Stakeholder Consultation

Office of Workers' Compensation Programs (OWCP)

Division of Longshore and Harbor Workers Compensation (DLHWC)

DRAFT FY 2014-2018 Strategic Plan

August 23, 2013

Agenda

- Introductory Remarks – OWCP Director
- Overview of Draft DOL Strategic Plan
- Detailed Discussion of Longshore's Strategies
- Overview of Electronic Infrastructure Project
  - Imaging Deployment Schedule
  - Centralized Case Create
  - Centralized Mail Room

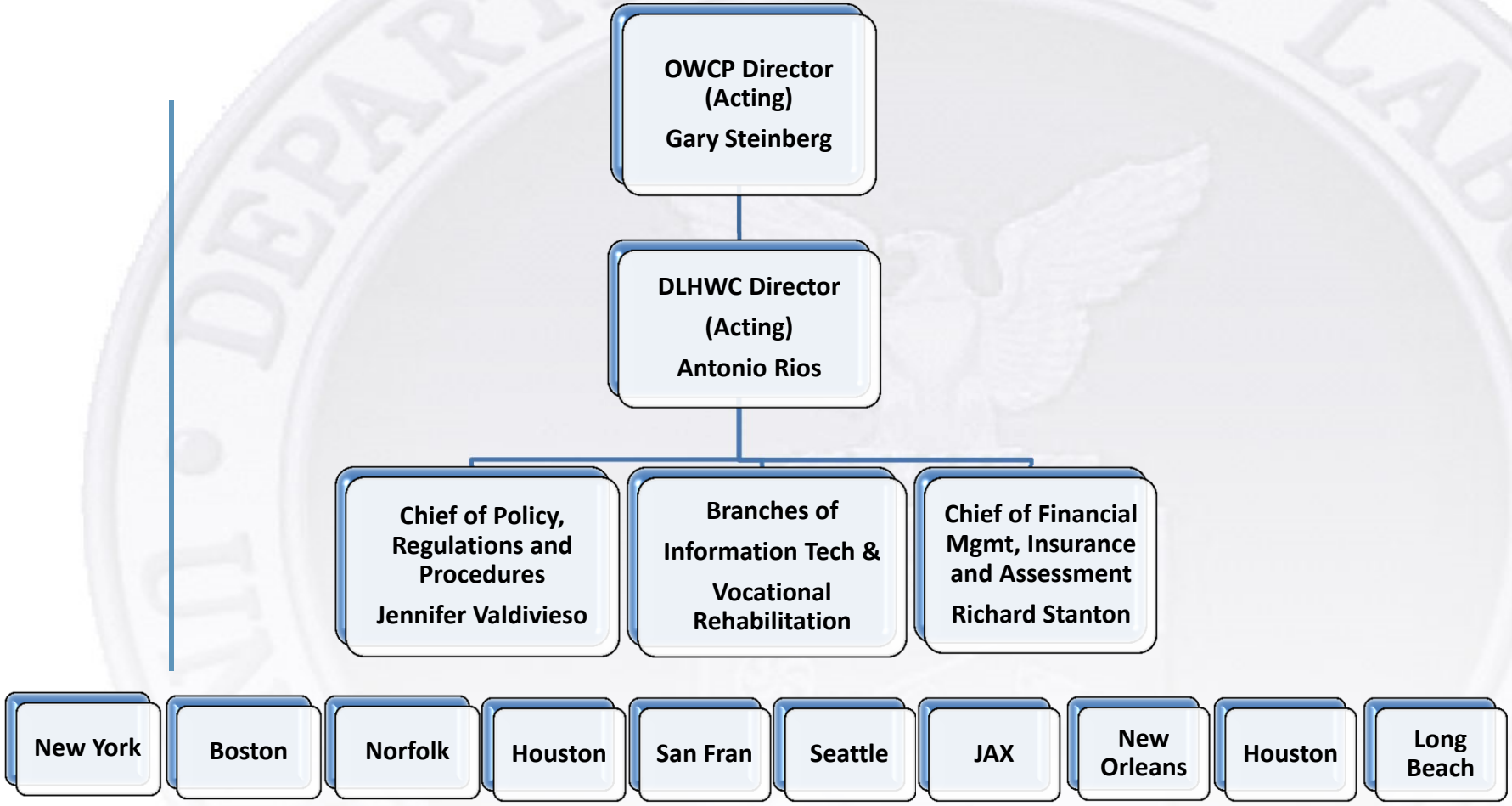
OWCP Mission and Goals

Mission: Protect the interests of workers who are injured or become ill on the job, their families and their employers by making timely, appropriate, and accurate decisions on claims, providing prompt payment of benefits and helping injured workers return to gainful work as early as is feasible.

Strategic Goals:

1. Enhance Claims Adjudication and Issue Resolution
2. Provide Timely and Accurate Processing & Payment of Benefits
3. Enhance Recovery, Rehabilitation, and Employment Services for Injured Workers
4. Provide Timely and Useful Policy, Procedures, Regulations, and Guidance
5. Foster Improved Communication and Collaboration with Customers and Stakeholders
6. Maintain the Highest Quality Environment for our Employees
7. Enhance Operations, Infrastructure, and Governance

DLHWC Organizational Chart



Meeting Purpose

- DOL's Draft Strategic Plan FY14-FY18
- Proposed strategies and ideas for achieving our Mission
- Collect your feedback
- Consider your views and concerns while we write DOL's Strategic Plan

How does the DOL Strategic Plan affect you?

DOL Strategic Plan

DOL Goals/Objectives | Performance Goals/Strategies

OWCP Operating Plan

OWCP's Performance Goals and Strategies

Longshore Operating Plan

Operational Strategies and Measures for Success

Department of Labor's Vision: "Good Jobs for Everyone"

STRATEGIC GOALS

- Prepare workers for good jobs and ensure fair compensation
- Ensure workplaces are safe and healthy
- Assure fair and high quality work-life environments
- Secure health benefits and, for those not working, provide income security
- Produce timely and accurate data on the economic conditions of workers and their families

STRATEGIC OBJECTIVES

- Maximize employment opportunities for US workers
- Provide marketable skills and knowledge to increase workers' incomes and help them overcome barriers to the middle-class
- Secure wages and overtime
- Foster acceptable work conditions and respect for workers in the global economy to provide workers with a fair share of productivity and protect vulnerable people

- Secure safe and healthy workplaces, particularly in high-risk industries

- Break down barriers to fair and diverse workplaces and narrow wage and income inequality
- Protect workers' rights

- Provide income support when work is impossible or unavailable and facilitate return to work
- Improve health benefits and retirement security for all workers

- Provide sound and impartial information on labor market activity, working conditions, and price changes in the economy for decision making, including support for the formulation of economic and social policy affecting virtually all Americans

PERFORMANCE GOALS

STRATEGIES

DOL 2014-2018 Strategic Plan

Strategic Goal 4 – Secure health benefits and, for those not working, provide income security

- Strategic Objective 4.1 – Provide income support when work is impossible or unavailable and facilitate return to work

OWCP Mission: *Protect the interests of workers who are injured or become ill on the job, their families and their employers by making timely, appropriate, and accurate decisions on claims,* ***providing prompt payment*** *of benefits and helping injured workers return to gainful work as early as is feasible*

DLHWC Mission: ***Minimize the impact of*** *employment* ***injuries*** *and deaths on employees and their families* ***by ensuring*** *that workers' compensation* ***benefits are provided promptly and properly*** *under the law, and* ***to provide information, technical and compliance assistance****, support,* ***and informal dispute resolution services*** *to workers, employers, and insurers.*

DLHWC – *Performance Measures and Targets*								
Performance Measure	**2011 Result**	**2012 Result**	**2013 Target**	**2014 Target**	**2015 Target**	**2016 Target**	**2017 Target**	**2018 Target**
Longshore								
LS 2: Percent of First Payment of Compensation issued within 30 days for Defense Base Act cases.	56%	63%	62%	64%	65%	65%	65%	65%
LS 4: Percent of First Payment of Compensation issued within 30 days for non-Defense Base Act cases.	85%	85%	85%	85%	85%	85%	85%	85%

DLHWC Strategies

Provide income support when work is impossible or unavailable

Priorities and Strategies:

Facilitate the prompt and accurate processing of claims

- Emphasize timely filing of Notice of Injury and timely payment of compensation for disability
- Monitor stakeholder performance and communicate outcomes publicly
- Educate stakeholders of their role under OWCP program requirements and Longshore Program performance expectations and provide technical assistance

DLHWC Strategies

Provide income support when work is impossible or unavailable

Priorities and Strategies:

Facilitate the speed and quality of claims intake

- Begin the conversion of OWCP case files to electronic form
- Centralize case create and mail receipt using OWCP Imaging System (OIS)
- Improve OWCP communications services through improving automated data exchange capabilities

DLHWC Strategies

Provide income support when work is impossible or unavailable

Priorities and Strategies:

Improve the accuracy, timeliness and quality of benefits

- Provide stakeholders with policy guidance and updates that are responsive, useful, and transparent
- Increase the timeliness and security of information exchanges with claimants, employers, carriers, medical providers, et.al.
- Continue to collect feedback from customers and stakeholders via electronic surveys

DLHWC Strategies

Provide income support when work is impossible or unavailable

Priorities and Strategies:

Facilitate informal resolutions of disputes and reduce delay in claims decision process

- Strengthen quality of dispute resolution through DLHWC staff training and education
- Monitor effectiveness of dispute resolution through stakeholder feedback
- Provide quality Informal Conference recommendations in conformance with applicable case law
- Internal Audit of Informal Conference metrics

DLHWC Strategies

Facilitate return to work (RTW) for workers experiencing workplace injuries or illnesses

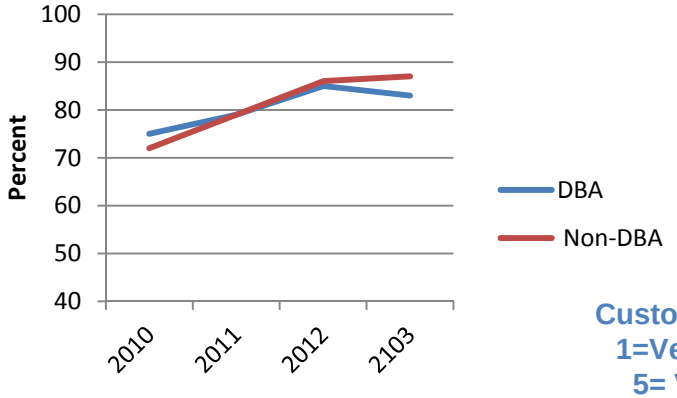
Priorities and Strategies:

Return to work assistance and vocational rehabilitation

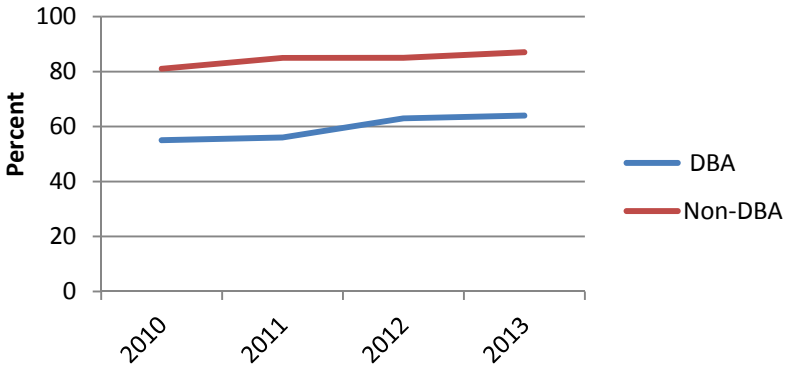
- Assist claimants in obtaining timely treatment
- Job development and placement in suitable alternative employment
- Vocational training if necessary to place an injured worker or to restore his/her wage earning capacity
- General assistance designed to facilitate a return to gainful work as soon as possible

OWCP Performance Dashboard – LS

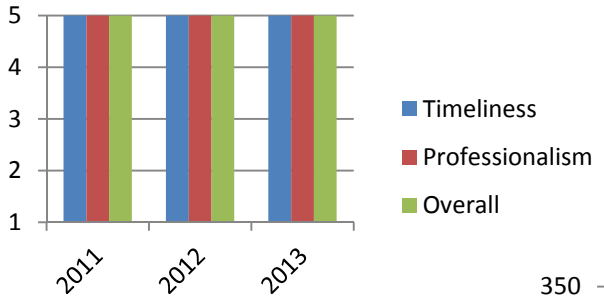
First Report of Injury within 30 days



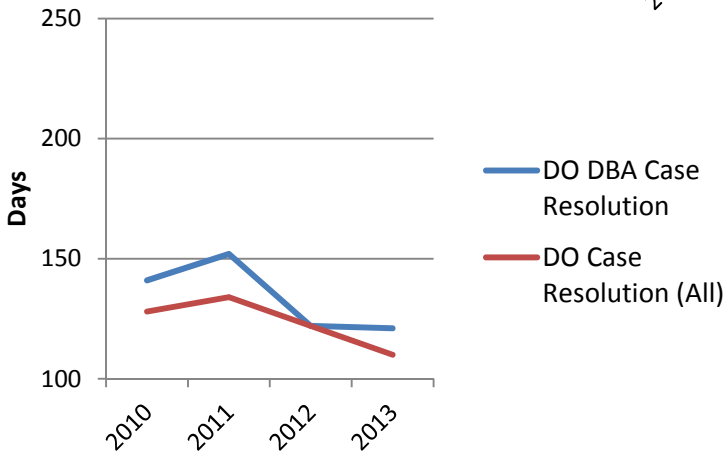
First Payment of Compensation within 30 day



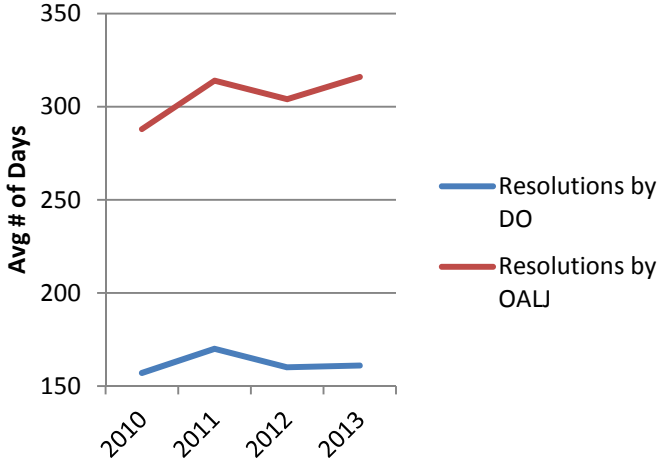
Customer Satisfaction 1=Very Dissatisfied 5= Very Satisfied



Dispute Resolution Timeliness



Dispute Resolutions Average # of Days



Imaging Project

Phase 1 - Jacksonville Pilot (May 2012)

- All new cases created in Jacksonville
- All mail on new cases created in Jacksonville
- Mail for existing cases remained in paper

Phase 2 - Nationwide Pilot - Paperless Claims (August 12, 2013)

- All new DBA cases created in NY DO and re-routed to other DOs
- All cases created in NY and all mail for NY DO
- All cases created in JAX and all mail for JAX

Phase 3 – Nationwide – 100% Paperless Claims (Nov 4, 2013)

- All cases created for all offices will be electronic – no paper jackets
- All mail for all offices will be scanned

What actions are required by you?

NONE, for now.

Consolidated Case Create Center & Central Mail Room (Nov 4, 2013)

- Forms for the creation of new cases should be mailed, where feasible, to the New York Office regardless of injury location.
- All other case-related mail should be sent to the Jacksonville district office.
- National Office mail will continue to be sent to DC

What actions are required by you?

None yet. Please await guidance via an Industry Notice this fall where these guidelines will be clearly detailed.

Long Term Goals

(1-3 years, budget dependent)

- Simplify service of all Orders
- Simplify submission of case-related mail to DLHWC
- Simplify submission of case-related forms to DLHWC

Improving the informal conference process to facilitate timely dispute resolution

On line survey requested feedback on whether the DD/CE was helpful in the following:

- Clarifying issues
- Suggesting alternative solutions
- Assisting parties to communicate
- Recommending a likely outcome based on the facts of the case

What can we do to strengthen our informal conference process to assist with resolution of disputed issues earlier in the life of case?

- Timeliness
- Subject Matter Expertise/Application of Case Law
- Facilitating Communication and Exchange of Ideas
- Informal Conference Memoranda

Branch of Financial Management, Insurance and Assessments Responsibilities

- Special Fund Administration
  - $5.1 million in biweekly payments
  - 4,300 cases
- Overseeing active insurers and self-insured employers (571 active)
  - 384 active insurers
  - 300 active and run-off self-insurers
  - $2.3 Billion in securities
- Proof of Coverage Activities
  - Policy issuance
  - Renewal information
- Assessments
  - $123 million for 2013
  - 410 (active and inactive) insurers
  - 320 (active and inactive) self-insured employers
  - Appropriation from FECA for sec. 10(h) for pre- 1972 cases
- 18b and 32a Special Fund Cases
  - 259 active18(b) cases
  - 17 active 32(a) cases
  - 850 medical bills totaling over $500,000

Branch of Financial Management, Insurance and Assessments

Long Term Goals

(1-3 years, budget dependent)

- Simplify Submission of LS-513 and LS-274
- Reduce the amount of Forms and Documents mailed and received by the Branch
- Develop IT capabilities for Electronic receipt of LS-513 data
- Industry Ideas?

OWCP Strategies

Do these strategies make sense to you?

Are there other strategies that we should consider to meet our objectives?

If you would like to send comments to DOL or to learn more about the DOL strategic planning process, please provide your feedback to us and visit www.dol.gov/_sec/stratplan/.

Contact Information

Antonio Rios
Acting Director, DLHWC
rios.antonio@dol.gov
202-693-0865

Jennifer Valdivieso
Chief of Policies, Regulations and Procedures, DLHWC
valdivieso.jennifer@dol.gov
904-366-0246

Richard Stanton
Chief of Financial Management, Insurance and Assessment , DLHWC
stanton.richard@dol.gov
202-693-0925