

Pursuant to Executive Order 14058 (December 13, 2021)  
on *Transforming Federal Customer Experience and  
Service Delivery to Rebuild Trust in Government*

## 2024 HISP CX Action Plan

# Office of Workers' Compensation Programs

As a High Impact Service Provider (HISP), OWCP focuses on improving customer experience and delivery for the following services:

- 1) Applying for compensation benefits under EEOICPA:** The Energy Employees Occupational Illness Compensation Program Act (EEOICPA) provides lump-sum compensation benefits to claimants accepted under the EEOICPA.
- 2) Applying for medical benefits related to accepted conditions under EEOICPA:** After DEEOIC has accepted a claim for one or more condition under EEOICPA, the employee claimant may also be eligible for medical benefits, including medical expenses specific to the accepted condition(s).
- 3) Filing a workers' compensation claim under the Federal Employees Compensation Act (FECA):** The Division of Federal Employees', Longshore and Harbor Workers' Compensation (DFELHWC) administers the FECA program, which provides compensation benefits to civilian employees for disability due to personal injury or disease sustained while in the performance of duty.

## What we will deliver in 2025:

- **Expand customer access to interactive, external-facing training and educational tools**

The Division of Energy Employees Occupational Illness Compensation (DEEOIC) will collect customer feedback on existing informational materials, training, and educational tools. By listening to our customers, DEEOIC will deliver educational tools and functionality (videos, interactive tools, other training materials) that will help more than 10,000 claimants each year better utilize program resources and effectively navigate the claims process.

- **Reduce wait times and provide callback options on new automated phone tools**

DEEOIC will work with the Department of Labor's new Interactive Voice Response (IVR) system to improve the call center experience. Callers will be informed of their place in the queue and be provided with an estimated wait time and callback option. Currently, DEEOIC responds to more than 65,000 phone inquiries per year.

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## *What we will deliver in 2025:*

- **Use data analytics and customer feedback to identify program and process improvements**

Annually, approximately 100,000 customers file claims for work-related medical conditions in the Federal Employees Compensation (FECA) program. FECA will collect feedback from customers who use the Employees' Compensation Operations and Management Portal (ECOMP) to file claims and view information about their case to inform program and process improvements for all customers.

- **Conduct CX research of additional service channels**

The Division of Federal Employees', Longshore and Harbor Workers' Compensation (DFELHWC) will identify additional service channels, create journey maps, and identify opportunities for additional customer feedback collection in order to inform program and process improvements. DFELHWC currently serves over 200,000 customers across its 2 programs.

- **Redesign OWCP webpage**

The Office of Workers' Compensation Program (OWCP) will seek to make the agency website easier to navigate and provide customers with actionable resources. OWCP is working with DOL's Digital Directorate to map new website infrastructure, define new features, and implement key action content. The OWCP website is the front door for up to 200,000 claimants and other customers each year.

- **Increase agency-wide data transparency**

OWCP will migrate current data exchanges with external agencies to a new process that will improve data governance and availability. Likewise, OWCP will support implementation of DOL's Enterprise Data Strategy and open data efforts by planning for and contributing datasets to the new restricted use research program. These efforts will ensure that external agencies, such as NIOSH, have access to OWCP claim data to conduct valuable research to help understand employment risks and provide recommendations to prevent work-related injuries and illnesses.