

DEEOIC Outreach and Customer Experience Unit

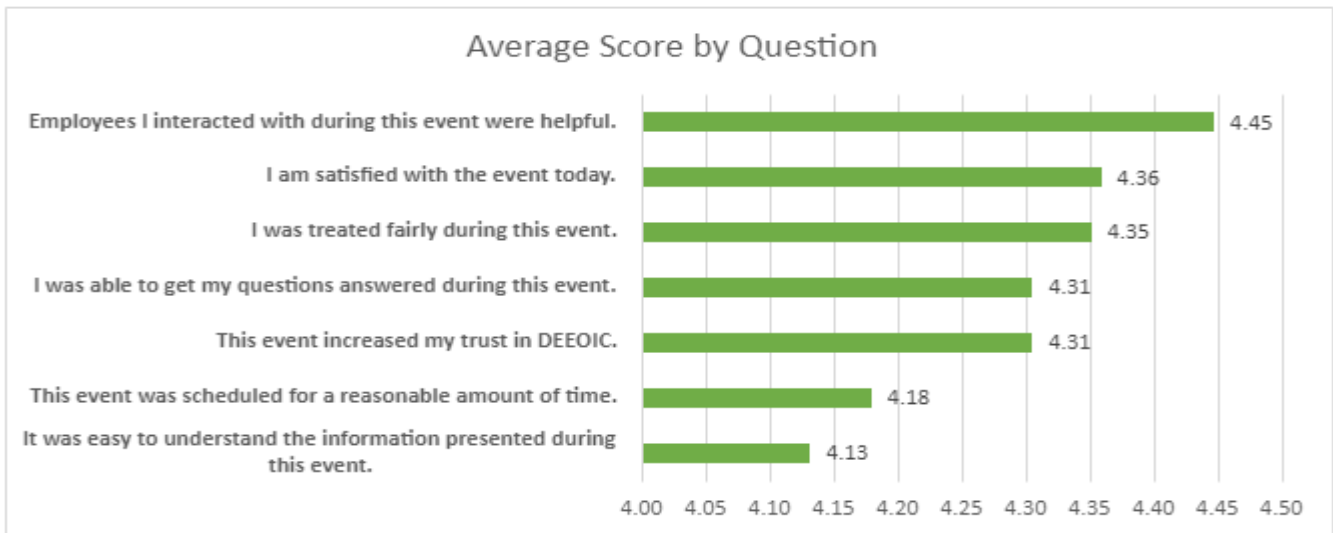
June 2023 New Mexico and Arizona Outreach Event Customer Feedback

Background

On June 27th, June 28th, and June 29th 2023, the Division of Energy Employees Occupational Illness Compensation (DEEOIC) held a Joint Outreach Task Group (JOTG) Town Hall in Farmington, New Mexico, Shiprock, New Mexico, and Kayenta, Arizona. Customers were provided the opportunity to attend presentations, participate in a question and answer session, and meet one on one with DEEOIC staff. Customer feedback surveys were distributed to the 311 Town Hall attendees in order to gather feedback regarding the event. 39 attendees returned the survey and the results are presented below. These surveys will be distributed at all Fiscal Year 2023 outreach events, and a comprehensive report compiling all survey results, with resulting recommendations, will be published in early Fiscal Year 2024.

Survey Results

The outreach event survey included 10 questions. The first 7 questions were presented with a 1-5 Likert Scale response option. The questions align with the customer experience drivers outlined in OMB Circular A-11 Section 280. All seven questions received an average overall score of 4.0 or above, with the lowest one scoring 4.13. A score of 4.0 represents the “agree” answer choice and a score of 5.0 represents the “strongly agree” answer choice. Results for each question are shown on the chart below.



The 8th question was “How did you hear about this event?” and responses are shown on the table to the right. The majority (40%) indicated that they found out about the event from “Other.” This is likely due to the inclusion of a radio advertisement, which was not a survey option.

The 9th question was an open-response question that asked attendees why they attended the event. 15 respondents provided feedback which included answers such as to file a claim, to re-open a denied claim, to learn more about the program and/or to get program updates, to get case status updates and for one-on-one interaction.

How did you hear about this event? (Some respondents selected more than one option.)

Other: 17
Mail: 13
DEEOIC Website: 4
Social Media: 3
Resource Center Outreach: 3
Social Media: 3
Newspaper Ad: 1

Survey Results (cont'd)

The 10th and final question on the survey was an open-response format and asked claimants to report on the most and least valuable parts of the event. 7 respondents reported on most valuable parts and 3 respondents reported on least valuable parts of the event. The OXCU team grouped the responses by theme. Some responses fit into more than one category if the respondent mentioned more than one topic. Comment themes and frequency are detailed on the table below.

Most Valuable Comment Theme	Count
Good information/presentations	5
Direct access to or help from employees	1
Specific DOL/program information	1

Least Valuable Comment Theme	Count
Audience Distractions	3

Examples of some of the written responses are below.

- “Very good information given by the presenters. I am glad that all info given can be obtained online. Thank you.”
- “Energy department did a great presentation “
- “People (audience need to silence phones)”
- “AM & PM presentation session, cell phones interrupting need to ask to silence phones”