



IMAC January Meeting
January 18, 2018

Executive Summary

DHS deployed a user survey to staff across the state in an effort to understand their use of worker-facing publications and seek feedback on ways to improve publications.



The 7-question survey was sent to 2200+ IM and FSET workers, supervisors, managers, and clerical staff. The survey was open for 10 business days in September 2017.

Scope of Survey

- ✓ Operations Memos
- ✓ Process Help
- ✓ System Help
- ✓ Handbooks
 - ✓ FoodShare Handbook
 - ✓ BadgerCare+ Eligibility Handbook
 - ✓ Medicaid Eligibility Handbook
 - ✓ IM Handbook
 - ✓ Caretaker Supplement Handbook
 - ✓ FSET Handbook
 - ✓ ECF Handbook
 - ✓ ACCESS Handbook

Survey Questions

- ✓ Who are the users and what are their key demographics?
- ✓ Where do users go for information?
- ✓ How easily do users find information?
- ✓ What suggestions do users have for improvements?

Executive Summary

Survey results provided insight into the most frequently used publications. Respondents also offered suggestions for how publications – both individually and as a whole – can continue to be improved for easier use.



Users

- 790 respondents were primarily IM and FSET workers, with some managers and supervisors
- More than a third of respondents have been in their role for 2 years or less



Resources

- Program handbooks are frequently referenced, reiterating the need to keep them updated
- Operations Memos are used by the most respondents, yet are the least easy to use
- Lead workers and supervisors tend to report higher satisfaction and ease of use



Challenges

- Workers struggle to find information due to the amount of information and how it is structured
 - Information is available in multiple locations
 - Inconsistencies between publications

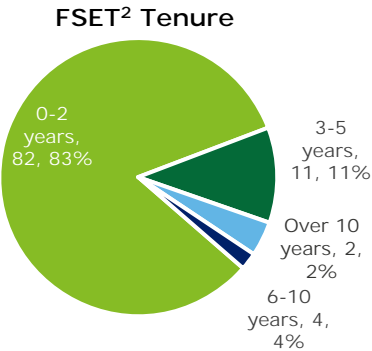
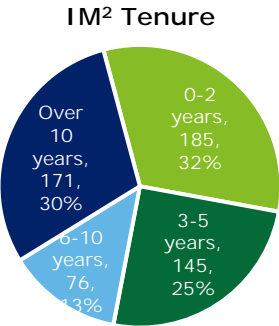
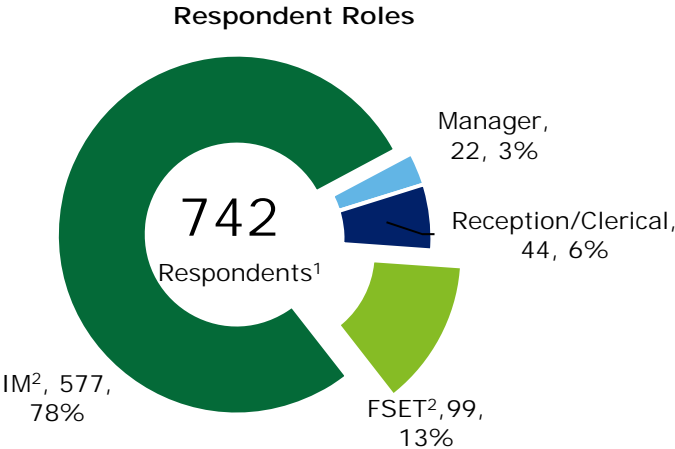


Improvements

- Improvement suggestions typically identify ways to address challenges
 - Streamlined publications and alignment
 - Better search features
 - Simplified content and navigation such as links between publications

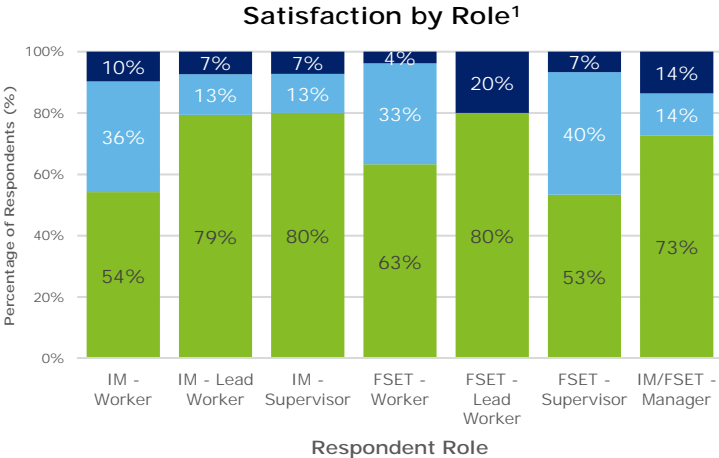
Users and Overall Satisfaction

742¹ respondents were primarily IM and FSET workers, with some managers and supervisors. More than a third of respondents have been in their role for 2 years or less.



Highlights

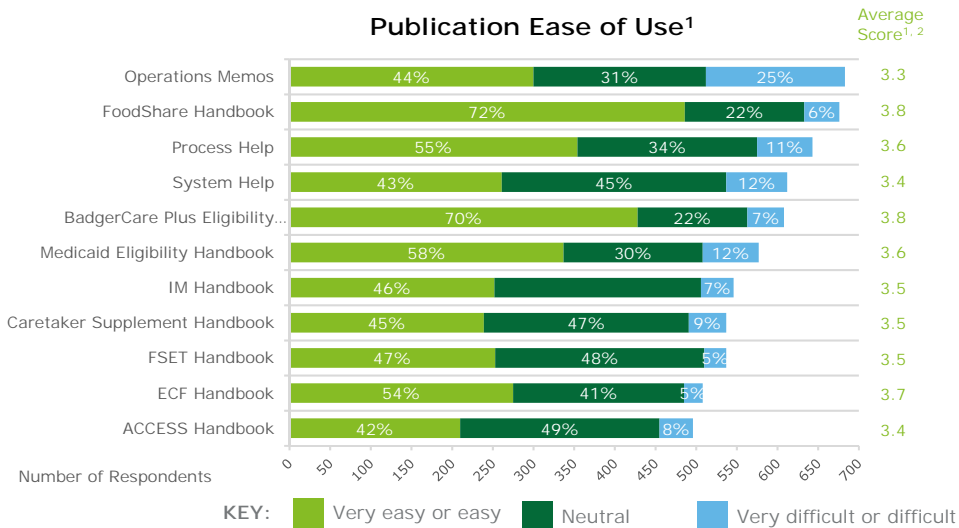
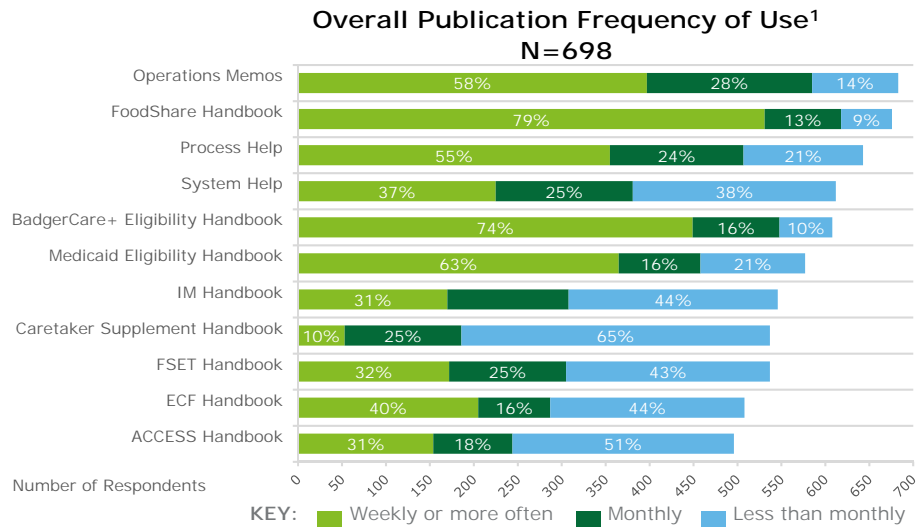
- 32% IM staff and 83% FSET staff have 2 years of experience or less
- 60% of users are satisfied with publications overall
- There is significant difference in satisfaction based on role and tenure
 - Only 54% of IM workers vs 79-80% of lead workers/supervisors are satisfied
 - FSET supervisors report low satisfaction (53%)
 - Staff with over 10 years experience report 10% higher satisfaction than less experienced staff (67 v 57%)



1. Excludes the 48 respondents who replied as "Other" than intended audience. These were not included in further analysis.
 2. Includes workers, lead workers, & supervisors

Frequency and Ease of Use

Some of the publications used most often by the most respondents are also reportedly not easy to use.



Highlights

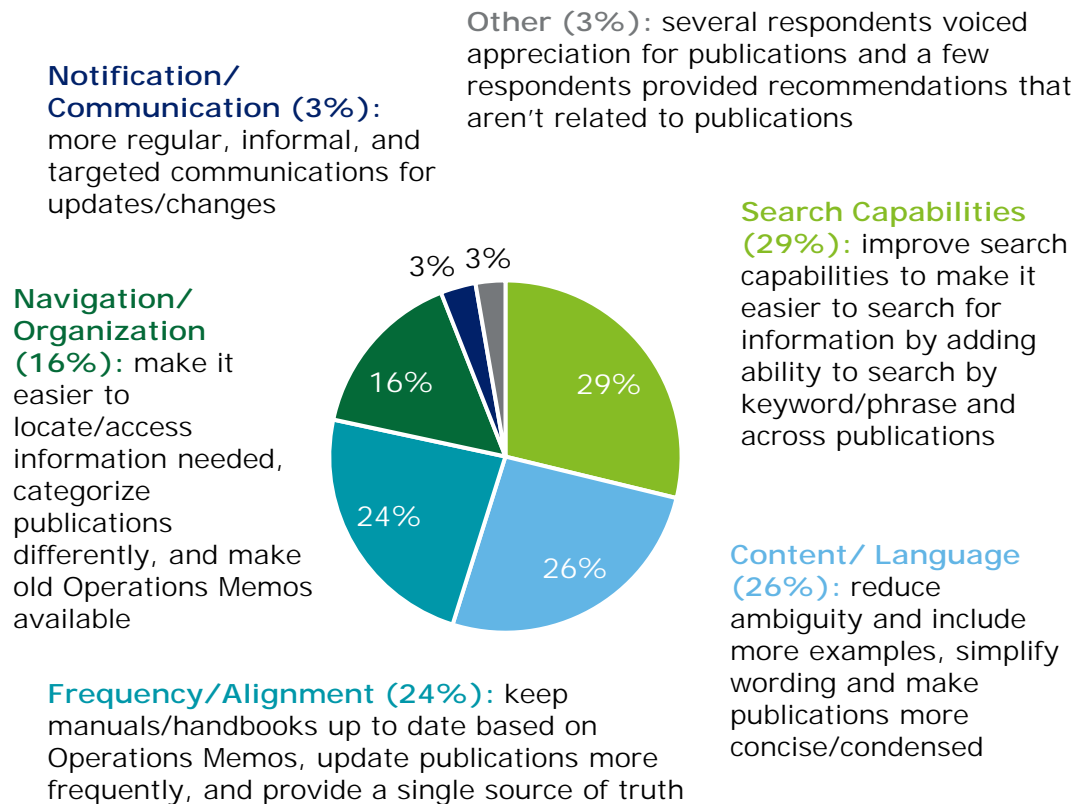
- IM lead workers and supervisors tend to report publications easier to use than workers
- Operations Memos
 - Used by the most respondents overall
 - Accessed weekly or more often by IM lead workers/supervisors (89%) vs workers (53%)
 - Overall, less than half (44%) say Operations Memos are easy to use
 - Only 37% of IM workers find them easy to use vs 52% of Managers
- Handbooks
 - Frequency of use correlates to role (i.e. FSET staff use FSET handbook often)
 - FoodShare and BadgerCare Plus are accessed most frequently (weekly or daily), 79%/74%
 - Users say FoodShare and BadgerCare Plus are easiest to use (72% and 70%)

1. Excludes clerical, and those who said they "never" use publication
 2. On a scale of 1-5, with 5 being very easy to find information and 1 being very difficult to find information

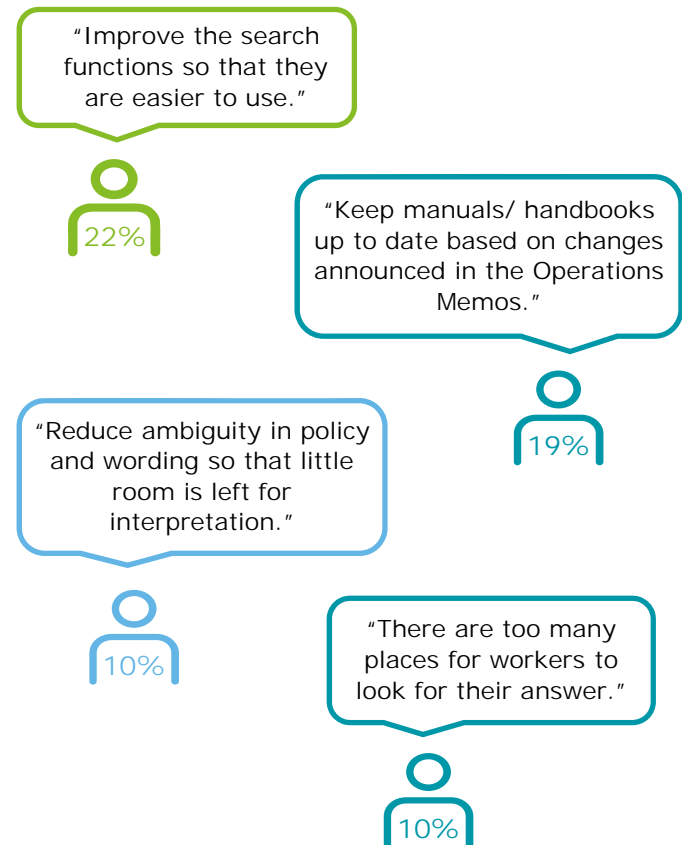
User Survey Improvement Opportunities

328 respondents provided 587 comments related to DHS publications. Key themes include improvements to help them find accurate, timely information more easily.

Comment Themes



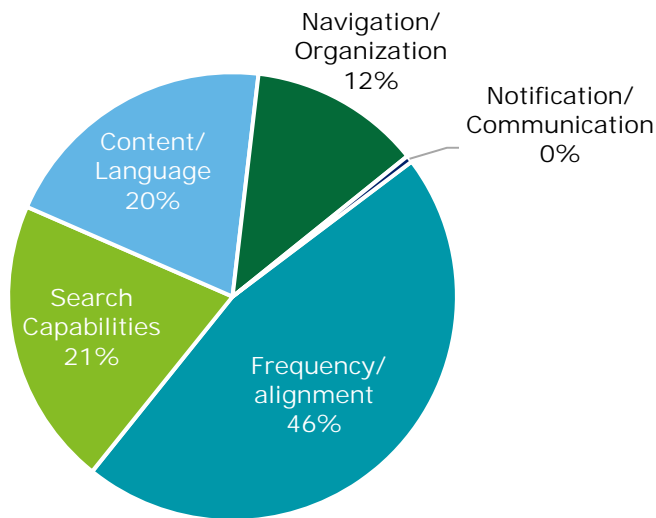
Top Suggestions



Manuals/Handbooks and Operations Memos Feedback

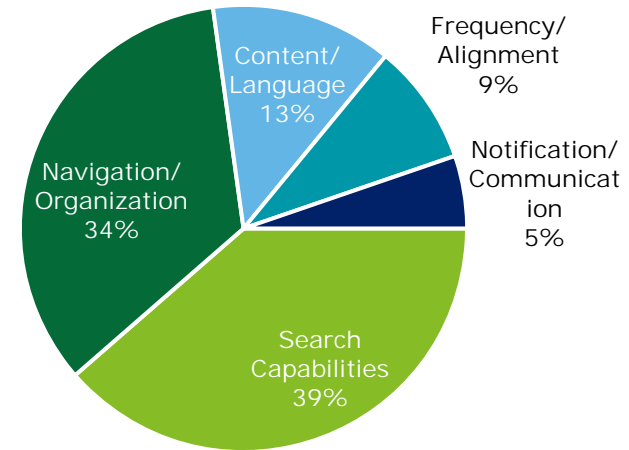
Staff suggestions for improvements and other feedback were categorized by publication, when possible. Manuals/Handbooks and Operations Memos were the two publications with the most feedback.

Manuals/Handbooks
(34% of total responses)



- **Align** with other publications (i.e. Operations Memos) and **update more frequently**
- Make **search function easier to use** and include **more advanced** search capabilities
- **Reduce ambiguity** and add **more examples**
- Include **links to other publications** as well as **cross references**

Operations Memos
(19% of total responses)



- **Improve search function** so that you can search by topic/subject and across body of Operations Memos
- Provide access to **old Operations Memos** and **categorize memos** by program/subject/year
- Make more **concise** and **highlight important information**
- Publish **prior to effective date** and only share **final version**
- Provide more **targeted notifications** and communications for Operations Memos



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