Office of Disability Employment Policy (ODEP) Technical Assistance Centers Customer Satisfaction Evaluation

SUMMARY

In 2016, the U.S. Department of Labor's (DOL's) Office of Disability Employment Policy (ODEP) developed a Technical Assistance (TA) Center Program comprised of five TA Centers which seek to promote successful employment policy and practices for people with disabilities. Each center had a unique focus, including assisting customers with workforce accommodations, systems-level changes, and accessible technology, as well as finding ways to increase employment opportunities for people with disabilities.

To gain knowledge of customer satisfaction with TA Center Program, the Chief Evaluation Office (CEO) of DOL, in partnership with ODEP, conducted a two-phased study to examine the extent to which the Program meets customer needs, as well as the reach and satisfaction with services provided by the individual TA Centers.

Phase I began in 2016 and focused on determining the feasibility of conducting a customer satisfaction survey of the five TA Centers. ODEP conducted semi-structured interviews of staff from all TA Centers, conducted in-person site visits with three TA Centers, and reviewed documents such as monthly metrics reports, quarterly reports, grant applications, work plans, meeting notes, and logic models. Phase II began in 2019 and focused on customer satisfaction with two TA Centers: the Job Accommodation Network (JAN), and the Employer Assistance Resource Network (EARN). ODEP conducted semi-structured telephone interviews of customers and staff from the two TA Centers, and reviewed data on customer satisfaction and service utilization.

The study includes a final report and two issue briefs.

KEY TAKEAWAYS

- Interviewed customers contacted the technical assistance Centers for various reasons, including: **assistance with reasonable job accommodations; questions about the Americans with Disabilities Act; to gather information on topics related to disability employment; or for continuing education information.**
- Customers interviewed from both Centers **reported they were happy with the websites and valued the extensiveness of the information and the useful templates and examples available**.
- When the customers interacted with JAN and EARN, **a large majority of customers interviewed (85 percent) used individualized services like one-on-one communication via telephone, email, or chat.** More than 60 percent referenced resources posted on the TA Centers' websites.
- EARN customers interviewed said they **were satisfied with the webinars available as they allowed the customers to be informed of the latest**

disability policies and determine if their own policies match what others are doing.

- JAN and EARN customers **were satisfied with the amount of time it took to receive assistance,** and believed the staff had sufficient expertise to answer questions and provide guidance.

SEE FULL STUDY

STUDY TIMEFRAME: 2016-2020
SUBMITTED BY: Westat
DATE PREPARED: October 2020

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