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.

PARTICIPANT SURVEY	
Measure	**Overall Satisfaction**
Data Source	2023 Satisfaction Survey—a combined score using data from the following survey questions: 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? 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?

Score	Stars	Rating	
95% - 100.0%	5	Excellent	Percentage of all survey question responses that are "Very Satisfied" or "Extremely Satisfied."
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	

(The left label for the above table is **Rating System**.)

Measure	Responsiveness
Data Source	2023 Satisfaction Survey—a combined score using data from the following survey questions: 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?

Rating System	Score	Stars	Rating	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	

Measure	**Quality of Communication**
Data Source	2023 Satisfaction Survey—a combined score using data from the following survey questions: 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?

	11. How well does your fiscal employer agent communicate if there is a problem with submitted timesheets?			
Rating System	**Score**	**Stars**	**Rating**	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	