

DEEOIC Outreach and Customer Experience Unit

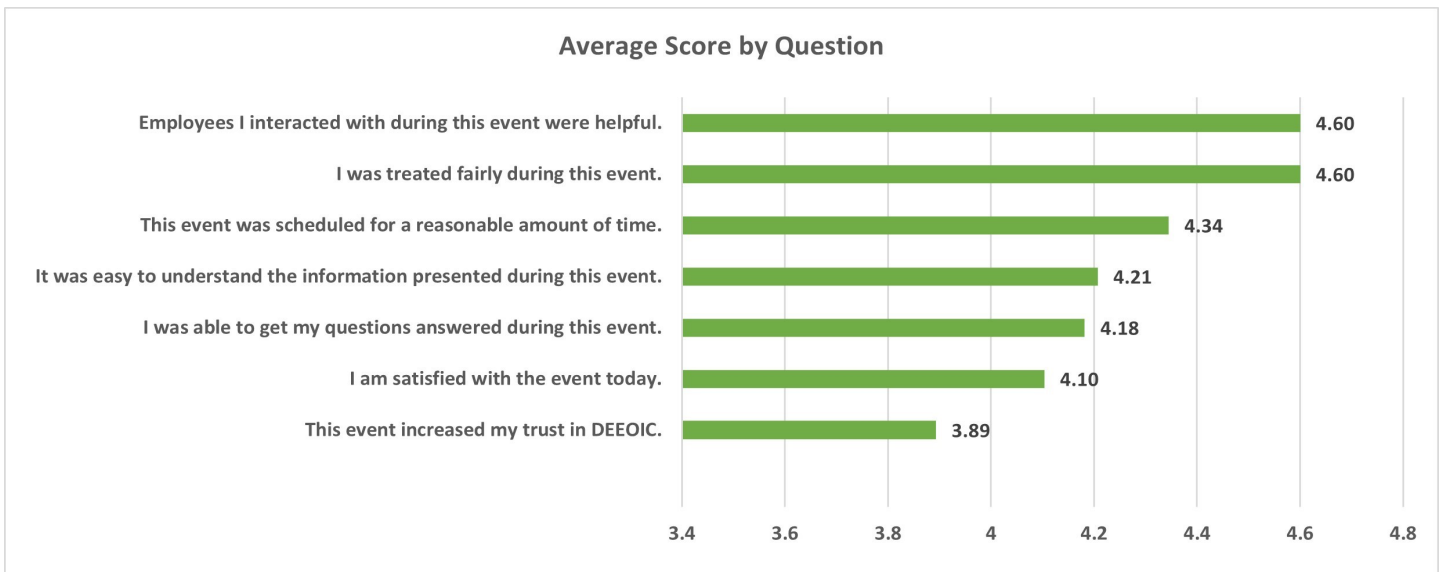
February 2023 North Las Vegas and Pahrump Outreach Event Customer

Background

On February 28th and March 1st, 2023, the Division of Energy Employees Occupational Illness Compensation (DEEOIC) held a Joint Outreach Task Group (JOTG) Town Hall in North Las Vegas, Nevada and Pahrump, Nevada. 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 approximately 200 Town Hall attendees in order to gather feedback regarding the event. 29 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, with one scoring 3.89. 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 the DEEOIC-mailed invitation.

The 9th question was an open-response question that asked attendees why they attended the event. 16 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.*)

Mail: 10

Email: 4

DEEOIC Website: 4

Newspaper Ad: 3

Resource Center Outreach: 3

Social Media: 1

Other: 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. 8 respondents reported on most valuable parts and 12 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
Direct access to or help from employees	4
Good information/presentations	2
Specific DOL/program information	2

Least Valuable Comment Theme	Count
Presentations were too complicated	4
Presentation text was too small	3
Benefits do not extend to DOD and/or other groups	2
Other and/or general unhappiness	2
Not enough notice given for event	1
Event was not long enough	1
Offer Friday Night	1
Presenters didn't encourage trust	1

Examples of some of the written responses are below.

- “Everyone was very accommodating and helpful.”
- “Able to sit face to face with DOL is invaluable; please keep this program going.”
- “Slides were too dense and hard to read. Need to be cleaner and simple. Also presenters need some public speaking classes.”
- “Least Valuable: giving out wrong information about EEOICPA”
- “Would be better to hold on a Friday - majority of workers have Friday off. More information about provided on Wednesdays event compared to Tuesday (glad I attended both).”
- “The slides had little printing. Make your font larger and have more slides.”