

**Survey of Compensation and Pension
Beneficiaries' Satisfaction with the Benefit
Payment Process and Other Service Issues**

**Surveys and Research Staff
Data Management Office
Veterans Benefits Administration
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ACKNOWLEDGEMENTS

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BACKGROUND

- New beneficiary survey requested by C&P Service and former Under Secretary for Benefits to expand satisfaction surveys to include those persons on the rolls, not just those with a recent claim.
- Plan developed in July 2001 in conjunction with C&P Service for Surveys and Research Staff to develop a pilot beneficiary survey and to continue the ongoing C&P claimant survey for 2001. C&P Service was to take the lead in obtaining claimant and beneficiary data from the government-wide ACSI survey program.
- C&P Service concurred in the pilot beneficiary satisfaction questionnaire and the sample design.
- Plan stated that once a national beneficiary pilot survey was conducted, a decision would be made whether to expand the beneficiary survey to the RO level. Estimated cost: \$200,000.

METHODOLOGY

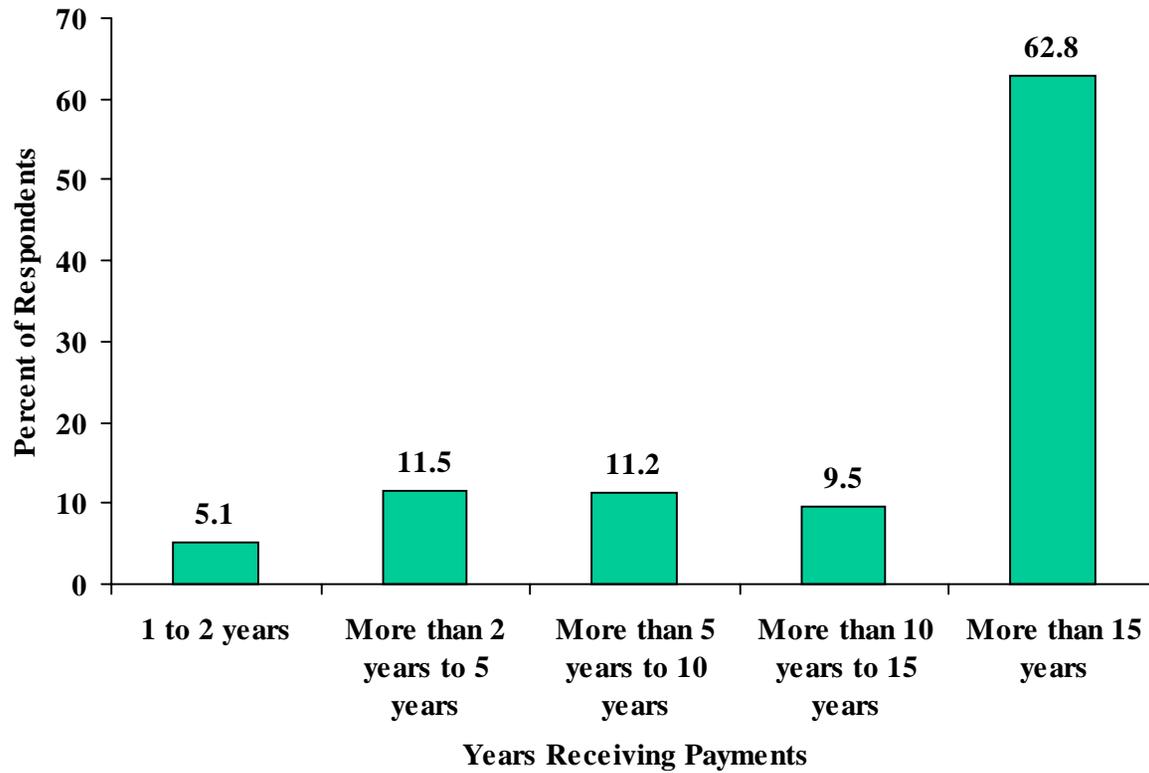
- This report presents the results of the pilot test of this survey which was administered nationwide to gather customer satisfaction information regarding the compensation and pension (C&P) payment process and other, non-payment service issues.
- This survey was designed to measure customer satisfaction for the approximately 3.2 million beneficiaries who receive monthly payments from VA, but who may or may not have had any other interaction with VBA.
- A random sample of 2,500 individuals was extracted from C&P's Master Record and included: (1) those individuals currently on the rolls for at least one year, and (2) those who currently do **not** have a pending claim, and (3) those who have at least a 10% degree of service-connected disability (if receiving compensation), and (4) did not have a foreign address.
- Data collection began on February 22, 2002 and the receipt of questionnaires was completed on May 16, 2002.

METHODOLOGY (continued)

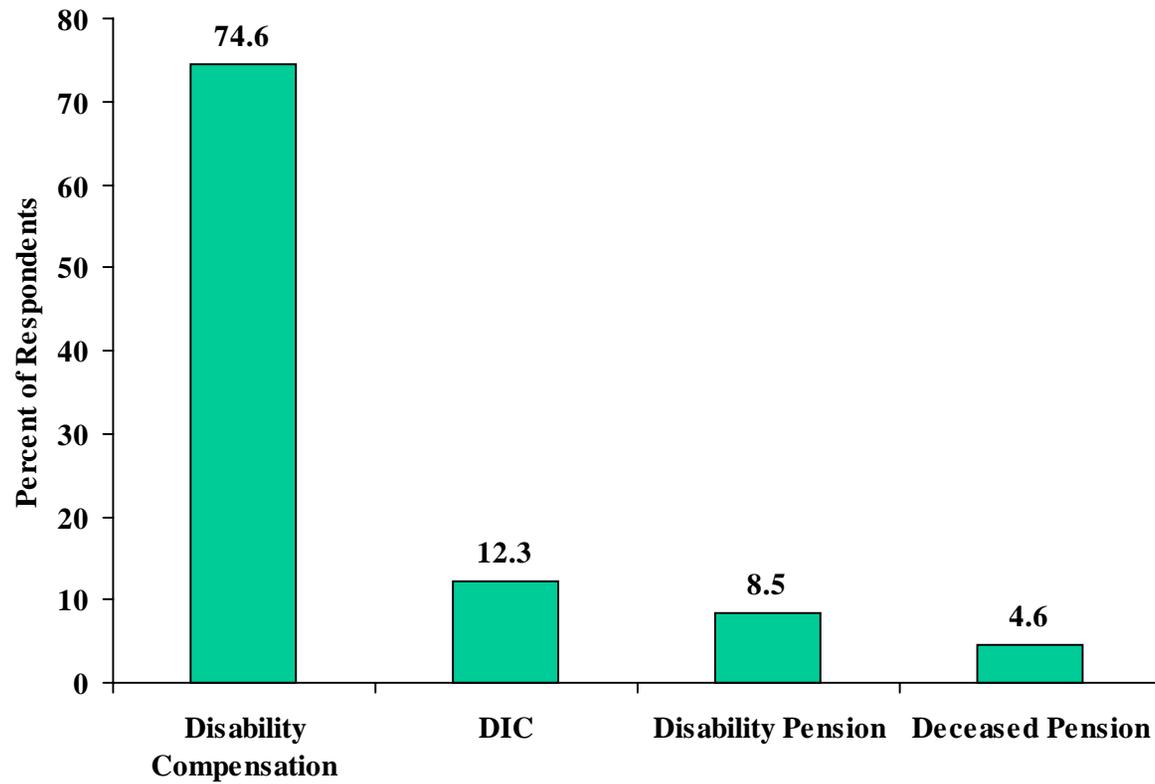
- The estimated time to complete the survey was 15 minutes. A cover letter and a business reply mail envelope were included with the survey instrument. A reminder post card was mailed out on March 22, 2002.
- Prior to the selection of the final sample, approximately 20,000 cases were screened by a National Change of Address (NCOA) program by Fair Issac, Inc. This procedure, as well as the number of returned undeliverable questionnaires, resulted in an estimated national undeliverable address rate of 5.1 percent, or approximately 160,000 names and addresses.
- Of the 2,407 questionnaires sent out which had good (non-returned) addresses, 1,214 completed questionnaires were returned yielding a response rate of 50.4 percent.

BACKGROUND DEMOGRAPHICS

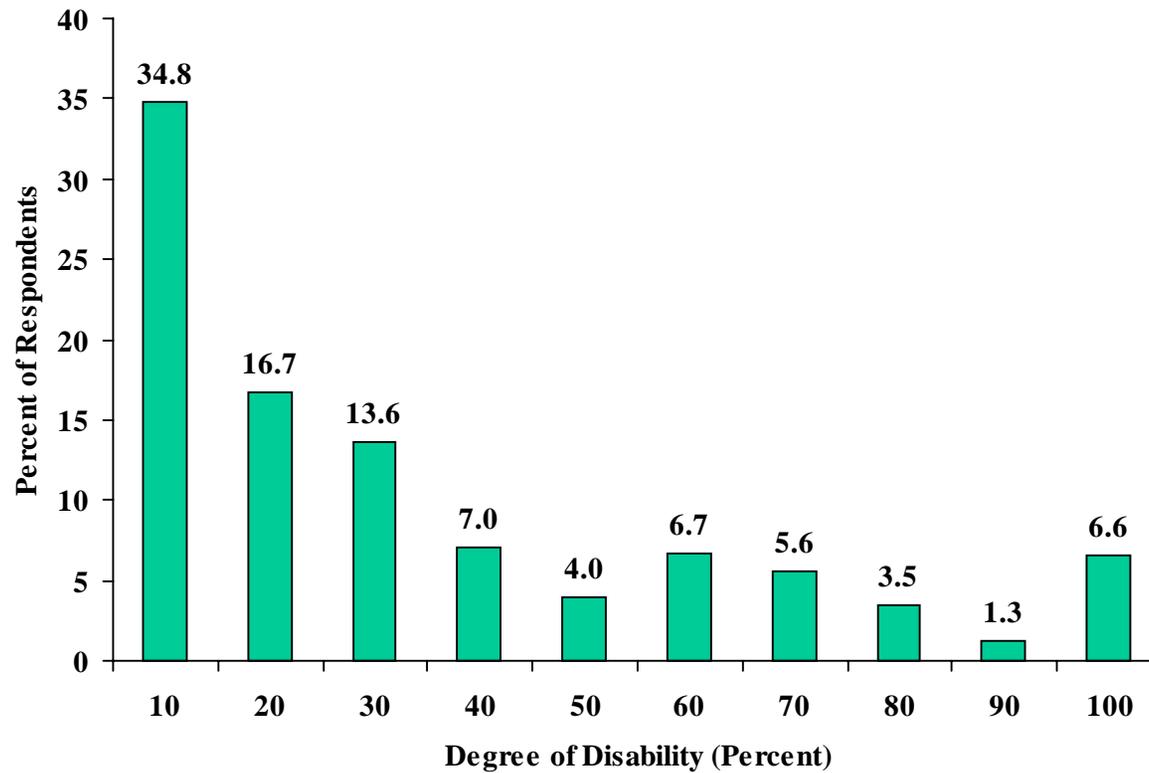
LENGTH OF TIME RESPONDENTS HAVE BEEN RECEIVING PAYMENTS



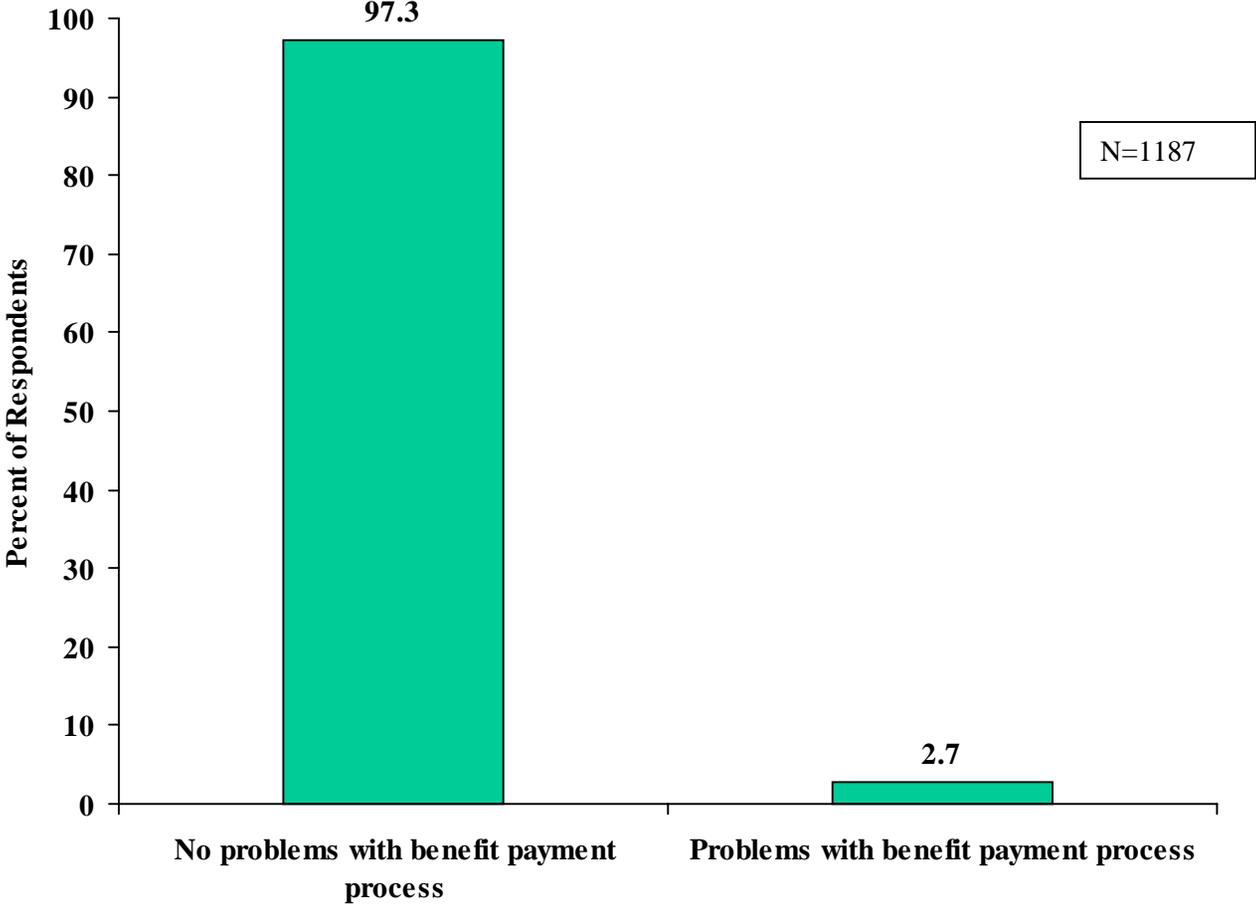
TYPE OF BENEFIT RECEIVED



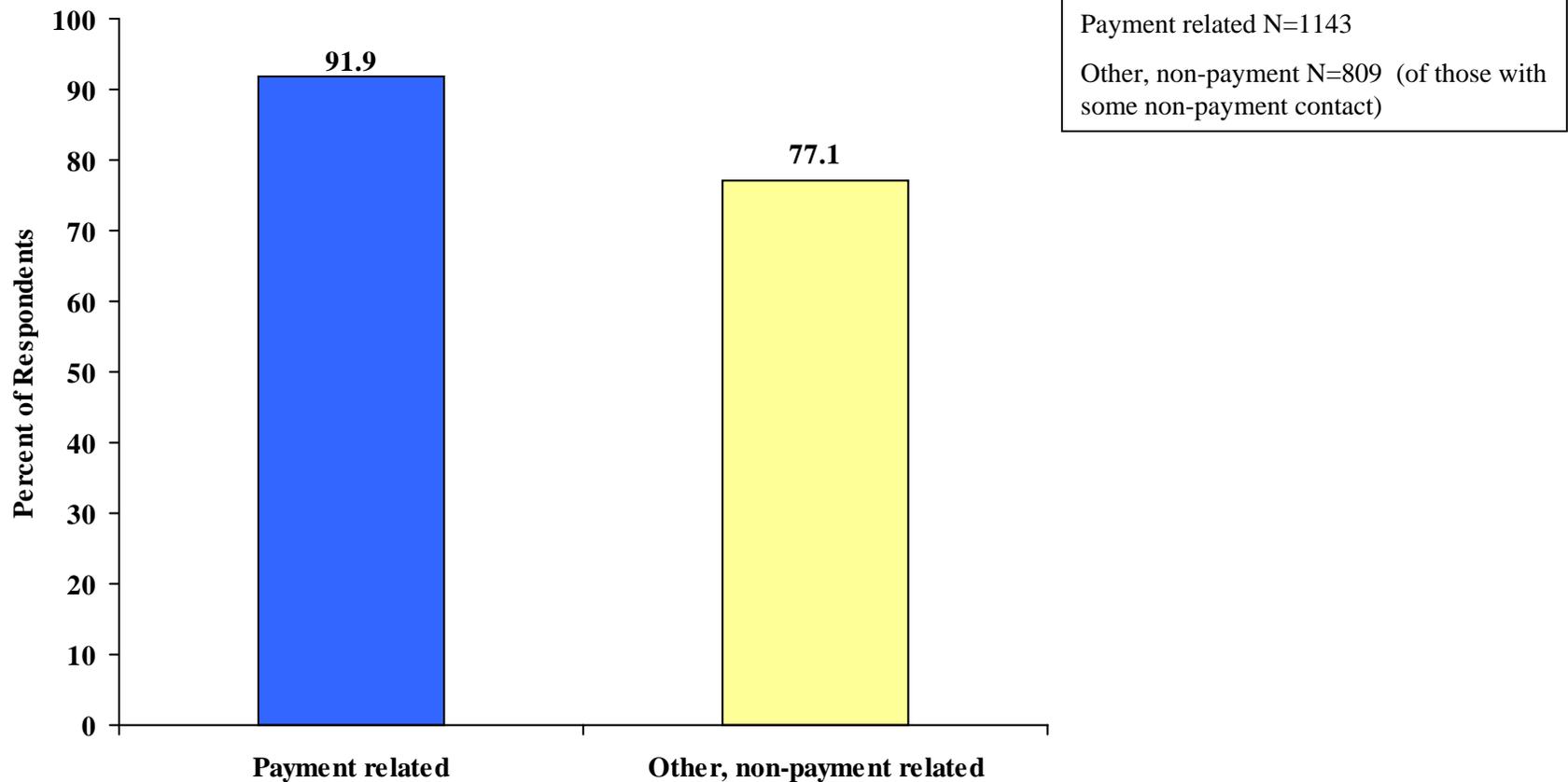
DEGREE OF SERVICE CONNECTED DISABILITY (FOR THOSE RECEIVING DISABILITY COMPENSATION)



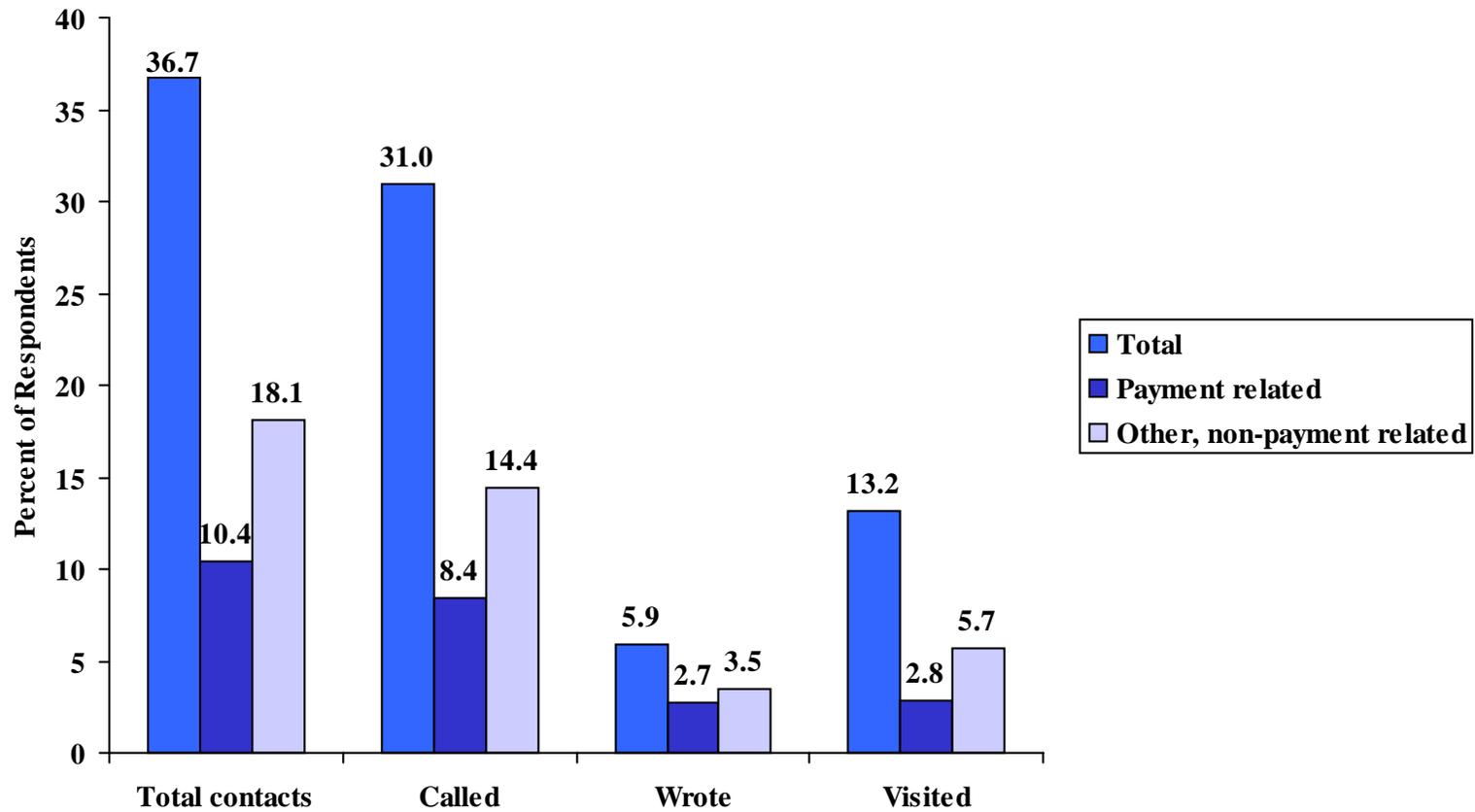
PERCENTAGE OF RESPONDENTS WITH AND WITHOUT ANY PROBLEMS REGARDING THEIR MONTHLY BENEFIT PAYMENTS WITHIN THE LAST 12 MONTHS



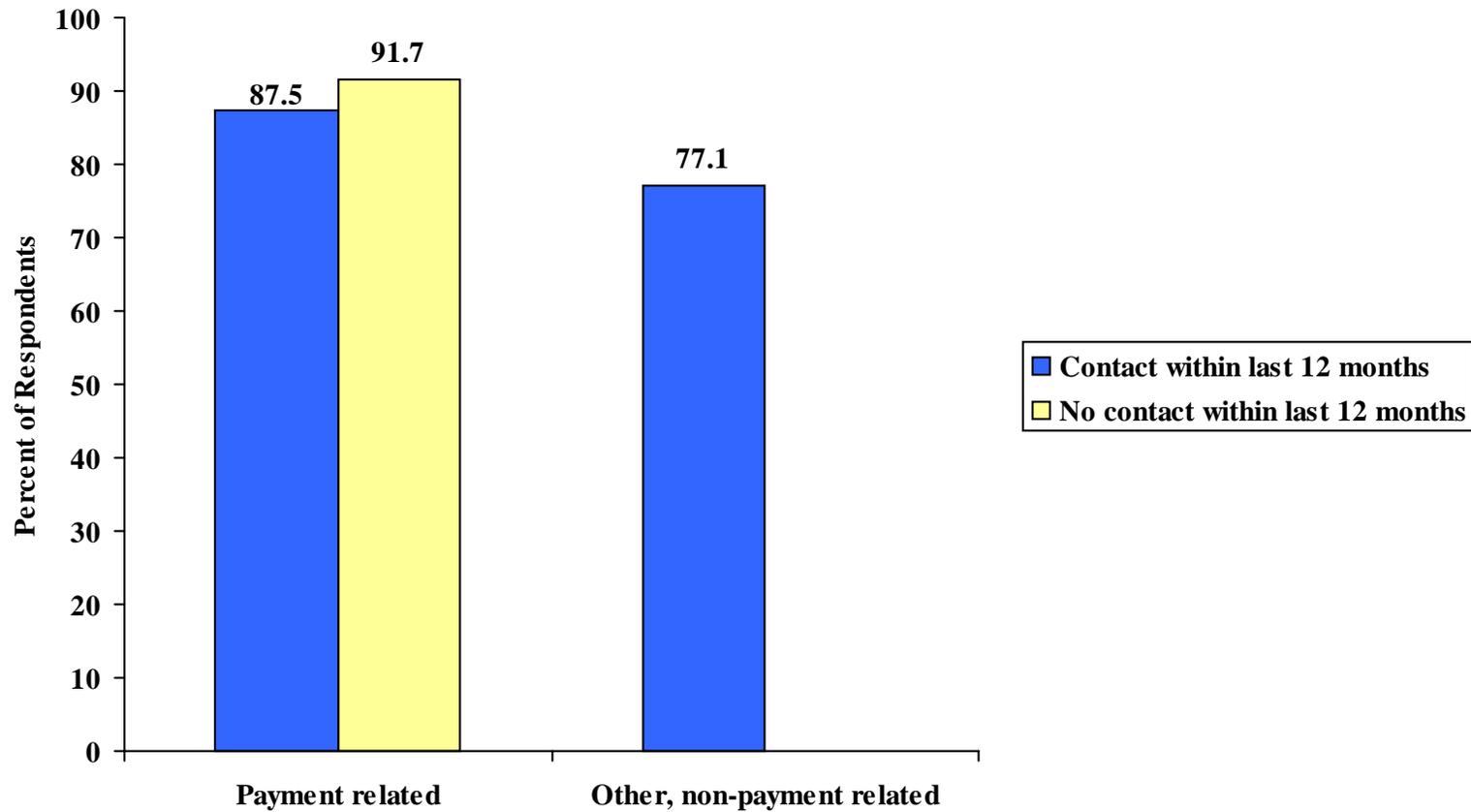
PERCENTAGE OF RESPONDENTS WHO WERE VERY OR SOMEWHAT SATISFIED WITH THE QUALITY OF SERVICE THEY RECEIVED FROM VA REGARDING THEIR MONTHLY BENEFIT PAYMENT PROCESS AND OTHER, NON-PAYMENT RELATED ISSUES



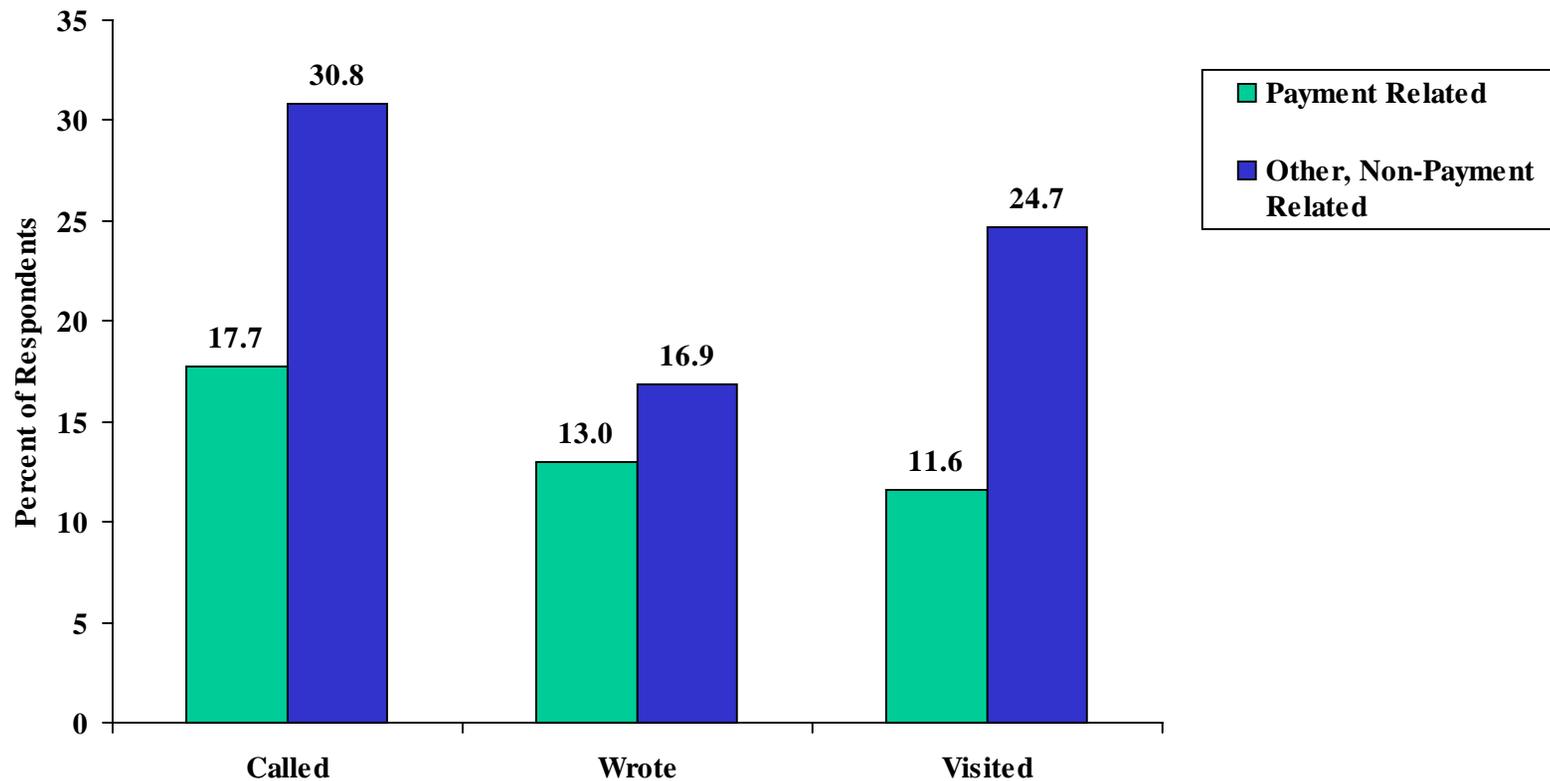
PERCENT OF RESPONDENTS WITH ANY CONTACT BY REASON FOR CONTACT, BY MODE



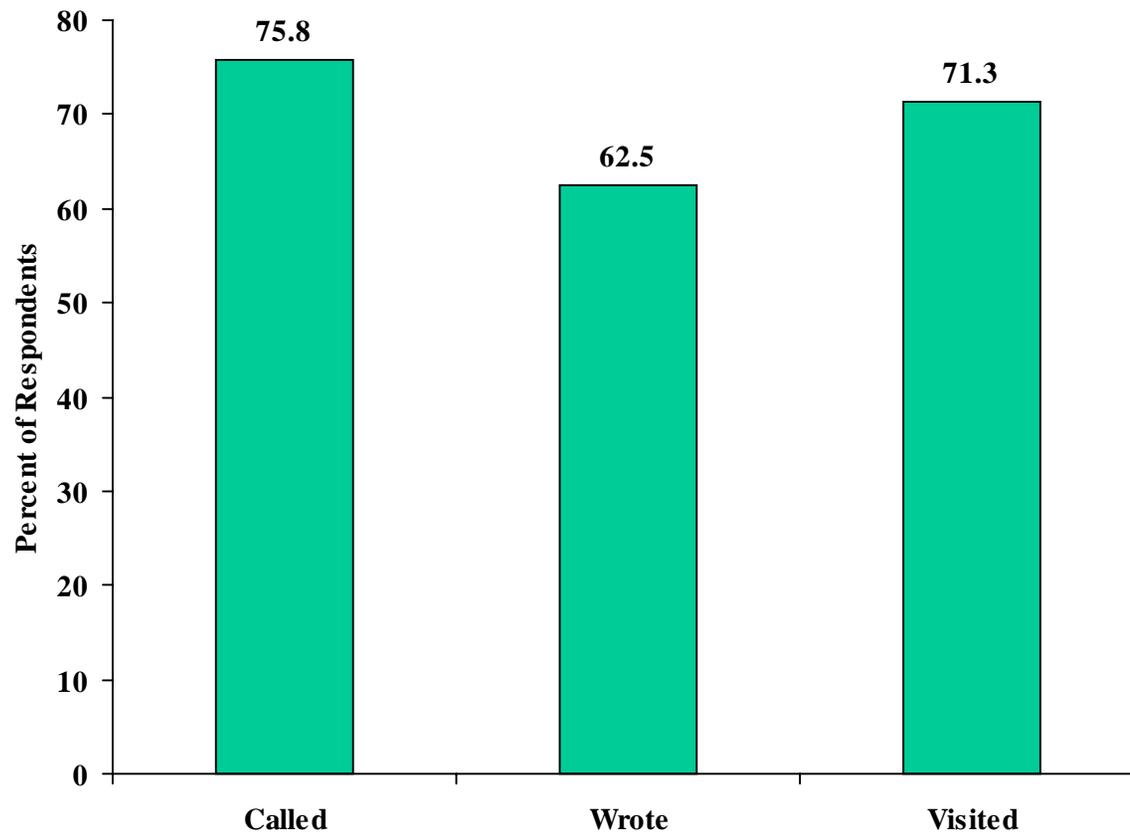
PERCENTAGE OF RESPONDENTS WHO WERE VERY OR SOMEWHAT SATISFIED WITH THE QUALITY OF SERVICE RECEIVED FOR PAYMENT AND NON-PAYMENT ISSUES BY WHETHER CONTACT WAS MADE WITH VA



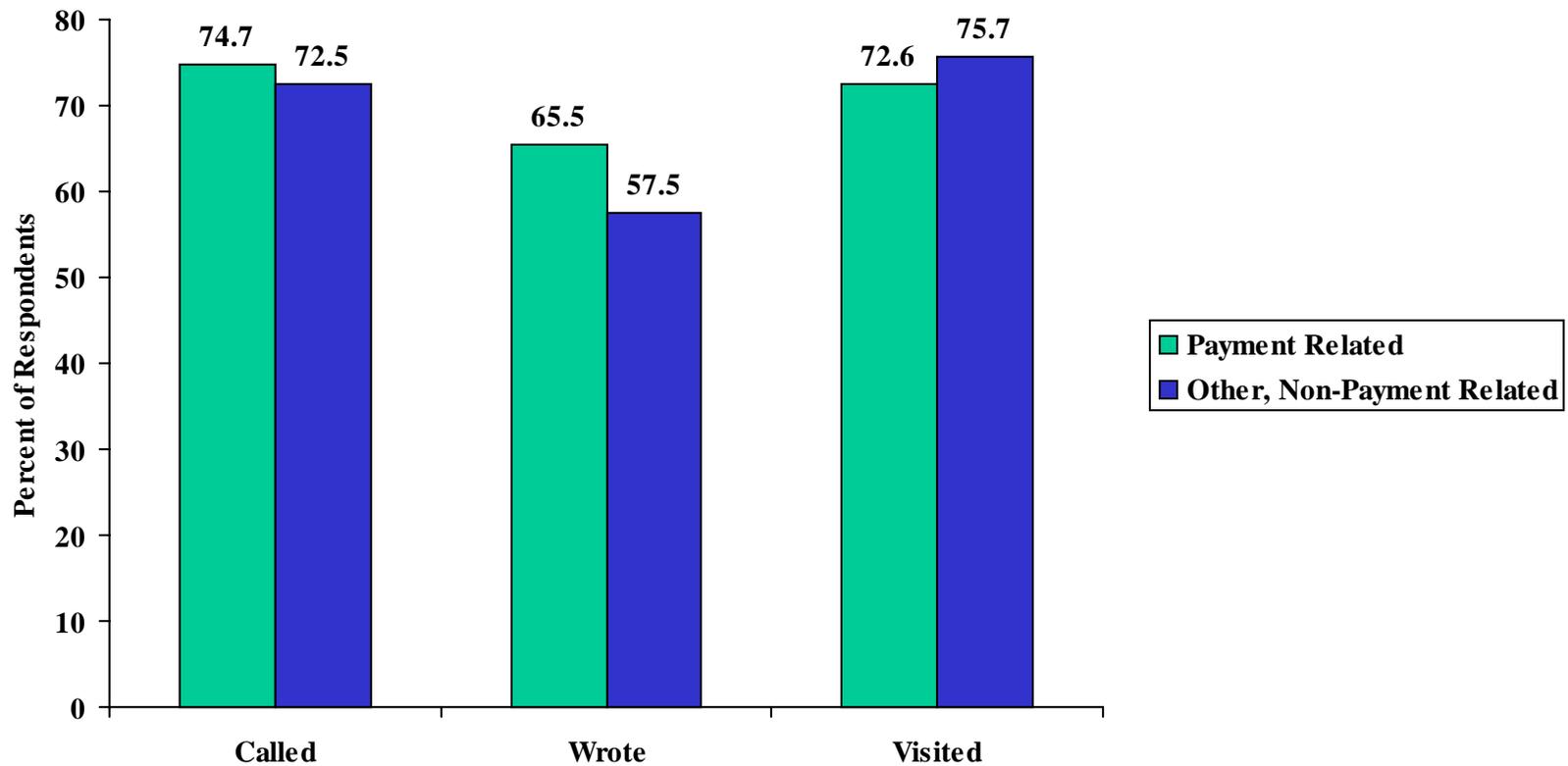
PERCENTAGE OF RESPONDENTS WHO CONTACTED VA BY REASON (PAYMENT OR NON-PAYMENT ISSUES) FOR THOSE WHO CONTACTED VA THROUGH A PARTICULAR MODE



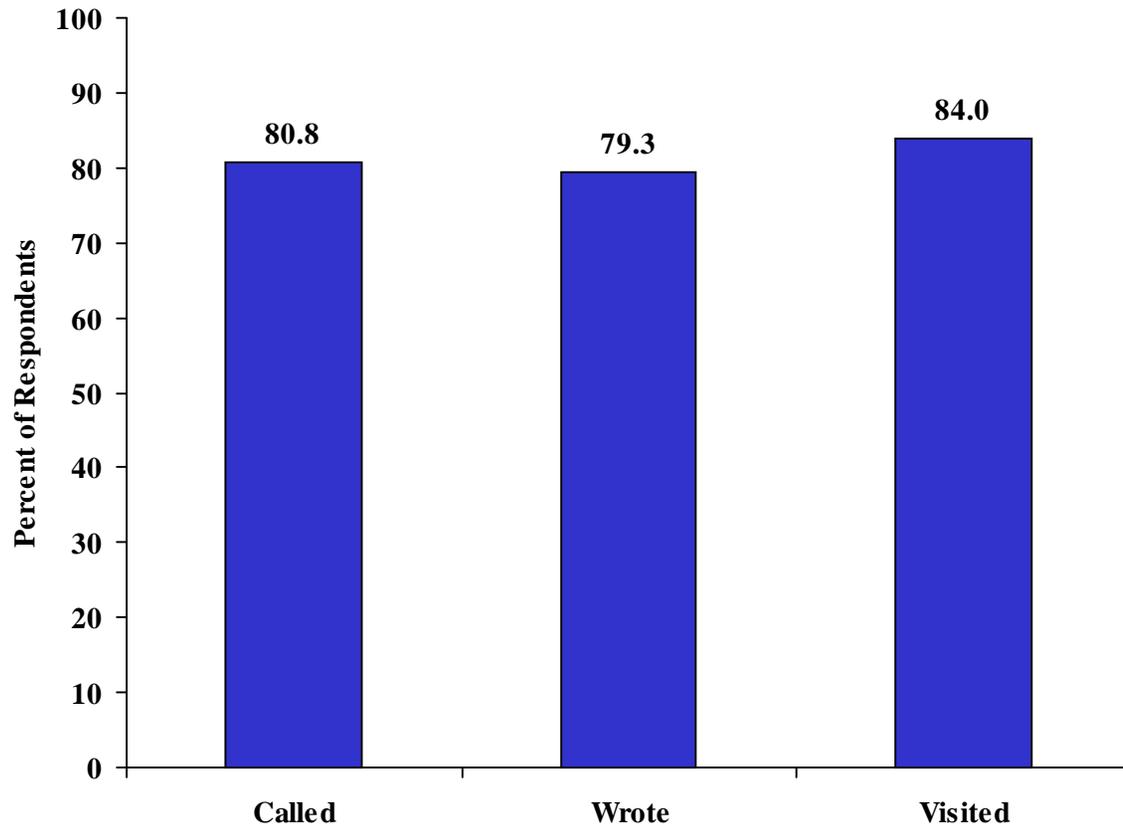
**PERCENT WHO THOUGHT VA COMPLETELY OR MOSTLY RESOLVED
THEIR PAYMENT RELATED ISSUES BY TYPE OF CONTACT
(FOR THOSE WHO NEEDED A RESPONSE)**



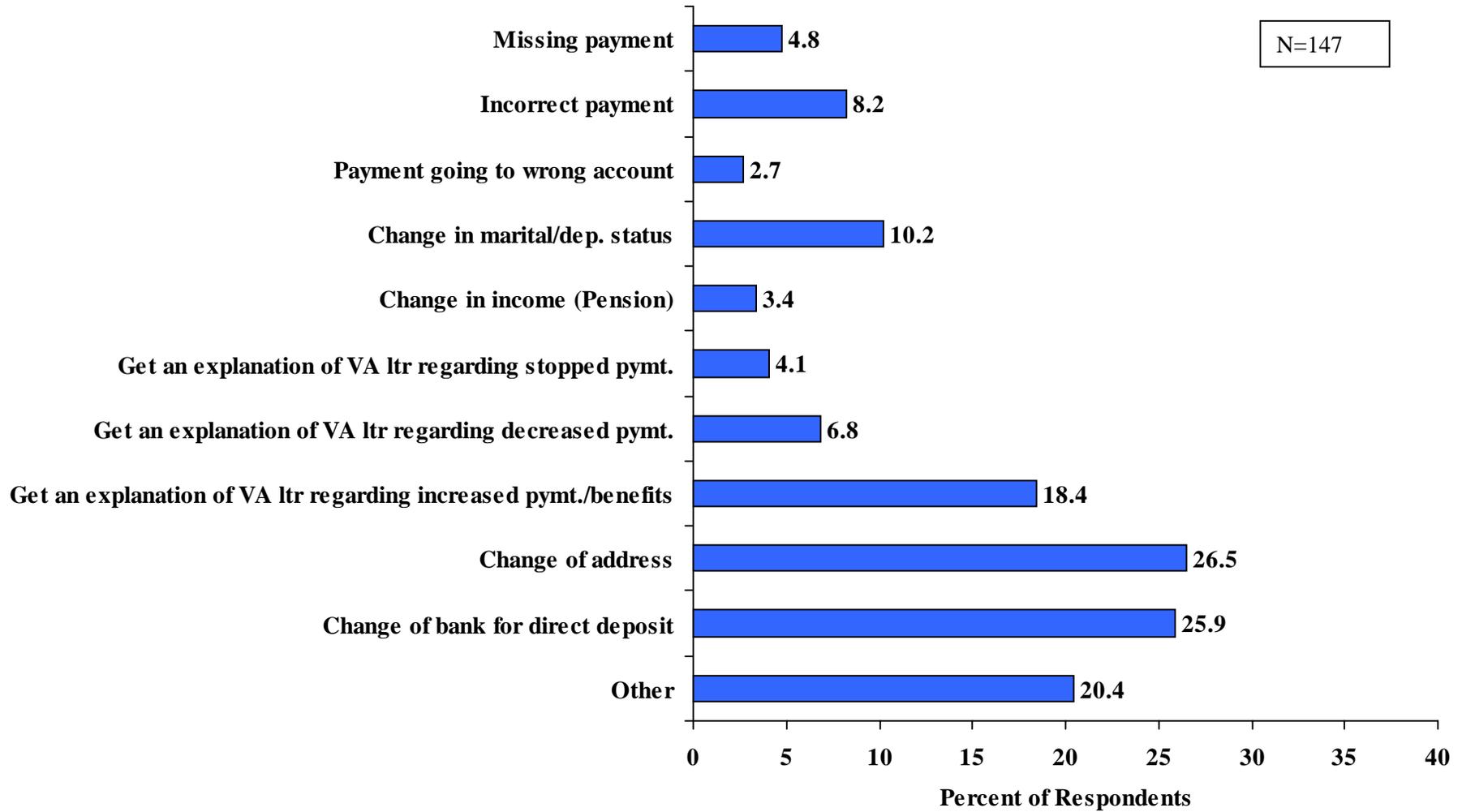
PERCENT WHO RECEIVED ALL OR MOST OF WHAT THEY NEEDED TO KNOW BY TYPE OF CONTACT



PERCENT WHO THOUGHT THE INFORMATION THEY RECEIVED FROM VA WAS VERY OR SOMEWHAT ACCURATE BY TYPE OF CONTACT

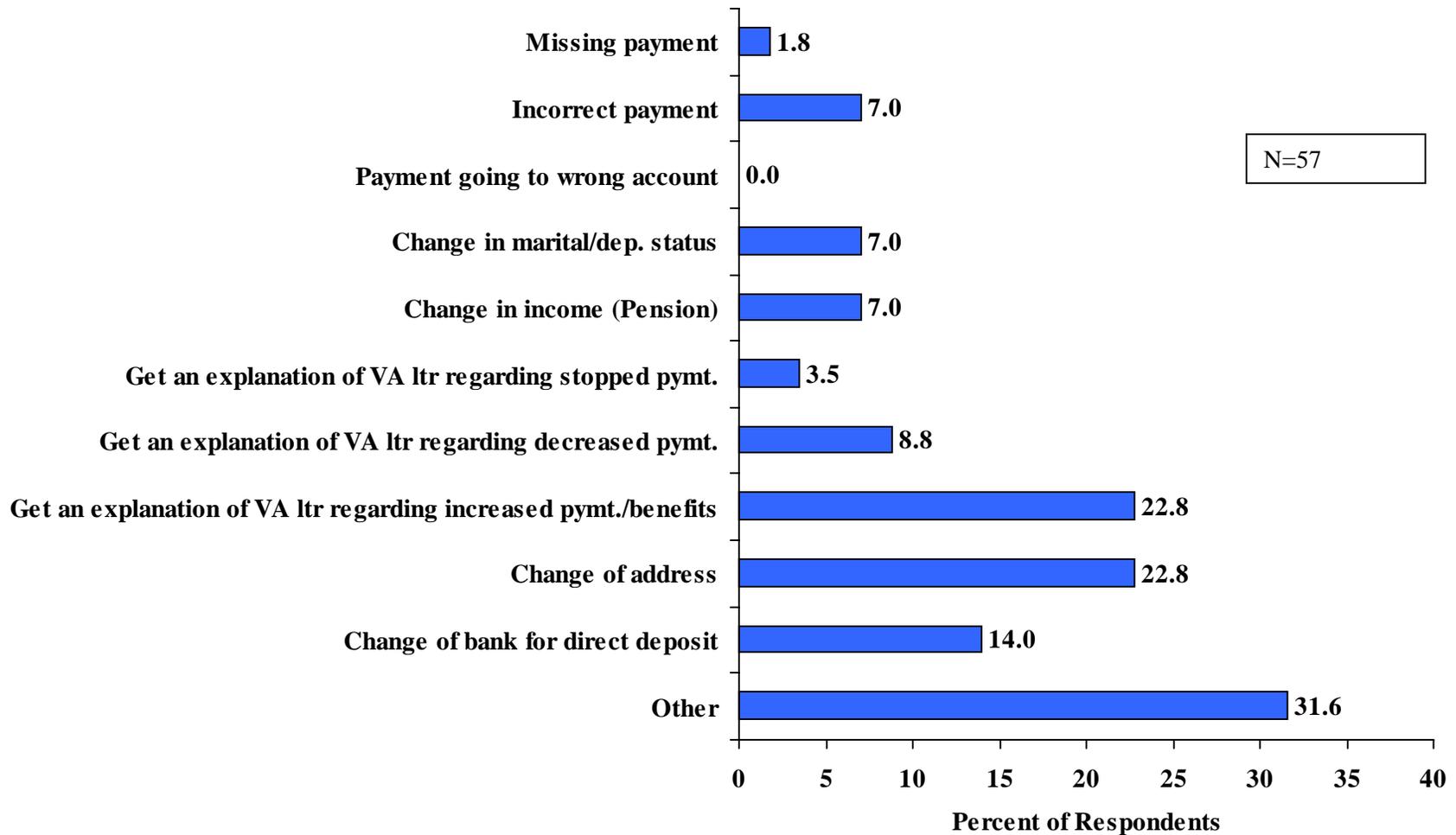


REASONS FOR CONTACTING VA BY PHONE REGARDING MONTHLY BENEFIT PAYMENTS



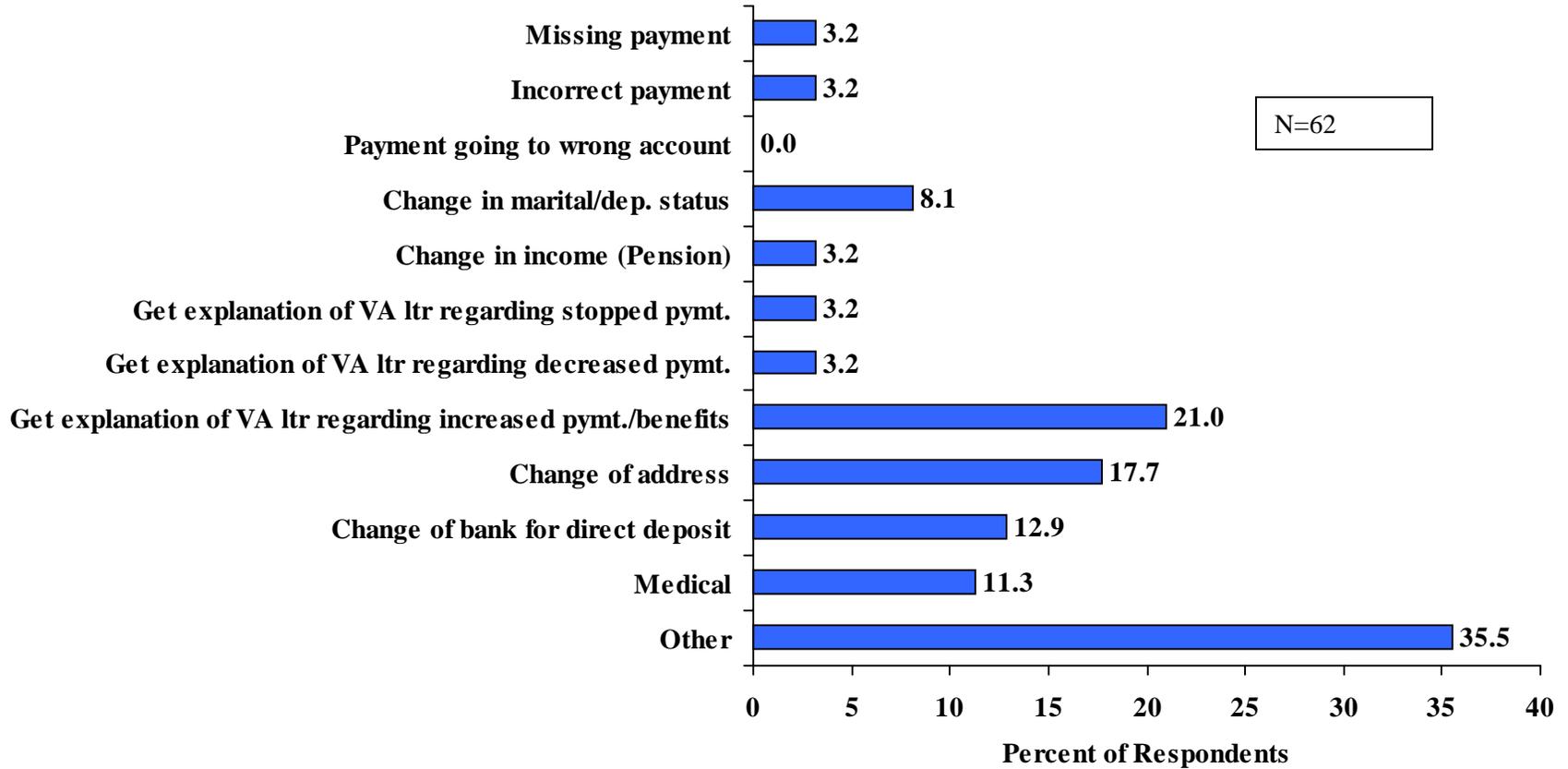
As respondents could mark all responses that apply, percentages do not add to 100%.

REASONS FOR CORRESPONDING TO VA REGARDING MONTHLY BENEFIT PAYMENTS



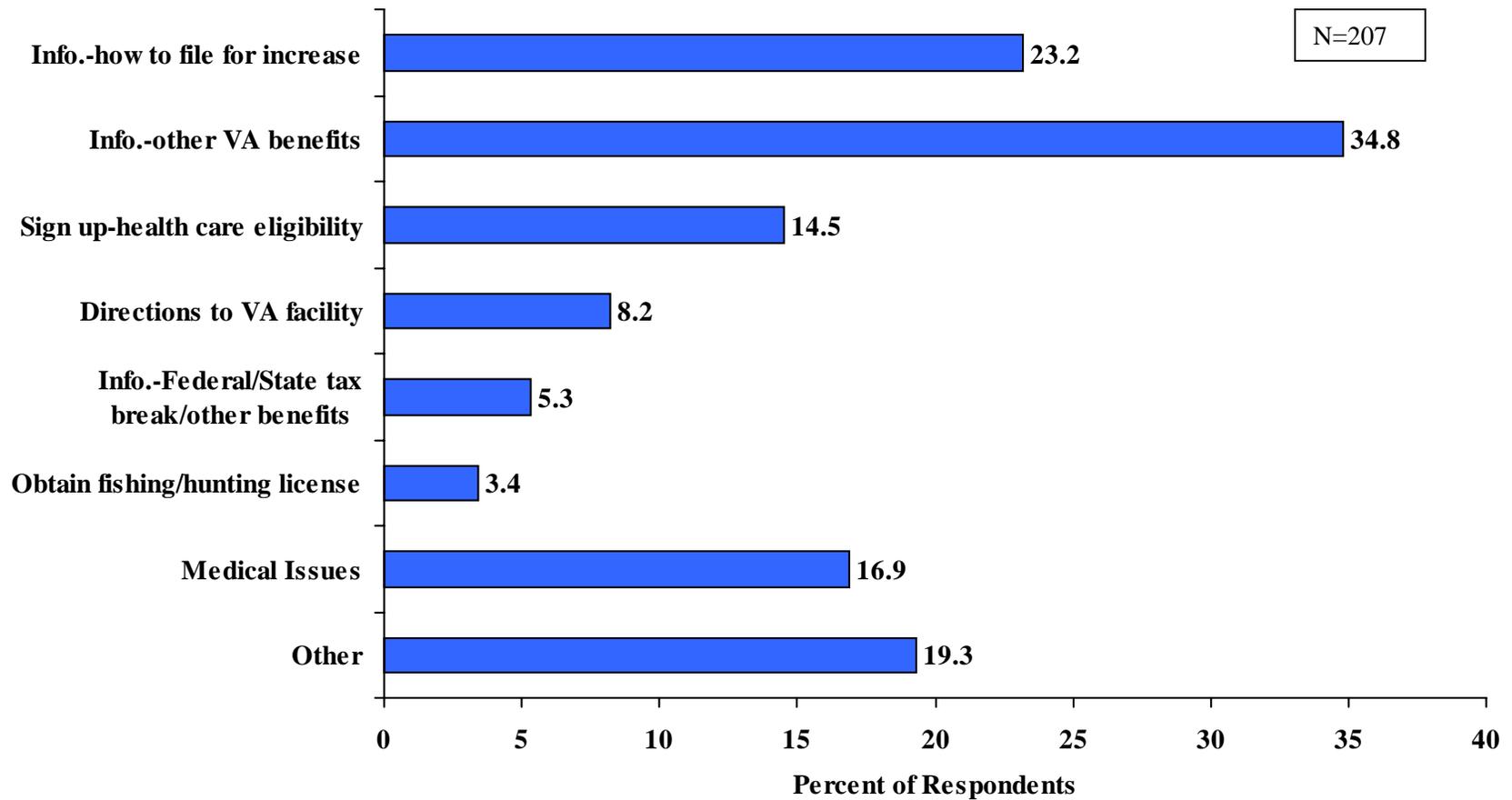
As respondents could mark all responses that apply, percentages do not add to 100%.

REASONS FOR VISITING VA REGARDING MONTHLY BENEFIT PAYMENTS

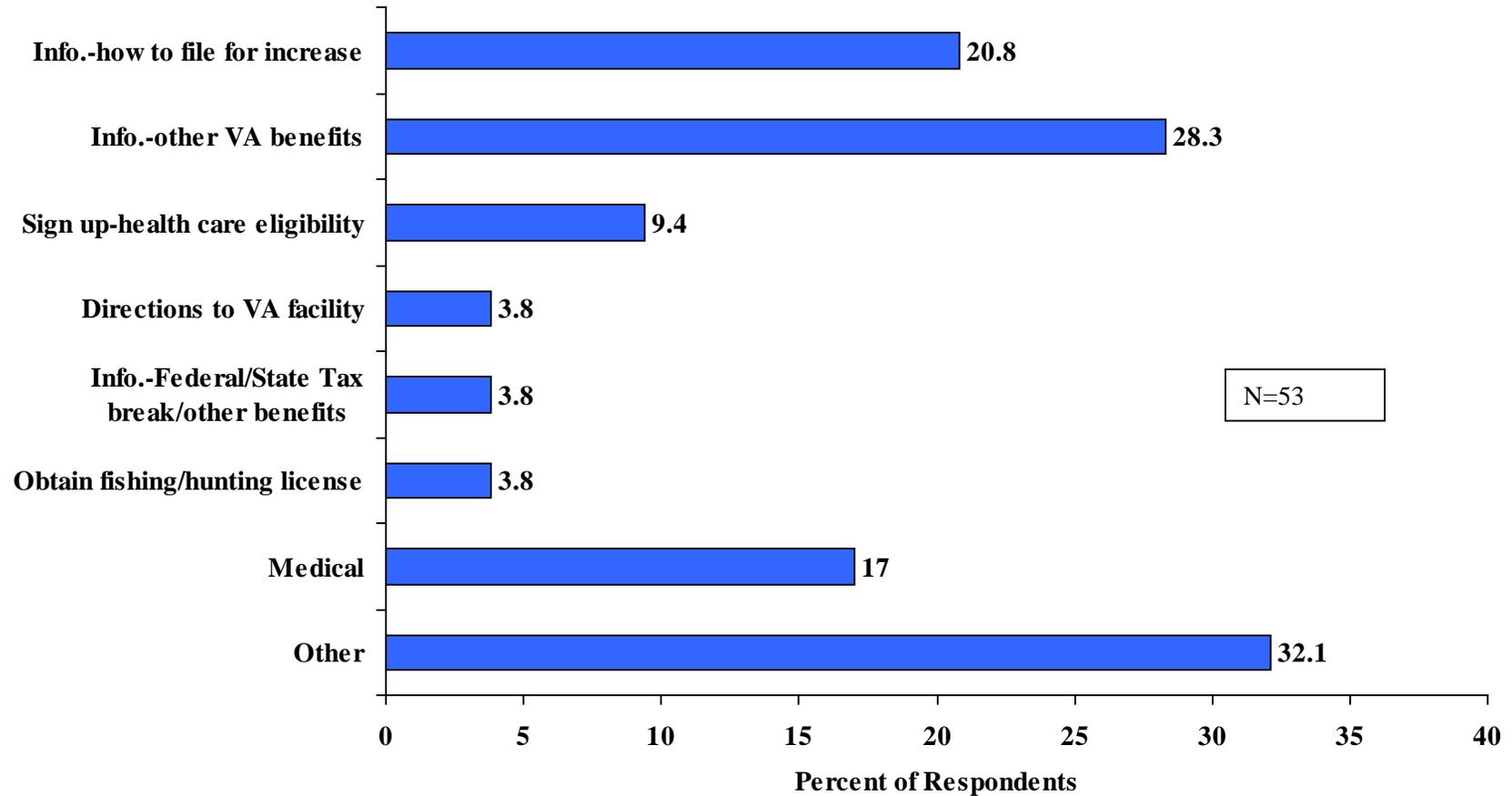


As respondents could mark all responses that apply, percentages do not add to 100%.

REASONS FOR CONTACTING VA BY PHONE REGARDING OTHER, NON-PAYMENT RELATED ISSUES

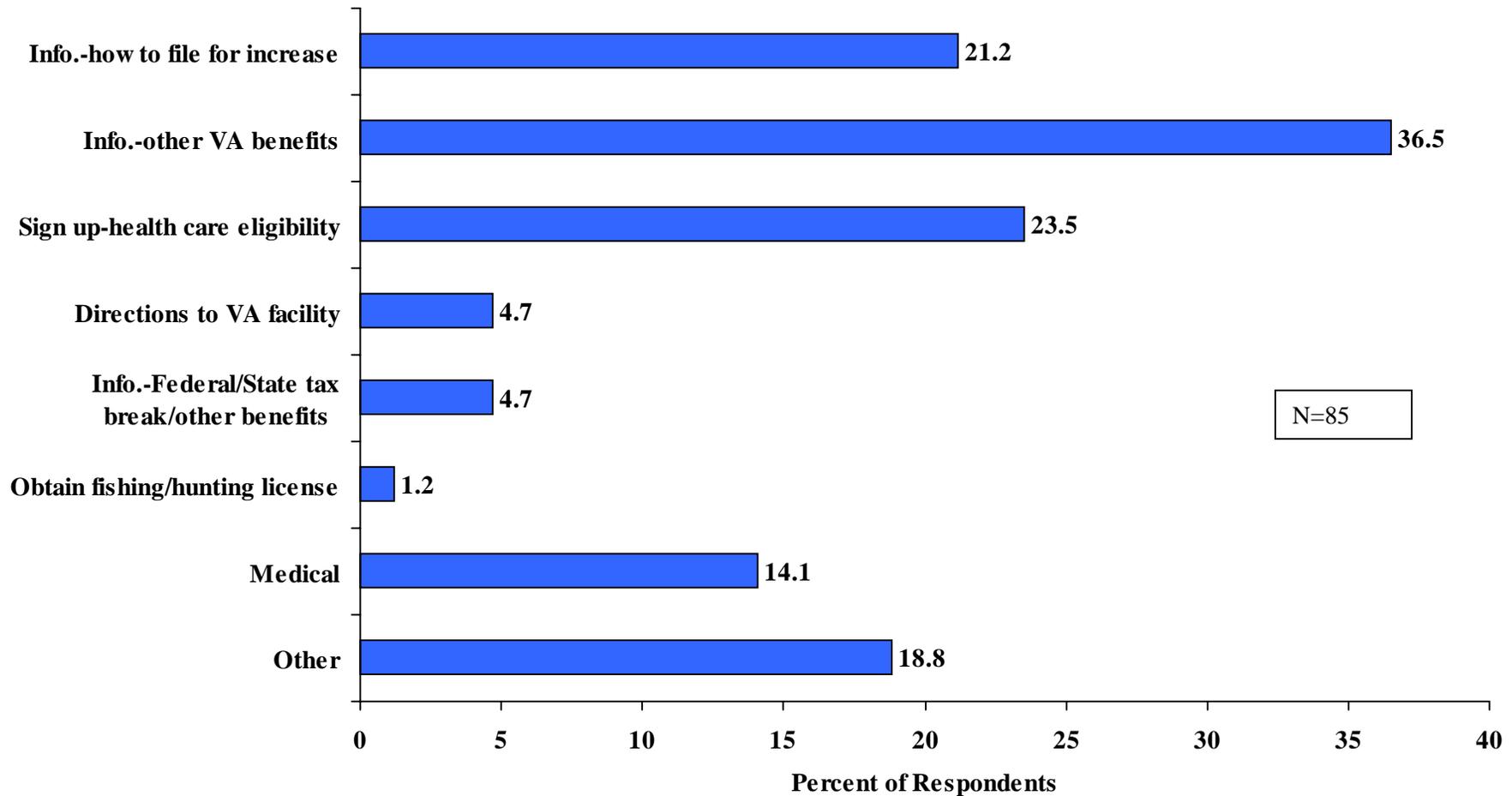


REASONS FOR CORRESPONDING TO VA REGARDING OTHER, NON-PAYMENT RELATED ISSUES



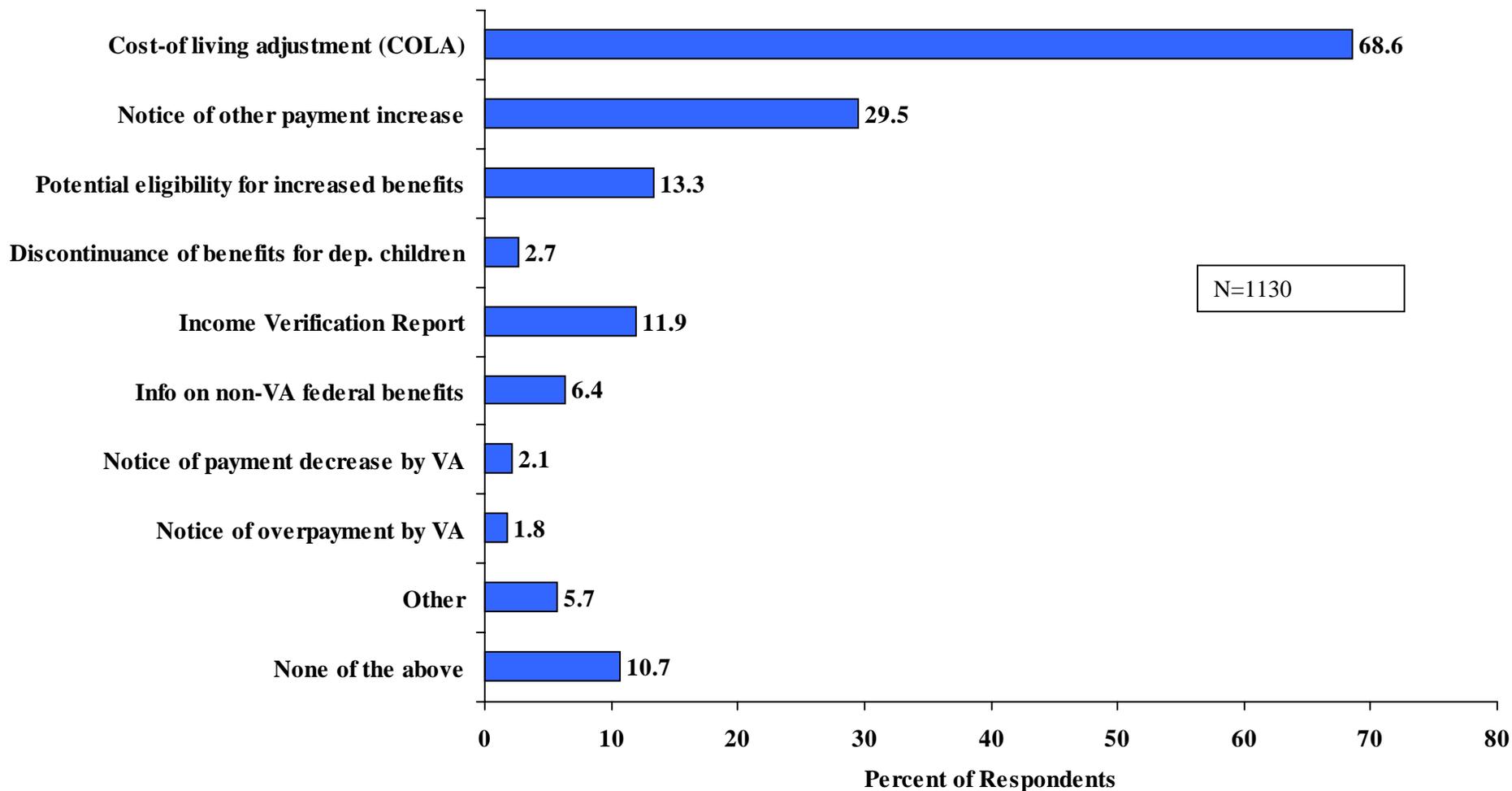
As respondents could mark all responses that apply, percentages do not add to 100%.

REASONS FOR VISITING VA REGARDING OTHER, NON-PAYMENT RELATED ISSUES



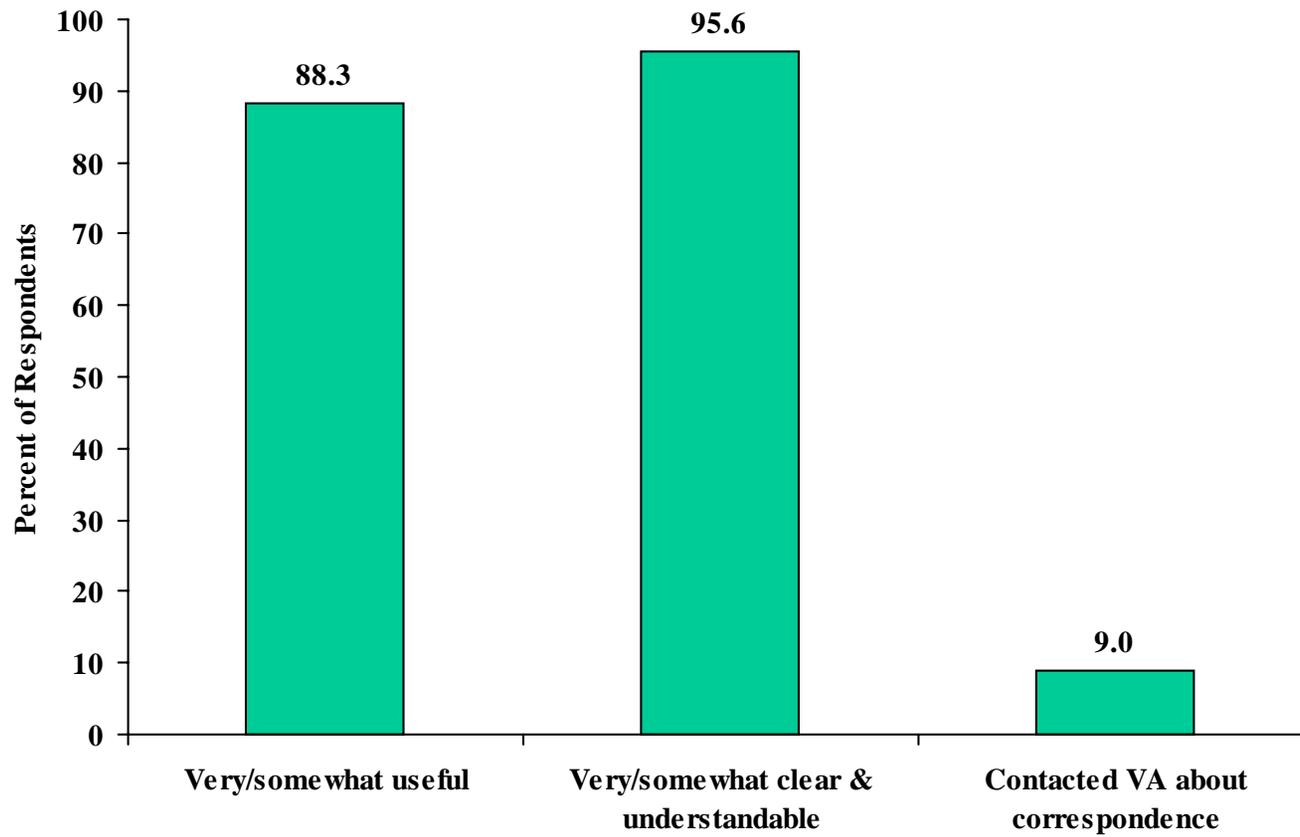
As respondents could mark all responses that apply, percentages do not add to 100%.

TYPES OF CORRESPONDENCE RECEIVED FROM VA IN THE PAST 12 MONTHS

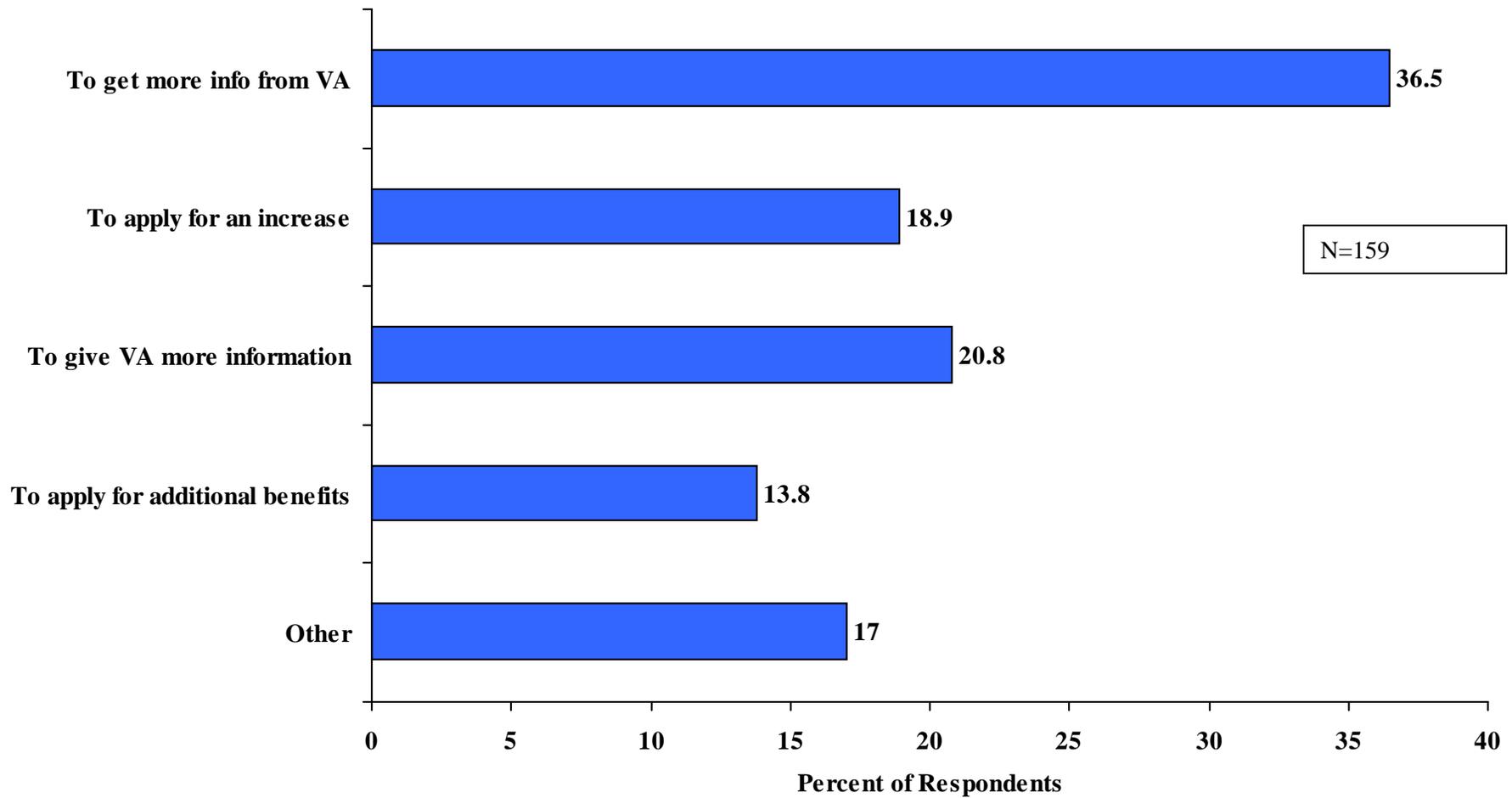


As respondents could mark all responses that apply, percentages do not add to 100%.

QUALITY OF CORRESPONDENCE RECEIVED FROM VA

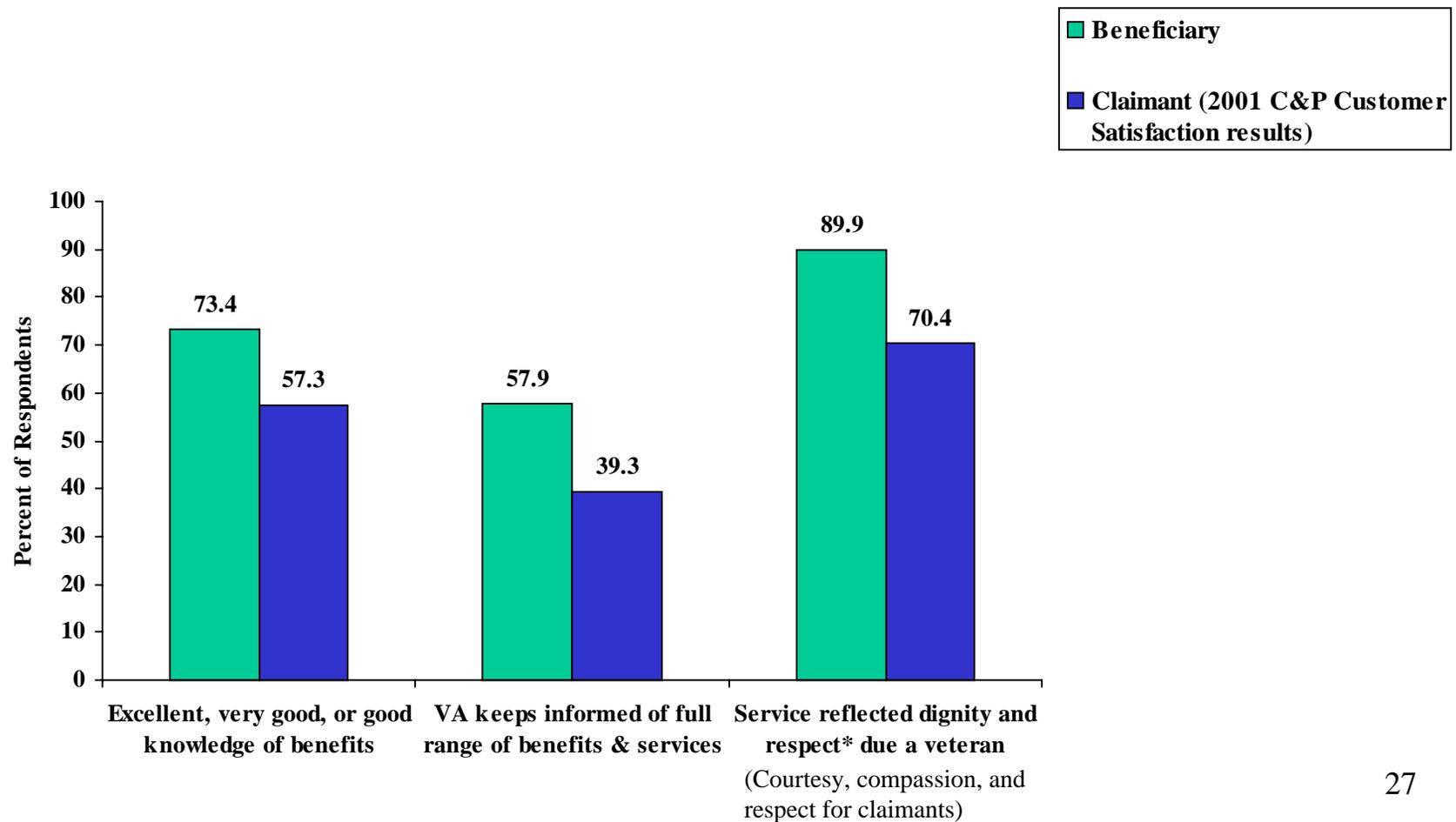


REASONS FOR CONTACTING VA ABOUT THE CORRESPONDENCE



As respondents could mark all responses that apply, percentages do not add to 100%.

OVERALL IMPRESSIONS BY BENEFICIARY AND RECENT CLAIMANT RESPONDENTS



SUMMARY

- Beneficiary population is very satisfied with payment-related service (91.9 percent satisfied); slightly less satisfied with other, non-payment issues (77.1 percent).
- Only 1/3 of the beneficiary population had any contact with VA during the previous year; those who do have lower satisfaction with service.
- Most contact is about non-payment related issues; some of these may relate to VHA and NCA benefits/eligibility.
- Beneficiary population is pleased with correspondence received from VA.
- High satisfaction is influenced by receipt of monthly payment itself, as many have no other contact with VA. Rate not likely to fluctuate by RO, as there is little contact with RO and most correspondence from VA is centrally prepared.