

## **Fiscal Employer Agent (FEA) Scorecard Frequently Asked Questions**

### **What is the purpose of the Scorecard?**

The purpose of the Scorecard is to help you choose an IRIS fiscal employer agent (FEA) based on the factors most important to you. The Scorecard gives you information about how current members feel about their FEA. The Scorecard also provides contact information and other facts about the FEAs that are available for you to choose from.

### **Where does the information in the Scorecard come from?**

Information in the Participant Survey section comes from the state's 2023 Participant Satisfaction Survey. Organization facts in the Additional Information section come directly from the FEAs.

### **What is the Participant Satisfaction Survey?**

The Participant Satisfaction Survey is an annual collection of questions mailed to current members of each FEA to gather feedback on their experience with their FEA. The state collects and analyzes survey responses to find out how happy participants are with their FEA and how well their FEA helps to meet their needs.

### **What do nonprofit and for profit mean?**

The Type of Agency section in the Scorecard describes which type of organization each FEA is. A nonprofit organization is a group organized for purposes other than generating a profit and in which no part of the organization's income is distributed to its directors or officers. A for profit organization is a business that operates for the purpose of making a profit.

## 2025 Fiscal Employer Agent (FEA) Scorecard Measures Guide

PARTICIPANT SURVEY																																	
Measure	Overall Satisfaction																																
<b>Data Source</b>	<p>2023 Satisfaction Survey—a combined score using data from the following survey questions:</p> <ol style="list-style-type: none"> <li>1. Can you contact your fiscal employer agent when you need to?</li> <li>2. When asking for help, how often do you get the help you need from your fiscal employer agent?</li> <li>3. When you email, call, or leave a voicemail for your fiscal employer agent, how satisfied are you with the timeliness of the response?</li> <li>4. When you email, call, or leave a voicemail for your fiscal employer agent with a concern, how satisfied are you with the result?</li> <li>5. How satisfied are you with getting clear explanations from your fiscal employer agent?</li> <li>6. When you speak with your fiscal employer agent, how well do they listen to you?</li> <li>7. How kindly does your fiscal employer agent treat you?</li> <li>11. How well does your fiscal employer agent communicate if there is a problem with submitted timesheets?</li> <li>12. Overall, how satisfied are you with your fiscal employer agent?</li> </ol>																																
<b>Rating System</b>	<table border="1" style="border-collapse: collapse; width: 100%;"> <thead> <tr> <th style="width: 30%;">Score</th> <th style="width: 15%;">Stars</th> <th style="width: 15%;">Rating</th> </tr> </thead> <tbody> <tr><td>95% - 100.0%</td><td>5</td><td>Excellent</td></tr> <tr><td>90.0% - 94.9%</td><td>4.5</td><td>Excellent</td></tr> <tr><td>85.0% - 89.9%</td><td>4</td><td>Very Good</td></tr> <tr><td>80.0% - 84.9%</td><td>3.5</td><td>Very Good</td></tr> <tr><td>75.0% - 79.9%</td><td>3</td><td>Good</td></tr> <tr><td>70.0% - 74.9%</td><td>2.5</td><td>Good</td></tr> <tr><td>65.0% - 69.9%</td><td>2</td><td>Fair</td></tr> <tr><td>60.0% - 64.9%</td><td>1.5</td><td>Fair</td></tr> <tr><td>&lt; 60.0%</td><td>1</td><td>Poor</td></tr> </tbody> </table> <p style="margin-left: 20px;">Percentage of all survey question responses that are “Very Satisfied” or “Extremely Satisfied.”</p>			Score	Stars	Rating	95% - 100.0%	5	Excellent	90.0% - 94.9%	4.5	Excellent	85.0% - 89.9%	4	Very Good	80.0% - 84.9%	3.5	Very Good	75.0% - 79.9%	3	Good	70.0% - 74.9%	2.5	Good	65.0% - 69.9%	2	Fair	60.0% - 64.9%	1.5	Fair	< 60.0%	1	Poor
Score	Stars	Rating																															
95% - 100.0%	5	Excellent																															
90.0% - 94.9%	4.5	Excellent																															
85.0% - 89.9%	4	Very Good																															
80.0% - 84.9%	3.5	Very Good																															
75.0% - 79.9%	3	Good																															
70.0% - 74.9%	2.5	Good																															
65.0% - 69.9%	2	Fair																															
60.0% - 64.9%	1.5	Fair																															
< 60.0%	1	Poor																															

## 2025 Fiscal Employer Agent (FEA) Scorecard Measures Guide

Measure	Responsiveness																														
<b>Data Source</b>	<p>2023 Satisfaction Survey—a combined score using data from the following survey questions:</p> <ol style="list-style-type: none"> <li>1. Can you contact your fiscal employer agent when you need to?</li> <li>2. When asking for help, how often do you get the help you need from your fiscal employer agent?</li> <li>3. When you email, call, or leave a voicemail for your fiscal employer agent, how satisfied are you with the timeliness of the response?</li> </ol>																														
<b>Rating System</b>	<table border="1" style="display: inline-table; vertical-align: top;"> <thead> <tr> <th>Score</th> <th>Stars</th> <th>Rating</th> </tr> </thead> <tbody> <tr> <td>95.0% - 100%</td> <td>5</td> <td>Excellent</td> </tr> <tr> <td>90.0% - 94.9%</td> <td>4.5</td> <td>Excellent</td> </tr> <tr> <td>85.0% - 89.9%</td> <td>4</td> <td>Very Good</td> </tr> <tr> <td>80.0% - 84.9%</td> <td>3.5</td> <td>Very Good</td> </tr> <tr> <td>75.0% - 79.9%</td> <td>3</td> <td>Good</td> </tr> <tr> <td>70.0% - 74.9%</td> <td>2.5</td> <td>Good</td> </tr> <tr> <td>65.0% - 69.9%</td> <td>2</td> <td>Fair</td> </tr> <tr> <td>60.0% - 64.9%</td> <td>1.5</td> <td>Fair</td> </tr> <tr> <td>&lt; 60.0%</td> <td>1</td> <td>Poor</td> </tr> </tbody> </table> <p style="margin-left: 20px;">Percentage of survey question responses that are “Very Satisfied” or “Extremely Satisfied.”</p>	Score	Stars	Rating	95.0% - 100%	5	Excellent	90.0% - 94.9%	4.5	Excellent	85.0% - 89.9%	4	Very Good	80.0% - 84.9%	3.5	Very Good	75.0% - 79.9%	3	Good	70.0% - 74.9%	2.5	Good	65.0% - 69.9%	2	Fair	60.0% - 64.9%	1.5	Fair	< 60.0%	1	Poor
Score	Stars	Rating																													
95.0% - 100%	5	Excellent																													
90.0% - 94.9%	4.5	Excellent																													
85.0% - 89.9%	4	Very Good																													
80.0% - 84.9%	3.5	Very Good																													
75.0% - 79.9%	3	Good																													
70.0% - 74.9%	2.5	Good																													
65.0% - 69.9%	2	Fair																													
60.0% - 64.9%	1.5	Fair																													
< 60.0%	1	Poor																													
Measure	Quality of Communication																														
<b>Data Source</b>	<p>2023 Satisfaction Survey—a combined score using data from the following survey questions:</p> <ol style="list-style-type: none"> <li>4. When you email, call, or leave a voicemail for your fiscal employer agent with a concern, how satisfied are you with the result?</li> <li>5. How satisfied are you with getting clear explanations from your fiscal employer agent?</li> <li>6. When you speak with your fiscal employer agent, how well do they listen to you?</li> <li>7. How kindly does your fiscal employer agent treat you?</li> <li>11. How well does your fiscal employer agent communicate if there is a problem with submitted timesheets?</li> </ol>																														

## 2025 Fiscal Employer Agent (FEA) Scorecard Measures Guide

<b>Rating System</b>	<b>Score</b>	<b>Stars</b>	<b>Rating</b>	Percentage of survey question responses that are “Very Satisfied” or “Extremely Satisfied.”
	95.0% - 100%	5	Excellent	
	90.0% - 94.9%	4.5	Excellent	
	85.0% - 89.9%	4	Very Good	
	80.0% - 84.9%	3.5	Very Good	
	75.0% - 79.9%	3	Good	
	70.0% - 74.9%	2.5	Good	
	65.0% - 69.9%	2	Fair	
	60.0% - 64.9%	1.5	Fair	
	< 60.0%	1	Poor	