

DEEOIC Ongoing Survey Report Fiscal Year 2023 Quarter 4

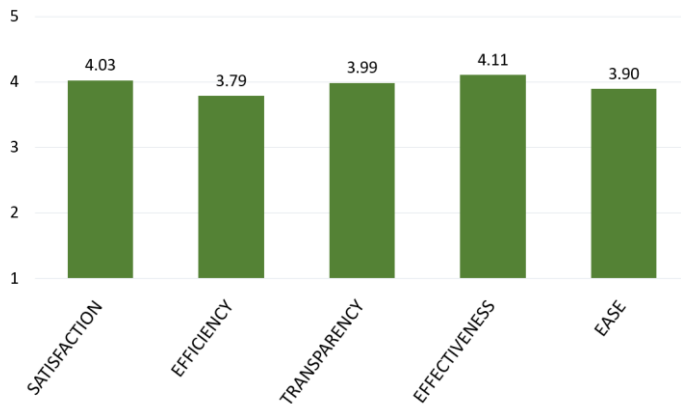
Purpose

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 fourth quarter of FY23 and any associated recommendations from the team’s analysis of the results.

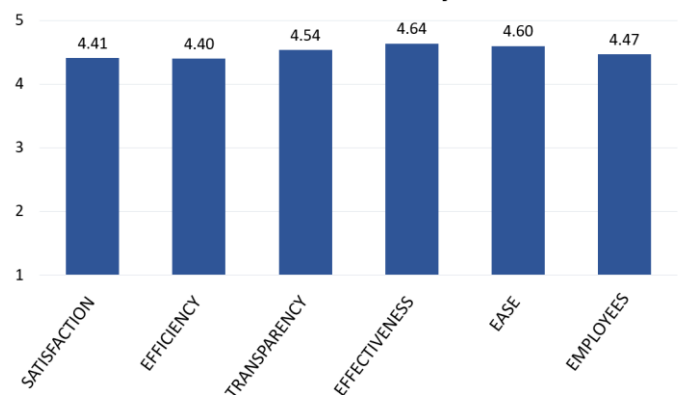
Results

FY23 Quarter 4 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 efficiency metric (Q. It took a reasonable amount of time to complete my task/attend this webinar). The scores for the efficiency metric on the EDP and webinar survey were 3.79 and 4.10, respectively. Interestingly, the highest category score on both these surveys, EDP and webinar, was for effectiveness (Q. I was able to complete the task I set out to do in EDP/This webinar provided valuable information on this topic). The scores for the effectiveness metric on the EDP and webinar survey were 4.11 and 4.64, respectively. The lowest score for any data point during the quarter was found on the efficiency 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 4.9 or higher. Every survey methodology except for EDP received average scores above 4.0 for each metric. It remains clear from the survey results that DEEOIC stakeholders appreciate the tools and resources that are available to them.

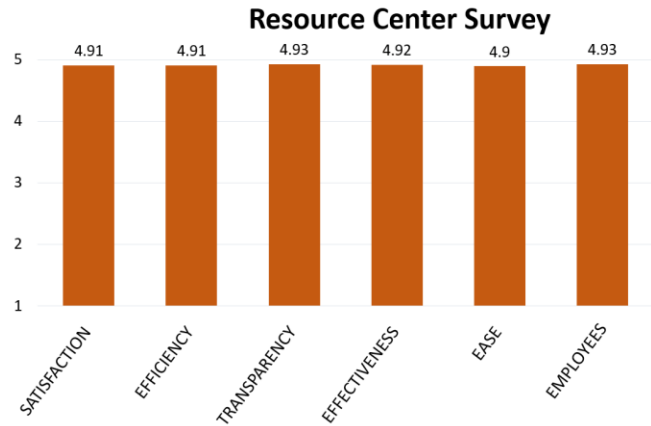
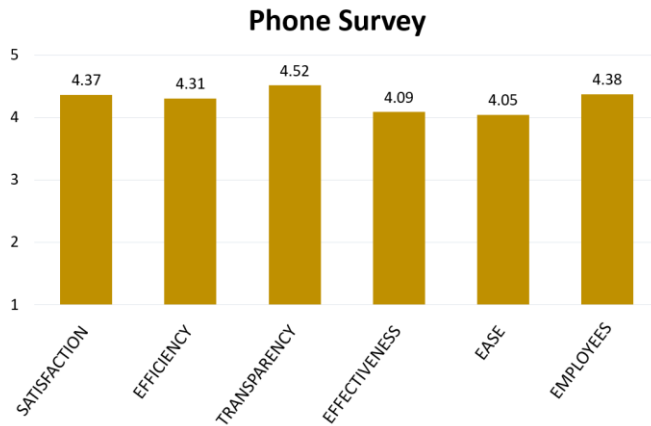
EDP Survey



Webinar Survey



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Recommendations

As these scores continue to reflect high rates of satisfaction with the tools/resources provided, the Outreach and Customer Experience Team has few recommendations this quarter. OCXU does plan to take the scheduled downtime between webinars to thoroughly review webinar suggestions and solicit feedback from DEEOIC employees to develop a thoughtful webinar plan for FY24. OCXU plans to make the schedule and promote the events with more lead time in FY24 to allow stakeholders – and DEEOIC or partner agency presenters - to easily plan their attendance. The Team will continue review the ongoing survey questions in FY24 to ensure that the appropriate questions are being asked and the feedback is being utilized appropriately.

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.

Results

In FY23 Quarter 4, the lowest average score, 3.90 out of 5, was received on the question related to Trust (Q: This interaction increased my trust with DEEOIC.) and Ease (Q: It was easy to complete my task in EDP). The question that received the highest score, 4.11 out of 5, was related to Effectiveness (Q: I was able to complete the task I set out to do in EDP). The results show that each score has increased from Q3 to Q4 FY2023.

A-11 Driver	Overall FY22	Q1 FY23	Q2 FY23	Q3 FY23	Q4 FY23	Overall FY23
Number Surveyed	119	55	50	149	146	400
Trust	3.92	4.20	4.09	3.62	3.90	3.86
Satisfaction	3.47	4.22	3.91	3.88	4.03	4.00
Efficiency	3.99	4.15	4.05	3.72	3.79	3.86
Transparency	4.30	4.38	4.37	3.87	3.99	4.05
Effectiveness	4.44	4.45	4.50	3.76	4.11	4.08
Ease	4.33	4.31	4.11	3.71	3.90	3.91
Employees	-	-	-	-	-	-

As noted earlier, the EDP survey was updated in Q3 to coincide with functionality updates within the EDP. While the scores for Q3 were lower than normal, the increase in scores from Q3 to Q4 is a return to the average scores throughout FY24. This increase is likely due to users being more familiar with the changes made and technical issues being addressed. The expansion continues to show an increased frequency of survey responses with Q3 and Q4 generating a 181% increase in responses compared to Q1 and Q2. 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 fourth quarter, approximately 50% of respondents identified that they were using the newer functionalities within EDP to either file a new claim or complete benefit payment forms. Overall, the number of survey responses and the increase in scores show that the changes have been successful. DEEOIC will continue to monitor the results of the survey and make necessary adjustments and improvements in FY24.

<u>Document Type Submitted</u>	<u>Count</u>
EN-20	62
Uploading other documents to existing file	47
Uploading medical documents to existing file	22
OWCP-915 or OWCP-957	10
EE-1 or EE-2	4

The open response question (Q: Do you have any additional feedback on EDP?) solicited feedback from seventy-six stakeholders. The most common feedback themes included general appreciation for the ability to submit documents electronically (41) and suggestions for additional improvements (17). 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:

- It worked well. It took me a few minutes to navigate through the process, but overall the experience was good, and I was able to accomplish uploading my file.
- Thank you for providing the opportunity for claimants to file electronically through the EDP portal. It saves time and is a very efficient use of technology.
- It was not clear whether I should hit submit since I hadn't uploaded anything. So the starting point was somewhat unclear. Once things got started everything flowed smoothly.
- I found using EDP was preferred due to ability to prepare, review and correct any errors which is greatly preferred over using a paper copy.
- Being able to find and submit online forms, such as the EN-20, takes less time and makes the filings available in real-time. It also cuts down on paper documents and gives access to the information in one place.

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. After the implementation of these new forms, the Outreach and CX Team worked to implement the general feedback and mitigate the technical issues that were identified by survey respondents. After the success of the EDP expansion, BPO and OCXU have identified additional forms to be included in EDP. In FY24, these additional forms will be added to the system and the survey will be updated to include these as options. As with the previous expansion, special attention will be placed on the feedback provided by the respondents who identify any technical issues or general feedback. OCXU will continue to monitor the 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 4, there were two webinars reported in aggregate. The overall results continue to reflect the stakeholder’s appreciation for the webinars. While the scores for the webinars decreased in every category for Q4, this can be partially explained by the low survey response rate when compared to Q2 and Q3. The majority of scores for Q4 were still above a 4.0. The two categories that did not receive above a 4.0 for Q4 were trust (3.92) and satisfaction (3.96). It is worth mentioning that the overall scores for FY23 were all above a 4.0 with the lowest overall score of 4.04 on the trust category (Q. This interaction increased my trust in DEEOIC) and the highest overall score of 4.52 on the ease category (Q. It was easy to attend this webinar).

A-11 Driver	Overall FY22	Q1 FY23	Q2 FY23	Q3 FY23	Q4 FY23	Overall FY23
Number Surveyed	147	32	98	64	24	218
Trust	3.98	4.16	3.96	4.15	3.92	4.04
Satisfaction	4.03	4.38	4.00	4.41	3.96	4.16
Efficiency	4.25	4.38	4.33	4.40	4.22	4.35
Transparency	4.39	4.65	4.39	4.54	4.38	4.46
Effectiveness	4.29	4.66	4.32	4.64	4.17	4.43
Ease	4.42	4.72	4.43	4.60	4.46	4.52
Employees	4.44	4.71	4.33	4.47	4.29	4.44

It is clear from the responses that the current webinar marketing tactics continue to work well as 80% of survey respondents noted that they heard about the webinar via email and 13% learned about the webinar on our website. 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. Q4 survey respondents appear to have varied reactions to the Question and Answer portion of the webinars. Some respondents expressed gratitude for the opportunity to ask questions while others stated that there were too many questions or that their questions were not answered.

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

- The least valuable and most boring was having someone read the slides to us. We can read them ourselves. Just give us additional information about the slides to explain them. The presenters could have been better--better prepared, better presenters, better at explaining the information. Some of the questions and answers were useful.
- I knew nothing about Part B and Part E but now understand what they are.
- Good time length- 30 minutes. Ability to ask questions and get immediate feedback. It would be nice if there was an "add to calendar" automatic link once you signed up for the webinar.
- Good info on how to file and payouts. Good q and a session.

- Best; difference in D & E. Least; too many questions

Sample of Comments for Suggestions for Future Webinar Topics:

- Timelines. How long from submission to final decision.
- Impairment requirements.
- Impairment calculations.
- Address older claims, 1950's/1960's when the amount of medical information is limited. Speak on diagnosis that might be related to cancers but were unable to be diagnosed years ago. Part B requirements.
- I've been working on my father's benefits for 2 years, and there are still parts of this that I am not familiar with/don't understand. What is RECA?

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 the October webinar, OCXU is taking a break in the webinar schedule until January. OCXU plans to take this time to review webinar suggestions and solicit feedback from DEEOIC employees to develop a thoughtful webinar plan for FY24. OCXU is hoping to make the schedule and promote the events with more lead time to allow stakeholders to easily plan their attendance. The Team will continue sending webinar surveys following any upcoming webinars and using that feedback to make and implement recommendations during FY24.

DEEOIC Phone Survey

Background

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 the question related to ease (Q: It was easy to get my questions answered or my needs met). The question that received the highest score, 4.52 out of 5, was related to transparency (Q: I was treated fairly).

<u>A-11 Driver</u>	<u>Overall FY22</u>	<u>Q1 FY23</u>	<u>Q2 FY23</u>	<u>Q3 FY23</u>	<u>Q4 FY23</u>	<u>Overall FY23</u>
Number Surveyed	275	61	52	35	72	220
Trust	4.14	4.15	4.40	4.37	4.06	4.25
Satisfaction	4.36	4.31	4.62	4.35	4.37	4.41
Efficiency	4.18	4.23	4.70	4.09	4.31	4.33
Transparency	4.51	4.43	4.76	4.06	4.52	4.44
Effectiveness	4.21	4.03	4.60	4.06	4.09	4.20
Ease	4.23	4.11	4.60	4.53	4.05	4.32
Employees	4.49	4.45	4.78	4.38	4.38	4.50

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’s results were similar to previous quarters, with slight increases on the questions related to satisfaction, efficiency, transparency, and effectiveness, and a slight decrease on the questions related to trust and ease. The number of respondents in Quarter 4 more than doubled from the previous quarter (72 respondents in Q4 vs. 35 respondents in Q3).

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 on the phone survey.

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 4, the lowest average score, 4.86 out of 5, was received on the question related to trust (Q: This interaction increased my trust in DEEOIC.). Two questions received a 4.93 out of 5, this included the employees question (Q: Employees I interacted with today were helpful) and the transparency question (Q: I was treated fairly today.). Overall FY23 scores remain very high with no score lower than an average of 4.88 out of 5.

<u>A-11 Driver</u>	<u>Overall FY22</u>	<u>Q1 FY23</u>	<u>Q2 FY23</u>	<u>Q3 FY23</u>	<u>Q4 FY23</u>	<u>Overall FY23</u>
Number Surveyed	76	104	126	66	110	406
Trust	4.86	4.92	4.86	4.88	4.86	4.88
Satisfaction	4.96	4.94	4.96	4.93	4.91	4.94
Efficiency	4.93	4.86	4.89	4.93	4.91	4.89
Transparency	4.93	4.94	4.97	4.93	4.93	4.94
Effectiveness	4.92	4.90	4.94	4.88	4.92	4.92
Ease	4.96	4.91	4.93	4.85	4.90	4.90
Employees	4.97	4.96	4.96	4.94	4.93	4.95

The majority of surveys from this quarter were from stakeholders using the Espanola (34%), Savannah River (20%), and Oak Ridge (19%) Resource Centers.

<u>Which Resource Center did you visit today?</u>	<u>Count</u>
Espanola	37
Savannah River	22
Oak Ridge	21
Paducah	11
Las Vegas	9
New York	4
Portsmouth	2
California	1
Hanford	1
Idaho	1

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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 67% of Resource Center survey respondents indicated that they visited for these reasons.

Please indicate the reason for your visit today.	Count
Filing a claim	49
Submitting documents	24
Completing an Occupational History Questionnaire interview	10
Medical bill payment assistance	10
Status of your claim	4
General program information	2
Travel Reimbursement	2
Impairment	2

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 110 survey respondents for Q4, approximately 2%, indicated that they did not receive a date when they would expect a follow-up contact related to their concern.

Sample of Comments:

- It has been very helpful to have a person locally to help with the paperwork.
- They have always been very helpful when I have come for advice.
- [Name Redacted] was great to work with and she answered all of my questions. She is very knowledgeable and professional – as is all of the staff in the office.
- My experience was very informative and thorough, they did a great job in my opinion.
- [Name Redacted] was diligent, informative, and extremely kind. If everyone needing their assistance is as lucky to have them as we were, they will be in great hands!

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.