



Family & Social Services Administration Division of Family Resources

DFR Staff and DFR Client Survey Results
September 7, 2016



DFR Staff Survey Results



DFR Staff Survey Participation

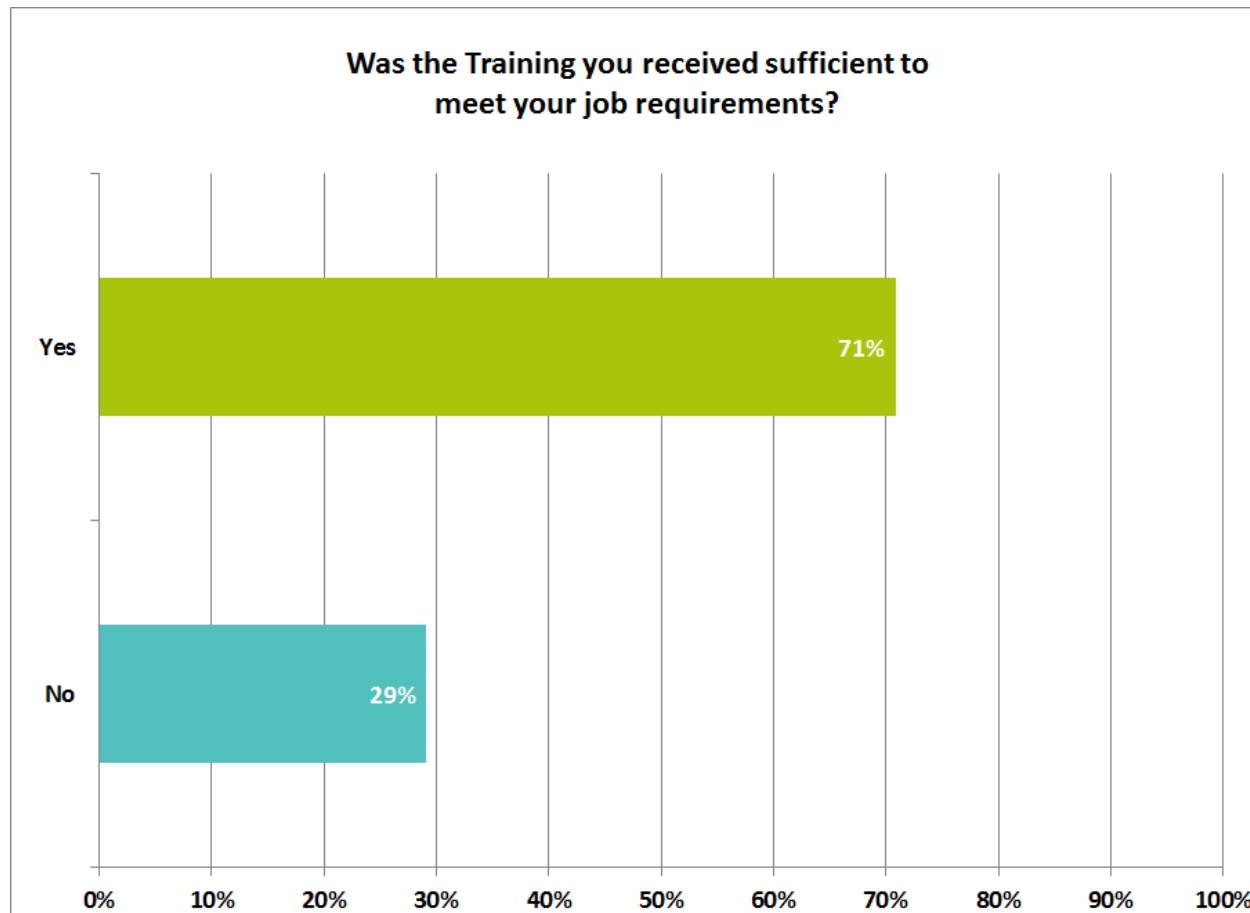
81% of DFR Staff participated in the survey.

- 1044 Survey Respondents
- DFR has 1,282 Active PCNs (Position Control Number)



Training

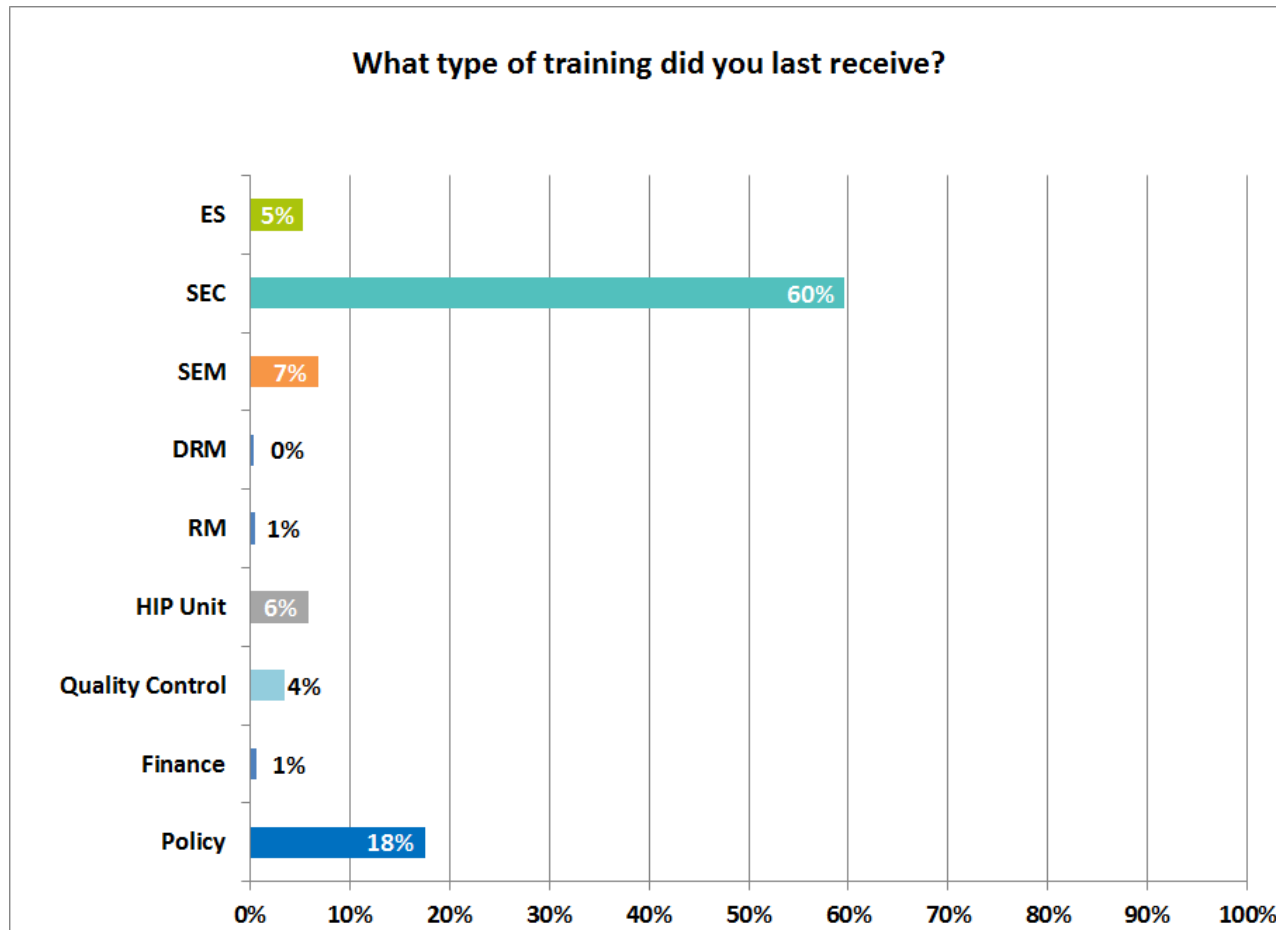
- Over 70% of respondents stated they received sufficient training to meet job requirements.





Training

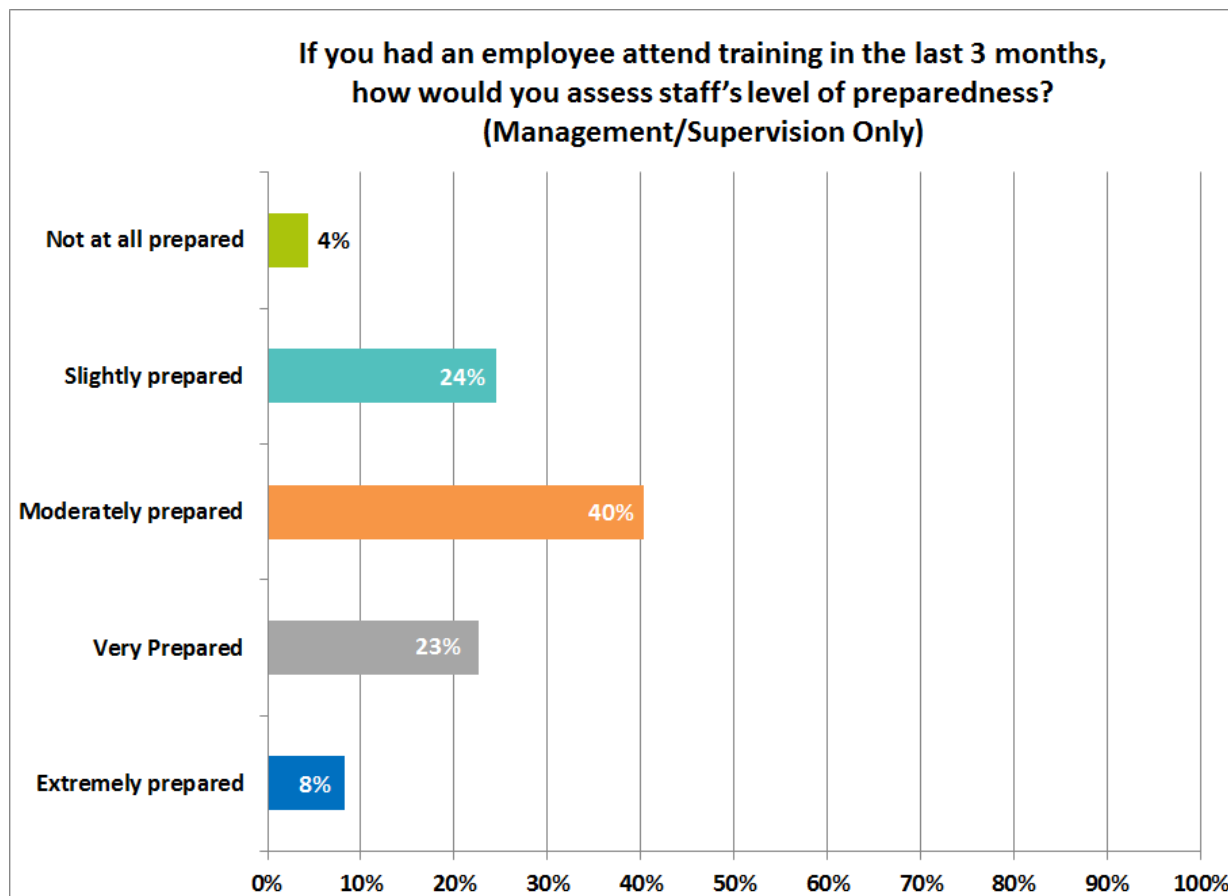
- SEC training was the most common training received last by the respondents.





Training

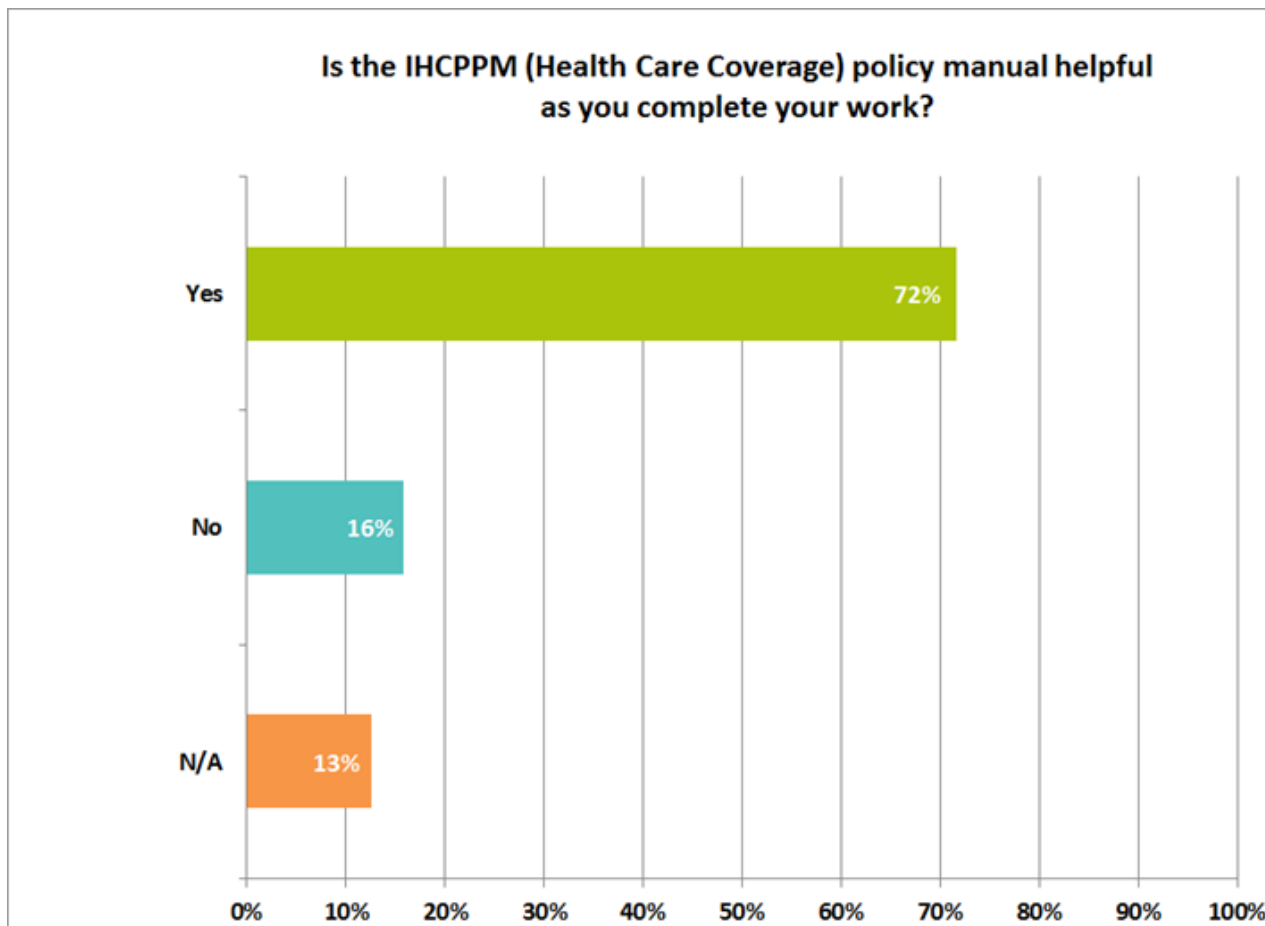
- 71% of respondents, who had an employee who attended training in the last three months, stated the employee was prepared to fulfill job duties based on the training.





Policy

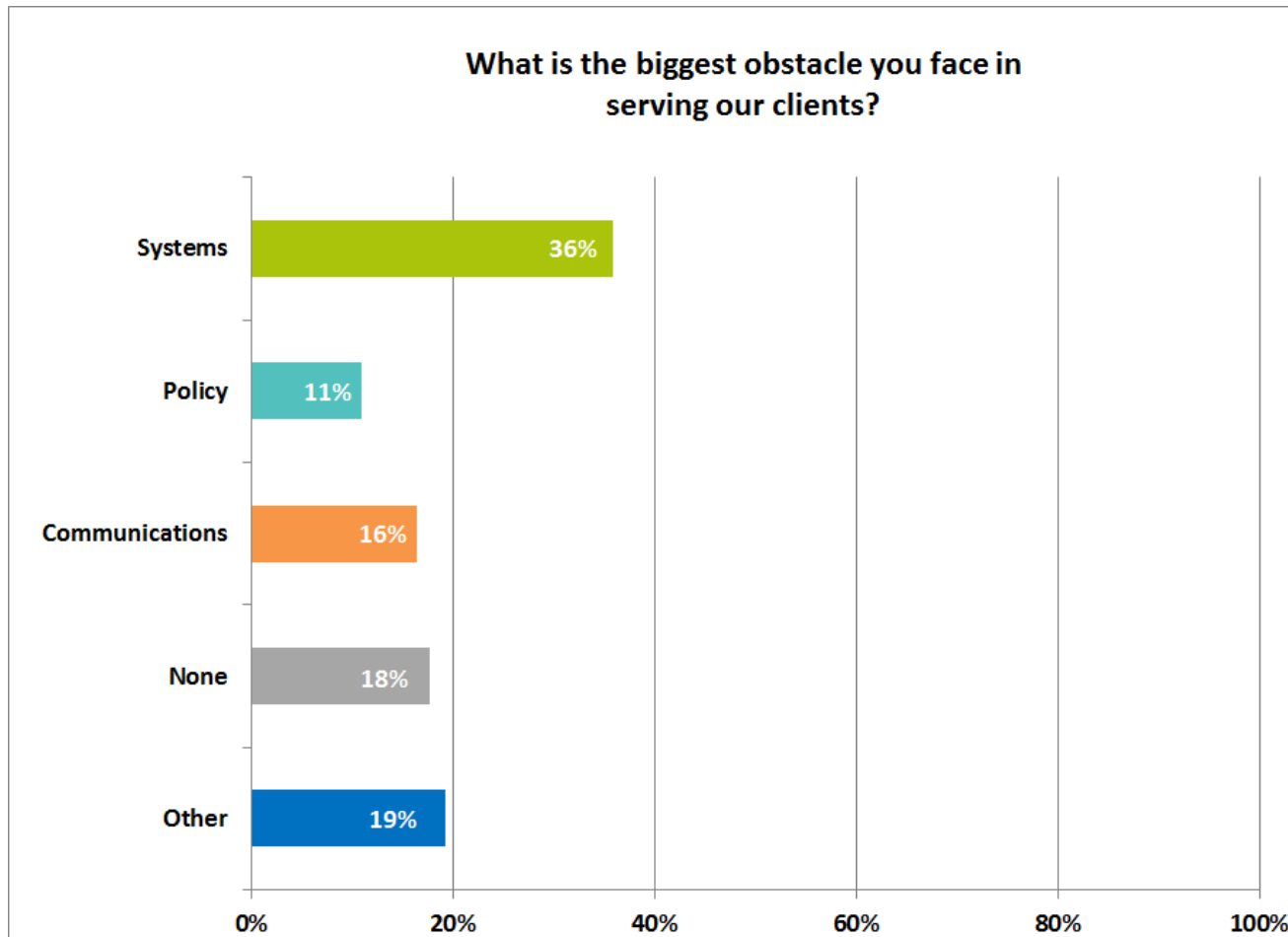
- Over 70% of respondents stated the IPPM Manuals (SNAP/TANF and Health Coverage) and other policy communications (Flash Bulletins, Hub Caps, Ops and etc.) were helpful in completing their work.





Operations

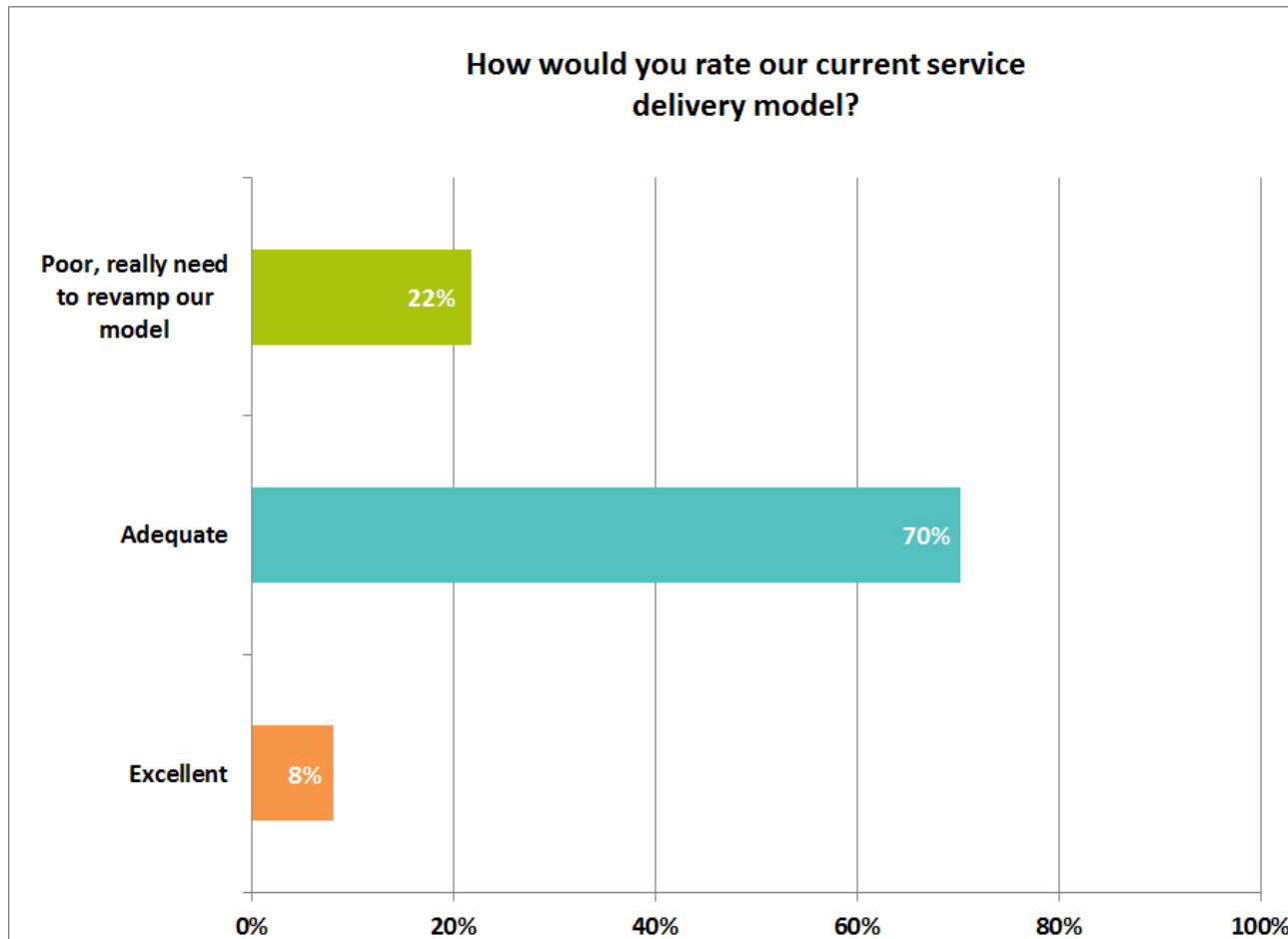
- 36% of respondents stated that the systems are the biggest obstacle they face in serving clients.





Operations

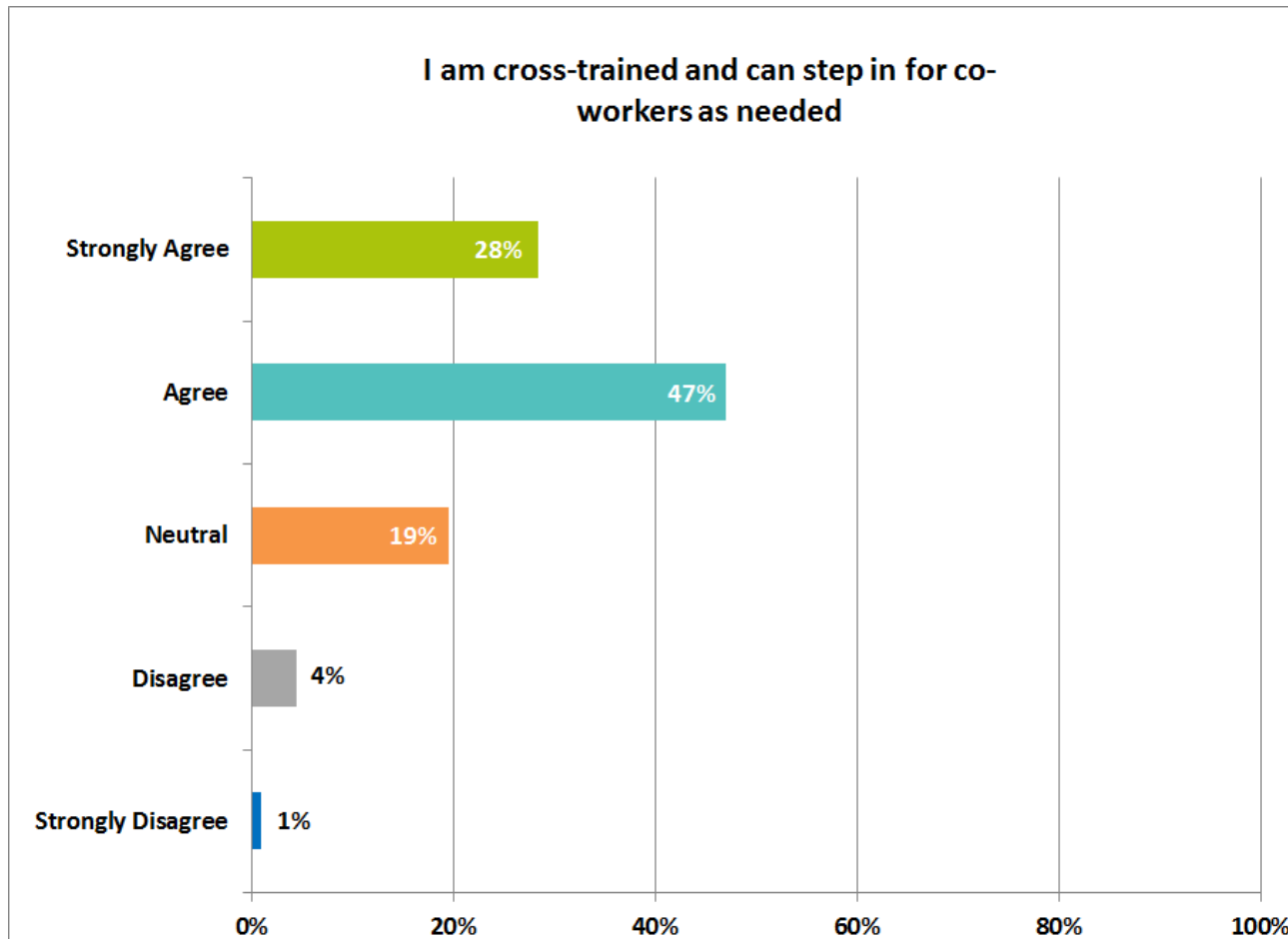
- 78% of respondents rated the current service delivery model as adequate or excellent.





Operations

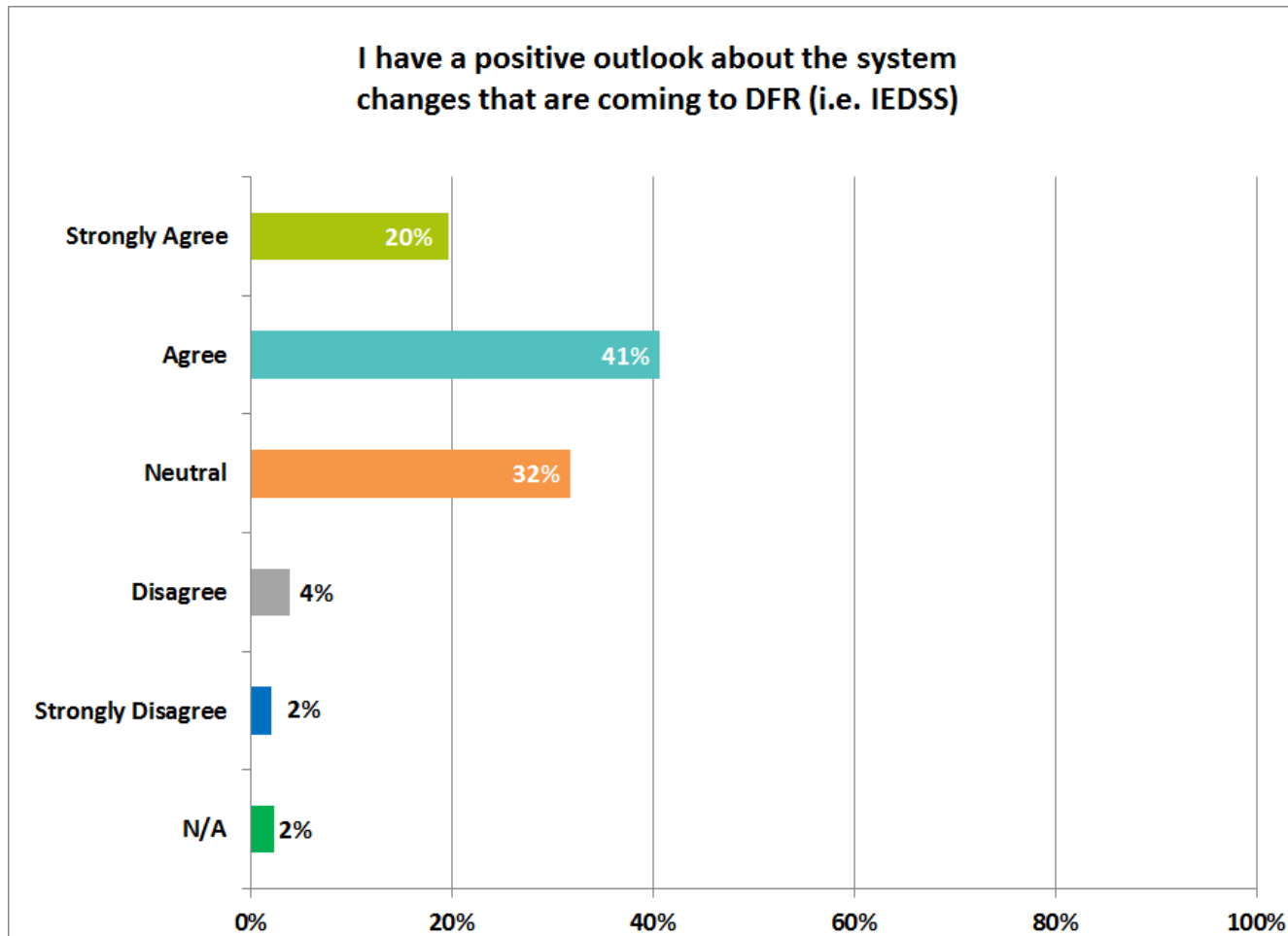
- 75% of respondents believe they are cross-trained and could step in for co-workers as needed.





Technology

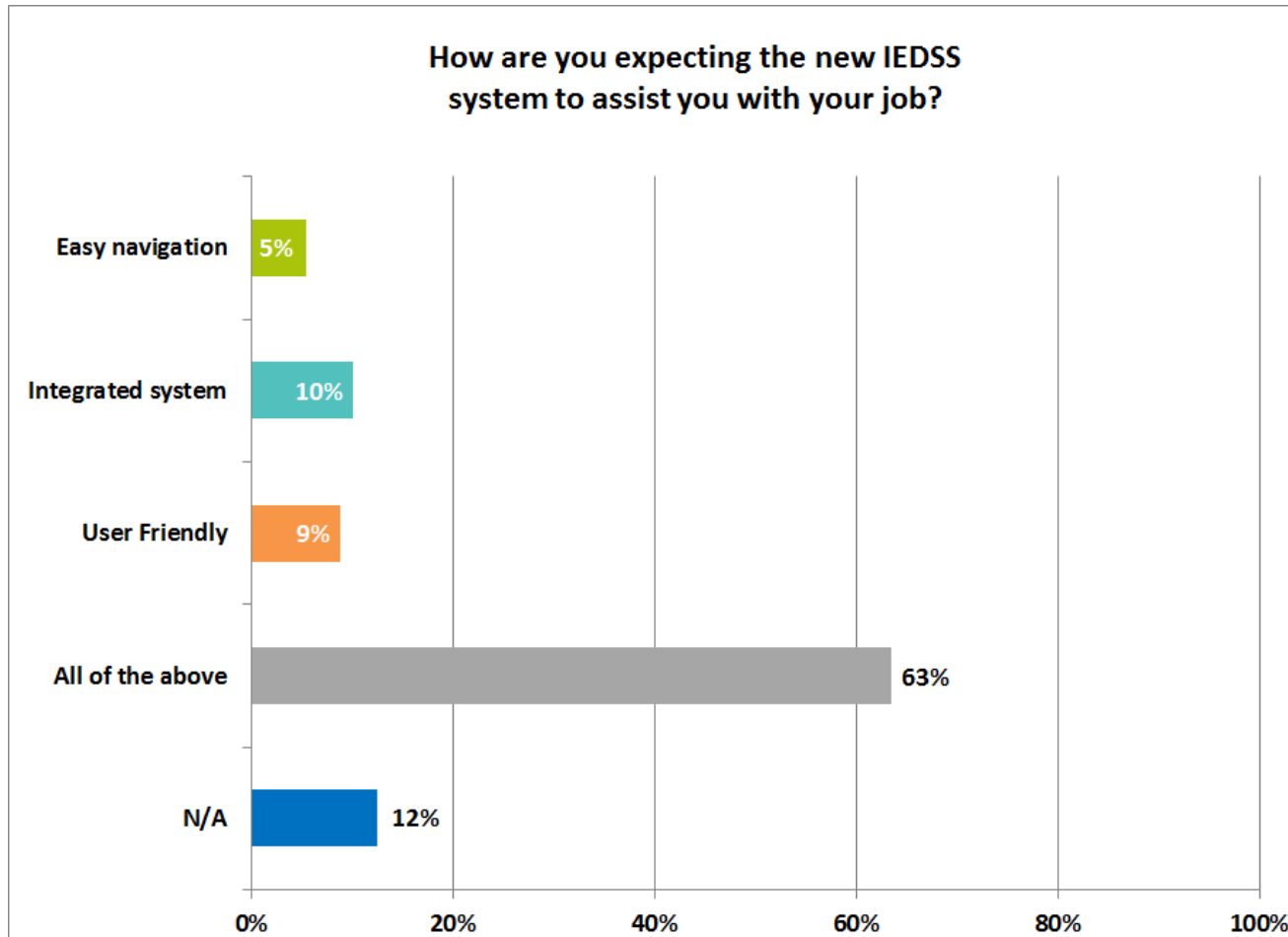
- 60% of respondents stated they have a positive outlook about the upcoming system changes, such as IEDSS. (over 30% were neutral).





Technology

- 63% of respondents expect IEDSS to assist in their jobs due to easy navigation, integration of systems and being user friendly.





Quality

■ Results

- Participants provided statements and suggestions regarding quality.

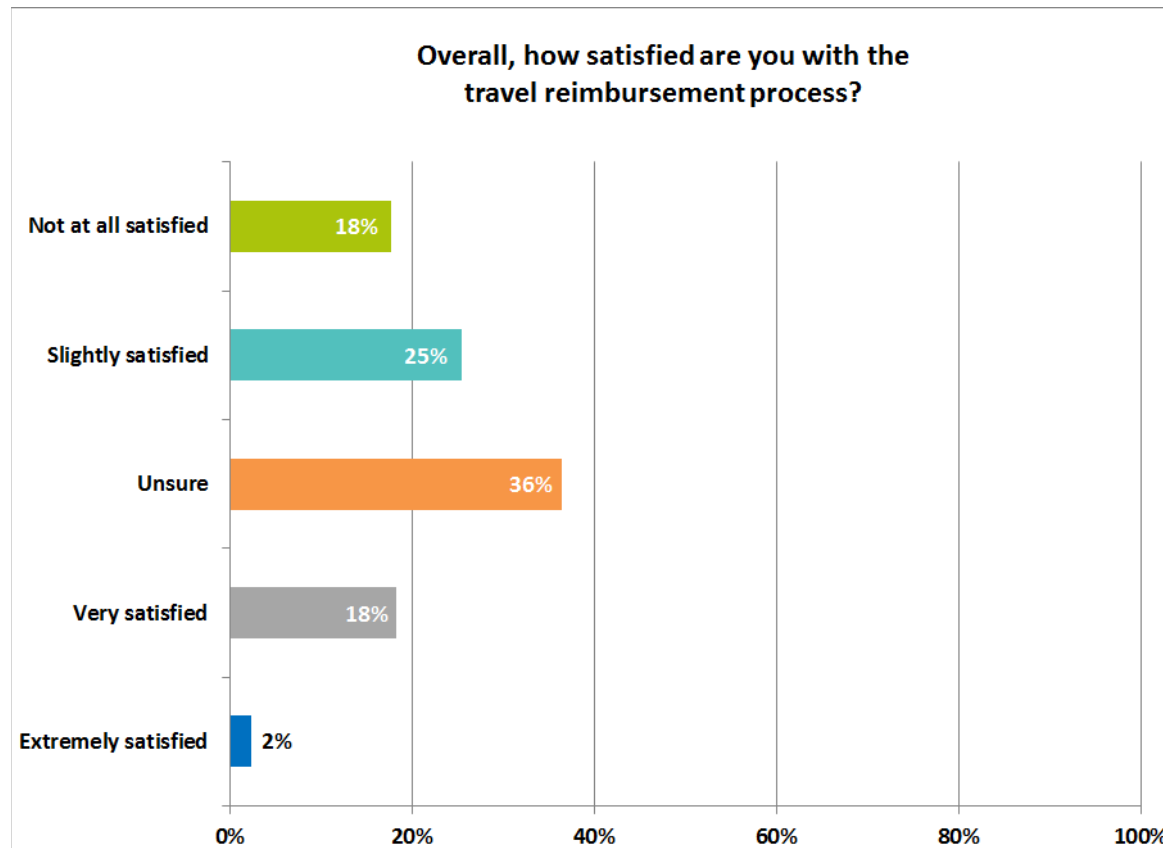
■ DFR Next Steps

- Redesign ES and SEC trainings
- Review the timeframe that is allotted for the completion of interviews.
- Explore options for the communication of R&R.
- Ensure QC errors are effectively communicated statewide.
- Provide checklist of what QC looks for.



Finance/Travel

- 45% of respondents expressed some satisfaction with the travel reimbursement process.
- 36% of respondents were unsure of their satisfaction with the travel reimbursement process which may be due to limited travel.





DFR Next Steps

- DFR Next Steps - Training
 - Provide handouts and/or desk aids related to the trainings
 - Provide more complex trainings via WebEx with opportunity for questions
- DFR Next Steps - Policy
 - Provide training on how to effectively search the IPPMs
 - Reorganize the Hub to provide all reference materials in one area.
- DFR Next Steps - Operations
 - IEDSS may assist with the system issues that were identified
- DFR Next Steps - Technology
 - Maintain the positive outlook of DFR staff regarding upcoming changes (IEDSS) by providing preview articles on IEDSS and its functionality.
- DFR Next Steps – Finance / Travel
 - Provide travel reimbursement training and/or a desk aid



DFR Client Survey Results



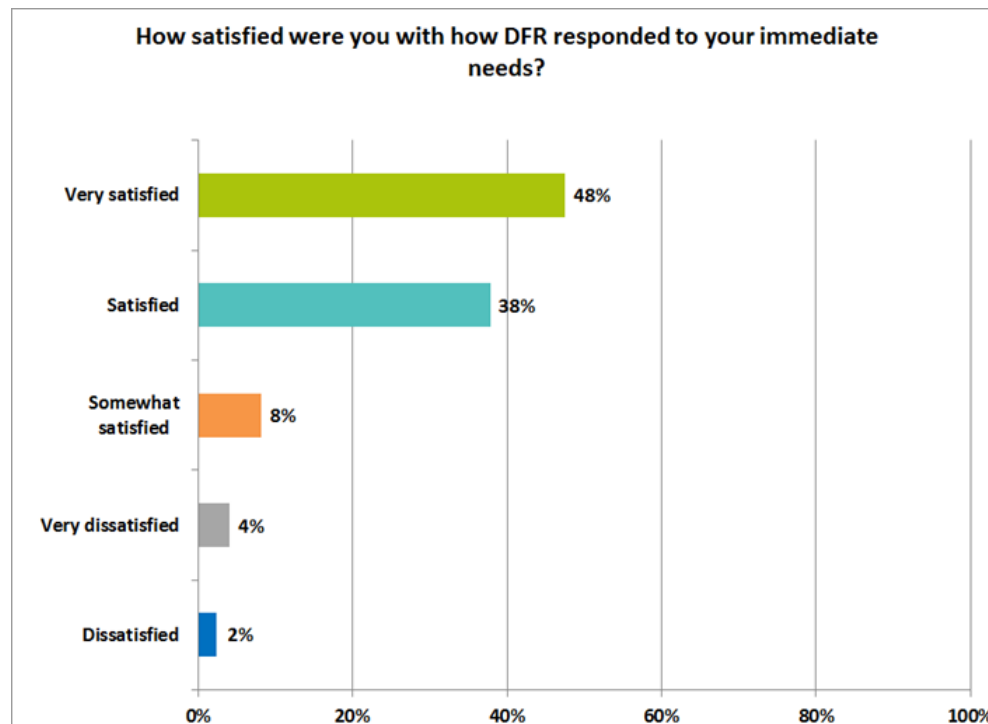
Participation

- 1,563 clients responded to the survey
- 20,000 surveys were sent
- Response Rate
 - 8% response rate
 - Per Survey Gizmo, the average response rate for surveys to external entities is 10-15%
- Responses by survey method
 - 1.9% (30) of the surveys were completed online
 - 98.1% (1533) of the surveys were mailed



DFR Client Survey Results - Findings

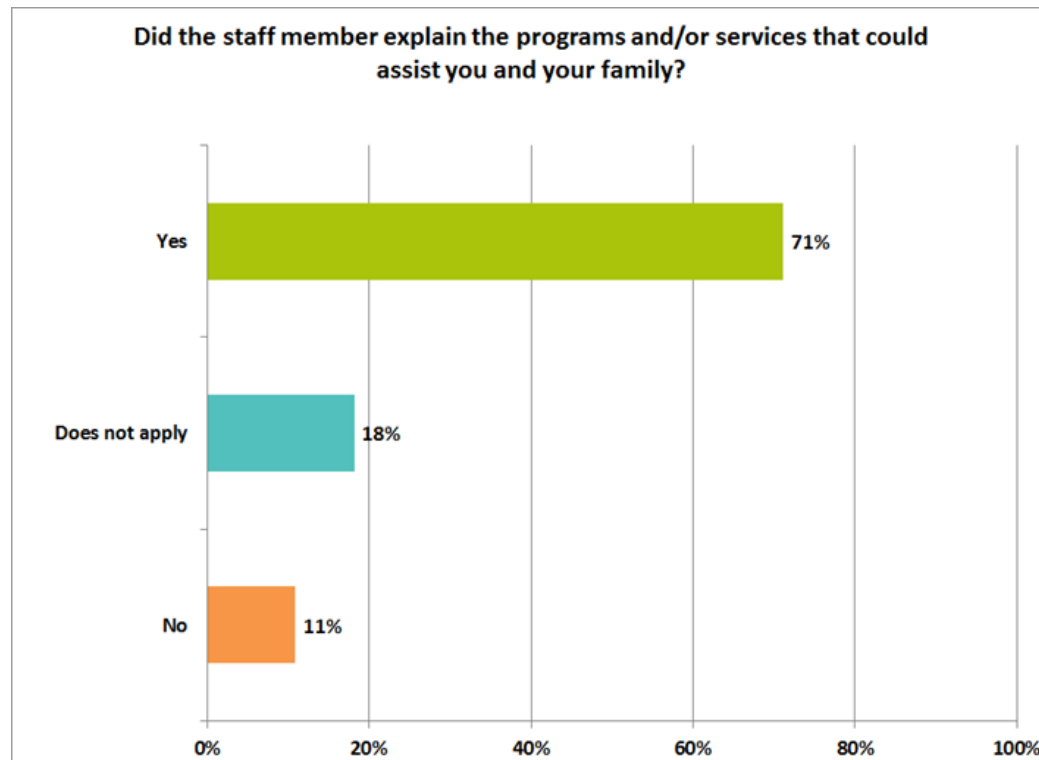
- 86% (1307) of respondents indicated that they were either satisfied or very satisfied with DFR's response to their immediate needs.





DFR Client Survey Results - Findings

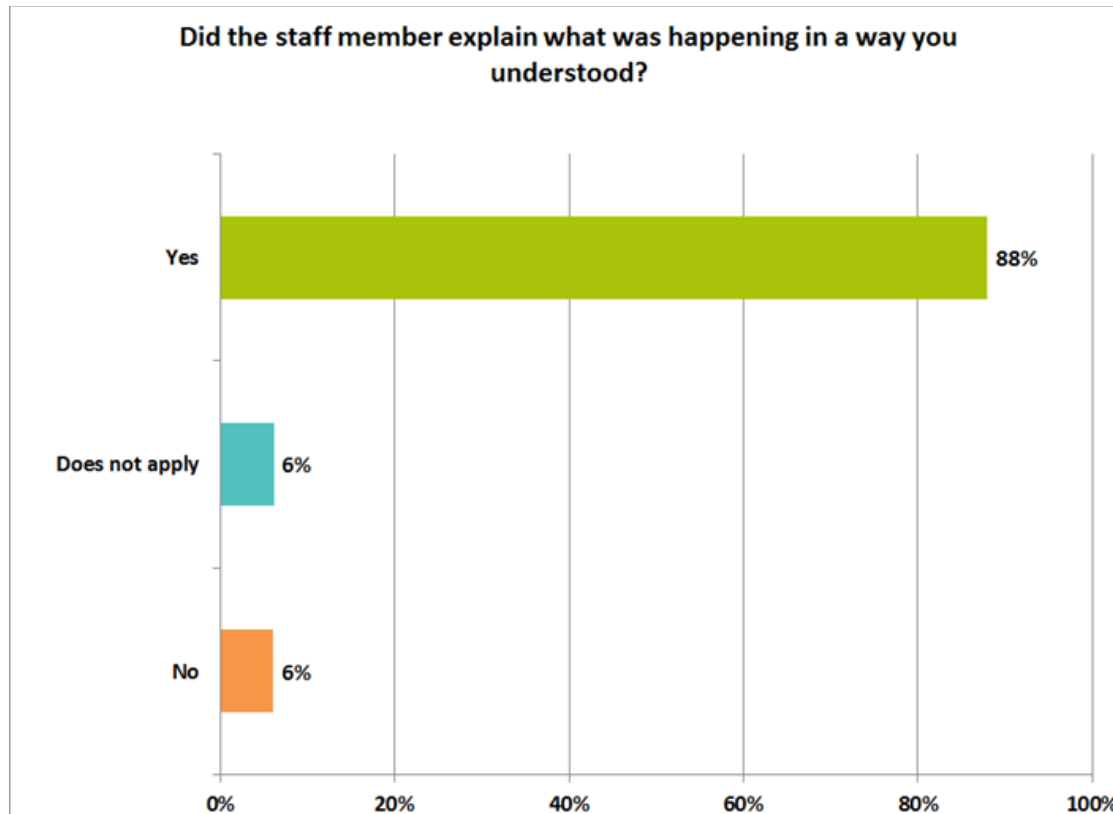
- 71% (1085) of respondents indicated that staff members explained the programs and/or services that could assist them and their family





DFR Client Survey Results - Findings

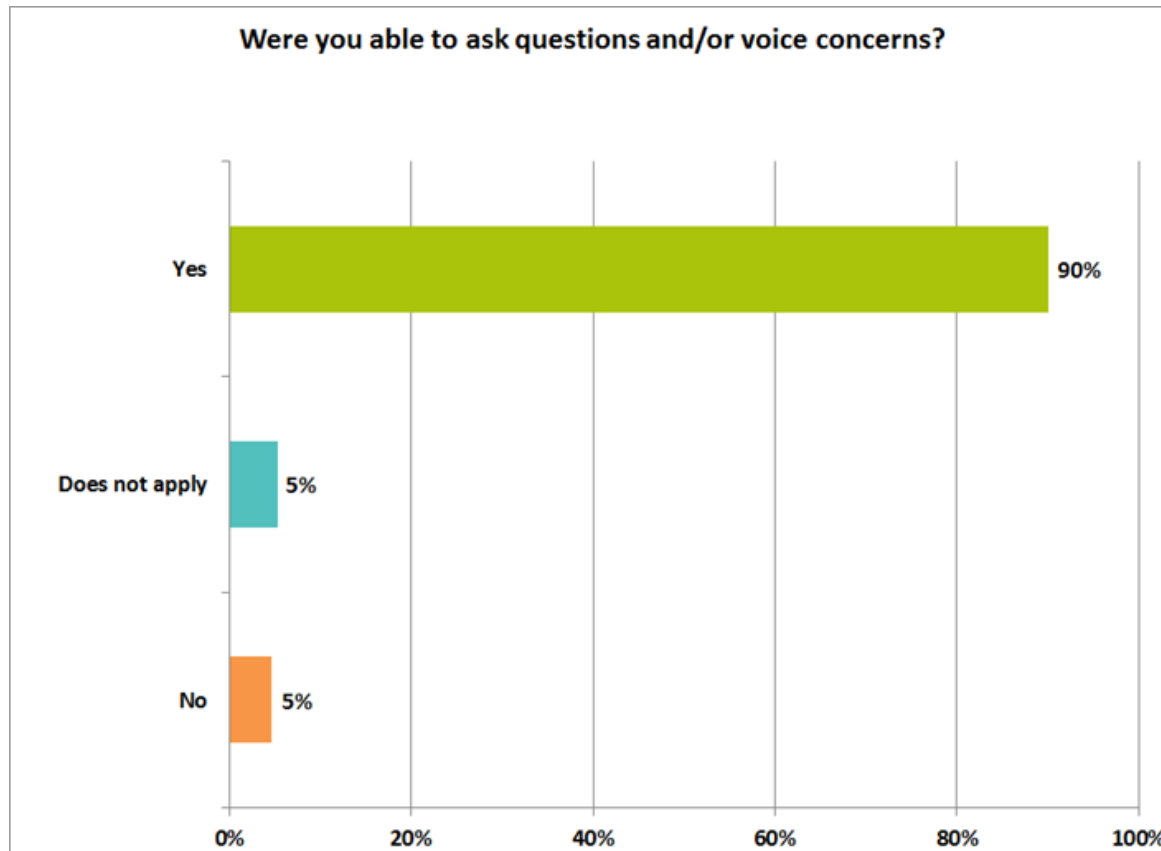
- 88% (1350) of respondents indicated that staff members explained what was happening in a way they understood.





DFR Client Survey Results - Findings

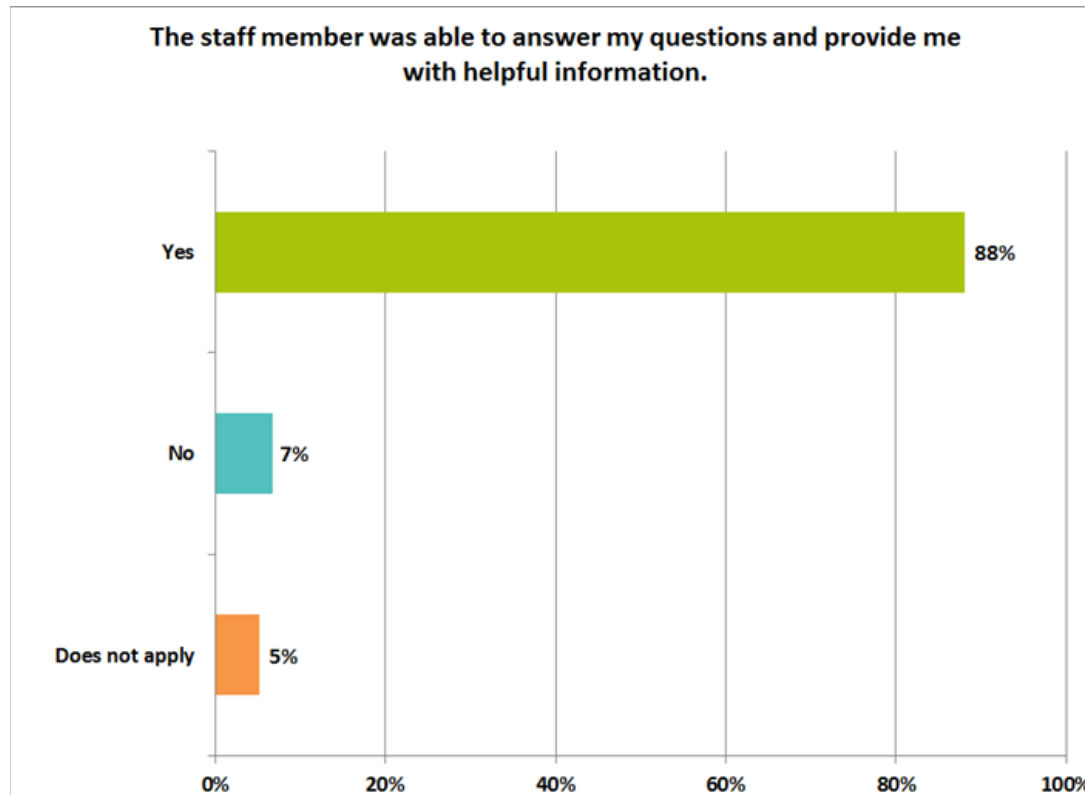
- 90% (1383) of respondents indicated that they were able to ask questions and/or voice concerns.





DFR Client Survey Results - Findings

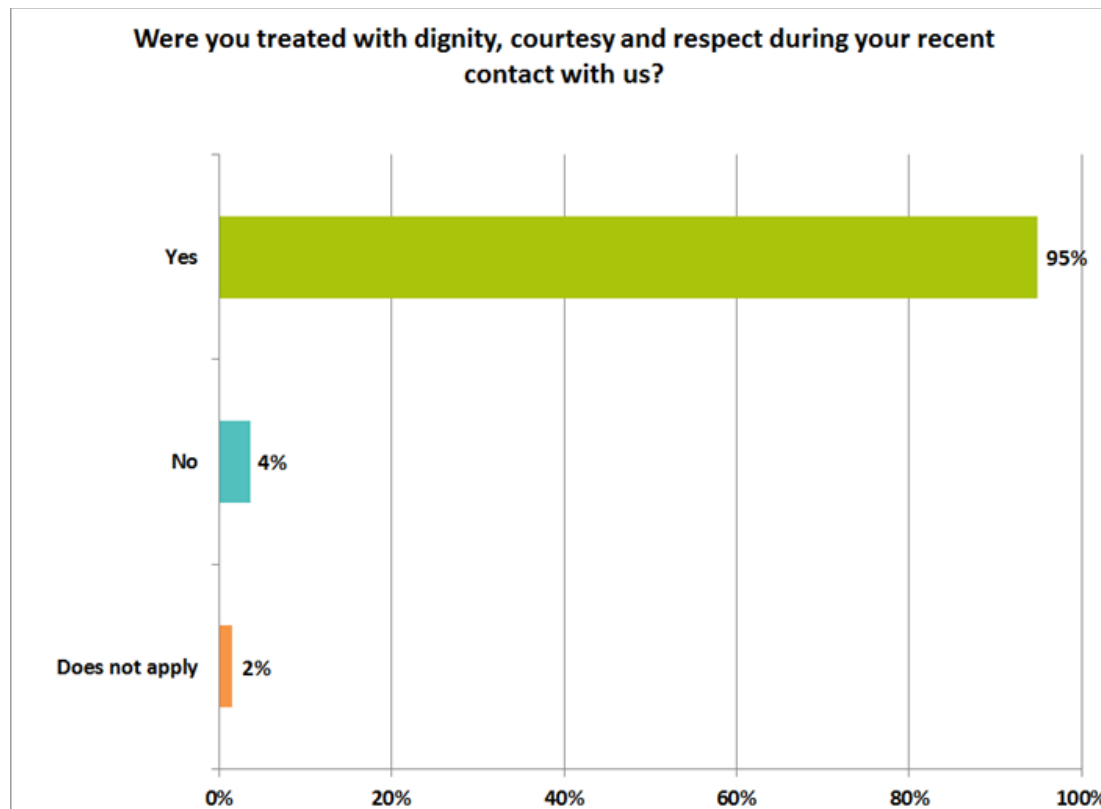
- 88% (1354) of respondents indicated that staff members were able to answer their questions and provide them with helpful information.





DFR Client Survey Results - Findings

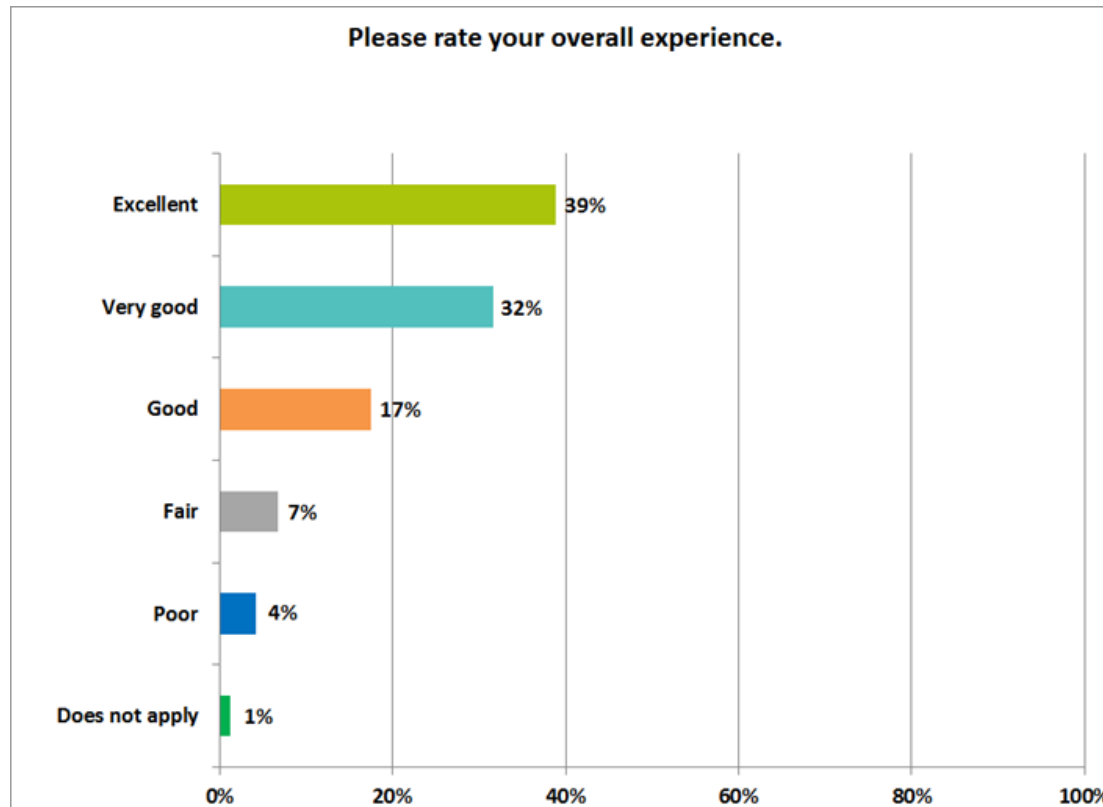
- 95% (1457) of respondents indicated that they were treated with dignity, courtesy and respect during their recent contact with DFR.





DFR Client Survey Results - Findings

- 88% (1355) of respondents indicated that their overall experience was either good, very good, or excellent.





DFR Client Written Responses and Comments



DFR Client Survey Results - Findings

- Question 9 was a written response only for the “What Did We Do Well?” question.
- 71% (1112) of respondents provided an answer to question 9.
- The following are the top three responses to question 9:
 - 21% (231) indicated they had a good experience
 - 13% (142) indicated the worker explained information about their case and/or the process
 - 12% (136) indicated the worker answered all of their questions



DFR Client Survey Results - Findings

- Question 10 was a written response only for “What Can We Do Better to Improve Our Service?” question.
- 63% (989) of respondents provided an answer to question 10.
- The following are the top three responses to question 10:
 - 45% (446) indicated no improvements were needed
 - 9% (92) indicated customer service needed to be improved
 - 5% (48) indicated workers need to provide more information (i.e.: case or process) or correct information



DFR Client Survey Results - Summary

- Where Excellent = 5, Very Good = 4, Good = 3, Fair =2, Poor =1
 - Respondents whose last method of contact was in person, had an average overall experience rating of 3.98, while respondents whose last method of contact was via telephone, had an average overall experience rating of 3.96.





DFR Client Survey Results - Summary

- Where Excellent = 5, Very Good = 4, Good = 3, Fair =2, Poor =1
 - The statewide average overall experience rating was 3.95.



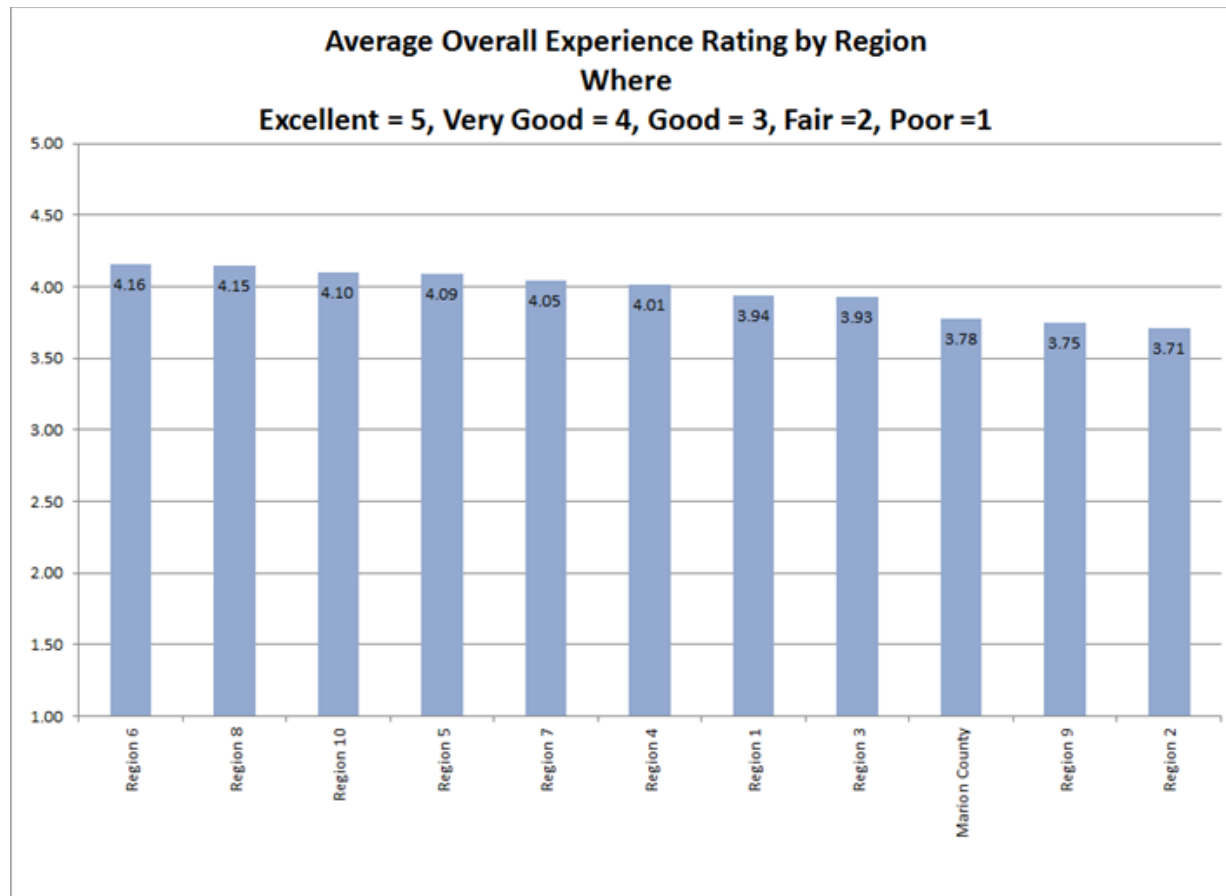


DFR Regional Findings



DFR Client Survey Results - Summary

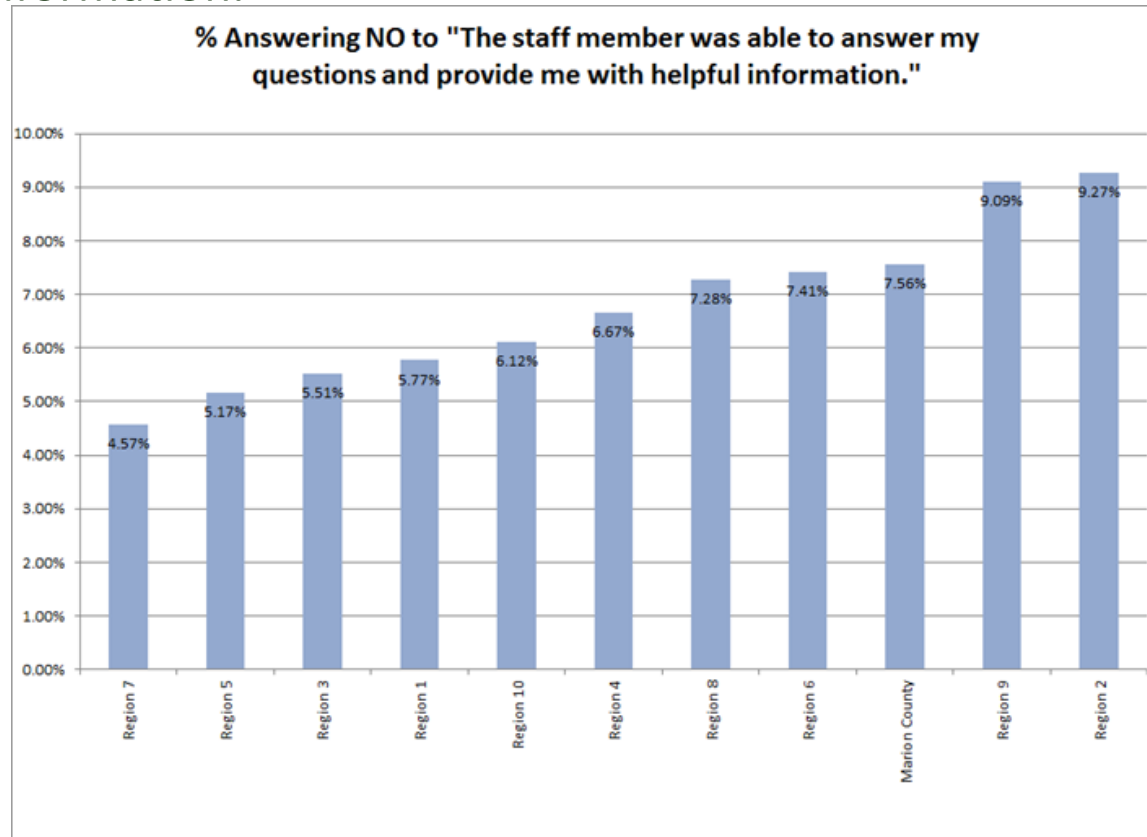
- Where Excellent = 5, Very Good = 4, Good = 3, Fair =2, Poor =1
 - Respondents from Region 6 had the highest rating at 4.16 & Region 8 at 4.15





DFR Client Survey Results - Summary

- Regions 2 & 9 had the highest percentage of respondents answering “NO” to the statement: "The staff member was able to answer my questions and provide me with helpful information."





DFR Client Survey Results – Client Quotes

- “Brazil office is full of amazen [sic] ladies who alway [sic] go out of their way to help me” (Clay County in Region 6)
- “Deb Markovich is an excellent staff member and always helps a fast curtious mannor [sic]” (St Joseph County in Region 2)
- “Boonville Indiana office Warrick County women in office are very nice and pleasant” (Warrick County in Region 7)
- “I felt like there was a genuine interest in helping me and I felt like I was an individual not a number” (Hamilton County in Region 9)
- “I am always treated with respect and like how they always make you feel important and that any questions are answered if not they call you with the answer.” (Shelby County in Region 10)



DFR Client Survey Results – Client Quotes

- “I can’t think of anything the service is awesome Wabash Office including Marion if telephone. (Wabash County in Region 4)
- “Ladies at the Gary Ind office on 7th Broadway the best recieptionist [sic] group” (Lake County in Region 1)
- “Always very polite. And extremely helpful and making sure you fully understand.” (Wells County in Region 3)
- “Talked in terms I could understand and answered every question very professionally.” (Dearborn County in Region 8)
- “Greeting and service was overall great very informative and assisted immediately upon arrival” (Marion County)



Division of Family Resources

We're

#1!

August 2016



DFR Staff and Client Survey Results

Questions ?