

DEEOIC Outreach and Customer Experience Unit

DEEOIC Webinars FY23 – Wrap Up Report

Background

Shortly after the COVID-19 pandemic started, DEEOIC had to cancel planned in-person outreach events. To continue outreach efforts within the limitations caused by the pandemic, in June 2020, DEEOIC began hosting monthly webinars for stakeholders. The events were well attended from the start with almost 300 attendees at the first one. DEEOIC quickly recognized that webinars were a valuable tool to communicate with stakeholders and promote transparency within the program. As a result of their success, DEEOIC has continued to host monthly webinars after the resumption of normal in-person outreach operations in 2023. The webinar topics are developed through stakeholder feedback provided on post-webinar surveys as well as from changes in the program or updates to policies that need to be communicated to stakeholders. DEEOIC also periodically works with other federal agencies to host webinars regarding their role in the program. These agencies include U.S. Department of Justice (DOJ), U.S. Department of Energy (DOE) and their Former Worker Program, National Institute for Occupational Safety and Health (NIOSH), and the DOL and NIOSH Offices of the Ombudsman. Collectively, these agencies, along with DEEOIC, form the Joint Outreach Task Group (JOTG). The webinars typically involve presentations on a specific topic or topics followed by a question-and-answer session with the presenters.

Results

In FY23, DEEOIC hosted 10 webinars. The dates, topics, and attendance rates for these webinars are displayed in the table below.

Date	Topic	Attendance
October 25, 2022	DEEOIC Customer Experience	120
November 16, 2022	New Billing Authorization Codes for Home and Residential Healthcare	233
January 18, 2023	Authorized Representative Services and Expectations	214
February 22, 2023	Exposure and Causation Presumptions	288
March 29, 2023	Upcoming Changes to Pharmacy Benefits	246
April 26, 2023	DEEOIC Tools and Resources	198
May 31, 2023	Final Adjudication Branch Roles and Responsibilities	197

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June 20, 2023	Impairment and Wage Loss	132
July 19, 2023	Establishing Covered Employment	131
August 23, 2023	Establishing Survivorship Eligibility	132

Surveys are emailed to attendees after each webinar. The webinar survey includes 10 questions and an optional space at the end for attendees to include their name and email address. There are seven questions presented with 5 available response options. The first is an overall rating for the webinar with the following options: Outstanding, Above Average, Average, Below Average, and Poor. The other questions are related to accessibility and customer satisfaction. The options for these questions are: Strongly Agree, Agree, Neutral, Disagree, or Strongly Disagree. The highest ratings correspond to a score of five and go down from there. The questions are provided in the table below. The overall average scores for FY23 survey are also provided in the row below each question. The scores indicate that the webinars are well-received by the audience with all questions having an average above four. The lowest score was related to increased trust. In response to this being the lowest score, DEEOIC will focus on highlighting transparency whenever possible in future presentations as well as encouraging future presenters to be as transparent and detailed as possible when covering their topics.

Please rate your overall webinar experience.	This webinar provided valuable information on this topic.	This interaction increased my trust in DEEOIC.	It was easy to attend this webinar.	This webinar took a reasonable amount of time.	I understood what I needed to do to participate in this webinar.	The employees presenting this webinar were helpful.
4.16	4.43	4.04	4.52	4.35	4.46	4.44

Also included in the survey are open-ended questions asking the most and least valuable parts of the webinar as well as future topics attendees would like to hear about. Finally, there is a question related to how the attendees heard about the webinar. The overall trend for answers regarding the most valuable part of the webinars was the information and details provided. Many answers related to the least valuable part of the webinars were regarding the presenters either reading directly from the slides or not covering certain aspects of the topic. This feedback was not received from all webinars but there were comments along this line received from several webinars. In response to the feedback about presenters not covering certain aspects of the topic or reading directly from the slides, DEEOIC plans to share this feedback with future presenters to encourage them to cover the topics in detail, allow plenty of time for questions at the end of the webinar, and avoid reading directly from the slides.

Many suggestions for future webinars were received from the surveys. These suggestions were used to develop several FY23 webinar topics including impairment and wage loss, survivorship, and employment. An additional topic, an overview of EEOICPA medical benefits, was also developed from the surveys and will be presented in FY24. For the last question asking attendees how they heard about the webinar, most responses were from email blasts sent out to DEEOIC distribution lists with the Energy Program website and word of mouth being the second and third most popular response, respectively. For FY24, DEEOIC plans to develop topics for the year and publish them on the Energy Program Website in advance to allow for attendees to plan further ahead. DEEOIC will also continue to review survey responses to develop additional topics based on customer feedback.