



Stakeholder Consultation

Office of Workers'
Compensation Programs
Department of Labor (DOL)

DRAFT FY 2014-2018
DOL Strategic Plan

July 18, 2013



We Want to Hear From *You*

- Collect your feedback on proposed strategies and ideas on achieving our priorities.
- Consider your views and concerns while writing the plan.



Department of Labor's Strategic Goal Structure

Strategic Goal 1 – Prepare workers for better jobs and ensure fair compensation

Strategic Objectives:

- 1.1 Maximize employment opportunities for U.S. workers
- 1.2 Provide marketable skills and knowledge to increase workers' income and help them overcome barriers to the middle class
- 1.3 Secure wages and overtime
- 1.4 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

Strategic Goal 2 – Ensure workplaces are safe and healthy

Strategic Objective:

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

Strategic Goal 3 – Promote fair and high-quality work environments

Strategic Objectives:

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

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

Strategic Objectives:

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

Strategic Goal 5 – Produce timely and accurate data on the economic conditions of workers and their families

Strategic Objective:

- 5.1 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



Office of Workers' Compensation Programs (OWCP) Overview

- **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.

- **Leadership: Acting Director Gary Steinberg**

Program Directors:

- **Douglas Fitzgerald, Federal Employees' Compensation**
- **Antonio Rios, Longshore and Harbor Workers' Compensation**
- **Steven Breeskin, Coal Mine Workers' Compensation**
- **Rachel Leiton, Energy Employees Occupational Illness Compensation**



OWCP Overview

OWCP supports the following Department of Labor Strategic Goals and Objectives:

- **Strategic Goal 4 – Secure retirement, health, and other employee 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 Strategies

- **The priorities and strategies to achieve our goals and objectives include:**
- **Performance Goal: Ensure income support when work is impossible or unavailable**
 - ***Facilitate the speed and quality of claims intake***
 - Emphasize to stakeholders the importance of timely filing of claims and the provision of accurate information with the initial submission.
 - Educate stakeholders about their role under OWCP program requirements and performance expectations.
 - Automate data exchange and expand the conversion of OWCP case files to electronic form.
 - Increase the timeliness and security of information exchanges with claimants, employers, carriers, medical providers, et.al.



OWCP Strategies

- **Performance Goal: Ensure income support when work is impossible or unavailable**
 - ***Improve the quality and efficiency of claims processing***
 - Support Black Lung claims evidence development, enlarge the pool of pulmonary physicians.
 - Encourage quick scheduling of OWCP-ordered medical examinations.
 - Meet quarterly with partner agencies, Department of Energy and Department of Health & Human Services, to monitor joint timeliness goals established for the EEOICPA.



OWCP Strategies

- **Performance Goal: Ensure income support when work is impossible or unavailable**
 - ***Improve the accuracy, timeliness and quality of benefits delivered by OWCP***
 - Improve the quality of medical evidence submitted by enlarging the pool of physicians and working with providers better understand OWCP evidence requirements.
 - Reinforce the concept of OWCP as a fair and balanced adjudicator.
 - Foster better understanding of claims decisions issued.
 - Use higher-credentialed physicians for diagnostic exams to increase the credibility of initial decisions.
 - Improve management and control of EEOICPA home health care costs.
 - Reduce erroneous payments by improving the quality and accuracy of claims documentation and strengthen quality controls over payment processing.
 - Improve OWCP communications services by better understanding customer feedback and translating that feedback into improvement actions.



OWCP Strategies

- **Performance Goal: Facilitate return to work (RTW) for workers experiencing workplace injuries or illnesses**
 - ***Assist claimants in obtaining timely treatment, return to work assistance and vocational rehabilitation, help them return to gainful work as soon as they are able***
 - Coordinate Disability Management resources to speed referral of new injury cases to early intervention services.
 - Provide services and monitor ongoing disability cases for improvement and readiness for return to work.
 - Enhance processes to identify FECA benefit recipients with return to work capabilities/potential and speed their referral to intervention or vocational rehabilitation services.
 - Expand reemployment pathways and opportunities for injured workers.



OWCP Strategies

- **Performance Goal: Facilitate return to work (RTW) for workers experiencing workplace injuries or illnesses**
 - ***Partner with Stakeholders to improve Return to Work***
 - Maintain formal and informal communications and promote better coordination between the FECA program and the Executive Branch agencies to share and implement best practices.
 - Assist Federal employers in targeting and improving management of cases.
 - Use return to work practices to increase Federal employers' ability to reemploy and retain injured workers.
 - Form bridges among top agency management, and agency workers' compensation and hiring personnel for return to work.
 - ***Improve claims processing systems and use technology tools***
 - Implement document imaging, electronic submission of claims, and other tools to increase claims processing efficiency.
 - Improve OWCP employers' access to claims information to enable better management of their injury cases.



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 visit [DOL's Strategic Plan Comment Page.](#)**