



Improving Customer Experience with Federal Services

High Impact Service Provider Annual CX Action Plan

**Office of Workers' Compensation Programs
(OWCP)**

June 2019



HISP Annual Maturity Self-Assessment Summary

In 200 words or less total, tell us about your efforts around each core CX function by responding to the following prompts that apply.

Measurement: 2 / 6

Please give a 2-3 sentence summary of your efforts:

The Division of Energy Employees Occupational Illness Compensation (DEEOIC) is exploring accessing website statistics to gain a better understanding of customer site usage. Initial statistics are expected to be collected using Google Analytics, as available from the GSA Digital Analytics Program (DAP). Other tools may be used as they become available.

What are you most proud of?

What nascent / ongoing activities do you hope to grow?

Having a better understanding of which portions of our site are visited the most and how they are used will assist us in better targeting our information and tools to our claimant population within our site.

What's blocking you from initiating / making / fully implementing changes?

DEEOIC is working with a variety of layers of IT support within OWCP and the Department, and with GSA DAP, to gain access to the usage data and analytic tools and to develop expertise with the tools.

What else would you like to share?

Governance: 1 / 6

Please give a 2-3 sentence summary of your efforts:

DEEOIC is in the process of hiring a new SES-level Deputy Director who will have Customer Experience as one of his/her responsibilities. Onboarding is currently expected before the end of the current fiscal year (FY 2019).

What are you most proud of?

What nascent / ongoing activities do you hope to grow?

Once the SES Deputy Director is hired, she/he will develop a governance structure, likely along the lines of change control boards (CCB) which will increase the transparency and ownership of our website, content, and tools available to internal and external stakeholders.

What's blocking you from initiating / making / fully implementing changes?

What else would you like to share?





Organization & Culture: 2 / 6

Please give a 2-3 sentence summary of your efforts:

In January 2019, DEEOIC initiated an Active Writing course to improve the quality of written communications from Claims Examiners to customers.

What are you most proud of?

Our continued focus on writing complex development and decision letters using active voice and as understandable as possible for our claimant population.

What nascent / ongoing activities do you hope to grow?

With a focus on improved training of staff and stakeholders, DEEOIC believes that we will continue to improve our processes and understanding of those processes by all impacted parties.

What's blocking you from initiating / making / fully implementing changes?

DEEOIC is in the process of awarding a training contract to assist us in updating and improving our employee and external training materials and tools, but contracting takes time.

What else would you like to share?

Customer Research: 1 / 6

Please give a 2-3 sentence summary of your efforts:

We have no current customer research. DEEOIC's customers fall into three distinct and known groups – claimants, authorized representatives, and physicians / other medical providers.

What are you most proud of?

What nascent / ongoing activities do you hope to grow?

What's blocking you from initiating / making / fully implementing changes?

What else would you like to share?





Service Design: 4 / 6

Please give a 2-3 sentence summary of your efforts:

DEEOIC is in the process of reconfiguring its content on the OWCP public website to provide a better online customer experience.

What are you most proud of?

With the help of a CX-capable contractor, DEEOIC is implementing a role-based process flow to provide transparency and to guide website users to the actions and content needed for their respective roles.

What nascent / ongoing activities do you hope to grow?

What's blocking you from initiating / making / fully implementing changes?

DEEOIC has a robust Archives within our Public Reading Room, which we may have to eliminate because of departmental 508 compliance interpretation (requiring all documents/web pages, even historic or archival pages, be 508 compliant to current standards). We are working to determine an appropriate path forward.

What else would you like to share?

Areas of Focus

Reflecting upon our 2019 CX Maturity Self-Assessment, our HISP has decided to focus on raising our maturity in the following areas in FY19/FY20:

- Measurement
- Governance
- Organization & Culture
- Customer Research
- Service Design



FY 2019 / 2020 CX Improvement Actions

Describe a use case where a typical customer of your program faced challenge(s) during a service experience. This case should relate to one of your organization's Focus Areas for the remainder of FY19 and through FY20.

Example HISP Customer Profile

An elderly individual with a severe illness who believes that the illness is related to the work that they performed as an employee or for a qualifying contractor at one or more specified nuclear weapons facilities between the 1940s and the present has filed a claim for compensation and medical benefits with our program.

Customer Needs + Frustrations

Due to our statute and requirements, the claimant is ultimately responsible for providing supporting evidence and documentation to support his/her claim. Because many of our claimants are elderly and worked for contractors or sub-contractors at highly secretive facilities, often two or more decades ago, providing the necessary evidence is often challenging. Additionally, even with employment and medical evidence, the program is required to link the claimant's illness to radiation or toxic exposures, which also presents difficulties that frustrate claimants. Currently all development activities are done by mail, and although claimants can upload documents to their case files, they can't electronically access their entire case file, which some claimants complain about.

HISP Implementation Challenge(s)

DEEOIC is looking to provide claimants direct access to their electronic case document file, but that would require developing and implementing an access portal outside of our firewall, creating, providing and maintaining unique claimant identifiers, and multi-factor security access. These are all necessary given the Personally Identifiable Information and health information stored in our systems subject to the Privacy Act.

Stats

100% of our current claims and case management systems are accessible to staff only, and only behind our firewall, with 0% mobile accessibility.

Action 1

Focus Area: **Service Design**

Goal to be accomplished by September 30th, 2021:

Develop budget and work plans to implement a claimant access portal allowing claimants and their Authorized Representatives to view their case files over a secured internet portal.

Critical Activities and Milestones:

1. Develop and assure budgetary dollars are available for both the IT portal and the multi-factor claimant access capabilities (FY 2020)
2. Attain or modify an IT contract to develop or modify a portal for claimant access (FY 2020)
3. Contract or access a contract for multi-factor claimant authentication capabilities (FY 2020)
4. Implement the portal for access (FY 2021)

Other Notes:

This plan has multiple dependencies including budget, external entities, and internal IT modernization efforts to assure success.





FY 2019 / 2020 CX Improvement Actions

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Customer Needs + Frustrations

When claimants or their Authorized Representatives call to ask a question or receive a claims status update, they can experience wait times in excess of 20 minutes.

HISP Implementation Challenge(s)

DEEOIC has been implementing changes to who and how we answer external stakeholder phone calls. We have created a backup call queue which allows contractors trained in our claims process to take overflow calls, assuring that when federal staff are unavailable, calls can be answered in a timely manner. We are currently in the process of reassigning federal staff whose primary responsibilities include answering phones to other critical duties and plan to have only contractor staff answer inbound phone calls, further improving customer service and response times.

Stats

In fiscal years prior to the backup phone queue, maximum wait times for calls to be initially answered were in excess of 60 minutes and average answer times were around 7 minutes. Since the backup queue was instituted, the maximum answer times are less than 10 minutes (excluding system caused delays) and average answer times are less than 2 minutes.

Action 2

Focus Area: **Service Design**

Goal to be accomplished by September 30th, 2021:

All inbound, external stakeholder calls will be initially answered by contractor staff who are trained to assist claimants with their basic questions, provide simple status updates, and either take messages for or transfer calls to appropriate claims or medical bill processing staff.

Critical Activities and Milestones:

1. Complete reclassification of current federal staff taking inbound phone calls (FY 2019).
2. Transfer federal staff into newly classified roles.
3. Implement contract changes to have contractor staff take 100% of inbound phone calls (FY 2019).
4. Monitor phone stats to assure that they are compliant with contract services level requirements (FY 2020).

Other Notes:

