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Research with Federal Customer Experience at the Office of Management and Budget

Project Overview

As part of the [Executive Order](#) on Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government, our team is exploring government-wide actions to [improve how Americans engage with public agencies during retirement](#).

Our Ask

Help coordinate and recruit:

- One 45-minute interview with a manager at your organization
- At least one 45-minute interview with a frontline staff member of your organization
- Five to ten 30 to 60-minute interviews with individuals who are supported by your organization and who are approaching retirement
 - We are open to conducting these over the phone or remotely in English and Spanish.

Research Timeline: June 1 – July 15.

Key Research Questions

- What are the life experiences of low and middle income individuals and couples as they approach retirement?
- What opportunities exist for the federal government to improve services related to retirement?

Key Research Populations

We are prioritizing conversations with low and middle income folks including;

- Individuals aged 60-75 who are collecting SSA retirement benefits
- Couples in the 60-75 age range planning for retirement together
- Individuals aged 60-75 who are planning to receive retirement benefits through a former spouse



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FAQs

What are you interviewing people about?

We will be asking members of the public about to describe their thoughts, feelings and experiences related to retirement. We will be asking about the challenges they face during this time, and the care, support, and benefits they are able to access, as well as how their experience could be improved. We will be asking front-line staff about their experiences supporting members of the public, and the challenges and opportunities they face.

What are the outcomes of the research project?

The research findings will inform potential pilots and interventions that the federal government/states can implement to improve families' benefits and experience.

How will participants' privacy be maintained?

All interviews will be anonymous and confidential. All participants will go through an informed consent process at the start of the interview, and will have control over what information is recorded, as well as control over their data. Raw data from the interview will be stored securely, and not shared beyond the immediate project team.

Will participants be paid for their time?

Members of the public will be compensated \$25–\$50 depending on the duration of the interview. This can be delivered as a physical or virtual gift card. Staff members will not be compensated additionally for their time.

Who do I contact for more information?

For more information, please contact Forest at frichardson@deloitte.com