## ITVERP CUSTOMER SATISFACTION/CLAIMANT FEEDBACK LOOP Proposed Implementation Plan

**Purpose:** To obtain constructive feedback from victims and their families, who have obtained

 $\label{thm:conditional} \textbf{financial assistance from ITVERP, in order to improve and enhance service delivery}$ 

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.

OMB Number 1121-0309 Expiration: 09/30/2014

## ITVERP CUSTOMER SATISFACTION/CLAIMANT FEEDBACK LOOP Proposed Questions/Format

Date:	Claimant Name:	Case Manager:
CM Script:	I wanted to touch base with you and con I also wanted to take a few minutes and process before we close your claim. This have a few questions for you.	get your feedback about the ITVERP
Questions:		
1. To go bac the application	ck to the beginning of this process - What on?	was most challenging about completing
2. What if ar	nything, was unclear about the application	?
3. How much time would you say you spent completing the application?		
□1 – 4 hou	rs $\square$ 5 - 10 hours $\square$ more than	10 hours other
4. How did ITVERP case managers assist to you throughout the claims process?		
5. Would yo not?	u recommend ITVERP to other victims of	international terrorism? Why or Why
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 hesitate to call in the future if you have a - and remember you can always file a su additional expenses in the future. Thank	ny questions about additional expenses pplemental application if you do identify

OMB Number 1121-0309 Expiration: 09/30/2014