

Pursuant to Executive Order 14058 (December 13, 2021)
on *Transforming Federal Customer Experience and
Service Delivery to Rebuild Trust in Government*

2023 HISP CX Action Plan

Office of Workers' Compensation Programs

As a High Impact Service Provider (HISP), OWCP focuses on service assessment, collecting customer feedback, and making measured improvements for two designated services:

- 1) Applying for compensation benefits under EEOICPA:** The Energy Employees Occupational Illness Compensation Program Act (EEOICPA) provides lump-sum compensation benefits to claimants accepted under the EEOICPA. In FY 2022, OWCP's DEEOIC issued more than 21,000 final decisions and distributed ~\$664 million in lump-sum compensation benefits.
- 2) Applying for medical benefits related to accepted conditions under EEOICPA:** After DEEOIC has accepted a claim for one or more condition under EEOICPA, the employee claimant may also be eligible for medical benefits, including medical expenses specific to the accepted condition(s). In FY 2022, OWCP DEEOIC distributed more than \$1.15 billion in medical benefits.

What we delivered in 2023:

- **Enabled new features for online claim filing and form completion**
EEOICPA claimants can now file a new claim and complete benefit payment forms online on the Energy Document Portal with secure identity proofing, digital signature capabilities, and larger file uploads, lessening the burden for claim submissions. DEEOIC serves approximately 20,000 claimants annually.
- **Added Navajo language competency to Resource Centers**
DEEOIC hired two full-time contractors fluent in the Navajo language to serve as a resource for Navajo speakers.
- **Launched a focus group to gather feedback on EEOICPA**
The Outreach and Customer Experience Team launched a focus group initiative to garner feedback on “bright spots” and “pain points” of the EEOICPA program.

Pursuant to Executive Order 14058 (December 13, 2021)
on *Transforming Federal Customer Experience and
Service Delivery to Rebuild Trust in Government*

2023 HISP CX Action Plan (Page 2)

Office of Workers' Compensation Programs

What we commit to deliver in 2024:

- **Redesign existing informational materials and develop new materials**
DEEOIC will review and revise fact sheets, brochures, and how-to guides in order to improve claimant comprehension. DEEOIC will develop new infographics on Claims Adjudication Timeframes and materials for medical providers related to upcoming programmatic changes.
- **Develop and enhance educational opportunities for DEEOIC customers**
DEEOIC will develop video vignettes and enhance interactive tools, which will include expanded language access with plans to reach Navajo and Spanish-speaking energy workers and their families.
- **Expand CX efforts to additional OWCP Programs**
The Division of Federal Employees' Longshore and Harbor Workers' Compensation (DFELHWC) provides services to nearly 200,000 Federal employee and longshore customers annually, plus additional stakeholders. OWCP plans to provide focused support to improve CX for DFELHWC customers.
- **Provide Agency-wide DEIA training to improve customer experience**
OWCP will institute mandatory Diversity, Equity, Inclusion, and Accessibility (DEIA) training for all OWCP staff. Training will help employees become more aware of unconscious bias and other barriers to diversity and inclusion, create, and maintain respectful and inclusive relationships with stakeholders.
- **Provide customers with feedback surveys for web improvements**
OWCP will begin collecting customer feedback on web content to inform redesign and make the website more user-friendly and accessible to our stakeholders. A well-designed and user-friendly website will ensure that vital information about services is easily accessible to all customers.