



2019 Mi Via Participant Satisfaction Report

December 11, 2019

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Executive Summary

Self-Directed Choices Participants/Employers of Record were asked to participate in an online Constant Contact Survey to help the agency evaluate the effectiveness of our services. The survey included questions about the client’s interactions with and impressions of assigned staff. The survey also asked Participants/Employers of Record:

- what changes Self-Directed Choices could make to increase participant satisfaction and
- provided a place for comments.

Survey questions were worded as positive statements or direct questions, and included the following questions:

- Q. 1 What is the Participant’s age?
- Q. 2 In what Zip Code is the Participant’s home located?
- Q. 3 How Polite is your Consultant?
- Q. 4 How Respectful of Your Time is your Consultant?
- Q. 5 How knowledgeable is your Consultant of services and supports available on the Mi Via Waiver?
- Q. 6 How well does your Consultant understand your questions and concerns?
- Q. 7 How empowered are you to self-direct your budget?
- Q. 8 How satisfied are you with the reliability of your Consultant?
- Q. 9 Overall, what is your level of satisfaction with our Consultant agency?
- Q. 10 How satisfied are you with Self-Directed Choices Admin Supports?
- Q. 11 Do you have any Additional comments?
- Q. 12 Do you want Self-Directed Choices Management Staff to contact you?

Note: The survey questionnaire is included in the Appendix for reference.

Methodology

Self-Directed Choices developed the survey with input from the Director, Quality Manager and Program Manager. The final survey form was emailed and mailed to Participants/Employers of Record (EORs) with questions about their satisfaction level.

The electronic survey was emailed on three separate dates between 11/13/2019 (170), 11/16/2019 (153) and 11/20/2019 (135) to Participants/Employers of Record (EORs) to a total of 170 individuals. Constant Contact allows the survey to be resent to only people who have not previously opened the message containing the survey link.

The survey was also mailed to 27 Participants/Employers of Records (EORs). The total surveys provided to Participants/Employer of Records (EORs) were:

Survey’s Provided		Completed Surveys
Emailed	170	52
Mailed	<u>27</u>	<u>11</u>
Totals	197	63

The Director and Management Committee reviewed survey responses. Then the responses were shared with the staff.

Note: The results reported this year is a larger sample than last year due to the increase of participants.

Survey Questions

The following questions were asked to gain insights of the Participant’s demographic information.

Q. 1 What is the Participant's age?

Age Range	Count	Response Ratio
Under 18	2	3.1%
18 to 24	12	19.0%
25 to 34	20	31.7%
35 to 44	14	22.2%
45 to 54	8	12.6%
55 to 64	4	6.3%
65 to 74	2	3.1%
74 or older	1	1.5%
No answer	0	0.0%
Total	63	

Q. 2 Zip Code of Participant's home

The top six zip codes are listed below. Two responses didn’t list their zip codes. Of the 63 respondents, the remaining zip codes had two or one responses in each.

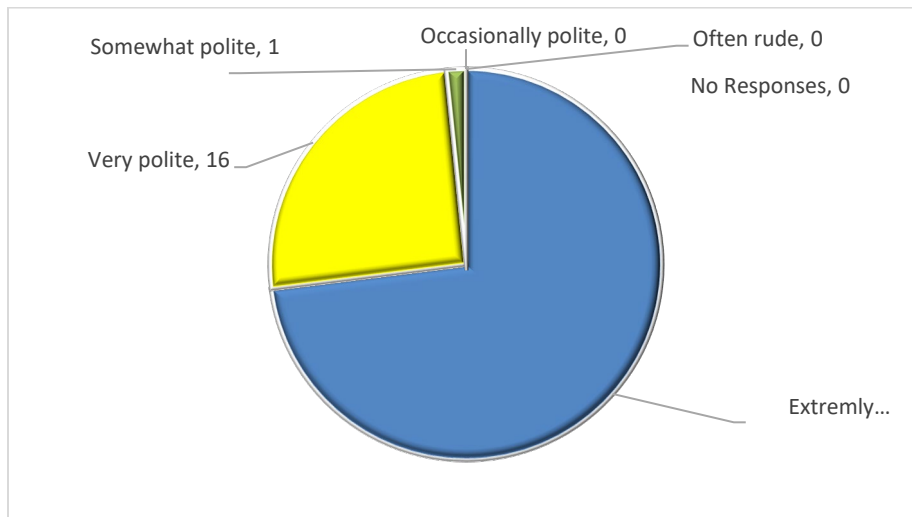
Zip Code	Responses
87111	5
87015	4
87020	3
87109	3
87114	3
88201	3
No zip code provided	2

The following questions are the survey respondents’ answers which were rated using a Likert-like rating

scale.

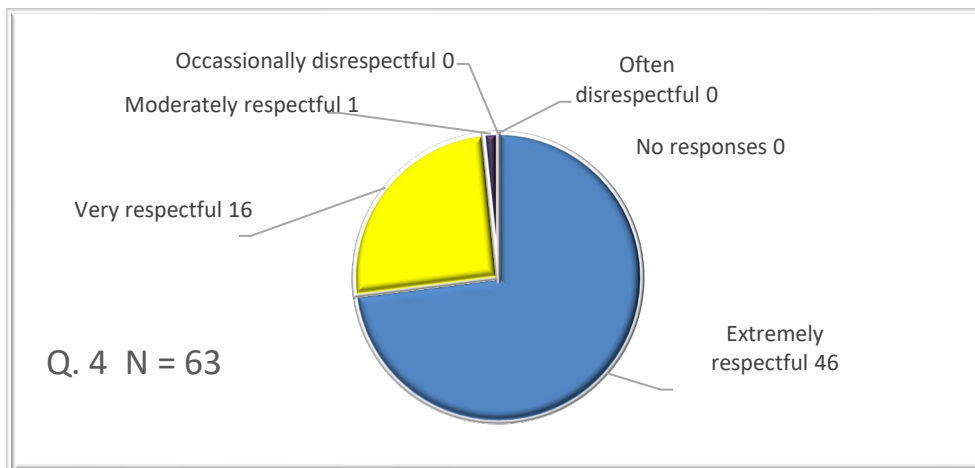
Q. 3 How Polite is Your Consultant?

Extremely polite	46/73.0%
Very polite	16/25.3%
Somewhat polite	1/1.5%
Occasionally polite	0/0.0%
Often rude	0/0.0%
No responses	0/0.0%



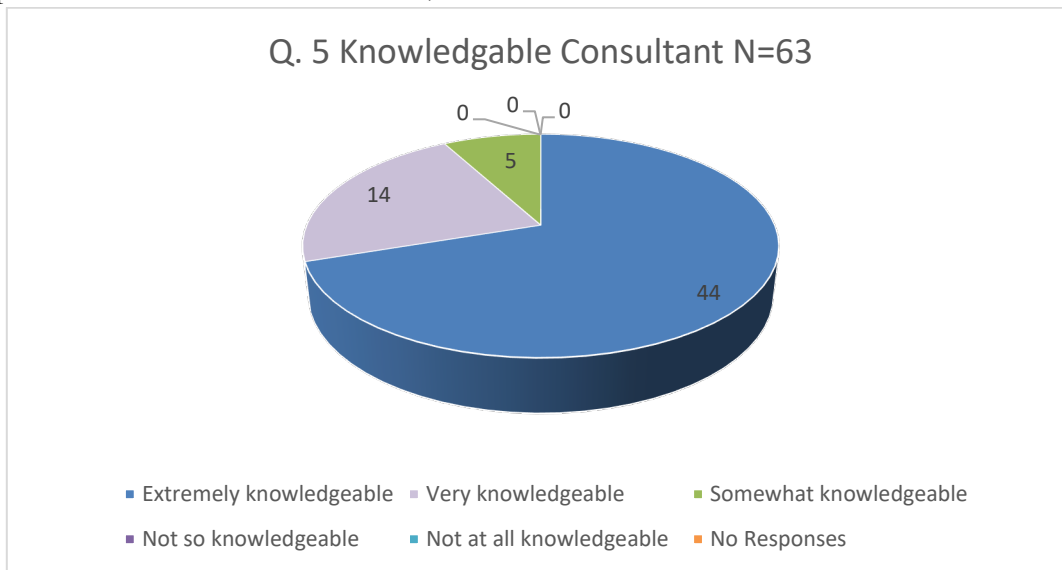
Q. 4 How Respectful of Your Time is Your Consultant?

Extremely respectful	46/73.0%
Very respectful	16/25.3%
Moderately respectful	1/1.5%
Occasionally disrespectful	0/0.0%
Often disrespectful	0/0.0%
No response	0/0.0%



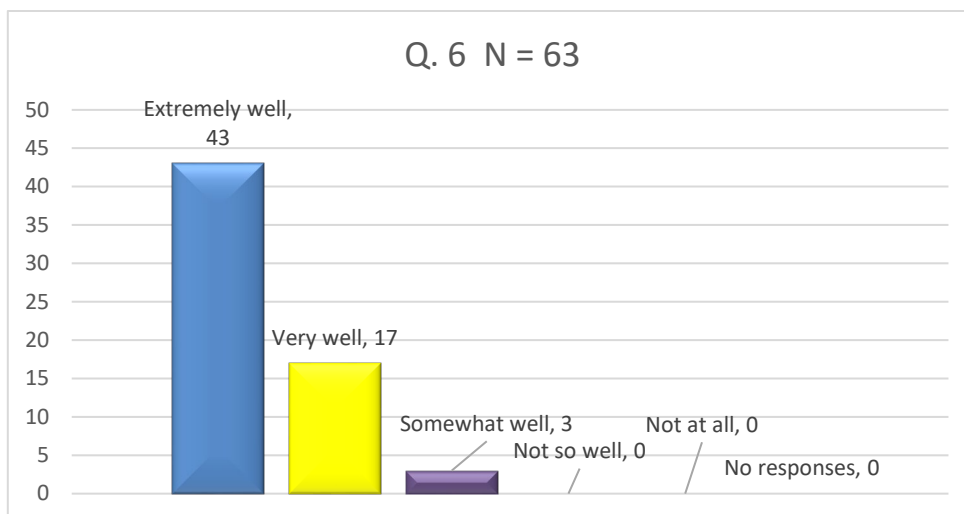
Q. 5 How Knowledgeable is Your Consultant of Services and Supports Available on the Mi Via Waiver?

Extremely knowledgeable	44/69.8%
Very knowledgeable	14/22.2%
Somewhat knowledgeable	5/7.9%
Not so knowledgeable	0/0.0%
Not at all knowledgeable	0/0.0%
No response	0/0.0%



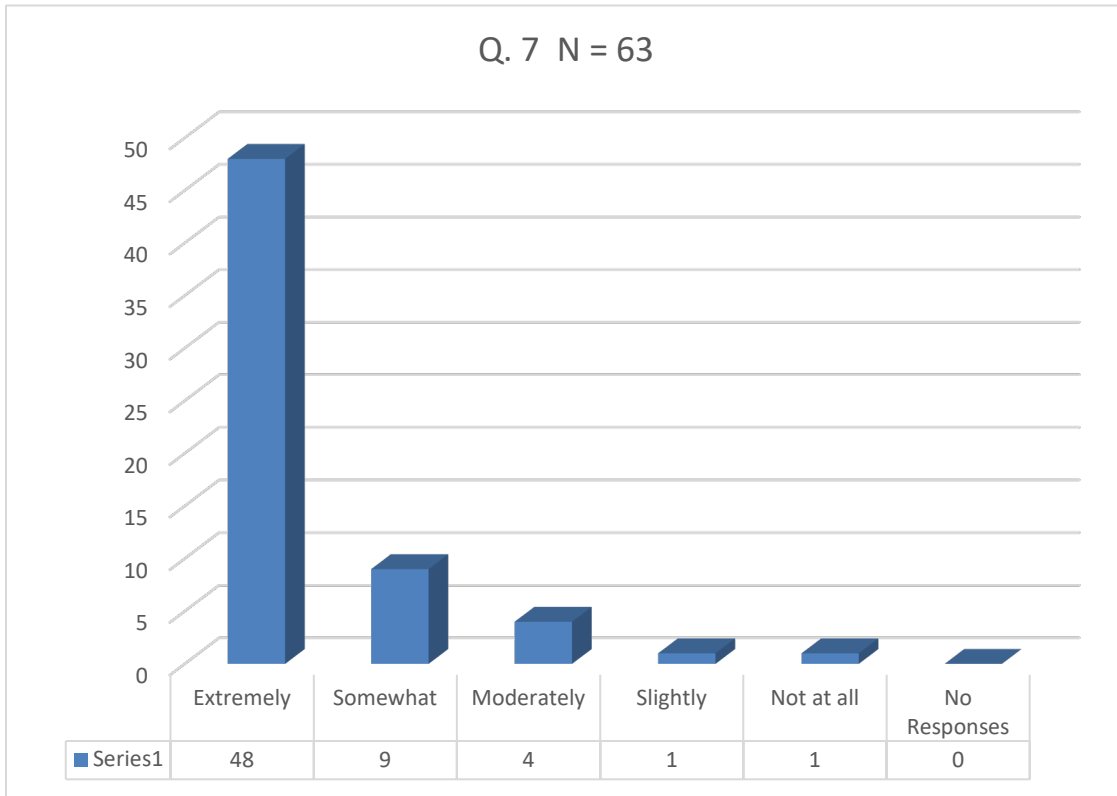
Q. 6 How well does your Consultant understand your questions and concerns?

Extremely knowledgeable	43/68.2%
Very knowledgeable	17/26.9%
Somewhat knowledgeable	3/4.7%
Not so knowledgeable	0/0.0%
Not at all knowledgeable	0/0.0%
No response	0/0.0%



Q. 7 How empowered are you to self-direct your budget?

Extremely well	48/76.1%
Very well	9/14.2%
Somewhat well	4/6.3%
Not so well	1/1.5%
Not at all	1/1.5%
No responses	0/0.0%



Additional comments:

Comment 1: Self Directed [Choices] has helped [me] to live a fuller life! Always ready to help and give resources.

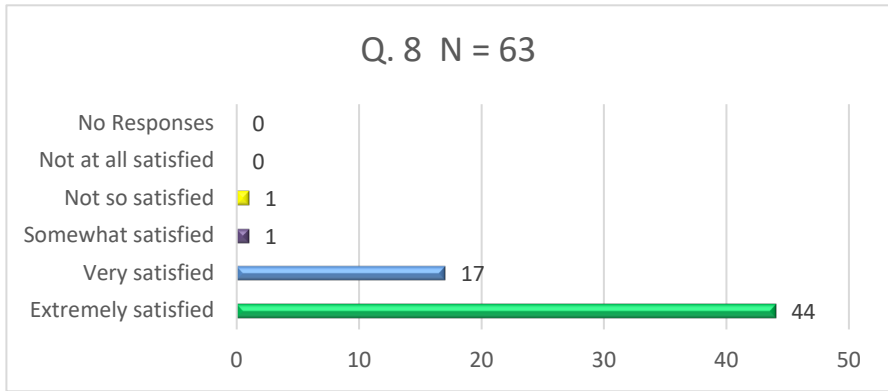
Comment 2: No problem identifying what is needed to self-direct. The problem lies in the inability to obtain what's requested due to weak links. Who oversees continuity of services?

Comment 3: When working with her she always makes me feel that we work on the plan together and she is very nice.

Comment 4. Limited by mi via (serving the client's diagnosis, not his needs)

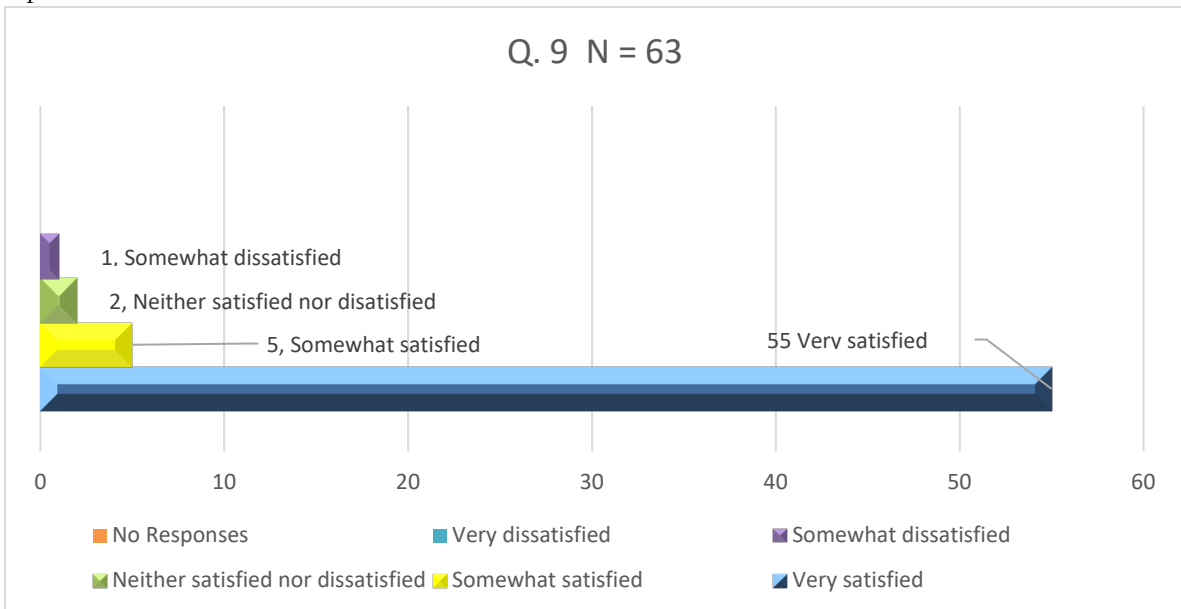
Q.8. How satisfied are you with the reliability of your Consultant?

Extremely important	44/69.8%
Very important	17/26.9%
Moderately important	1/1.5%
Slightly important	1/1.5%
Not at all important	0/0.0%
No responses	0/0.0%



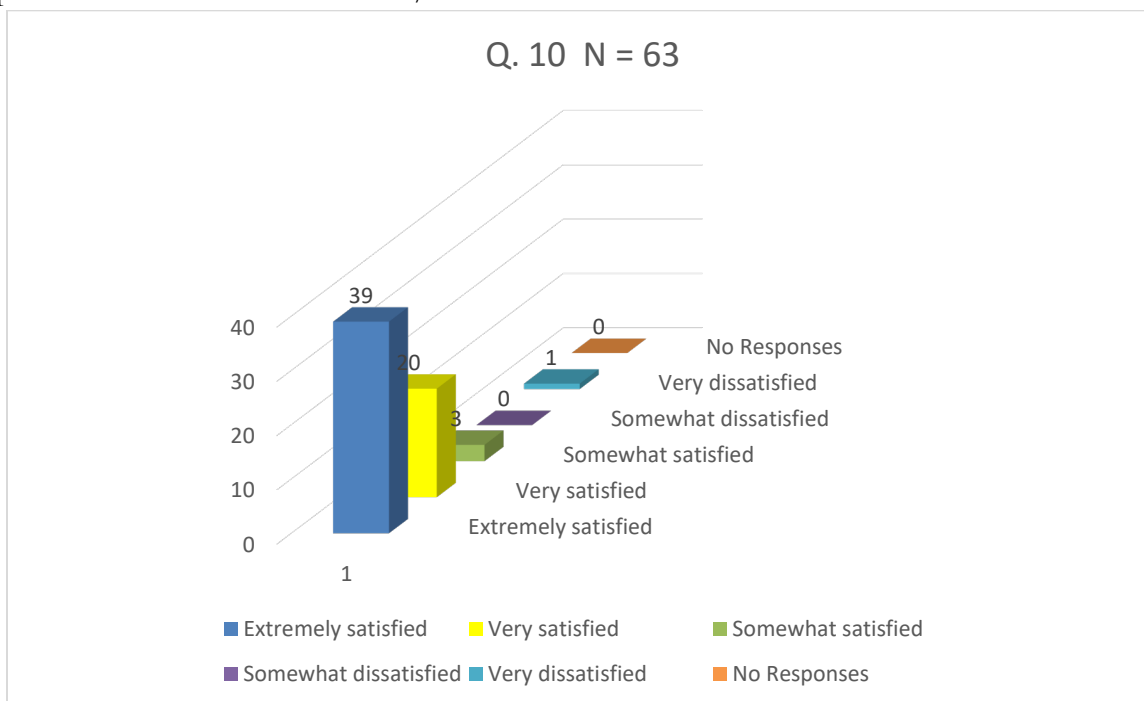
Q. 9 Overall, what is your level of satisfaction with our Consultant Agency?

Very satisfied	55/87.3%
Somewhat satisfied	5 / 7.9%
Neither satisfied nor dissatisfied	2 / 3.1%
Somewhat dissatisfied	1 / 1.5%
Very dissatisfied	0/ 0.0%
No responses	0/ 0.0%



Q. 10 How satisfied are you with Self-Directed Choices Admin Supports?

Extremely satisfied	39 / 61.9%
Very satisfied	20 / 31.7%
Somewhat satisfied	3 / 4.7%
Somewhat dissatisfied	0 / 0.0%
Very dissatisfied	1 / 1.5%
No responses	0 / 0.0%



Q. 11 Do You Have Any Additional Comments?

The survey showed 30 additional comments. The 21 were from the respondents leaving 42 respondents who had “no comments.”

- 1: [Consultant] is the best consultant we have ever had. Please do everything you can to keep him. Thank you.
- 2: [Consultant] has been a breath of fresh air.
- 3: I'd like to suggest to stay on top of Conduent in the way of their misinformation to EORs and causing confusion with the Consultant as well as EOR. We have excellent communication with our consultant, he does an excellent job. On the side of Conduent it's like left hand says one thing an[d] right hand says something else which in turn causes confusion for all involved. Your company is great and above expectations thank you.
- 4: Very Grateful for the time and advice!
- 5: Our Consultant is simply the best of the best. We had our share of challenges with previous consultants and know what we speak. Please do whatever you can as an organization to credit [Consultant] for his amazing skills in management, communication and reliability.

- 6: We've had very good communication support since we started and [in] September.
- 7: [Consultant] has been great and very down to earth with us. We do appreciate his wisdom and expertise very much.
- 8: When problems arise, there seems to be a lack of initiative by Self-Directed Choices to resolve the situation and get things done for the participant. Requests for assistance must be repeated over and over and they're still not resolved. Problems with services seem to dead end at Self-Directed Choices without genuine efforts made to reach resolution for the participation.
- 9: A[S]he helps me a lot to live alone and now have my own life like regular people. She make me so happy to live and do thing with help when I want to and what I do.
- 10: I am very blessed to have Self-Directed Choices as my consultant's.
- 11: I feel that Self Directed Choices has always has the participant's best interest at heart. Also, very knowledgeable to their needs and concerns.
- 12: [Consultant] is the best! We feel fortunate to have him.
- 13: We have the best support broker [broker] we have gone through other brokers and companies in the past and it was a very very bad experience, thank you [Consultant] for all your help.
- 14: [Consultant] is great to work with. She always helps me keep on track with paperwork and information that I need to know.
- 15: [Consultant] is a great consultant who is always there for any questions and gets the job done immediately when there is any issues.
- 16: Since switching to Choices and while having [Consultant] as our Consultant we are extremely happy. She is very knowledgeable and I can rely on her to get the job done. We enjoy having her as our Consultant. Choices has done a wonderful job with everything we've needed. We are thankful for all of their hard work.
- 17: We are very satisfied with Self-Directed Choices guidance and support. Our consultant is always polite and mindful of our concerns.
- 18: Don't necessarily need a contact but glad to take ownership of this input. [Consultant]'s great! Happy to be with Self-Directed Choices.
- 19: We love our consultant and agency.
- 20: I am very satisfied with [Consultant].
- 21: [Consultant] is the best Consultant we have ever had. He is very knowledgeable, responds in a timely manner and very personable.

Survey Results

Integration and Analysis of Survey Results

Qualitative Summary of Customer Comments and Feedback

A qualitative analysis was done on the client comments to identify themes that appear to be important to client satisfaction. This was in order to understand what is important to the SDC client population, based on their direct narrative statements beyond their survey selections. The purpose of this is to help SDC management and staff focus on the voice of the client for 2020 in order to keep a high level of service by delivering what is important to them.

Client Expressed Problems	Count
DELAYS (BUDGET APPROVALS, RESOURCES)	1
PROBLEM WITH ORGANIZATION OUTSIDE SDC	2
MAY NEED FURTHER INSTRUCTION / HELP	0
GET A RESPONSE FROM SDC	1
RESPONSE TIME	1

Themes that Appear to Be Important to Clients	Count
MEET MY NEEDS / HELPS REACH GOALS	11
TRUST (A story or statement saying trust/relationship was important to a client)	2
LEVEL OF SERVICE AND/OR SERVICE BROKER SATISFACTION	20
CONSISTENT SERVICE (Client clearly mentioned consistency as important to them)	2
CLIENT COMMUNICATION (Client said staff communication helped them)	6
LEVEL OF ACCESS (Client impression of high level of responsiveness)	0
RESPONSE TIME (Client stated they appreciated response time)	2
PROFESSIONALISM (SDC maintains professional and specialized knowledge)	4

Client Profile

Self-Directed Choices clients are those people who have chosen to participate in the Mi Via Waiver program in New Mexico and choose SDC as their Consultant Agency to help them meet their self-direction goals. The average age of an SDC participant is 32.53 years of age in 2019.

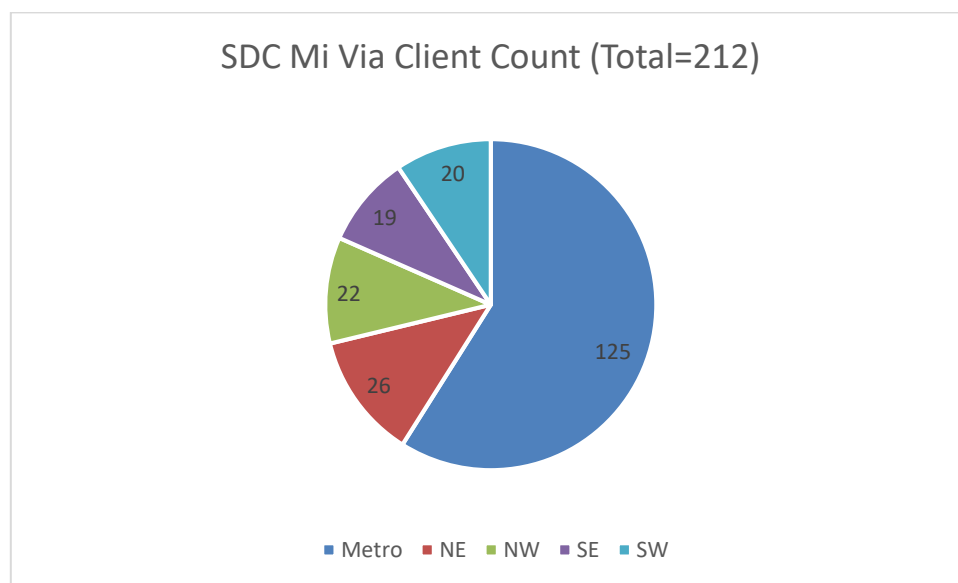
The client has a fifty-nine (59) percent likelihood of living in the Albuquerque metro area (including suburbs such as Rio Rancho, Belen, etc.). Otherwise, another twenty-two (22) percent of Mi Via clients live in the northern regions of the state. The remaining nineteen (19) percent live in the southern regions.

Clients indicated satisfaction with SDC 95.2 percent of the time when answering the Annual Customer Satisfaction Survey. The top three themes that appear to be important to a client according to the SDC Customer Satisfaction Survey qualitative analysis of comments, and what clients appreciate about Self-Directed Choices, are:

1. Level of Service and/or Service Broker Satisfaction
2. Meet my Needs and/or Helps Reach Goals
3. Client Communication

One response in 2019 indicated dissatisfaction with SDC Service level. Comments (assumed to include that response) that were scoured to detect any problems and issues revealed that the top barrier or problem a client is likely to face is either a problem with an organization outside SDC or a problem getting a response and with response time from SDC.

Mi Via		
Region	SDC 2019 Client Count	Percentage
Metro	125	59%
NE	26	12%
NW	22	10%
SE	19	9%
SW	20	10%
Total	212	100%



As of December 31, 2019, the average age of a Mi Via Client in the Self-Directed Choices Mi Via Participant population is 32.53 years.

Comparison to Previous Years

Quantitative Summary

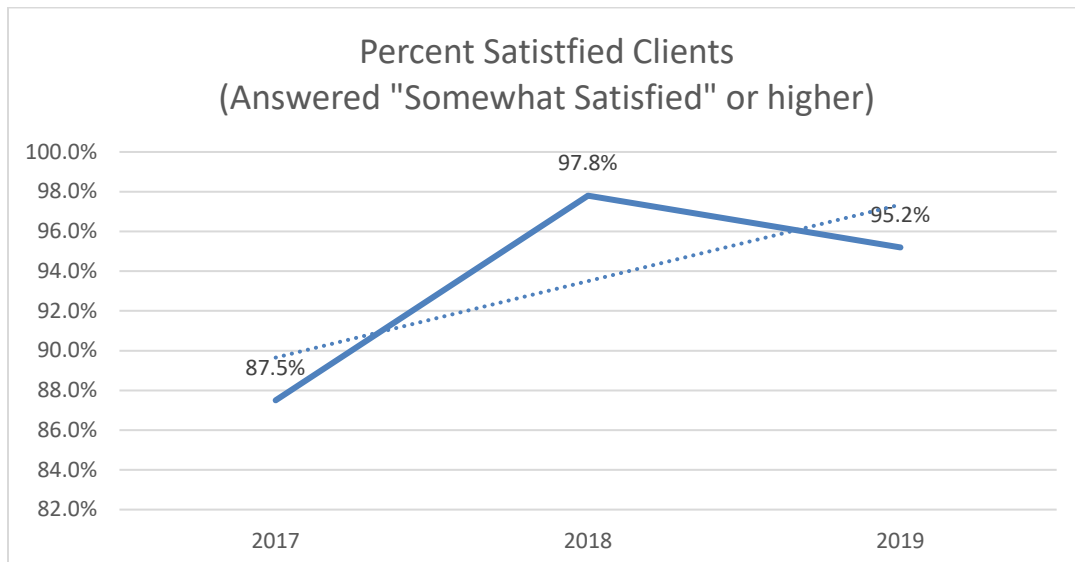
Customer satisfaction is one of three key indicators that signify how well Self-Directed Choices scores itself on quality performance. The annual customer satisfaction survey is a critical evaluation tool used in the quality management program to provide feedback and information for management to gain insight based on direct client feedback and take action based upon this feedback.

Overall Satisfaction with SDC	
Year	Percent Satisfied Clients (Answered "Somewhat Satisfied" or higher)
2017	87.5%
2018	97.8%
2019	95.2%

Trend Analysis

Customer Satisfaction has shown a trend to increase overall client satisfaction level for the past three years. With the large jump in 2018 to about 98 percent, and maintaining over 95 percent in 2019, it is not expected a major increase will again occur, so continuing to maintain the current customer satisfaction level or gain a slight increase is acceptable for the agency in 2020. In addition, there was a notable increase in the number of completed surveys, with 63 respondents in 2019 and 45 in 2018.

SDC has been operating at a high level of customer satisfaction, above 95 percent, for two annual cycles.



SDC 2020 Goals and Business Objectives

The quality assurance and compliance programs support Self-Directed Choices management in establishing clear annual goals and objectives based upon direct customer feedback as well as other agency, community, and business needs.

- Management goals
 - Customer Service
 - Use Annual Survey results to maintain high level of service
 - Utilize high level of practices in Quality Assurance, Compliance, Program and Training management in agency operations to support mission, vision, and values of agency.
 - Further develop agency level Quality Metrics to measure rate of success: Customer satisfaction rating, average months of retained staff, and number of complaints.
 - Staffing
 - Respond to additional client growth with appropriate number of staff, that is, for every 50 new clients—hire an additional consultant.
 - Hire staff member in one or both the NW region (Farmington) and/or the NE region to support the distributed team model.
 - Maintain staff in Las Cruces to support the distributed team model.
- Increase Efficiency
 - Eliminate Quality Assurance Specialist hours spent on contractual monthly reports / preparing and entering gathered information on Excel Spreadsheets by at least 20 hours per quarter by preparing and entering information in Apricot Cloud information system instead of in individual spreadsheets.
- Increase Communication
 - Support distributed team model by allowing staff to access information and training in the cloud via any secure internet connection.
 - Offer significantly increased access to agency information in Apricot information management system in relationship to clients, such as care plan and budgeting information and provide the ability for staff to interact with quality assurance data related to agency and clients.
- Increase Information Accuracy and Distribution
 - By increasing automated access to information, agency shall expect an increase in accuracy since consultants will be able to see and provide data when they know something looks inaccurate. The increased communication is expected to result in more accuracy as well.
 - Connecting outside the agency with organizations to engage and align with them on community events they participate in or sponsor will help SDC know more for clients about available community resources and how clients can increasingly connect in the community.
 - In response to regulations such as the CMS Final Rule, SDC would particularly like to participate in Community events, rural events and tribal events during 2020. This is to:
 - Bring together people with disabilities and people without disabilities in the community
 - Raise awareness of issues for people with disabilities such as the need to get real IDs in regard to out-of-state travel and emergency management plans and procedures, for one example.

- Examples of where SDC sees opportunities for shared involvement would have been nice to target last year was when BCBS hosted bloodmobiles and Western Sky was giving away free turkeys on Thanksgiving.

Appendix A: Survey Tool

Appendix A: The Survey Greeting Page

Self-Directed Choices Member Feedback Survey. Self-Directed Choices Participants/Employers of Record received the following Constant Contact email or letter.

As a valued Self-Directed Choices client, we want to thank you for allowing us to serve you this year. Our goal is to help you understand, develop and use your self-directed budget to enhance your life. Today, we need your help to accomplish our goal.

Please take a moment to complete this required survey of the following questions regarding our interactions with Self-Directed Choices staff.



Annual Satisfaction Survey
We value your input!

Please complete the following survey. If you have questions you can contact Jacob Patterson, Program Manager or myself at 505-508-1663 or toll free at 888-541-7076 Monday thru Friday 8:00 AM - 5:00 PM.

Sincerely,
Sandy Skaar, MSW, Executive Director

[Continue >](#)



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REQUIRED - Annual Participant Satisfaction Survey

* Required Question(s)

* 1. What is the Participant's age?

- under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

* 2. In what zip code is the Participant's home located? (enter 5-digit zip code, for example, 87111, 87505, 87031...)

50 characters left

* 3. How polite is your Consultant?

- Extremely polite
- Very polite
- Somewhat polite
- Occasionally polite
- Often rude

* 4. How respectful of your time is your Consultant?

- Extremely respectful
- Very respectful
- Moderately respectful
- Occasionally disrespectful
- Often disrespectful

* 5. How knowledgeable is your Consultant of services and supports available on the Mi Via Waiver?

- Extremely knowledgeable
- Very knowledgeable
- Somewhat knowledgeable
- Not so knowledgeable
- Not at all knowledgeable

* 6. How well does your Consultant understand your questions and concerns?

- Extremely well
- Very well
- Somewhat well
- Not so well
- Not at all

* 7. How empowered are you to self-direct your budget?

- Extremely
- Somewhat
- Moderately
- Slightly
- Not at all

Comment:

500 characters left

* 8. How satisfied are you with the reliability of your Consultant?

- Extremely satisfied
- Very satisfied
- Somewhat satisfied
- Not so satisfied
- Not at all satisfied

* 9. Overall, what is your level of satisfaction with our Consultant agency services?

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

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* 10. How satisfied are you with Self-Directed Choices Admin Supports?

- Extremely satisfied
- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

11. Additional comments:

1000 characters left.

12. If you want Self-Directed Choices Management Staff to contact you, please provide your name and phone number below.

50 characters left.

[Finish](#)

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Survey Closing



Thank you for your time in completing our survey. We value your input.

Sincerely,
Sandy Skaar
Self-Directed Choices.

