



**Office of Workers' Compensation Programs**  
Protecting Injured Workers Responsibly and Compassionately

## PROCEDURE MANUAL

Updated: May 22, 2026

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## 1. Introduction

The Office of Workers' Compensation Programs (OWCP) administers four major disability compensation programs that provide wage replacement benefits, medical treatment, vocational rehabilitation, and other benefits to certain workers, or their dependents, who experience work-related injury or occupational disease. These programs, the Energy Employees Occupational Illness Compensation program, the Federal Employees' Compensation Program, the Longshore and Harbor Workers' Compensation Program, and the Coal Mine Workers' Compensation Program, serve the specific employee groups who are covered under the relevant statutes and regulations by mitigating the financial burden resulting from workplace injury.

The following Procedure Manual is designed to provide an overview of OWCP's procedures for internal staff. Changes are usually made annually towards the end of each fiscal year to an existing manual or new material is added by issuing a permanent directive known as a transmittal. These transmittals will be posted and indexed by fiscal year:

<https://www.dol.gov/agencies/owcp/procedure-manual/owcpTransmittals>

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## 2. Organizational Structure

[OWCP Organizational Chart | U.S. Department of Labor \(dol.gov\)](#)

OWCP is under the leadership of the OWCP Director who oversees the OWCP Chief of Staff, the OWCP Senior Advisor, the Deputy Director for Program Administration, the Deputy Director for Operations and Fiscal Administration, and the divisions reporting to them.

Under the Deputy Director for Program Administration are the following divisions:

- [Division of Federal Employees Compensation](#) (DFEC)
- [Division of Coal Mine Workers' Compensation](#) (DCMWC)
- [Division of Energy Employees Occupational Illness Compensation](#) (DEEOIC)
- [Division of Longshore and Harbor Workers' Compensation](#) (DLHWC)

### **Federal Employees' Compensation Act (FECA) Program**

Provides wage-loss compensation, schedule award benefits, vocational rehabilitation, medical care, and survivors' benefits to civilian Federal employees who have suffered work-related injuries or occupational diseases.

### **Black Lung Benefits Act (BLBA) Program**

Provides compensation and medical benefits to coal miners who are totally disabled by pneumoconiosis arising out of coal mine employment, and to survivors of coal miners whose deaths are attributable to the disease. DCMWC administers benefits paid from the Black Lung Disability Trust Fund and by responsible coal mine operators under Part C of the Act, and benefits paid under Part B of the Act, to ensure that all payments are accurate and timely. In addition to monthly compensation, DCMWC provides eligible miners with medical coverage for the treatment of lung diseases related to pneumoconiosis.

### **Energy Employees Occupational Illness Compensation Program Act (EEOICPA)**

Provides compensation and medical benefits to current or former employees (or their survivors) of the Department of Energy (DOE), its predecessor agencies, and certain of its vendors, contractors and subcontractors, who were diagnosed with a radiogenic cancer, chronic beryllium disease, beryllium sensitivity, or chronic silicosis, as a result of exposure to radiation, beryllium, or silica while employed at covered facilities. The EEOICPA also provides compensation to individuals (or their eligible survivors) awarded benefits by the Department of Justice under Section 5 of the Radiation Exposure Compensation Act (RECA). Part E of the EEOICPA (enacted October 28, 2004) compensates DOE contractor and subcontractor employees, eligible survivors of such employees, and uranium miners, millers, and ore transporters as defined by RECA Section 5, for any occupational illnesses that are causally linked to toxic exposures in the DOE or mining work environment.

### **Longshore and Harbor Workers' Act (LHWCA) Program**

Provides benefits to injured private sector workers engaged in certain maritime and related employment; plus, certain non-maritime employment covered by extensions such as the Defense Base Act.

Under the Deputy Director for Operations and Fiscal Administration are the IT Mod Program Manager and the following divisions:

- Division of Administrative Operations (DAO)
- Division of Financial Administration (DFA)

#### **Division of Administrative Operations (DAO)**

Provides administrative services that include human resources, facility management, travel, contract oversight, medical and pharmacy bill processing. DAO also provides OWCP leadership with information and guidance to make informed decisions concerning the agency's administrative and medical benefit operations.

#### **Division of Financial Administration (DFA)**

Provides leadership and direction to ensure sound planning, budgeting, program integrity, and financial management throughout OWCP. Under the direction of the OWCP Comptroller, DFA is responsible for preparing the annual liability estimates. Specifically, the division leads OWCP's strategic planning and performance reporting, budget formulation and execution, and serves as a coordinating function for financial statements and audit activities. The division formulates OWCP's budget requests and executes the budget in accordance with the approved funding. This division is also involved with statistical and actuarial analyses and the development of congressional justifications.

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### 3. OWCP Procedure Manual Acronyms and Definitions

AFR	Agency Financial Report
ALO	Agency Liaison Officer
ANPRM	Advance Notice of Proposed Rulemaking
ASP	Assistant Secretary for Policy
BAS	Branch of Administrative Services
BAS-COR	Branch of Administrative Services Contract Oversight
BLBA	Black Lung Benefits Act
BLDTF	Black Lung Disability Trust Fund
BLLLS	Black Lung and Longshore Legal Services
BMPO	Branch of Medical & Pharmaceutical Operations
CCU	Controlled Correspondence Unit
CFR	Code of Federal Regulations
CLO	Chief Learning Officer
COR	Contracting Officer Representative
CMS	Centers for Medicare and Medicaid Services
CPT®	Current Procedural Terminology
CTS	Correspondence Tracking System
DAO	Division of Administrative Operations
DBC	Departmental Budget Center
DCMWC	Division of Coal Mine Workers' Compensation
DEEOIC	Division of Energy Employees Occupational Illness Compensation
DFA	Division of Financial Administration
DFEC	Division of Federal Employees Compensation
DLHWC	Division of Longshore and Harbor Workers' Compensation
DLMS	Department of Labor Manual Series
DOL	Department of Labor
E2	E-travel system; travel and expense management tool
EEOICPA	Energy Employees Occupational Illness Compensation Program Act
EO	Executive Order
ExecSec	Executive Secretary
FECA	The Federal Employees' Compensation Act
FEEWC	Federal Employees' & Energy Workers' Compensation
FOIA	Freedom of Information Act
FRN	Federal Register Notices
FWA	fraud, waste, and abuse
FTR	Federal Travel Regulation
GAO	Government Accountability Office
GPRAMA	Government Performance and Results Act Modernization Act
GRS	General Records Schedule
GSA	General Services Administration
HCPCS	Healthcare Common Procedure Coding System
IDP	Individual Development Plan
LEP	Limited English Proficiency

LHWCA	Longshore and Harbor Workers' Compensation Act
MOU	Memorandum of Understanding
MUE	Medically Unlikely Edits
NARA	National Archives and Records Administration
NCCI	National Correct Coding Initiative
NCFL	National Council of Field Locals
NPI	National Provider Identifier
NPRM	Notice of Proposed Rulemaking
NUCC	National Uniform Claim Committee
OASAM	Office of the Assistant Secretary for Administration and Management
OCFO	Office of the Chief Financial Officer
OCIA	Office of Congressional and Intergovernmental Affairs
OFR	Office of Federal Register
OHR	Office of Human Resources
OIG	Office of Inspector General
OIRA	Office of Information and Regulatory Affairs
OIS	Office of Information Services
OMB	Office of Management and Budget
OPA	Office of Public Affairs
OSEC	Office of the Secretary
OWCP	Office of Workers' Compensation Programs
PII	personally identifiable information
POC	Point of Contact
PTP	procedure-to-procedure
QFRs	Questions for the Record
RA	remittance advice
ROAD	Repository of Opportunities, Assignments & Details
SOL	Office of the Solicitor
SOP	Standard Operating Procedures
SOSI	Statement of Social Insurance
TC	travel card
TDY	Temporary Duty Assignment
TMC	Travel Management Center
TMD	Travel Management Division
WCMBP	Workers' Compensation Medical Bill Process

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## 4. Administrative

### 4.1 OWCP Communication and Guidance

#### 4.1.1 Purpose and Scope

This chapter describes the communication and guidance system used by the Office of Workers' Compensation Programs (OWCP). It establishes responsibilities and procedures for preparation, review, and provides instructions for formatting and editing. All OWCP personnel are subject to its provisions. For clearance procedures related to communication and guidance, please refer to [Chapter 7 OWCP Document Clearance and Release Processes](#).

#### 4.1.2 Types of Communications

OWCP uses various types of external and internal communication to issue instructions, policy and information. These communications may originate in either OWCP or one of the four programs that it administers (Energy Employees Occupational Illness Compensation program, Federal Employees' Compensation Program, Longshore and Harbor Workers' Compensation Program, and the Coal Mine Workers' Compensation Program).

##### 4.1.2.1 External Communications and Directives

External communications and directives target Congress, organizations outside of OWCP, or the general public as their audience and include Federal Register rules, notices, annual reports, and other written instructions.

- Annual Reports - Congressionally required annual report for OWCP which contains information and statistics that cover program operations and administration. For more information, visit: <https://www.dol.gov/agencies/owcp/AnnualReport>
- The Federal Register – Publication of the U.S. federal government that provides official announcements of government actions. It includes proposed and final rules, notices of federal agencies, and presidential documents. For more information, visit: <https://www.federalregister.gov>
  - Notices in the Federal Register advise the public of proposed changes and invite comments on them.
  - Rules in the Federal Register state the regulations adopted by OWCP.
- OWCP Industry Notices – An OWCP industry notice is an official communication issued by the OWCP to provide guidance, policy clarification, communicate procedural updates, relevant to stakeholders participating in OWCP-administered programs. These notices aim to promote transparency, ensure consistency in program administration, and uphold the quality and integrity of services provided to injured workers.

- Longshore Industry Notices - The Longshore program issues notices to its business partners and/or clients, and provides guidance, instruction, and/or information relevant to the application of the Longshore and Harbor Workers' Compensation Act (LHWCA). To view recent and historical industry notices, visit: <https://www.dol.gov/agencies/owcp/dlhwc/lshwca/industry-notices>
- Other External Communications – Other methods of communication of information include websites, e-mail newsletters, surveys, outreach events, webinars and online events.

#### 4.1.2.2 Internal Communications and Guidance

Internal communications and guidance provide staff with policy guidance, procedures, and other information. Before released, communications are designated as ongoing guidance, bulletins, circulars, or other.

- Ongoing Guidance - All OWCP standing instructions, policies, forms, guidelines, and procedures. These communications contain specific procedural directions or require continuing action and remain in force until superseded, canceled, or rescinded. Ongoing guidance include:
  - A. Transmittals – A transmittal announces the publication of changes to one or more sections of the OWCP Procedure Manual and the four program procedure manuals (Energy Employees Occupational Illness Compensation Program Act (EEOICPA), Federal Employees' Compensation Act (FECA), Longshore and Harbor Workers' Compensation Act (LHWCA), and Coal Mine Black Lung Benefits Act (BLBA)). All Transmittals are numbered by year and sequence (example: Year 2024, second bulletin is 24-02) and have an issue date. OWCP Transmittals: <https://www.dol.gov/agencies/owcp/procedure-manual/owcpTransmittals>.

Program procedure manuals and transmittals:

- EEOICPA: <https://www.dol.gov/agencies/owcp/energy/regs/compliance/PolicyandProcedures/ConsolidatedProcedureManual>
- FECA: <https://www.dol.gov/agencies/owcp/FECA/procedure-manual>
- LHWCA: <https://www.dol.gov/agencies/owcp/dlhwc/lshwca/procedure-manual>
- BLBA: <https://www.dol.gov/agencies/owcp/dcmwc/procedure-manual>

- B. OWCP Memoranda – OWCP memoranda transmit operational guidance to Regional and Program management.

- C. Program Memoranda – A memorandum contains case histories, judicial rationale, or other details related to procedural matters that are inappropriate for inclusion in the manual. The memorandum always clearly refers to the relevant manual provision(s).
- Bulletins – A bulletin is an official publication that contains public, legal notices or statements to communicate to staff, agency information and required actions. Bulletins are effective only until the required action is completed or the described procedures are incorporated into a procedure manual. Bulletins that have been incorporated into a procedure manual will be updated to indicate “incorporated in procedure manual, section #.#” Bulletins may also be superseded by updated information, guidelines or regulations. All Bulletins are numbered by year and sequence (example: Year 2024, second bulletin is 24-02) and have an issue date, subject, background, reference, purpose and expiration date. OWCP Bulletins: <https://www.dol.gov/agencies/owcp/procedure-manual/owcpBulletins>

Bulletins issued by Programs:

- EEOICPA: <https://www.dol.gov/agencies/owcp/energy/regs/compliance/PolicyandProcedures/FinalBulletinshtml>
- FECA: <https://www.dol.gov/agencies/owcp/FECA/regs/compliance/DFECfolio/FECABulletins>
- LHWCA: <https://www.dol.gov/agencies/owcp/dlhwc/lindustrybulletins/lbulletins>
- BLBA: <https://www.dol.gov/agencies/owcp/dcmwc/blba/indexes/bulletins>
- Circulars – A circular is a written statement of government policy that provides policy guidance, information, or rules that transmits information and does not require specific action. All circulars are numbered by year and sequence (example: Year 2024, second circular is 24-02) and have an issue date, subject, background, reference, purpose and expiration date. Circulars may be rescinded or superseded. OWCP Circulars: <https://www.dol.gov/agencies/owcp/procedure-manual/owcpCirculars>

Circulars issued by Programs:

- EEOICPA: <https://www.dol.gov/agencies/owcp/energy/regs/compliance/PolicyandProcedures/finalcircularshtml>
- FECA: <https://www.dol.gov/agencies/owcp/FECA/regs/compliance/DFECfolio/FECAcirculars>
- LHWCA: <https://www.dol.gov/agencies/owcp/dlhwc/lindustrybulletins/lindustrybulletins>
- BLBA: <https://www.dol.gov/agencies/owcp/dcmwc/blba/indexes/circulars>
- Other Communications – Other letters or documents may serve as guidance only

if they apply to a single case or incident, are restricted to a one-time requirement at a single location. All standing instructions and policy guidance must be transmitted through the types of authorized communications described above.

### 4.1.3 Responsibilities

#### 4.1.3.1 Communication and Guidance Preparation

The OWCP Division Directors are responsible for certain annual reports and OWCP communication preparation within their respective jurisdictions. This includes:

- Identifying areas where new or existing communications should be developed or updated.
- Preparing or updating new and existing ones as required.
- Ensuring that all communications support the Agency's mission and goals.
- Ensuring that all communications are consistent with each other, comply with formatting and preparation requirements.
- Maintaining current distribution lists and ensuring that each communication is disseminated; accordingly, and
- Maintaining records required for Freedom of Information Act, Employees' Compensation Appeals Board, and general reference.

#### 4.1.3.2 Retention

See [Records Management](#)

#### 4.1.4 Formatting Guidelines

- Each program has its own formatting guidelines for communications. Please refer to the following links for formatting guidelines and required sections for OWCP communications:
  - OWCP Transmittals: <https://www.dol.gov/agencies/owcp/procedure-manual/owcpTransmittals>
  - OWCP Bulletins: <https://www.dol.gov/agencies/owcp/procedure-manual/owcpBulletins>
  - OWCP Circulars: <https://www.dol.gov/agencies/owcp/procedure-manual/owcpCirculars>
- Exhibits may be used in communications if relevant to the content. Each exhibit should be appended and numbered sequentially (Exhibit 1, Exhibit 2, Exhibit 3). Exhibits may include visual aids such as: illustrations, graphics, reprints, charts, forms, charts, graphs, and other attachments. Visual aids are required to be 508 compliant. For additional information about

section 508, please visit: <https://labornet.dol.gov/itc/it/Section508/> (Internal to DOL Employees)

- Use of Signature Blocks on OWCP E-mail Communications (Bulletin No. 25-01)

Email correspondence frequently becomes a part of claimants' case files. Any non-business information included in email signatures such as statements and quotes can give an erroneous impression that OWCP supports a particular position on a non-business-related topic that could result in the perception of bias. By standardizing what is permitted in email signature blocks, this policy eliminates that concern. Finally, as an email is an official government resource, OWCP employees should not add personal quotes or other non-service-related information in their email signatures in compliance with OWCP policy and departmental ethics concerns. This policy is applicable to all OWCP staff.

- When an email signature block is used, it may ONLY include any combination of the following information:
  - i. The name of the employee (or for certain claims staff the first name and first letter of the employee's last name as specified by program).
  - ii. Professional credentials or certifications, if applicable (i.e. JD, CBCS, CCS, etc.).
  - iii. Position (i.e. Claims Examiner, Medical Benefits Examiner, Actuary, Fiscal Operations Specialist, Management Analyst, etc.).
  - iv. Organization (i.e. OWCP/Division of Federal Employees' Compensation, OWCP/DEEOIC, etc.).
  - v. Phone number(s).
  - vi. Approved DOL or OWCP graphics (e.g., DOL seal, OWCP logo, FEVS, logo, CFC logo, etc.). To comply with Section 508 requirements, employees **must ensure** that any graphics (i.e., logo image file) include alt text. To add the alt text to the logo file: right click on the image, click "edit alt text," and enter the text, e.g., "Office of Workers' Compensation Programs (OWCP) Logo" in the alt text box.
- Employees may not add personal quotes, non-business-related images, or other non-business-related information in email signature blocks, in compliance with OWCP policy and departmental ethics concerns. Adding a quote or non-business-related image to an email signature can give an erroneous impression that the office, OWCP, and/or the Department supports a particular organization or cause.
- To support customers with varying needs and maximize accessibility, employees should not use a wallpaper or non-standard font colors (e.g., colors other than the default black and blue font colors established in Microsoft Outlook) on email correspondence.

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## 4.2 OWCP Document Clearance and Release Processes

### 4.2.1 Purpose and Scope

This chapter describes the general parameters for clearance and release of OWCP internal and external communications such as priority correspondence, questions for the record (QFR) responses, policy-related documents, Federal Register Notices, press releases, Reports for Congress, and conference/speech requests. Priority correspondence and other documents are electronically tracked in Correspondence Tracking System (CTS). CTS is an electronic tracking database, used by DOL to assign documents and materials to the appropriate DOL agency for review and response. A primary feature of CTS is that it enables ExecSec to facilitate the digital review and clearance of documents.

When Executive Correspondence is addressed to the Secretary, Deputy Secretary, and DOL's Executive Staff, OWCP follows ExecSec's processes and procedures found here: [Office of the Executive Secretariat's Online Manual - LaborNet - United States Department of Labor](#).

### 4.2.2 Responsibilities and Routing of OWCP Documents for Clearance and Release

Certain documents marked for clearance such as: Priority correspondences, questions for the record (QFR) and responses, policy-related documents, Federal Register Notices, press releases, Reports for Congress, and conference/speech requests, should be cleared with SOL OWCP attorneys in Federal Employees' & Energy Workers' Compensation (FEEWC) and/or Black Lung and Longshore Legal Services (BLLLS), as appropriate prior to moving to other clearance parties.

The following table lists the source and type of common documents and appropriate routing for clearance. Note: this table is not inclusive of all documents.

Document Source and Type	Routing Procedure
<p><b>Incoming correspondence in CTS:</b></p> <ul style="list-style-type: none"> <li>• OWCP Priority correspondence</li> <li>• Congressional Casework correspondence</li> <li>• White House correspondence</li> <li>• Intergovernmental Federal</li> <li>• Intergovernmental Non-Federal</li> <li>• General correspondence (claimants, external parties)</li> <li>• Internal Memos</li> </ul>	<ol style="list-style-type: none"> <li>1. Assigned by CCU in CTS to appropriate division and/or staff for drafting a response, obtaining and resolving necessary reviews and feedback.</li> <li>2. Response/package returned to Controlled Correspondence Unit (CCU).</li> <li>3. OWCP Executive Officer signs or obtains signatures when necessary.</li> <li>4. Executive Officer submits draft for Departmental clearance, including any clearances comments and re-clearance.</li> <li>5. CCU updates and completes tracking in CTS.</li> </ol>
<p><b>QFRs</b></p> <ul style="list-style-type: none"> <li>• Not routed through CTS</li> </ul>	<ol style="list-style-type: none"> <li>1. OWCP front office receives QFRs by email and assigns them to relevant</li> </ol>

	<p>division for drafting and reviewing.</p> <ol style="list-style-type: none"> <li>2. Division obtains SOL review.</li> <li>3. Responses are sent to the front office for final review and routing to originator.</li> </ol>
<p><b>Assistant Secretary for Policy (ASP)</b></p> <ul style="list-style-type: none"> <li>• Regulations and regulation equivalents</li> <li>• Anything that needs to be sent to Office of Information and Regulatory Affairs (OIRA)</li> <li>• Clearances from Office of Management and Budget (OMB) and OIRA regulations</li> <li>• OIG investigations</li> <li>• Federal Register Notices (See below)</li> </ul>	<ol style="list-style-type: none"> <li>1. OWCP division drafts documents and sends to front office and SOL (FEEWC or BLLLS) as necessary for review.</li> <li>2. OWCP division finalizes drafts for clearance and obtains necessary signatures.</li> <li>3. OWCP Executive Officer coordinates with ASP for clearance.</li> <li>4. ASP sends documents to relevant DOL agencies for review and collects clearances.</li> <li>5. Clearance or rejection of clearance comments are returned to OWCP division for resolution and re-review by front office and SOL, if necessary.</li> <li>6. After clearance or re-clearance, the OWCP division obtains final signatures and distributes the document.</li> </ol>
<p><b>Federal Register Notices (FRN)</b></p> <ul style="list-style-type: none"> <li>• Rulemaking: final rules, temporary rules, interim final rules, and direct final rules, as well as documents that relate to previously published rules (ensure <a href="mailto:OWCP.Services@dol.gov">OWCP.Services@dol.gov</a> is included in this)</li> <li>• Proposed rules: Notice of Proposed Rulemaking (NPRMs), preliminary rulemaking, Advance Notice of Proposed Rulemaking (ANPRMs), petitions for rulemaking</li> <li>• FRN, Advisory Board Meetings or Membership Nominations, other non-rulemaking items</li> </ul>	<ol style="list-style-type: none"> <li>1. Rulemaking/Proposed rules: OWCP division drafts the FRN sends to <a href="mailto:OWCP.Services@dol.gov">OWCP.Services@dol.gov</a> 180 days prior to expiration date.</li> <li>2. OWCP division sends FRN in an email to Executive Officer (include OWCP Director and OWCP Deputy Director as necessary) including due date and brief summary in body of email</li> <li>3. OWCP Director signs document, using FRN-specific signature procedures (ASP can assist with signature process)</li> <li>4. No one else may sign FRNs for OWCP Director</li> <li>5. OWCP Director emails signed document to OWCP division director or Executive Officer</li> <li>6. Executive Officer sends to <a href="mailto:FedRegHelp@dol.gov">FedRegHelp@dol.gov</a> (dedicated email managed by ASP)</li> <li>7. ASP submits to Office of Federal Register (OFR) for publication</li> </ol>

	<p>8. OWCP receives notice of date places on public inspection and publication date for the FR item</p>
<p><b>Office of the Secretary (OSEC)</b></p> <ul style="list-style-type: none"> <li>• Regulations</li> <li>• Policy items that are high-profile or sensitive</li> <li>• Reports to Congress</li> <li>• Advisory Board items</li> <li>• Novel items</li> </ul>	<p>Please refer to the Office of the Executive Secretariat's Online Manual: <a href="#">Office of the Executive Secretariat's Online Manual - LaborNet - United States Department of Labor</a> (Internal to DOL)  For Advisory Board items: <a href="#">Executive Secretariat Designated Federal Officer Advisory Committee Guide</a></p>
<p><b>Office of Public Affairs (OPA)</b></p> <ul style="list-style-type: none"> <li>• Press releases</li> <li>• Social media</li> <li>• External speaking requests</li> </ul>	<ol style="list-style-type: none"> <li>1. OWCP division drafts the release and sends to the front office and SOL (FEEWC or BLLLS) as necessary for review. OWCP Policy Advisor may draft press release for OWCP division.</li> <li>2. The OWCP Policy Advisor sends draft press release to OPA Chief of Staff and OPA Contacts.</li> <li>3. OWCP division incorporates feedback into redline version and clears any new versions with front office and SOL (FEEWC or BLLLS) as necessary.</li> <li>4. OWCP Policy Advisor sends back to OPA including email traffic showing front office sign off. OPA will finalize and publish.</li> </ol> <p><u>For non-DOL speaking requests:</u></p> <ol style="list-style-type: none"> <li>1. OWCP division submits a Speaking Request Form <a href="#">DL1-7069</a> to front office and SOL (FEEWC or BLLLS) as necessary for review.</li> <li>2. OWCP division sends to SOL/Ethics</li> <li>3. OWCP division sends SOL-signed form to OPA (OPA Chief of Staff)</li> <li>4. OWCP Division forwards SOL/ethics and OPA responses to OWCP Front Office</li> </ol>
<p><b>Office of the Solicitor (SOL)</b></p> <ul style="list-style-type: none"> <li>• Annual Report</li> <li>• Reports to Congress</li> <li>• External speaking requests</li> <li>• OIG responses</li> </ul>	<ol style="list-style-type: none"> <li>1. OWCP divisions prepare portions of the report that are relevant to their programs and a point of contact (POC)* consolidates the updates into a master draft.</li> </ol>

<ul style="list-style-type: none"> <li>• Clearances: testimony, QFRs, reports to Congress, other external reports/speeches, legislation (including enrolled bill requests)</li> <li>• Some priority correspondence is marked for clearance (case-by-case)</li> </ul>	<ol style="list-style-type: none"> <li>2. OWCP divisions send to SOL as part of drafting.</li> <li>3. OWCP POC sends the draft for front office approval, to front office as necessary for review</li> </ol> <p>* DFA is currently the POC for the OWCP Annual Report to Congress and other Reports.</p>
<p><b>Memorandum Of Understanding (MOU)</b></p>	<ol style="list-style-type: none"> <li>1. OWCP divisions should reach out to <a href="mailto:OWCP.Services@dol.gov">OWCP.Services@dol.gov</a> as first stop on any issues related to MOUs. Depending on the type of MOU agreement, routing and clearance process will vary.</li> </ol>

#### 4.2.3 Clearance and Release for OWCP Internal and External Communications

Officials responsible for preparing OWCP communications and any directives are also responsible for obtaining all required clearances and signatures. Even if clearance is not required, **please submit all procedural manual, bulletin, circular, transmittal and website changes to the Front Office via Weekly Division Reports, prior to implementing changes.**

The following table lists the type of communication document and appropriate routing for clearance. Note: this table is not inclusive of all documents.

<b>Communication Document</b>	<b>Routing Procedure</b>
<ul style="list-style-type: none"> <li>• Transmittals</li> <li>• OWCP and Program Memoranda</li> <li>• Bulletins*</li> <li>• Circulars*</li> <li>• Industry Notices</li> <li>• Other Communications*: letters, documents, standing instructions, policy guidance and materials that may serve as guidance.</li> </ul> <p>*Certain directives, such as bulletins and circulars, may create labor relations obligations and should be shared with Local 12 and National Council of Field Locals (NCFL) union representatives. If the change is thought to be de minimis, please share with</p>	<p><b>Drafting and Initial Review:</b> Drafts of communications listed are circulated for the purpose of soliciting comments/concurrences from all relevant offices within OWCP, including Divisions, Front Office, and SOL (FEEWC/BLLLS). Differences that may arise are reconciled.</p> <p><b>CTS Clearance:</b> Any documents tracked in CTS also requires routing to OWCP Executive Officer for clearance.</p> <p><b>Release:</b> Following clearance**, communications can be released. The issuing authority may post items on the internet, intranet, and web portals. OWCP</p>

<p>DAO to obtain clearance to implement without union notification. Union notification is facilitated by DAO in conjunction with Office of Human Resources (OHR) Labor Relations. Local 12 and the NCFL have 14 calendar days to invoke bargaining on a notification.</p>	<p>communications go to Branch of Administrative Services (BAS) for web portal posting at <a href="mailto:OWCP.Services@dol.gov">OWCP.Services@dol.gov</a>.</p> <p>**Labor obligations may be required after clearance.</p>
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## 4.3 Records Management

### 4.3.1 Purpose and Scope

Records Management is the planning, controlling, directing, organizing, training, promoting and other managerial activities involving the life cycle of information, including creation, maintenance (use, storage, retrieval) and disposal, regardless of media.

This chapter describes the OWCP’s records-related policies, procedures, and records schedules, along with references to the more general guidance provided by National Archives and Records Administration (NARA); information on records management laws and statutes, including memorandums of what we are doing to meet Federal records management requirements.

### 4.3.2 Records Management Directives

Directives establish the responsibilities and requirements for the management of Department of Labor (DOL) records and ensures that the DOL complies with Federal laws and regulations, NARA guidance, related DOL policies, and best practices for managing records.

### 4.3.3 Authority

Federal law requires that every agency establish a comprehensive Records Management Program and issue a directive(s) establishing program objectives, responsibilities, and authorities for the creation, maintenance, and disposition of agency records (36 CFR 1220.34(c)). Refer to NARA’s Federal records management regulations, policy, and guidance: [Records Management Regulations, Policy, and Guidance | National Archives](#)

### 4.3.4 Responsibilities

Every person who works for the Agency is responsible for Agency Records. If an employee creates a document, enters information into a database, files a document in a folder, answers an inquiry from the public, responds to a FOIA request, or does anything else that documents activities for the DOL, the employee is a records custodian. The records custodian is responsible

for ensuring the safety, timely availability, and proper retention and/or transfer of information in custody.

If an employee is in charge of managing a specific series of records, the employee is also responsible for organizing, maintaining and retiring those records. Refer to the DOL Records Management Handbook for more information:

<https://labornet.dol.gov/workplaceresources/policies/records/what/index.htm>. (Internal to DOL Employees)

#### 4.3.5 General Records Management Overview and Informational Guidance

- [Records and Information Management Help Center](#) (Internal to DOL Employees)
- [Determining Federal Records, Non-Records, and Personal Papers](#) (Internal to DOL Employees)
- [Records Maintenance, Use and Disposition](#) (Internal to DOL Employees)
- [Procedures for Managing Agency Records](#) (Internal to DOL Employees)
- [Litigation Holds and Freezes Procedures](#) (Internal to DOL Employees)
- [Update to Transition to Electronic Records](#) (Internal to DOL Employees)

#### 4.3.6 OWCP Records Management Informational Guidance

As noted previously, all records are described on records schedules. Records schedules provide mandatory instructions for the disposition of the records (including the transfer of permanent records and disposal of temporary records) when they are no longer needed by the agency. As part of the ongoing records life cycle, disposition should occur in the normal course of agency business. All Federal records must be scheduled (44 U.S.C. 3303) either by an agency schedule or a General Records Schedule (GRS).

Schedules and breakouts for OWCP and by Divisions:

- [Office of Workers Compensation Programs](#) (PDF)
- [Division of Federal Employees' Compensation National and District Offices \(FECA\)](#) (PDF)
- [Division of Coal Mine Workers' Compensation \(DCMWC\)](#) (PDF)
- [Division of Longshore and Harbor Workers' Compensation \(DLHWC\)](#) (PDF)
- [Division of Energy Employees' Occupation Illness Compensation \(DEEOIC\)](#) (PDF)

For additional information, visit: [OWCP Records Management Informational Guidance](#) (Internal to DOL Employees)

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## 4.4 FOIA and Privacy Act

Under the Freedom of Information Act (FOIA) anyone can request access to federal agency records. Like all federal agencies, we must disclose records requested in writing, but we may withhold records in full or in part under one of FOIA's [exemptions and exclusions](#). The OWCP FOIA team, located in the Executive Office, oversees the collection and dissemination of FOIA related requests for information, and drafts decisions. This team works closely with the Office of the Director and the Office of Information Services (OIS) within the Office of the Solicitor (SOL) to assure that FOIA regulations are followed, and requirements met, while also assisting in the proactive publication of FOIA related materials.

The OWCP is responsible for the maintenance of workers' compensation claim files and related reports and documents. These files constitute a system of records under the Privacy Act and must be treated accordingly. These records contain personally identifiable information (PII). This refers to information that can be used to distinguish or trace an individual's identity such as a person's name, social security number or biometric records. These identifiers can either stand alone or, when combined with other PII data, identify a specific individual. The amount of paperwork collected, maintained and shared in the management of workers' compensation files creates certain vulnerabilities in the integrity of the privacy of the records maintained by OWCP. As a result, procedures must be put in place to mitigate the risk of improper disclosure.

### 4.4.1 Requests for Information

A FOIA request can be made for any agency record. OWCP follows the Department's FOIA request process, which requires that FOIA requests submitted by email must be sent through the Department's dedicated email, [foiarequests@dol.gov](mailto:foiarequests@dol.gov). These are then routed to the appropriate DOL agency through FOIAXpress. For additional information on how to make a FOIA request, visit: [How to Make a FOIA Request | U.S. Department of Labor \(dol.gov\)](#). The Executive Officer or staff checks FOIAXpress and distributes FOIA assignments to government Information Specialist staff for processing under the direction of the Executive Officer. Privacy Act requests are referred for processing to the OWCP program in possession of the requested file information.

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## 4.5 Employee Learning, Development, and Training

### 4.5.1 Resources

- [OWCP Training and Career Development - OWCP Intranet \(labor.gov\)](#)
- Division Technical Training:
  - [FECA's Online Classroom and eLearning Center - OWCP Intranet \(labor.gov\)](#)
  - [DCMWC Click and Learn - DCMWC Intranet - OWCP Intranet \(labor.gov\)](#)

- [Training and Development - OWCP Intranet - DEEOIC Intranet Home Page](#)
- [Longshore Classroom and eLearning Center - OWCP Intranet \(labor.gov\)](#)
- Repository of Opportunities, Assignments & Details (ROAD):  
<http://labornet.dol.gov/me/hr/road-available.htm>
- Division of Workforce Development and Inclusion:  
<https://labornet.dol.gov/me/hr/DWDI/>

#### 4.5.2 Process for Requesting Training

Employees should talk with their supervisor about their training needs and any specific request for training. To request training:

- **LearningLink is DOL's official training system of record.** Employees should explore the training available in LearningLink, DOL's e-Training portal, and seek further guidance from their supervisor.
  - To access LearningLink, click on: [Go to My LearningLink Now!](#) (Internal to DOL Employees)
- Employees are encouraged to request training as part of an Individual Development Plan (IDP) for career development planning.
  - For additional information about IDPs: [Individual Development Plan - Office of Human Resources - LaborNet - United States Department of Labor \(dol.gov\)](#)
- Supervisors will review each request and consider mission and budgetary limitations for approval.
- If the training is not a LearningLink based training, employees and supervisors will complete the SF-182 process through LearningLink to document training approval and completion.
  - For additional information on the SF-182 process, visit:  
<https://labornet.dol.gov/learninglink/job-aids/SF-182.htm> - (Internal to DOL Employees)

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## 4.6 Situational Telework Requests (Bulletin 26-03)

OWCP is committed to aligning its practices with the return to in-person work directive issued by the President on January 20, 2025. As part of our ongoing return to in-person work efforts, the use of situational telework must be consistent with both [President Trump's directive](#) and guidance from the [Office of Personnel Management](#) that supports the use of situational telework where it meets a compelling agency need.

In keeping with this approach, effective immediately, OWCP may only authorize situational telework unrelated to an approved reasonable accommodation for eligible employees under the following circumstances (See [memorandum](#) from Dean Heyl, ASAM):

#### **A. Circumstances that Require Administrative Officer Approval**

1. **Weather/Safety or Other Emergencies:** When inclement weather, natural disasters, or other emergencies prevent safe access to the workplace, in line with agency operating status guidance.
2. **Space and/or Building Constraints:** When suitable/alternative office space is unavailable due to ongoing space match efforts including:
  - **Displacement from Shared Spaces:** Employee displacement from another agency's space, such as due to the reclaiming of shared space or expired leases;
  - **Uncontrollable Building Closures:** When offices are closed for reasons beyond DOL's control (e.g., state holidays), and employees would otherwise be on administrative leave or unable to report in person; and
  - **Closure for Renovation:** When a worksite is temporarily closed for renovations and no alternative space is available to accommodate affected staff.
3. **Emergency Preparedness Testing:** For employees supporting mission-critical operations, to verify remote access in the event of an emergency.
4. **Mission Critical Work After Regular Work Hours:** When essential, time-sensitive work must occur outside regular duty hours. This is not a substitute for employees meeting their in-person work requirements. In these limited instances, premium pay rules governing overtime and compensatory time apply as appropriate.
5. **Legal Settlement Agreements:** Compliance with terms of a legally binding settlement, as appropriate, and withdrawal may present legal risk.
6. **Safety-Related Investigations:** When on-site work presents a safety concern tied to an active internal investigation or pending threat assessment. Requires concurrence by the Office of Human Resources Division of Employee and Labor Relations.

#### **B. Circumstances that Require Supervisor Approval with Notice to the Administrative Officer**

Supervisors may approve infrequent occurrences of situational telework in the following circumstances:

1. Prior to, or after an employee's personal appointment (including both medical and non-medical appointments for self or for a family member), that makes commuting to and/or from the office impractical within the workday, but employees have assignments that must be completed adjacent to that appointment. Telework does not replace the leave used when attending appointments. Rather, telework may be used to continue working

before or after such appointments.

2. When an employee is recovering from a short-term illness or an injury, they can perform work, but they are temporarily unable to physically report to the agency's worksite. The use of situational telework for this purpose is not appropriate for long term situations (e.g., beyond 30 days), which may require an employee to pursue official reasonable accommodation through [DOL's Reasonable Accommodation Program](#). **Recurring scheduled medical or physical therapy treatments that extend over several weeks are examples of appointments that should be considered for Reasonable Accommodation and not situational telework, because they are recurring in nature and not situational.**
3. When an employee has been exposed to a communicable disease, they can perform work, but their immediate presence in the office would jeopardize the health of others in the office.
4. To allow for flexibility to accommodate government-approved travel.
5. To fulfill religious duties and/or practices.

Typically, approvals of situational telework in non-illness-related circumstances (i.e., other than 2. above) should not go beyond one day. For situations longer than one day, supervisors must consult with their division leadership.

To ensure ethical and responsible use of situational telework, the Office of Human Resources will conduct a quarterly audit to monitor utilization and will raise any concerns regarding the approval of situational telework to the agency, to be addressed immediately.

#### 4.6.1 Purpose and Scope

The purpose of this procedure is to standardize the Office of Workers' Compensation Programs (OWCP) procedures for requesting situational telework in accordance with recent DOL guidance. This policy is applicable to OWCP supervisors and managers.

#### 4.6.2 Procedures

##### 4.6.2.1 Administrative Officer Approval Request Procedure:

1. If a supervisor believes a need for situational telework exists for staff that meets one of the criteria above under A. Circumstances that Require Administrative Officer Approval, the supervisor submits a request to [zzOWCP-TeleworkRequests](#).
2. Once the completed request is received by the OWCP designated authorizing official, the authorizing official will respond by e-mail to the submitting supervisor within 1 business day to notify the supervisor and the program/division head of the decision.

3. Supervisors will ensure that employees using situational telework under this scenario document the reason for situational telework in a timesheet comment for the affected date(s). Supervisors will be responsible for missing or inaccurate timesheet comments explaining the use of situational telework.

#### 4.6.2.2 Notice of Supervisory Approval Procedure:

1. If a supervisor receives a request for situational telework that meets one of the criteria above under *B. Circumstances that Require Supervisor Approval and Notice to the Administrative Officer*, the supervisor must determine if there is a sufficient business need to support the employee’s request. Appropriate business needs may include one of the following:

- a. The employee has mission critical work with deadlines within the impacted timeframe (Mission critical work includes work that typically requires employees to work during a government shutdown).
- b. The employee has other responsibilities or deadlines that will occur during the impacted timeframe which are time-sensitive and if missed will have a measurable negative impact on the agency or business operations.

2. If a supervisor approves an employee’s request for situational telework, the supervisor submits a notice of approval through the [OWCP Situational Telework Form](#).

3. Supervisors will ensure that employees using situational telework under this scenario document the specific business reason (i.e., specific work product) (not the circumstances reason under the section A or B criteria above) for situational telework in the timesheet (GovTA) remark field on **each day** that situational telework is utilized for the affected date(s).

- This business reason language added as a remark to each day should be the same as the business reason language submitted in the approval form as outlined in number 2.
- Remarks can be added to the Date line entry in GovTA by double clicking on the Time In or Time Out block.

Week 1									
Delete	Add	Date	Transaction	Account	Time In	Time Out	Meal	Shift Total	Daily Total
	+	Sun 5/03							
	+	Mon 5/04	O1 - REGULAR TIME Remote Work	6FLOWPWCPO0FECADP900640000	8:00am	5:30pm	0:30	9:00	9:00
	+	Tue 5/05	O1 - REGULAR	6FLOWPWCPO0FECADP900640000					9:00

- DOL/OASAM directed weather and safety leave, such as DOL issued full office closure notices for a snowstorm, does not require a submission approval through the OWCP Situational Telework Form but DOES require a remark in the employees GovTA noting Weather and Safety leave.

- Supervisors will be responsible for missing or inaccurate timesheet remarks explaining the specific business justification for the use of situational telework.

4. DAO will maintain a record of all approvals to ensure ethical and responsible use of situational telework to support the Office of Human Resource’s quarterly audit monitoring.

4.6.2.3 Complete Requests and Notices to the Administrative Officer for Approvals Under Circumstances in Section A Above Will Consist of an Email Containing the Following Information:

1. Dates requested/approved;
2. Location of office, number, and names of staff for approval requests under *A. Circumstances that Require Administrative Officer Approval*
3. Names of employees affected for notifications under *B. Circumstances that Require Supervisor Approval and Notice to the Administrative Officer*;
4. The criteria outlined above (e.g., one of the criteria in A.1-6 or one of the criteria in B.1-5) that applies, and the specific business need that will be met by authorizing situational telework for the period of time outside of the reason causing the situational need for telework; and
5. Any additional information or documentation to support the business need for situational telework.

4.6.2.4 Additional Requirements for All Situational Telework Approvals:

Employees authorized to use situational telework must already have an authorized telework agreement on file in TeleworkXpress. Additionally, situational telework hours must be documented in the time and attendance system as ‘Telework Informal (Situational)’ hours, **and a Remark must be added in the date line entry of the timesheet for each day identifying the specific business need for audit compliance.**

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## 4.7 Travel Policy (Bulletin 25-02)

Serving as a responsible steward of the resources entrusted to the OWCP is fundamental to the agency’s mission. As program budgets are increasingly challenged, leadership must weigh the cost of travel against other agency priorities. This travel policy is applicable to all OWCP staff. This policy provides the OWCP Front Office awareness of planned program employee travel, and ensures travel is used economically to advance OWCP objectives.

#### 4.7.1 Purpose and Scope

The travel policy referenced in this chapter is a supplement to the Federal Travel Regulation (FTR) and other official travel-related law. It provides official travel-related policies that the law leaves to departmental discretion of DOL. The planning, performance, approval, and reimbursement of official travel within OWCP must comport with the provisions of the FTR and other travel-related law.

#### 4.7.2 Authorities

Provisions of DLMS 2-1600 applies to all DOL components: [DLMS 2-1600: General Travel Regulations - Department of Labor Manual Series Index - LaborNet - United States Department of Labor \(dol.gov\)](#). (Internal to DOL Employees)

The FTR is the regulation contained in [41 Code of Federal Regulations \(CFR\), Chapters 300 through 304](#), which implements statutory requirements and Executive branch policies for travel by Federal civilian employees and others authorized to travel at Government expense.

#### 4.7.3 Procedure

When employee travel other than local is needed:

1. Schedule meetings in OWCP or other DOL or federal space, when possible, to minimize cost.
2. Utilize the most cost-effective method to achieve meeting objectives.
3. Authorize travel for only those personnel who are essential to the purpose of the meeting.
4. Where possible, utilize a combination of virtual and in-person travel.
5. Plan the meeting at a location where the maximum number of authorized attendees can attend on local travel.
6. For travel associated with union negotiations, authorize travel for the minimum number of attendees necessary (i.e., lead negotiator and one subject matter expert) with additional subject matter experts on call for caucus as needed.
7. Division Directors will submit the [OWCP Travel Request Form](#) for Front Office review at [zzowcp-front-office@dol.gov](mailto:zzowcp-front-office@dol.gov), providing the expected cost, number of travellers, and explaining the need and the reason virtual meetings will not suffice.
8. If approved, the Front Office will return the form to the requestor and to [OWCP.Services@dol.gov](mailto:OWCP.Services@dol.gov). If approved travel is related to conferences, please refer to [section 6.4](#) Conference Approvals.
9. Upon Front Office approval, travel authorization may be entered into the travel system.

#### 4.7.4 Conference Approvals for DOL Sponsored or Co-sponsored Conference or Event (Bulletin 24-01)

A conference is defined as a meeting, training, retreat, seminar, or similar event that is sponsored or co-sponsored by Department of Labor (DOL) and involves the use of DOL resources or funds for expenses related to the event, including expenses for travel with **five or more people on Temporary Duty Assignment (TDY)**. This policy is applicable to OWCP division directors.

In addition to the procedures outlined in 11.3, when travel approval is related to conferences, Division Directors must also:

- **For Conferences Under \$20,000 (approved by the Agency Head):**
  - (1) Send the following documents to [OWCP.Services@dol.gov](mailto:OWCP.Services@dol.gov) **three weeks before the conference:**
    - Approved [OWCP Travel Request Form](#).
    - [Cost Estimate](#) with the following: Flight, Lodging, M&IE, Parking, Uber/Lyft(home), Uber\Lyft (to destination), Car Rental + Fuel, Baggage, TMC Fee, Voucher Transaction Fee.
  
- **For Conferences \$20,000 and over (approved by the Agency Head):**
  - (2) Send the following documents to [OWCP.Services@dol.gov](mailto:OWCP.Services@dol.gov) **eight weeks before the conference to allow time for departmental review:**
    - A complete Agency Head [Conference Request Memo](#)
    - A complete [Conference Clearance Template Form](#)
    - A draft conference agenda. This can be high level outlining of the general topics that will be discussed each day.
    - A [city comparison and venue analysis](#) that outlines travel costs for at least three cities to ensure the chosen location is the most cost-effective location. In addition, if the meeting is not held in a federal space, please provide documentation from the Office of the Assistant Secretary for Administration and Management (OASAM) indicating that nothing was available.

**NOTE:** If any additional expenses are added after departmental approval (e.g., if the original memorandum does not seek clearance of food/refreshment expenses and a decision is later made to provide food/refreshments), it is required to reengage in the departmental conference review and clearance process outlined in the [Conference Planning and Review Policy](#), section VI. Conference Review and Clearance under letter J.

- Upon approval of either a. or b. above, travel authorizations may be entered into the travel system.

#### 4.7.5 Travel Management Division and Travel Information

The DOL Travel Management Division (TMD) is responsible for the Departments travel and travel card (TC) activities. The Division manages the Department's E-travel system (E2 Solutions), the Travel Management Center (TMC) and the travel services vendor (Carlson

Wagonlit). The Division also manages the Departments travel card program and liaison with the travel card vendor (Citibank).

- [Travel Management Division \(TMD\)](#) (Internal to DOL Employees)
- OWCP E2 System Administrators: DAO Branch of Administrative Services Program Analysts
- [E2 Travel System SSO Information](#) (Internal to DOL Employees)
- OWCP Travel Card Coordinators: DAO Branch of Administrative Services Program Analysts
- [Citibank Commercial Card system](#)

#### 4.7.6 Travel Voucher

All claims for reimbursement of authorized travel and transportation expenses must be made on a travel voucher created and approved in E2. Use of E2 to create, approve, and submit travel vouchers is mandatory. Travelers will not be reimbursed if claims/vouchers are created, approved, and/or submitted using any other system or process. Agencies are prohibited from using manual travel processing systems.

Per DOL policy, travelers should file a voucher within five (5) days of completing business travel. When the status of a voucher in E2 indicates “Open Voucher”, this means you can now file that voucher. Travelers on extended travel (more than 30 days) must file a travel voucher every 30 days while in travel status.

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## 4.8 OWCP Purchase Cards (Bulletin 25-03)

Serving as a responsible steward of the resources entrusted to the OWCP is fundamental to the agency's mission. On March 27, 2025, the Department issued Government Purchase Card Notice 2025-02, Guidance on Changes to the Government Purchase Card Program, which instituted new requirements for micro purchases processed through government purchase cards.

Micro purchases are defined by the FAR as an acquisition of supplies and services, the aggregate amount of which does not exceed:

- services \$2,500
- construction \$2,000
- professional services and supplies up to \$10,000

#### 4.8.1 Purpose and Scope

OWCP implemented this internal policy to comport with new Departmental requirements for processing micro purchases associated with government purchase cards. This policy is applicable to all OWCP Divisions.

#### 4.8.2 Procedure

When micro purchases are needed, OWCP divisions will follow this policy, and additional instructions provided in DAO's [standard operating procedure](#).

1. The requesting Program will submit to [OWCP-DAO-Purchase-Card@dol.gov](mailto:OWCP-DAO-Purchase-Card@dol.gov) at least 21 days prior to the required date for product (if the delivery date cannot be met DAO will advise):
  - a. [GPC Product or Service Request Form \(GPC Request Form-Example\)](#) which includes:
    - A detailed description of the item or service including but not limited to stock number, color, shape, size, quantity etc.
    - Office Delivery address, POC for receipt, and backup POC, including email and phone number to ensure proper delivery
    - Requested Vendor
    - Justification – If a vendor other than required sources is requested, provide an affirmative statement that the required sources (GSA and AbilityOne) did not have the goods or services needed.
  - b. The filled [DL1-1 form](#) signed by program SES. To access the DL1-1 form:
    - right-click the link and choose “Save link as”
    - save the file on your computer
    - open the saved file
2. DAO will fill in the [Purchase Approval form](#) and obtain DFA approval for funding accounts. To access the Purchase Approval form, follow instructions above, in 10.2.1b

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### 4.9 Space Management (Bulletin 17-01)

The Division of Administration and Operations (DAO) is charged with implementing an agency-wide approach for space utilization and management.

#### 4.9.1 Purpose and Scope

To establish clear guidance on the need for communicating space management issues and decisions with DAO. This guidance is applicable to Division Directors, Regional Directors, Regional Administrative Officers.

#### 4.9.2 Procedure

1. Division and Regional Directors shall notify DAO immediately of all space planning and management issues, including those proposed by OWCP, OASAM or General Services Administration (GSA) prior to making any decisions regarding space, such as:
  - Proposed changes to all Occupancy Agreements (lease terms, lease period, cost, square footage, etc.) will be forwarded to the national office OWCP/DAO Space Officer for review.
  - Planned renovations and modifications.
  - Planned purchases or modification of furniture for more than 3 people.
2. All Occupancy Agreements shall be signed by the OWCP Budget Officer, Division of Financial Administration.
3. Division and Regional Directors shall include the OWCP/DAO Space Officer in all space design discussions with OASAM and/or GSA.
4. Division and Regional Directors shall submit drawings of existing space with renovation plans to the OWCP/DAO Space Officer for review and final approval by the Director of DAO.
5. Division and Regional Directors shall submit estimated budget costs for renovations, furniture purchases, carpet replacement and cyclical painting to OWCP/DAO Space Officer for review and for final approval by the OWCP Budget Officer, Division of Financial Administration office.
6. Division and Regional Directors shall notify DAO immediately upon identification of any problems with existing facilities, such as:
  - Facility or environmental safety hazards to employees
  - Damage to facilities
  - Ongoing, unresolved maintenance problems

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#### 4.10 Conducting Office Safety Inspections (Bulletin 26-02)

OWCP leadership wishes to become a model agency with respect to safety and health by providing safe and healthy workplaces for all employees to promote the well-being of OWCP's employees and the effectiveness of their performance.

#### References:

- DLMS 3 Building Management and Safety and Health  
[DLMS 3-1400: Instruction to the DOL Safety & Health Program - Department of Labor Manual Series Index - LaborNet - United States Department of Labor](#)
- Office of Worker Safety, Health and Environment (OWSHE)  
[Self-Inspection Program Self-Inspection Program - Office of Worker Safety, Health, and Environment \(OWSHE\) - Office of Human Resources - LaborNet - United States Department of Labor](#)

#### 4.10.1 Purpose and Scope

To provide OWCP policy on workplace safety inspection requirements for OWCP offices. This guidance applies to all OWCP offices.

#### 4.10.2 Responsible Parties

The Designated Facility Official (DFO) is the position located in an OWCP office facility responsible for office hazard safety for that location.

#### 4.10.3 Procedures:

1. *Training for Conducting Inspections.* DFOs who are responsible for conducting workplace safety inspections will complete the following training by 5/31 each year and certify (using the below certification of training) to the OWCP Administrative Officer by 6/15 each year that they have done so:
  - [Certification of Training](#) (PDF).
  - [Office Inspection Training](#) (PPT) [Self-Inspection Program - Office of Worker Safety, Health, and Environment \(OWSHE\) - Office of Human Resources - LaborNet - United States Department of Labor](#)
  - [Office Inspection Video](#) [Self-Inspection Program - Office of Worker Safety, Health, and Environment \(OWSHE\) - Office of Human Resources - LaborNet - United States Department of Labor](#)
2. *Annual Inspections.* In accordance with DLMS 3-1400 and Labor Management agreements, all OWCP workplaces shall be inspected at least annually as part of the OWSHE annual inspection program. OWCP offices will follow the protocols specified by OWSH on the OWSHE DOL Workplace Inspection Program LaborNet page.
3. *Quarterly Inspections.* In addition to the annual inspection requirement, OWCP workplaces shall be inspected by the DFO at least quarterly (by 12/31, 3/31, 6/30, 9/30)

using the *Self-inspection Checklist Mandatory and Common Items* provided at: <https://labornet.dol.gov/me/OWSHE/docs/Self-Inspection-Checklist-Mandatory-and-Common-Items.xls>.

When inspections result in identification of deficiencies with recommended actions, corrective action will be taken in a timely manner and confirmed by the DFO.

4. *Reporting*. Inspection results shall be reported by submitting the filled Self Inspection Checklist Mandatory and Common spreadsheet, including remediation plans/status, within ten business days of inspection, to [OWCP.Services@dol.gov](mailto:OWCP.Services@dol.gov).

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## 4.11 Probationary Employee Certifications (Bulletin 26-01)

Serving as a responsible steward of the resources entrusted to the OWCP is fundamental to the agency's mission. On April 24, 2025, the President issued Executive Order 14284 "Strengthening Probationary Periods in the Federal Service." On June 24, 2025, Director of OPM amended H of part 315 of Title5, Code of Federal Regulations (CFR) Strengthening Probationary Periods in the Federal Service.

### 4.11.1 Purpose and Scope

This policy provides OWCP guidance for assessing probationary employees in accordance with Executive Order 14284. This policy is applicable to all OWCP probationary employees.

### 4.11.2 Procedures:

DAO will post the annual report of probationary employees at the beginning of the fiscal year in SharePoint at: [OWCP Probationary Employee Listing - All Documents](#) and will update the spreadsheet as new hires onboard, who have a probationary period, reflecting probationary completion date.

OWCP Supervisors will have read-only access to SharePoint and will be responsible for proactively tracking their probationary employee's performance and conduct and making determinations at least 30 days prior to probationary end date regarding the following criteria:

- Performance and conduct demonstrated during the probationary/trial period;
- Needs and interests of the agency;
- Alignment with organizational goals of the agency and the broader Federal Government; and
- Advancement of the efficiency of the Service.

Assessing the probationary employee:

The following activities should take place during the entire probationary period:

1. OWCP supervisors should utilize the probationary period to determine the fitness of the employee and shall recommend terminating his or her service during this period if the employee fails to demonstrate fully his or her qualifications for continued employment. Supervisors should consider the following

- Day-to-day performance management activities, such as providing regular performance feedback, enable OWCP managers to make informed determinations about whether probationary employees are on track to successfully completing their probationary or trial periods. Clearly defined performance expectations and frequent feedback through mentoring are essential for monitoring the performance of probationary employees.
- Standards should be set based on what can reasonably be expected of a new employee and should not be modified to accommodate the individual. Instead, employees should be measured against established standards.
- Performance standards should be designed to assess both the employee's ability to contribute in the present capacity and the potential to develop into a successful employee who will be an asset to the Government.
- While the purpose of the probationary period is to continue the assessment process, agencies should anticipate that some level of training will be necessary and plan accordingly when selecting a probationary employee. However, if a probationary employee is unable to perform acceptably, the Government is not obligated to provide extensive training.
- It may be appropriate to evaluate not only the quantity and quality of the probationary employee's work in support of mission accomplishment, but also the ability to learn new concepts and apply them successfully at the level required for the full-performance position the employee is expected to fill in the future.

Probation ends when the employee completes his or her scheduled tour of duty on the day before the anniversary date of the employee's appointment. The following actions should take place 30 days prior to the probation end date:

2. If the supervisor decides to recommend termination of an employee serving a probationary period because of his or her work performance or conduct during this period fails to demonstrate his or her fitness or qualifications for continued employment, the supervisor will consult with their servicing Employee Relations Specialist and will notify [zzOWCP-Hiring@dol.gov](mailto:zzOWCP-Hiring@dol.gov) with a copy to the probationary employee's division director.

3. If the supervisor decides to retain the employee serving a probationary period, they must consult with the division director and provide written certification that the employee has met the retention requirements to [zzOWCP-Hiring@dol.gov](mailto:zzOWCP-Hiring@dol.gov), with a copy to the division director. Once

the supervisor submits the certification, [zzOWCP-Hiring@dol.gov](mailto:zzOWCP-Hiring@dol.gov) will fill out the appropriate form and return to the supervisor to obtain the employee's signature. The supervisor will return the signed form to [zzOWCP-Hiring@dol.gov](mailto:zzOWCP-Hiring@dol.gov).

4. [zzOWCP-Hiring@dol.gov](mailto:zzOWCP-Hiring@dol.gov) will submit the certification to the agency head for signature and will send to OHR for further processing.

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## 5. Performance/Budget/Finance

### 5.1 Organizational Performance Management

#### 5.1.1 Scope

Organizational Performance Management can be defined as a process that requires an agency to develop performance-related activities and outputs to meet the organization's goals in an efficient and effective way. These standards are developed at the senior leadership level and should be communicated in a manner for agency employees to easily identify how their contributions have a direct role within the productivity and effectiveness of the organization.

#### 5.1.2 Authorities

The regulation that guides Performance Management activities is OMB Circular A-11 Part 6, which is the Federal Performance Framework for Improving Program and Service Delivery. This regulation outlines specific details regarding the Government Performance and Results Act Modernization Act (GPRAMA), names the Deputy Secretary as the Chief Operating Officer of the Agency, and outlines Enterprise Risk Management Requirements in tandem with Circular A-123. This regulation outlines requirements embedded within the Evidence Act.

- OMB Circulars in Numerical Sequence: <https://www.whitehouse.gov/omb/information-for-agencies/circulars/>

The Department of Labor is governed by internal policies called the Department of Labor Manual Series (also known as DLMS). Performance Management is covered under DLMS Manual Series 5 titled "Performance Management and Research and Evaluation". Under DLMS 5-200, you will find information specifically related to Strategic Planning, Performance Planning and Reporting, and Quarterly Agency Management Reviews.

- DLMS 5-200 Strategic Planning, Performance Planning and Reporting, and Quarterly Operating Plan Reviews:  
<https://labornet.dol.gov/workplaceresources/policies/DLMS/DLMS05/dlms5-0200.htm>  
(Internal link)

### 5.1.3 Procedure

The actual process of assessing the performance of an organization involves the comparison of actual performance versus desired performance. The Office of Workers' Compensation Programs' (OWCP) Agency Management Plan (AMP) annually presents the resources, activities, and strategies that the agency will employ to achieve key outcome goals and links them to the measures and milestones used to assess progress during the year. The plan supports the U.S. Department of Labor (DOL) Strategic Plan.

The Government Performance and Results Modernization Act (GPRAMA) of 2010 is an amendment of the original Government Performance and Results Act (GPRA) of 1993. This Act requires each executive agency to:

- Develop a 4-year strategic plan that is available to the public,
- Establish Agency Priority Goals with quarterly reviews and updates, and
- Develop an Annual Performance Report, including a Strategic Review of progress and risks for each objective in the Strategic Plan.
- Strategic Plan and Agency Management Plans:  
<https://labornet.dol.gov/workplaceresources/policies/Strategic-Plan/> (Internal link)

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## 5.2 Actuarial Liability and Revenue (Tax) Estimates

### 5.2.1 Purpose and Scope

This chapter describes OWCP's general procedures for conducting technical and management reviews of the Federal Employees' Compensation Act (FECA), the Energy Employees' Occupational Illness Compensation Program Act (EEOICPA), and the Black Lung Disability Trust Fund (BLDTF) actuarial liability and Revenue (Tax) estimates. OWCP prepares annual actuarial liability estimates for FECA, EEOICPA, and BLDTF benefits payments. These estimates are included in the Department of Labor's (DOL) Agency Financial Report (AFR) and, in the case of the BLDTF estimate, in DOL's Statement of Social Insurance (SOSI). Several formal reviews occur throughout the process to validate the reasonableness and completeness of the estimates.

### 5.2.2 Responsible Parties

OWCP's Division of Financial Administration (DFA), under the direction of the OWCP Comptroller, is responsible for preparing the annual liability estimates. DFA technical experts (including the OWCP actuaries, statisticians, and/or economists) and managers work closely with the FECA, Black Lung, and EEOICPA program managers, an independent certified actuarial firm (under contract to OWCP), and DOL's Office of the Chief Financial Officer (OCFO) throughout the preparation and review process. DFA's Statistician provides analysis and support on an ad hoc basis for programs.

### 5.2.3 General Review Process

The review process focuses on three actuarial models for the FECA, EEOICPA, and BLDTF – the methodology, the assumptions, the data, the formulas, and the reasonableness of the results.

Each year OWCP conducts a three-phase review process for the FECA, EEOICPA, and BLDTF actuarial liability future benefits payments. Each review phase involves extensive consultation and discussion. It also provides for a period for review, reassessment, and comment. The preparer, the OWCP actuaries, the actuarial contractor, management, and OCFO work closely throughout the process – thoroughly discussing potential changes in methodology, assumptions, formulas, and data sources.

- Phase 1: Model Preparation and Data Review
- Phase 2: Review of Liability Estimates and Draft Report
- Phase 3: Review and Approval of Final Liability Estimate Report

Once the final review is complete and any issues have been resolved, the Branch Chief of Financial Analysis and Performance signs off on the final liability report, and the Comptroller sends a formal transmittal memorandum and the report to OCFO for distribution.

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## 5.3 Audits

Overall, DFA manages OWCP's external audits, financial statement audits, non-financial audits from the Government Accountability Office (GAO) and Office of Inspector General (OIG). DFA tracks recommendations and works with OIG and GAO to close out recommendations. DFA also supports OIG's cost savings analysis for claims discontinued due to OIG action.

### External Annual Audits

- FECA Special Fund Audit
- FECA SOC-1 (SSAE 18)
- DOL Consolidated Audit
- Longshore and DCCA Financial Statement Audits

Ad hoc audit requests from OIG and GAO are addressed annually and on an ongoing basis.

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## 6. Medical and Pharmaceutical Operations

### 6.1 OWCP Medical Billing Controls (Bulletin 24-02)

The Office of Workers' Compensation Programs (OWCP) seeks to 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. Facilitating high quality healthcare, encouraging patient safety, and providing accurate benefit payments are at the heart of the agency's mission. Adopting industry-standard bill processing methods and consolidating configuration management control of the Workers' Compensation Medical Bill Process (WCMBP) system improves the efficiency of claims processing and benefits delivery.

#### 6.1.1 Purpose and Scope

To establish policy regarding bill processing edit documentation and configuration management of the WCMBP system. This policy is applicable to the Division of Administrative Operations; the Division of Coal Mine Workers' Compensation; the Division of Energy Employees' Occupational Illness Compensation; the Division of Federal Employees' Compensation, and the Division of Longshore and Harbor Workers' Compensation.

#### 6.1.2 Policy Definitions

- PTP Code Pair Edits

One of the most important tools the OWCP uses to prevent fraud, waste, and abuse (FWA) is the application of procedure-to-procedure (PTP) code pair edits during bill processing. PTP edits prevent improper payment for bundled procedures, incidental procedures, mutually inclusive procedures, and mutually exclusive procedures. PTP edits are part of the Centers for Medicare and Medicaid Services' (CMS) National Correct Coding Initiative (NCCI) program. PTP code pair edits are available for bills from practitioners and outpatient facilities/hospitals. The CMS updates them on a quarterly basis. PTP edits are applied by the WCMBP system in accordance with compensation program policy.

- Medically Unlikely Edits

In addition to PTP edits, the NCCI includes Medically Unlikely Edits (MUE). The MUE for a Healthcare Common Procedure Coding System (HCPCS) code or Current Procedural Terminology (CPT®) code is the maximum number of units of service that, under most circumstances, is billable for that code by the same provider, for the same claimant, on the same date of service. MUE are developed with input from nationally recognized organizations and based on extensive analysis of standard medical and

surgical practices. MUE are available for bills from practitioners, outpatient facilities/hospitals, and durable medical equipment suppliers. The CMS updates them on a quarterly basis. MUE are applied by the WCMBP system in accordance with compensation program policy.

- Healthcare Provider Taxonomy

Health Care Provider Taxonomy is another tool used by the OWCP to prevent FWA. It is an external, non-medical code set designed for use in an electronic environment. Health Care Provider Taxonomy codes define areas of specialty—not services rendered. They are unique, alphanumeric codes for providers enrolled with payers. They are used in conjunction with National Provider Identifiers (NPI). The National Uniform Claim Committee (NUCC) updates the Health Care Provider Taxonomy code set twice a year in January and June.

- Coverage Determinations

Along with NCCI edits and Provider Taxonomy, the OWCP uses coverage determinations to prevent FWA. Coverage determinations are made by the OWCP based on evidence-based clinical practice guidelines from nationally recognized healthcare organizations, CPT® and HCPCS code descriptions, CMS coverage determinations, clinical policy bulletins from major insurers, and expert opinions from healthcare specialists. Approved coverage determinations are limited to items and services that are reasonable and necessary for the diagnosis or treatment of illnesses or injuries within the scope of one or more of the OWCP compensation programs. Coverage determinations are made on an ongoing basis in response to the results of analyses performed by OWCP program integrity personnel and new developments in healthcare.

### 6.1.3 Procedure

1. MUE shall be used for bill processing unless statute, regulation, or written compensation program policy dictate otherwise.
2. All PTP edits shall be set to “deny” unless statute, regulation, or written compensation program policy dictate otherwise.
3. As stated on medical bill forms/instructions, valid NPI and Provider Taxonomy are required on all bills submitted for payment; omission of these will result in delayed bill processing.
4. Wherever appropriate, edit settings and coverage determinations shall be uniform across compensation programs.
5. Coverage determinations shall be coordinated by the DAO to ensure that they are consistent with statutory and regulatory requirements, industry standards, and the standard of care.

6. Compensation programs shall request changes to the WCMBP system edits through the DAO so that configuration management is preserved.
7. Requests to change WCMBP system edits shall be evaluated by the DAO and implemented only after analysis confirms that the requested changes are consistent with statutory and regulatory requirements, industry standards, written compensation program policy, and the standard of care.
8. Submitting providers receive a remittance advice (RA) that details the amounts paid and denied, along with the reason for those decisions.
9. As stated in the OWCP programs' regulations, claimants may dispute any resulting payment denials by utilizing the pertinent program's adjudicatory process. Under the Federal Employees' Compensation Act (FECA), claimants receiving benefits who disagree with the determination to deny payment may request reconsideration or a formal decision, which would then be subject to all available appellate options under the FECA. Under the Energy Employees Occupational Illness Compensation Program Act (EEOICPA), claimants receiving benefits may utilize the formal two-step adjudicatory process described in 20 C.F.R. §§ 30.300 to 30.320. Under the Black Lung Benefits Act (BLBA), the OWCP will attempt to resolve any dispute informally. If that process is unsuccessful, the OWCP will refer the matter to an administrative law judge.

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