

2020 Participant Satisfaction Survey Results¹

Average Satisfaction Rating² for Each Survey Question

1) During your most recent home visit (initial enrollment, quarterly visit, etc.) were staff...	On time?	★★★★★
	Respectful/Professional?	★★★★★
	Prepared and Organized?	★★★★★
	Able to explain the program clearly?	★★★★★
	Able to answer your questions clearly?	★★★★★
2) Does CDCN provide you with the resources and support to train your employees to...	Follow your plan of care?	★★★★★
	Fill out their timesheet?	★★★★★
	Follow CDCN policies and procedures?	★★★★★
	Meet your personal care needs?	★★★★★
3) Does CDCN respect your...	Culture, spiritual beliefs, ethnicity and sexual orientation?	★★★★★
4) Please rate your overall satisfaction with CDCN:	I would recommend this program to others.	★★★★★
	This program has improved my quality of life.	★★★★★
	I have more control over the quality of my services.	★★★★★
	Overall, I am satisfied with CDCN.	★★★★★

Overall Satisfaction Rating (weighted average all questions): ★★★★★

¹ A total of 17,730 surveys were mailed to Medicaid service recipients in 12 states and the District of Columbia asking them to rate the services provided by Consumer Direct Care Network. Results based on 3,581 returned surveys or 20.20% of the survey population. Primary service models included Agency-Based Traditional, Co-Employment (Agency with Choice/Self Direction), Fiscal Employer Agent, and Support Broker. AK, AZ, DC, FL, MI, MT, NM, TX, and WI surveys conducted February through June of 2020. DE, ID, MN, and VA surveys conducted July through October of 2020.

² Weighted Average