

## ITVERP CUSTOMER SATISFACTION/CLAIMANT FEEDBACK LOOP

### Proposed Implementation Plan

- Purpose:** To obtain constructive feedback from victims and their families, who have obtained financial assistance from ITVERP, in order to improve and enhance service delivery and develop program matrix for trend analysis and reporting.
- Rational:** Because the ITVERP claimant pool is small, the method must maximize response rates. If ITVERP were to mail a questionnaire to claimants, it is unlikely enough would be completed and returned to produce sufficient data upon which to base program improvements and/or trend analysis.
- If ITVERP were to ask claimants to complete an electronic/on-line survey, it could limit the kind of qualitative responses ITVERP is seeking because many on-line tools are in the form of multiple choice questions. Further, an electronic on-line tool assumes access to, and/or experience with, the internet which not all ITVERP claimants have, particularly older victims and Foreign Service nationals.
- Calling claimants and speaking with them is consistent with current ITVERP case management practices. It continues to build upon the rapport already developed with individual claimants and demonstrates an awareness of the difficulty involved in going through the ITVERP process. It also provides for personal closure of the claim. Lastly, having a final conversation with the claimant gives case managers an additional opportunity to remind claimant's about filing supplemental claims if they identify additional expenses in the future, and to encourage claimants to share information about ITVERP with other victims they may know.
- Method:** Brief phone interview in the context of case closure.
- When ITVERP case managers contact claimants' to confirm their banking information, case mangers' will inform the claimant that ITVERP will be contacting them within the next two weeks to confirm receipt of the funds and to ask them a few questions about the claims process in order to obtain any feedback they may have and close their claim. This may be a scheduled call, or may not, depending on the claimant's preference. Case managers will make a least three attempts to speak with the claimant – at different times in the day – in order to increase responsiveness. This will become the final “step” in the claims process. However, if for some reason, the claimant prefers to communicate by email, the case manager will send the questions via email.
- Procedure:** The interview form will be completed while speaking with the claimant. It will be put into the claimant's e-file and hard copy file, and a special e-folder will be created on the G: drive in the ITVERP folder to house all the responses. The responses will be reviewed monthly by the PM and reported on at different intervals that will be determined in consultation with the COR.
- Duration:** This will depend on the claimant's level of engagement with their case manager, but the call is intended to be brief - between 5 -10 minutes.

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### Proposed Questions/Format

Date:

Claimant Name:

Case Manager:

**CM Script:** I wanted to touch base with you and confirm you received your ITVERP award. I also wanted to take a few minutes and get your feedback about the ITVERP process before we close your claim. This will only take a few minutes as I just have a few questions for you.

#### Questions:

1. To go back to the beginning of this process - What was most challenging about completing the application?

2. What if anything, was unclear about the application?

3. How much time would you say you spent completing the application?

1 – 4 hours       5 - 10 hours       more than 10 hours      other \_\_\_\_\_

4. How did ITVERP case managers assist to you throughout the claims process?

5. Would you recommend ITVERP to other victims of international terrorism? Why or Why not?

6. Do you have any additional comments you would like to share about your experience with ITVERP?

**CM Script:** That is all the questions I had. It was nice to work with you and please do not hesitate to call in the future if you have any questions about additional expenses - and remember you can always file a supplemental application if you do identify additional expenses in the future. Thank you very much for your time.