

OFFICE OF THE OMBUDSMAN FOR EEOICPA



**JOINT OUTREACH TASK GROUP
MEETING
BOLINGBROOK, IL
JUNE 19, 2013**



EEOICPA and THE OFFICE OF THE OMBUDSMAN



- **History:**
- **October 2000** – Congress enacted EEOICPA
 - Part B administered by the Department of Labor
 - Part D administered by the Department of Energy
- **October 2004** – Congress repealed Part D and established Part E
 - Part E administered by the Department of Labor

Office of the Ombudsman



- The October 2004 legislation also created the Office of the Ombudsman.
- The Office of the Ombudsman is independent from the offices within the Department of Labor that administer EEOICPA.
- The Office initially only had authority to address Part E claims. The 2010 National Defense Authorization Act expanded authority to include Part B of the EEOICPA.
- October 24, 2012 – Secretary of Labor Solis signed a Memorandum continuing the Office of the Ombudsman.

OFFICE OF THE OMBUDSMAN



- **Duties:**

1. Provide information on the benefits available under the EEOICPA.
2. Make recommendations regarding the location of resource centers for the acceptance and development of claims – there are currently 11 resource centers.
3. Submit an annual report to Congress detailing:
 - a) The number and types of complaints, grievances and requests for assistance received during the year and;
 - b) An assessment of the most common difficulties encountered by claimants during the year

OMBUDSMAN ASSISTANCE



- **When the Office receives complaints, grievances and request for assistance:**
 - We respond to claimants, attorneys, lay representatives, congressional staff and others.
 - We explain, review and discuss aspects of the EEOICPA claims process.
 - We answer questions and provide assistance to individuals encountering difficulties with claims pending with DEEOIC.
 - We discuss your concerns in our annual report to Congress.

OMBUDSMAN ASSISTANCE



- **Outreach efforts and initiatives include:**
 1. Sponsoring town hall meetings.
 2. Participating in DEEOIC sponsored town hall meetings and traveling resource centers.
 3. Offering opportunities for individuals to speak one-on-one with the Ombudsman staff.
 4. Coordinating efforts with the Joint Outreach Task Group (JOTG).

OFFICE OF THE OMBUDSMAN



- **Limitations – the Office cannot:**
 - Rule or make decisions on claims.
 - Make DEEOIC reverse or change a decision.
 - Make Congress revise the EEOICPA.
 - Take DEEOIC to court.
 - Lobby Congress.
 - Act as an advocate.

Ombudsman Contact Information



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