Signal Maritime Conference

November 2-4, 2022

OWCP, Division of Federal Employees’’, Longshore and Harbor Workers’ Compensation
Appointed by President Joe Biden and sworn in on January 20, 2021

Served as Iowa Workers’ Compensation Commissioner from 2006 – 2014

Appointed as Chief Judge and Chairman of the Employees' Compensation Appeals Board (ECAB) under Secretary of Labor Thomas Perez in the administration of President Barack Obama

Served as part of ECAB's leadership until his appointment as OWCP Director 2014-2021
FY23 OWCP Priorities

Transform the customer experience and delivery of services we provide to injured and ill workers and their families served by our programs, knowing it can be the difference between economic security or falling into poverty.

▪ Provide adequate, prompt, and equitable delivery of workers' compensation benefits to injured/ill workers, especially the most vulnerable workers

▪ Identify new, innovative ways to unleash our existing power to better serve claimants in the programs we adjudicate.

▪ Continue our work to build a strong, diverse, model agency workforce that is well-equipped to provide excellent service delivery, customer experience, and accessibility for claimants across the country.
Fulfilling Our Obligation to Injured Workers

- DOL leading new **Good Jobs Initiative** to provide critical information to workers, employers, and govt. as they work to improve job quality and create access to good jobs free from discrimination and harassment for all working people
  - Safe, healthy and accessibly workplaces
  - Workers' compensation benefits that promote economic security
- Event at DOL for the 50th anniversary of the **National Commission on State Workmen's Compensation Laws**
  - Have states improved from "inadequate and inequitable"?
  - 19 essential recommendations for states, moving further away
- Exploring **new collaborations** with NIOSH, workers' compensation research organizations and state/international systems to advance best practices
How can OWCP better serve you?

- Most goals are claimant-centered given the programs we adjudicate and the overall mission of the Department of Labor.

- Ensuring due process in the civil money penalty process through regulatory guidance

- Steering Committee for OWCS and new outside, independent assessment of all OWCP IT platforms – security, stability, and user-friendly applications

- Employee engagement and professional development through recommendations from an Employee Training Working Group
  - Strengthen customer service by investing in our staff
  - Retention of well-trained employees
How can OWCP better serve you?

- Renewed focus on handling "the business of government"
- Strategic planning though our FY23 Agency Management Plan
- Building a National Front Office for OWCP
  - Empower career members of the Senior Executive Service to lead their programs
- Moving towards an industry standard workload for our claims examiners
- Building an organizational structure that will persist and allow future Directors to engage earlier in customer experience and policy decision making
- Your input is essential
- Thank you again for the opportunity today
Antonio Rios

Director, Division of Federal Employees’ Longshore and Harbor Workers’ Compensation
IT Modernization (2020-2022):
Welcome to ECOMP

The Employees' Compensation Operations & Management Portal

Recent Enhancements

- July 25, 2022 – Case Imaging (Industry Notice 191)
- April 25, 2022 – Designation of Representative (Industry Notice 191; Bulletin 22-01)
- November 15, 2021 – Entity Management (Industry Notice 186)
Welcome to ECOMP
The Employees' Compensation Operations & Management Portal

Longshore User Population

Longshore Claimants –
- 2,150 registered
- 1,881 identity verified

Longshore Entities
- 58 - Representatives
**Welcome to your Case Dashboard**

Each existing injury/illness claim you have can be found in the Cases tab of the table below.

By clicking anywhere in the row of an injury/illness claim in the table below, you will be taken to its Case Review page where you can view:

- Case Data, including claim specific information such as Average Weekly Wage, Compensation Rate and Payment Status
- Compensation Payment History (for claimants in receipt of Special Fund payments only – this will include payments issued by the Special Fund to medical providers)
- Parties to the case, including Employers and Carriers and any associated attorneys

<table>
<thead>
<tr>
<th>CASES (1)</th>
</tr>
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<tbody>
<tr>
<td>Case Number</td>
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<tr>
<td>------------</td>
</tr>
<tr>
<td>LS-XXXXX</td>
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</table>
### ECOMP – Claimant Experience

**CASE LS**

<table>
<thead>
<tr>
<th><strong>CASE DATA</strong></th>
<th><strong>PAYMENT HISTORY</strong></th>
<th><strong>PARTIES</strong></th>
<th><strong>CASE IMAGING</strong></th>
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<tbody>
<tr>
<td>Employer:</td>
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</tr>
<tr>
<td>Claimant Name:</td>
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</tr>
<tr>
<td>Date of Injury:</td>
<td></td>
<td></td>
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<td>Date of Birth:</td>
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<td>Act</td>
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<td>Appeal Status</td>
<td>Benefit Review Board</td>
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</table>
### ECOMP – Claimant Experience

**CASE LS-0123456789**

- **Employer:** General Dynamics
- **Claimant Name:** [Redacted]
- **Date of Injury:** [Redacted]
- **Date of Birth:** [Redacted]
- **Claimant SSN:** [Redacted]

#### Payment History

<table>
<thead>
<tr>
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<th>Through</th>
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# ECOMP – Experience

## CASE LS-0

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## Claimants

<table>
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<tr>
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<th>Address</th>
<th>Phone</th>
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<tr>
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## Employers

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## Carriers

<table>
<thead>
<tr>
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### Case Documents

**CASE LS-0**

**Employer:** General Dynamics
**Claimant Name:** [Redacted]
**Date of Injury:** [Redacted]
**Date of Birth:** [Redacted]
**Claimant SSN:** [Redacted]

**CASE DATA**

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</tbody>
</table>

**CASE IMAGING**

- Clear favorites
- Clear Export Queue
- Add all to Export Queue

---

18
IT Modernization (2020-2022):

- System-to-System transfer
  - E-File/E-Serve
  - OWCP Connect Direct
- Global Waiver
System-to-System Transfer

Direct Connect
- Expansion to include additional forms

E-File/E-Serve
- Two-way data flow with OWCS
In 2016, 52% of Correspondence, Forms and other documents were submitted to DOL in Digital Format.
In 2022, 91% of Correspondence, Forms and other documents were submitted to DOL in Digital Format.
FTP Breakdown

- Medical: 85%
- LS-202: 13%
- LS-207: 2%

OWCS External Interfaces:
- AIG
- ALMA
- CCSI
- Signal Mutual
Global Waiver

- In an effort to serve orders more efficiently and accurately, we piloted this program to upload a general “global” waiver for all case files for a particular carrier.

Benefits:
- Reduce tasks
- Reduce forms filing by Carrier
- Avoid form entry and data entry errors
- Ensure proper service
Welcome to ECOMP
The Employees' Compensation Operations & Management Portal

Future Functionality

• Late 2023 – Employer/Carrier Access (Registration and Imaging)
ECOMP – Entity Experience

Welcome to the Entities Page

Entities Overview

Entities are individuals, business entities, or organizations that may be given access to specific OWCP case files. To be an authorized entity user within OWCP's ECOMP portal, each user must register and be identity verified within ECOMP.

Some Entities are granted access to claimant files based solely on the claimant’s designation of representation. These Entity types include attorneys/law firms, union representatives and non-attorney authorized representatives.

Other Entities have access to case files by virtue of their pre-established connection to a specific case. These Entities include Employers/Carriers in the Longshore program, which have access to case files only if they are associated with the injury claim. These Entities can also designate a representative, such as an attorney/law firm or third-party administrator.

Once assigned, Entities have the ability to navigate within ECOMP for associated cases.

ECOMP provides access to the following Entity types for the FECA and Longshore Programs:

- Attorneys/Law Firm
- Union Representative
- Authorized Representative (Non-Attorney)

Additional functionality will be added in the future.

Entities

Register for an account or sign in to get started!

Sign In
Email or Username

Password

SIGN IN

Forgot password?
ECOMP – Next Steps – Target Timeframe 2023

Self-Insured/Employer/Carrier Experience – Phase 1
- Registration and Identity Verification Required
- Longshore Admin approval required – will link/confirm Sequence Number
- Case Access based only on Sequence Number
- Can view Case Data and Case Documents

Self-Insured/Employer/Carrier – Experience Phase 2
- Ability to assign a Law Firm
- Can view Case Data and Case Documents – same as claimant chosen representative

Self-Insured/Employer/Carrier – Experience Phase 3
- Third Party Administrator Registration
- Ability for Employer/Carrier to assign a TPA to a case
- TPA can view Case Data and Case Documents

Dates subject to change
2022: Digitization of Records

- Back File Conversion (BFC) has been completed. (Over 9 million pages scanned)
  - Paper Files
  - ALJ Records
  - Recalled FRC Files

- Insurance Cards project underway. (Over 350,000 cards have been scanned thus far)
  - Estimated completion: November/December 2022
  - Now: Longshore Staff
  - Future Goal: Public-facing
Stephanie Brown
Deputy Director, Longshore Claims, Division of Federal Employees’, Longshore and Harbor Workers’ Compensation
Industry Performance
Industry Performance
First Report of Injury within 20 days
Non DBA

Change from 30 to 20 days

<table>
<thead>
<tr>
<th>Year</th>
<th>All Carriers</th>
<th>Signal</th>
<th>Target</th>
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<tbody>
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<td>FY2018</td>
<td>94%</td>
<td>98%</td>
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<td>FY2019</td>
<td>94%</td>
<td>95%</td>
<td>89%</td>
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<tr>
<td>FY2020</td>
<td>91%</td>
<td>92%</td>
<td>88%</td>
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<tr>
<td>FY2021</td>
<td>92%</td>
<td>97%</td>
<td>88%</td>
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<tr>
<td>FY2022</td>
<td>94%</td>
<td>98%</td>
<td>92%</td>
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Industry Performance
First Report of Injury within 20 days
DBA

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<tr>
<td>FY2021</td>
<td>94%</td>
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<tr>
<td>FY2022</td>
<td>94%</td>
<td></td>
</tr>
</tbody>
</table>

Change from 30 to 20 days
Claim Trends
Trends – Claims Reported (Longshore)

FY2022

- ALMA: 21%
- Signal: 32%
- Ingalls: 11%
- Electric Boat: 6%
- SSA: 6%
- Ports: 4%
- Bath: 3%
- All Other: 17%
Trends – Claims Reported FY2018 – FY2022
Longshore & DBA
Trends – New Claims Reported FY2018 – FY2022
Traumatic and Occupational
Settlements
FY2020/FY2021/FY2022
Initial Intervention (response to request for intervention) 
FY2020/FY2021/FY2022

- Number (of disputed issues for which conferences were requested)
- Average Days
- Target

- 2020: 5,648
- 2021: 9,853
- 2022: 12,980
Referral to OALJ
FY2020/FY2021/FY2022

Number of LS-18s Processed
Average Days
Target

2020: 4,738
2021: 8,110
2022: 7,491

2020: 14 days
2021: 1.2 days
2022: 0.6 days
Longshore Workforce
DFELHWC – Longshore Organizational Chart

Christopher Gottfrey
OWCP Director

Antonio Ros
Division of Federal Employees', Longshore and
Harbor Workers’ Compensation (DFELHWC)
Director

Nancy Griswold
Deputy Director

William Walter
Senior Policy Advisor

Stephanie Brown
Deputy Director of
Longshore Claims

David Abejian
Branch Chief of Policy,
Regulations and
Procedures

Jamie Margherio
Assistant Branch Chief
of Policy, Regulations
and Procedures

José Romero
Branch Chief of
Financial Management

Steven Aronson
Assistant Branch Chief
of Financial Management

Theresa Magyar
Eastern District

Todd Buwhinks
Eastern District

David Duhon
Southern District

Marco Adame
Western District
Compensation Districts
Eastern, Southern & Western

EASTERN DISTRICT
Suboffices:
Boston – Theresa Magyar
New York – Theresa Magyar, Todd Bruininks
Philadelphia – Theresa Magyar
Norfolk – Theresa Magyar

SOUTHERN DISTRICT
Suboffices:
Jacksonville – David Duhon
New Orleans – David Duhon
Houston – David Duhon
Chicago – David Duhon

WESTERN DISTRICT
Suboffices:
Seattle – Marco Adame
San Francisco – Marco Adame
Long Beach – Marco Adame

Industry Notice #175
Industry Notice #193
Appeals Jurisdiction of Longshore Claims

Jurisdiction is based on where the injury occurred. 33 U.S.C. § 921(c)
# Then and Now – Longshore Claims

<table>
<thead>
<tr>
<th>Pre-Reopening</th>
<th>Post-Reopening</th>
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<tr>
<td><strong>Scenario 1: Injury occurred in Illinois.</strong></td>
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<td>✓ Case given Houston (08) prefix</td>
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<td>✓ Managed by CE in Southern District</td>
<td>✓ Managed by CE in Southern District</td>
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<tr>
<td>✓ Appealed to 7th Circuit</td>
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<tr>
<td><strong>Scenario 2: Injury occurred in Pennsylvania.</strong></td>
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<tr>
<td>✓ Case given Norfolk (05) prefix</td>
<td>✓ Case given Philadelphia (03) prefix</td>
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<tr>
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<tr>
<td>✓ Appealed to 3rd Circuit</td>
<td>✓ Appealed to 3rd Circuit</td>
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Longshore Workforce (2020-2022)

• District Reorganization, OWCS and remote work provide flexibility to hire throughout the country
  • Larger talent pool to fill vacancies/needs
• 12 new CEs hired and onboarded
  • Uniform program-wide new CE training via Teams
  • Expansion of online training resources for all staff
• Workload Equity
  • Flexibility to reorganize and reassign based on patterns/trends that drive the workload
CE Workload – Case Assignment breakdown as of 05/04/2020

<table>
<thead>
<tr>
<th>District</th>
<th>Percent of Total CEs</th>
<th>Percent of All Cases Created in 2020</th>
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<tbody>
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<td>Western District</td>
<td>21%</td>
<td>22%</td>
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<tr>
<td>Southern District</td>
<td>19%</td>
<td>28%</td>
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<tr>
<td>Eastern District</td>
<td>15%</td>
<td>35%</td>
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Case assignment breakdown post-OWCS
CE Workload – Case Assignment breakdown as of 01/05/2021

Reassignment of Cases and CEs on 01/05/2021 to establish a more equitable distribution of cases.
CE Workload – Case Assignment breakdown as of 08/18/2022

Case Assignments following 12 new hires in 2022.
Communications

Central Mail Receipt:

U. S. Department of Labor
Office of Workers’ Compensation Programs
Division of Longshore and Harbor Workers’ Compensation
400 West Bay Street, Suite 63A, Box 28
Jacksonville, FL 32202

Case Create Documents only: FAX (202) 513-6814

SEAPortal: https://seaportal.dol.gov/portal/

Preferred method of submission

Telephone Number for all offices: (202) 513-6809

ECOMP Longshore page for Claimants: https://dlhwc.dol.gov/
ECOMP Longshore page for Entities: https://owcp.industrypartners.dol.gov/