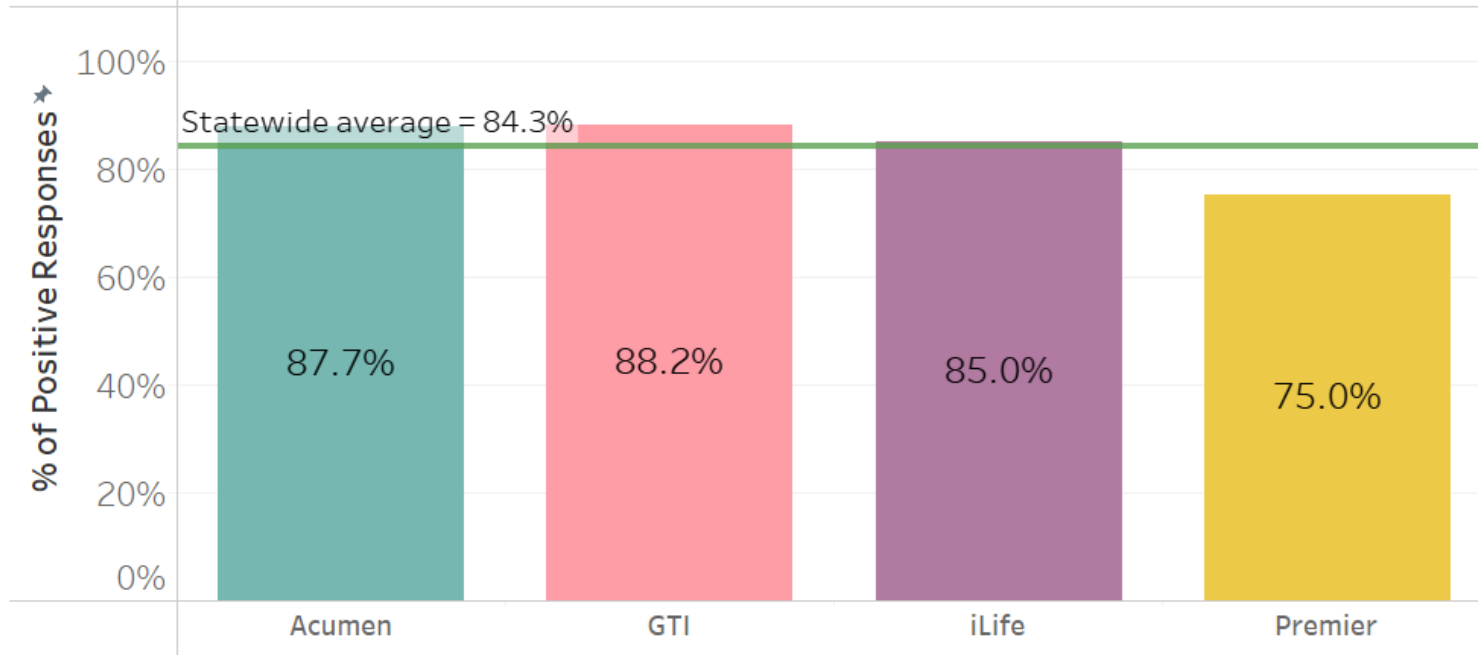
# Fiscal Employer Agent (FEA)

## 2018-2024 Positive Responses Trend Data



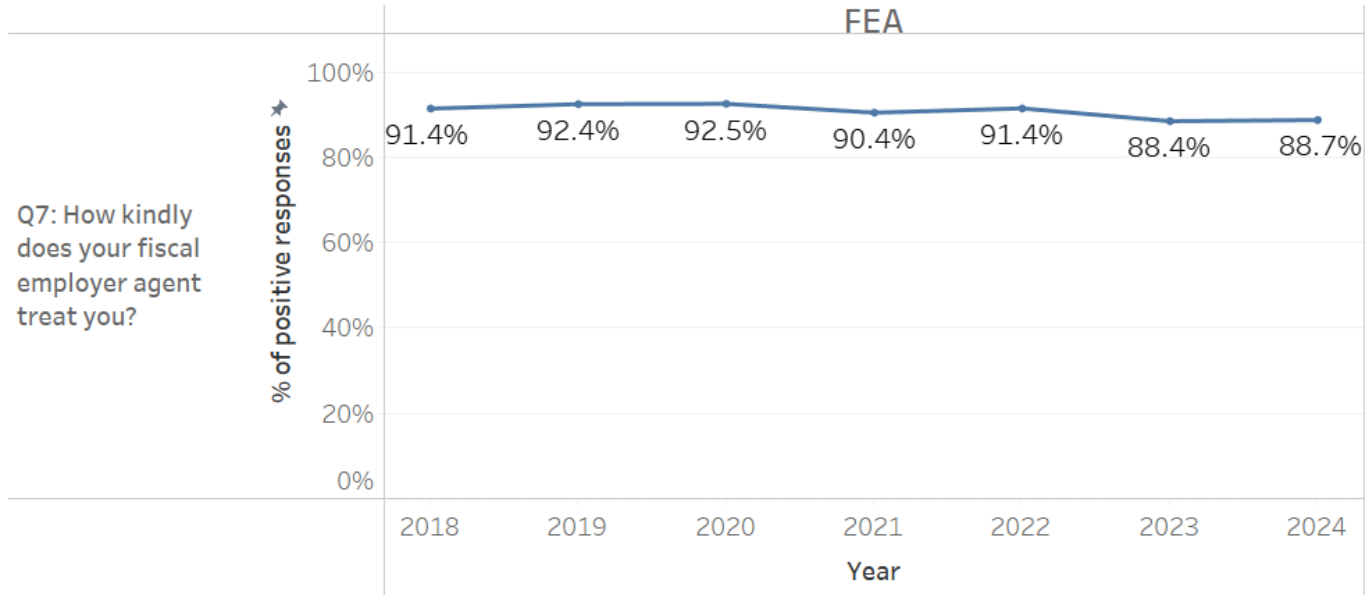
# Fiscal Employer Agent (FEA)

Q6: When you speak with your fiscal employer agent, how well do they listen to you?



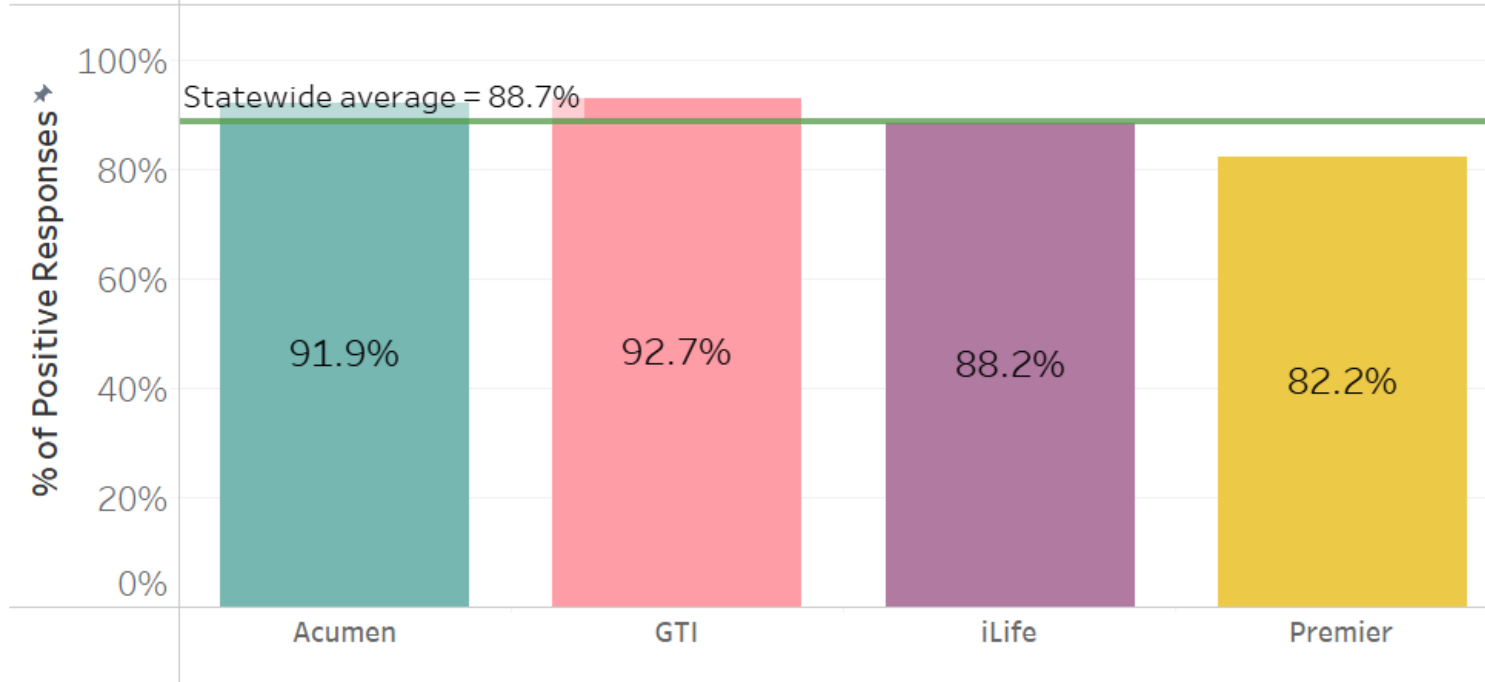
# Fiscal Employer Agent (FEA)

2018-2024 Positive Responses Trend Data



# Fiscal Employer Agent (FEA)

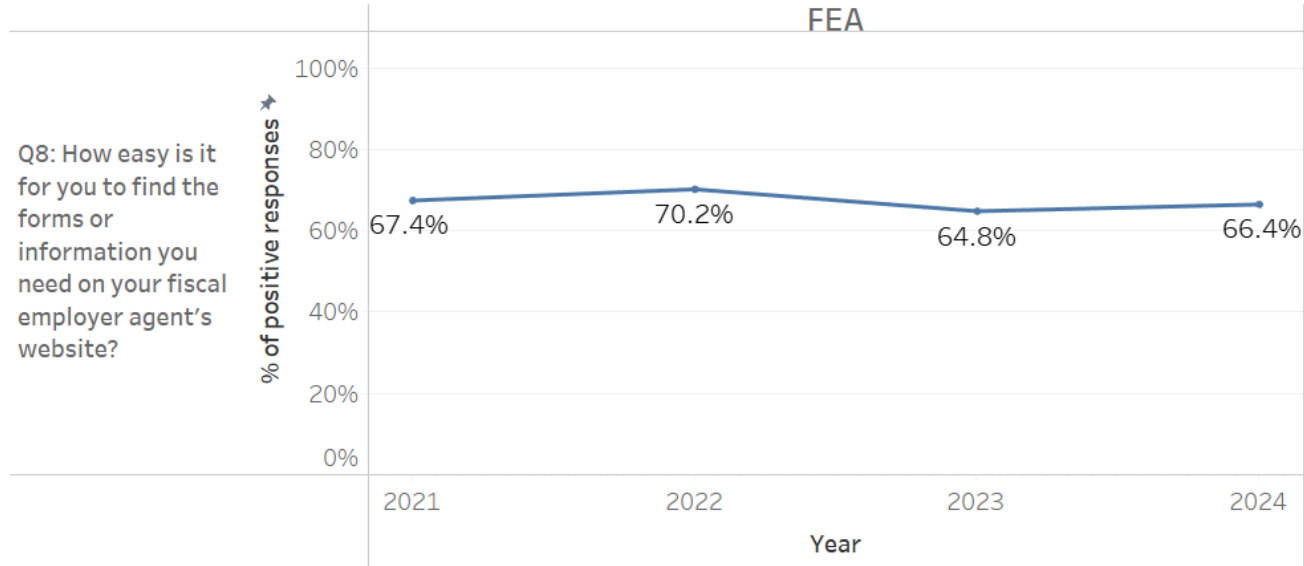
Q7: How kindly does your fiscal employer agent treat you?





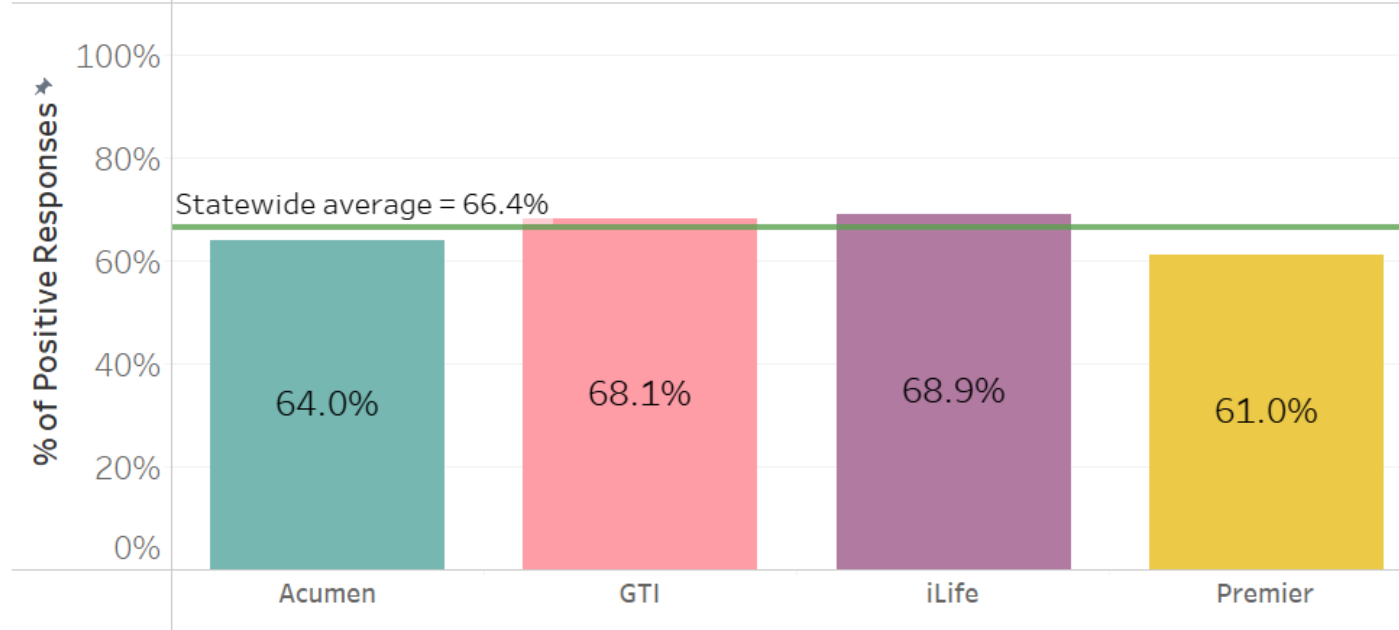
# Fiscal Employer Agent (FEA)

2018-2024 Positive Responses Trend Data



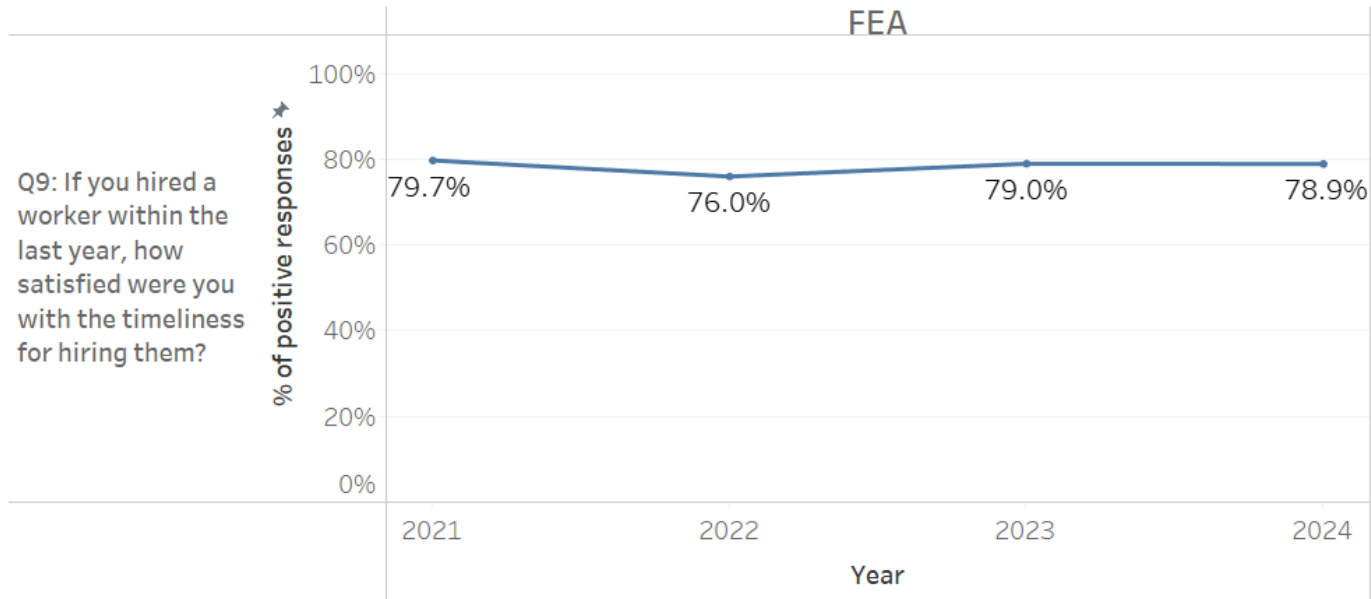
# Fiscal Employer Agent (FEA)

Q8: How easy is it for you to find the forms or information you need on your fiscal employer agent's website?



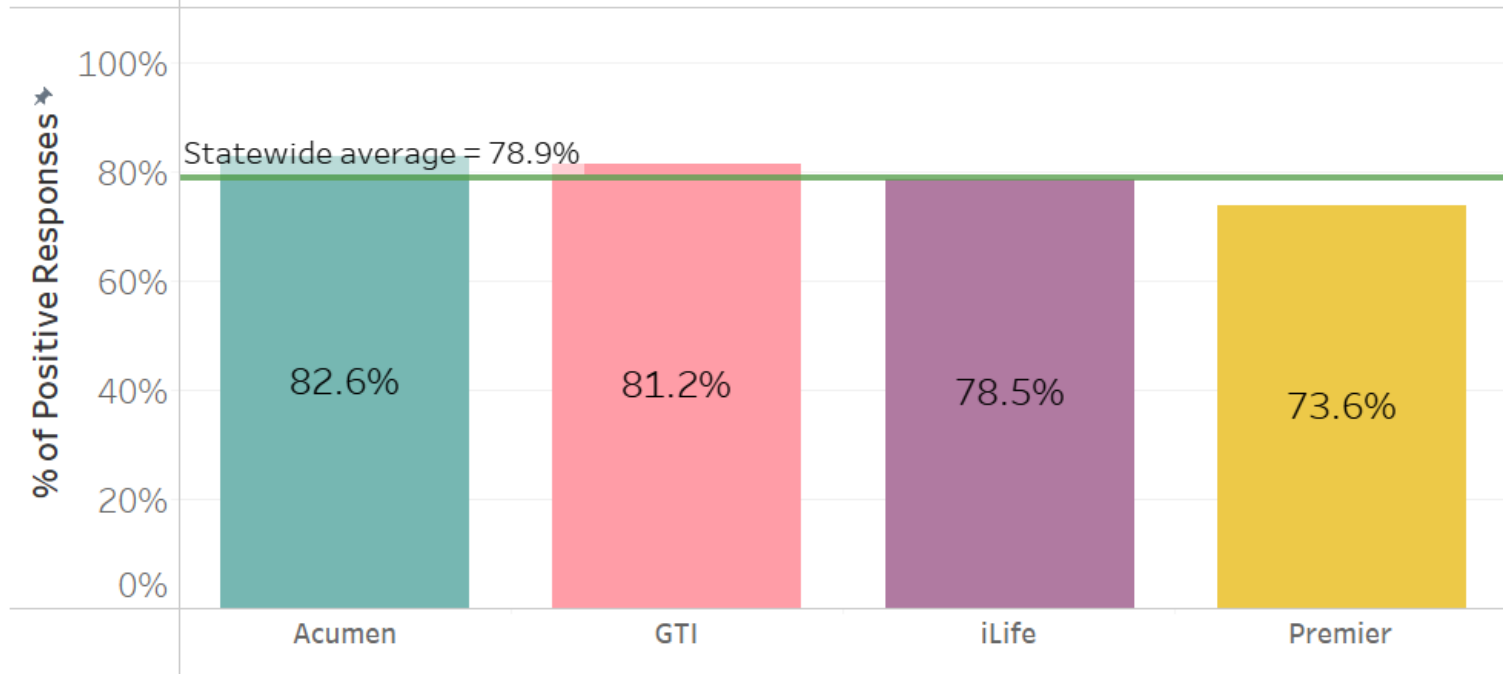
# Fiscal Employer Agent (FEA)

## 2018-2024 Positive Reponses Trend Data



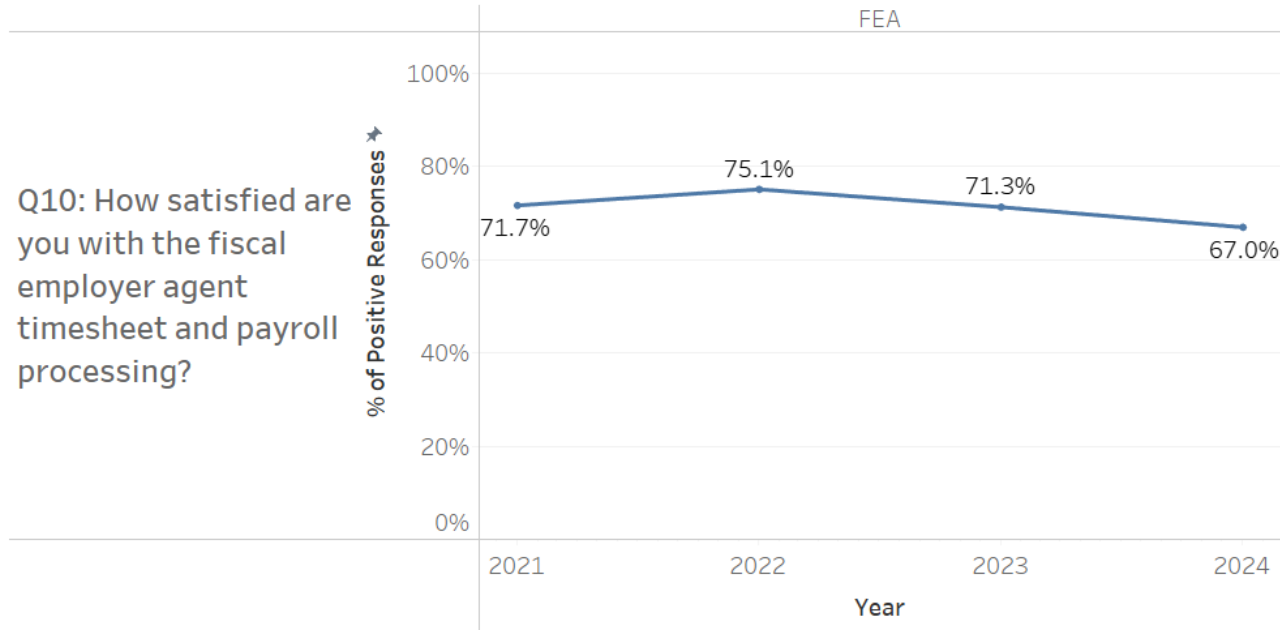
## Fiscal Employer Agent (FEA)

Q9: If you hired a worker within the last year, how satisfied were you with the timeliness for hiring them?



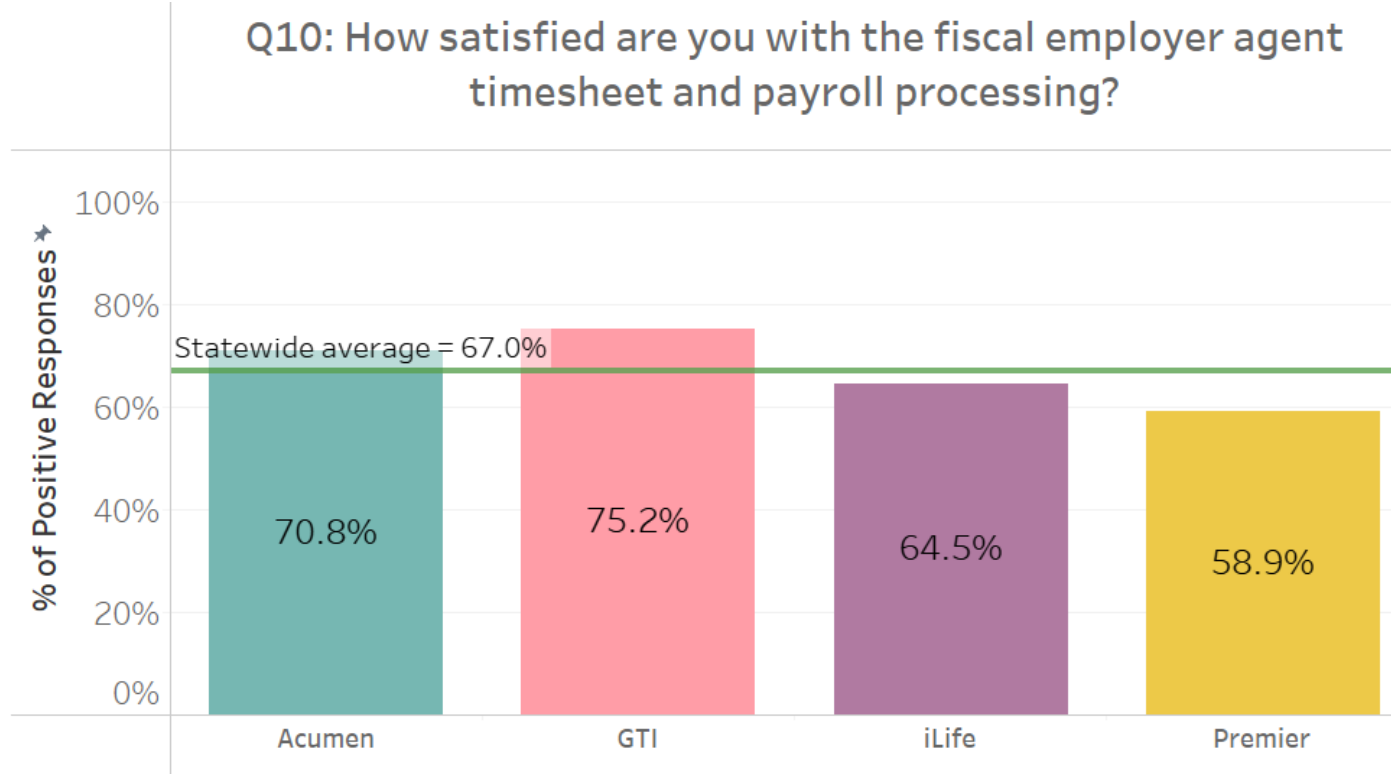
# Fiscal Employer Agent (FEA)

## 2018-2024 Positive Responses Trend Data



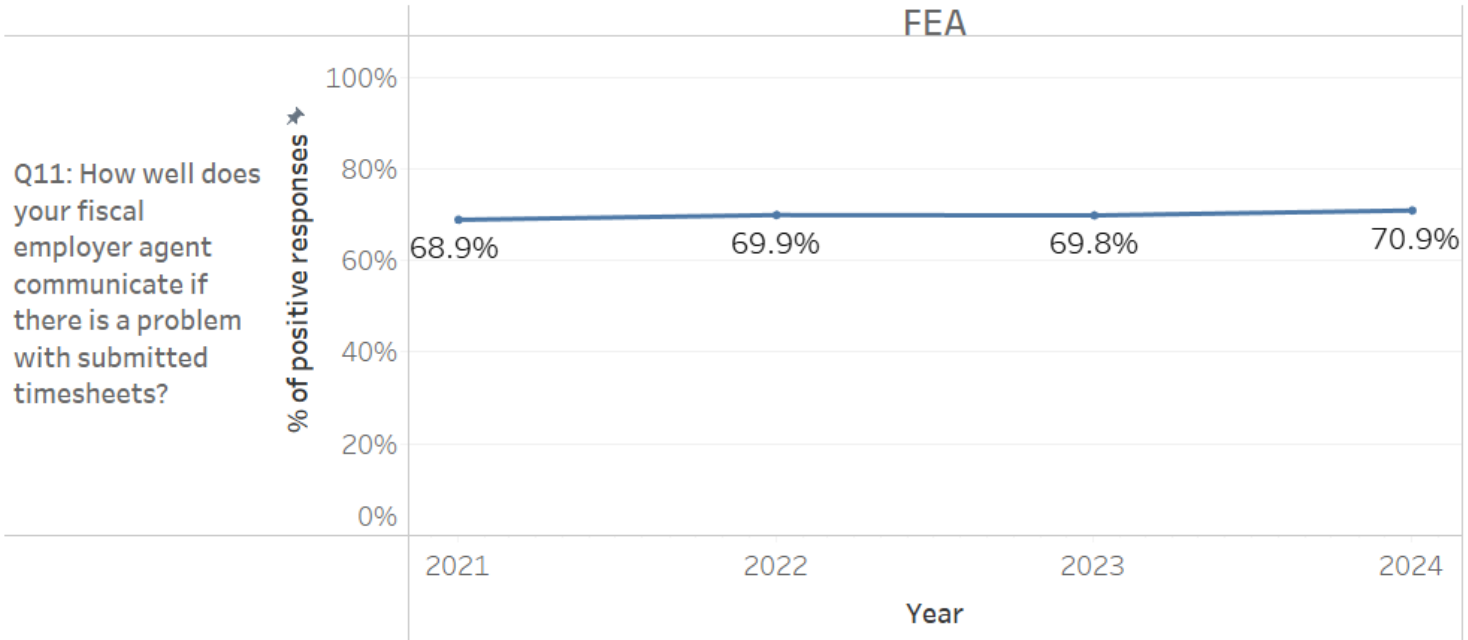
# Fiscal Employer Agent (FEA)

Q10: How satisfied are you with the fiscal employer agent timesheet and payroll processing?



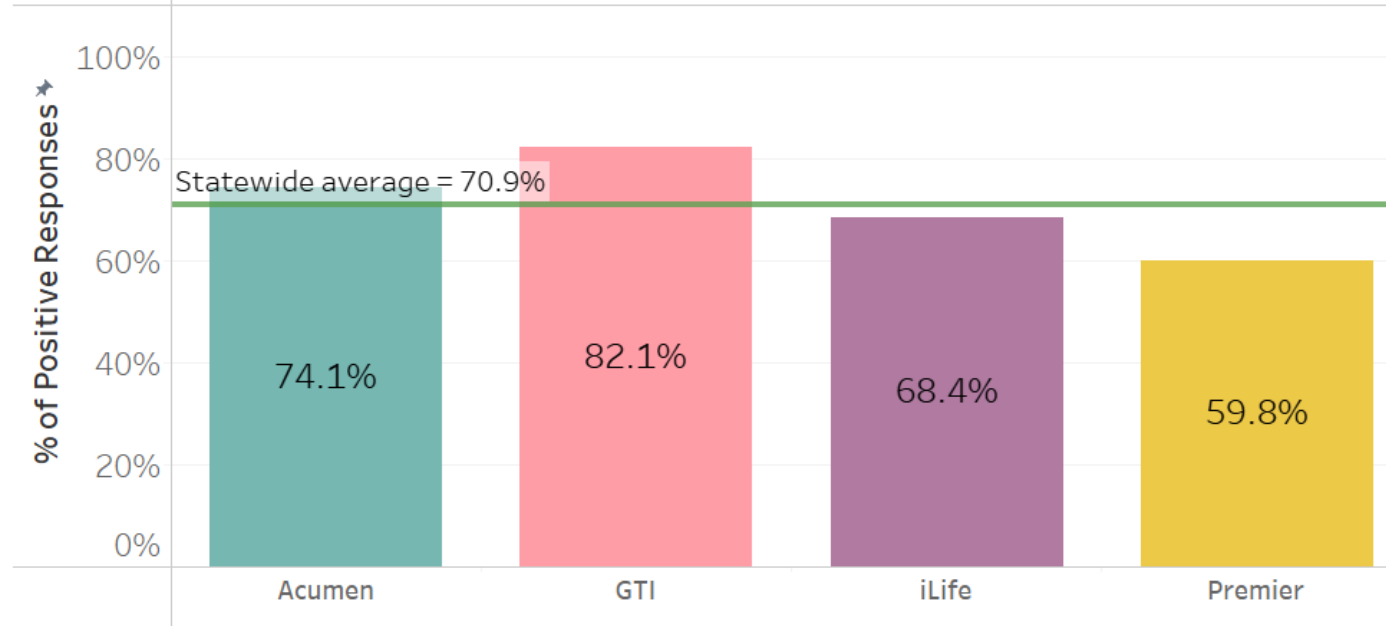
# Fiscal Employer Agent (FEA)

## 2018-2024 Positive Responses Trend Data



# Fiscal Employer Agent (FEA)

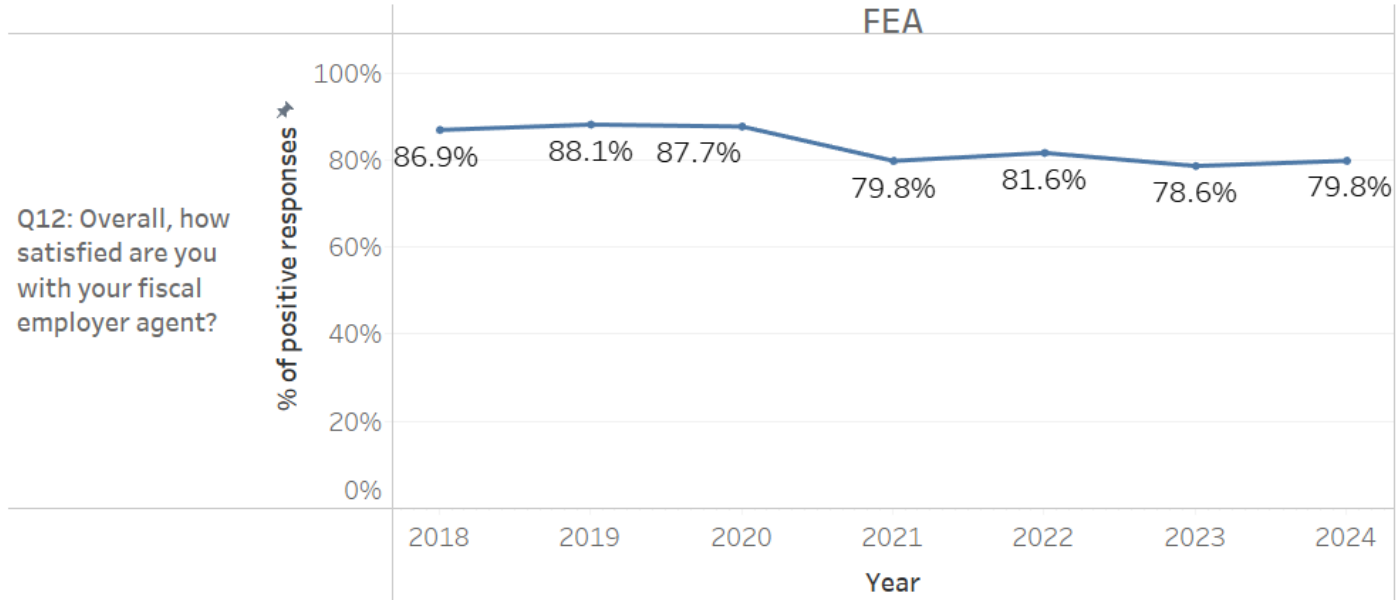
Q11: How well does your fiscal employer agent communicate if there is a problem with submitted timesheets?





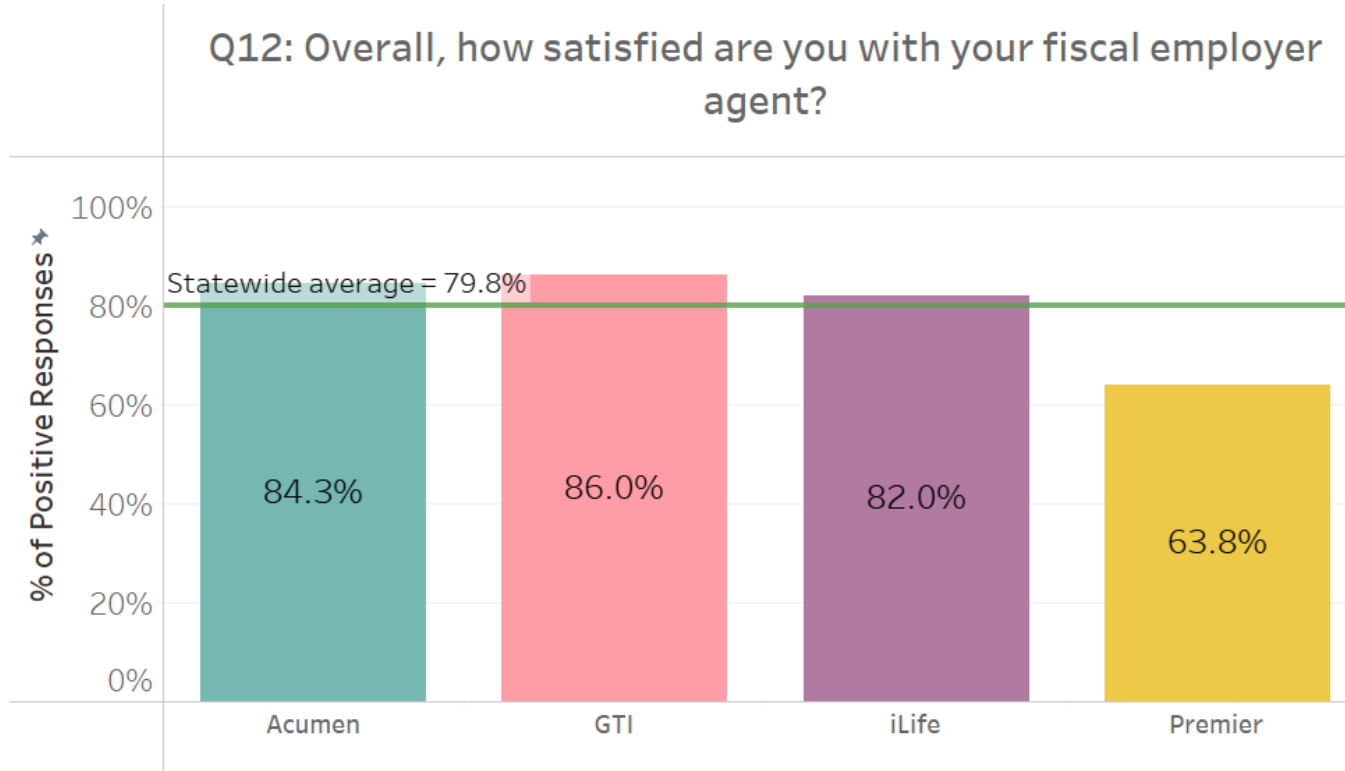
# Fiscal Employer Agent (FEA)

## 2018-2024 Positive Responses Trend Data



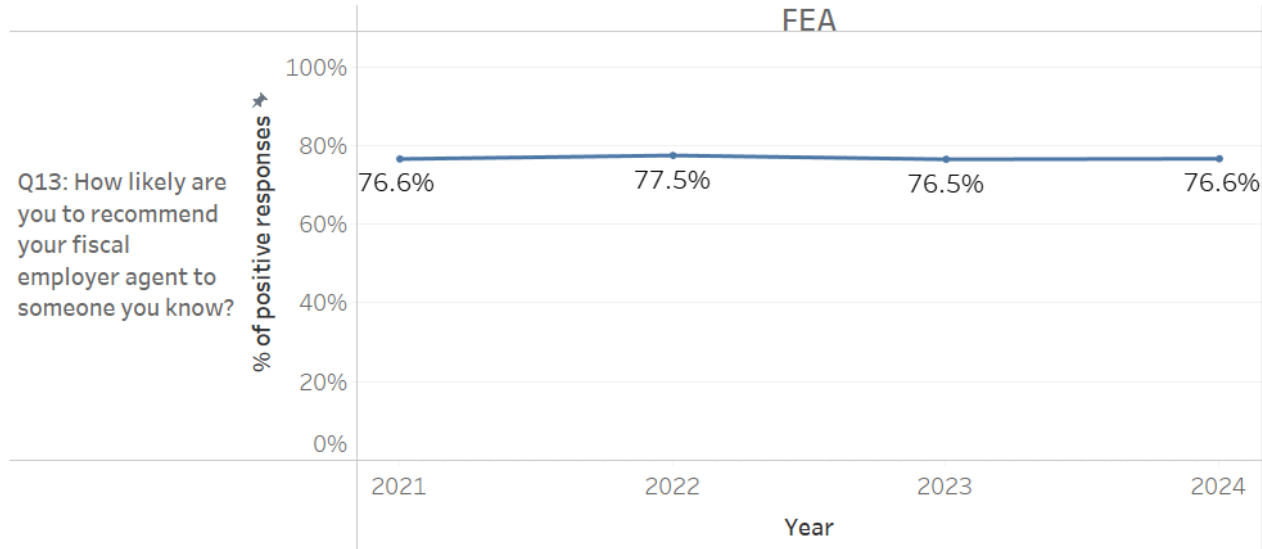
# Fiscal Employer Agent (FEA)

Q12: Overall, how satisfied are you with your fiscal employer agent?



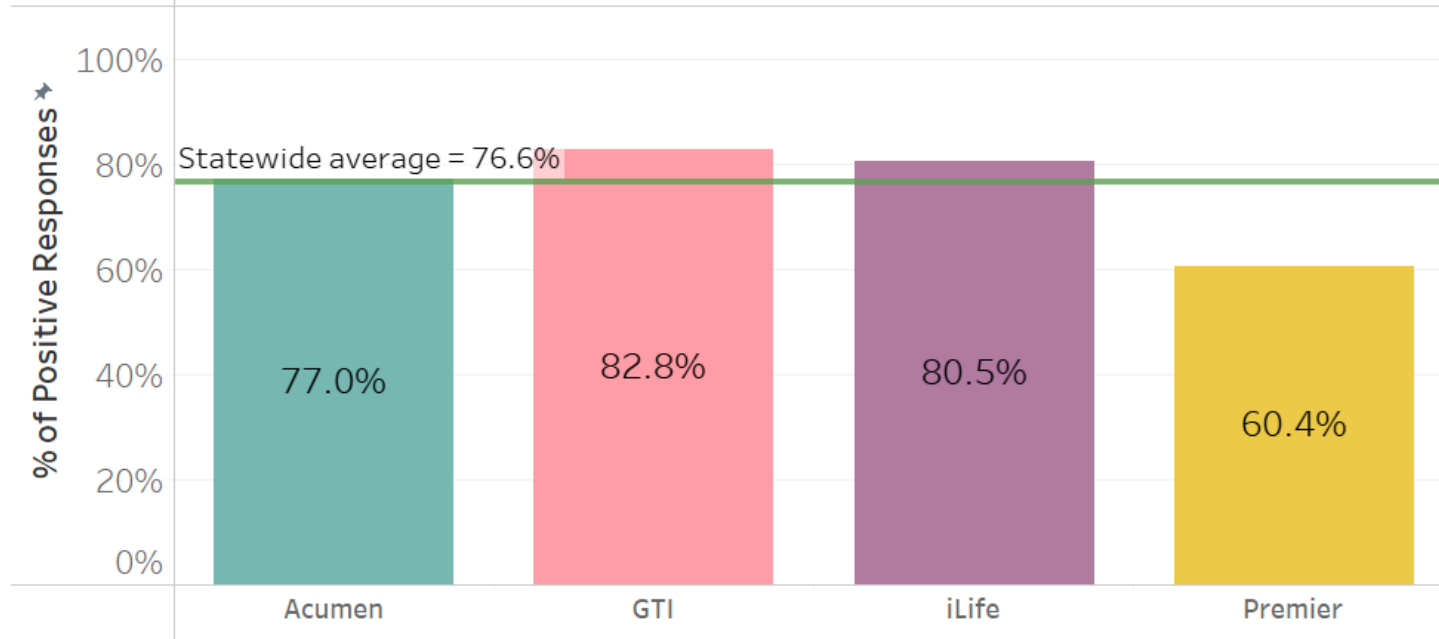
# Fiscal Employer Agent (FEA)

2018-2024 Positive Reponses Trend Data



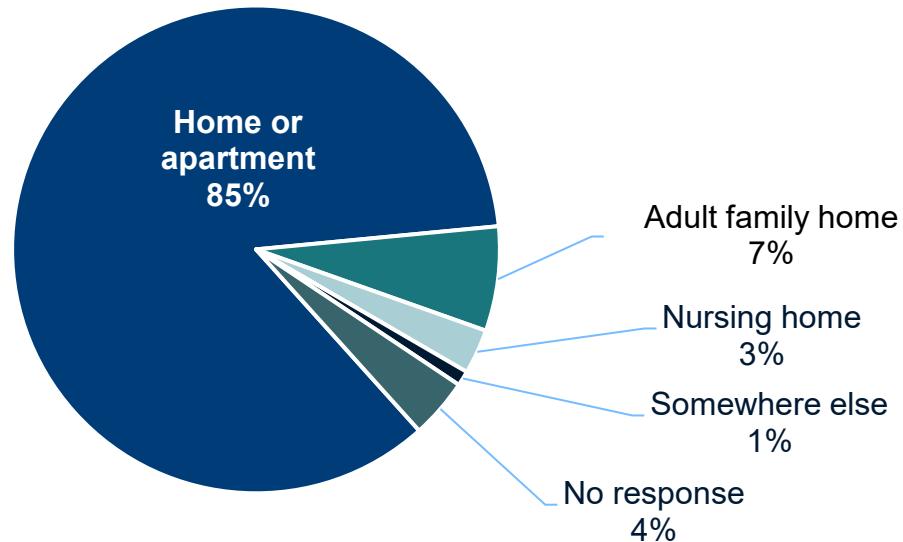
# Fiscal Employer Agent (FEA)

Q13: How likely are you to recommend your fiscal employer agent to someone you know?



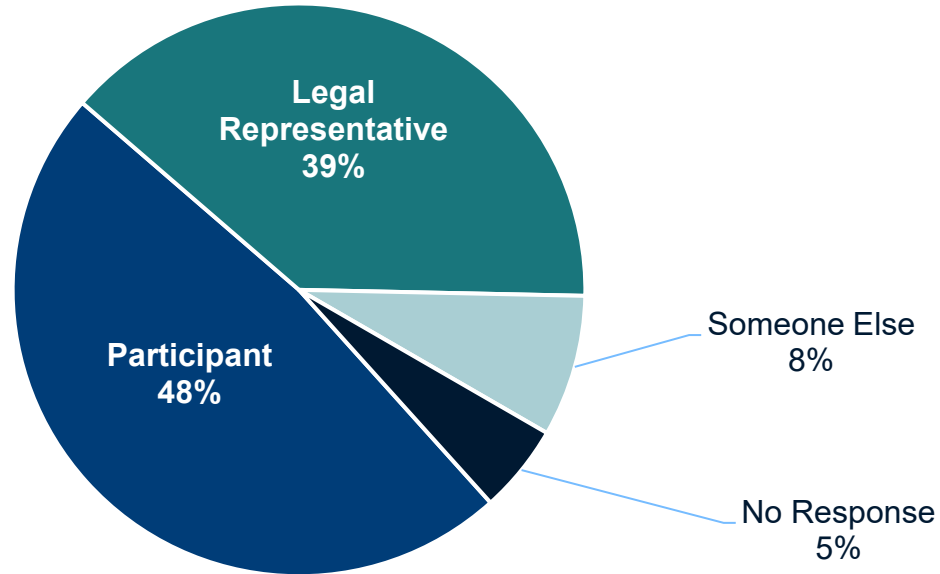
# FEA Demographics: Living Situation

Q14: Currently, which of the following best describes where you, the participant, live?



# FEA Demographics: Survey Respondent

Q15: Who answered the questions in this survey?



# Questions?

- If you have questions or comments about this presentation, please email us at:  
[DHSDMSLTC@dhs.wisconsin.gov](mailto:DHSDMSLTC@dhs.wisconsin.gov)