DEEOIC CX Team
## Ongoing Survey Report—Fiscal Year 2022

Purpose

In Fiscal Year 2022, the Division of Energy Employees Occupational Illness Compensation Customer Experience (CX) Team gathered feedback from multiple survey collections to identify deficiencies and develop recommendations to improve the DEEOIC stakeholder experience. Four of the collections are ongoing surveys either developed or significantly revised in FY22 to fit within the OMB Circular A-11 Section 280 (Managing Customer Experience and Service Delivery) guidelines. The four ongoing survey collections are the Energy Document Portal Survey (electronic), Post-Webinar Survey (electronic), Phone Survey, and Resource Center Survey (paper). This report details the scores obtained from these ongoing surveys and any associated recommendations from the team's analysis of the results.

Results

Overall FY22 results for the four ongoing survey methods are visualized in the chart below. Questions are scored on a five-point scale, with five being the best/most positive. The trust measurement was the lowest score on three survey methods (phone, resource center, and webinar). The highest scores for FY22 were found most frequently in questions related to interactions with DEEOIC employees (resource center and webinar). The lowest score for any data point in FY22 was found on the satisfaction question in the EDP survey, scoring a 3.47 out of 5. It is clear from the survey results that the DEEOIC stakeholders appreciate these tools and resources.

FY22 Scores by Survey Type
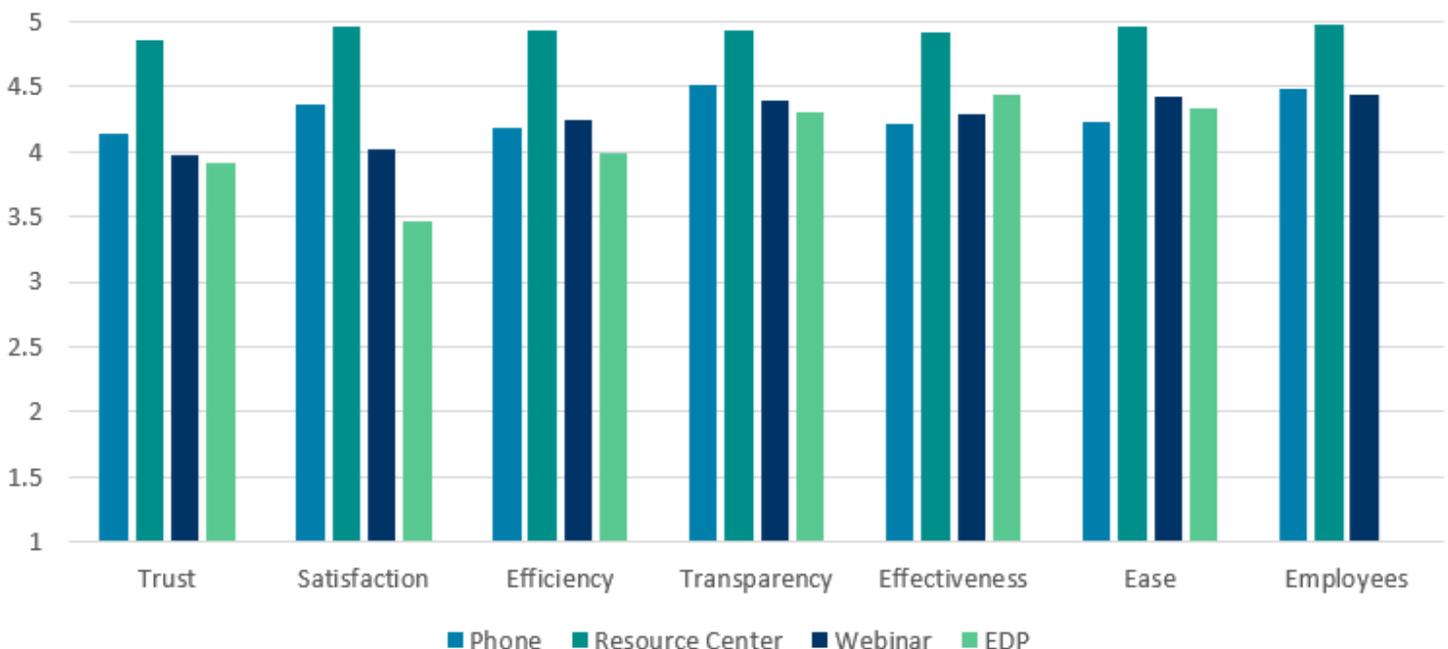
Recommendations

As these scores show high rates of satisfaction with the tools/resources provided, the CX Team has minimal recommendations at this time. Based on the EDP survey, the CX Team does have minor recommendations, mostly focused on education. Additionally, the CX Team supports an Outreach Team proposal that would provide telephone callers with information specific to their place in the queue and an estimated hold time. The team will continue to review the data on a regular basis and provide quarterly reports, and any new recommendations, to DEEOIC management.

DEEOIC Energy Document Portal Survey

Background

The Customer Experience (CX) Team developed and implemented an optional survey in the Energy Document Portal (EDP) in July 2022. This survey is available to DEEOIC stakeholders using EDP to upload documentation related to their claim. The CX Team developed questions using the A-11 Section 280 guidelines to focus on the stakeholder's experience using EDP. Most questions are on a five-point scale, with five being the best/most positive.

Results

The lowest average score by question, 3.47 out of 5, was received on the question related to satisfaction (Q: Please rate your experience with EDP today). The question that received the highest score, 4.44 out of 5, was related to effectiveness (Q: I was able to complete the task I set out to do in EDP).

A-11 Driver	Q4 FY22	Overall FY22
Number Surveyed	119	119
Trust	3.92	3.92
Satisfaction	3.47	3.47
Efficiency	3.99	3.99
Transparency	4.30	4.30
Effectiveness	4.44	4.44
Ease	4.33	4.33
Employees	-	-

General overall results suggest that EDP is well received by stakeholders. Thirty-five stakeholders provided feedback in the open response question (Q: Do you have any additional feedback on EDP?). Some common themes included general appreciation for the ability to submit documents electronically (10), requests to increase the allowed file size (5), concerns regarding DEEOIC's receipt of their uploaded submission (5), confusion regarding the document categories (3), and requests to view case files/confusion about the difference between EDP and ECOMP (3).

One of the questions requested stakeholders to identify the type of document they were submitting. Only five categories were selected by more than three stakeholders, the top five categories are listed below. It appears that stakeholders frequently chose the "Claims and Forms – All Others" or "Other Documents", as 58% of respondents selected one of these two options.

Type of Document Submitted	Count
Claims and Forms - All Others	38
Other Documents	31
Medical Records	18
Waivers or Partial Waivers to Recommended Decision	11
Objections to Recommended Decision Including Hearing Documents	5

Sample of Comments

- Please make the size of the file that can be uploaded to 10 Mb. The current file size is too restrictive.

- Thanks for the opportunity to provide feedback. I frequently use EDP and recommend the following improvements: 1. The EDP does not handle color documents well. Keep in mind that birth, death, and marriage certificates are heavily pigmented watermarked documents that must be legible upon review by DEEOIC. Some documents are old, contain images or photographs, or have highlighted text; the EDP typically renders these documents as black or unreadable, according to the District Office. 2. Consider increasing the number of pages that can be submitted for medical and employment records. A 50-page limit often prevents a document from being uploaded, unless it is split into several documents. This creates difficulty for review by claims examiners, according to the District Office. Thanks again for requesting feedback on the EDP!

- The EDP is VASTLY SUPERIOR when compared to sending Informal Hearing exhibits through the US Mail.

- System is quirky, meaning you input the information and it seems to not be taking and then all of a sudden it happens. Low confidence in system. I hope it worked.

- Home page, now showing three-option prompt, is helpful and an improvement over former. Thank you.

Recommendations Implemented

To respond to the potential confusion regarding document categories in EDP, the CX Team will work with the Business Process Owners (BPOs) to make an existing document (Crossmatch of Subjects and Categories) more readily available for stakeholders. This document will help stakeholders ensure their documents are appropriate categorized during their submission.

Several commenters expressed interest in being able to access their case files. It appears that some of these stakeholders may not be aware of ECOMP or understand the difference between EDP and ECOMP. The CX Team plans to review EDP and identify ways to educate users on the purpose of each system.

One commenter pointed out old language within the EDP system that stated that stakeholders could not submit EE-1/EE-2 forms. As a result, the CX Team identified the language in question and worked with the BPO Team to edit the existing language to reflect recent system changes.

DEEOIC Webinar Survey

Background

The Customer Experience (CX) Team revised an existing post-webinar survey for webinar attendees to better align with OMB Circular A-11 Section 280 guidance. This survey is sent via email to all webinar attendees. Seven questions are on a five-point scale, with five being the best/most positive. Two questions are open-ended and one question is multiple choice.

Results

In FY22 Quarter 4, there were three webinars, and the results are reported in aggregate. The lowest average score by question, 4.02 out of 5, was received on the question related to satisfaction (Q: Please rate your overall webinar experience). The question that received the highest score, 4.55 out of 5, was related to employees (Q: The employees presenting this webinar were helpful). Results from the Q4 are similar to those in Q3, with slightly higher averages across the board. During Q3, one question (related to trust) received an average rating of under 4.

	Q3 FY22	Q4 FY22	Overall FY22
Number Surveyed	91	56	147
Trust	3.85	4.18	3.98
Satisfaction	4.03	4.02	4.03
Efficiency	4.15	4.41	4.25
Transparency	4.41	4.35	4.39
Effectiveness	4.26	4.35	4.29
Ease	4.37	4.51	4.42
Employees	4.38	4.55	4.44

General overall results suggest that webinars are well received by stakeholders. During Quarter 4, all questions received an average response of greater than 4. The two open-response questions ask participants to report the most and least valuable parts of the webinar, and to provide suggestions for future topics. Typically, respondents report on what was valuable, and very few respondents report on least valuable parts, with the exception of some participants who report that the overall topic was not relevant to them. The multiple-choice questions ask participants how they heard about the webinar, and over 80% reported that they became aware of the webinar via email.

Sample of Comments for Most and Least Valuable Parts of Webinar

- Great process knowledge added to the training concerning the program. That is always helpful in all situations! Would have liked to have seen a little more demo on the use of the database it's self in addition to what was presented. Feel that would have been value added for me.

- Most- thorough review of the program and the adjudication process. Least- None.

- It was good for someone who has just started the process. Not much for me who has gone through and has received compensation already.

Sample of Comments for Suggestions for Future Webinar Topics

- How to process a claim for part E? What things you can get reimbursed for after a claim has been approved? Such as transportation, equipment. Consequential Illnesses.

- How to request an appropriate amount of Home Care Services, and how providers may manage aggressive agencies who push for extensive amounts of care, when not medically necessary. Perhaps a seminar to discuss potential fraud & abuse of the program, and what (if anything) is being done to control home care agencies.

- EE Form completeness presentation - what is needed for diagnosis, employment, skin/lung or any other submittal that requires extra steps to file a complete claim to eliminate as much confusion for the staff/claimant as possible. End result, a more complete submittal at the onset. DOL process of starting and wrapping up a claim for claimants. How the information from the other supporting institutes, government offices and or professionals gets used in completing a claim. A demo on the collaboration and how that functions as a team to support the end product for EEOICPA or RECA.

Recommendations/Actions Implemented

The Outreach Team reviews suggestions and requests for webinar topics and uses them to inform future topics. An as example, the Medical Benefits Authorization webinar was developed as a result of survey feedback. The suggestions provided in FY22 will be further analyzed and used to develop the upcoming FY23 webinar schedule.

Additionally, the feedback collected from the "what are the most and least valuable parts of the webinar" questions are reviewed following each webinar and are used to make real-time improvements to webinars.

DEEOIC Resource Center Survey

Background

The Customer Experience (CX) Team revised an existing survey for Resource Center visitors to better align with OMB Circular A-11 Section 280 guidance. This survey is offered to all visitors at the 11 Resource Centers. Six questions are on a five-point scale, with five being the best/most positive. Two questions are multiple choice, one is a yes/no, and one is open-ended.

Results

The new survey was launched in FY22 Q4 and 76 responses have been received so far. The lowest average score by question, 4.86 out of 5, was received on the question related to trust (Q: This interaction increased my trust in DEEOIC). The question that received the highest score, 4.97 out of 5, was related to employees (Q: Employees I interacted with today were helpful).

General overall results suggest that Resource Centers are very well received by stakeholders. During Quarter 4, all questions received an average response of between 4.85 and 4.97 which is a higher average than any other surveys. The majority of Resource Center visitors (over 70%) are visiting to file a claim or to submit documents.

	Q4 FY22	Overall
Number Surveyed	76	76
Trust	4.86	4.86
Satisfaction	4.96	4.96
Efficiency	4.93	4.93
Transparency	4.93	4.93
Effectiveness	4.92	4.92
Ease	4.96	4.96
Employees	4.97	4.97

Which Resource Center did you visit?	Count
California	0
New York	0
Denver	2
Oak Ridge	7
Espanola	10
Paducah	15
Hanford	7
Portsmouth	4
Idaho	2
Savannah River	22
Las Vegas	6

Please indicate the reason for your visit today	Count
Filing a claim	27
Status of your claim	3
General program information	0
Completing an Occupational History Questionnaire	5
Submitting documents	25
Medical bill payment assistance	4

If your questions/issues were not resolved, did the employee provide a date when you could expect a follow-up contact?	Count
Yes	36
No	0
n/a	33

Sample of Comments

- The Local Idaho Falls office staff is excellent to work with and extremely helpful. When it gets to Seattle and beyond it dramatically slows down and extremely hard to get anything done.
- Representative was very thorough and polite, was a pleasure completing questionnaire with her.
- The employee took time to talk about my time at Portsmouth USEC and were very sympathetic while talking about my deceased father.
- I have been in contact with the Hanford Resource center for years. What a wonderful group of employees! They have helped me so much! Gratefully, name redacted
- All the staff were very courteous and willing to assist in resolving my issue.
- Hanford resource center has always been very helpful.

Recommendations/Actions Implemented

There are no recommendations or actions at this time. The scores from the Resource Center survey are very high across the board. As this survey has only been in use for one quarter, the CX Team will continue to collect and analyze responses, providing recommendations as necessary.

DEEOIC Phone Survey

Background

The Customer Experience Team revised an existing phone survey in FY22 as the prior survey did not align with OMB Circular A-11 Section 280 guidance. This survey is offered to stakeholders who call DEEOIC phone lines. Seven questions are on a five-point scale, with five being the best/most positive. One question is multiple choice and used only to differentiate between service designations for quarterly high-impact service provider (HISP) reporting.

Results

For FY22 Q4, the lowest average score by question, 4.16 out of 5, was received on the question related to trust (Q: This interaction increased my trust in DEEOIC). This question also received the lowest score for the entire fiscal year, scoring at 4.14 out of 5. The question that received the highest score in Q4, 4.69 out of 5, was related to transparency (Q: I was treated fairly). This question also received the highest annual score, receiving a 4.51 out of 5 for the year. General overall results suggest that assistance gathered through our phone lines is well received by stakeholders. The phone survey scores were routinely above a 4 (agree), only two drivers received a 3.97 in Q1 (trust and efficiency).

	Q1 FY22	Q2 FY22	Q3 FY22	Q4 FY22	Overall FY22 Phone
Number Surveyed	75	72	65	63	275
Trust	3.97	4.41	4.04	4.16	4.14
Satisfaction	4.35	4.55	4.29	4.25	4.36
Efficiency	3.97	4.46	4.06	4.22	4.18
Transparency	4.31	4.61	4.48	4.69	4.51
Effectiveness	4.11	4.42	4.01	4.28	4.21
Ease	4.07	4.39	4.15	4.33	4.23
Employees	4.37	4.71	4.38	4.5	4.49

Recommendations/Actions Implemented

After discussions with the Outreach Team, the CX Team recommends that DEEOIC management approve their proposal to notify callers of their place in the queue and provide an estimated hold time. While the overall FY22 efficiency score (Q: This call took a reasonable amount of time to complete) is not low, the efficiency question was the second lowest score (4.18 out of 5) out of the drivers. By providing stakeholders with information regarding estimated hold time, we may see a positive impact in the efficiency score and other scores.