



UNITED STATES DEPARTMENT OF LABOR

Signal Maritime Conference

November 2-4, 2022

OWCP, Division of Federal Employees', Longshore and Harbor Workers' Compensation



UNITED STATES DEPARTMENT OF LABOR

OWCP Director, Christopher Godfrey



- 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 through 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



Technology Progress



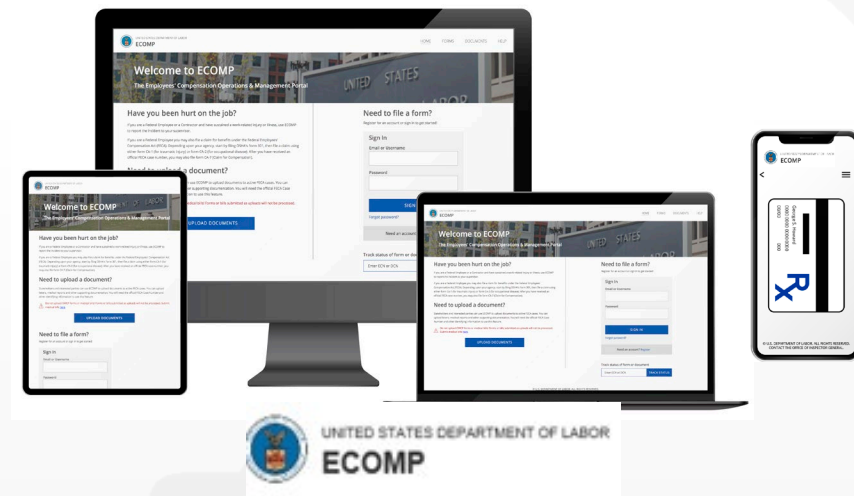
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IT Modernization (2020-2022):

2020

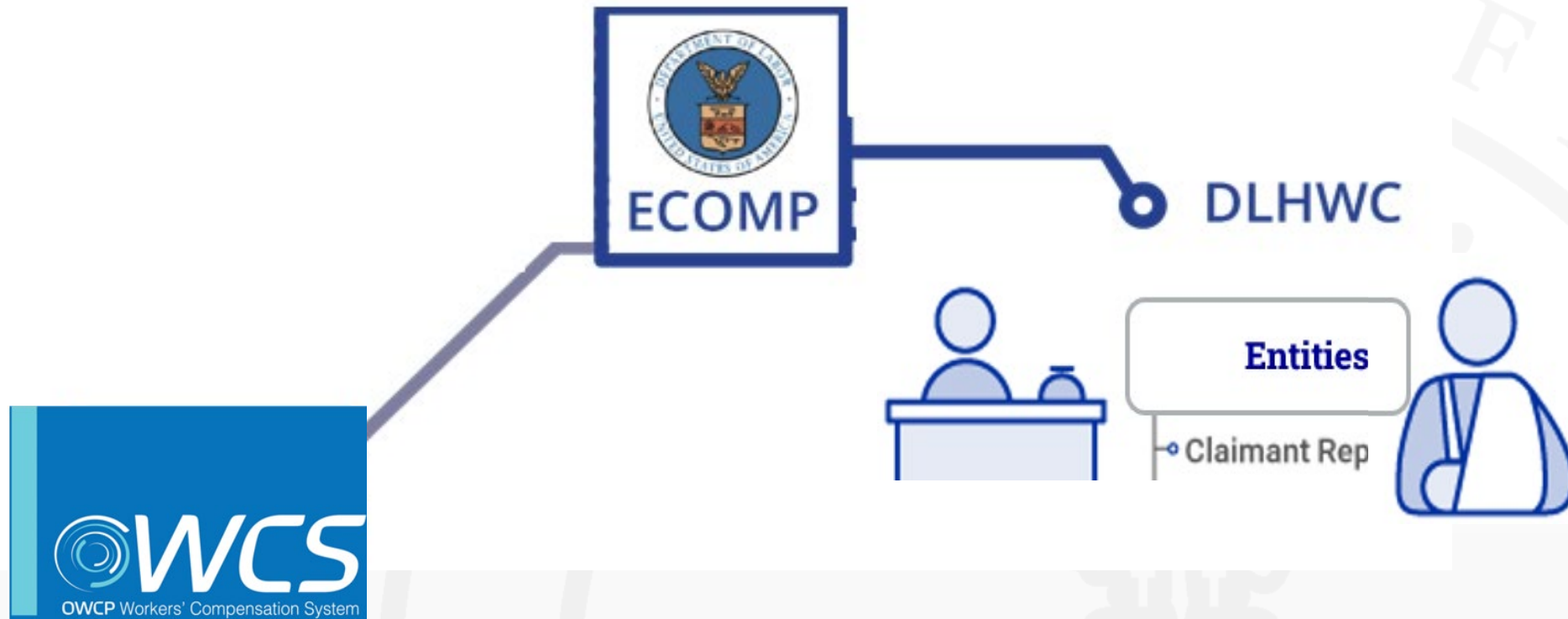


2021 - 2022





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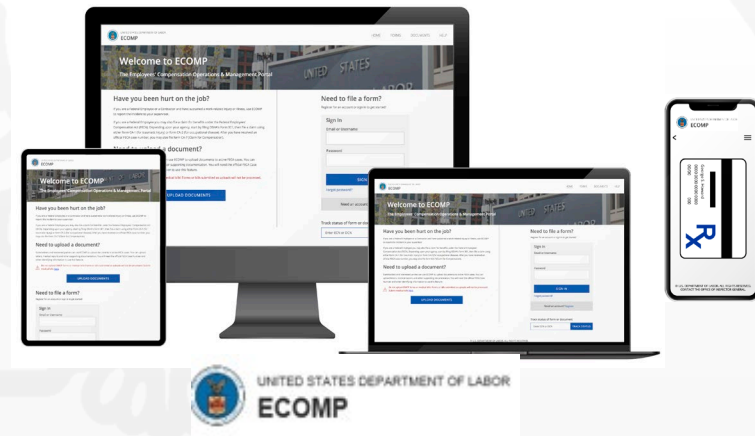


Welcome to ECOMP

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

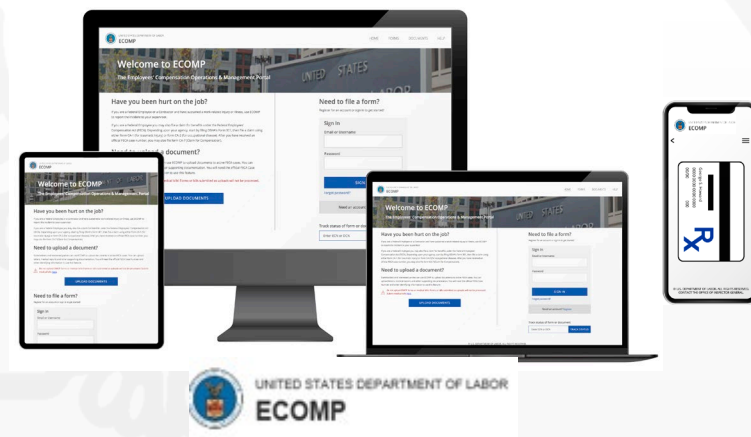
Longshore User Population

Longshore Claimants –

- 2,150 registered
- 1,881 identity verified

Longshore Entities

- 58 - Representatives





ECOMP – Claimant Experience

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

CASES (1)

Case Number	Date of Injury	Employer
LS-██████████	██████████	General Dynamics



ECOMP – Claimant Experience

[HOME](#) / [CASE REVIEW](#)

[Return to Dashboard](#)

[SEAPortal](#)

CASE LS- [REDACTED]

Employer: [REDACTED]

Claimant SSN: [REDACTED]

Claimant Name: [REDACTED]

Date of Injury: [REDACTED]

Date of Birth: [REDACTED]

Representation

Select

[Do you have a Representative?](#)



CASE DATA

PAYMENT HISTORY

PARTIES

CASE IMAGING

Act	Longshore and Harbor Workers' Compensation Act
Average Weekly Wage	\$1,500.00
Compensation Rate	\$1,377.02
Payment Status	E/C Pay
Date of Knowledge	--
Body Part	Head
Appeal Status	Benefit Review Board



ECOMP – Claimant Experience

CASE LS-0 [REDACTED]

[SEAPortal](#)

Employer: General Dynamics

Claimant SSN: [REDACTED]

Claimant Name: [REDACTED]

Date of Injury: [REDACTED]

Date of Birth: [REDACTED]

Representation Select

[Do you have a Representative?](#)

CASE DATA

PAYMENT HISTORY

PARTIES

Payment Type ▲	Payee	Payment Freque...	From	Through	Gross Comp	Deductions	Net Paid	Payment Date
REL - Related Death	Claimant	Recurring	01/08/1986	07/31/2020	\$900.00		\$900.00	09/30/2020
REL - Related Death	Claimant	Recurring	10/01/2020	10/14/2020	\$942.00		\$942.00	10/14/2020
REL - Related Death	Claimant	Recurring	10/15/2020	10/28/2020	\$942.00		\$942.00	10/28/2020
REL - Related Death	Claimant	Recurring	10/29/2020	11/11/2020	\$942.00		\$942.00	11/11/2020
REL - Related Death	Claimant	Recurring	11/12/2020	11/25/2020	\$942.00		\$942.00	11/25/2020
REL - Related Death	Claimant	Recurring	11/26/2020	12/09/2020	\$942.00		\$942.00	12/09/2020



ECOMP – Experience

CASE LS-0 [REDACTED]

[SEAPortal](#)

Employer: General Dynamics

Claimant SSN: [REDACTED]

Claimant Name: [REDACTED]

Date of Injury: [REDACTED]

Date of Birth: [REDACTED]

Representation **Select**

[Do you have a Representative?](#)



CASE DATA

PAYMENT HISTORY

PARTIES

Claimants



Employers



Carriers



Name	Address	Phone	Email	Active	Waiver
				Y	



Case Documents

CASE LS-0 [REDACTED]

[SEAPortal](#)

Employer: General Dynamics
Claimant Name: [REDACTED]
Date of Injury: [REDACTED]
Date of Birth: [REDACTED]

Claimant SSN: [REDACTED]

Representation Select
[Do you have a Representative?](#) >

- CASE DATA
- PAYMENT HISTORY
- PARTIES
- CASE IMAGING**

CASE DOCUMENTS

[Clear Favorites](#) [Clear Export Queue](#) [Add all to Export Queue](#)

Authored Date Received Date

Filter By Date: Start

(mm) (dd) (yyyy)

Filter By Date: End

(mm) (dd) (yyyy)

[Clear Date Filter](#)

Favorites Only (0)

Export	Fav	Subject	Category	Authored	Received
<input type="checkbox"/>		ECOMP Entity Transaction Memo	MISC	01/14/2022	01/14/2022
<input type="checkbox"/>		Auth by Claimant (ECOMP)	INCOMING COR & CALLS	01/14/2022	01/14/2022
<input type="checkbox"/>		Removal of Rep	INCOMING COR & CALLS	01/14/2022	01/14/2022
<input type="checkbox"/>		ECOMP Entity Transaction Memo	MISC	01/14/2022	01/14/2022
<input type="checkbox"/>		Other/Multiple	OUTGOING COR & CALLS	06/07/2021	06/07/2021
<input type="checkbox"/>		Other/Multiple	INCOMING COR & CALLS	06/07/2021	06/07/2021





Case Documents

CASE LS-0 [REDACTED]

[SEAPortal](#)

Employer: General Dynamics

Claimant SSN: [REDACTED]

Claimant Name: [REDACTED]

Date of Injury: [REDACTED]

Date of Birth: [REDACTED]

Representation Select

[Do you have a Representative?](#)

CASE DATA

PAYMENT HISTORY

PARTIES

CASE IMAGING

CASE DOCUMENTS

[Clear Favorites](#) [Clear Export Queue](#) [Add all to Export Queue](#)

Authored Date Received Date

Filter By Date: Start

(mm) (dd) (yyyy)

Filter By Date: End

(mm) (dd) (yyyy)

[Clear Date Filter](#)

Favorites Only (0)

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<input type="checkbox"/>		Removal of Rep	INCOMING COR & CALLS	01/14/2022	01/14/2022
<input type="checkbox"/>		ECOMP Entity Transaction Memo	MISC	01/14/2022	01/14/2022
<input type="checkbox"/>		Other/Multiple	OUTGOING COR & CALLS	06/07/2021	06/07/2021
<input type="checkbox"/>		Other/Multiple	INCOMING COR & CALLS	06/07/2021	06/07/2021





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

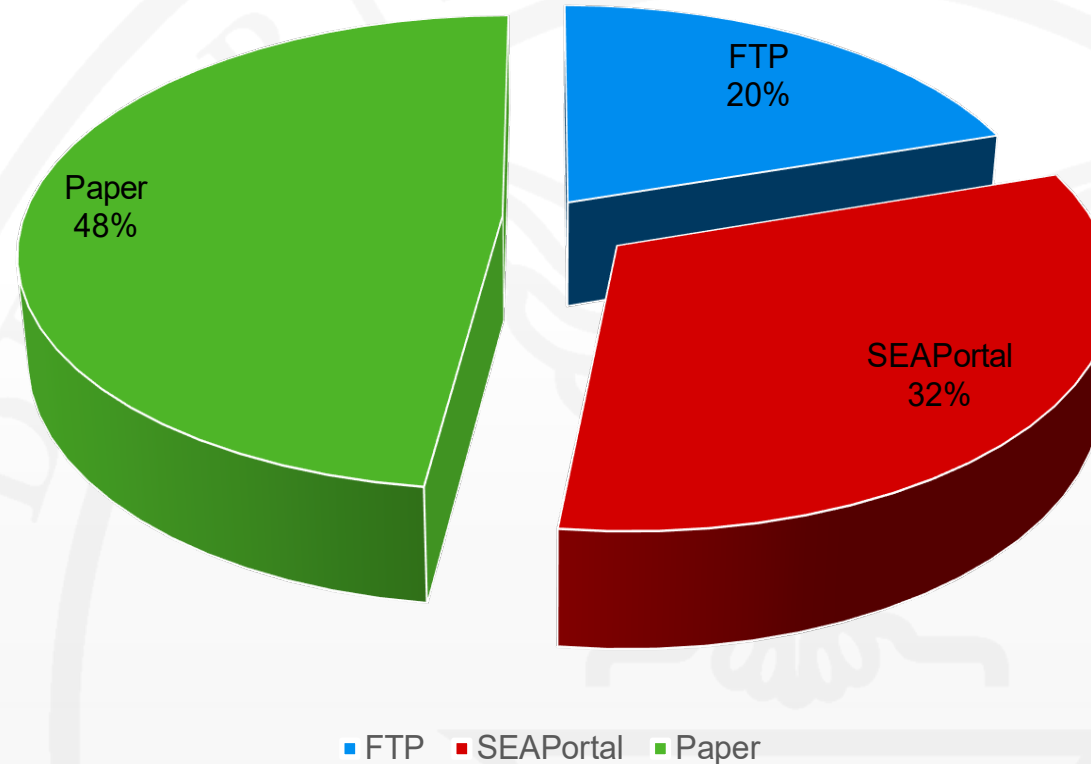
- Two-way data flow with OWCS





Status of Transition to Paperless Environment

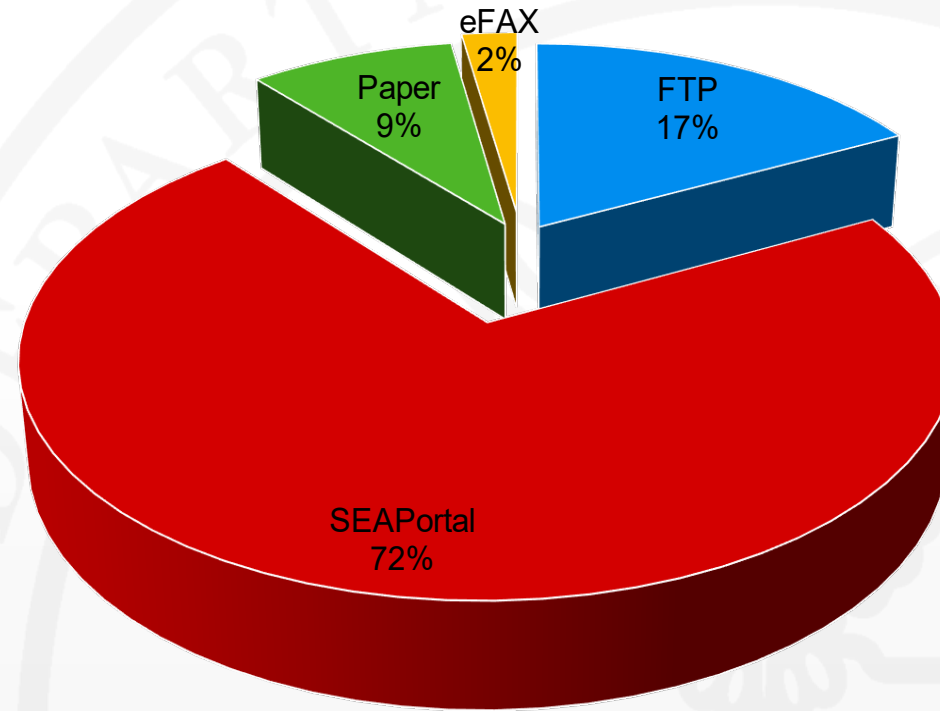
In 2016, 52% of Correspondence, Forms and other documents were submitted to DOL in Digital Format





Status of Transition to Paperless Environment

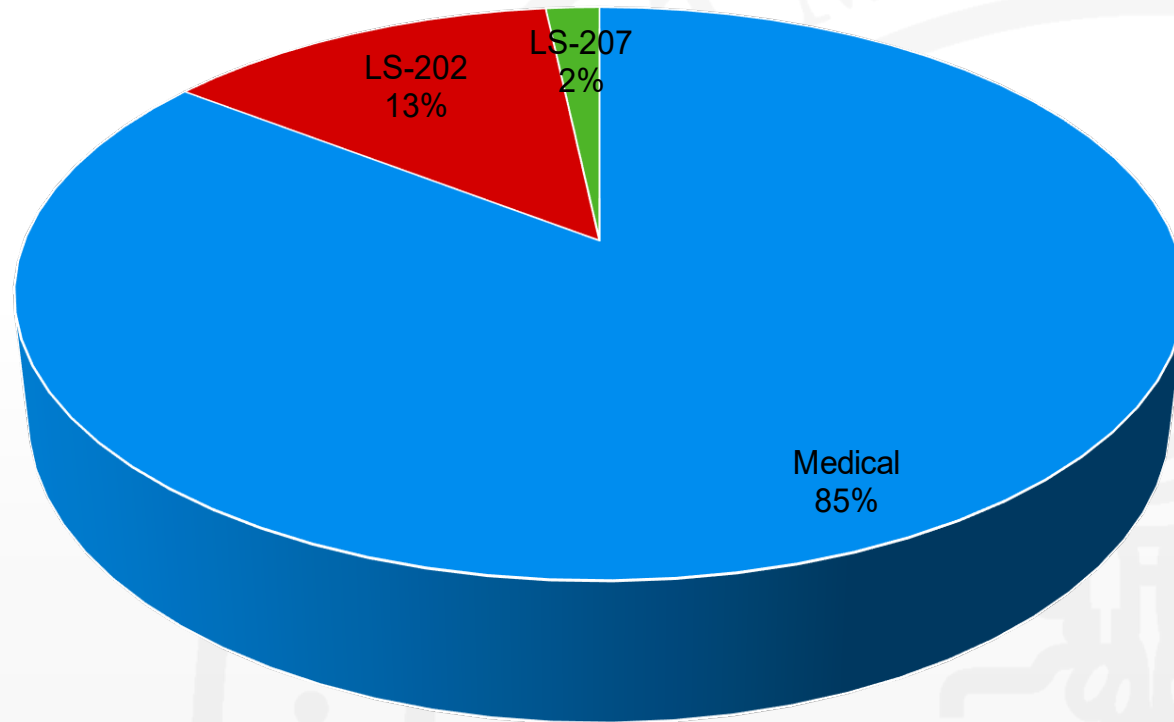
In 2022, 91% of Correspondence, Forms and other documents were submitted to DOL in Digital Format



■ FTP ■ SEAPortal ■ Paper ■ eFAX



FTP Breakdown



■ Medical ■ LS-202 ■ LS-207

OWCS External Interfaces

- AIG
- ALMA
- CCSI
- Signal Mutual



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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

WAIVER OF SERVICE BY REGISTERED OR CERTIFIED MAIL FOR EMPLOYERS AND/OR INSURANCE CARRIERS
 Longshore and Harbor Workers' Compensation Act, As Extended (see instructions on reverse)

U.S. Department of Labor
 Office of Workers' Compensation Programs
www.dol.gov/owcp/ohac/index.html

1. Name of Injured/Deceased Employer: _____ 2. OWCP No: _____ OMB No: 1240-0053

3. NEW Waiver
 REVOKE prior Waiver
 CHANGE information on prior Waiver

4. Party or Representative Agreeing to Service of Compensation Order(s) by email (check one):
 Employer Insurance Carrier
 Employer's Representative Insurance Carrier's Representative

5. I, _____, acting on behalf of _____, waive the company's statutory and/or regulatory right to be served with the compensation order(s) in this case by registered or certified mail. I instead request and consent for the company to be served with the compensation order(s) in this case by email. I agree that service of the compensation order(s) by email satisfies all service requirements imposed by 33 U.S.C. § 919(a) and 20 C.F.R. § 702.349.

I affirm that I have the authority to execute this waiver on behalf of _____. I also affirm that the information provided below is correct and accurate. If the District Director is unable to accomplish service of the compensation order(s) by email (i.e. if the email bounces back as undeliverable), I understand and agree that the compensation order(s) will be served on the company by registered or certified mail.

6. Signature: _____ Date: _____
 Name: _____
 Title: _____

7. Firm or Business Name (if applicable):
 Name: _____
 Address: _____ Telephone Number: _____
 Line1: _____ City: _____
 Line2: _____ St: _____ Zip: _____
 Country: United States

8. EMAIL ADDRESSES: No more than two (2) email addresses can be listed per party.

Public Burden Statement
 According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 5 minutes per response, for locating the form on the internet, completing the information required and either mailing or uploading the form via secure portal. Use of this form is optional. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, 200 Constitution Avenue, NW, Room C-4319, Washington, D.C. 20210, and reference the OMB Control Number.

Form LS-801
 March 2015

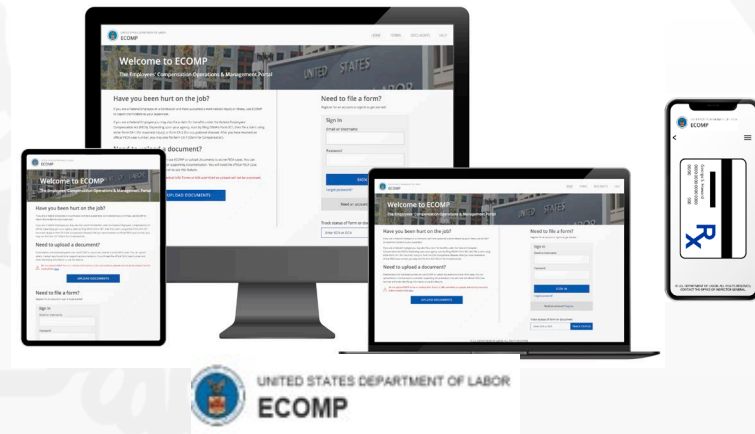


Welcome to ECOMP

The Employees' Compensation Operations & Management Portal

Future Functionality

- Late 2023 – Employer/Carrier Access (Registration and Imaging)





ECOMP – Entity Experience

Welcome to the Entities Page

<https://owcp.industrypartners.dol.gov/#/>

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

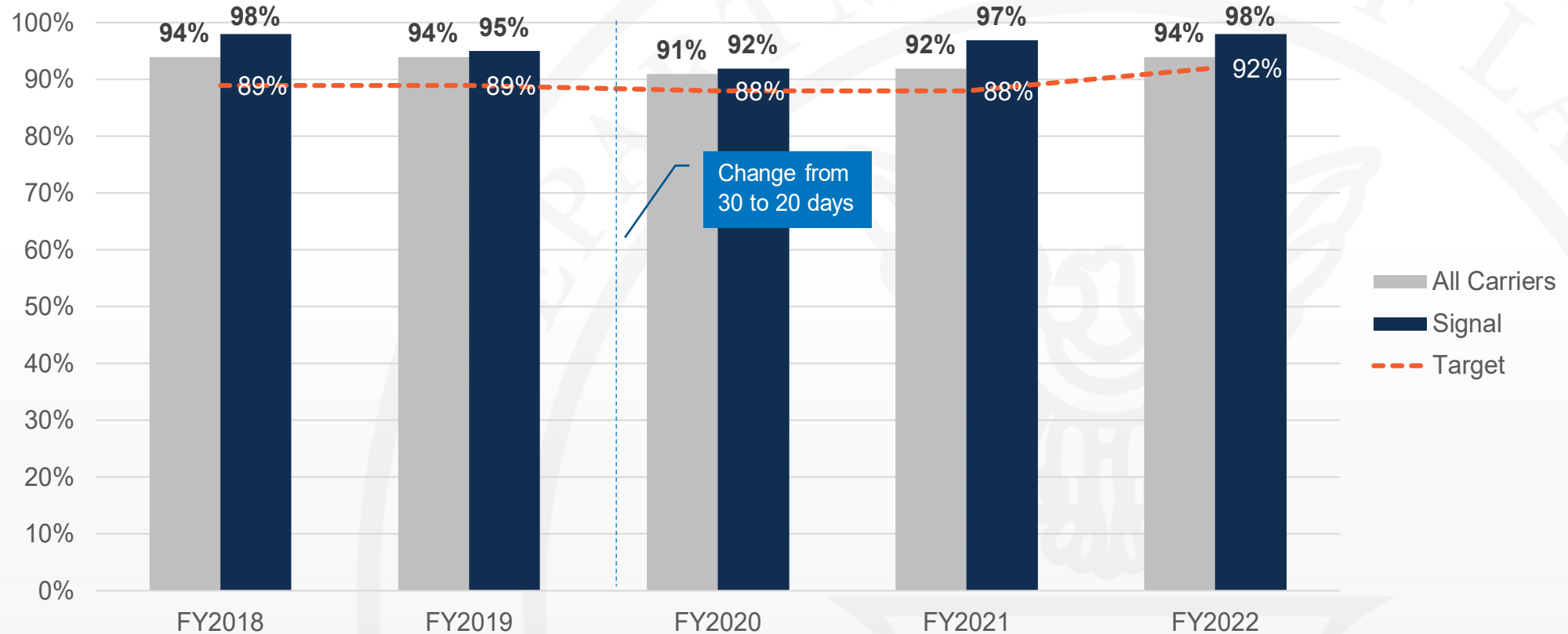
Deputy Director, Longshore Claims, Division of Federal Employees', Longshore and Harbor
Workers' Compensation



Industry Performance

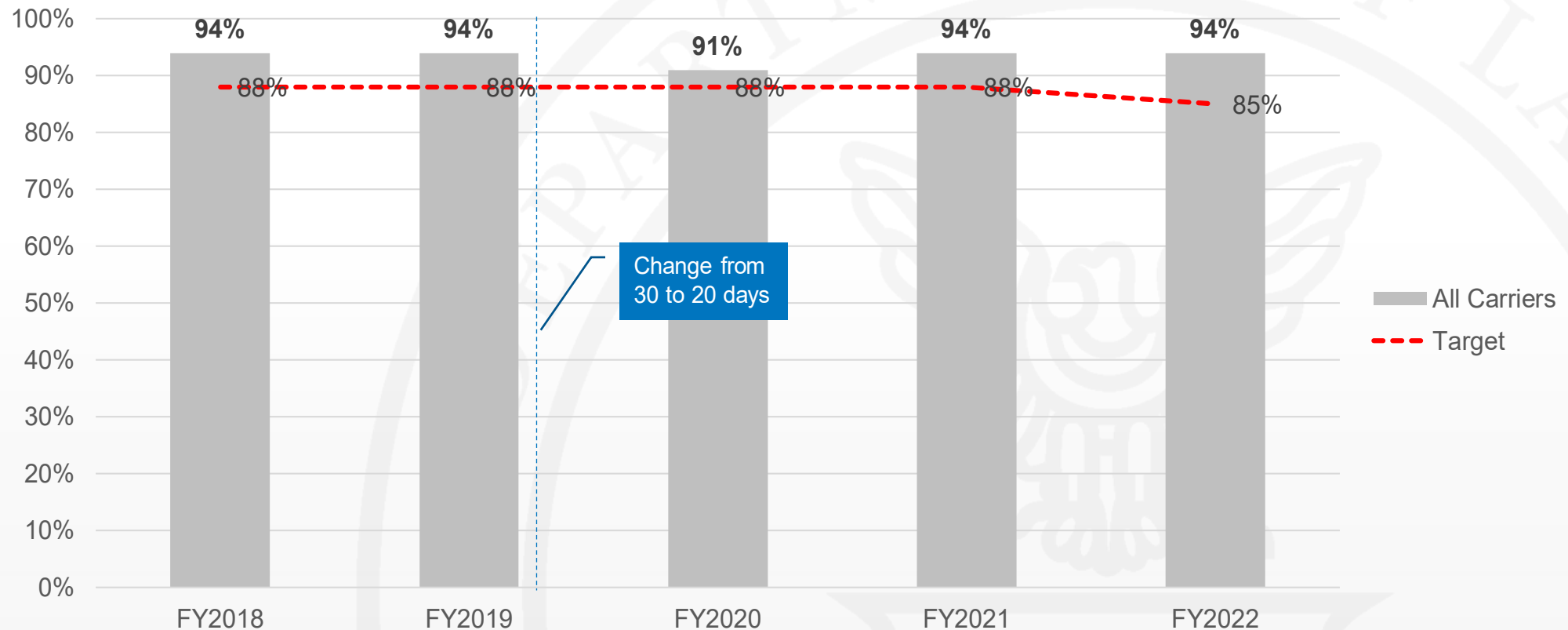


Industry Performance First Report of Injury within 20 days Non DBA





Industry Performance First Report of Injury within 20 days DBA



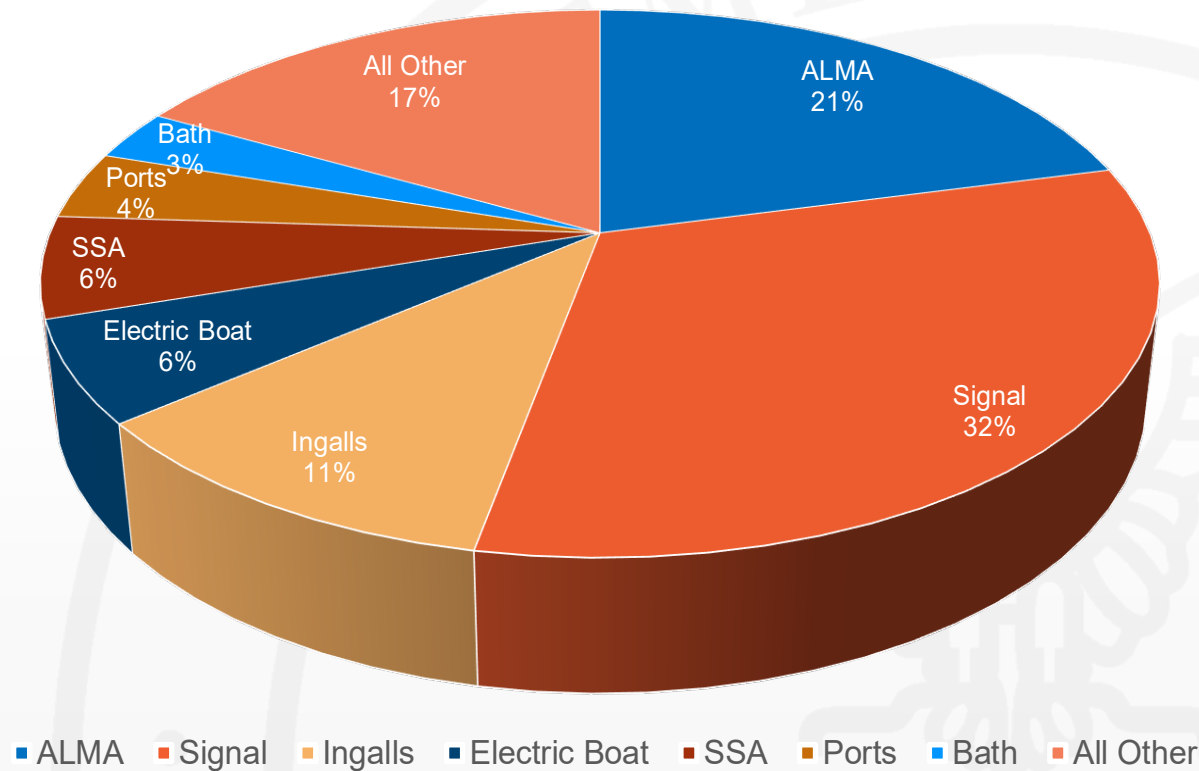


Claim Trends



Trends – Claims Reported (Longshore)

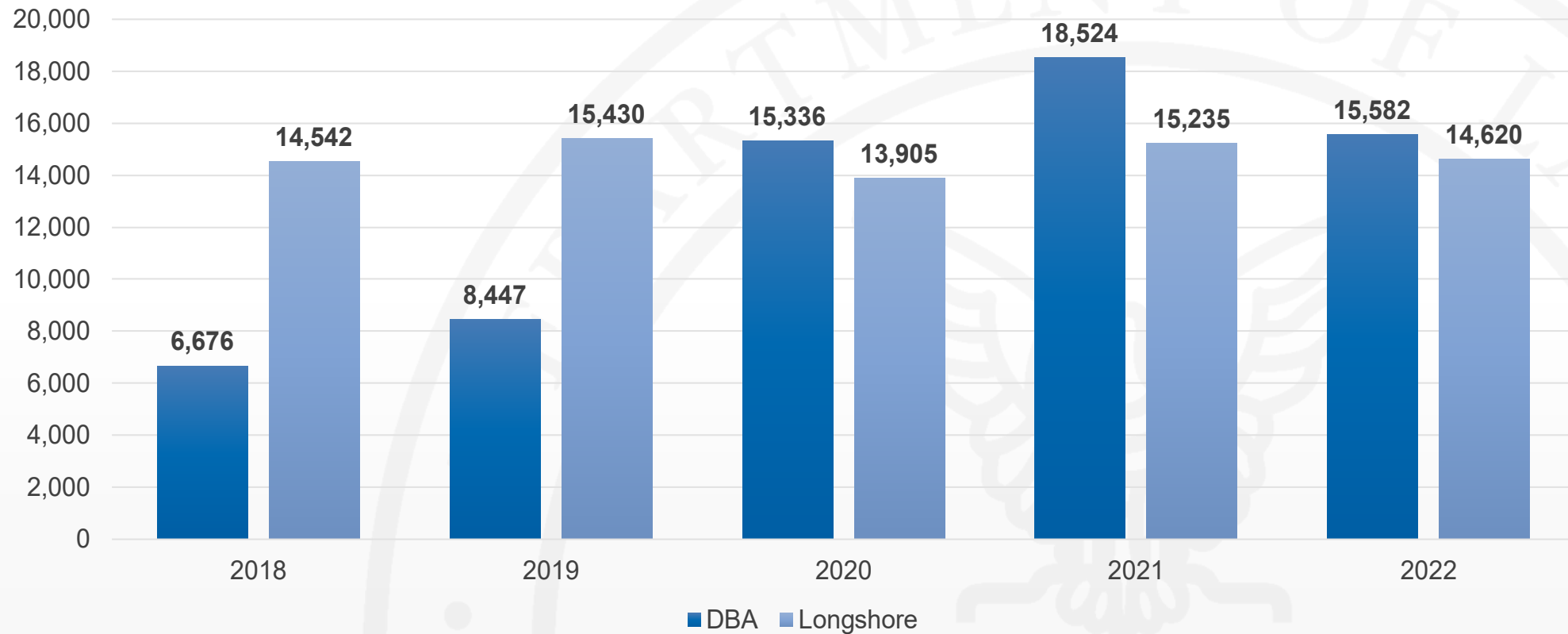
FY2022





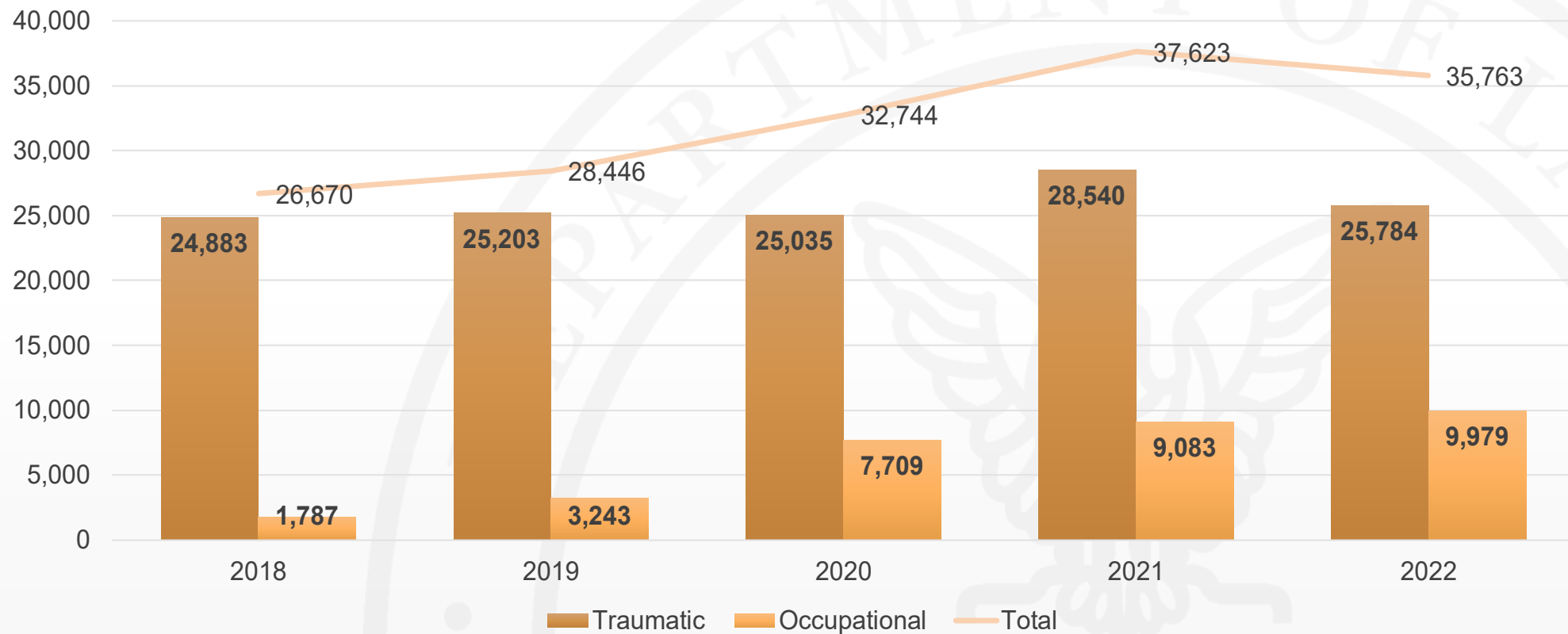
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Trends – Claims Reported FY2018 – FY2022 Longshore & DBA



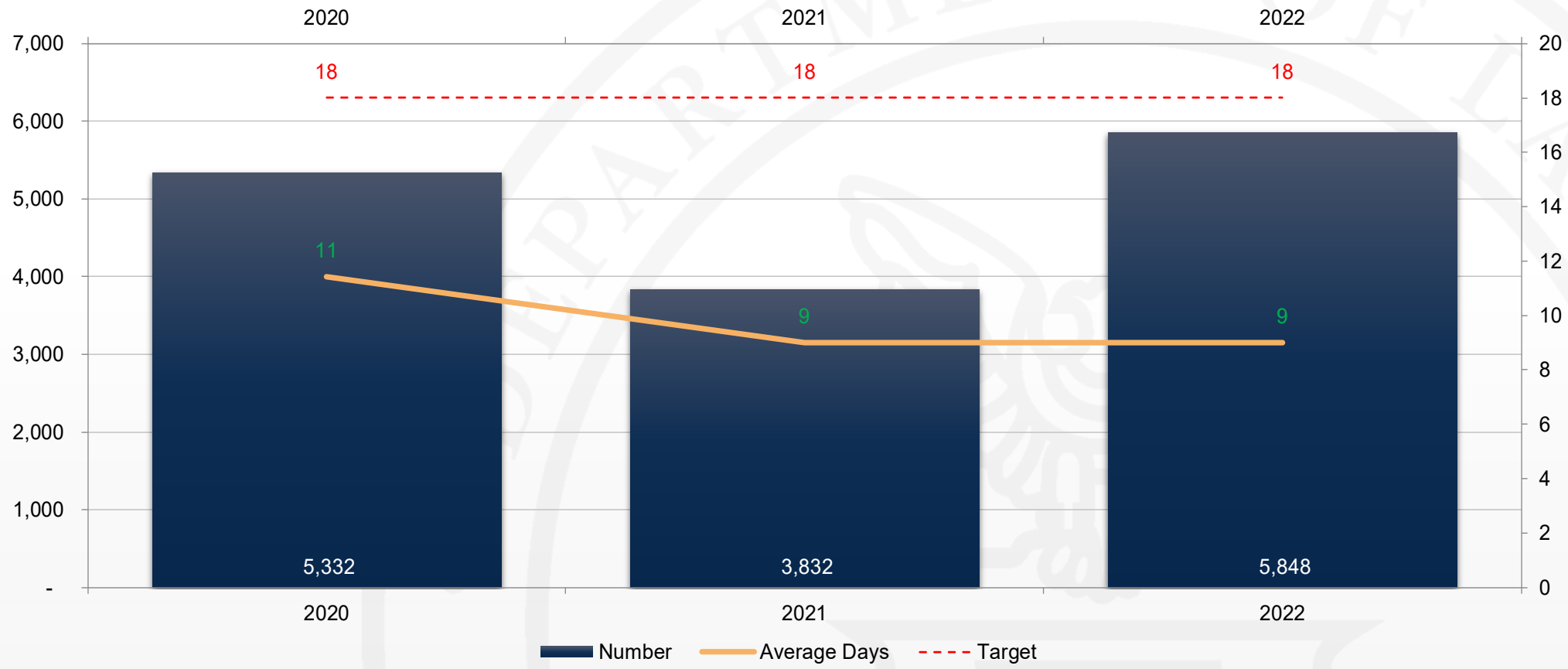


Trends – New Claims Reported FY2018 – FY2022 Traumatic and Occupational



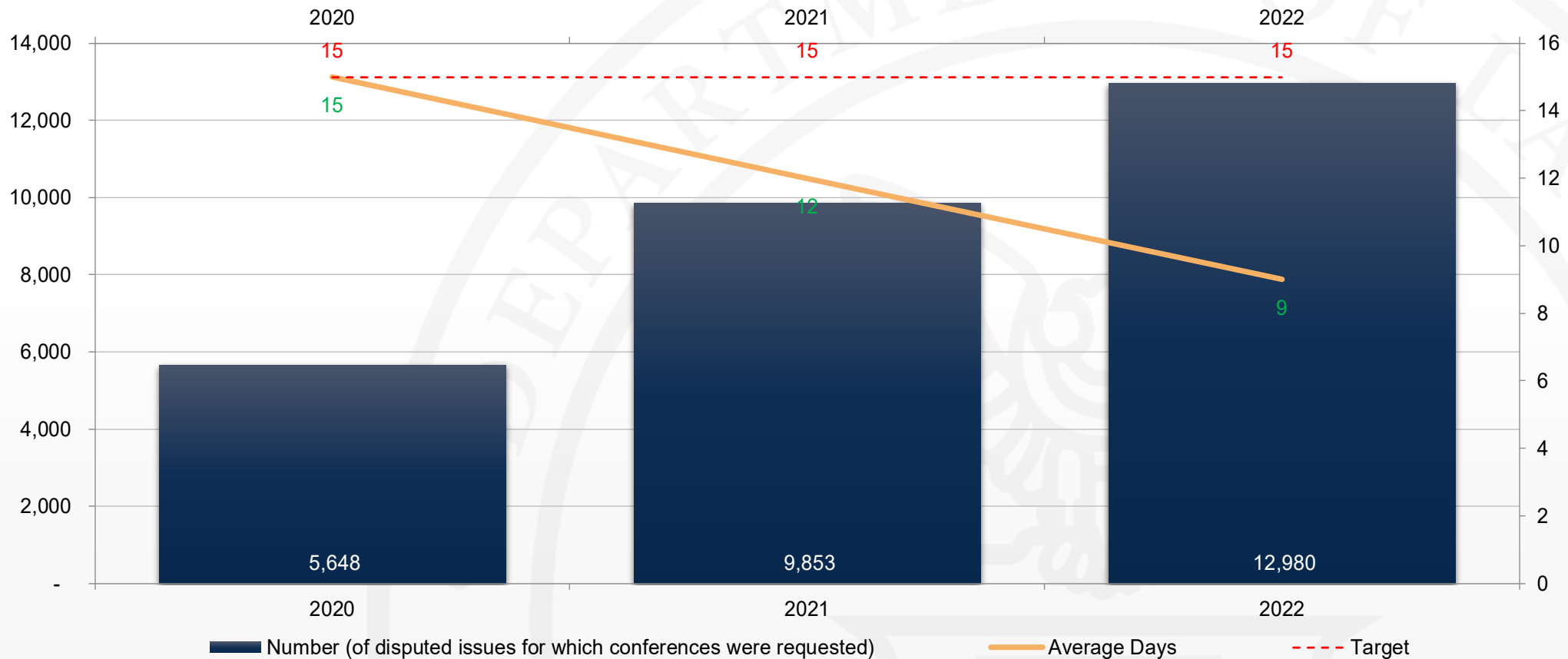


Settlements FY2020/FY2021/FY2022



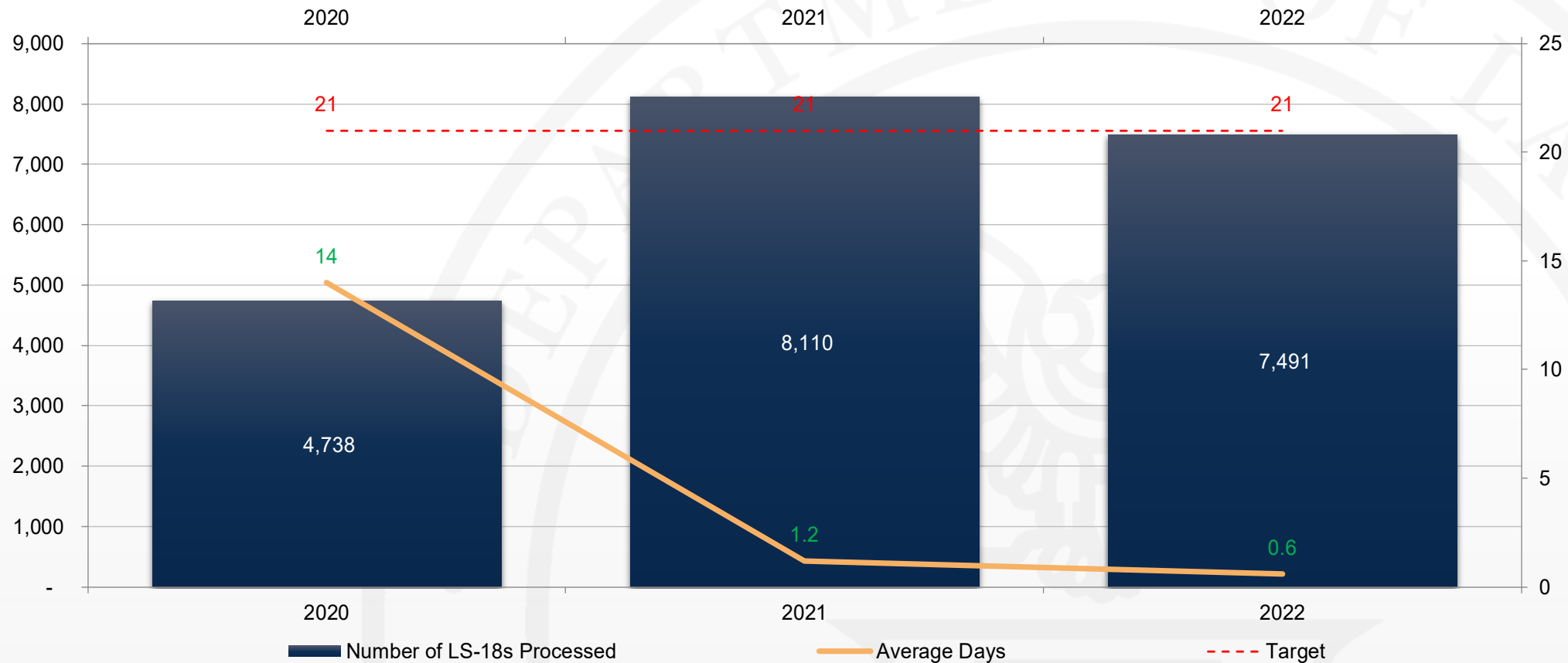


Initial Intervention (response to request for intervention) FY2020/FY2021/FY2022





Referral to OALJ FY2020/FY2021/FY2022

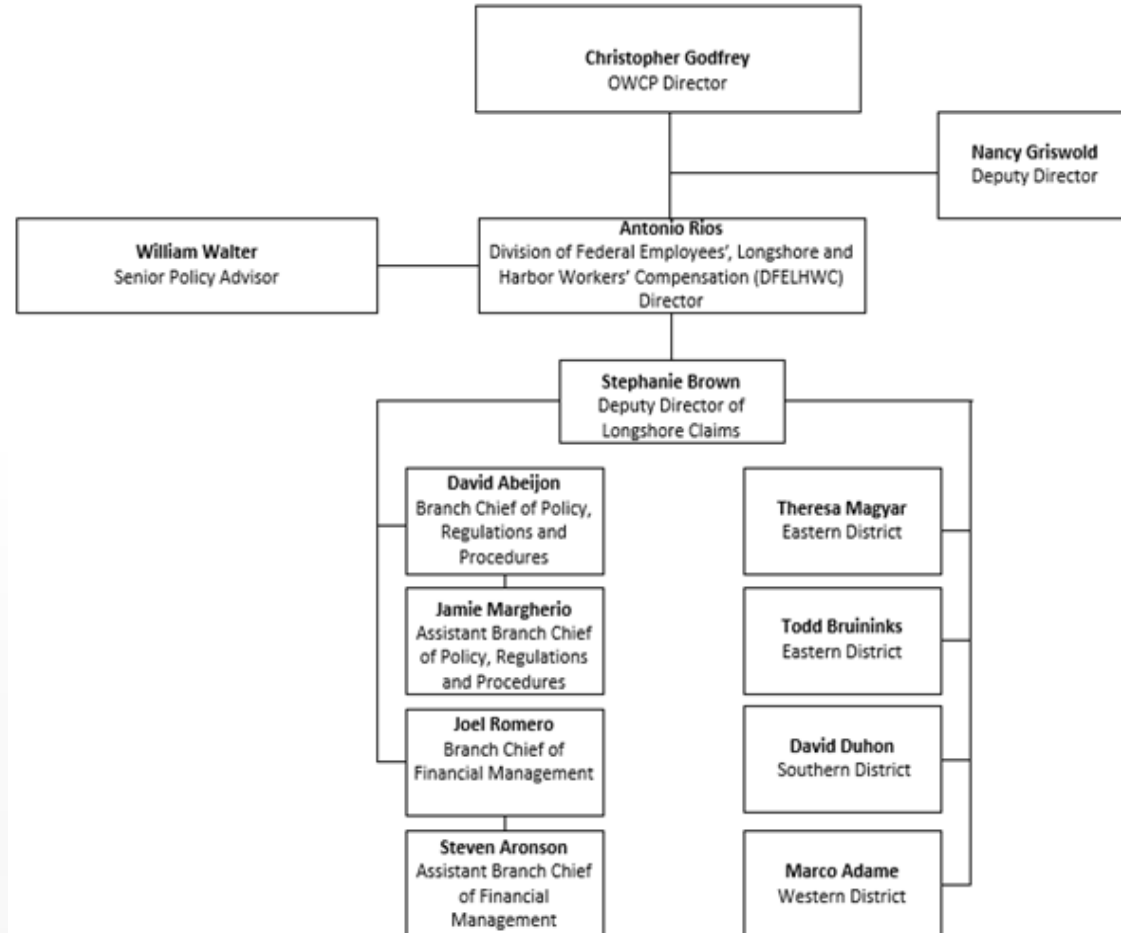




Longshore Workforce



DFELHWC – Longshore Organizational Chart





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

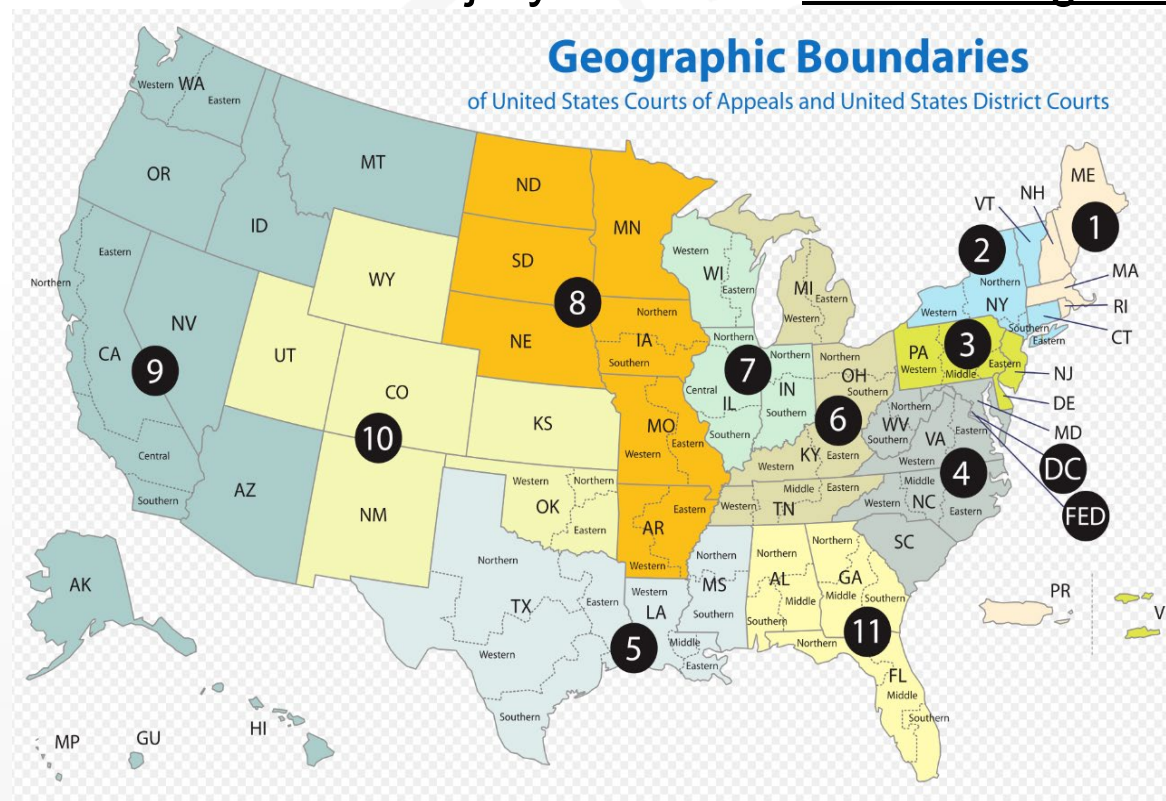
Industry Notice #175

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

Pre-Reopening	Post-Reopening
<i>Scenario 1: Injury occurred in Illinois.</i>	
<ul style="list-style-type: none">✓ <i>Case given Houston (08) prefix</i>✓ <i>Managed by CE in Southern District</i>✓ <i>Appealed to 7th Circuit</i>	<ul style="list-style-type: none">✓ <i>Case given Chicago (10) prefix</i>✓ <i>Managed by CE in Southern District</i>✓ <i>Appealed to 7th Circuit</i>
<i>Scenario 2: Injury occurred in Pennsylvania.</i>	
<ul style="list-style-type: none">✓ <i>Case given Norfolk (05) prefix</i>✓ <i>Managed by CE in Eastern District</i>✓ <i>Appealed to 3rd Circuit</i>	<ul style="list-style-type: none">✓ <i>Case given Philadelphia (03) prefix</i>✓ <i>Managed by CE in Eastern District</i>✓ <i>Appealed to 3rd Circuit</i>

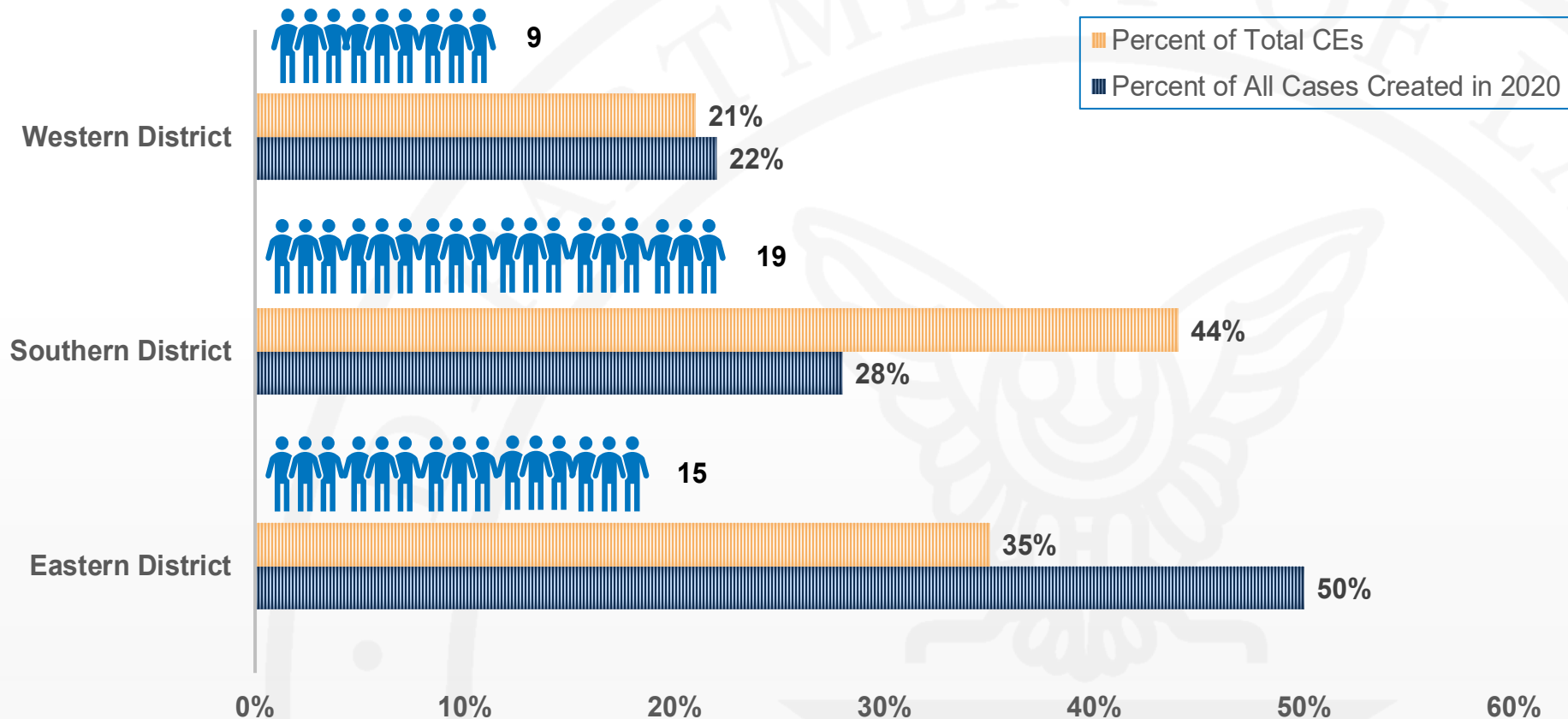


Longshore Workforce (2020-2022)

- **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**

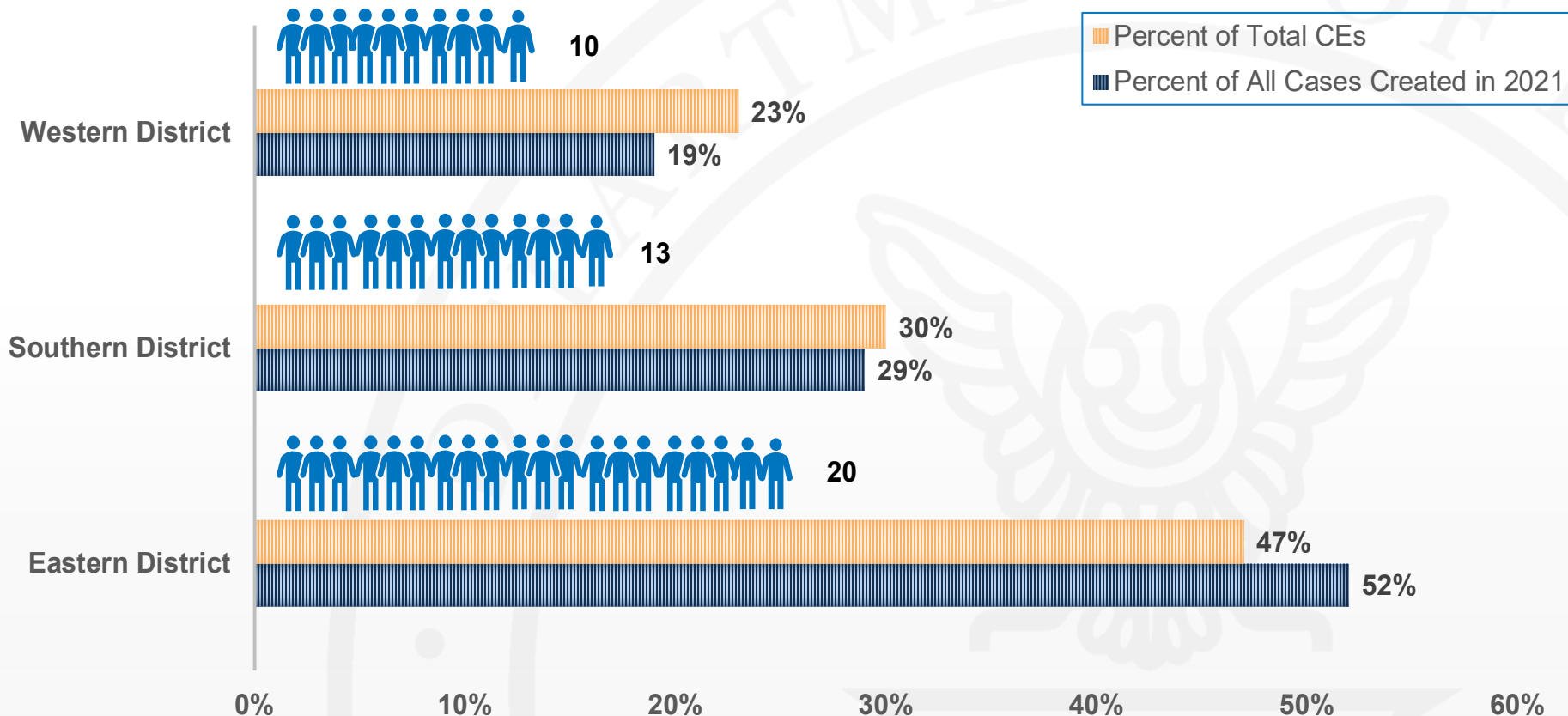


CE Workload – Case Assignment breakdown as of 05/04/2020



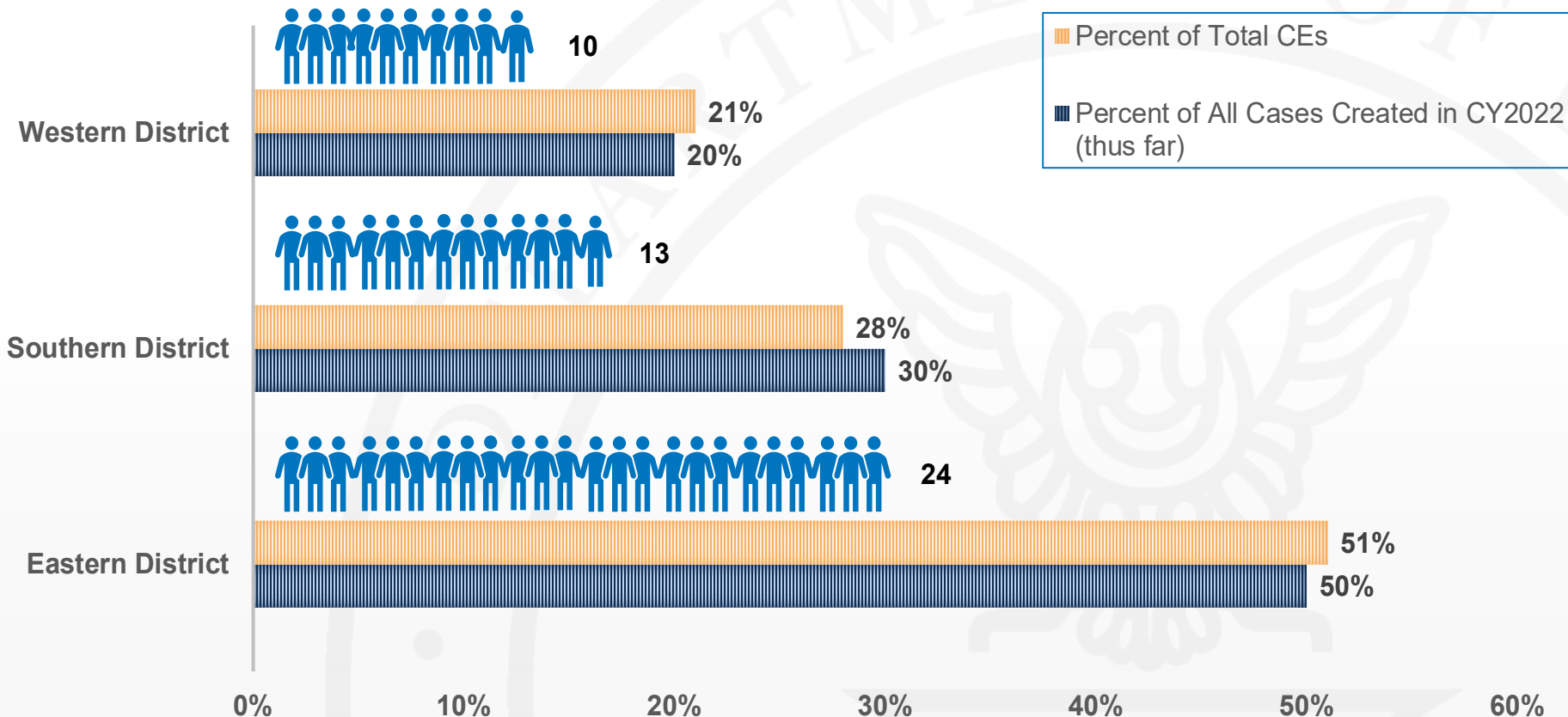


CE Workload – Case Assignment breakdown as of 01/05/2021





CE Workload – Case Assignment breakdown as of 08/18/2022



Case Assignments following 12 new hires in 2022.



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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/#/>