



Interagency Meeting

September 27, 2013

Interagency Meeting



Gary Steinberg
Acting Director, Office of Workers'
Compensation Programs

DOL Strategic Plan

Engaging in Stakeholder Consultation and Outreach

OWCP Strategic Goal 5 - Foster Improved Communication and Collaboration with Customers and Stakeholders

- We want to hear from you
- Collect your feedback on proposed strategies and ideas on achieving our priorities
- Consider your views and concerns while writing the plan

DOL Strategic Plan

The Strategic Plan highlights this Administration's goals and shared values

- **Our Strategic Plan is about *workers***, and makes the impact and outcomes of our work the top priority of the Department. It's not enough to simply do the work; the work needs to matter in a measurable way. This plan gauges our success as a team in achieving the results America's workers need by measuring the direct impact on their lives.
- **Our Strategic Plan is about *accountability*** to both ourselves and the American people. In addition to measuring the outcomes and impact of our work, this plan underwent a comprehensive outreach and public comment period. The results of that process are available to the public, and as a result our work is more focused and effective.
- **Our Strategic Plan is about *doing what works***. By using data and evidence to drive our budget development and program planning while constantly evaluating the impact and outcomes of our work, we ensure that our collective efforts are as effective as possible.
- **DOL's Vision for the Future: Good Jobs for Everyone**

DOL Strategic Plan

- **Tasks DOL agencies to reform how they do business**
 - Agencies were asked to develop and undertake new strategies focused on innovation, evaluation, and improved implementation
 - Central to these efforts is the ongoing evaluation of strategies and outcomes which will, in turn, foster a culture that emphasizes continuous improvement in all DOL agencies
 - Ensure that all workers are aware of and have access to our programs
 - Let the public see what we're doing. Strive for transparency.

DOL Strategic Goals

- 1. Prepare workers for good jobs and ensure fair compensation**
- 2. Ensure workplaces are safe and healthy**
- 3. Assure fair and high quality work-life environments**
- 4. Secure health benefits and, for those not working, provide income security**
- 5. Produce timely and accurate data on the economic conditions of workers and families**

OWCP and the DOL Strategic Plan

OWCP supports:

- **Strategic Goal 4 – Secure health benefits and, for those not working, provide income security**
 - **Strategic Outcome Goal 4.1 – Provide income support when work is impossible or unavailable and facilitate return to work**

Performance Goals OWCP

OWCP's Division of Federal Employees Compensation will measure performance in their areas using the following metrics:

- Percent of Federal Employees with work-related injuries or illness coming under FECA's disability management that are reemployed by non-Postal Federal Agencies with 2 years
- Percent of Notice of Injury/Illness filings by non-Postal Agencies within 10 work days
- Percent of Wage Loss filings by non-Postal Agencies within 5 work days
- Percent of wage-loss claims processed by DFEC within 75 calendar days: all claims

OWCP Strategies

Ensure income support

- ***Facilitate the speed and quality of claims intake***
 - Emphasize to stakeholders the importance of timely filing of claims and the provision of accurate information with the initial submission
 - Educate stakeholders about their role under OWCP program requirements and performance expectations
 - Automate data exchange and expand the conversion of OWCP case files to electronic form
 - Increase the timeliness and security of information exchanges with claimants, employers, carriers, medical providers, et.al.
- ***Improve the quality and efficiency of claims processing***
 - Encourage quick scheduling of OWCP-ordered medical examinations

OWCP Strategies

Ensure income support

- ***Improve the accuracy, timeliness and quality of benefits delivered by OWCP***
 - Improve the quality of medical evidence submitted
 - Reinforce the concept of OWCP as a fair and balanced adjudicator
 - Foster better understanding of claims decisions issued
 - Use higher-credentialed physicians for diagnostic exams to increase the credibility of initial decisions
 - Reduce erroneous payments
 - Improve OWCP communications services
 - Improve overall program administration
 - Continue to collect feedback from customers and stakeholders

OWCP Strategies

Facilitate return to work

- ***Assist claimants in obtaining timely treatment, return to work assistance and vocational rehabilitation, help them return to gainful work as soon as they are able***
 - Coordinate Disability Management resources to speed referral of new injury cases to early intervention services
 - Provide services and monitor ongoing disability cases for improvement and readiness for return to work
 - Enhance processes to identify FECA benefit recipients with return to work capabilities/potential and speed their referral to intervention or vocational rehabilitation services
 - Expand reemployment pathways and opportunities for injured workers
 - Increase the number of injured workers placed in jobs when they cannot be reemployed
 - Ensure that injured workers who complete the Rehabilitation plan return to suitable work

OWCP Strategies

Facilitate return to work

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

OWCP Strategic Plan

Current OWCP Strategic plan has been finalized for 2014 – 2016

Supports the DOL Strategic plan by presenting new strategies and goals focused on innovation, evaluation, and improved implementation

Dealing with the current realities of government including decreased resources and increased demand, OWCP created a plan to:

- Stay true to our mission
- Leverage our strengths – across OWCP and with our DOL and external partners; look for opportunities to be greater than the sum of our parts
- Be aware of our vulnerabilities
- Use a strategic framework (plan) to guide decisions and investments
- Weave strategic planning and performance management into the fabric of our operations

OWCP Strategic Plan

OWCP Mission: Protect the interests of workers who are injured or become ill on the job, their families and their employers by making timely, appropriate, and accurate decisions on claims, providing prompt payment of benefits and helping injured workers return to gainful work as early as is feasible.

OWCP Vision: To be an innovative leader in the delivery of benefits and the sharing of timely and accurate information about our programs. OWCP will serve as a responsible steward of the resources entrusted to us and earn the trust and respect of those who rely on us for their health and economic well being.

Our Seven Strategic Goals

- 1. Enhance Claims Adjudication and Issue Resolution**
- 2. Provide Timely and Accurate Processing & Payment of Benefits**
- 3. Enhance Recovery, Rehabilitation, and Employment Services for Injured Workers**
- 4. Provide Timely and Useful Policy, Procedures, Regulations, and Guidance**
- 5. Foster Improved Communication and Collaboration with Customers and Stakeholders**
- 6. Maintain the Highest Quality Environment for our Employees**
- 7. Enhance Operations, Infrastructure, and Governance**

Feedback

Please provide feedback regarding the DOL Strategic Plan

- Do these strategies make sense to you?
- Are there other strategies that we should consider to meet our objectives?
- If you would like to send comments to DOL or to learn more about the DOL strategic planning process, please visit [www.dol.gov/ sec/stratplan/](http://www.dol.gov/sec/stratplan/).