

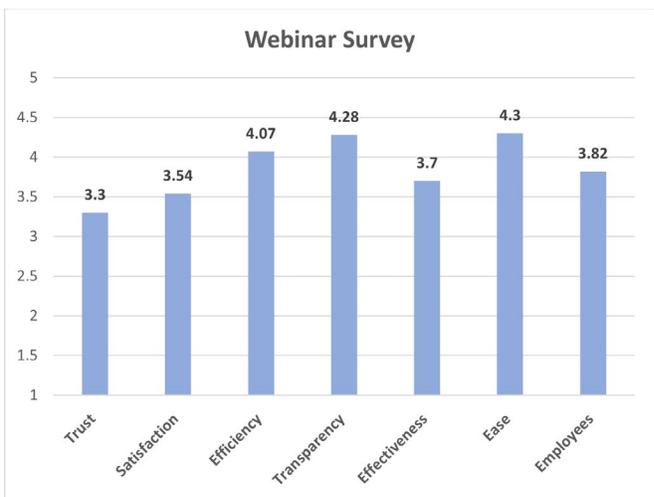
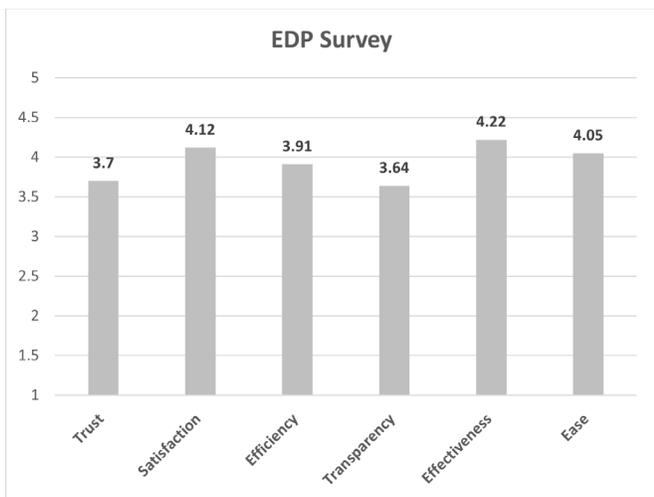
DEEOIC Ongoing Survey Report
Fiscal Year 2024 Quarter 2

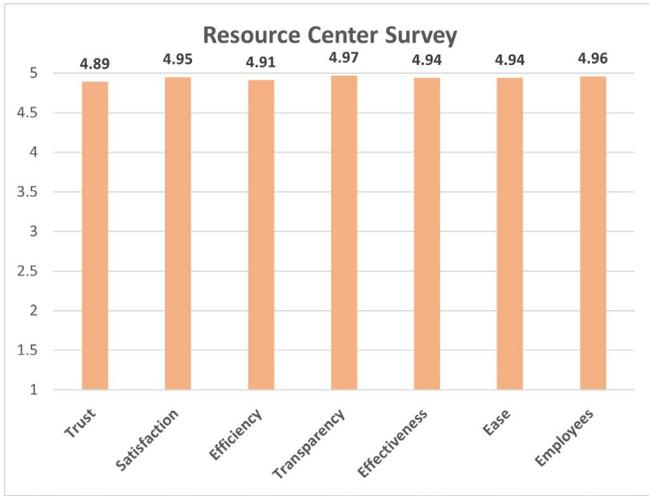
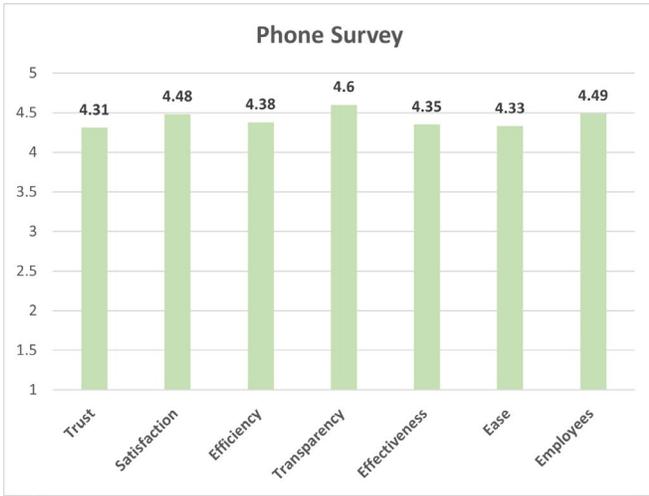
Purpose

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 (EDP) 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 second quarter of FY24 and any associated recommendations from the team’s analysis of the results.

Results

FY24 Quarter 2 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 (webinar and Resource Center), the lowest scores on the survey were related to the trust metric (Q: Based on my experience during this webinar, I trust DEEOIC to fulfill our country's commitment to nuclear workers and their families). The scores for the trust metric on the webinar and Resource Center survey were 3.3 and 4.89, respectively. The lowest score for any data point during the quarter was found on the trust question on the webinar survey. Trust being one of the lower scores on the surveys is common within DEEOIC, given the population that we serve, but DEEOIC remains committed to using the information from these surveys to help identify ways to increase trust among our stakeholders. As usual, the Resource Center survey had the highest scores across the board. Every question on the Resource Center survey this quarter received an average of 4.89 or higher. Only two survey methodologies, EDP and webinar, received scores below 4.0 for any metric. One interesting finding is that all surveys reported an ease score of 4.05 or higher for this quarter. This highlights that the tools and resources we provide DEEOIC are easy to use and accessible to our intended audience. Based on these scores and the written feedback provided, it is clear that DEEOIC stakeholders are utilizing the tools and resources available to them but that there is still room for improvement.





Recommendations

While there was a dip in webinar scores for this quarter, overall, the scores from DEEOIC ongoing surveys continue to reflect high rates of satisfaction with the tools/resources provided. Based on this, the Outreach and Customer Experience Unit (OCXU) has few recommendations this quarter. As we move into the third quarter, the Team will continue to monitor webinar scores closely and work to mitigate some of the concerns expressed by stakeholders regarding the question-and-answer session during the March webinar. The Team has discussed the possibility of recording webinars in the future and will continue to research the feasibility of making accessible recordings available on the website. Feedback on all the surveys will be continuously reviewed and analyzed by OCXU 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 and updated in the second quarter of FY23. This survey is available to DEEOIC stakeholders using EDP. 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.

Results

In FY24 Quarter 2, the lowest average score, 3.70 out of 5, was received on the question related to trust (Q: Based on this interaction, I trust DEEOIC to fulfill our country’s commitment to nuclear workers and their families). The question that received the highest score, 4.22 out of 5, was related to effectiveness (Q: I was able to complete the task I set out to do in EDP).

A-11 Driver	Overall FY22	Overall FY23	Q1 FY24	Q2 FY24
Number Surveyed	119	400	146	189
Trust	3.92	3.86	3.86	3.70
Satisfaction	3.47	4.00	3.91	4.12
Efficiency	3.99	3.86	3.87	3.91
Transparency	4.30	4.05	4.12	3.64
Effectiveness	4.44	4.08	4.06	4.22
Ease	4.33	3.91	3.84	4.05
Employees	-	-	-	-

The scores for the second quarter were similar across the board to the scores from first quarter. The results show that scores for four of the six of the driver questions increased from FY24 Q1 to the Q2 of FY24. Overall, the EDP survey continues to be one of DEEOIC’s most used survey, with 189 responses this 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 updates to the portal since implementation have been successful.

Document Type Submitted	Count
EN-20	72
Uploading other documents to existing file	58
Uploading medical documents to existing file	31
OWCP-915, OWCP-957 Part A, or OWCP-957 Part B	16
EE-1 or EE-2	8
EN-10, EN-11A, or EN-11B	2

It is interesting to see that 38% 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 (4%) 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 103 stakeholders. The most common feedback themes included general appreciation for the ability to submit documents electronically (56) and suggestions for additional improvements (26). 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:

- A positive experience for this Terminal case. Thanks to everyone who made this happen so expeditiously for this claimant.
- Really like the ability to enter multiple travel dates for the same provider. Very much a time-saver!
- This was a surprisingly user-friendly interface and the experience was comforting. For a government-provided system, I find no faults. Keep up the good work.
- It was not clear what categories to select for all of the docs I submitted. For example, I have information on Toxic Substance Exposure. I selected "Other" for lack of a better choice. Also, it would be nice to see what documents I uploaded.
- I prefer using EDP over paper forms and snail mail.
- I like having the option to sign an official document online, instead of filling out a form by hand and making sure it got to the post office. Even then, there is no guarantee it wouldn't have gotten lost.

Recommendations/Actions Implemented

OCXU 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. During the first quarter, OCXU worked with OCIO to update the DEEOIC EDP landing page and include an email address where stakeholders can contact the EDP technical help desk directly with any issues they experienced. After the success of the EDP expansion, BPO and OCXU identified additional forms that were going to be included in EDP. During the second quarter of FY24, these additional forms were added to the system and the survey was 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. In addition, a question will be added to the EDP survey in Q3 asking respondents to identify the factors that contributed to their trust rating. This question is being added in accordance with the new High Impact Service Provider (HISP) requirements from the Office of Management and Budget (OMB) and will expand our understanding of the customer's feedback. 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 the revised OMB Circular [A-11 Section 280](#) guidance. The revised survey was deployed in FY24 Q2. This survey is sent via email to all webinar attendees. Eight 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 2, there were three webinars, and the results are presented below.

Results

The survey results for the webinars show that stakeholders continue to appreciate the transparency, ease, and efficiency of webinars as an outreach tool and method of communication. This quarter the trust question received the lowest score at 3.30 (Q: Based on my experience during this webinar, I trust DEEOIC to fulfill our country's commitment to nuclear workers and their families). The question related to ease (Q: It was easy to attend this webinar) received the highest score of 4.30 followed closely by the transparency question (Q: I understood what I needed to do to participate in this webinar). Although there was a decrease in these scores compared to the previous quarter, all scores remained above a 3.0 (neutral) rating.

<u>A-11 Driver</u>	<u>Overall FY22</u>	<u>Overall FY23</u>	<u>Q1 FY24</u>	<u>Q2 FY24</u>
Number Surveyed	147	218	41	61
Trust	3.98	4.04	4.00	3.30
Satisfaction	4.03	4.16	3.98	3.54
Efficiency	4.25	4.35	4.02	4.07
Transparency	4.39	4.46	4.32	4.28
Effectiveness	4.29	4.43	4.24	3.70
Ease	4.42	4.52	4.20	4.30
Employees	4.44	4.44	4.37	3.82

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 appreciated the detailed level of program information and the resources provided. For the least valuable part of the webinar, some responses expressed dissatisfaction with aspects of the question-and-answer session and the fact that the webinars are not available for viewing at a later time. It is 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 question-and-answer session to be the most valuable part of the webinar. During the March Stakeholder Updates webinar, we received approximately 100 questions from stakeholders, with some submitting multiple questions. Given the time constraints, we were unable to answer all the questions during the session. After the webinar, DEEOIC staff collaborated to provide written answers to all questions. In addition to posting the answers on the outreach presentations section of the website, webinar registrants received an email with the answers.

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

- Obviously committed and informed leadership. I saw this as too broad. I am a claimant who submitted specific questions about reimbursement. Time did not allow them to be addressed. Reading

PowerPoint slides and discussions about nurse responsibilities is good info for some but far away from my needs.

- Valuable: Information on consequential conditions; Least valuable-confusing: failure to define terms and acronyms clearly.
- Even though the questions are posted the answers should also be posted and not 'answered verbally'. The webinar should make the recording available for future references and be able to download.
- IH Roles and how their evaluation interfaces with the doctors. At this point (we are where we are) DOE facilities lack of OSHA compliance is a moot point.
- The question-and-answer session was helpful. Also, giving information about the Inspector General for reporting issues.
- It was good to see the leadership of the DEEOIC facilitating this webinar and demonstrating vast knowledge of the program. I also appreciate their willingness to answer the questions the audience asked.
- They were picking and choosing which questions to answer instead of actually answering the hard direct ones.

Sample of Comments for Suggestions for Future Webinar Topics:

- Length of claim process.
- More radiation exposure information.
- More information for physicians, hospitals, and clinics regarding the DEEOIC program. Many providers are unfamiliar with the program and its benefits. Participating providers directory to be updated.
- Maybe have webinars for people just starting the process if one isn't already available.
- Roles of the Claims Examiner and Medical Benefits Claims Examiner. Specifically, who addresses what.
- Surviving spouse benefits.
- Clarity on DEEOIC definitions. Guided tour of platform and use of tools (some sort of indexed site map that is in plain language for claimant use).

Recommendations/Actions Implemented

During FY24 Q2, OCXU posted the schedule of webinar topics for the calendar year on the DEEOIC website. This has been well received, as several respondents mentioned they felt the posted schedule was helpful. The biggest obstacle that we are facing is the question-and-answer session. It is becoming evident that some webinar attendees, primarily professional Authorized Representatives (AR), are using the question-and-answer session to either advertise their services, or to circumvent the appropriate official channels to get their specific concerns addressed (whether or not the questions relate to the webinar topic). While the DEEOIC developed the webinar series in part to help the ARs, it is imperative that we ensure that claimants, and their family members, are also able to ask questions and get answers regarding the topic being discussed in the webinar. Moving forward, submissions that are clearly designed to debate regulation or policy implementation will be forwarded to the Policy Branch to answer in writing following the live question-and-answer session. OCXU staff will mention this at the beginning of the webinar as well as consider adding language to the webinar invitation to clarify the intention of the question-and-answer session. Additionally, OCXU has begun looking into the possibility of recording future webinars to help address some of the concerns voiced by stakeholders.

DEEOIC Phone Survey

Background

This survey is offered to stakeholders who call DEEOIC phone lines. Eight 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 2, the phone survey scores remained consistently high. The lowest score 4.31 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, 4.60 out of 5, was related to transparency (Q: I was treated fairly). These were also the highest and lowest scores for the first quarter of the year.

A-11 Driver	<u>Overall FY22</u>	<u>Overall FY23</u>	<u>Q1 FY24</u>	<u>Q2 FY24</u>
Number Surveyed	275	220	64	188
Trust	4.14	4.25	4.16	4.31
Satisfaction	4.36	4.41	4.28	4.48
Efficiency	4.18	4.33	4.45	4.38
Transparency	4.51	4.44	4.53	4.60
Effectiveness	4.21	4.20	4.29	4.35
Ease	4.23	4.32	4.24	4.33
Employees	4.49	4.50	4.44	4.49

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. We did see a noticeable increase in responses during this quarter compared to prior quarters. The increase in responses will allow us to more accurately identify how DEEOIC stakeholders perceive our phone services.

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 revised 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 second quarter of FY24. The lowest average score, 4.88 out of 5, was received on the question related to trust (Q: This interaction increased my trust in DEEOIC). The highest score was a 4.96 out of 5, on the transparency question (Q: I was treated fairly today) which was followed by the employee focused question (Q: The employees I interacted with today were helpful) at 4.95.

<u>A-11 Driver</u>	<u>Overall FY22</u>	<u>Overall FY23</u>	<u>Q1 FY24</u>	<u>Q2 FY24</u>
Number Surveyed	76	406	106	141
Trust	4.86	4.88	4.89	4.89
Satisfaction	4.96	4.94	4.90	4.95
Efficiency	4.93	4.89	4.90	4.91
Transparency	4.93	4.94	4.92	4.97
Effectiveness	4.92	4.92	4.91	4.94
Ease	4.96	4.90	4.91	4.94
Employees	4.97	4.95	4.94	4.96

The majority of surveys from this quarter were from stakeholders using the Espanola (40%) and Oak Ridge (19%) Resource Centers.

<u>Which Resource Center did you visit today?</u>	<u>Count</u>
Espanola	57
Oak Ridge	27
Hanford	19
Las Vegas	12
California	8
Denver	4
Idaho	3
Portsmouth	3
Paducah	2

Based on survey results, the Resource Center customers continue to seek assistance from the Resource Center employees with filing a claim or to submit documents. A total of 50% of the 141 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	27
Medical bill pay assistance	17
Completing an Occupational History Questionnaire interview	16
Status of your claim	11
Travel reimbursement	2
General program information	2

Almost all of the survey respondents were able to either resolve their issue during the visit in question or schedule a follow-up. Only 1 of the 141 survey respondents for Q2 indicated that they did not receive a date when they would expect a follow-up contact related to their concern.

Sample of Comments:

- Great people here.
- The staff in this office have helped me greatly for the past 2.5 years (with my partner’s case). Everyone in the office is always helpful, kind, and very knowledgeable. Thank you!!
- Filed an added illness claim and I just walked in and was helped in a very timely manner.
- These are the most helpful people I have dealt with in a very long time.
- Excellent service.
- The caseworker went above and beyond the call of duty to make sure that my needs and concerns were met and taken care of.

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.