

OFFICE OF THE OMBUDSMAN FOR EEOICPA

Joint Outreach Task Group Meeting
Pahrump and Las Vegas, Nevada
May 6&7, 2014



EEOICPA and THE OFFICE OF THE OMBUDSMAN

History:

- **October 2000** – Congress enacted EEOICPA
 - Part B administered by the Department of Labor
 - Part D administered by the Department of Energy
- **October 2004** – Congress repealed Part D and established Part E
 - Part E administered by the Department of Labor

Office of the Ombudsman

- The October 2004 legislation also created the Office of the Ombudsman.
- The Office of the Ombudsman is independent from the offices within the Department of Labor that administer EEOICPA.
- The Office initially only had authority to address Part E claims. The 2010 National Defense Authorization Act expanded authority to include Part B of the EEOICPA.
- October 24, 2012 – Secretary of Labor Solis signed a Memorandum continuing the Office of the Ombudsman.



OFFICE OF THE OMBUDSMAN

Duties:

1. Provide information on the benefits available under the EEOICPA.
2. Make recommendations regarding the location of resource centers for the acceptance and development of claims – there are currently 11 resource centers.
3. Submit an annual report to Congress detailing:
 - a) The number and types of complaints, grievances and requests for assistance received during the year and;
 - b) An assessment of the most common difficulties encountered by claimants during the year

OMBUDSMAN ASSISTANCE

When the Office receives complaints, grievances and request for assistance:

- ❖ We respond to claimants, attorneys, lay representatives, congressional staff and others.
- ❖ We explain, review and discuss aspects of the EEOICPA claims process.
- ❖ We answer questions and provide assistance to individuals encountering difficulties with claims pending with DEEOIC.
- ❖ We discuss your concerns in our annual report to Congress.

OMBUDSMAN ASSISTANCE

Outreach efforts and initiatives include:

- ❖ Sponsoring town hall meetings.
- ❖ Participating in DEEOIC sponsored town hall meetings and traveling resource centers.
- ❖ Offering opportunities for individuals to speak one-on-one with the Ombudsman staff.
- ❖ Coordinating efforts with the Joint Outreach Task Group (JOTG).

OFFICE OF THE OMBUDSMAN

Limitations – the Office cannot:

- ❖ Rule or make decisions on claims.
- ❖ Make DEEOIC reverse or change a decision.
- ❖ Make Congress revise the EEOICPA.
- ❖ Take DEEOIC to court.
- ❖ Lobby Congress.
- ❖ Act as an advocate.

Ombudsman Contact Information

Mail: U.S. Department of Labor
Office of the Ombudsman
200 Constitution Ave., NW
Room N-2454
Washington, D.C. 20210

Toll Free: 1-877-662-8363

Email: ombudsman@dol.gov

Website: www.dol.gov/eeombd