

DEEOIC Focus Group Framework

Group and Session Characteristics:

Each group will be comprised of up to 12 participants. Participants will be limited to stakeholders who have some existing experience with the program, either in the process of or already having filed a claim. Two separate sessions will be run, one for Employee and Survivor-Claimants and one for Authorized Representatives. If there are more than 12 people signed up for any given group, multiple sessions will be run, staff availability permitting. The sessions will be no longer than 60 minutes.

DEEOIC Staff Roles:

Moderator: The Moderator will guide the discussion using predetermined questions.

Assistant Moderator: The Assistant Moderator will take notes.

Focus Group Agenda

Welcome and Introductions:

- Introduce Moderator and Assistant Moderator.
- Explain the purpose of the session: To collect feedback on our customers' experiences with the DEEOIC program. Feedback will be used generate a report that will be shared with the agency's leadership. We will make recommendations to improve our programs and services based on these results. We want your input and want you to share your honest and open thoughts with us.

Ground Rules:

Moderator will share ground rules to establish group norms and to help the group run smoothly and respectfully for all participants. Ground rules will be displayed on a flip chart or white board.

1. There are no right or wrong answers, only different points of view. You don't need to agree with others, but we ask that you listen respectfully as others share their views.
2. Only one person speaks at a time.
3. It is important that we hear all sides of an issue – positive and negative. We want to hear a wide range of opinions.
4. Please turn off or silence your cell phones. If you must respond to a call, please do so as quietly as possible and rejoin us when you can.
5. What is shared in the room stays in the room. We want folks to feel comfortable sharing when sensitive issues come up. The results of this group will be reported on but names or other identifying information will not be used.
6. My role as moderator is to guide the discussion. The role of the assistant moderator is to take notes.

The Moderator will ask the participants if they have anything to add to the list. The note taker will add these to the list.

Establishing Rapport and Icebreaker:

The Moderator will ask participants to introduce themselves and to share the answer to an icebreaker question (ex: What DOE facility/ies did you work in and for how long?, etc.)

Discussion:

The Moderator will lead a guided discussion. At the beginning of the discussion, the Moderator will explain that we want to hear about pain points and bright spots for each step in the customer's journey. For the purposes of this session, we have identified three stages of the process that we will collect feedback on. These are (1) filing a claim, (2) the time/process between filing a claim and receiving a decision, (3) and receiving a decision and what follows. The Moderator will explain this to the group and present a visual for the participants. The Moderator will then ask the participants to report on pain points and bright spots for each of the stages.

Paint points and bright spots for each stage – Current-state visioning:

1. **Filing a claim** (*navigating website or other informational sources, obtaining the form, working with RCs to fill out, interactions with DEEOIC staff prior to submitting, submission method*)
 - Pain points and bright spots
2. **Process leading to decision** (*providing requested evidence, obtaining records, working with CEs and other DEEOIC personnel*)
 - Pain points and bright spots
3. **Receiving decision and after** (*Method of notification, waiver, written statement, request for review of written record, appeals, receiving payment*)
 - Pain points and bright spots

Future-state visioning:

1. **What changes could DEEOIC make to improve the experience of future claimants?**

At the close of the discussion, the Moderator will invite the participants to share additional feedback on topics that weren't covered in the discussion.

Wrap-up:

The Moderator will summarize the main themes of the discussion and thank the participants for their contributions.