



Role of the Resource Centers



Division of Energy Employees Occupational Illness Compensation



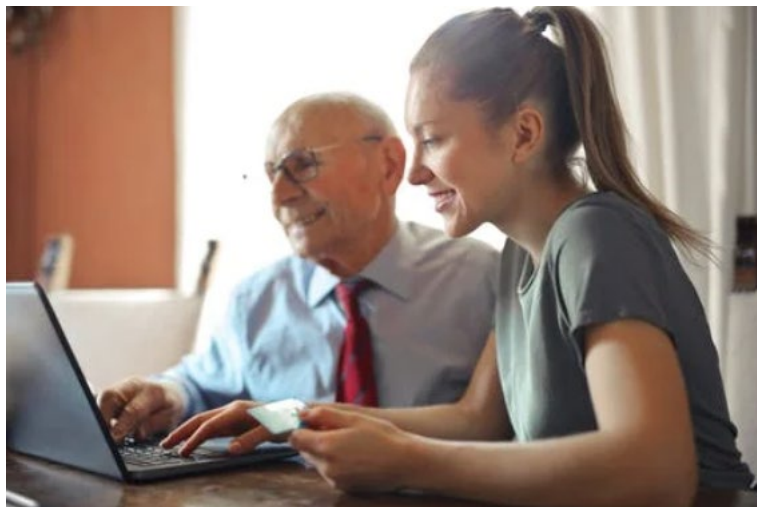
History of the Resource Center Start Your Claim With Us!

- Resource Centers were established in 2001.
 - Paducah, KY first to open
- Contract by U.S. Department of Labor to help people file compensation and benefits claims under the Program.
- Eleven locations Nationwide
 - Many are strategically located near Department of Energy facilities.
- Most Resource Center staff have been employed for a decade or more. Six employees since 2001.



Claimant Assistance

Resource Center staff assist claimants with:



- Claim filing
- Explaining benefits available under the EEOICPA
- Travel and medical reimbursements
- Claim status (OIS/ECS)
- Understanding development process
- Conducting Occupational History Questionnaire.
- Uploading claim forms and documents directly to case file (EDP)



Customer Service

Resource Center handles all incoming calls to the DEEOIC toll free lines.

- Also answer all calls directed to the Resource Center numbers

Approximately 2,500 calls per week.

- About 1,600 to DEEOIC toll free lines
- About 1,200 (incoming to and outgoing from RC)





Outreach

Important source for identifying outreach needs.

- Recommend locations (city/state)
- Locate venues
- Oversee logistics for each event.

Each Resource Center Conducts Monthly Local Outreach:

- Literature distribution at local physician offices, union halls, fairs, senior centers, meals on wheels offices, etc.
- Residential mailings, newspaper advertisements
- Attend retiree meetings, union meetings, health fairs, site visits/site lunchtime programs, social clubs such as the Elks, etc.

Energy Outreach Events:

- Conducts one day outreach events in various cities
- Includes DEEOIC staff participation
- Assist with filing claims, claims status, etc.



Outreach (cont'd)

Authorized Representative Workshops:

- Receive RSVPs, communicate with attendees, prepare binders with training materials



Joint Outreach Task Group (JOTG) events:

- Town Hall style events / Webinars
- Agencies include:
 - DOL
 - DOE/Former Worker Program
 - NIOSH
 - Ombudsman's Office
 - DOJ



Recent Statistics

Outreach Conducted	
Local Outreach for August 2020	4,393
Energy Outreach Events	1 per month
Authorized Representative Work Shops	1 per quarter
JOTG	1 per quarter
Webinars	

Resource Center Statistics – August 2020	
Interviews	320
Claims	558
Supplemental Info	922
Appts Scheduled	264
OHQ Interviews	229
Follow - Ups	10,997
Outreach Activities	203
MBPA Asssitance	5,858
Med Reimbursement Forms	142
Travel Reimbursement Forms	726



Current Operating Status

Resource Centers remain fully operational and committed to ensuring that the needs of our claimants, authorized representatives, and stakeholders are met and that they continue to receive the assistance needed to allow for timely adjudication of their claims.

Staff is available via phone:

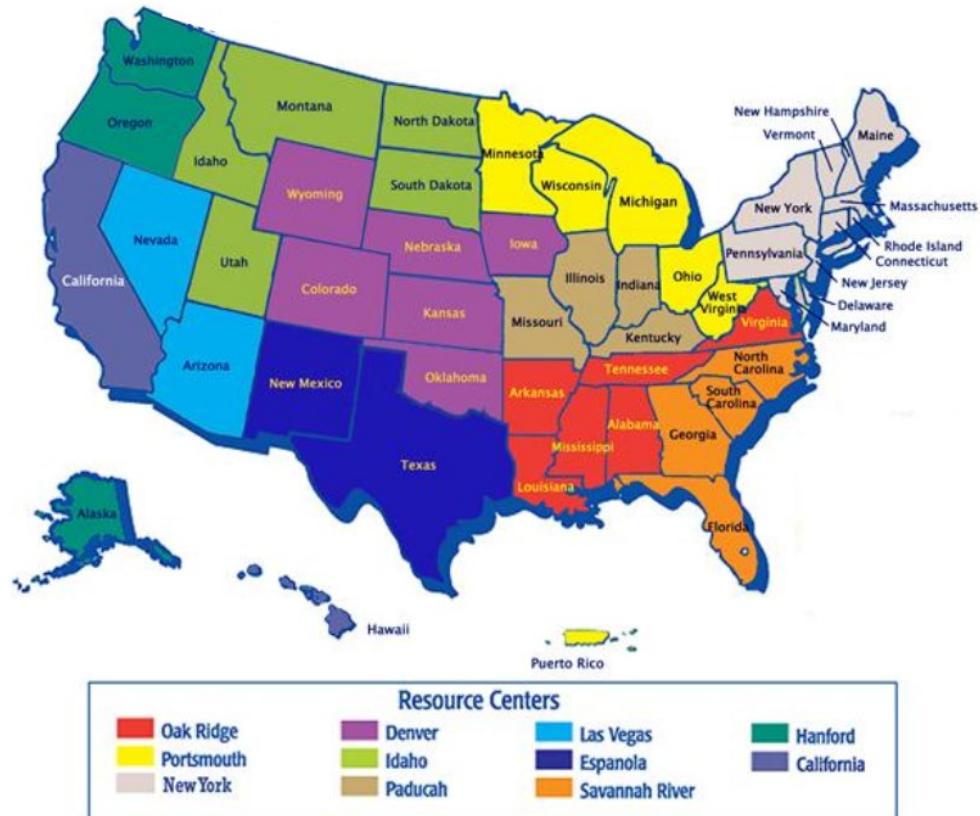
- Claims intake and conduct OHQ.
- Assist callers with questions
- Route calls to the examiner if necessary

Resource Center Locations

- Resource Center staff are available M-F from 8:30 a.m. – 5:00 p.m. to receive documents requiring submission to DOL.
- Document drop off available at each center.
- Currently not scheduling face to face interactions.



Jurisdictional Map





DOL Resource Center Locations



Resource Center addresses and contact info can be found on the DEEOIC Webpage



DOL Resource Center Responsibilities

- Manage Resource Center Operations
- Guide Claimants through the EEOICPA Process
- Comply with DOL Procedures
- Maintain Highest Level of Customer Service
- Claims Intake
- Conduct Occupational History Interviews
- Provide Medical Bill Payment Assistance
- Maintain Databases
- Conduct Outreach
- Support DEEOIC Special Projects
- Be Responsive to DEEOIC Guidance and Direction
- Communicate Daily with DEEOIC Management
- Ongoing Training for Staff





DEEOIC Website

Additional program information can be found at:

<http://www.dol.gov/owcp/energy/>

- Claimant Resources (Forms, Medical Benefits Information)
- Medical Provider Resources (Enrollment, Bill Processing)
- Brochures
- Site Exposure Matrices (SEM)
- Outreach Events including Webinar Series



Questions



Questions can also be submitted to DEEOIC-Outreach@dol.gov

Thank you very much for attending the DEEOIC Webinar