

DEEOIC CX Team

May 2022 CX Survey Results and Recommendations

Purpose

To present the analysis of the May 2022 Customer Experience (CX) Survey, discuss results, and propose recommendations for programmatic improvement.

Background

In Fiscal Year 2019, the Office of Management and Budget (OMB) identified the Division of Energy Employees Occupational Illness Compensation (DEEOIC) as a High Impact Service Provider (HISP) due to the importance of the services that DEEOIC provides. OMB issued guidance to HISPs (OMB Circular A-11 Section 280 “Managing Customer Experience and Service Delivery”) to incorporate the principles of customer experience into their organizations and ensure that customer experience practices are integrated into program delivery.

To act upon their commitment to stakeholders, DEEOIC created a Customer Experience (CX) Team within the Branch of Outreach and Technical Assistance (BOTA) consisting of a Stakeholder Engagement Analyst and a Customer Experience Strategist. DEEOIC finalized the hiring for this team in mid-2021. The mission of this team includes soliciting feedback from stakeholders, conducting analyses of data, and making data-driven recommendations for programmatic and procedural improvements.

The CX Team regularly develops surveys and methodologies for collecting relevant customer feedback at different points in time (“touchpoints”) throughout the customer’s journey with DEEOIC. Previous touchpoints include the receipt of a final decision, the receipt of an initial development letter, and the medical travel reimbursement process. The current survey was designed to measure the customer’s overall journey and relationship with the program, in that it asked questions about the completion of a multi-stage process and aimed to measure the customer perspective reflecting on the lifetime of their engagement with DEEOIC.

Survey Results

For its fourth paper feedback solicitation, the CX team identified all individuals who served as Authorized Representatives for one claimant in the past 12 months. We selected a random sample and mailed surveys in May 2022.

1,889

Total Surveys Sent

443

Survey Responses

24%

Response Rate

366

Written Comments

39

Requests for Phone Calls

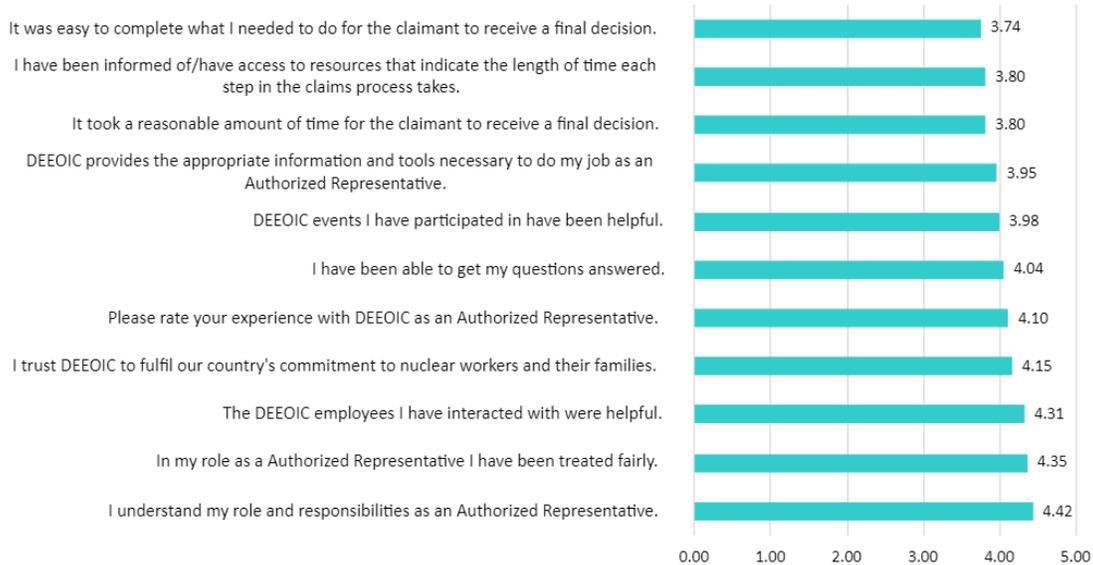
14

Phone Conversations

Survey Results (cont'd)

The survey included 13 questions, 7 of which related to a Customer Experience Driver outlined in A-11 Section 280. 11 of the questions were scored from 1 (strongly disagree) to 5 (strongly agree). The average scores for those 11 questions are shown on the chart below.

Average by Question



The three questions that received the highest scores were related to the CX drivers of **“Transparency/Equity”** and **“Employee Interaction/Warmth/Helpfulness/Competence”**.

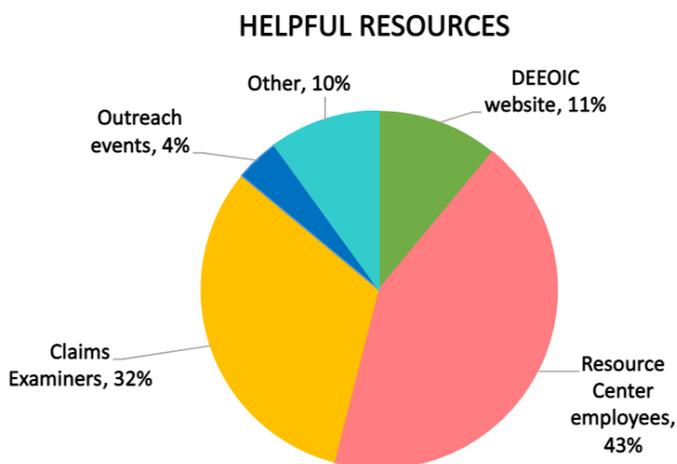
- * The highest average score by question, 4.42 out of 5, was received on the question related to understanding of the AR’s role (Q: I understand my roles and responsibilities as an Authorized Representative).
- * The second highest average score by question, 4.35 out of 5, was received on the question related to fair treatment (Q: In my role as an Authorized Representative I have been treated fairly).
- * The third highest average score by question, 4.31 out of 5, was received on the question related to employee helpfulness (Q: The DEEOIC employees I have interacted with were helpful).

The three questions that received the lowest scores were related to the CX drivers of **“Ease/Simplicity”** and **“Efficiency/Speed”**.

- * The lowest average score by question, 3.74 out of 5, was received on the question related to the perceived ease of the overall process (Q: It was easy to complete what I needed to do for the claimant to receive a final decision).
- * The second lowest score, 3.80 out of 5, was received on the question related to transparency of the claim timeframes (Q: I have been informed of/have access to resources that indicate the length of time each step in the claims process takes).
- * The third lowest score, 3.80 out of 5, was received on the question related to timeliness (Q: It took a reasonable amount of time for the claimant to receive final decision).

Survey Results (cont'd)

Additionally, there was a multiple-choice question that asked respondents what resources they have found most useful to understand the program and assist claimants. The results are shown below. A total of 75% respondents indicated that employees are the most valued resource, including Resource Center Employees (contractors) and Claims Examiners (DEEOIC employees).



Finally, one question was a yes-or-no response related to whether Authorized Representatives were informed of DEEOIC outreach events (webinars, in person events, AR workshops, etc). 62% of respondents answered yes to this question and 38% answered no.

Comment Analysis

There were two optional open-response questions on this survey. The first question was “How can the Energy Program help you better assist the claimant that you represent?.” Almost half (45%) of survey respondents left this section blank. 245 respondents provided a written comment. Of these, 39% indicated N/A or none, or expressed satisfaction or gratitude. Of the 445 survey respondents, 67% either left the question blank or otherwise indicated that they had have no feedback for this question. The CX Team analyzed the remaining comments and grouped them together by theme. Some comments were categorized into more than one theme if they mentioned several different topics.

The table below shows the frequency and number of commenters by category. The highlighted categories below show the three most common suggestions. Lines 1 and 3 are not highlighted because they include comments that did not have suggestions, or the commenter indicated that the claimant is now deceased.

Comment Tag Theme	Count	% Commenters
N/A or none / gratitude / satisfactory resources	96	39%
Increase timeliness	26	11%
Deceased claimant	20	8%
Improve communication and/or request for more frequent updates	17	7%
Request for more instructional resources, materials, and/or training	17	7%
Unhappy with decision or program policy	15	6%
Easier to understand / more explanation of program	12	5%
Improve phone accessibility / callbacks	11	4%
General dissatisfaction	9	4%
Increase electronic communication / electronic resources	8	3%
Use more plain language	6	2%
Provide more compensation	5	2%
Request for more in-person assistance	4	2%
Help with employment verification and /or medical records	3	1%
Simplify forms	3	1%
Make process easier to navigate	2	1%

Comment Analysis (cont'd)

The second open-ended question asked the respondent if they had any additional feedback to provide. A total of 121 respondents provided written comments. The majority (57%) of comments indicated high satisfaction with the program by expressing gratitude, calling employees or Resource Centers out by name, or describing an overall positive experience.

Comment Tag Theme	Count	% Commenters
Gratitude / Specific Commendation / Positive Experience	69	57%
Unhappy with decision or policy	11	9%
Medical benefits issues	11	9%
Communication issues	10	8%
Program is too complicated	8	7%
Difficult employees	6	5%
Duplicate or lost paperwork	6	5%
Too much paperwork	2	2%
More guidance	1	1%
Difficulty obtaining records	1	1%

Telephone Calls

The survey included the option to request a telephone call from a member of the CX Team. 38 respondents requested a call. The team reached out to all 38 individuals and held 14 phone interviews as a result. The phone interviews were guided discussions during which the participants were asked to discuss pain points and bright spots encountered during their experience with DEEOIC. The results from the phone conversations are similar to the survey results discussed previously and are shown on the chart to the right.

Pain Points	Count
Confusing claim process	4
Process took too long	4
Difficulty with filing claim	3
Too many requests for documents	2
Resource Center complaints	1
Failure to return phone calls	1
Unfair claim process/program	1
Bright Spots	Count
Resource Center staff	4
Professionalism and assistance of DEEOIC reps	4
Gratitude for benefits	2

Discussion

Overall, the results of this feedback collection indicated a positive experience with DEEOIC, our staff and our claims process. Results from previous "point-in-time" or touchpoint surveys have also been generally positive but have brought to light more pain points and issues with specific parts of the process. When comparing the current data to previous survey results, it is evident that when considering the sum of all interactions with DEEOIC, customers have greater satisfaction than when considering steps in the process.

Discussion (cont'd)

It is also notable that the average score for the question related to the helpfulness of DEEOIC events was 3.98 out of 5 (correlating most closely with the response of 4/Agree) but 38% of respondents reported that they were not informed of outreach events. These data indicate the content of various events, including live outreach, webinars, and workshops is valued but some stakeholders are not aware that events are occurring. This may be, in part, because in-person events were limited during the Covid-19 pandemic. Web-based events are typically publicized via the DEEOIC website and an e-mail distribution list and many first-time Authorized Representatives may not regularly visit the DEEOIC website or may not have joined the distribution list, which is optional.

Many of the pain points reported in the current survey have been addressed through recommendations made in previous reports, which are in the process of being implemented. Considering this, as well as the previously mentioned overall high rating of DEEOIC interactions, there are limited recommendations as a result of this feedback collection.

Recommendations

There are three Customer Experience Drivers outlined in OMB Circular A11 Section 280, each of which have associated sub-drivers, shown below. The two areas in which DEEOIC received the lowest average ratings are sub-drivers “Ease/Simplicity” and “Efficiency/Speed”. The CX Team has developed recommendations based on these ratings as well as the results of the comment analysis.

CX Driver	Sub-drivers
Service Quality	<ul style="list-style-type: none"> • Service Effectiveness/Perception of Value
Process	<ul style="list-style-type: none"> • Ease/Simplicity • Efficiency/Speed • Equity/Transparency
People	<ul style="list-style-type: none"> • Employee Interaction/Warmth/Helpfulness/Competence

1. Resources and Training

Conduct a review of existing resources for Authorized Representatives and identify gaps. This includes an assessment of the layout and organization of the website. Existing resources should be promoted and made more accessible online and through printed materials. Identify what existing or future training or presentation materials should be made available on the webpage and develop best practices to assist Authorized Representatives in finding those materials efficiently and effectively.

2. Acknowledgement Letter and Welcome Packet

Revise Authorized Representative acknowledgement letter and develop a packet of materials to distribute to all new Authorized Representatives. Include easy to follow instructions for how to opt-in to the Policy email distribution list and include Claims Adjudication Timeframes infographic that was developed because of previous survey analyses. Identify other materials that can either be included or referenced, such as informational materials about ECOMP and EDP, the How-To-Guides and potentially claims examiner training materials available on the website.

3. Employee Training

Based on the reliance of claimants and stakeholders on Resource Center employees and Claims Examiner staff, we recommend the development of desk aids to help familiarize employees with the existing resources available for Authorized Representatives to assist federal and contract staff in guiding Authorized Representatives to appropriate resources.

Appendix A—Random Sample of Written Comments

- If it's possible to receive an itinerary of each step necessary to complete required forms and average time needed to complete each step. A claimant endures years to process a claim and in a lot of cases the claimant does not have enough longevity to benefit from any reward if rewarded.
- I have been extremely pleased with the help I received and have been kept up to date on the entire process. I don't think I would have been able to complete the process without the help of the DOL employees.
- The process was straight forward and easy. I was helped along the way with clarifications, explanations, and helpful tips. The DOL was clearly working on behalf of my father for whom I am the AR.
- Consistency, Quite often I was given conflicting or misleading information that impacted expectations. This caused delays in paperwork submissions and responses. Also, we dealt with several different people and it often became confusing as to who was responsible for what. This needs to be made more clear.
- It was a smooth process and the DEEOIC employees explained things well. Obtaining medical records took a lot of time and effort on my part, but that's is to be expected considering my mom's age and varies illnesses.
- The energy program have always been helpful and answered our questions.
- It would be very helpful if there were seminars available to help me as a representative. it would be more helpful if the questions were more blunt and clear and understandable so that we could better answer the questions.
- They would ask him a question and then repeat his answer back to him in their words not his. I don't feel like they ever listened to what he said. They had their minds made up before we started the process. We had two people that we actually got help from. I called with questions that I never got answers to.
- Yes, his filling out the paperwork opened the floodgates. i learned so much more about his experiences and his resentment towards his bosses and what they made him do. things they wouldn't do themselves. his memories explain why he previously didn't talk about his experience while working at the test site.
- I have been very happy with the whole process and the help I was given filing all my claims. I appreciate everyone who helped me.
- These people have literally put their lives on the line and it is ridiculous how long it takes to get any financial help. The turnaround time needs a lot of work to shorten it up.
- He had an extremely expensive medication at one point. i paid out of pocket with claims examiner assuring me i would be reimbursed. She called to say it was approved but when i filed for reimbursement, it was denied. Never was compensated.
- Positive experience - no complaints.
- I have been pleasantly surprised in my experience as my dad's Authorized Representative. Communications have been amazingly efficient and smooth and friendly. I feel like my dad has not been forgotten.
- Training all employees with the same information. We got the run-A-round by conflicting information. Not to mention which office to ask & reports to be sent in different locations.
- With no legal training, I was discouraged and told it would be impossible for Dad (the claimant) to get the final decision but with the help of the employees, I was able to get all of the information that was required. Thank you for making it possible for him to receive the quality care that has been a lifesaver for him.



Appendix B—Copy of Survey Letter and Survey Tool

Dear Authorized Representative,

Our records indicate that you have served as an Authorized Representative (AR) under the Energy Employees Occupational Illness Compensation Act (EEOICPA). As an AR for a case that received a Final Decision in the last year, we are very interested in receiving feedback on your experience with DEEOIC.

This survey is focused on gathering feedback reflecting on your interactions as an Authorized Representative, specifically about the process leading to the issuance of the Final Decision. Your participation in the enclosed Customer Experience Survey will help us improve both the claimant and AR experience.

We appreciate your assistance in helping us determine what is working and what may be improved.

The following survey is confidential. Please return this survey using the enclosed postage paid envelope by July 15, 2022.

Thank you for your participation.

Stakeholder Engagement

Branch of Outreach and Technical Assistance

Division of Energy Employees Occupational Illness Compensation



Over →

CUSTOMER EXPERIENCE SURVEY

Please indicate your answers to the statements below by circling a response.	Outstanding	Above Average	Average	Below Average	Poor	N/A
Please rate your experience with DEEOIC as an Authorized Representative.	5	4	3	2	1	n/a
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
I trust DEEOIC to fulfill our country's commitment to nuclear workers and their families.	5	4	3	2	1	n/a
I understand my role and responsibilities as an Authorized Representative.	5	4	3	2	1	n/a
It took a reasonable amount of time for the claimant to receive a final decision.	5	4	3	2	1	n/a
It was easy to complete what I needed to do for the claimant to receive a final decision.	5	4	3	2	1	n/a
I have been able to get my questions answered.	5	4	3	2	1	n/a
In my role as an Authorized Representative, I have been treated fairly.	5	4	3	2	1	n/a
The DEEOIC employees I have interacted with were helpful.	5	4	3	2	1	n/a
I have been informed of/have access to resources that indicate the length of time each step in the claims process takes.	5	4	3	2	1	n/a
DEEOIC provides the appropriate information and tools necessary to do my job as an Authorized Representative.	5	4	3	2	1	n/a
I have been informed about DEEOIC outreach events (webinars, in-person events, AR workshops, etc).	Yes	No	n/a	-	-	-
DEEOIC events I have participated in have been helpful.	5	4	3	2	1	n/a
What resources have you found most useful in helping understand the program and assisting your claimant?	DEEOIC Website	Resource Center Employees	Claims Examiners	Outreach Events	Other: _____	

CLOSED



How can the Energy Program help you better assist the claimant that you represent?

Do you have additional feedback related to your experience as an Authorized Representative?

Would you like to speak with our Customer Experience Team?

Yes No

If yes, please provide your name and telephone number:

Name: _____

Phone: _____

If you would like to be added to our Program and Policy Updates email distribution list, please provide your email address:

The OMB control number for this collection is 1225-0093 and expires on 02/29/2024. According to the Paperwork Reduction Act of 1995, no person is required to respond to a collection of information unless such collection displays a valid OMB control number. The obligation to respond to this collection is voluntary. We estimate it takes about 5 minutes to complete this collection of information, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing the collection of information. Please send comments regarding the burden estimate or any other aspect of this collection of information to the U.S. Department of Labor, DEEOIC, 200 Constitution Ave., NW, Room C-3321, Washington, D.C. 20210 and reference OMB Control Number 1225-0093.

Note: Please do not return the completed form to this address.