

DEEOIC Ongoing Survey Report Fiscal Year 2023 Quarter 3

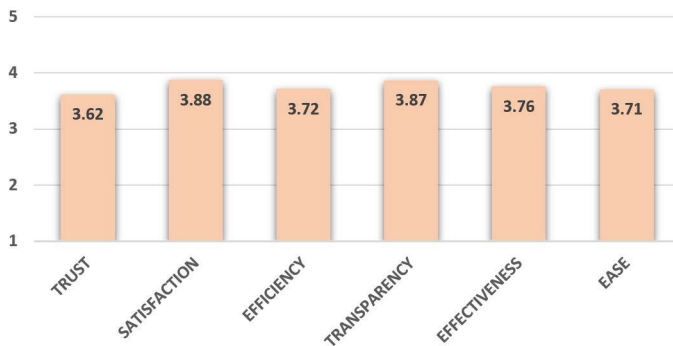
Purpose

The Division of Energy Employees Occupational Illness Compensation (DEEOIC) Outreach and Customer Experience Unit gathers feedback from multiple survey collections to identify deficiencies and develop recommendations to improve the DEEOIC stakeholder experience. Four of these collections are ongoing surveys designed to fit within the OMB Circular A-11 Section 280 ([Managing Customer Experience and Service Delivery](#)) guidelines. The four ongoing survey collections are the Energy Document Portal Survey (electronic), Post-Webinar Survey (electronic), Phone Survey (automated), and Resource Center Survey (paper). This report details the scores obtained from these ongoing surveys during the third quarter of FY23 and any associated recommendations from the team’s analysis of the results.

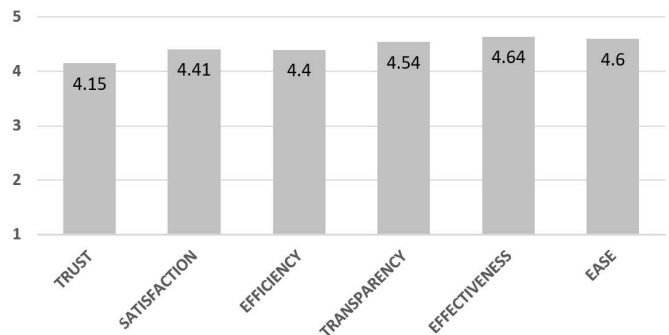
Results

FY23 Quarter 3 results from the four ongoing survey methods are visualized in the charts below. Questions are scored on a five-point scale, with five being the best/most positive. For two of the surveys (Energy Document Portal (EDP) and webinar), the lowest scores on the survey were related to the trust metric. The scores for the trust metric on the EDP and webinar survey were 3.62 and 4.15, respectively. The lowest score for any data point during the quarter was found on the trust question on the EDP survey. The Resource Center survey had the highest scores across the board. Every question on the Resource Center survey during this quarter received an average of 4.85 or higher. Every survey methodology except for EDP received average scores above 4.0 for each metric. It is clear from the survey results that the DEEOIC stakeholders appreciate the tools and resources that are available to them.

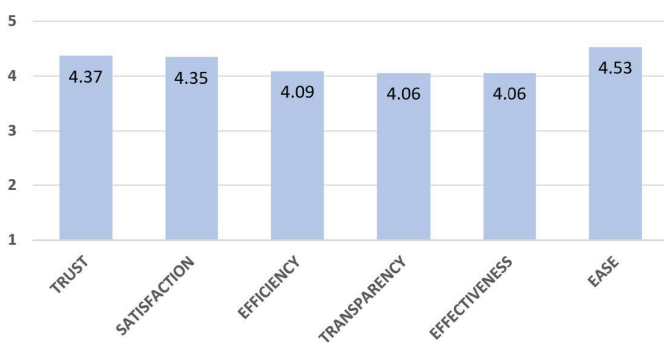
EDP Survey



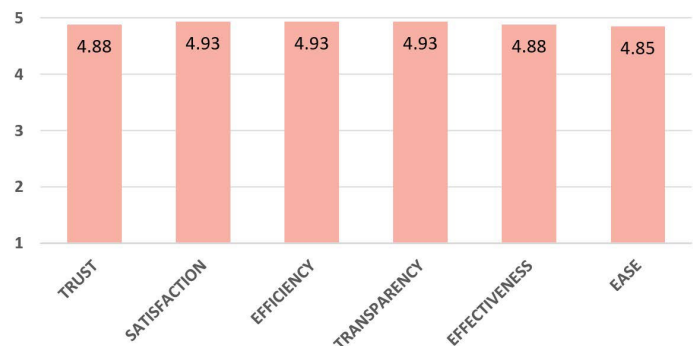
Webinar Survey



Phone Survey



Resource Center Survey



Recommendations

As these scores continue to reflect high rates of satisfaction with the tools/resources provided, the Outreach and Customer Experience Team has minimal recommendations at this time. The Team has identified several webinar topics as a direct result of feedback and will propose them to management for approval and implementation. More information can be found within the webinar section of this report. Additionally, the Team continues to collaborate with the Performance Management Branch (PMB) on ongoing enhancements/updates for the Energy Document Portal – especially considering the recent drop in scores as a result of the EDP survey expansion. The Team will continue to review the data on a regular basis and provide quarterly reports, and any new recommendations, to DEEOIC management.

Energy Document Portal Survey

Background

The Customer Experience (CX) staff developed and implemented an optional survey in the Energy Document Portal (EDP) in July 2022. This survey is available to DEEOIC stakeholders using EDP to upload documentation related to their claim. The questions were developed using the OMB Circular [A-11 Section 280](#) guidelines and focus on the stakeholder’s experience using EDP. Most questions are on a five-point scale, with five being the best/most positive. The EDP survey was updated at the end of the second quarter and expanded to allow additional users the opportunity to participate. While there were minor changes to the survey questions, the questions that corresponded to the A-11 drivers were not changed. The FY23 Q3 report is the first time these changes have been recorded.

Results

In FY23 Quarter 3, the lowest average score, 3.62 out of 5, was received on the question related to Trust (Q: This interaction increased my trust with DEEOIC.). The question that received the highest score, 3.88 out of 5, was related to satisfaction (Q: Please rate your experience with EDP today). The results show that each score has decreased from Q2 to Q3 FY2023.

<u>A-11 Driver</u>	<u>Overall FY22</u>	<u>Q1 FY23</u>	<u>Q2 FY23</u>	<u>Q3 FY23</u>
Number Surveyed	119	55	45	149
Trust	3.92	4.20	4.09	3.62
Satisfaction	3.47	4.22	3.91	3.88
Efficiency	3.99	4.15	4.05	3.72
Transparency	4.30	4.38	4.37	3.87
Effectiveness	4.44	4.45	4.50	3.76
Ease	4.33	4.31	4.11	3.71
Employees	-	-	-	-

As noted earlier, the EDP survey was updated to coincide with functionality updates within the EDP. The decrease in the scores may be attributed to the expansion of the survey. The expanded survey now provides stakeholders using the “file a new claim” or “complete benefit payment forms” functionality with the option to take the survey and provide feedback, thus expanding the potential number of respondents greatly. Prior to this expansion, the survey was only capturing EDP users utilizing the “upload documents to existing case file” feature. This expansion resulted in a 331% increase in survey respondents from the previous quarter. Since the survey is now offered to stakeholders using multiple options/functionalities within EDP, the first question was updated to request that users identify what type of document they were submitting during their session. During the third quarter, approximately 53% of respondents identified that they were using the newer functionalities within EDP to either file a new claim or complete benefit payment forms. This may also explain the dip in scores as the process of submitting a new claim or completing benefit payment forms is more involved than simply uploading a document to their case file.

<u>Type of Document Submitted</u>	<u>Count</u>
EN-20	60
Uploading other documents to existing file	53
Uploading medical documents to existing file	16
OWCP-915 or OWCP-957	15
EE-1 or EE-2	4

The open response question (Q: Do you have any additional feedback on EDP?) solicited feedback from eighty-seven stakeholders. The most common feedback themes included general appreciation for the ability to submit documents electronically (39) and suggestions for additional improvements (21). The remainder of the comments focused on technical issues, recommendations for alternate file types to be uploaded, and difficulties navigating the web portal.

Sample of Comments:

- All in all, it was a pretty easy process. I'm not good at filling out things online. I don't do it often enough to be familiar with all the options and boxes you have to fill in, sometimes it takes a little while but all in all this was relatively easy.
- EDP is user friendly; appreciate convenience and immediate upload. Thank you.
- Why does the site not allow me to send a request in to my case handler to obtain approval for upcoming doctors' appointments? Why are the DEEOIC sites so difficult to navigate?
- Recent updates and improvements to the EDP System have made the process very convenient. The system is user friendly and very comprehensive. Appreciate these upgrades very much!
- Using the portal gives me peace of mind as AR and saves me time to do the traditional mailing system. I'd like more info on how to do the EN-20 thru the portal system.

Recommendations/Actions Implemented

The Outreach and Customer Experience (OCXU) Team continues to work with the Business Process Owners (BPOs) in the Performance Management Branch (PMB) to enhance the functionality within the Energy Document Portal to better serve our stakeholders. As a result of prior feedback, DEEOIC worked with the BPOs to help implement additional payment forms (OWCP-915 and OWCP-957) in early March 2023 that allows claimants to submit requests for reimbursement electronically. After the implementation of these new forms, the Outreach and CX Team worked with the BPOs to ensure that all EDP users were provided with the option to take the survey. By expanding the scope of the service and survey, the Team obtained more robust feedback on the service. While retooling and expanding the survey, additional questions were added to the survey which allows respondents to give feedback related to any technical issues they may experience. With this information, the BPOs can contact those individuals and gather direct feedback on reported technical issues in order to provide better service to all of our stakeholders. Additionally, the Team placed a link to the survey on the EDP landing page in order to capture more attention from our stakeholders. OCXU will continue to monitor feedback gathered from the EDP survey and implement necessary changes to better serve our stakeholders.

DEEOIC Webinar Survey

Background

The Customer Experience (CX) staff revised an existing post-webinar survey for webinar attendees to better align with OMB Circular [A-11 Section 280](#) guidance. The new survey was deployed in FY22 Q2. This survey is sent via email to all webinar attendees. Seven questions are on a five-point scale, with five being the best/most positive. Two questions are open-ended, and one question is multiple choice. In FY23 Quarter 3, there were three webinars, and the results are reported in aggregate.

Results

In FY23 Quarter 3, there were three webinars reported in aggregate. The overall results continue to reflect the stakeholder’s appreciation for the webinars. It is notable the survey results increased in every category, and all are above the 4 level. The most significant increase comes from the satisfaction category, which jumped from 4 to 4.41. We believe this is partially attributable to the practice of reviewing past webinar surveys to determine new topics, which allows us to present on topics of interest for attendees.

<u>A-11 Driver</u>	<u>Overall FY22</u>	<u>Q1 FY23</u>	<u>Q2 FY23</u>	<u>Q3 FY23</u>
Number Surveyed	147	32	98	64
Trust	3.98	4.16	3.96	4.15
Satisfaction	4.03	4.38	4.00	4.41
Efficiency	4.25	4.38	4.33	4.40
Transparency	4.39	4.65	4.39	4.54
Effectiveness	4.29	4.66	4.32	4.64
Ease	4.42	4.72	4.43	4.60
Employees	4.44	4.71	4.33	4.47

It is clear from the responses that the current webinar marketing tactics continue to work well as 90% of survey respondents noted that they heard about the webinar via email. The open response questions on the webinar survey ask respondents to identify the most and least valuable parts of the webinars as well as request suggestions for future topics. When asked about the most and least valuable parts of the webinar, survey respondents tend to focus mainly on the content that they found valuable with very few leaving comments about what was least valuable. One suggestion that has appeared in several previous webinar surveys is to provide case examples or hypothetical scenarios to help the audience understand how the content applies to actual cases. Another possible reason for the increase in the satisfaction rating is found in the open-ended responses to this question. We received multiple comments expressing satisfaction with the presenters and their knowledge of the topic, which demonstrates the importance of ensuring that the scheduled webinar presenters are Subject Matter Experts on the topic at hand.

Sample of Comments for Most and Least Valuable Parts of Webinar:

- I really liked the fact that we can download copies of the presentations which will be extremely useful! I was also impressed that all questions were thoroughly addressed and answered. May have needed a medical rep in the webinar to answer those types of questions.
- All the information was valuable to me.
- The presentation was from the point of view of the Claimant and Authorized Representative, and the discussion/editorial was local and easily understood, the examples provided appropriate context.

- Most valuable: Methods and procedures for case review and re-evaluation.
- The quality of the information provided was so helpful and I learned a great deal. Thank you for your time and sharing your experience and knowledge.

Sample of Comments for Suggestions for Future Webinar Topics:

- Would love to see stats – how many energy workers have been impacted by this program over the years? Would also like to see approximate timelines between one step to the next in the process.
- Part B requirements.
- Process needed to upgrade authorized medication and treatment coverage for the white card.
- Pre-authorization process – when you need it and how to go about it.
- How to access the many forms needed and what to do with each form.

Recommendations/Actions Implemented

After every webinar, the Outreach and CX Team review suggestions and requests for webinar topics to determine the upcoming webinar topics/schedule. After reviewing the survey feedback, the Team would like to recommend the following two webinar topics in the upcoming fiscal year:

- Medical Benefits Overview
- History, differences, and eligibility of Part B vs. Part E

Several suggestions for future webinars were related to medical benefits. Given the number of replies related to this topic, and the variety of aspects of medical benefits respondents would like to learn about, a thorough overview of medical benefits under the EEOICPA would be a good topic for future consideration. There were also several suggestions related to Part B of the EEOICPA such as “Part B requirements” and “Obtaining Part B certification” as well as another comment regarding how to reopen a Part B claim and what steps are taken to determine if the claim is approved. Based on these comments, a webinar explaining the history, differences, and eligibility of Part B vs. Part E of the program may be beneficial for DEEOIC stakeholders.

The Team will continue to review the webinar surveys and will provide suggestions relative to the feedback received from the stakeholders in making recommendations with upcoming FY23 and FY24 webinars.

DEEOIC Phone Survey

Background

The Outreach and CX Team revised an existing phone survey in FY22 Q1 as the prior survey did not align with OMB Circular [A-11 Section 280](#) guidance. This survey is offered to stakeholders who call DEEOIC phone lines. Seven questions are on a five-point scale, with five being the best/most positive. One question is multiple choice and used only to differentiate between service designations for quarterly high-impact service provider (HISP) reporting.

Results

For FY23 Quarter 3, the lowest average score, 4.06 out of 5, was received on both the question related to transparency (Q: I was treated fairly) and the question related to effectiveness (Q: My need was addressed). The question that received the highest score, 4.53 out of 5, was related to ease (Q: It was easy to get my questions answered or my needs met).

<u>A-11 Driver</u>	<u>Overall FY22</u>	<u>Q1 FY23</u>	<u>Q2 FY23</u>	<u>Q3 FY23</u>
Number Surveyed	275	61	52	35
Trust	4.14	4.15	4.40	4.37
Satisfaction	4.36	4.31	4.62	4.35
Efficiency	4.18	4.23	4.70	4.09
Transparency	4.51	4.43	4.76	4.06
Effectiveness	4.21	4.03	4.60	4.06
Ease	4.23	4.11	4.60	4.53
Employees	4.49	4.45	4.78	4.38

General overall results continue to suggest that assistance gathered through our phone lines is well received by stakeholders as phone survey scores are routinely above a 4.0. This quarter showed a slightly decreased average score in all categories as compared to the previous quarter (FY23 Q2), however averages remain above a 4.0 and the current quarter's number of respondents was relatively small as compared to previous FY23 quarters (35 responses in quarter 3 vs. 61 and 52 responses in quarters 1 and 2).

Recommendations/Actions Implemented

Due to consistent averages scores above a 4.0, there are no recommendations at this time. The team will continue to monitor scores, especially in light of minor decreases in three categories.

DEEOIC Resource Center Survey

Background

The Outreach and CX Team revised an existing survey for Resource Center visitors to better align with OMB Circular [A-11 Section 280](#) guidance. The new survey was deployed in FY22 Q4. This survey is available to all visitors at the 11 Resource Centers. Six questions are on a five-point scale, with five being the best/most positive. Two questions are multiple choice, one is a yes/no, and one is open-ended.

Results

General overall results continue to indicate that Resource Centers are very well received by stakeholders as the scores remain consistent quarter to quarter. For FY23 Quarter 3, the lowest average score, 4.85 out of 5, was received on the question related to ease (Q: It was easy to complete what I needed to do at the Resource Center today). The question that received the highest score, 4.94 out of 5, was related to employees (Q: Employees I interacted with today were helpful). There were three questions relative to satisfaction (Q: I am satisfied with the service I received at the Resource Center today), efficiency (Q: My Resource Center visit took a reasonable amount of time), and transparency (Q: I was treated fairly today) that received the second highest scores of 4.93 out of 5.

A-11 Driver	Overall FY22	Q1 FY23	Q2 FY23	Q3 FY23
Number Surveyed	76	104	126	66
Trust	4.86	4.92	4.86	4.88
Satisfaction	4.96	4.94	4.96	4.93
Efficiency	4.93	4.86	4.89	4.93
Transparency	4.93	4.94	4.97	4.93
Effectiveness	4.92	4.90	4.94	4.88
Ease	4.96	4.91	4.93	4.85
Employees	4.97	4.96	4.96	4.94

The majority of surveys from this quarter were from stakeholders using the Espanola (30%) and Oak Ridge (29%) Resource Centers.

Which Resource Center did you visit today?	Count
Espanola	20
Oak Ridge	19
Savannah	11
Las Vegas	5
Idaho	4
Paducah	3
California	2
Denver	2

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Based on survey results, the Resource Center customers continue to seek assistance from the Resource Center employees with filing a claim or to submit adjudication documents. A total of 70% of Resource Center survey respondents indicated that they visited for these reasons.

Please indicate the reason for your visit today.	Count
Filing a claim	28
Submitting documents	16
Completing an Occupational History Questionnaire interview	8
Medical bill payment assistance	6
General program information	2
Status of your claim	2
Travel Reimbursement	1

The overwhelming majority of survey respondents were able to either resolve their issue during the visit in question or schedule a follow-up. Only 2 of the 66 survey respondents, approximately 3%, indicated that they did not receive a date when they would expect a follow-up contact related to their concern.

Sample of Comments:

- This was the 4th or 5th time I have visited the Resource Center and I was very satisfied with the assistance I received. The last 3 times I saw [name redacted] and she could not have been more helpful. A very pleasant and knowledgeable person. A pleasure to work with. EDP is user friendly; appreciate convenience and immediate upload. Thank you.
- Very helpful for what we needed. Would recommend this office.
- Always treated professionally and with exceptional knowledge.
- [Name redacted] is an awesome caseworker. From the first time I met him, he has always gone above and beyond to ensure my questions were answered and my needs were met.
- I really appreciated all of the help today. My caseworker was so patient and spent so much time going through the Occupational History Questionnaire. We never felt rushed and she was so helpful. Thank you so much.

Recommendations/Actions Implemented

There are no recommendations or actions at this time. The scores from the Resource Center survey are very high across the board. The Team will continue to collect and analyze responses, providing recommendations as necessary. survey on the EDP landing page in order to capture more attention from our stakeholders. OCXU will continue to monitor feedback gathered from the EDP survey and implement necessary changes to better serve our stakeholders.