



WISCONSIN DEPARTMENT
of HEALTH SERVICES

2021 Member Satisfaction Survey

Jie Gu

Program and Policy Analyst

4/13/2022

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

2021 Managed Care Member Satisfaction Survey Analysis

FC/FCP/PACE Survey Questions

Q1: Can you contact your Care Team when you need to?

Q2: How often do you get the help you need from your Care Team?

Q3: How clearly does your Care Team explain things to you?

Q4: How carefully does your Care Team listen to you?

Q5: How respectfully does your Care Team treat you?

Q6: How well did your Care Team explain the Self-Directed Supports option to you?

Q7: How involved are you in making decisions about your Care Plan?

Q8: 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?

Q9: How much does your Care Plan include the things that are important to you?

Q10: Overall, how respectfully do the people who provide you with supports and services treat you?

Q11: How well do the supports and services you receive meet your needs?

Q12: Overall, how much do you like MCO?

Q13: Currently, which of the following best describes where you, the member, live?

Q14: Who answered the questions in this questionnaire?

Q15: Please write any other comments you may have about MCO in the box below. Due to the anonymous nature of this survey, we will be unable to directly respond to any concerns shared. If you need help or have an immediate concern, please contact your care manager for assistance

IRIS ICA Survey Questions

Q1: Can you contact your IRIS Consultant when you need to?

Q2: How often do you get the help you need from your IRIS Consultant?

Q3: How clearly does your IRIS Consultant explain things to you?

Q4: How carefully does your IRIS Consultant listen to you?

Q5: How respectfully does your IRIS Consultant treat you?

Q6: Overall, how much do you like your IRIS Consultant Agency?

Q7: Overall how well do the supports and services you receive in your Individual Support and Service Plan meet your needs?

Q8: How well does your IRIS Consultant Agency provide you the information you need to develop your Individual Support and Service Plan?

Q9: 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?

Q10: 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).

Q11: How much control do you feel you have over recruiting, hiring, training, supervising, disciplining, or terminating your workers?

Q12: How much control do you feel you have over how your budget is spent to purchase allowable services to meet your needs?

Q13: Currently, which of the following best describes where you, the participant, live?

Q14: Who answered the questions in this questionnaire?

Q15: Please write any other comments you may have about ICA in the box below. Due to the anonymous nature of this survey, we will be unable to directly respond to any concerns shared. If you need help or have an immediate concern, please contact your IRIS consultant for assistance.

IRIS FEA Survey Questions

Q1: Do you know how to contact your fiscal employer agent when you need to?

Q2: How often do you get the help you need from your Fiscal Employer Agent?

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

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

Q5: How clearly does your fiscal employer agent explain things to you?

Q6: How carefully does your fiscal employer agent listen to you?

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

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

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

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

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

Q12: Overall, how much do you like your fiscal employer agent?

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

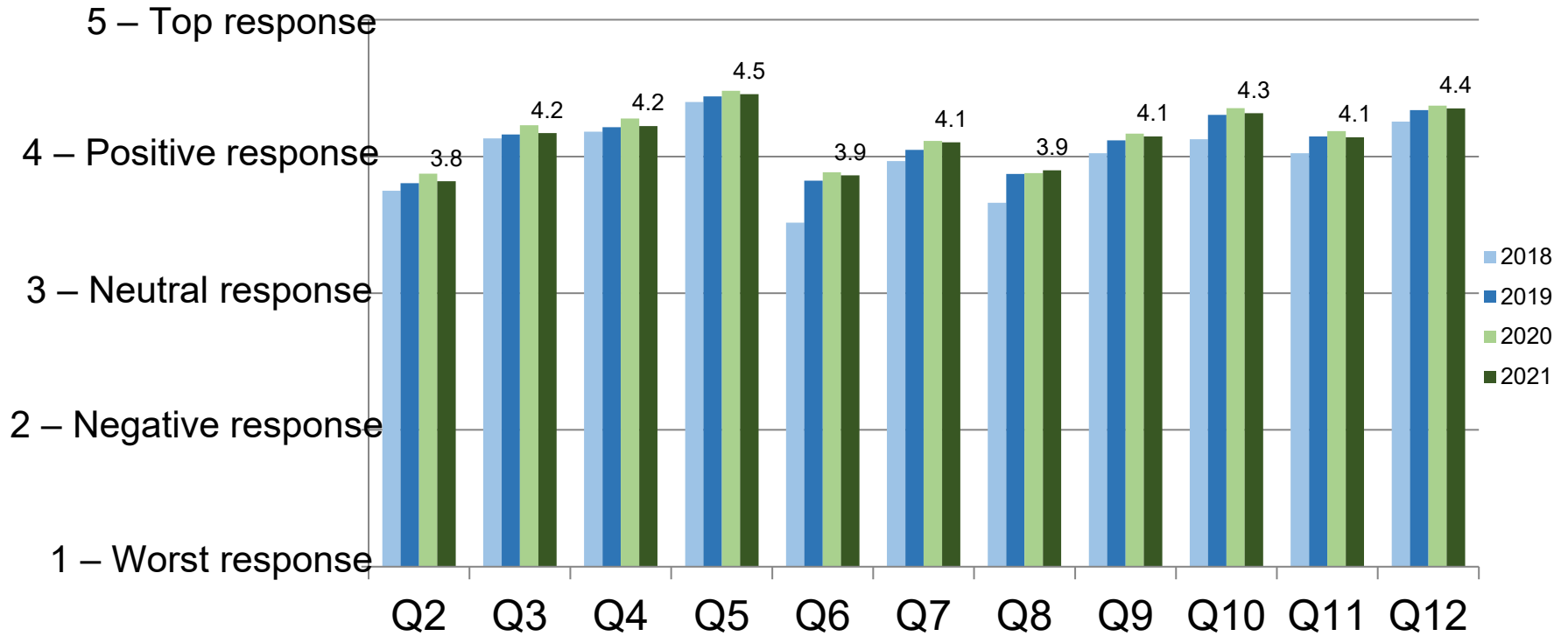
Q14: Currently, which of the following best describes where you, the participant, live?

Q15: Who answered the questions in this survey?

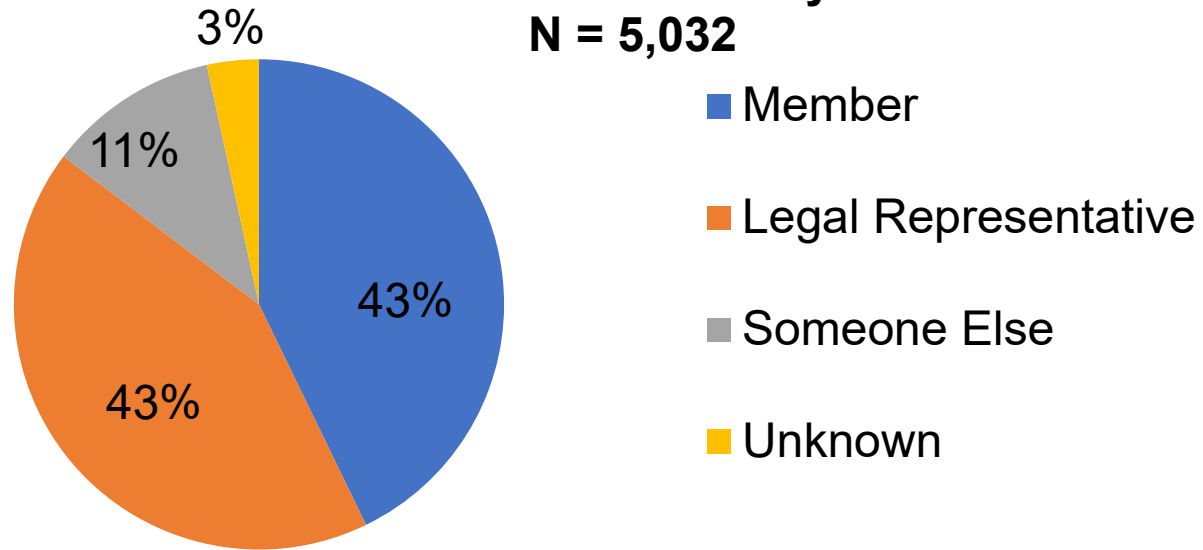
Q16: Please write any other comments you may have about FEA in the box below. Due to the anonymous nature of this survey, we will be unable to directly respond to any concerns shared. If you need help or have an immediate concern, please contact your IRIS consultant for assistance

Family Care Survey Analysis

Survey Question Response – Managed Care (FC) (P4P questions: Q2, Q7, Q9, and Q11)

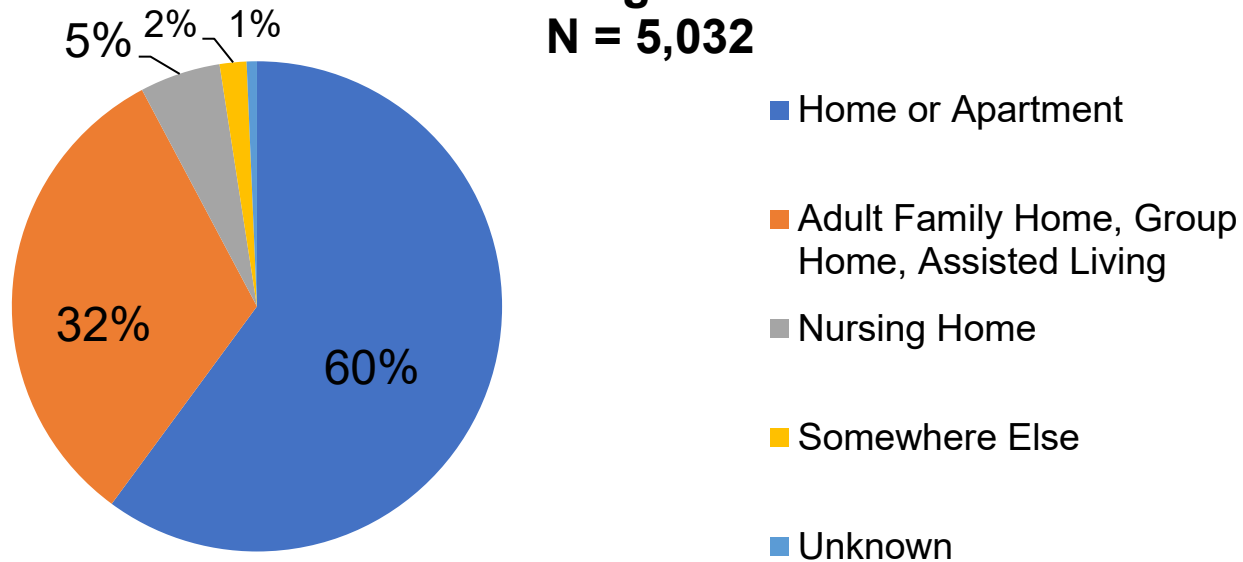


Who Answered Survey – FC N = 5,032

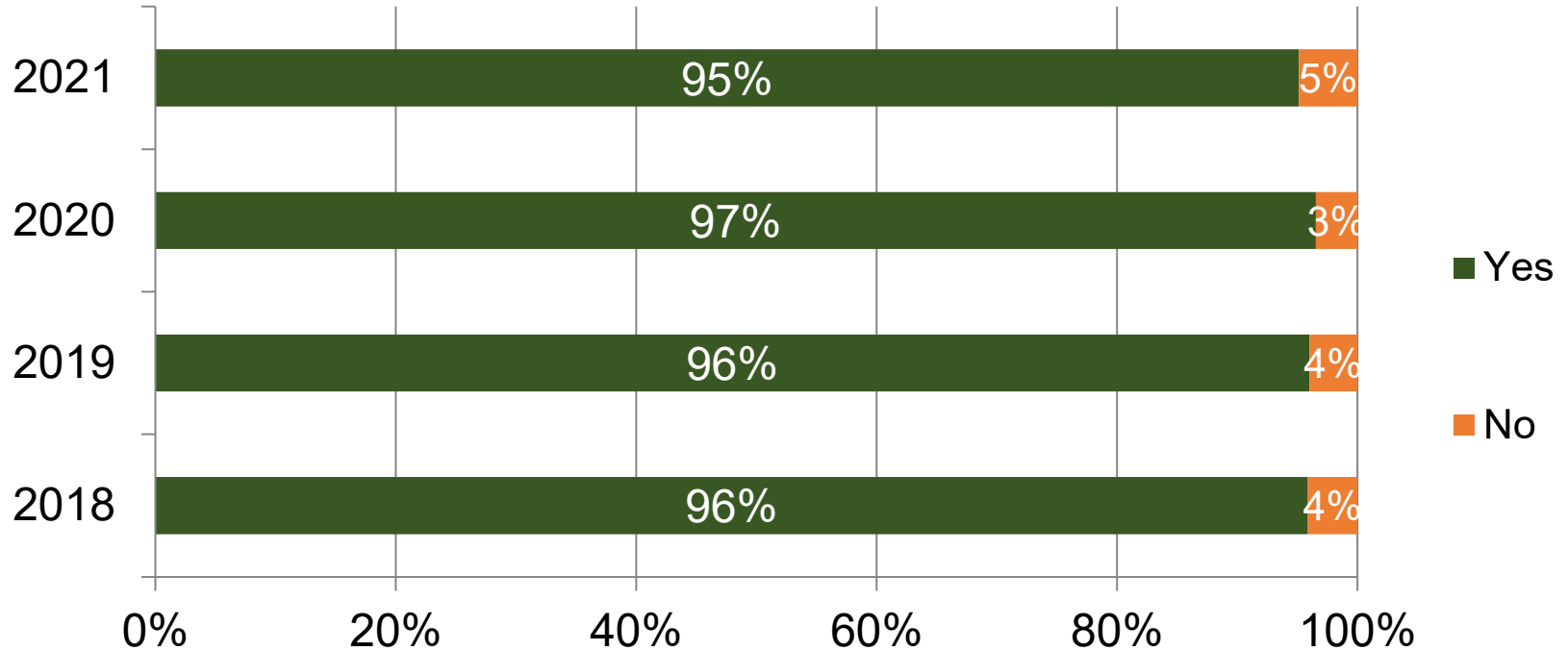


Member Living Situation – FC

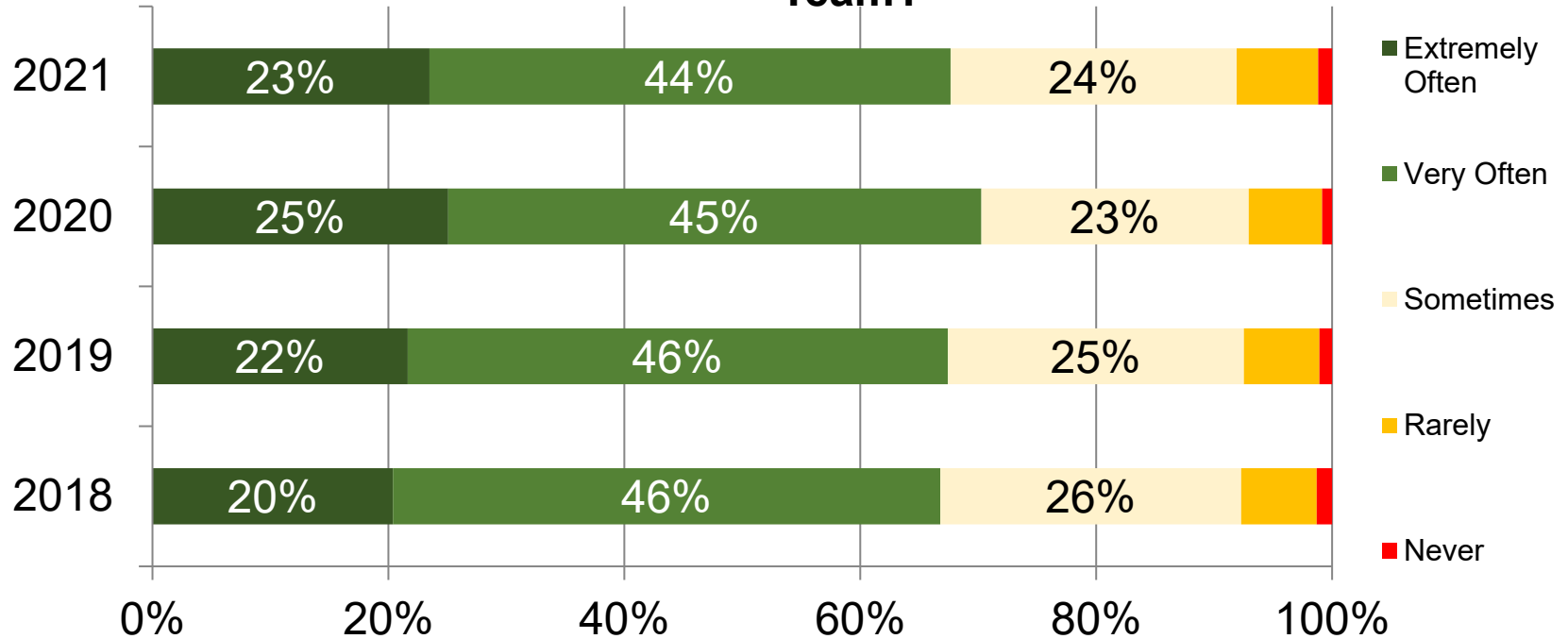
N = 5,032



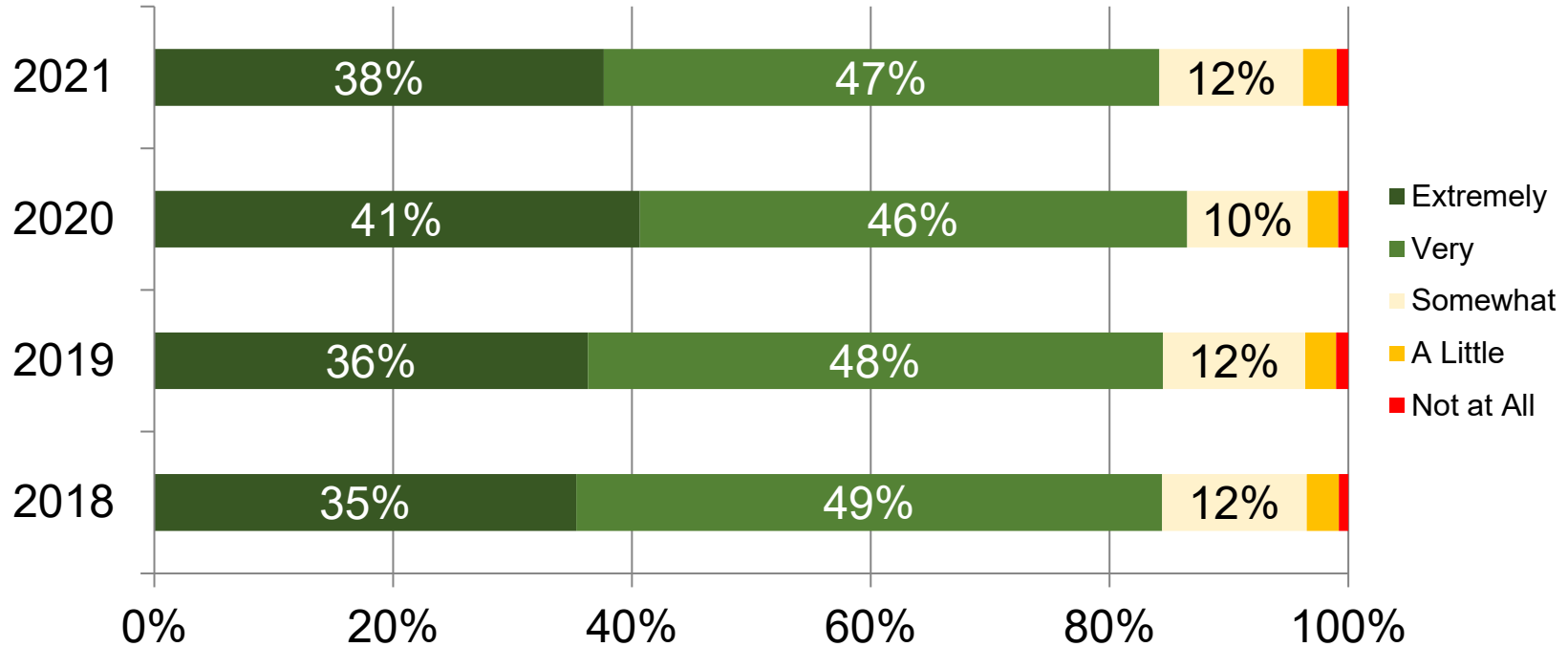
Can you contact your Care Team when you need to?



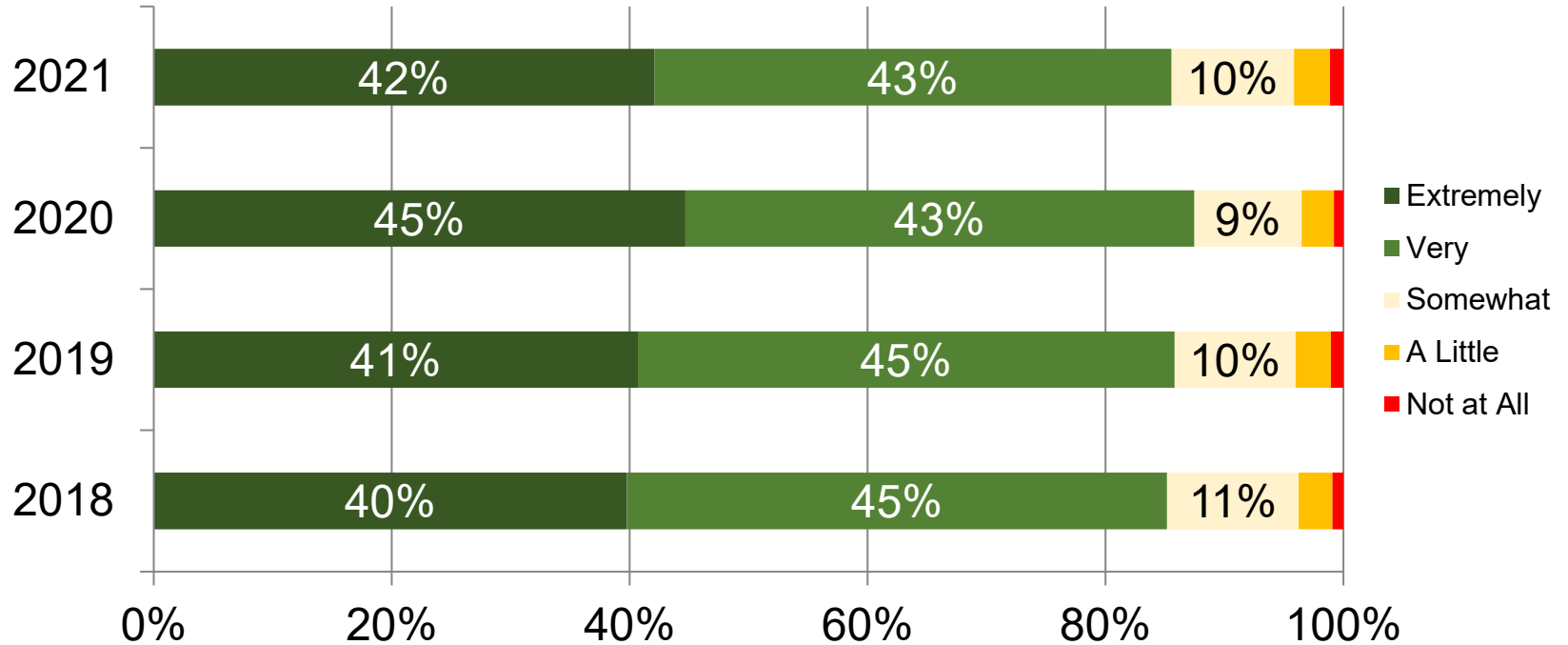
How often do you get the help you need from your Care Team?



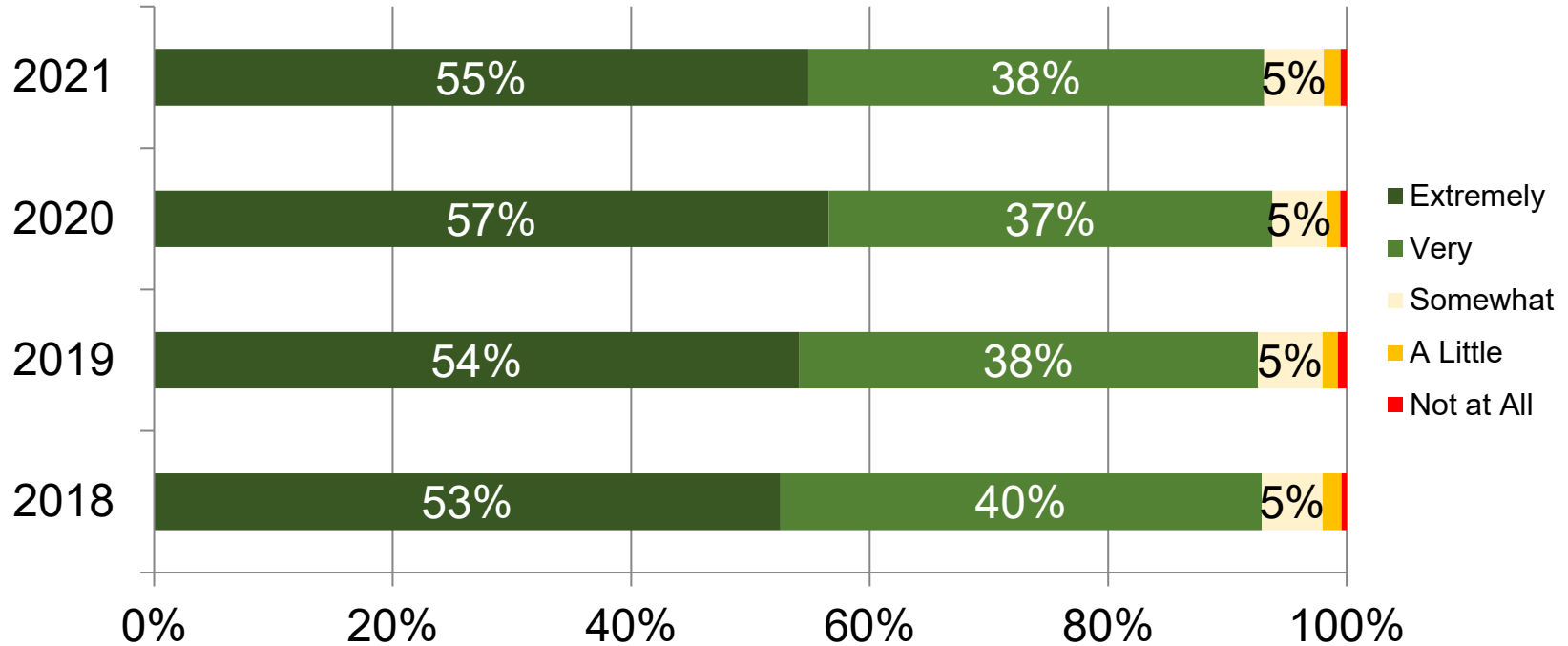
How clearly does your Care Team explain things to you?



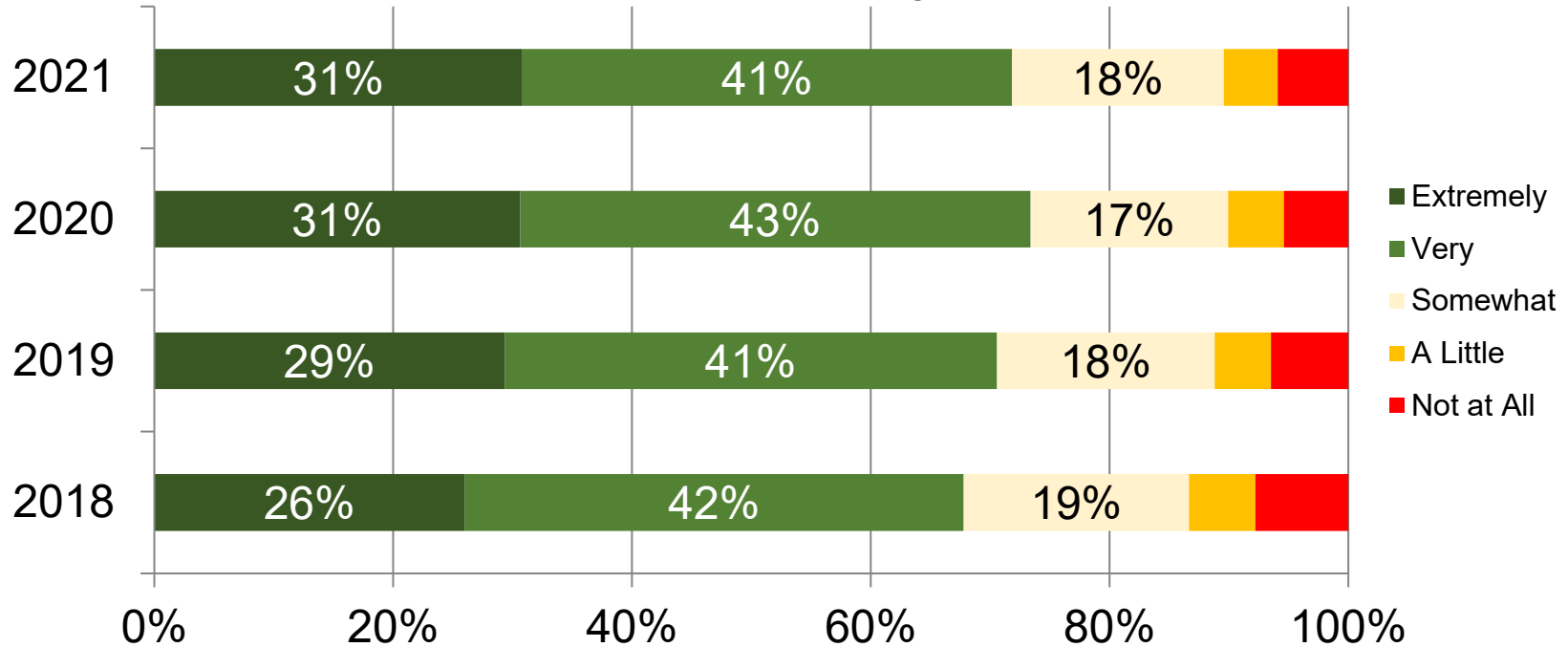
How carefully does your Care Team listen to you?



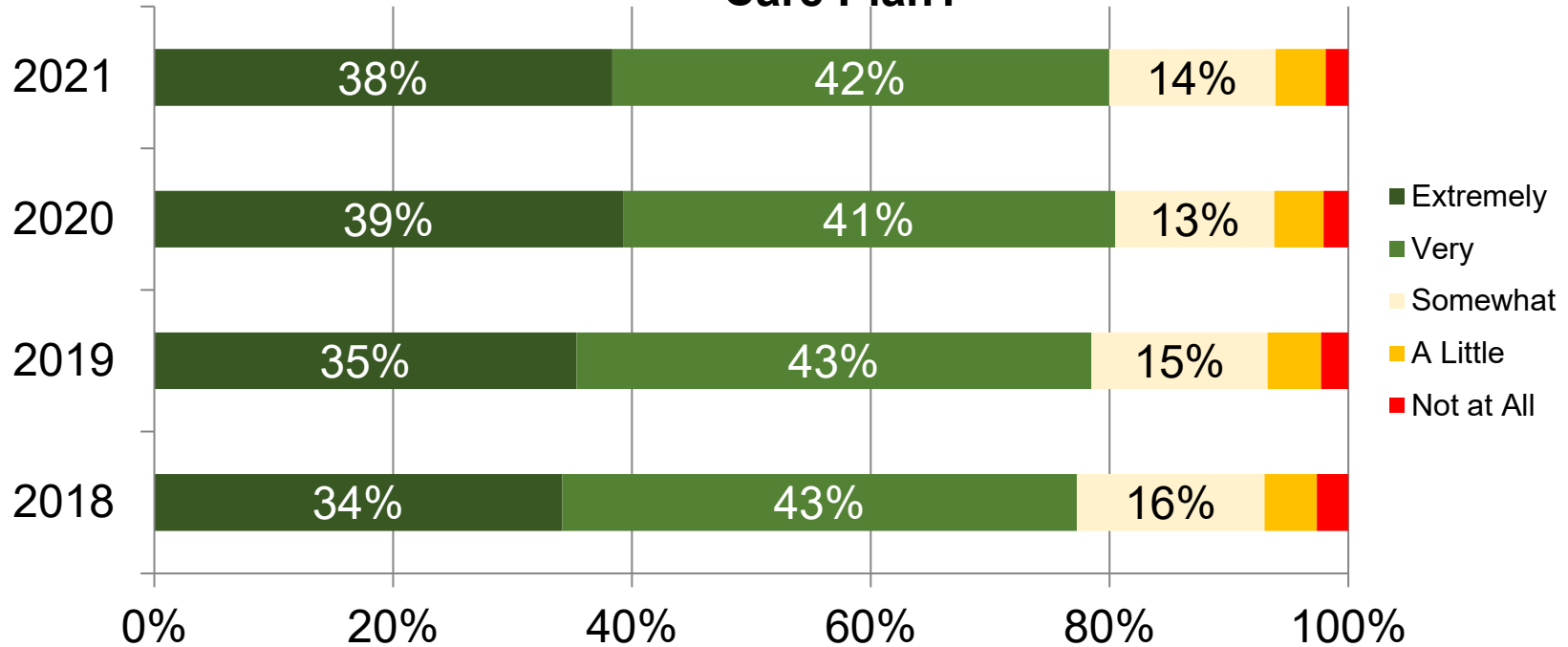
How respectfully does your Care Team treat you?



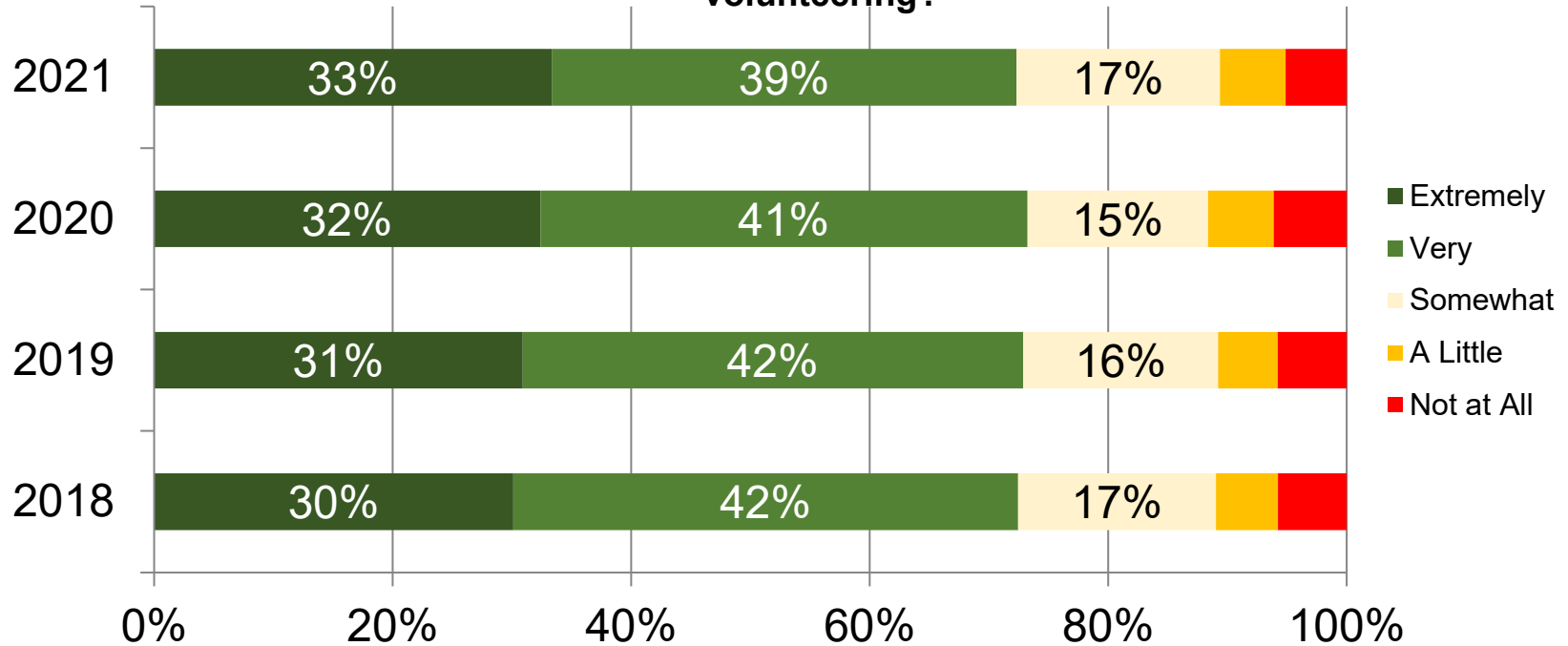
How well did your Care Team explain the Self-Directed Supports option to you?



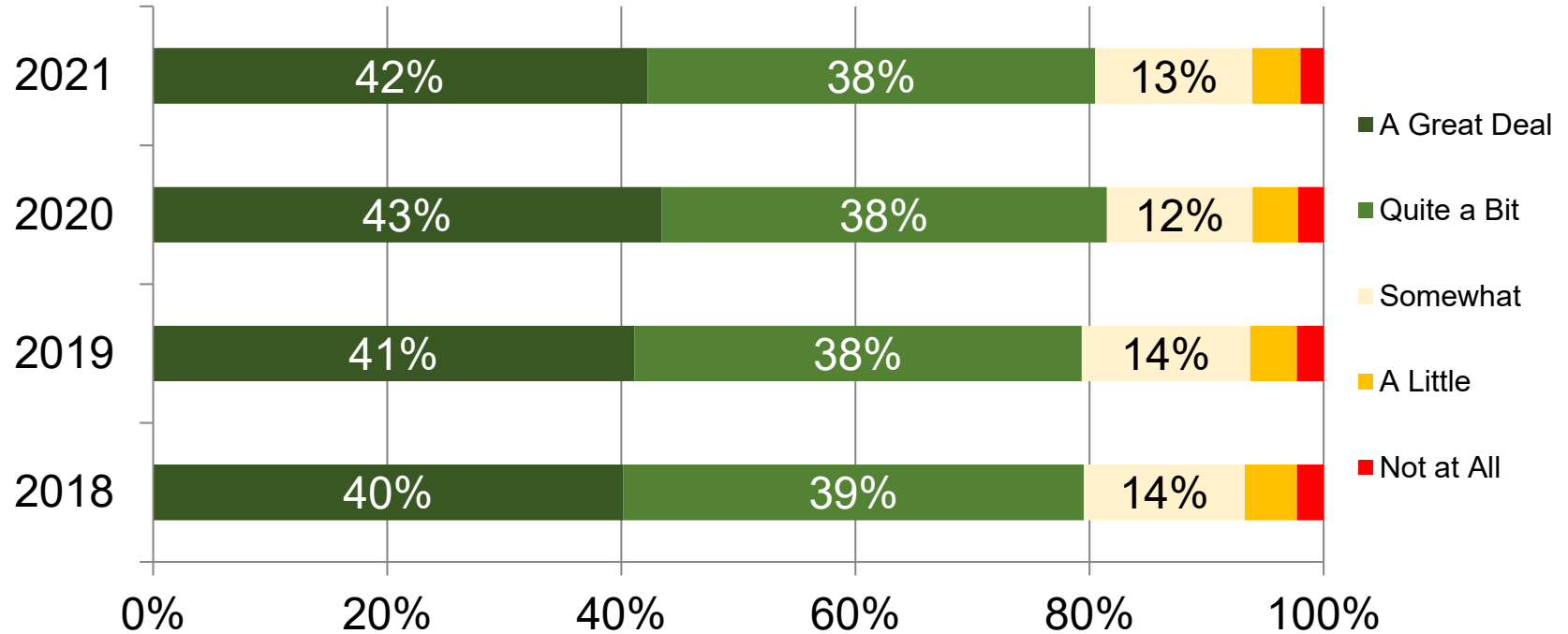
How involved are you in making decisions about your Care Plan?



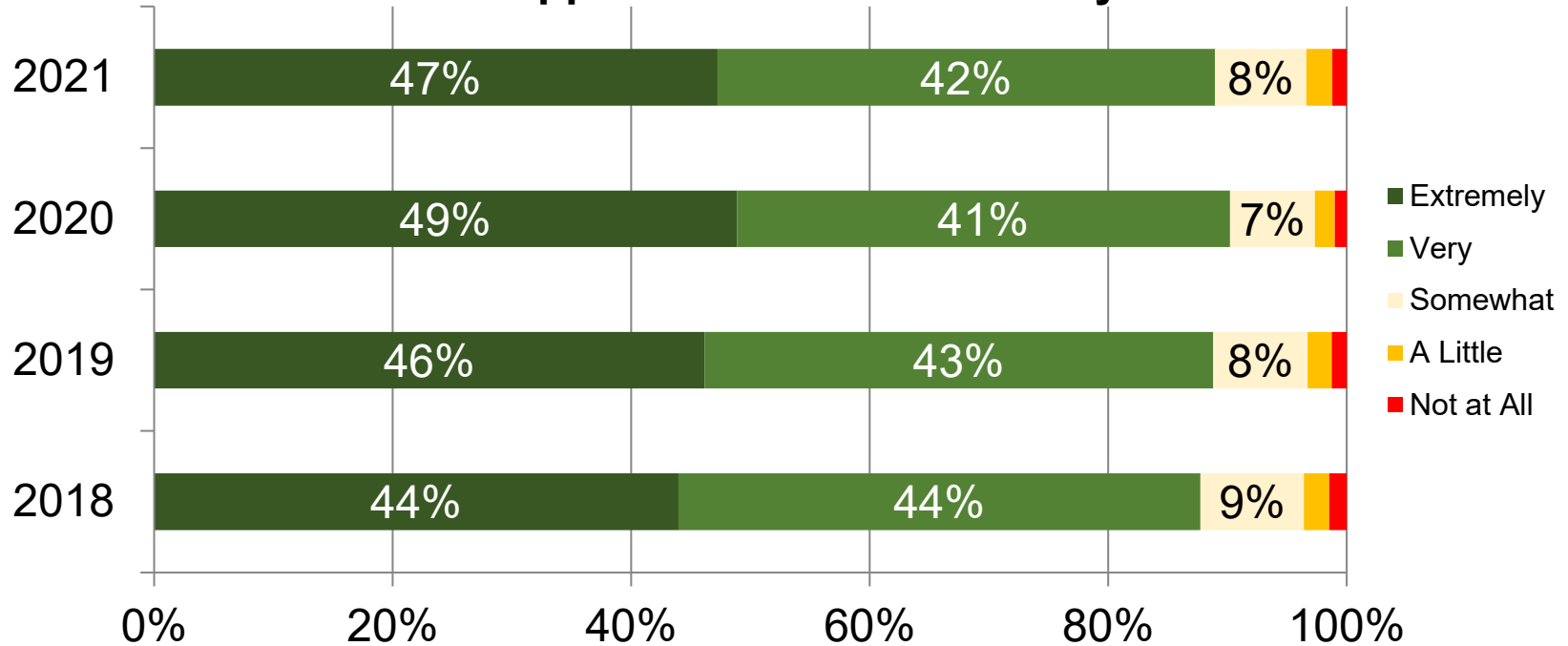
How well does your Care Plan support the activities that you want to do in your community, such as visiting with family and friends, working, and volunteering?



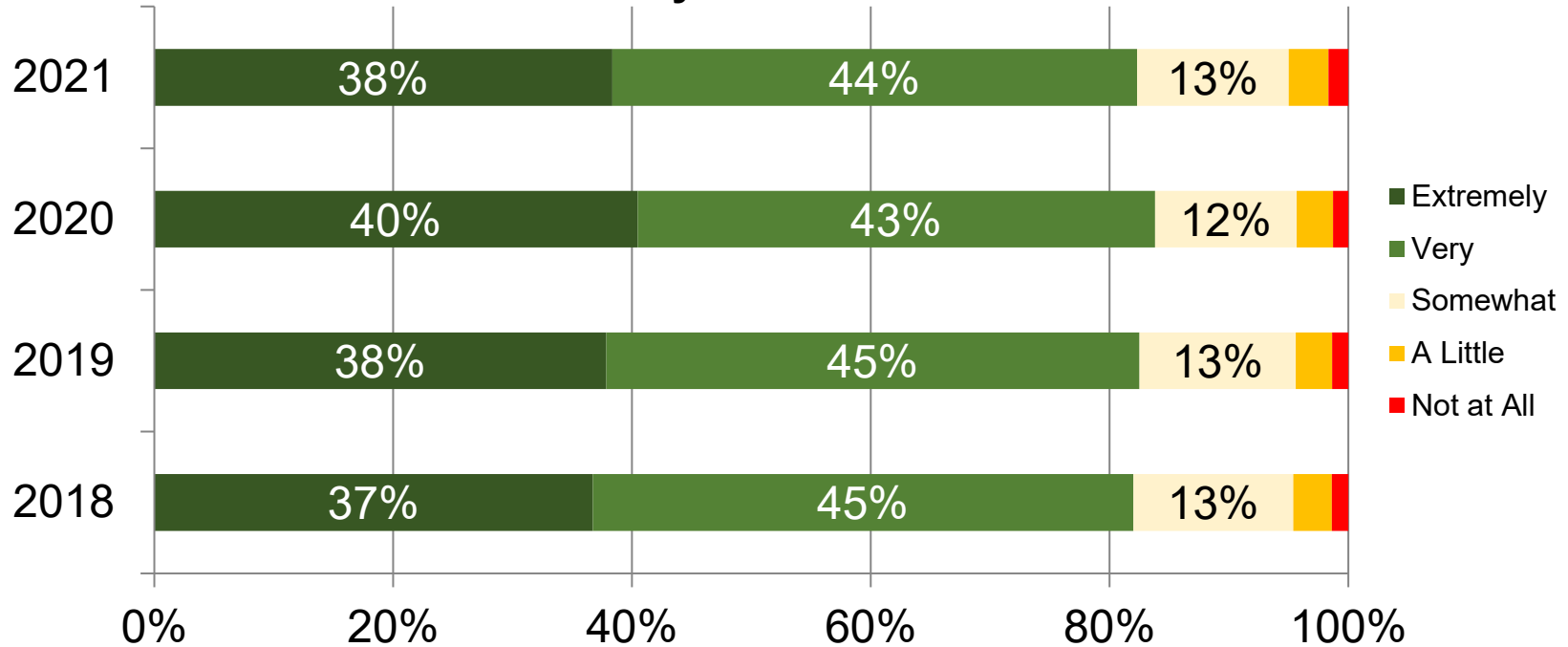
How much does your Care Plan include the things that are important to you?



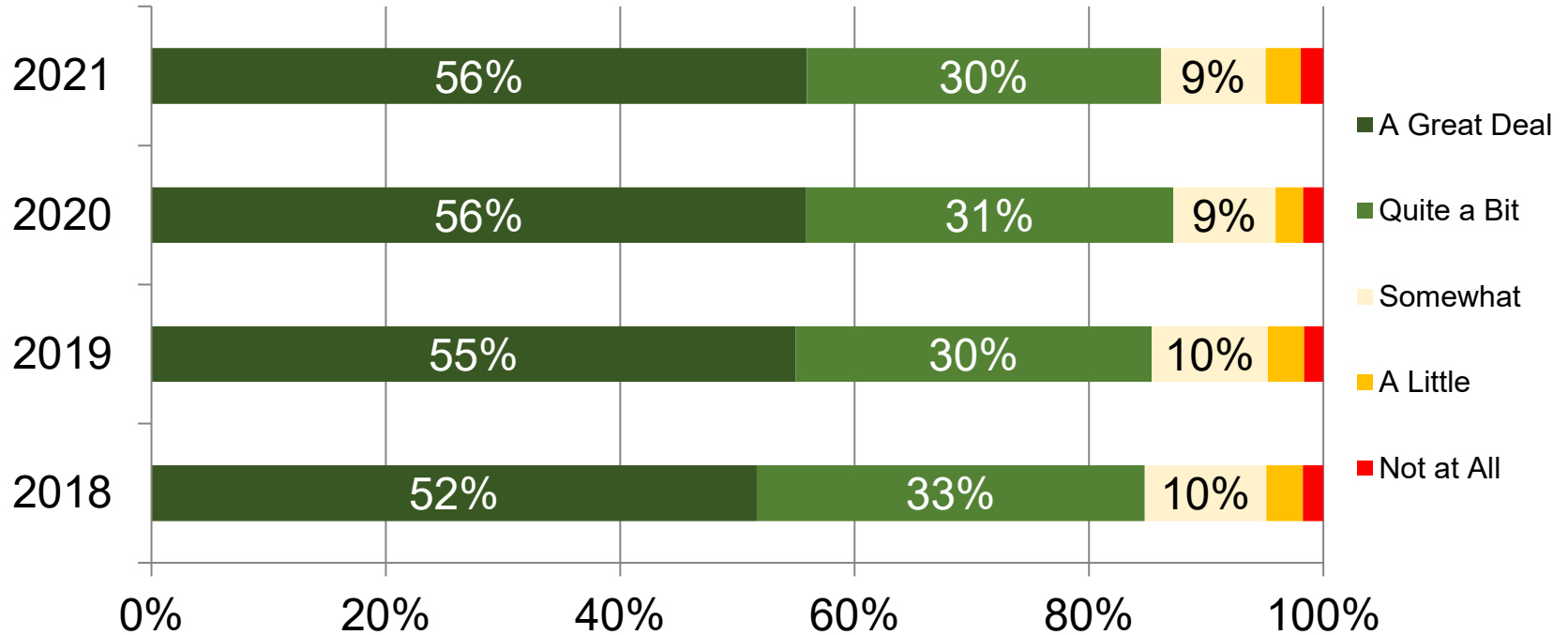
Overall, how respectfully do the people who provide you with supports and services treat you?



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

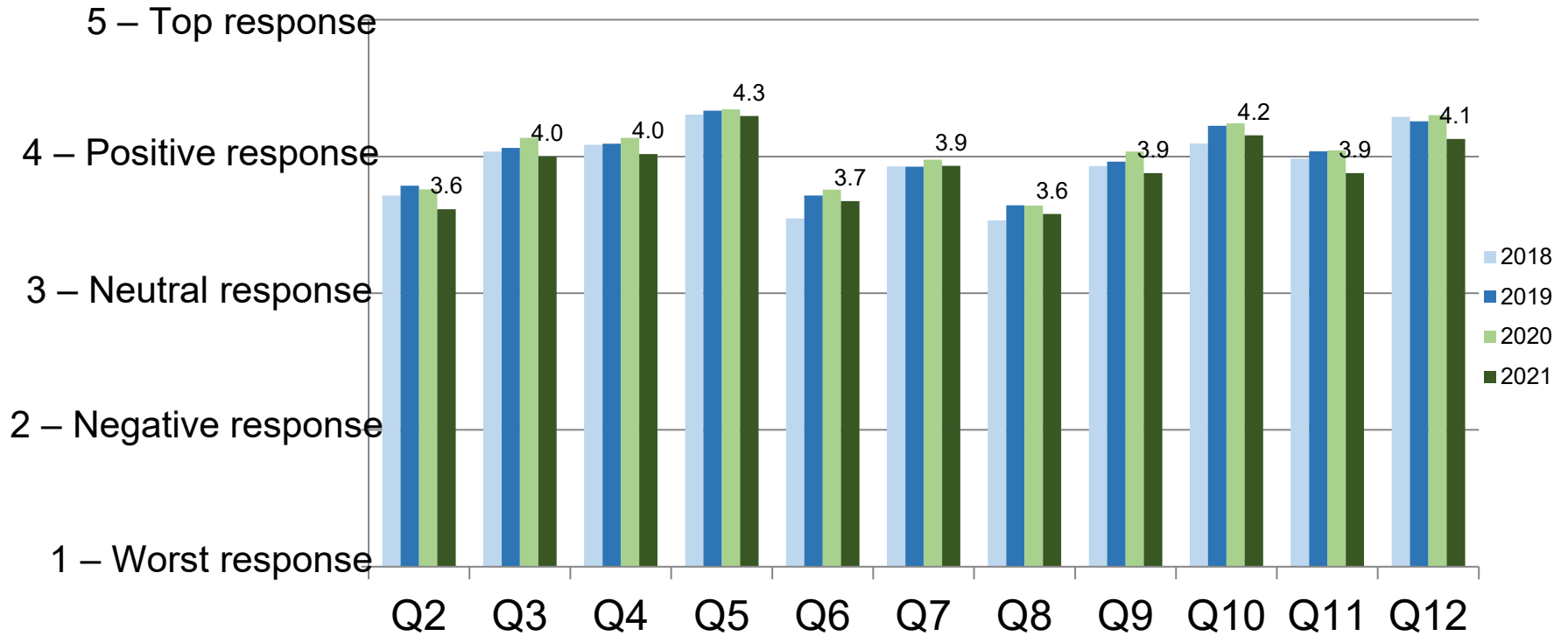


Overall, how much do you like your MCO?

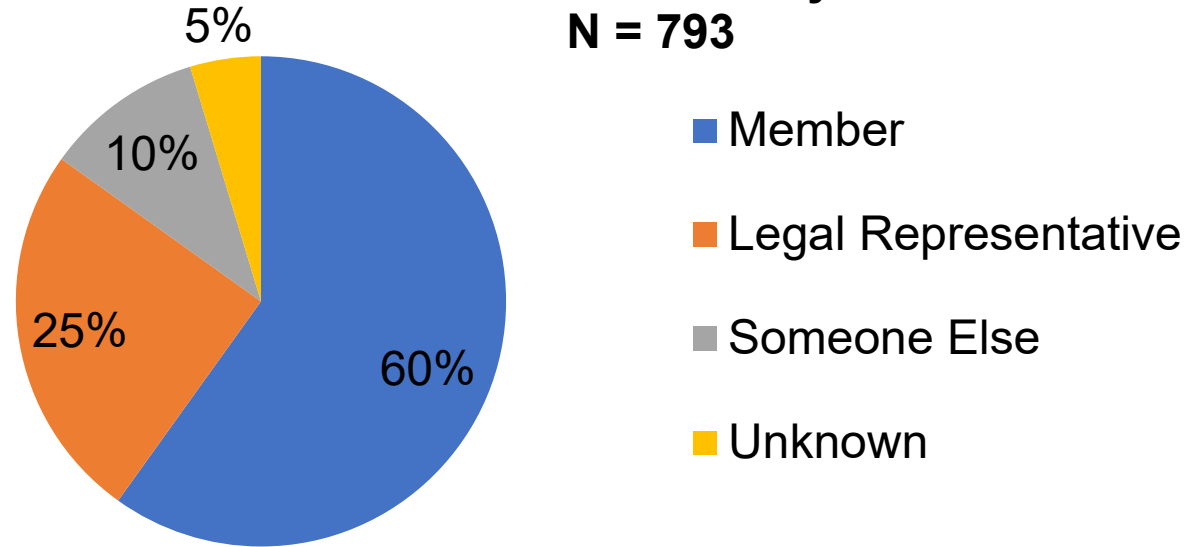


Family Care Partnership Survey Analysis

Survey Question Response – Managed Care (FCP) (P4P questions: Q2, Q7, Q9, and Q11)

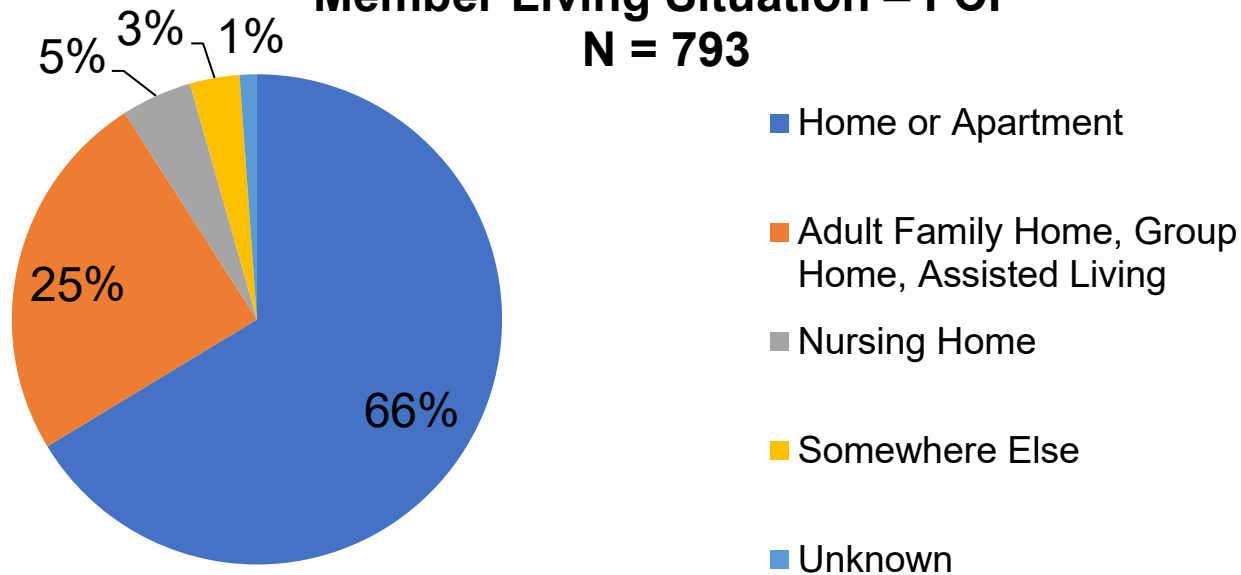


Who Answered Survey – FCP N = 793

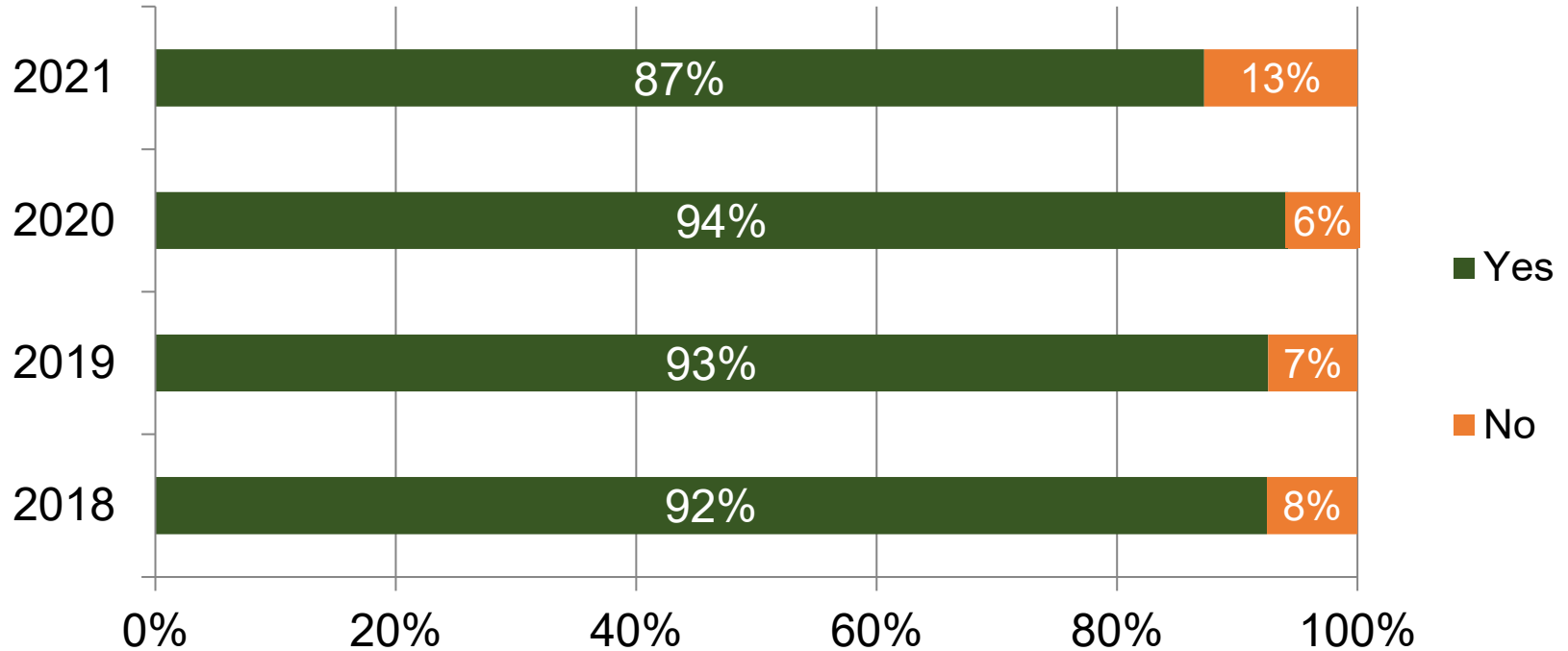


Member Living Situation – FCP

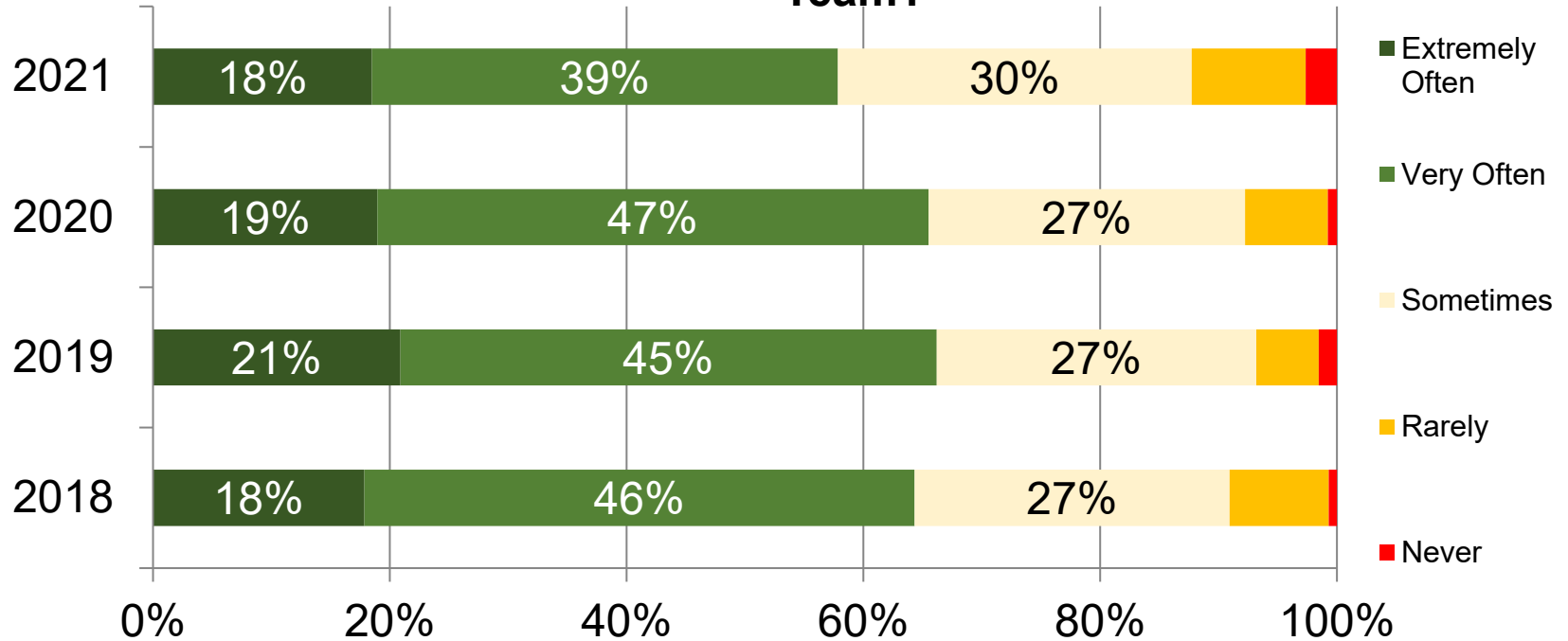
N = 793



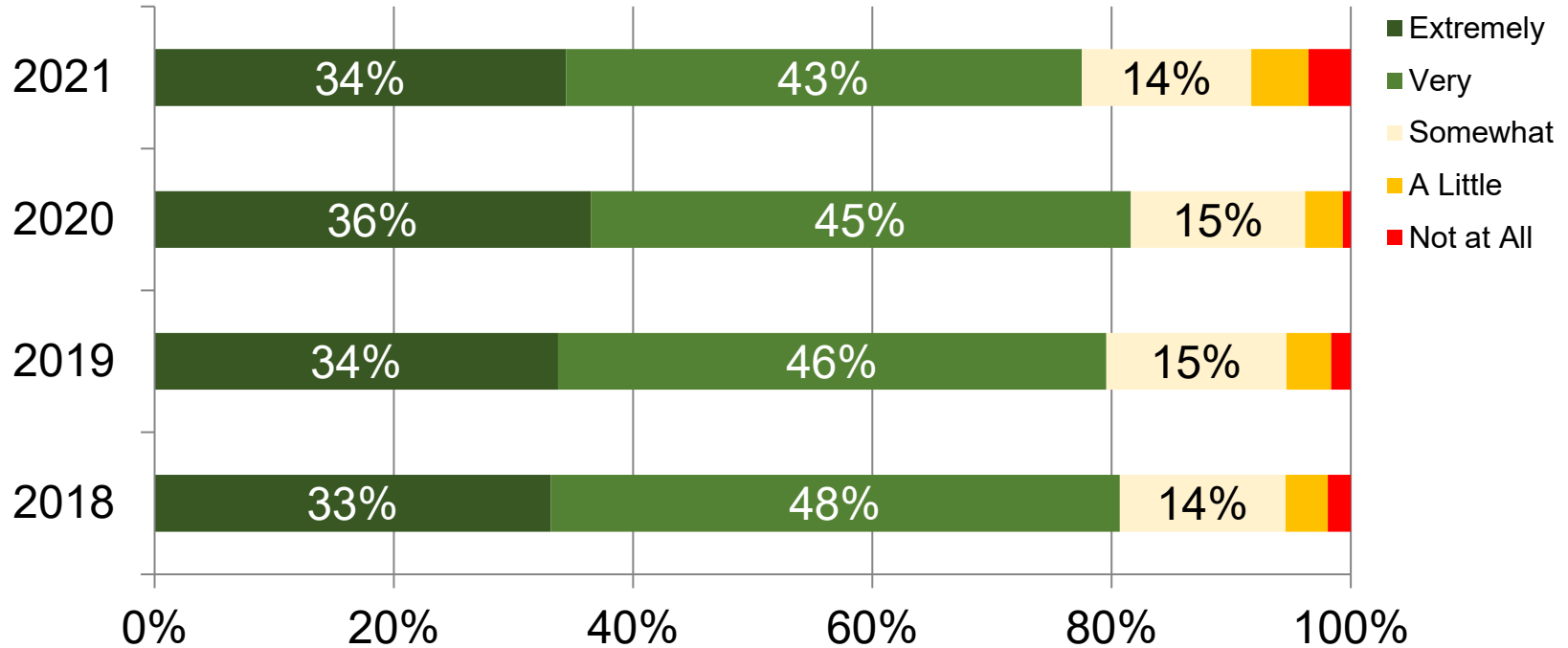
Can you contact your Care Team when you need to?



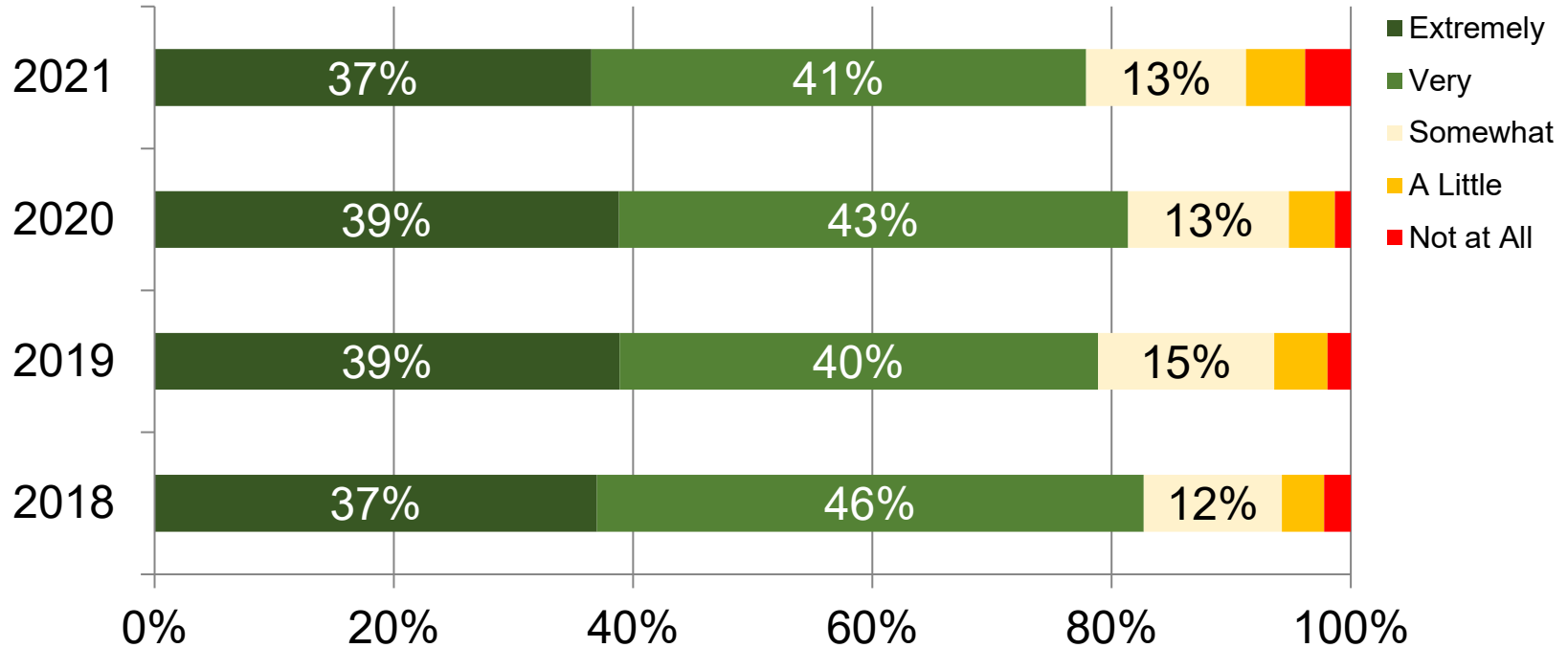
How often do you get the help you need from your Care Team?



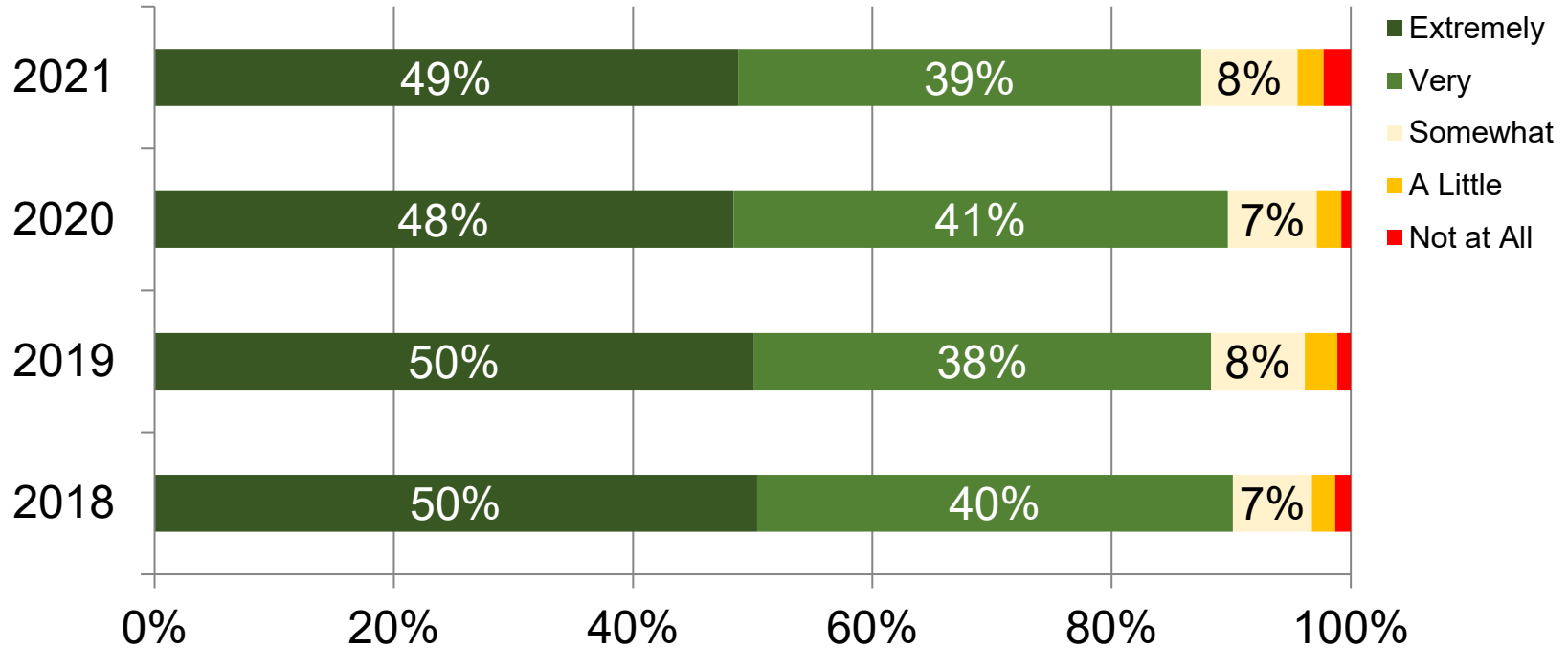
How clearly does your Care Team explain things to you?



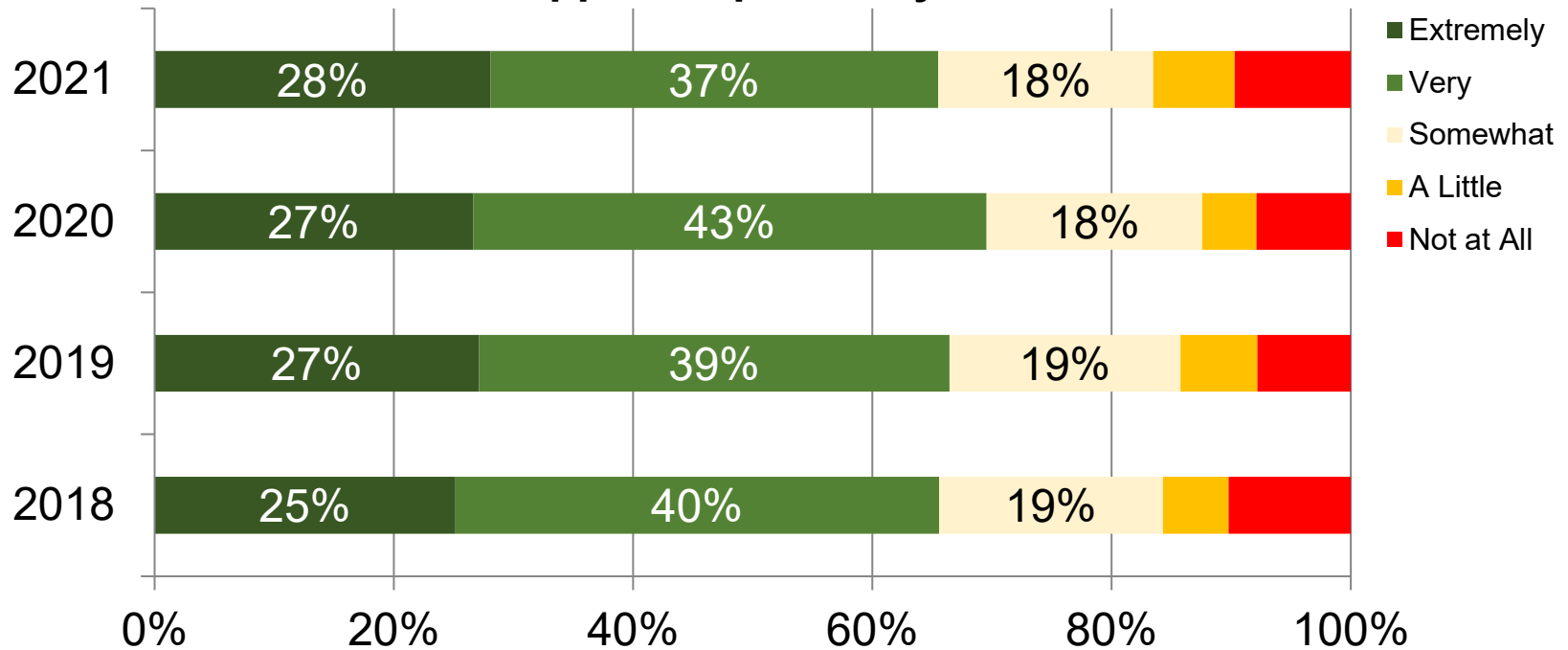
How carefully does your Care Team listen to you?



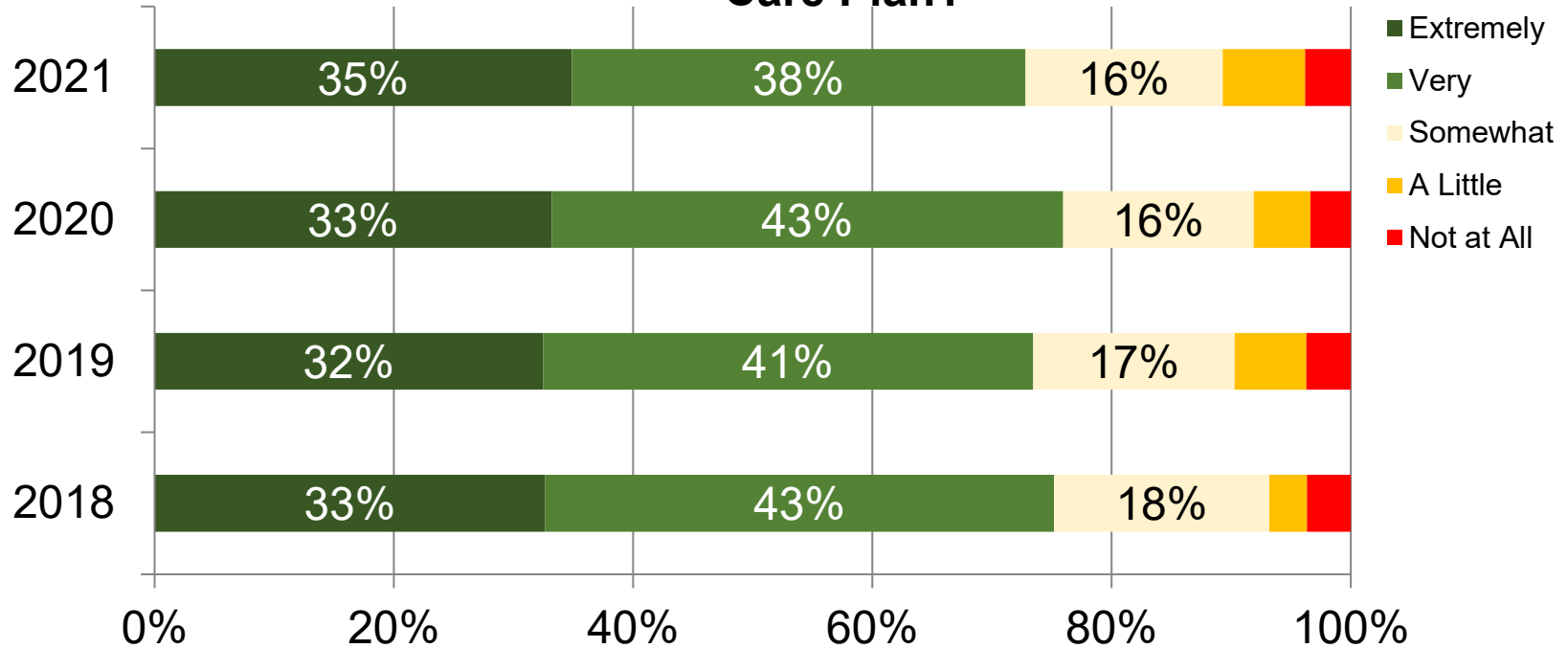
How respectfully does your Care Team treat you?



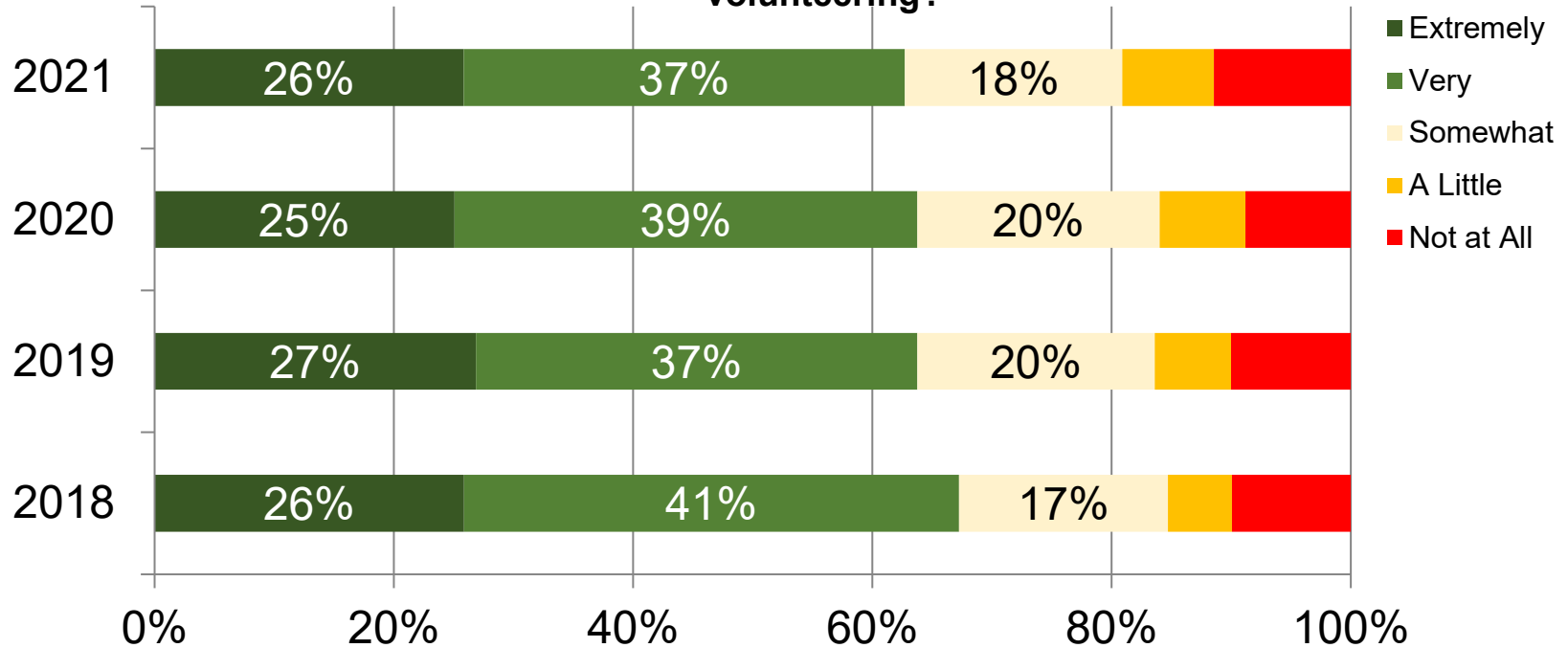
How well did your Care Team explain the Self-Directed Supports option to you?



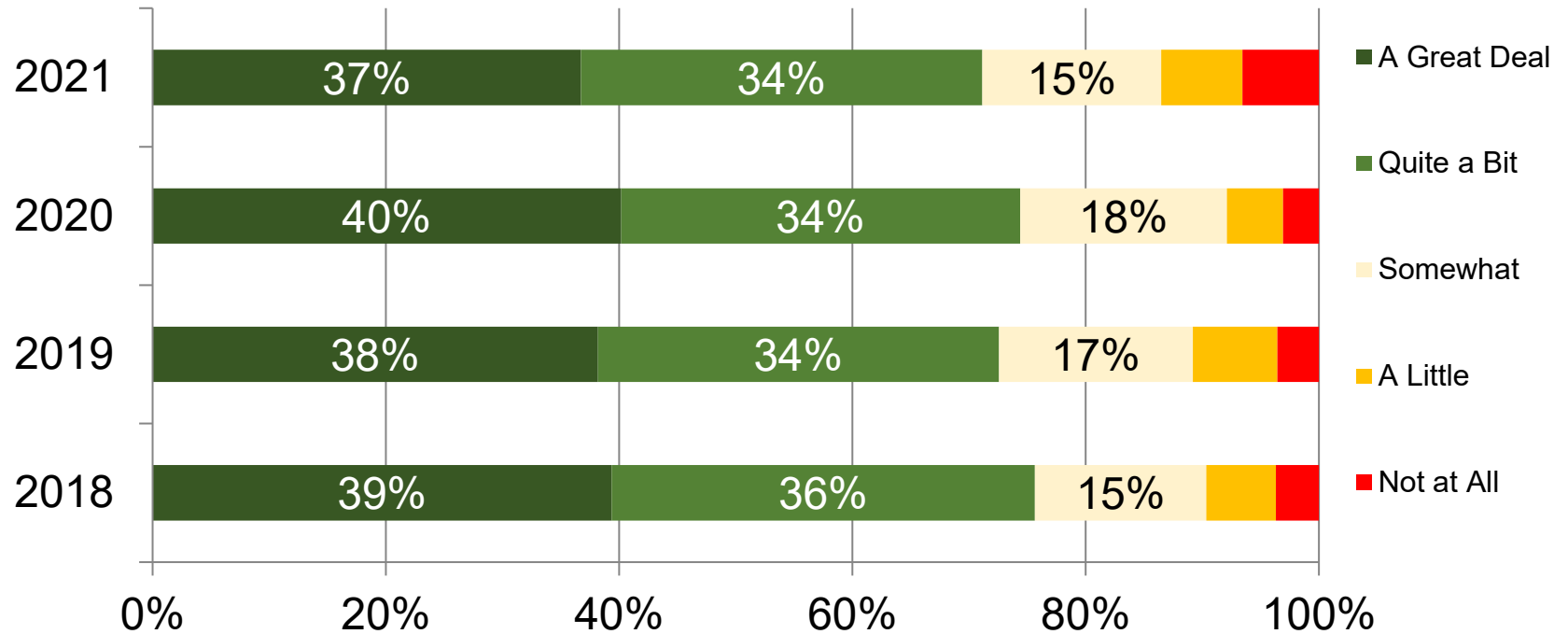
How involved are you in making decisions about your Care Plan?



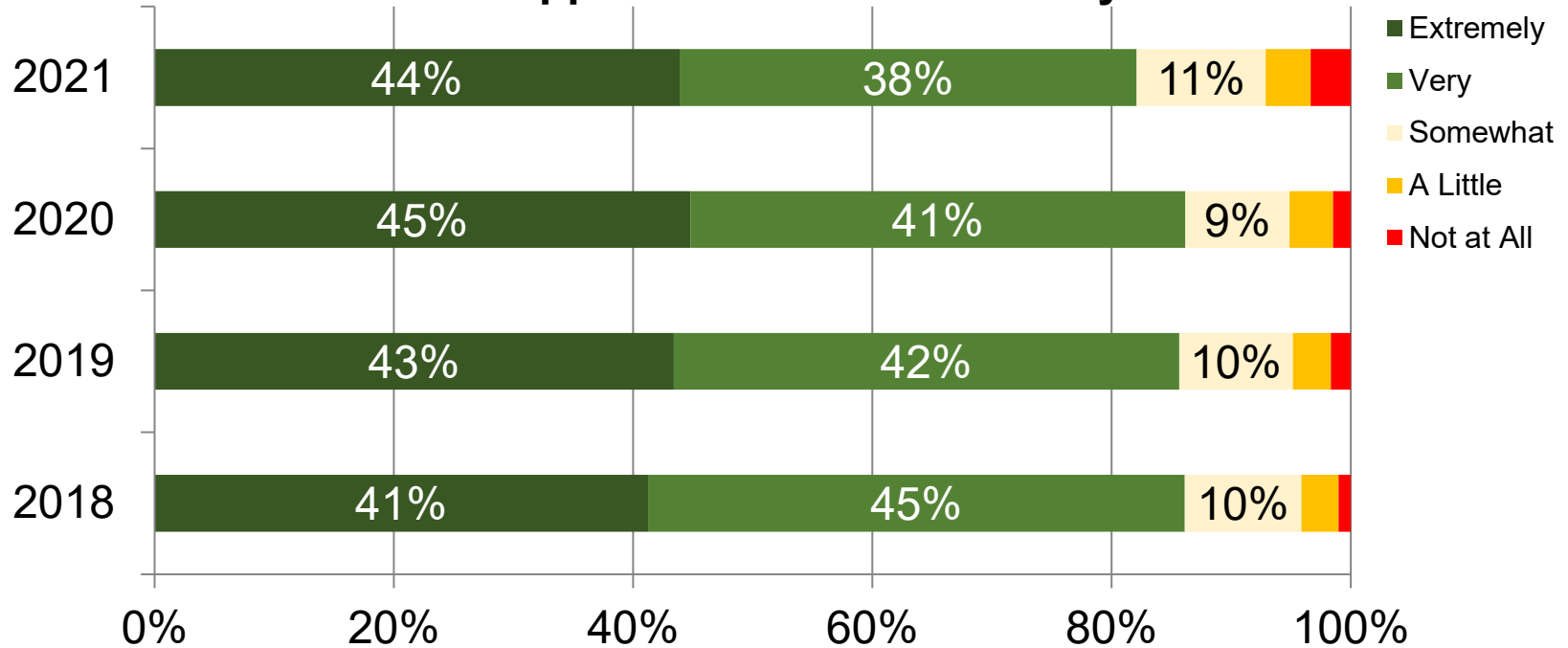
How well does your Care Plan support the activities that you want to do in your community, such as visiting with family and friends, working, and volunteering?



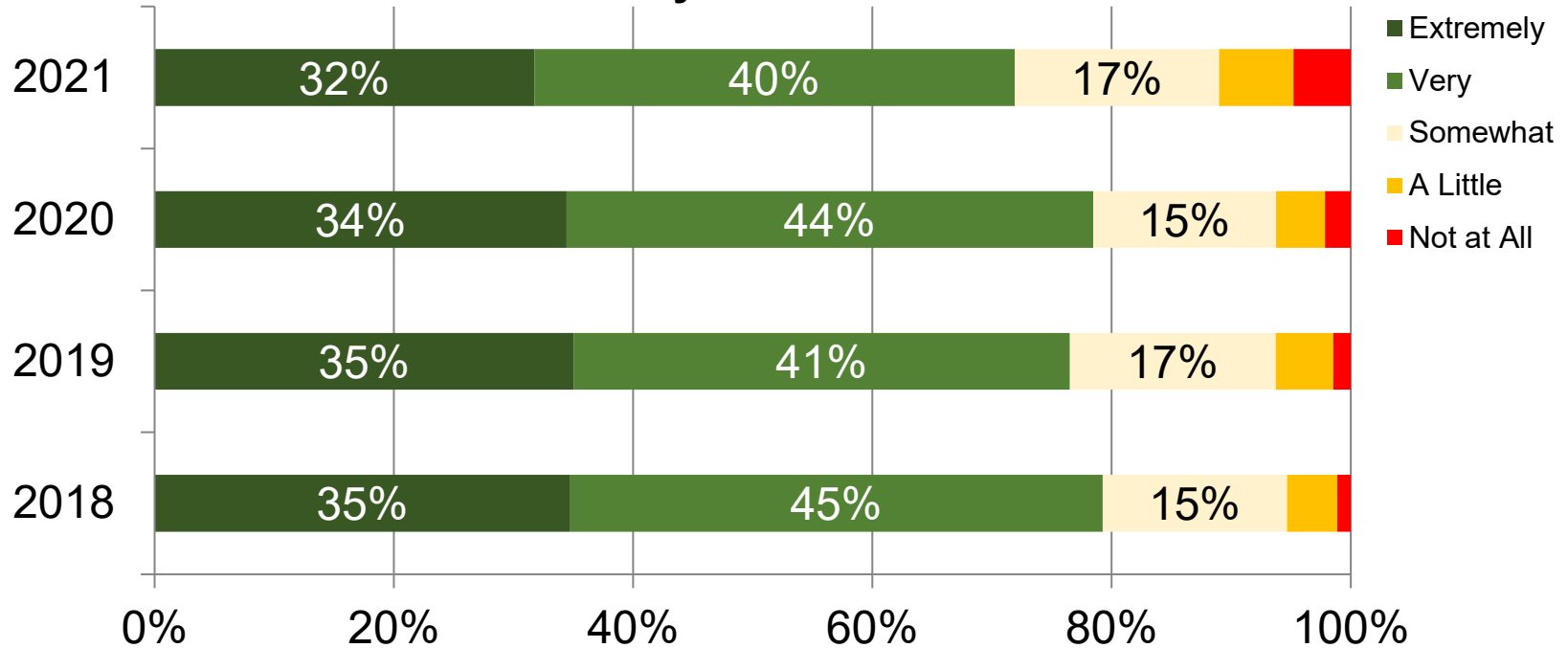
How much does your Care Plan include the things that are important to you?



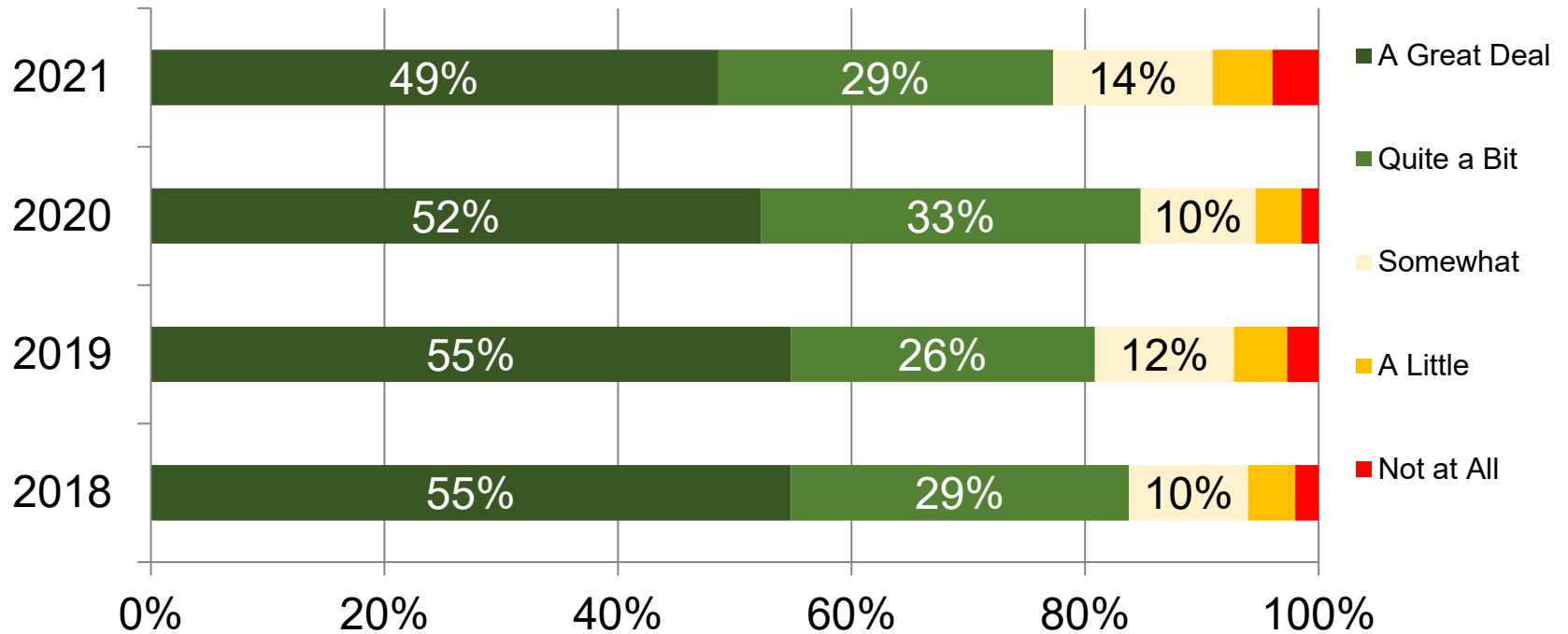
Overall, how respectfully do the people who provide you with supports and services treat you?



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



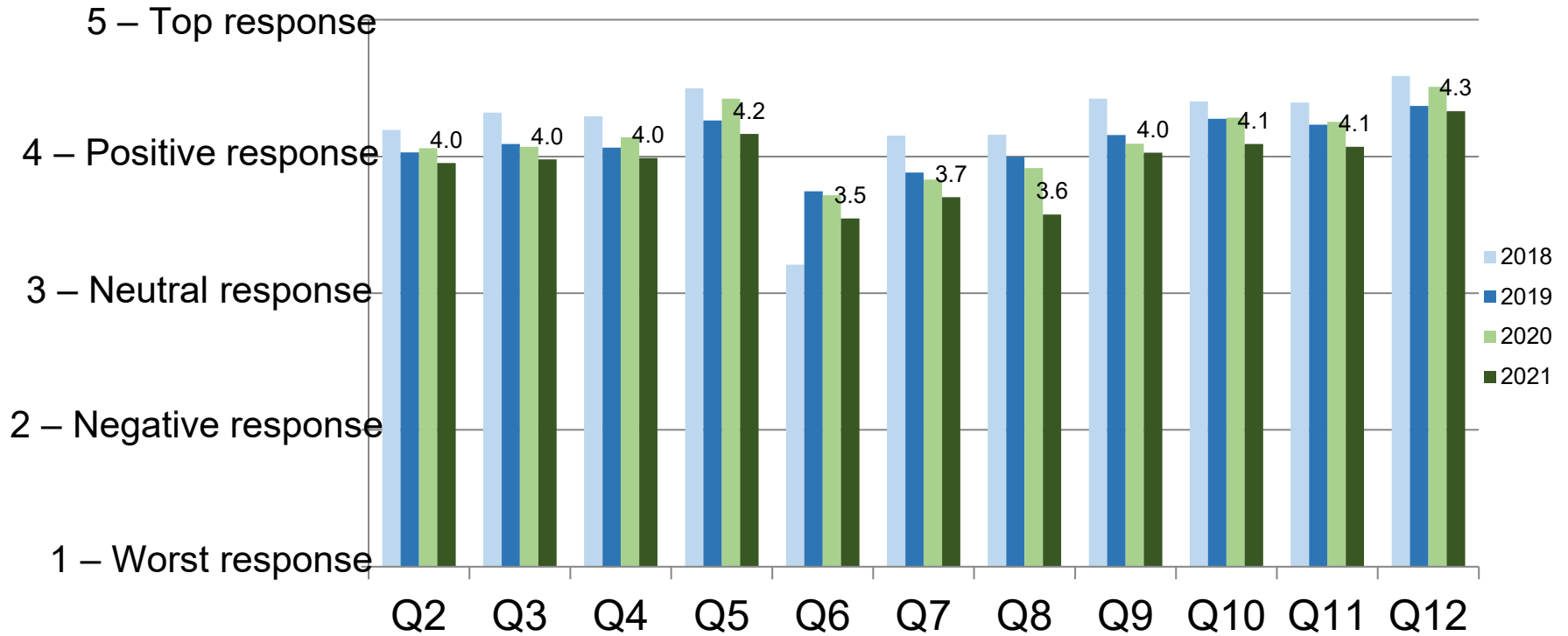
Overall, how much do you like your MCO?



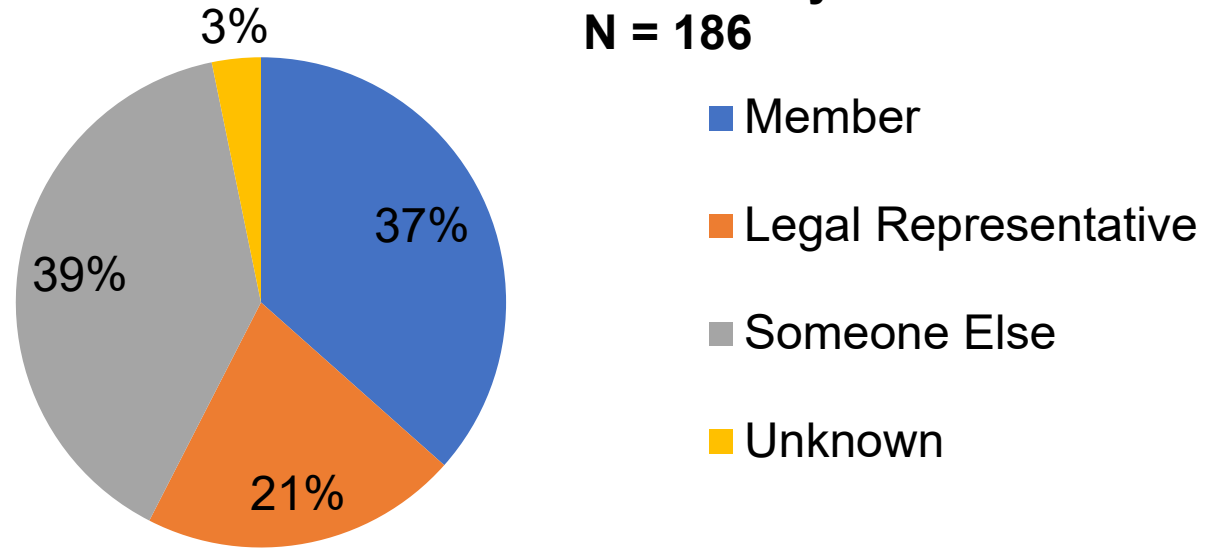
PACE

Survey Analysis

Survey Question Response – Managed Care (PACE) (P4P questions: Q2, Q7, Q9, and Q11)

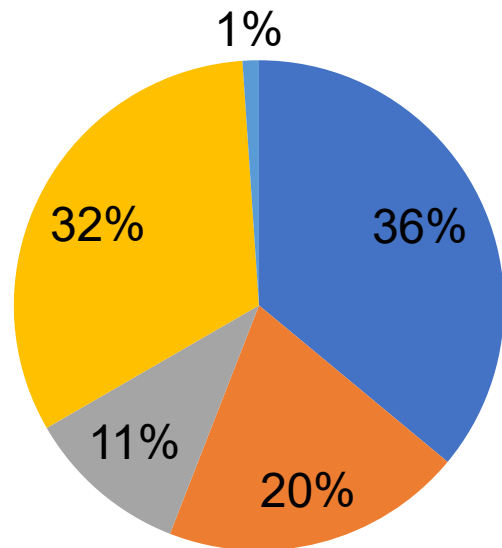


Who Answered Survey – PACE N = 186



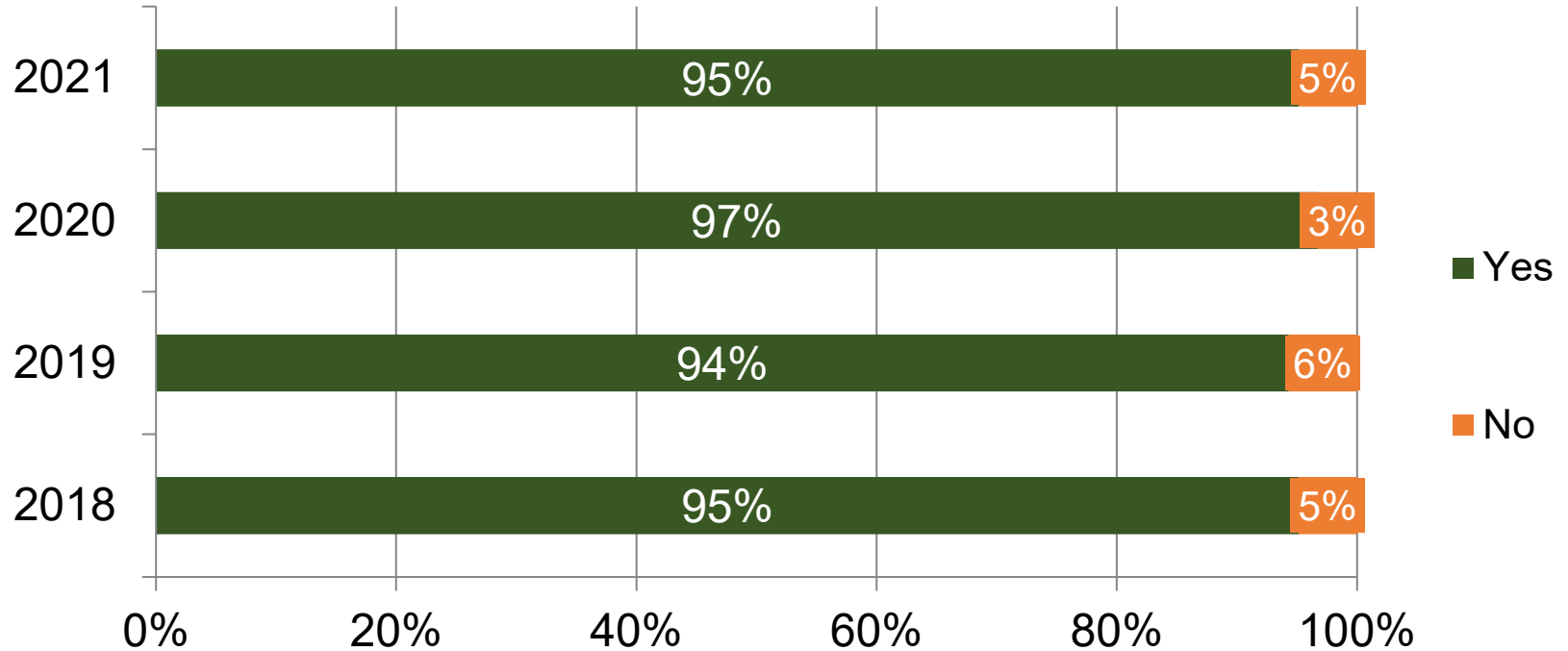
Member Living Situation – PACE

N = 186

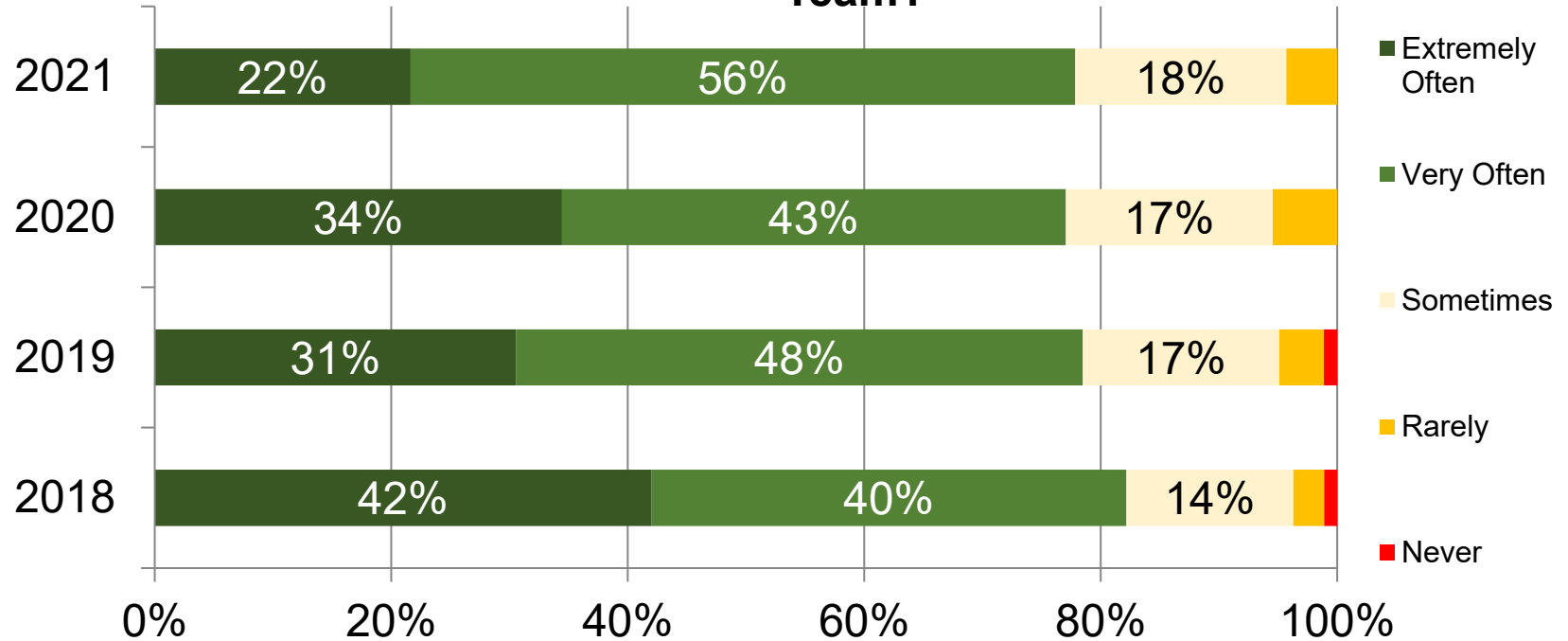


- Home or Apartment
- Adult Family Home, Group Home, Assisted Living
- Nursing Home
- Somewhere Else
- Unknown

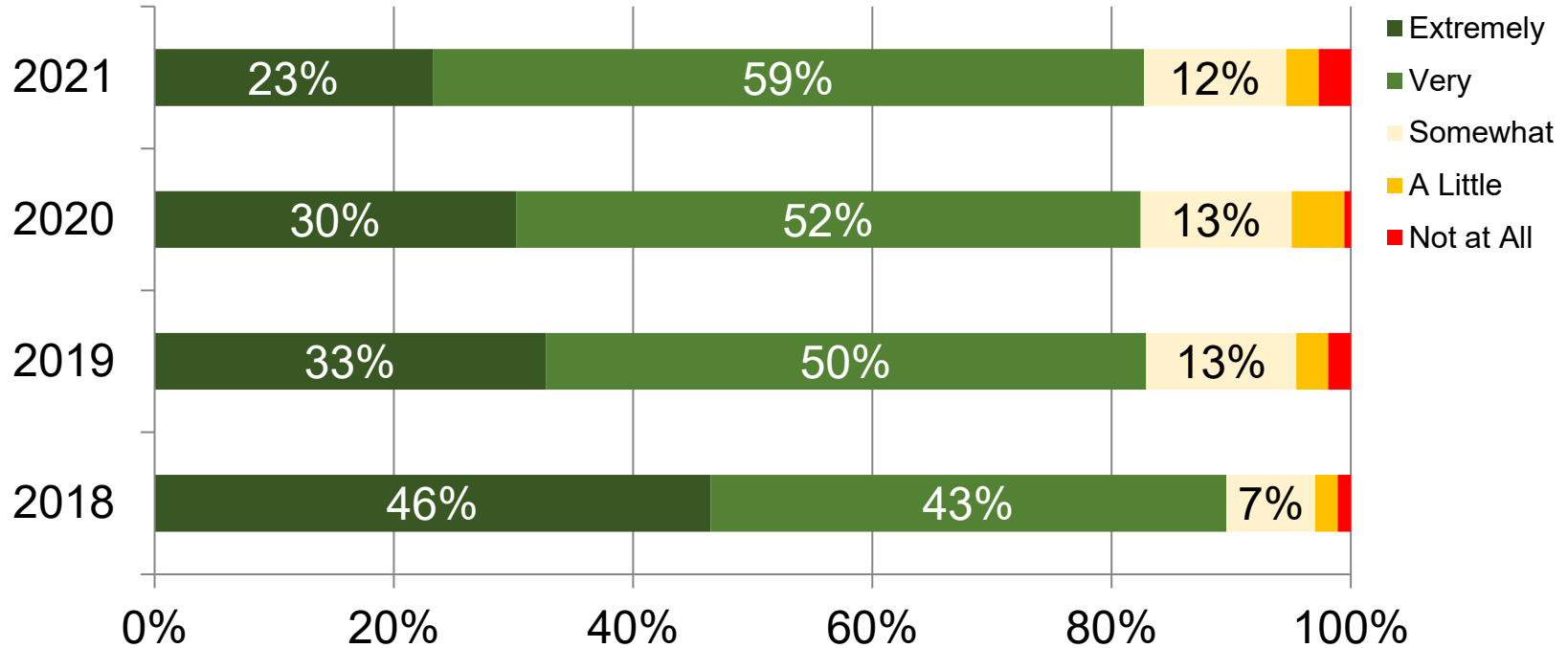
Can you contact your Care Team when you need to?



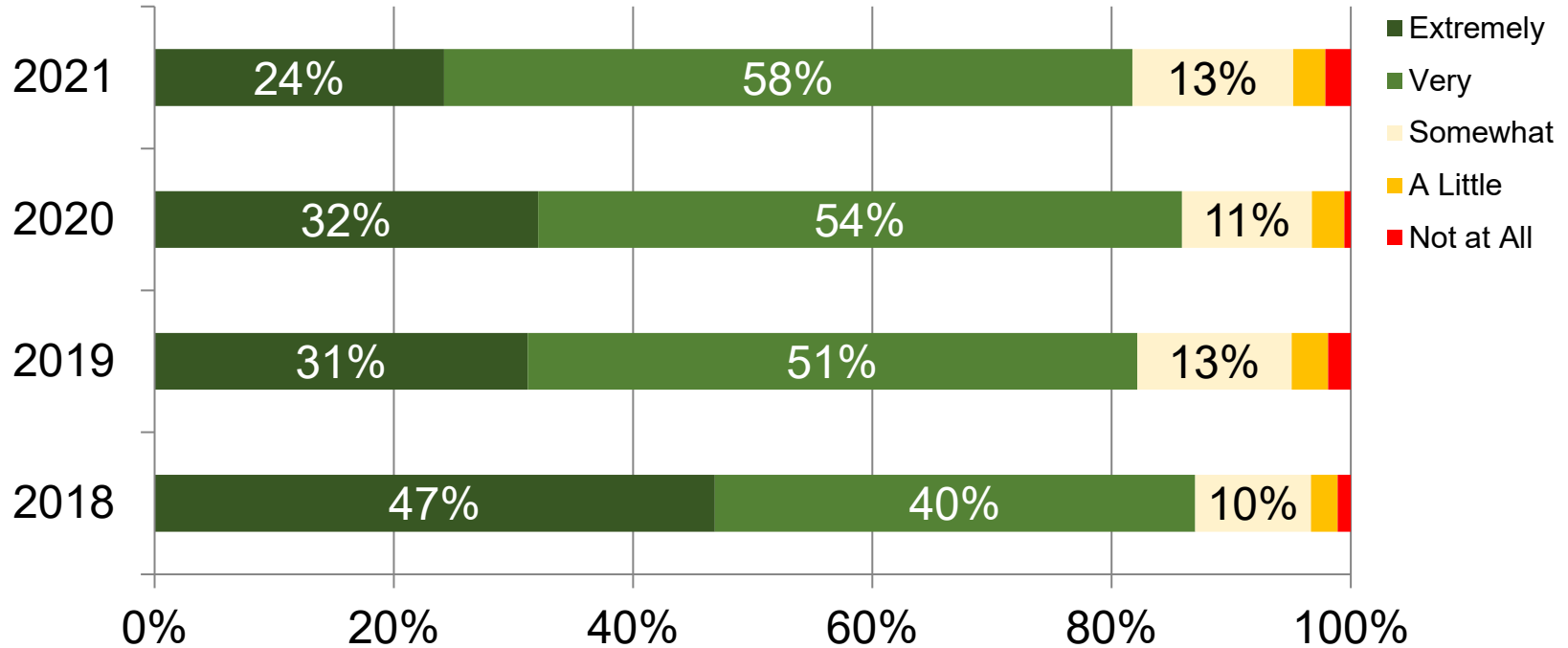
How often do you get the help you need from your Care Team?



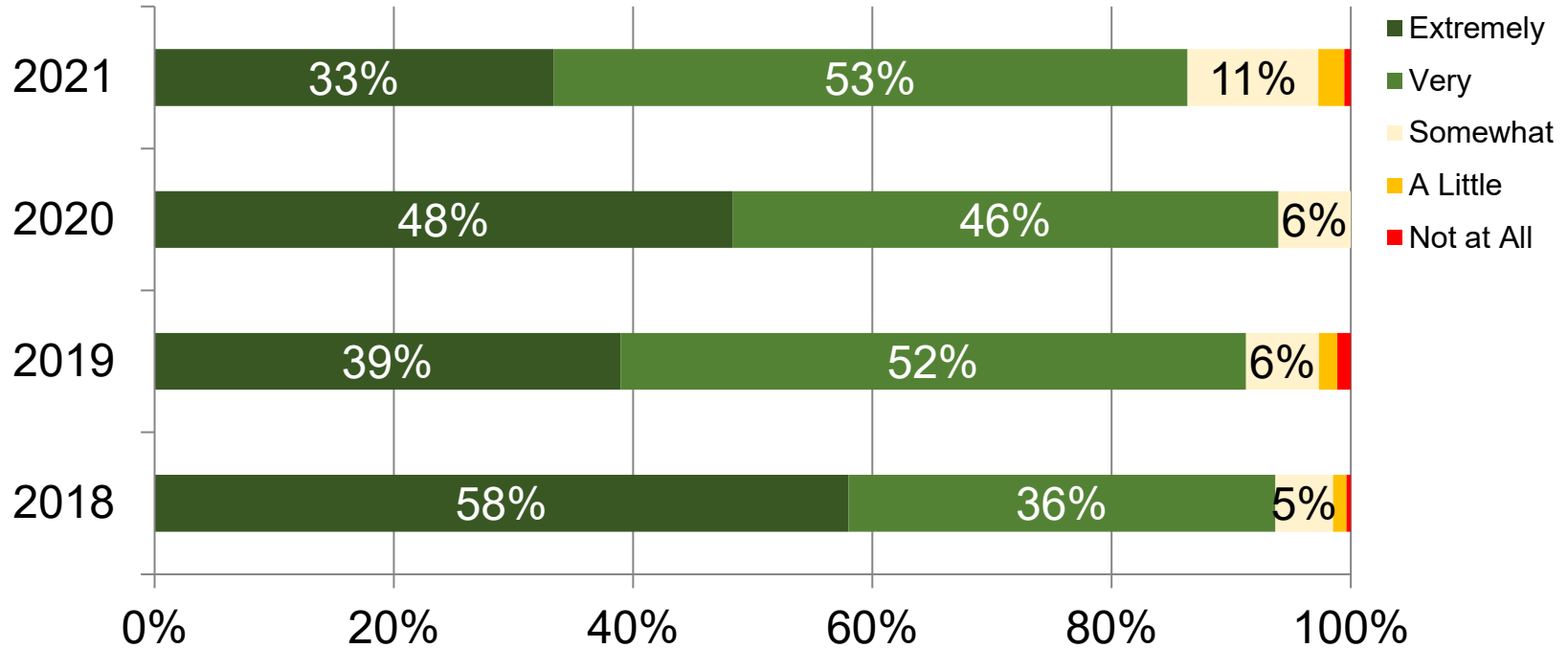
How clearly does your Care Team explain things to you?



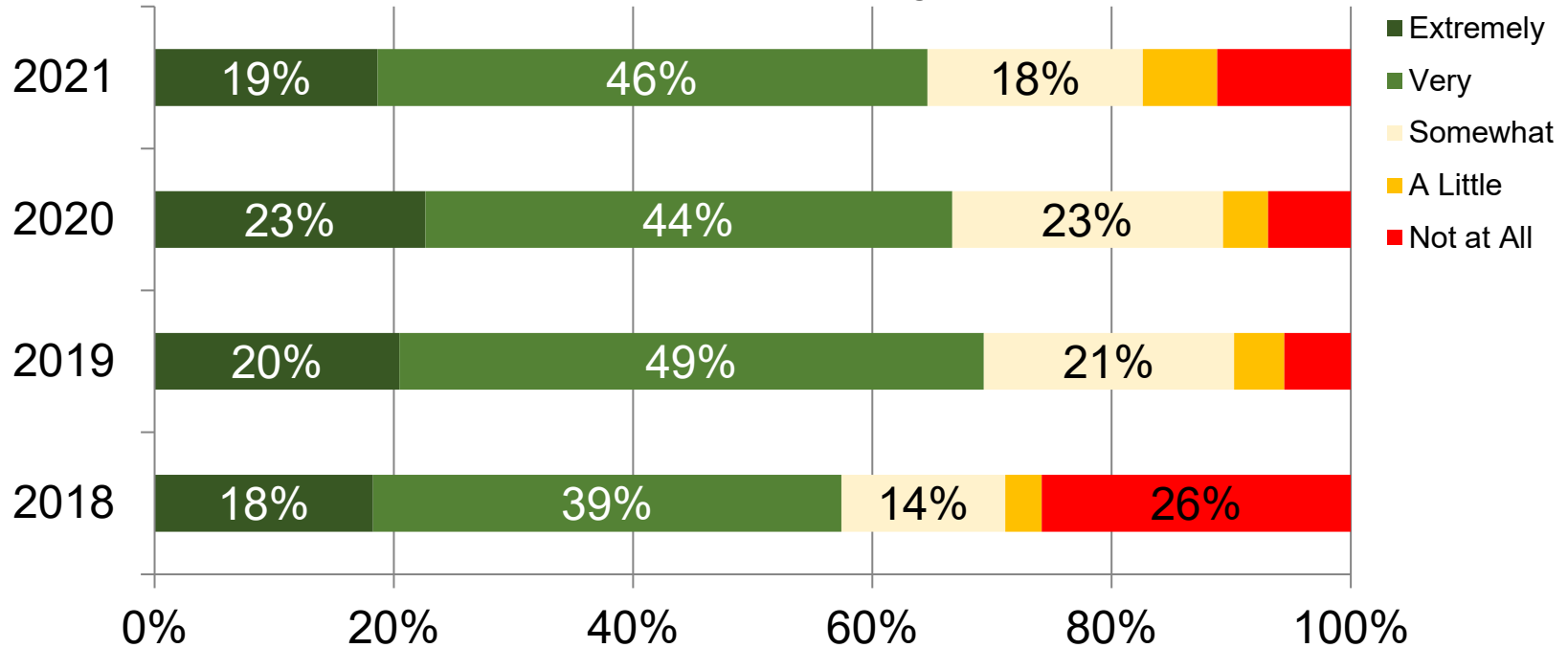
How carefully does your Care Team listen to you?



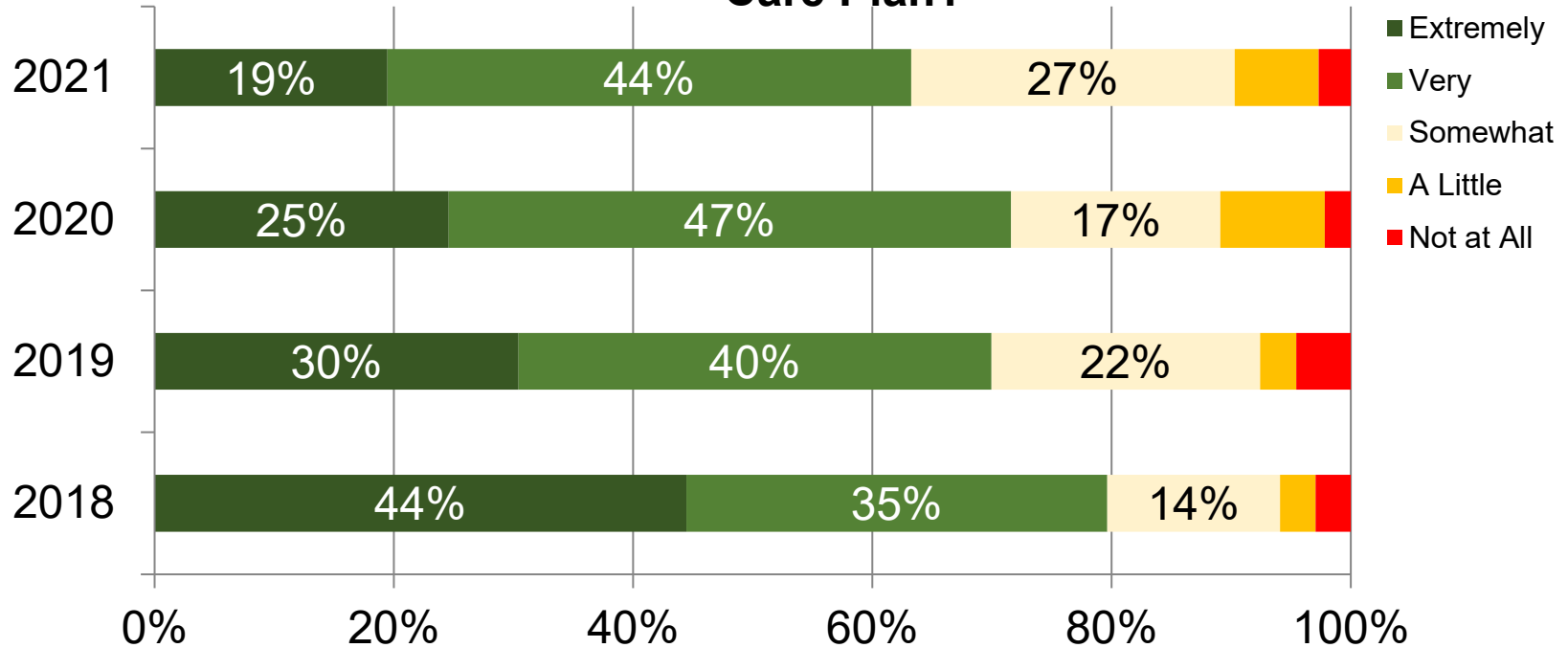
How respectfully does your Care Team treat you?



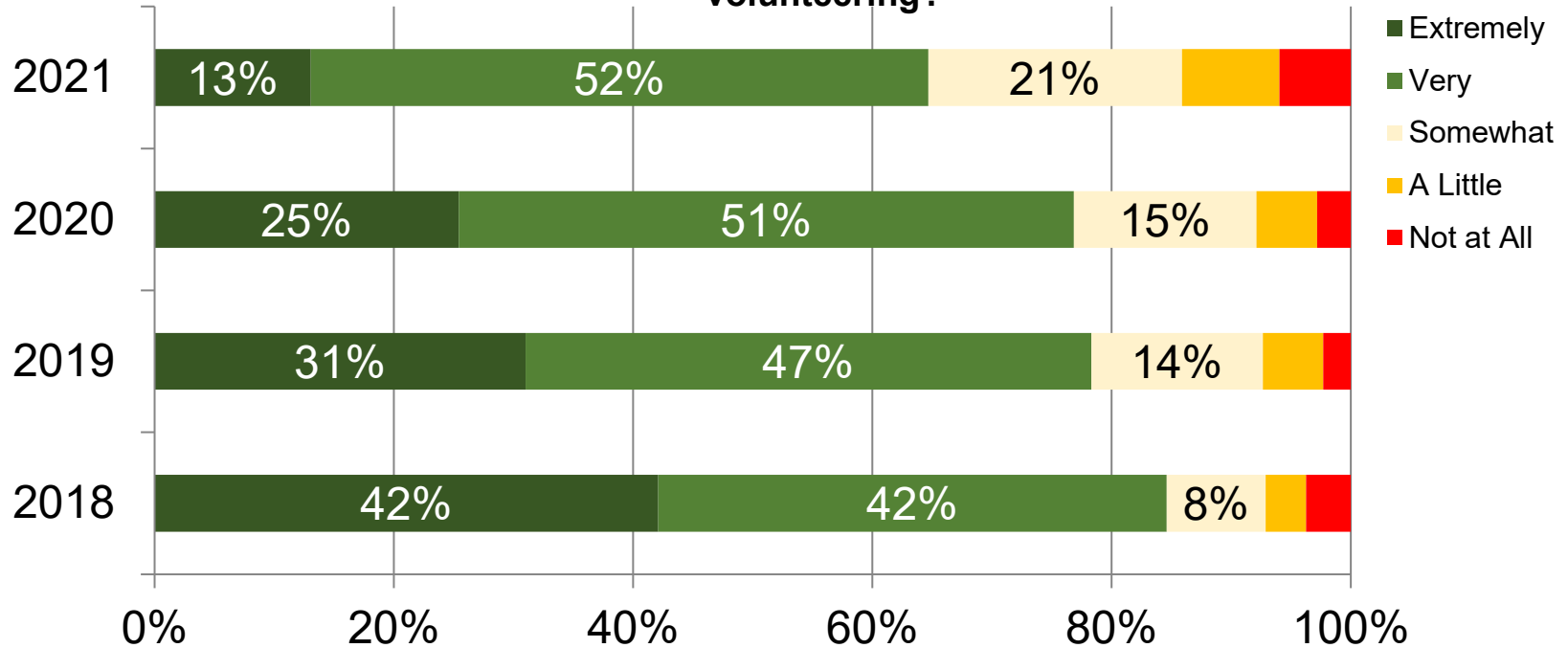
How well did your Care Team explain the Self-Directed Supports option to you?



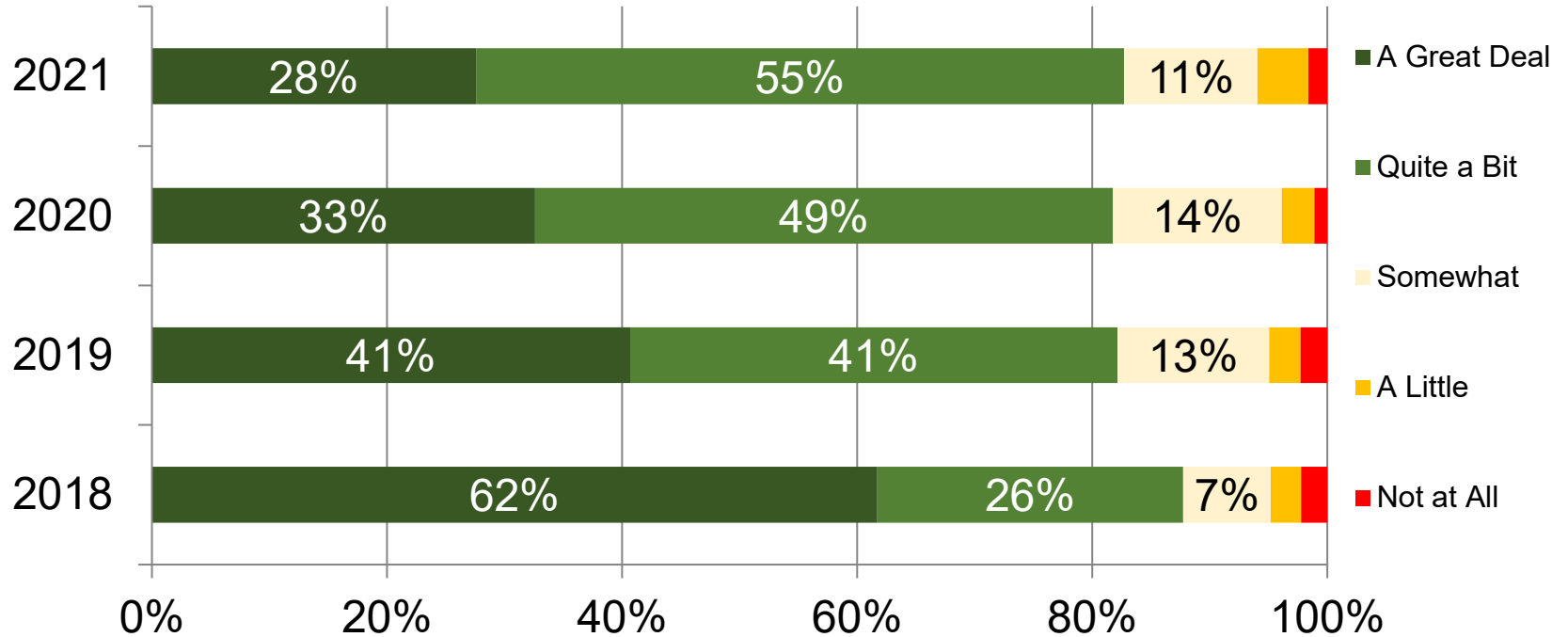
How involved are you in making decisions about your Care Plan?



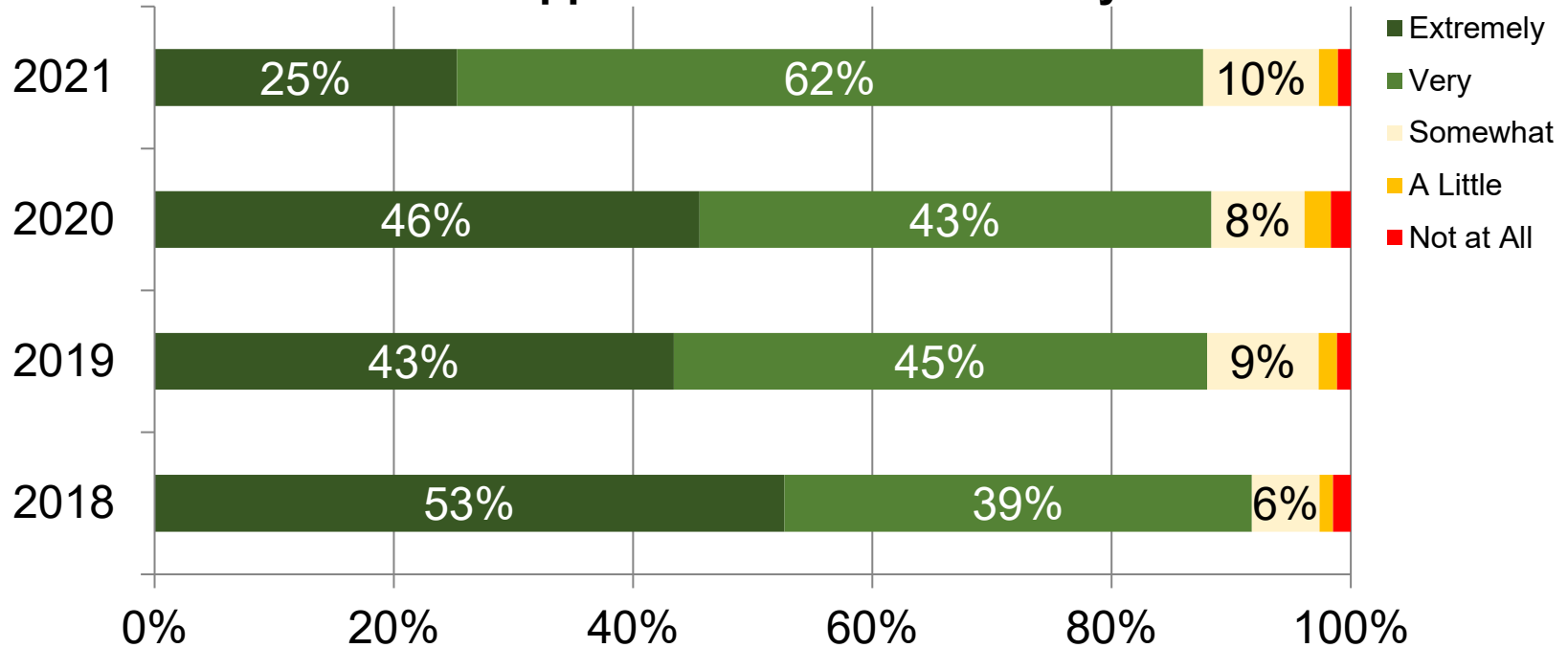
How well does your Care Plan support the activities that you want to do in your community, such as visiting with family and friends, working, and volunteering?



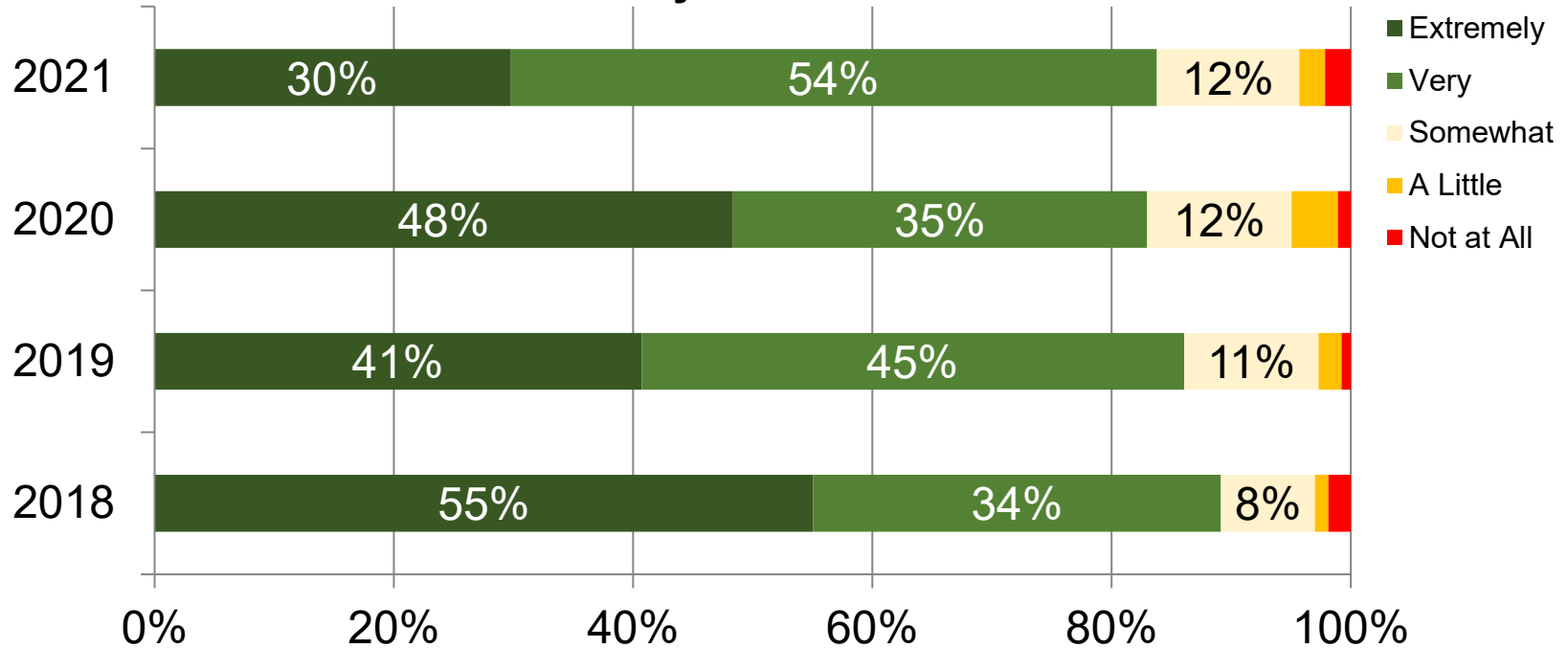
How much does your Care Plan include the things that are important to you?



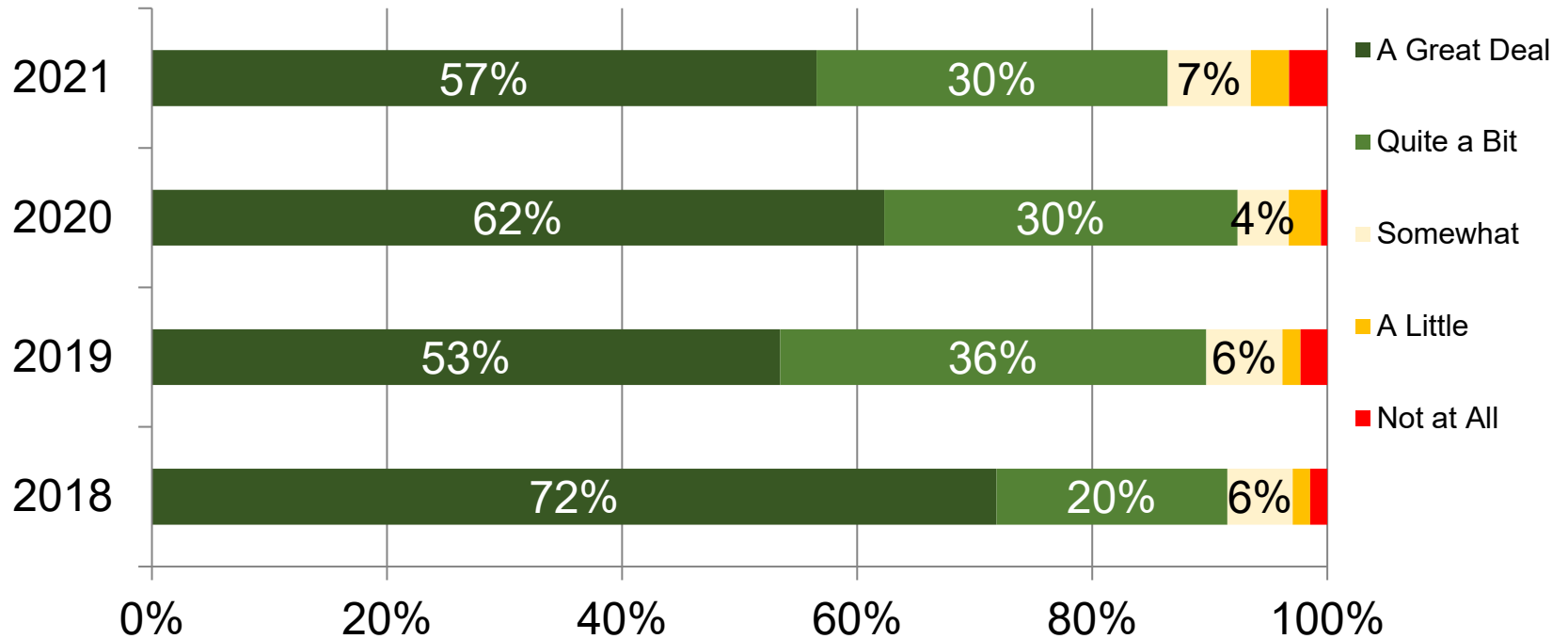
Overall, how respectfully do the people who provide you with supports and services treat you?



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

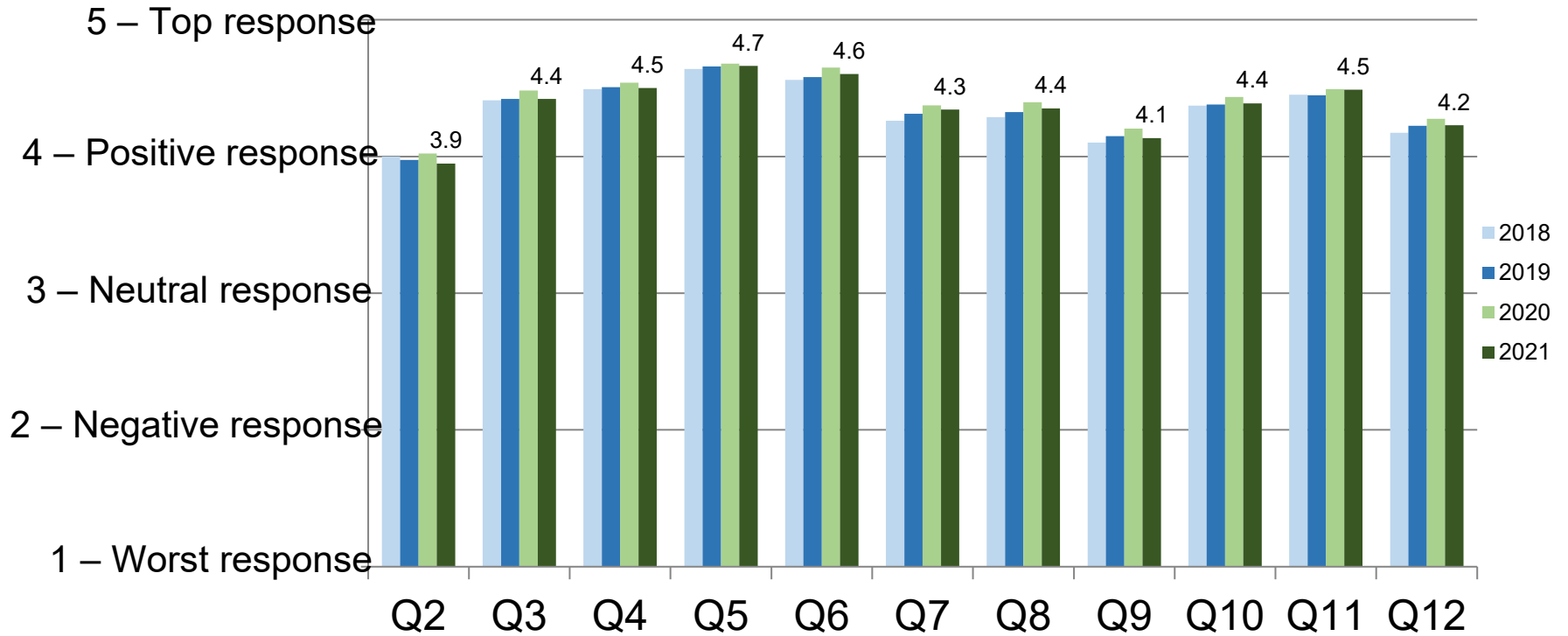


Overall, how much do you like your MCO?

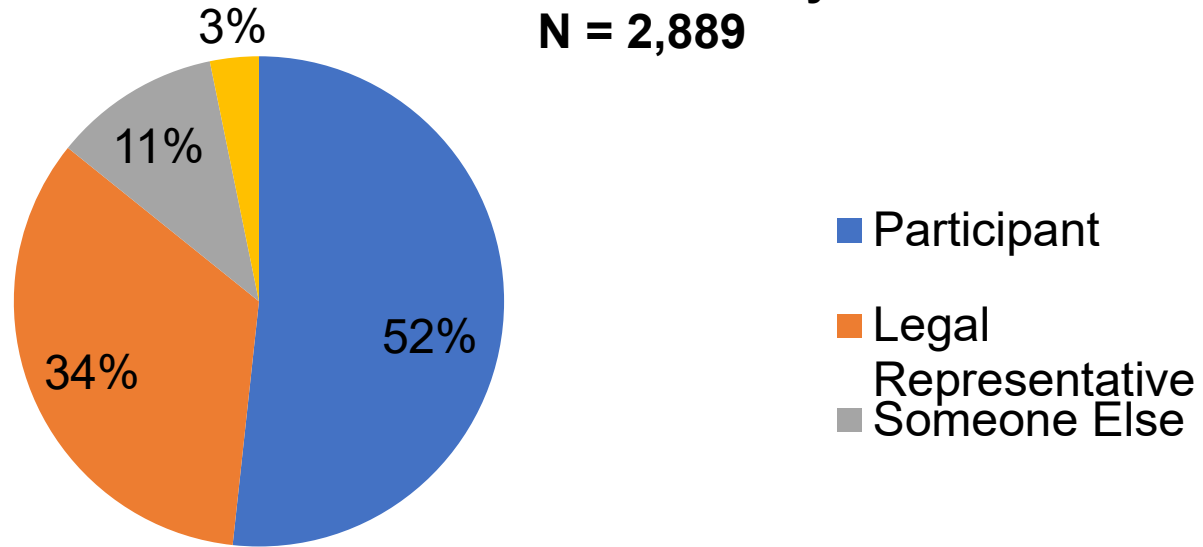


2021 IRIS Consultant Agency Participant Satisfaction Survey Analysis

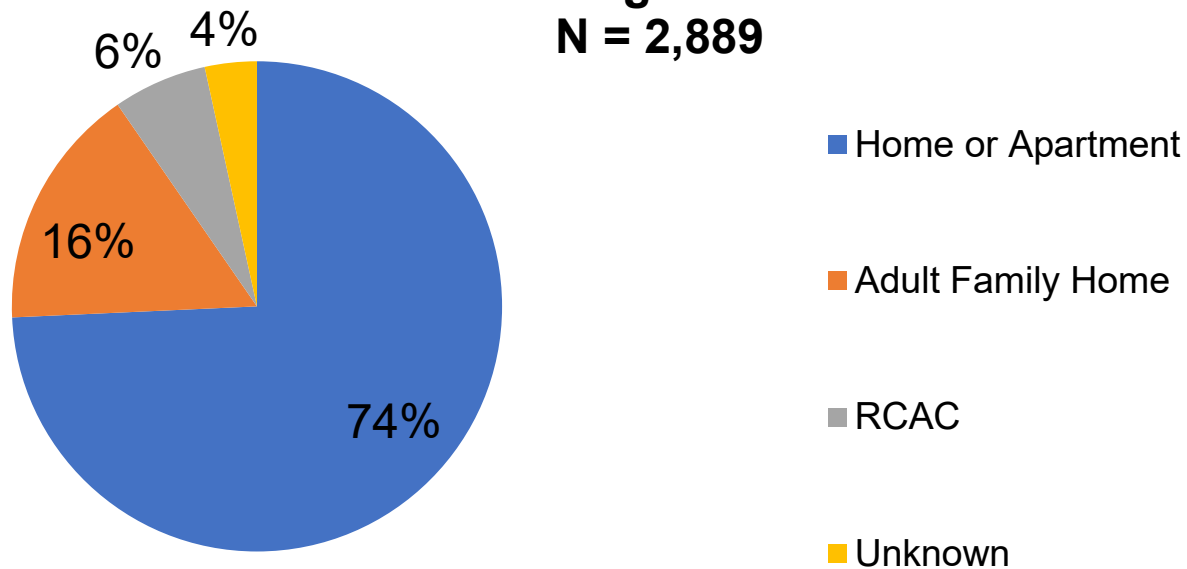
Survey Question Response – IRIS Consultant Agencies



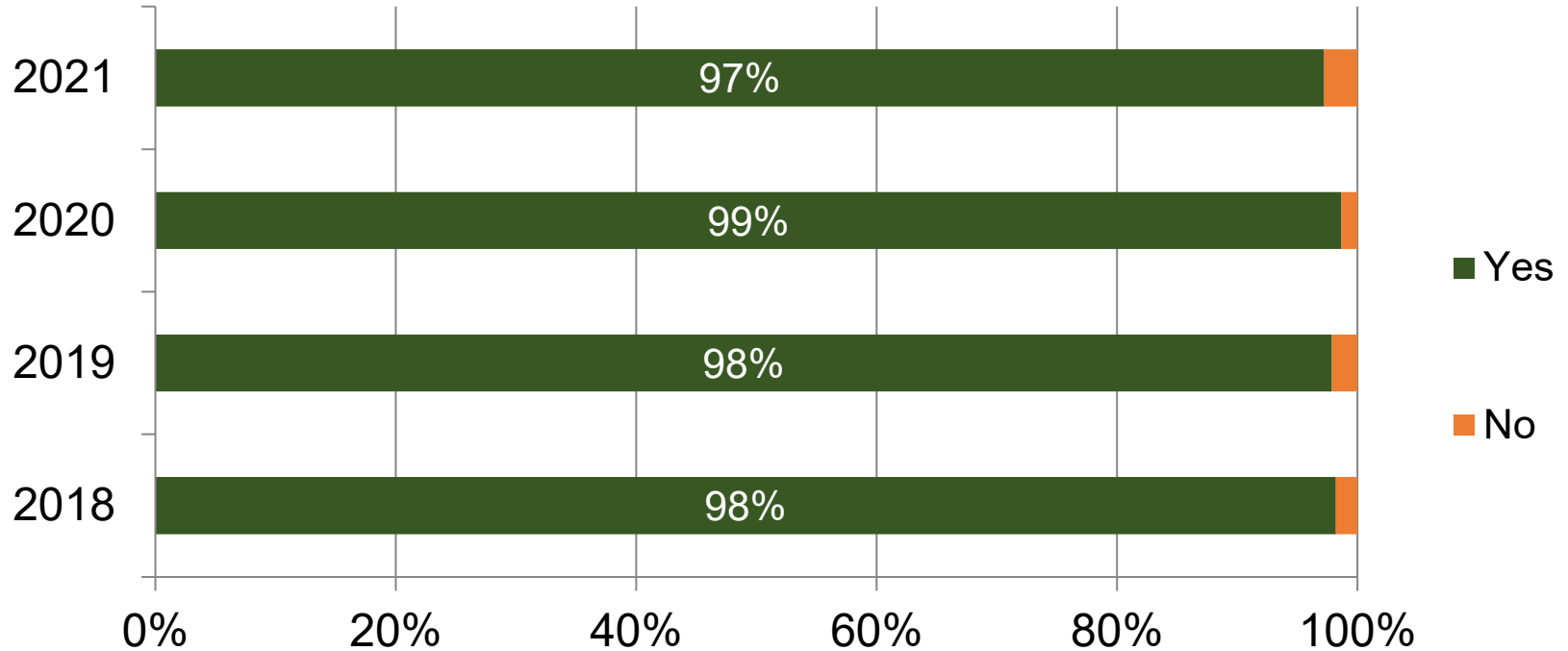
Who Answered Survey – ICA N = 2,889



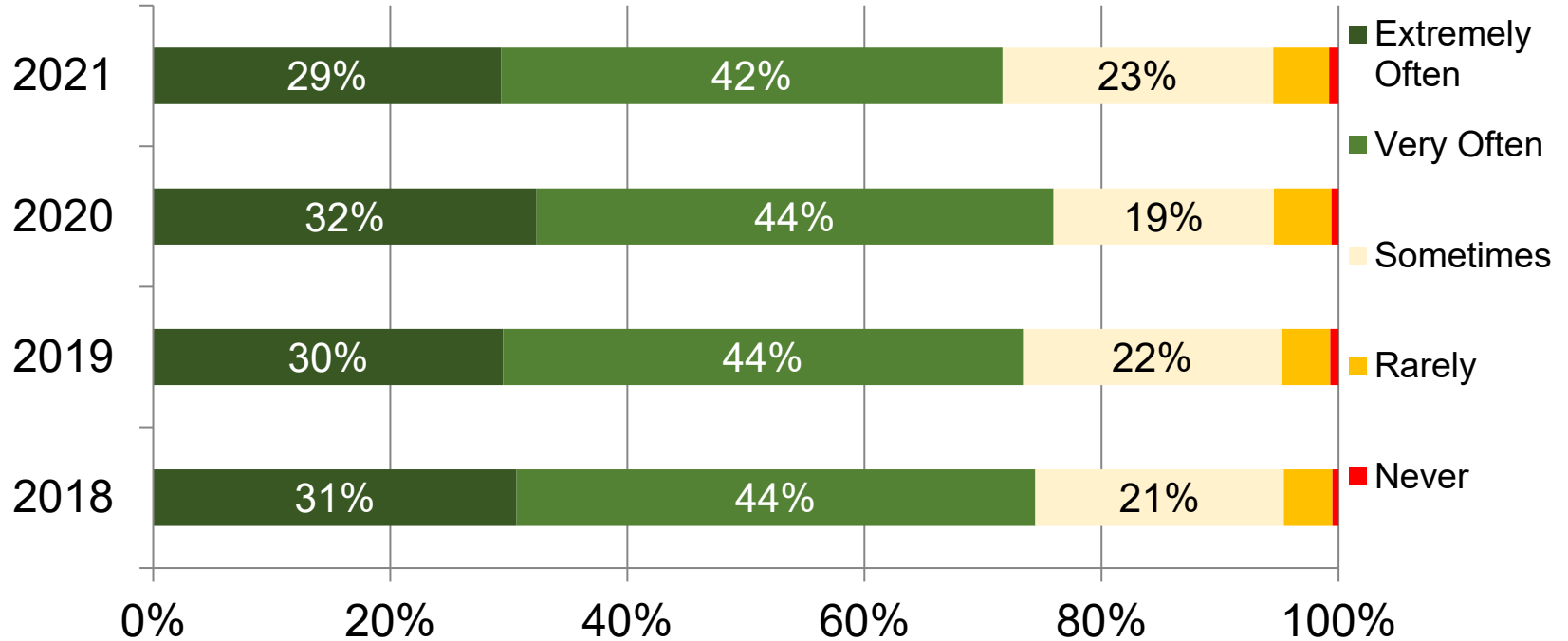
Member Living Situation – ICA N = 2,889



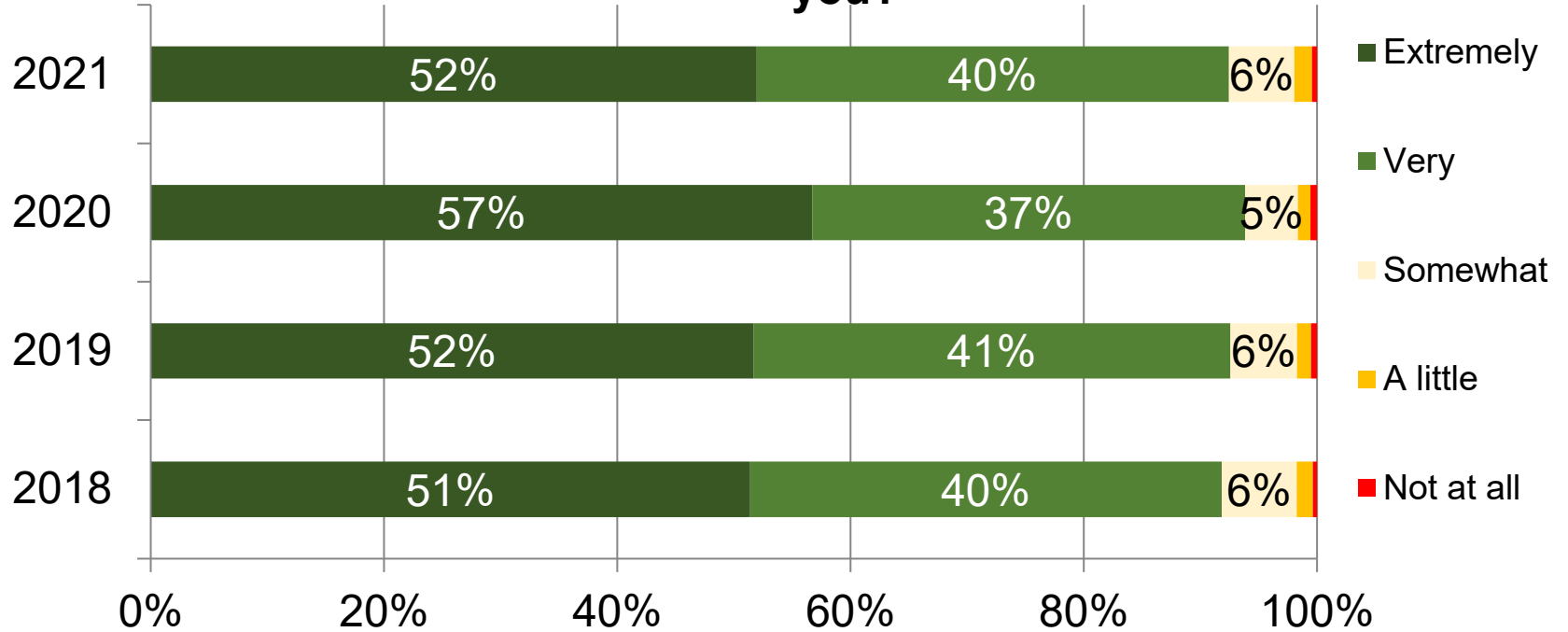
Can you contact your IRIS Consultant when you need to?



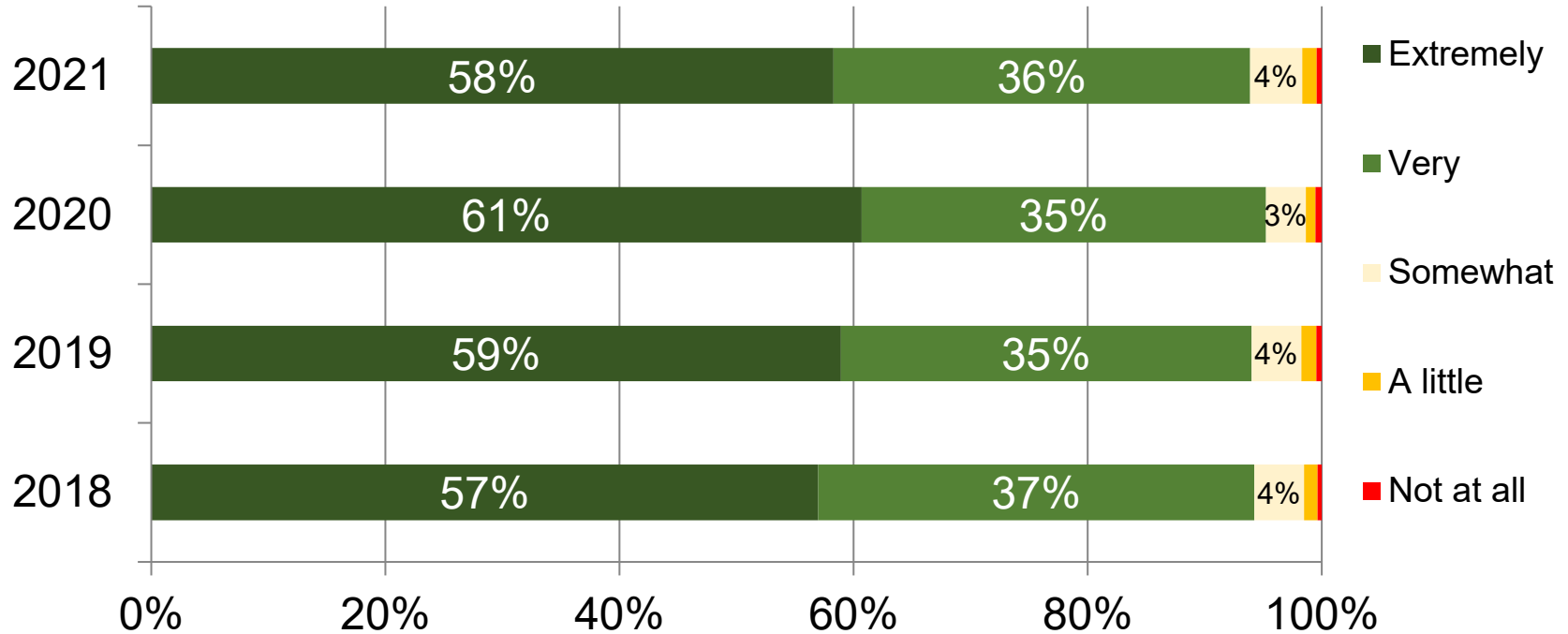
How often do you get the help you need from your IRIS Consultant?



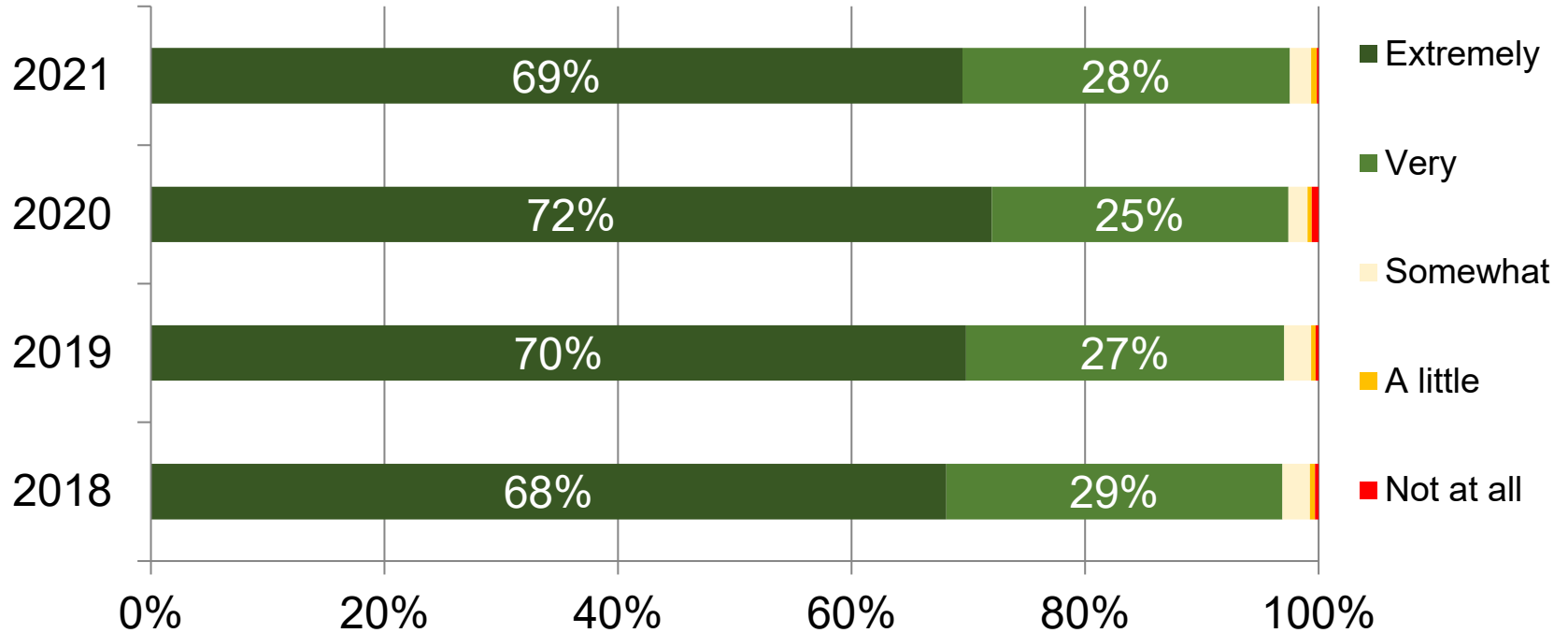
How clearly does your IRIS Consultant explain things to you?



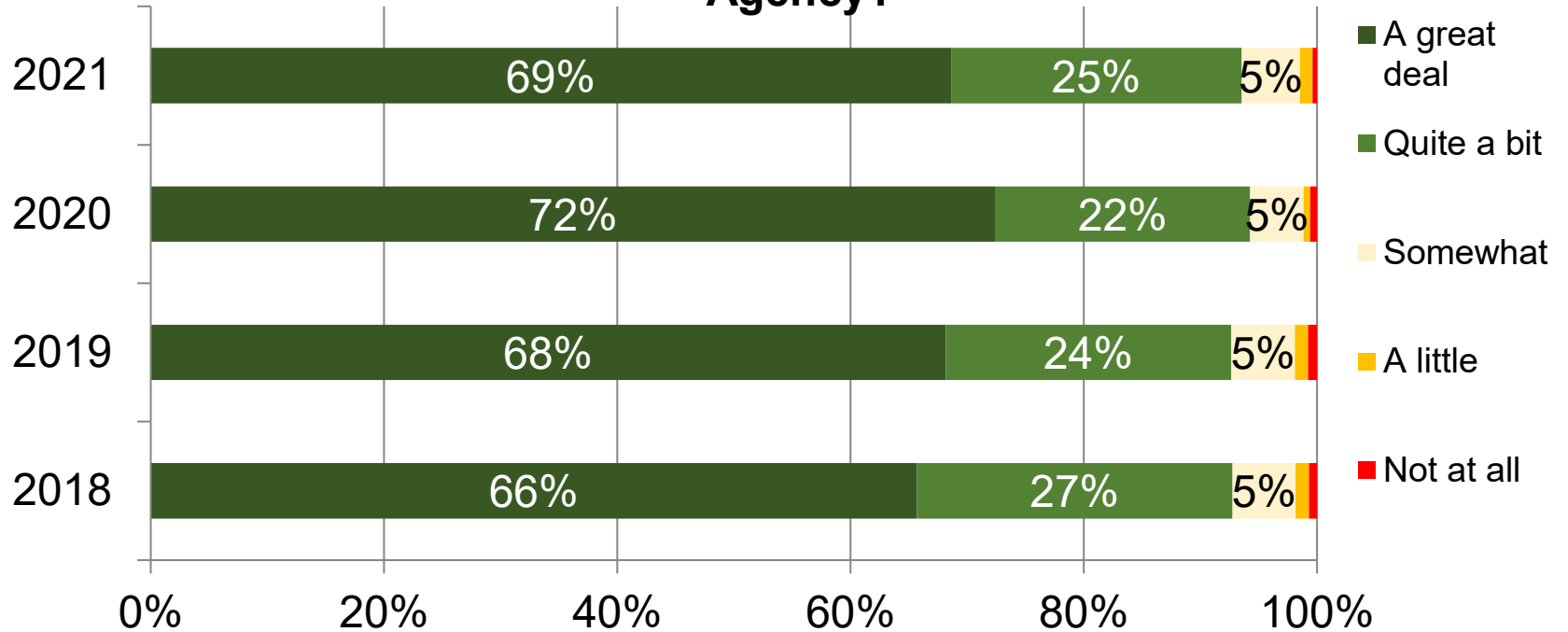
How carefully does your IRIS Consultant listen to you?



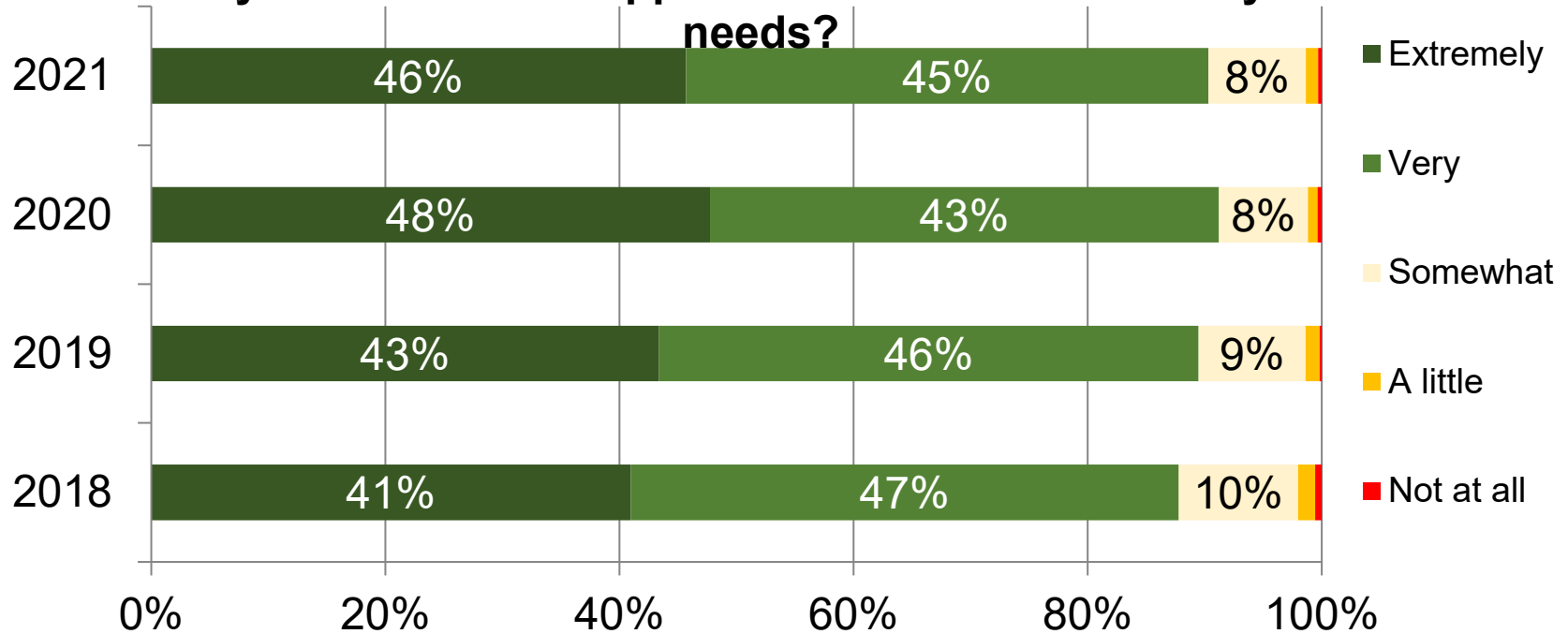
How respectfully does your IRIS Consultant treat you?



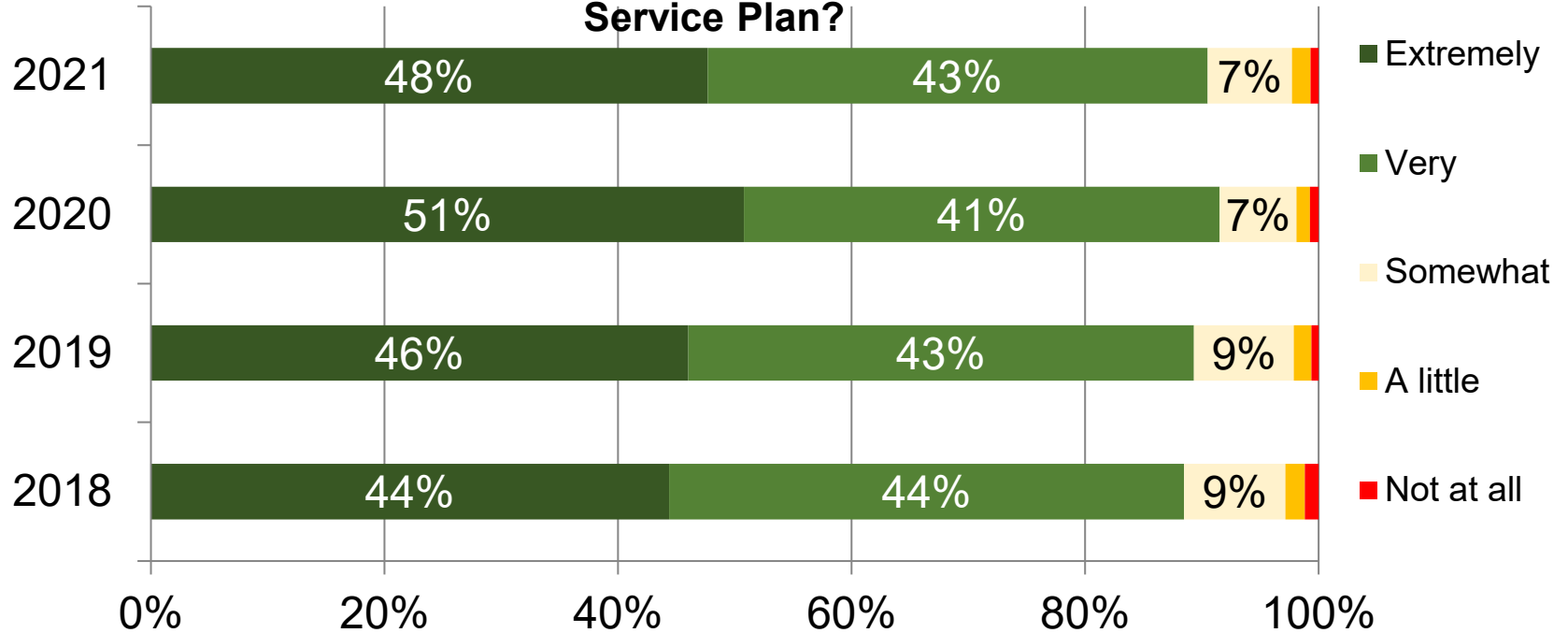
Overall, how much do you like your IRIS Consultant Agency?



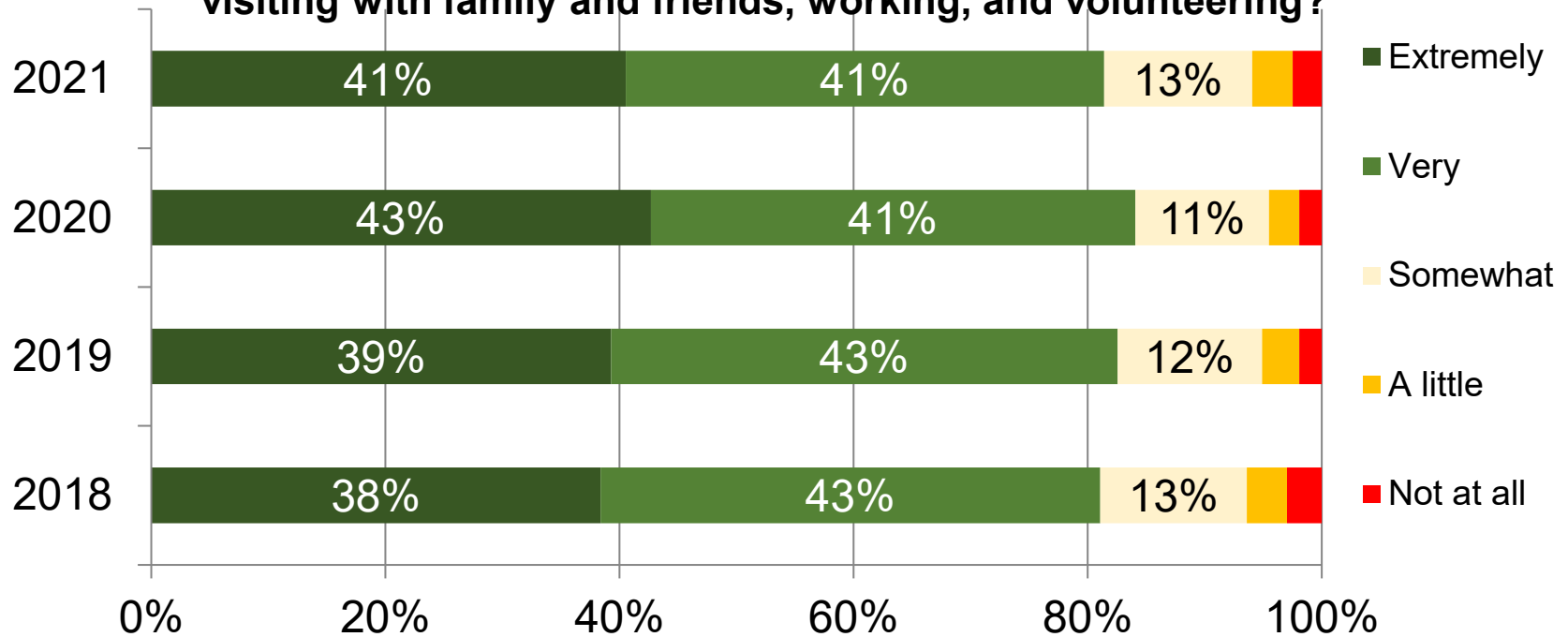
Overall how well do the supports and services you receive in your Individual Support and Service Plan meet your needs?



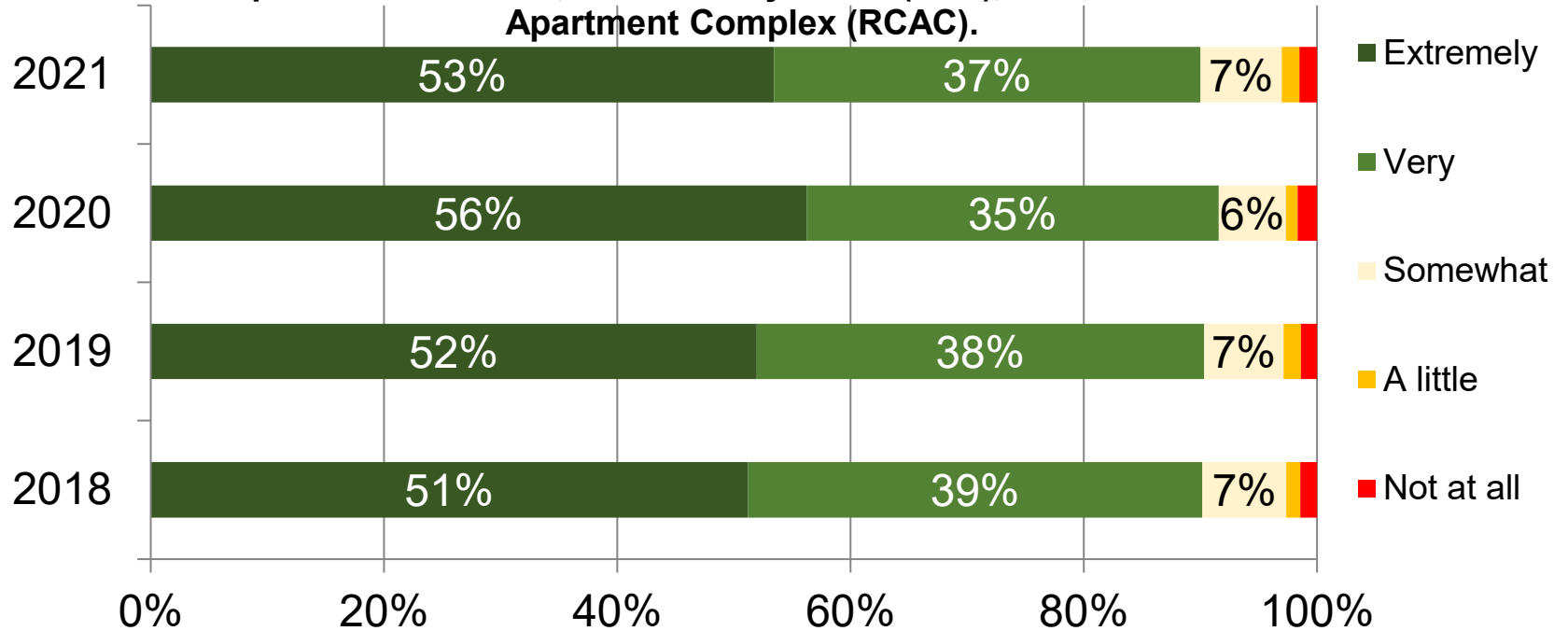
How well does your IRIS Consultant Agency provide you the information you need to develop your Individual Support and Service Plan?



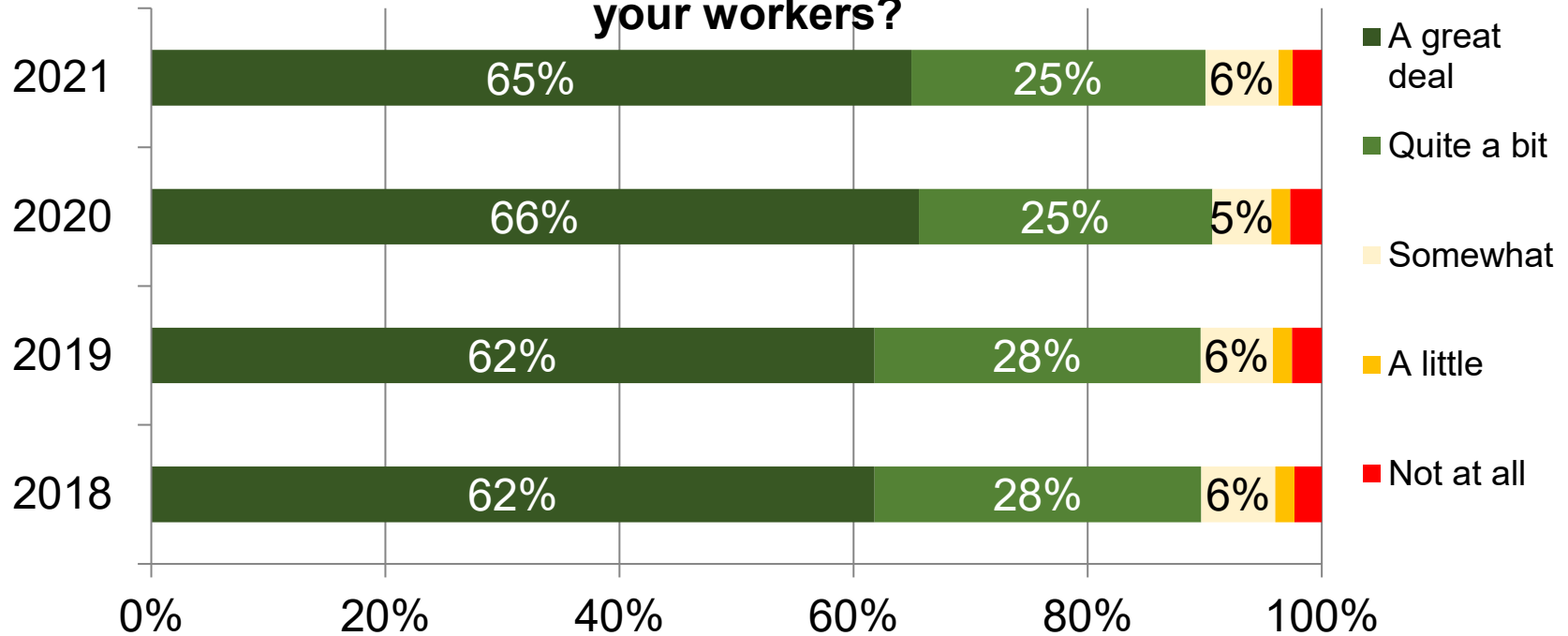
How well does your Individual Support and Service Plan support the activities that you want to do in your community, such as visiting with family and friends, working, and volunteering?



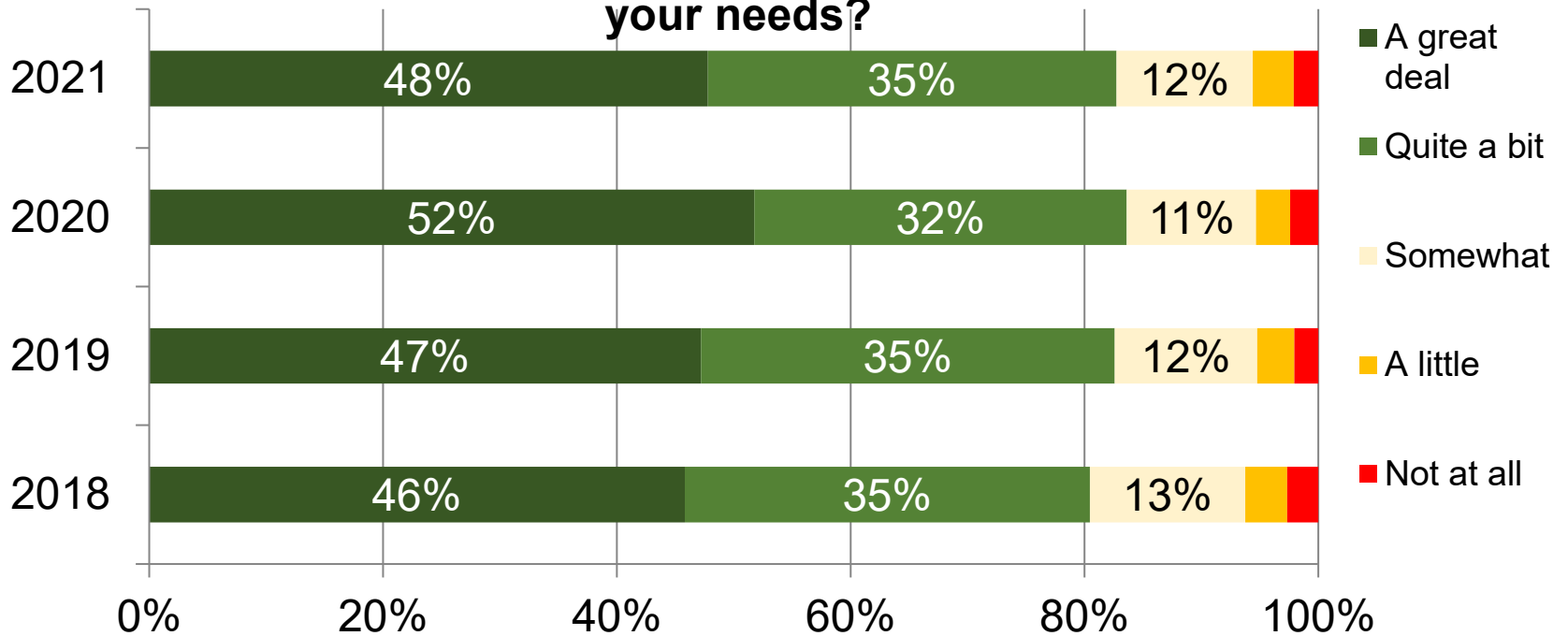
How well does your Individual Support and Service Plan support your needs related to living in a place of your choice? This may include your own apartment or house, Adult Family Home (AFH), or Residential Care Apartment Complex (RCAC).



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



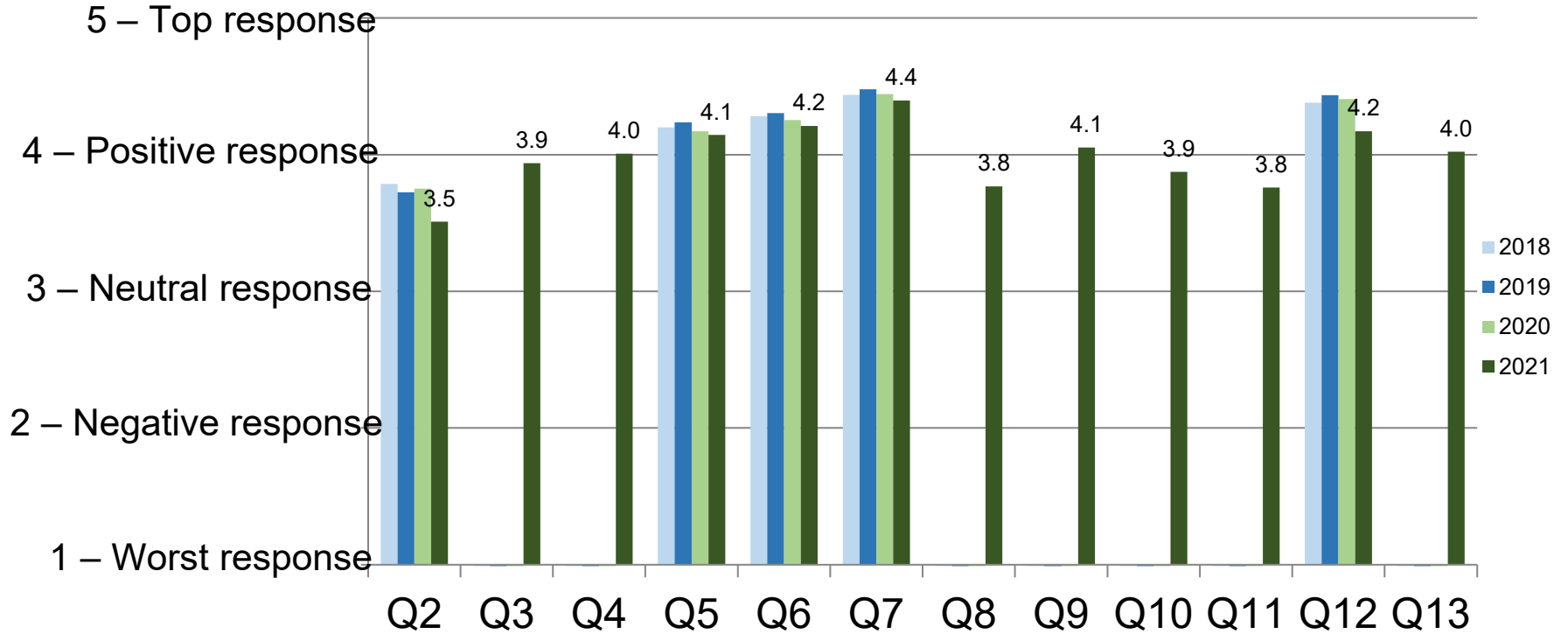
How much control do you feel you have over how your budget is spent to purchase allowable services to meet your needs?



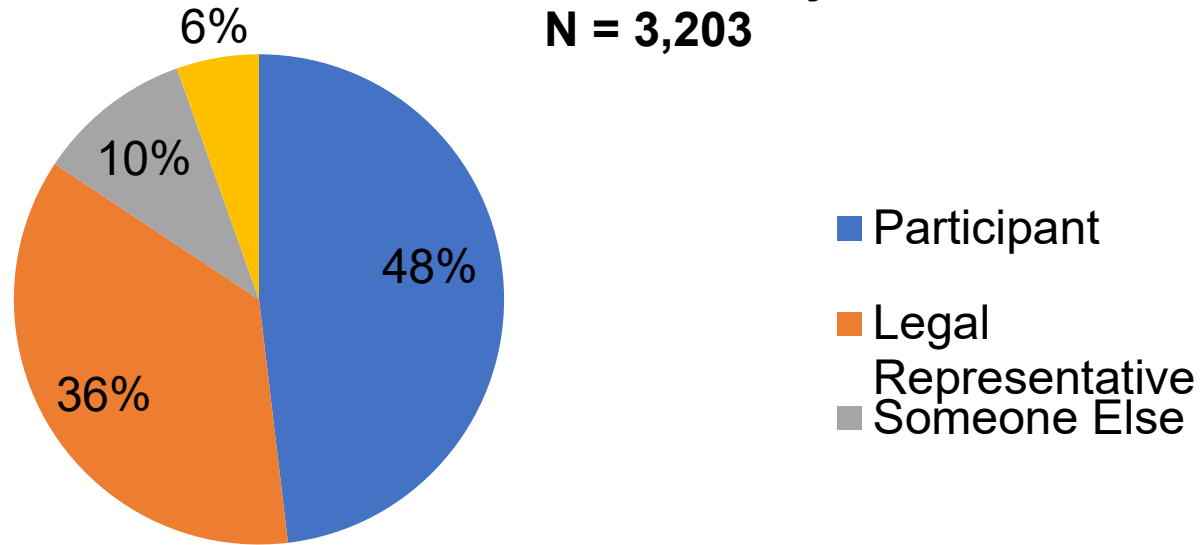
2021 IRIS Fiscal Employment Agent Participant Satisfaction Survey Analysis

Survey Question Response – IRIS Fiscal Employment Agents

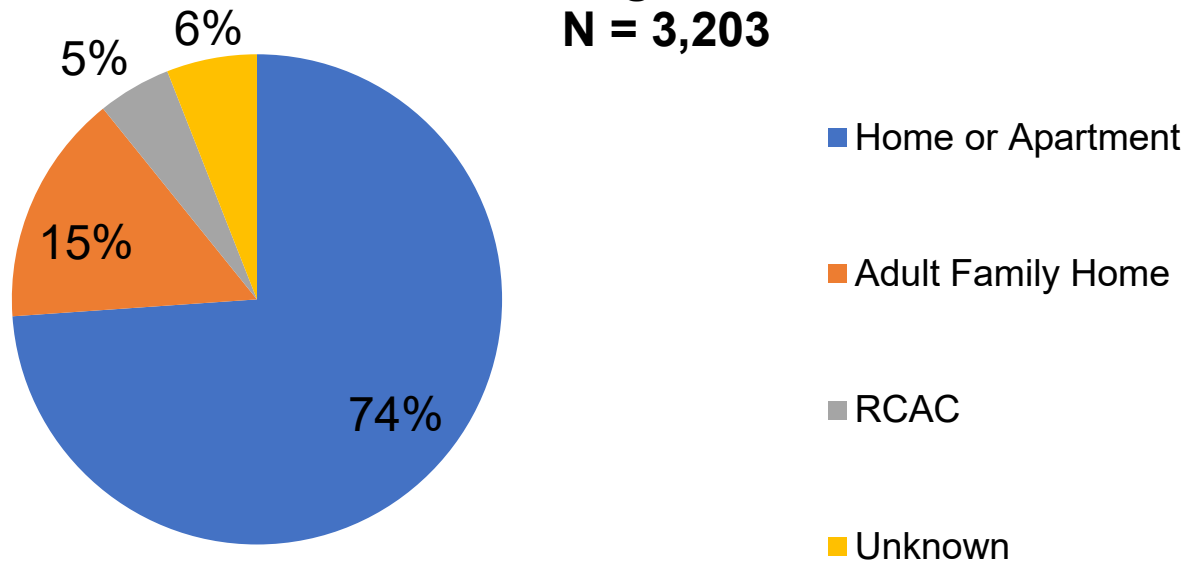
*Questions 3,4,8,9,10,11,13 are new for 2021



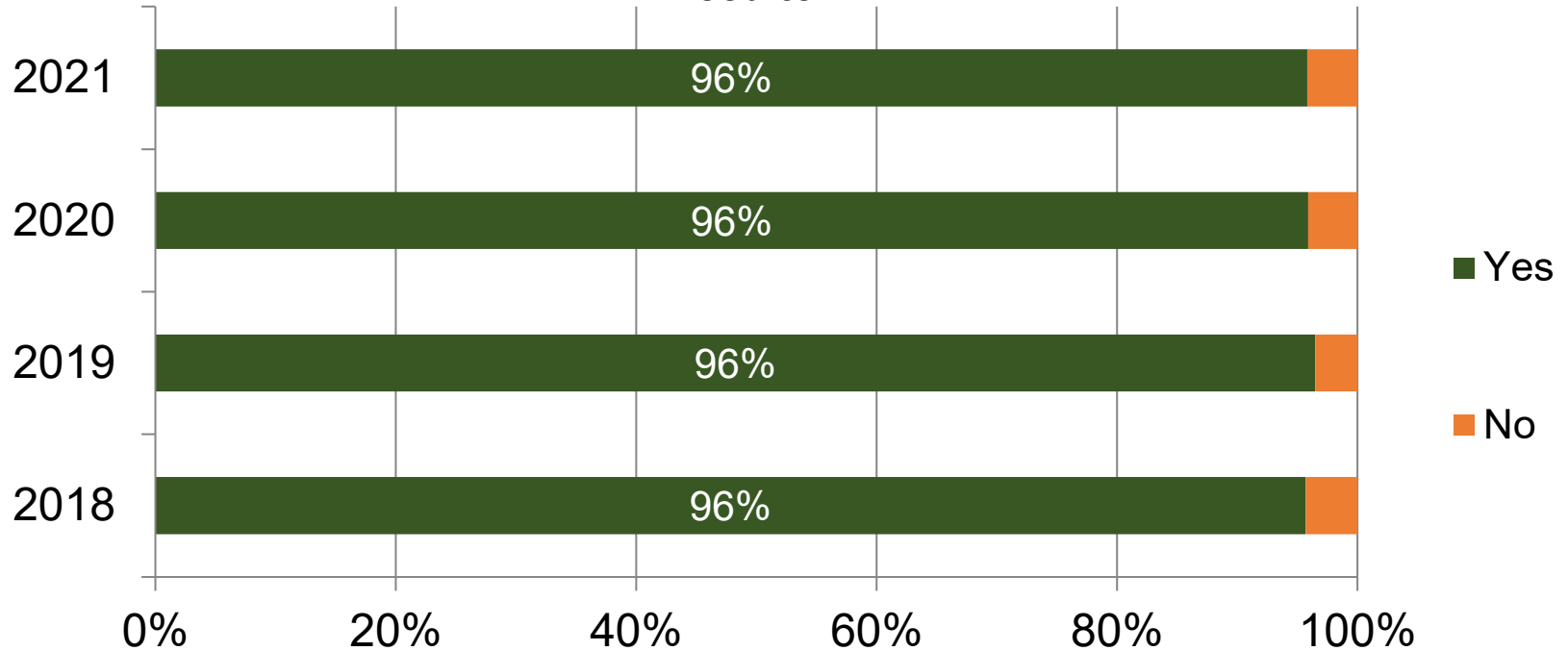
Who Answered Survey – FEA N = 3,203



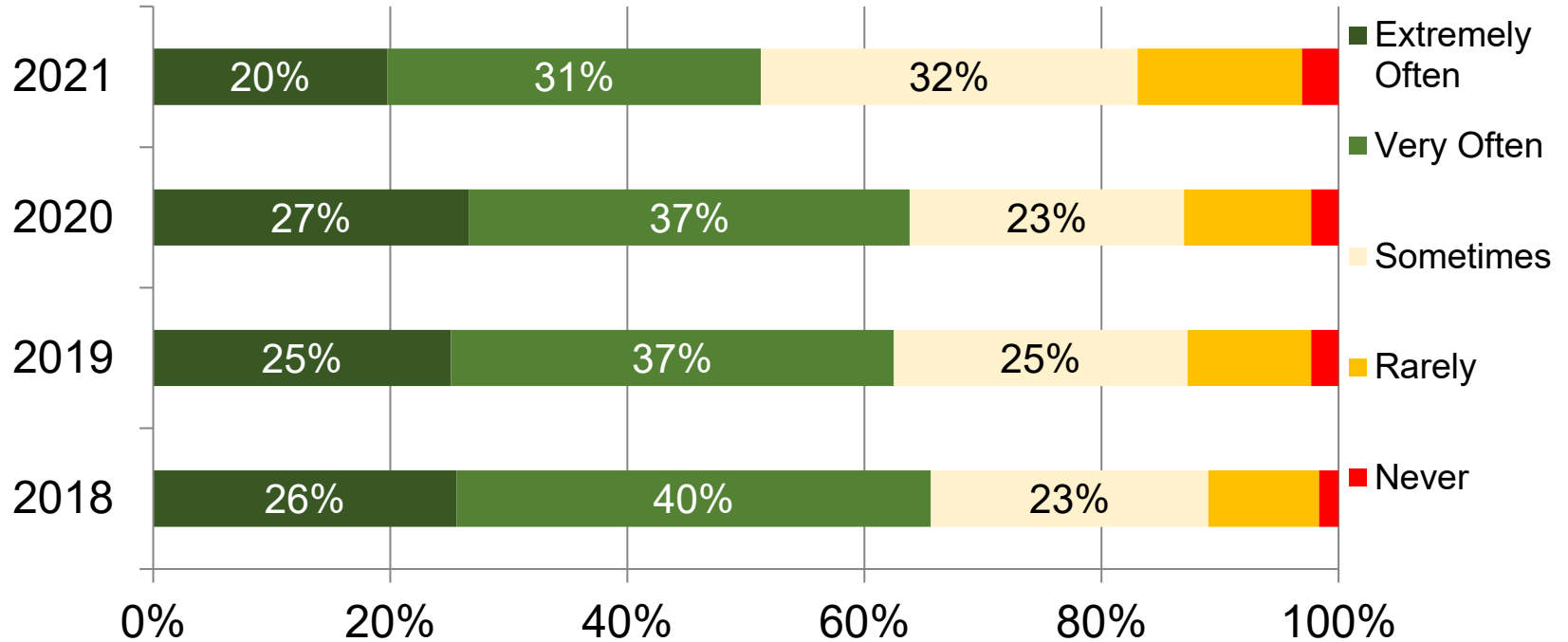
Member Living Situation – FEA N = 3,203



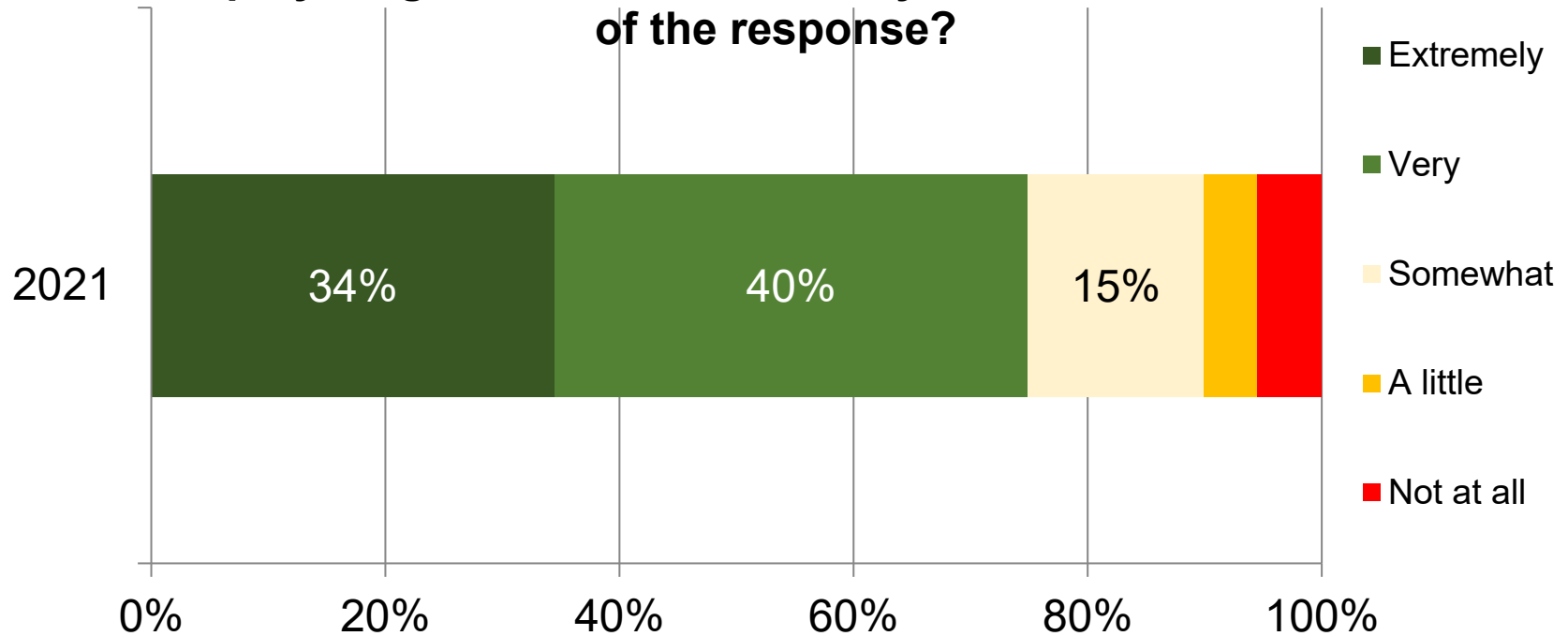
Do you know how to contact your fiscal employer agent when you need to?



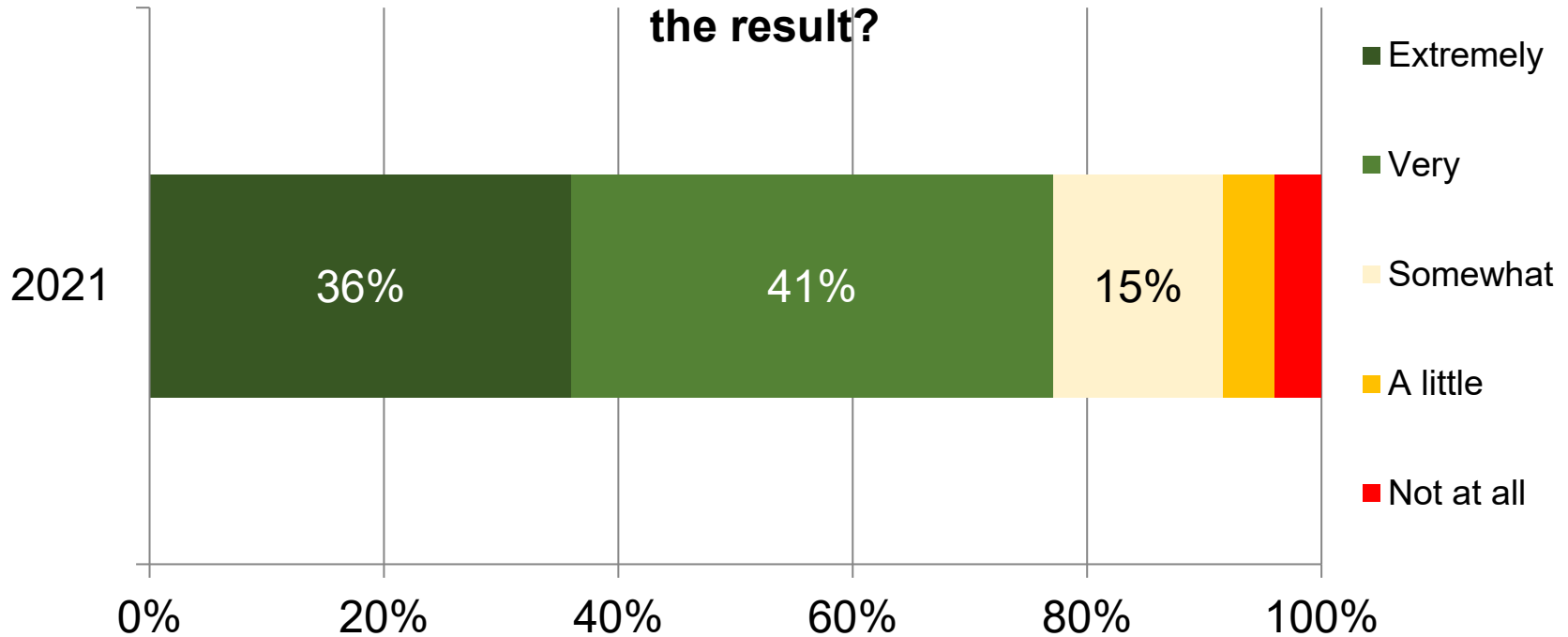
How often do you get the help you need from your fiscal employer agent?



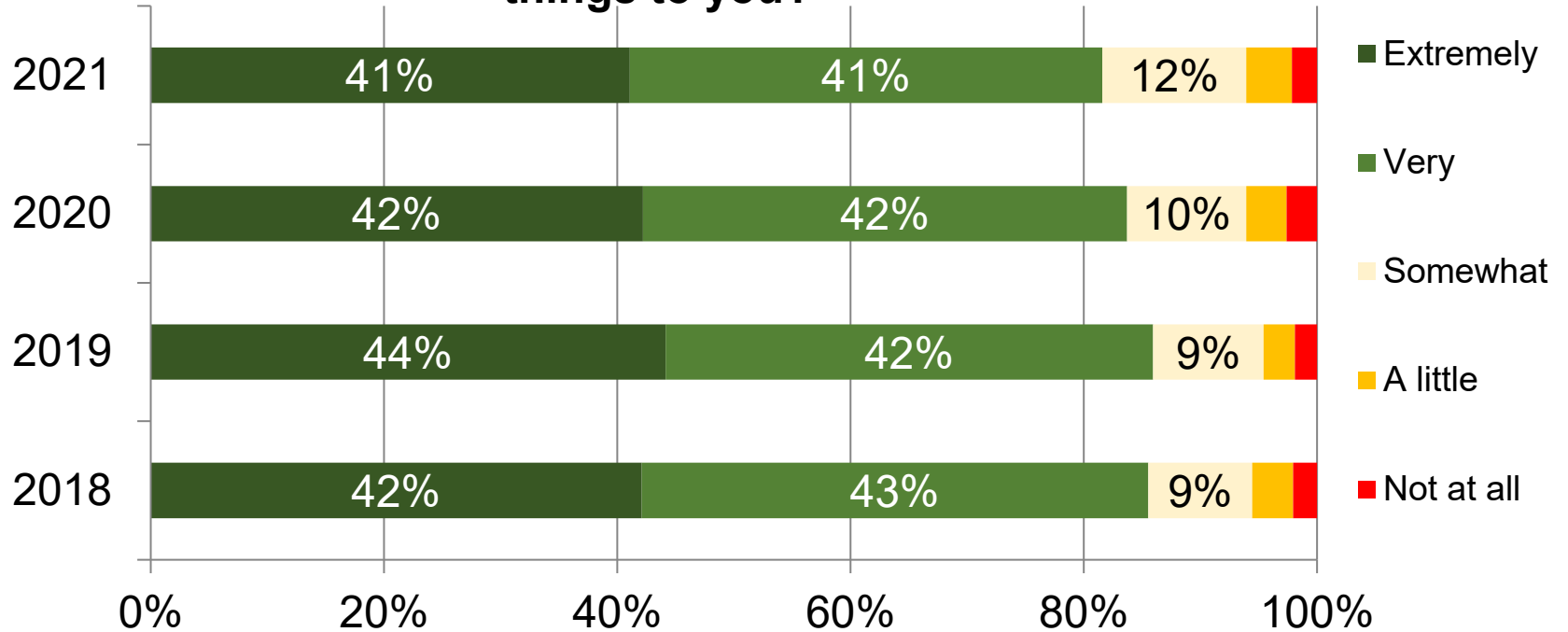
When you email, call, or leave a voicemail for your fiscal employer agent, how satisfied are you with the timeliness of the response?



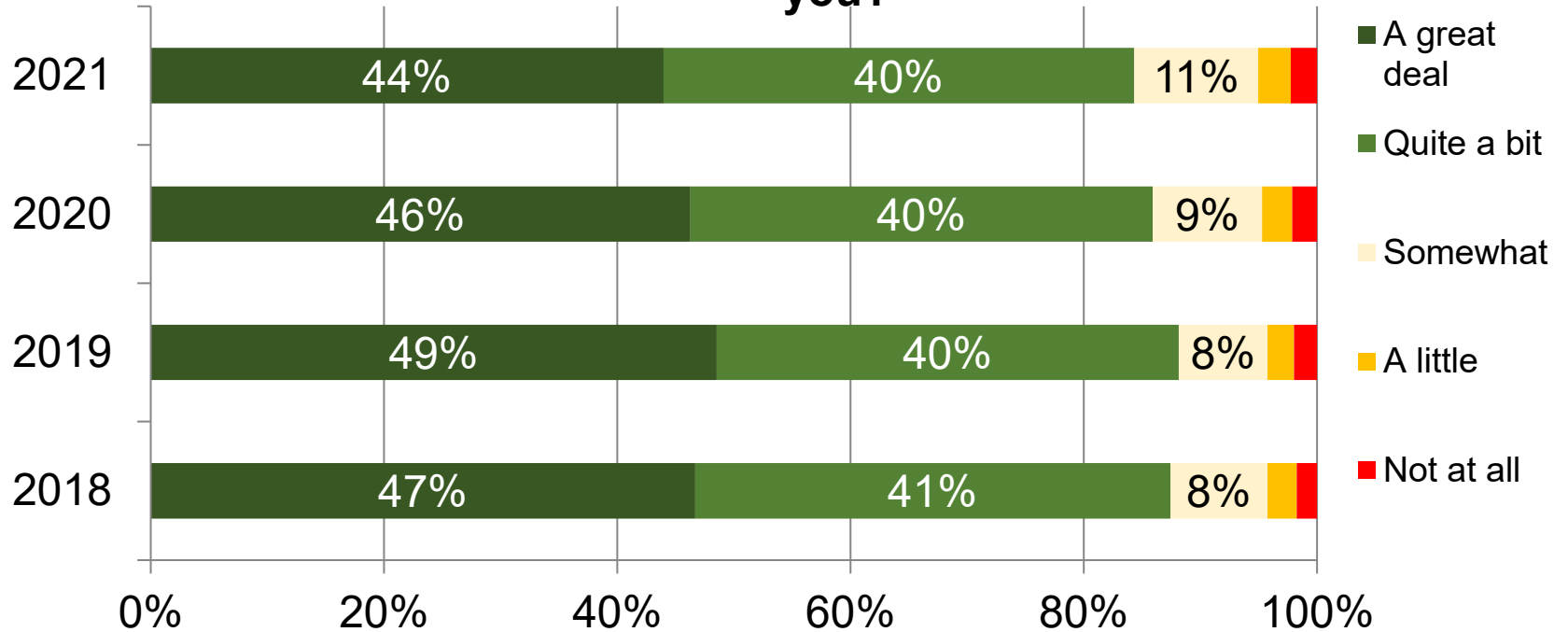
When you email, call, or leave a voicemail for your fiscal employer agent with a concern, how satisfied are you with the result?



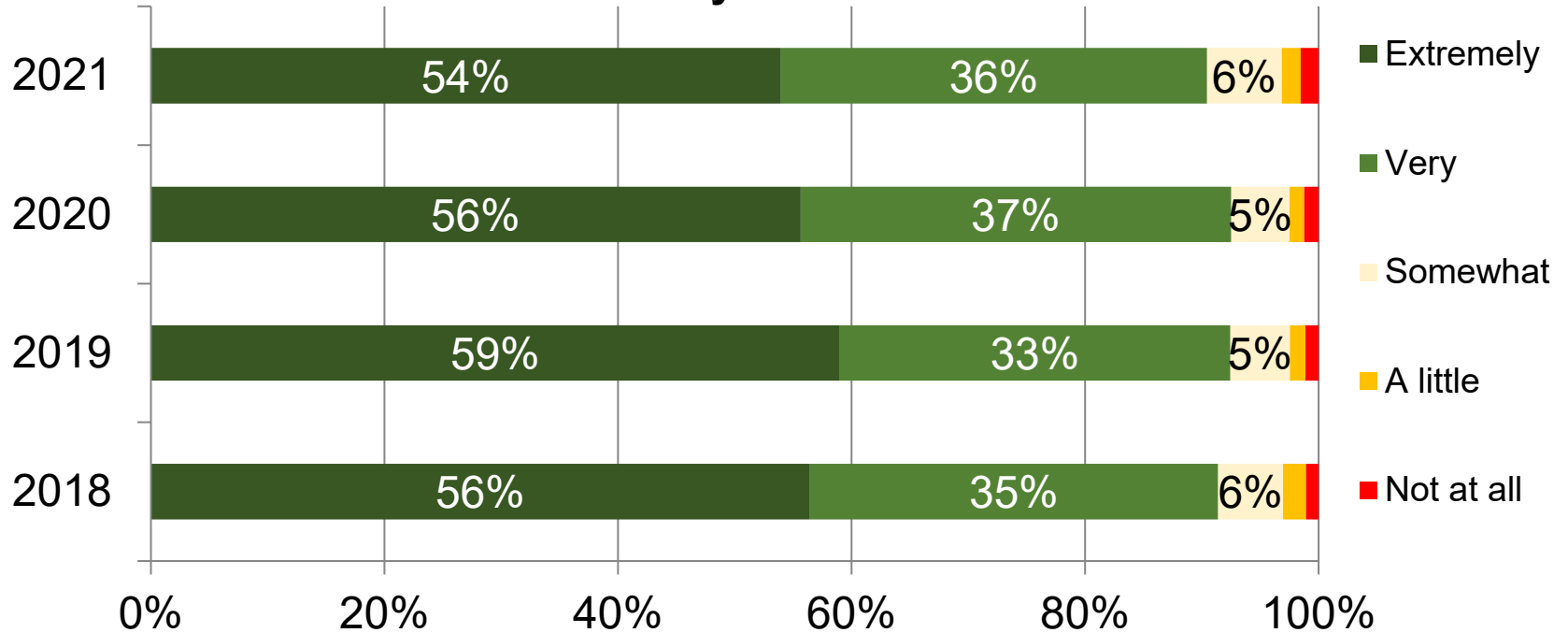
How clearly does your fiscal employer agent explain things to you?



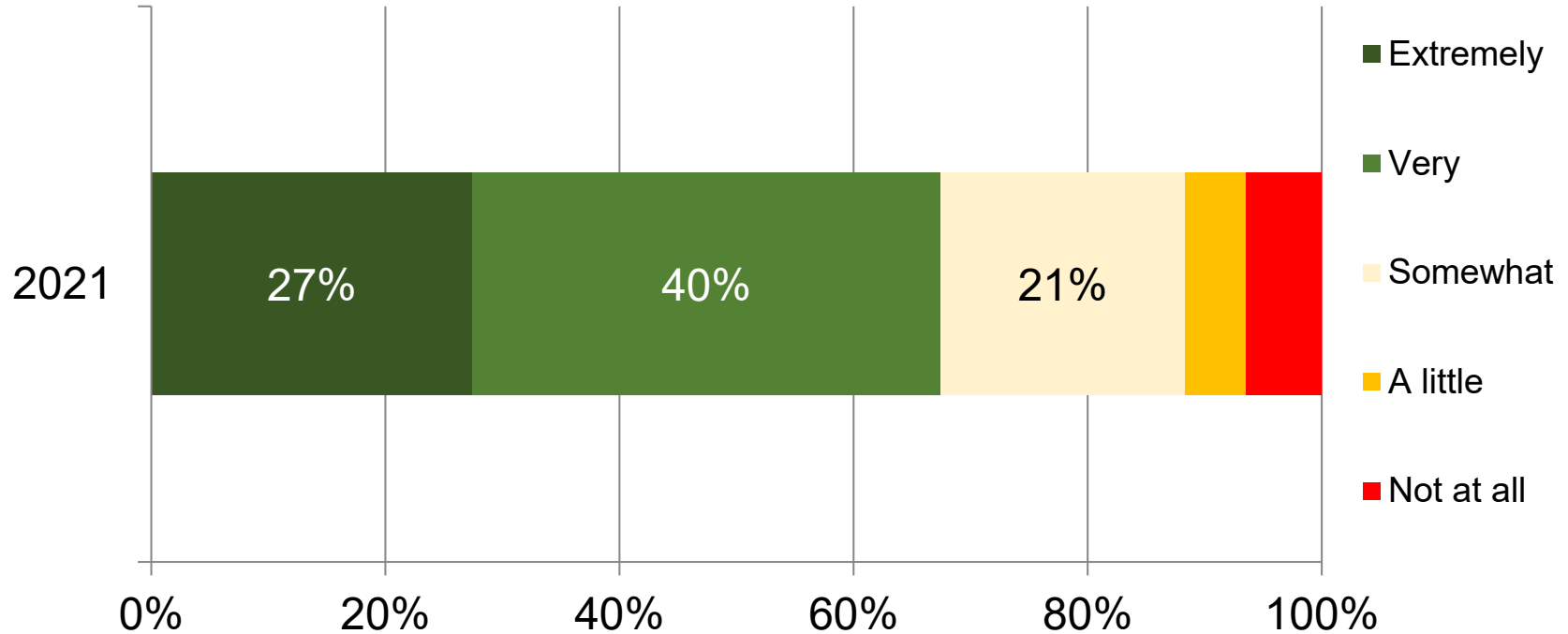
How carefully does your fiscal employer agent listen to you?



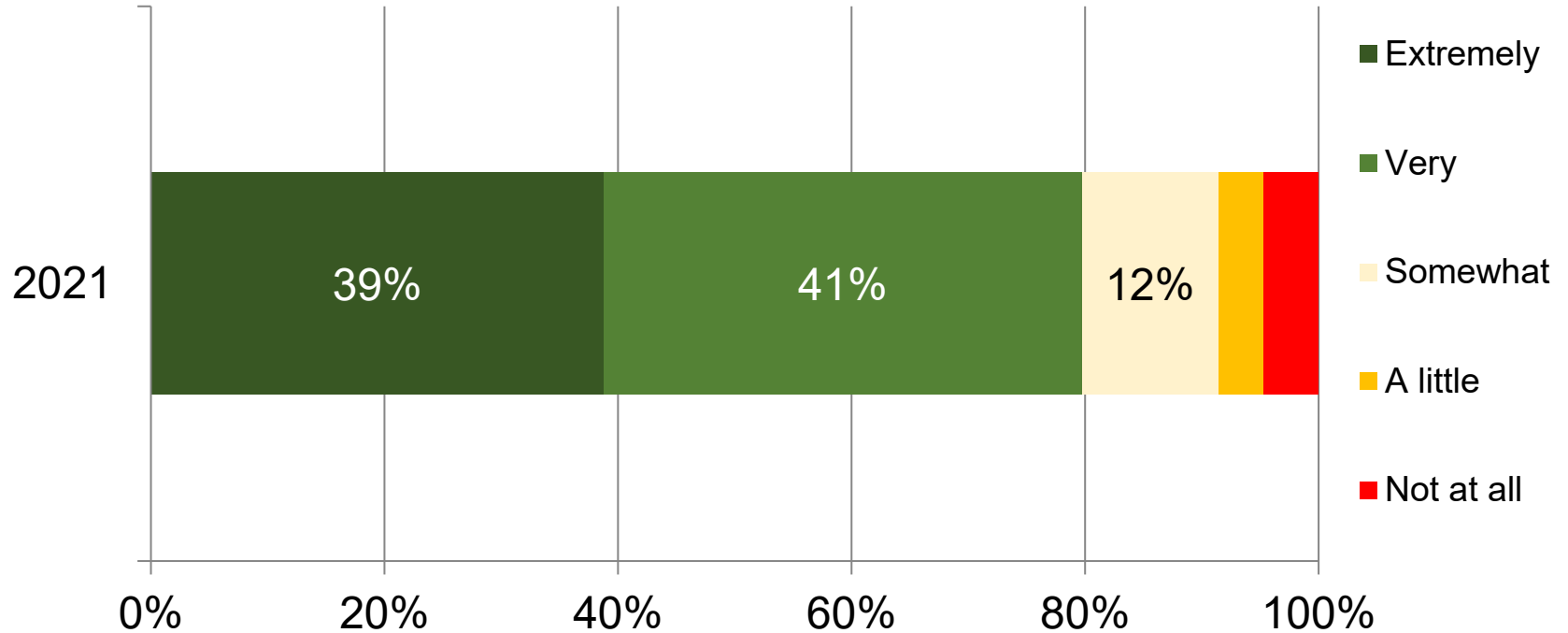
How respectfully does your fiscal employer agent treat you?



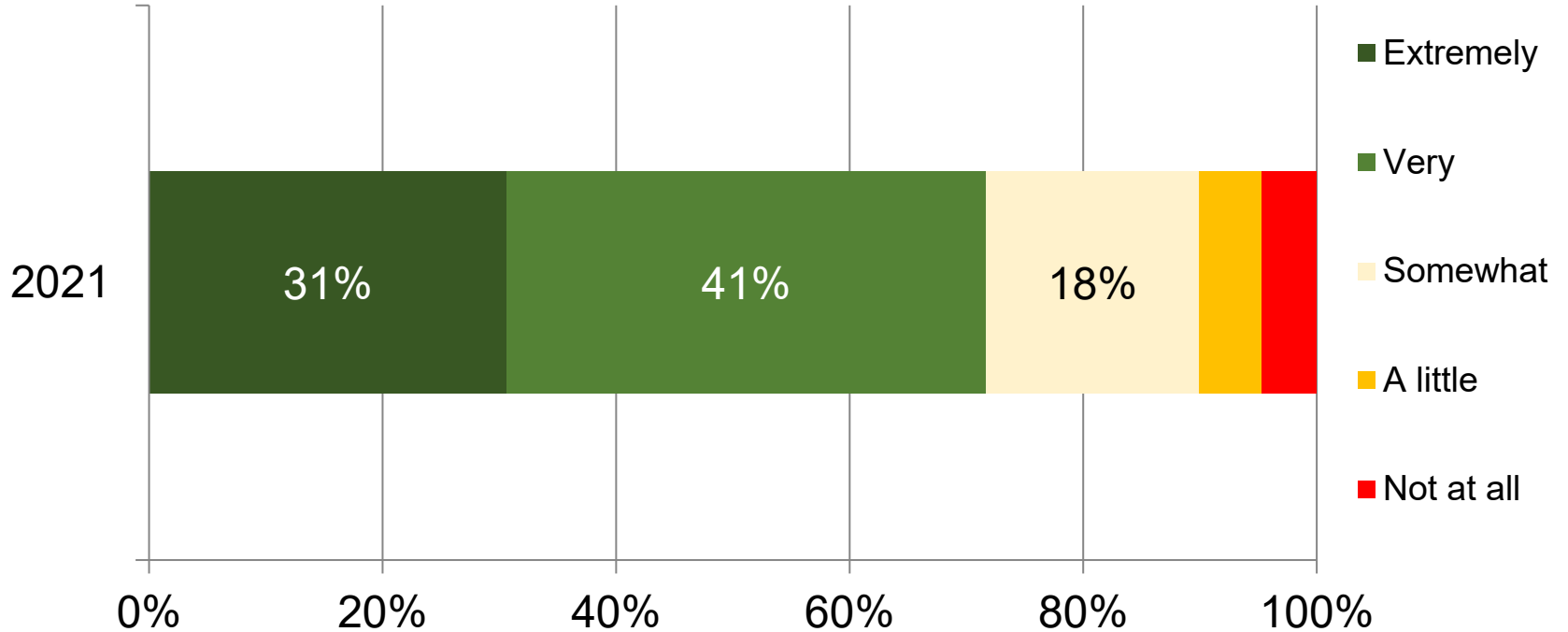
How easy is it for you to find the forms or information you need on your fiscal employer agent's website?



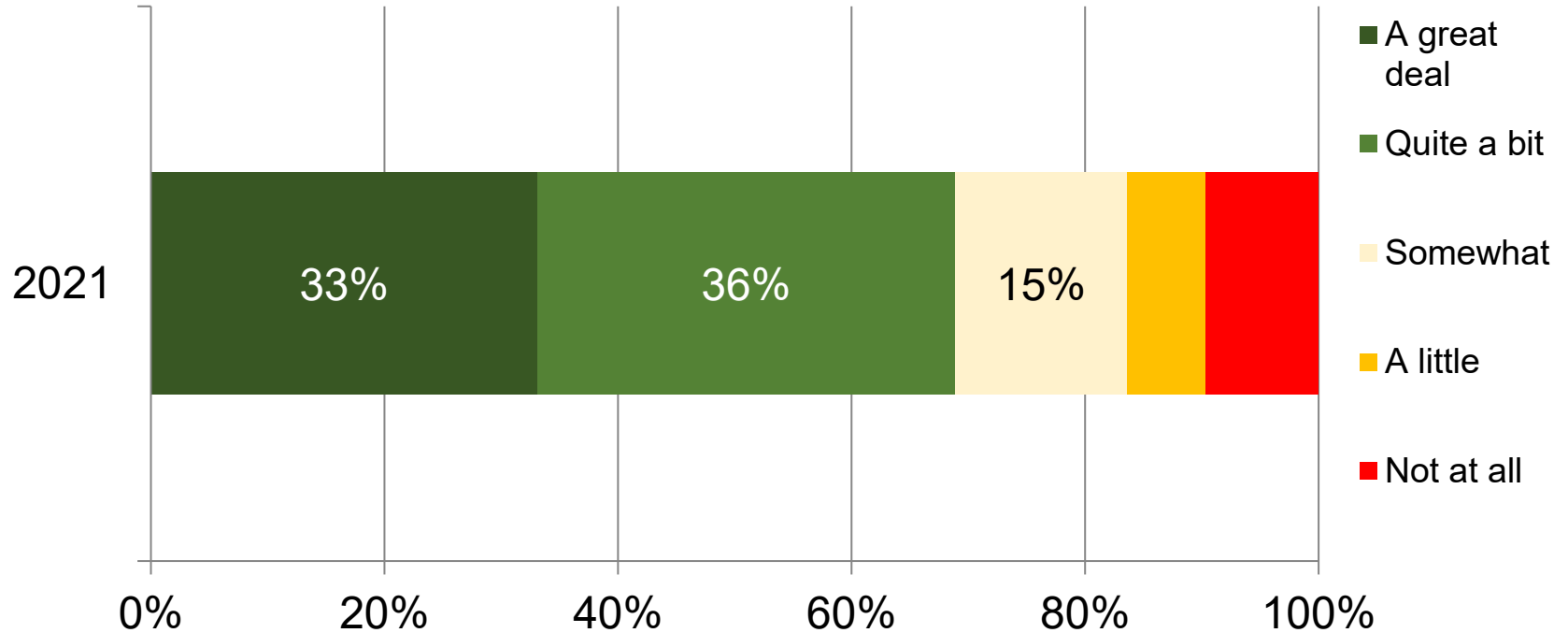
If you hired a worker within the last year, how satisfied were you with the timeliness for hiring them?



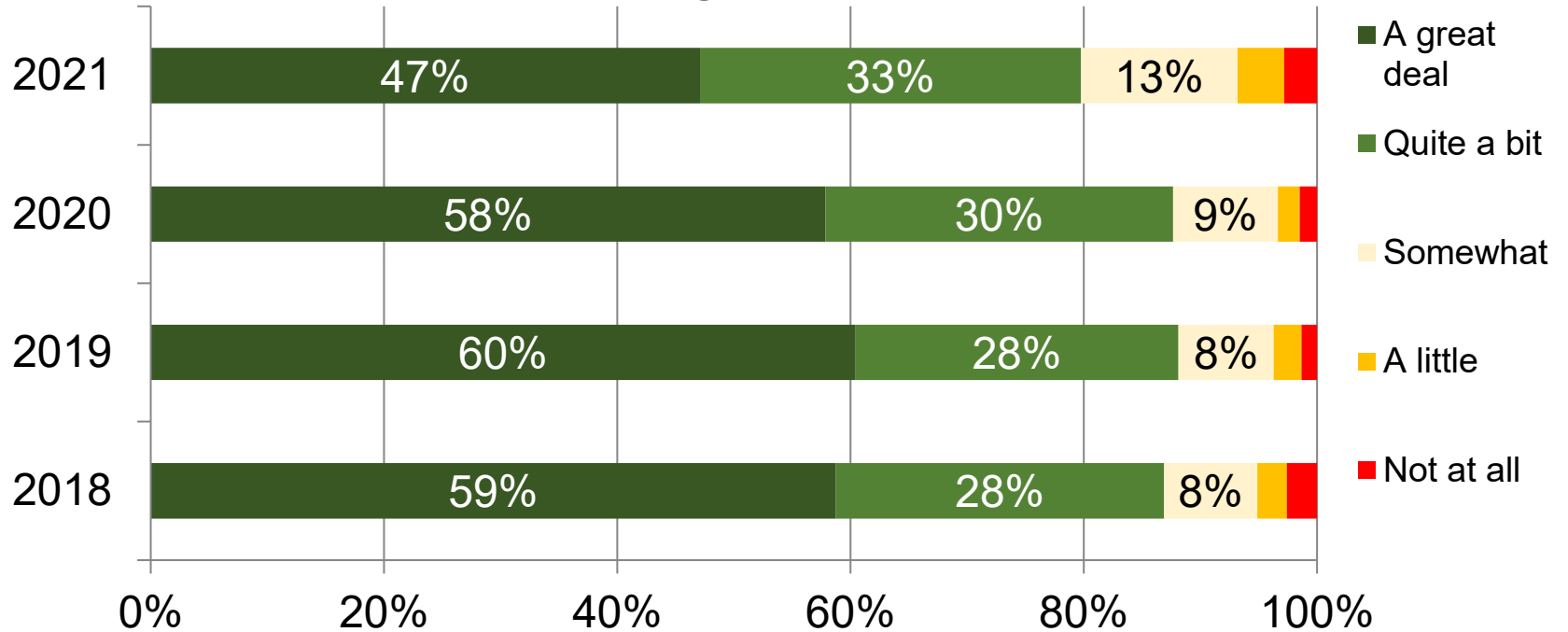
How satisfied are you with the fiscal employer agent timesheet and payroll processing?



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



Overall, how much do you like your fiscal employer agent?



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

