

DEEOIC Outreach and Customer Experience Unit

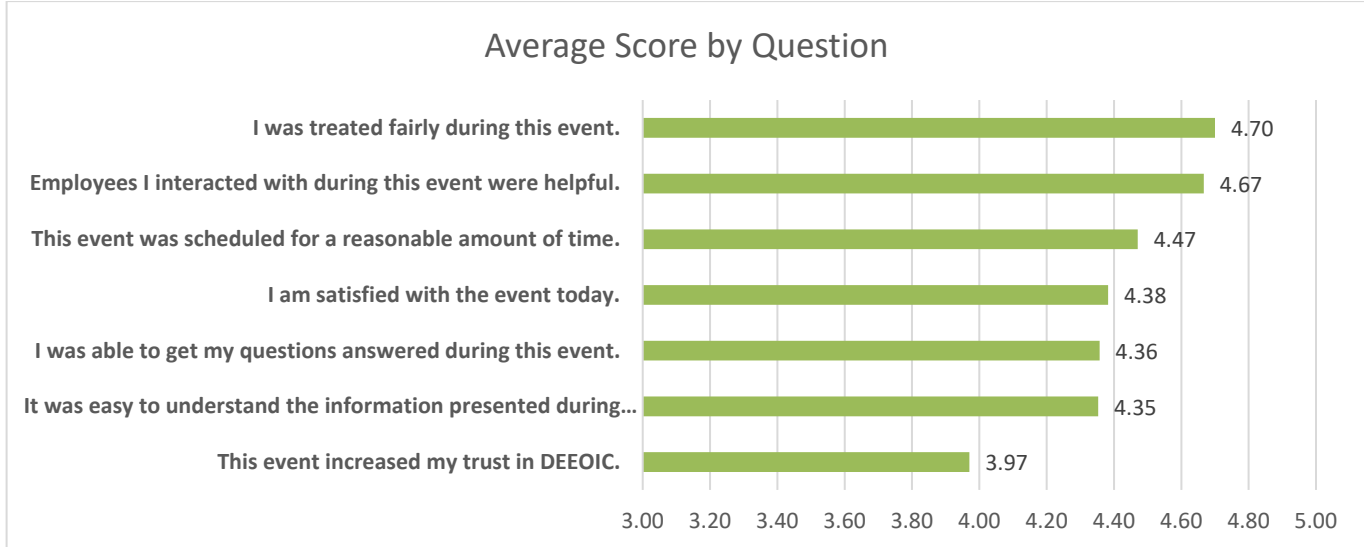
August 2023 Hamilton Outreach Event Customer Feedback Survey Results

Background

On August 16th, 2023, the Division of Energy Employees Occupational Illness Compensation (DEEOIC) held a Joint Outreach Task Group (JOTG) Town Hall in Hamilton, Ohio. 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 133 Town Hall attendees in order to gather feedback regarding the event. 34 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. Six of the seven questions received an average overall score of 4.0 or above. The one question that did not receive an average score of 4.0 or above was the question related to trust (This event increased my trust in DEEOIC) which received a 3.97. 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 below. The majority (82%) indicated that they found out about the event via “Mail.”

How did you hear about this event?	
Mail	28
Email	4
Other	1
Newspaper Ad	1

Survey Results (cont'd)

The 9th question was an open-response question that asked attendees why they attended the event. 19 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.

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. 11 respondents reported on most valuable parts and 4 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	2
Question and Answers	2
Presentations	1
Other	1

Least Valuable Comment Theme	Count
No Coffee/Food Breaks	2
Presentations	1
Question and Answers	1

Sample of Written Responses:

- “Thanks for the info!! Your patience. I know it is hard to deal with public!!”
- “The presentation by the ombudsman was helpful. The NIOSH presentation gave me confidence that claims wouldn’t be denied based on scientific technicalities. Instead of a review of the whole case. The presentation on the DOE had information regarding the number of cases filed and the return rate but not how many were approved and paid. Add that information to the slide to give a sense of reality and let people know how often claims are accepted”
- “The most valuable part of today’s event: getting to talk to someone in person”
- “The least valuable part of today’s event: listening to people questions”