

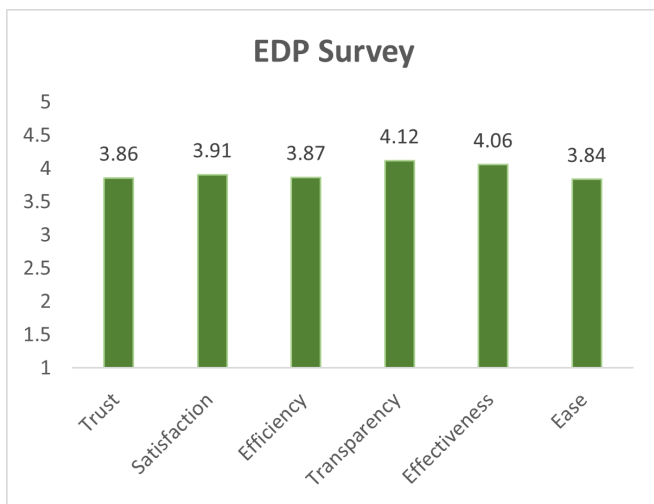
DEEOIC Ongoing Survey Report
Fiscal Year 2024 Quarter 1

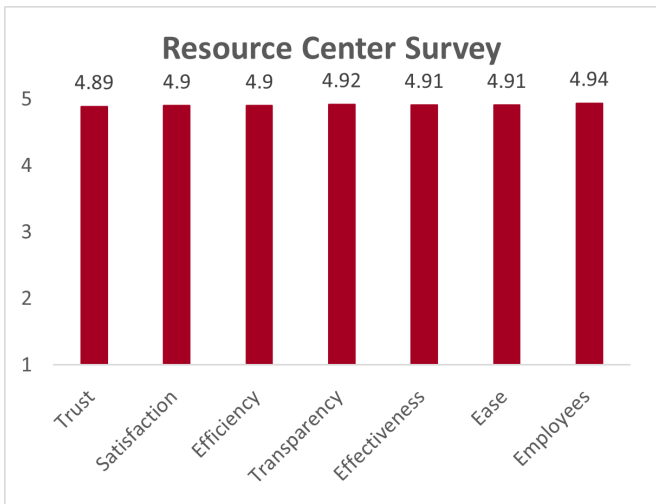
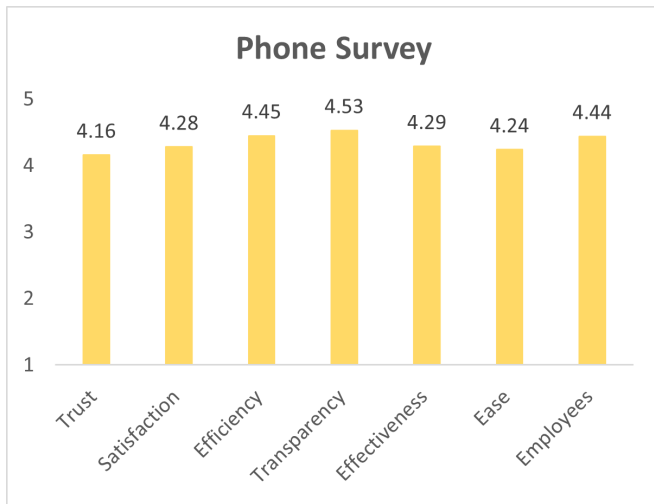
Purpose

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 first quarter of FY24 and any associated recommendations from the team’s analysis of the results.

Results

FY24 Quarter 1 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 (Resource Center and webinar), the highest scores on the survey were related to the employees metric (Q. The employees presenting this webinar were helpful/The employees I interacted with were helpful). This is a fairly common finding within DEEOIC as stakeholders seem to regularly score interactions with employees on the higher end. The scores for the employee metric on the webinar and Resource Center survey were 4.37 and 4.94, respectively. The lowest score for any data point during the quarter was found on the ease question on the EDP survey (Q. It was easy to complete my task in EDP) which received a 3.84. Per usual, 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 4.89 or higher. Only two survey methodologies, EDP and webinar, received any scores below 4.0 for any metric. It remains clear from the survey results that DEEOIC stakeholders appreciate the tools and resources that are available to them.





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. The DEEOIC yearly webinar series will begin again in late January and OCXU plans to implement some feedback from those surveys to help make the webinar experience more pleasant for the stakeholders. The Team has also published the webinar topics for the first few months on the website to help allow stakeholders more time to adequately plan their attendance. Feedback on all the surveys will be continuously reviewed and analyzed to identify further improvements that will positively impact the DEEOIC customer experience.

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 of FY23 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 FY24 Quarter 1, the lowest average score, 3.84 out of 5, was received on the question related to ease (Q: It was easy to complete my task in EDP). The question that received the highest score, 4.12 out of 5, was related to transparency (Q: I understood the instructions throughout the process).

A-11 Driver	Overall FY22	Overall FY23	Q1 FY24
Number Surveyed	119	400	146
Trust	3.92	3.86	3.86
Satisfaction	3.47	4.00	3.91
Efficiency	3.99	3.86	3.87
Transparency	4.30	4.05	4.12
Effectiveness	4.44	4.08	4.06
Ease	4.33	3.91	3.84
Employees	-	-	-

The scores for the first quarter were similar across the board to the overall scores from FY2023. The results show that the average score for half of the driver questions decreased only slightly from FY23 to the first quarter of FY24 while the other questions showed a small increase. Overall, the EDP survey continues to be one of DEEOIC’s most used survey, with an average of 144 responses per quarter. Additional expansions to the online portal are being considered according to the needs expressed by the users in the free response section of the survey. Overall, the number of survey responses and the similarity in scores show that the changes since implementation have been successful.

Document Type Submitted	Count
EN-20	68
Uploading other documents to existing file	46
Uploading medical documents to existing file	20
OWCP-915 or OWCP-957	2
EE-1 or EE-2	2

It is interesting to see that approximately half of survey respondents indicated that they were using the system to submit a Form EN-20 form (Acceptance of Payment). It appears that only a small percentage (3%) of survey respondents are filing new claims through the system. The last question on the survey, the open response question (Q: Do you have any additional feedback on EDP?), solicited feedback from sixty-nine stakeholders. The most common feedback themes included general appreciation for the ability to submit documents electronically (29) and suggestions for additional improvements (14). The remainder of the comments focused

on technical issues, recommendations for alternate file types to be uploaded, and general difficulties navigating the web portal.

Sample of Comments:

- Thank you to the entire DEEOIC team for making this difficult experience as streamlined as it can be. Thank you to everyone I've spoken with on the phone and communicated with via mail. You are all extremely kind and professional.
- It was very user friendly and I was able to complete my task without any problem.
- I had to do serious searching to determine which URL to click in order to send a document. Once I had the correct URL, the rest of the effort was straight forward.
- I had a hard time getting to Form EN-20 but once there it was fairly simple. The idea of signing electronically is outstanding.
- This website is in need of fixing or completely redone. It is so hard to do a simple task
- I am definitely NOT computer savvy but this process was very easy to complete. Thanks for making this old lady's day by allowing her to do this without help and saving a trip to the post office.
- It took longer to get my printer to scan the document than it did to upload it using EDP. Thank you for having a user-friendly portal!

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. Additionally, during the first quarter, OCXU worked with OCIO to update the DEEOIC EDP landing page and include an email address where stakeholders can get EDP technical help. After the success of the EDP expansion, BPO and OCXU identified additional forms that are going to be included in EDP. During the second quarter of FY24, these additional forms will be added to the system and the survey will be updated to include these 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 about these new forms. OCXU will continue to monitor the feedback gathered from the EDP survey and implement necessary changes to better serve our stakeholders. DEEOIC will continue to monitor the results of the survey and make necessary adjustments and improvements throughout FY24.

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 FY24 Quarter 1, there was only one webinar and the results are presented below.

Results

In FY24 Quarter 1, there was one webinar. The survey results for this webinar show that stakeholders continue to appreciate the webinar format as an outreach tool and method of communication. The satisfaction question received the lowest score at 3.98 (Q: Please rate your overall webinar experience). This question was the only question during the first quarter that did not receive a score of 4.0 or higher. The question related to employees (Q: The employees presenting this webinar were helpful) received the highest score of 4.37 followed closely by the transparency question (Q: I understood what I needed to do to participate in this webinar). Although there was a slight decrease in these scores from the overall FY23 statistics, the scores remained high. With only one webinar being held in the first quarter, there is not enough data to determine if this is indicative of lower trending scores or something related to this particular webinar/topic. The overwhelming majority of attendees (85.4%) heard about the webinar through agency email distribution lists, indicating that this advertising method continues to be an effective way to promote the webinars.

A-11 Driver	Overall FY22	Overall FY23	Q1 FY24
Number Surveyed	147	218	41
Trust	3.98	4.04	4.00
Satisfaction	4.03	4.16	3.98
Efficiency	4.25	4.35	4.02
Transparency	4.39	4.46	4.32
Effectiveness	4.29	4.43	4.24
Ease	4.42	4.52	4.20
Employees	4.44	4.44	4.37

Overall, the scores for this webinar remained high and the majority of the feedback was positive. The responses received regarding the most valuable parts of the webinar were mostly related to information and resources provided during the presentation. It is clear from the responses that many attendees were appreciative of the detailed level of program information and the resources provided. For the least valuable part of the webinar, the responses received expressed dissatisfaction with aspects of the question-and-answer session. There were two comments regarding the end of the question-and-answer session being “rambling” or not as valuable. Another comment expressed dissatisfaction at not being able to see the answers that were being given in writing and another stated that the attendee had to ask a question multiple times to receive an answer. Based on the feedback from attendees, OCXU will provide additional guidance to presenters prior to future webinars. The guidance will instruct the presenters to focus on giving clear and concise answers to questions and focusing on one question at a time to ensure the question is fully responded to before moving to the next. It is also worth noting that while there were several negative comments related to the question-and-answer session, there were also multiple comments received from attendees who found the session to be the most valuable.

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

- Most Valuable: anything that was explained for hands on how to do something.
- Presentation stayed on target with objectives and Q&As were addressed in good detail and additional web resource references were provided.
- I was a sponge, at this time my answers will be neutral because it is my first webinar and a 9 month Award participant.
- The Q&A portion of the webinar, especially the questions about medical reimbursements going back the claim filing date for DX conditions, CMC process, telemedicine for homebound patients and how the DOL accommodates, etc.
- Most important was the information about navigating the different areas of DEEOIC website, etc. The least valuable was not being able to see what the answers were to the questions that were asked.
- Most valuable was the solid PDF. Q&A got a little rambling at the end.
- Disappointed. I feel the questions selected were cherry picked. The difficult ones were not answered. I will be following up with phone calls.
- I had to ask my question three times for it to be answered.

Sample of Comments for Suggestions for Future Webinar Topics:

- How to submit items for pre-approval I had the experience of documents getting separated and our old MBE couldn't get it all together- how does that work- we had spent months wondering what the MBE did- who it was and how do access him with our information.
- How is DEEOIC providing information to medical physicians/med providers regarding the program and how they will make a difference regarding the shortage of physicians in many states.
- The necessity of using an enrolled provider was useful. But if an enrolled medical provider refers a claimant to a different specialist(s), do they need to be enrolled as well?
- Provide clear specifics for the applicable medical conditions.
- HHC requests, initials and renewals, how to get corrections to approvals in CNSI.
- What diseases and diagnoses are covered.
- Obtaining additional White Card coverage, i.e., I am covered for chemical exposure but not currently covered for radiological exposure and am still waiting for Dose Reconstruction report.

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. The suggestions received from post-webinar surveys for the October 2023 webinar indicate that there continues to be significant stakeholder interest in learning more about medical coverage under the EEOICPA. Specific topics referenced in responses include enrolled providers, medical authorizations, and reimbursements. Additionally, there were several comments related to adding additional medical conditions to claims and what types of conditions are covered. In response to these suggestions, OCXU created several topics for the coming calendar year 2024 schedule. These topics include medical benefit authorizations, medical benefits coverage and reimbursements, covered conditions, and tools and resources available to claimants. The schedule of webinar topics for the first 3 months of the calendar year was posted on the DEEOIC website in January. Additionally, based on the feedback from attendees, OCXU will provide additional guidance to presenters prior to future webinars. The guidance will instruct the presenters to focus on giving clear and concise answers to questions and focusing on one question at a time to ensure that attendees are able to fully understand the answer and that they feel their question was answered adequately.

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 FY24 Quarter 1, the phone survey scores remained consistently high. The lowest score 4.16 out of 5, was received on the question related to trust (Q: This interaction increased my trust in DEEOIC). The question that received the highest score, 4.53 out of 5, was related to transparency (Q: I was treated fairly).

<u>A-11 Driver</u>	<u>Overall FY22</u>	<u>Overall FY23</u>	<u>Q1 FY24</u>
Number Surveyed	275	220	64
Trust	4.14	4.25	4.16
Satisfaction	4.36	4.41	4.28
Efficiency	4.18	4.33	4.45
Transparency	4.51	4.44	4.53
Effectiveness	4.21	4.20	4.29
Ease	4.23	4.32	4.24
Employees	4.49	4.50	4.44

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 from overall FY23 scores on the questions related to efficiency, transparency, and effectiveness, and a slight decrease on the questions related to trust, satisfaction, ease, and employees.

Recommendations/Actions Implemented

Due to consistent average scores above 4.0, there are no recommendations related to survey results at this time. The DEEOIC Resource Centers, who answer all calls coming into the call queue continue to significantly improve the average speed of answer from the previous year, resulting in decreased average wait times for callers. This possibly explains the increased scores for efficiency and effectiveness. The team will continue to closely monitor scores on the phone survey as well as call center performance reports.

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 the stakeholders for the first quarter of FY24. The lowest average score is 4.89 out of 5, was received on the question related to trust (Q: This interaction increased my trust in DEEOIC.). The highest score was a 4.94 out of 5, on the employee focused question (Q: The employees I interacted with today were helpful) which was followed closely by the transparency question (Q: I was treated fairly today) at 4.92.

A-11 Driver	Overall FY22	Overall FY23	Q1 FY24
Number Surveyed	76	406	106
Trust	4.86	4.88	4.89
Satisfaction	4.96	4.94	4.90
Efficiency	4.93	4.89	4.90
Transparency	4.93	4.94	4.92
Effectiveness	4.92	4.92	4.91
Ease	4.96	4.90	4.91
Employees	4.97	4.95	4.94

The majority of surveys from this quarter were from stakeholders using the Espanola (33%), Savannah River (17%), and Oak Ridge (9%) Resource Centers.

Which Resource Center did you visit today?	Count
Espanola	35
Savannah River	18
Oak Ridge	10
Paducah	9
Las Vegas	6
Hanford	6
Denver	3
New York	3
California	2
Portsmouth	2
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 61% of the 106 Resource Center survey respondents indicated that they visited for these reasons.

Please indicate the reason for your visit today.	Count
Filing a claim	43
Submitting documents	22
Completing an Occupational History Questionnaire interview	11
Status of your claim	9
Medical bill payment assistance	6
Travel reimbursement	3
Impairment	2
General program information	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 106 survey respondents for Q1, 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:

- Quick and helpful service.
- Superb interaction.
- The caseworker was very informative supportive compassionate and a great listener she has great customer service.
- Good people are a blessing to be around thanks God bless.
- The representative was very professional and knowledgeable of her job.
- The casework is amazing. She was very patient with showing me how to use the computer upload etc.

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.