



DEEOIC Customer Experience Webinar

The Office of Workers' Compensation Programs, Division of Energy Employees Occupational Illness Compensation (DEEOIC), invites you to a webinar to learn about our Customer Experience (CX) program. Through the CX program, DEEOIC gathers feedback from various stakeholders to identify ways to improve the experience of our claimants and other stakeholders.

Moderators will discuss:

- Overview of Customer Experience Program
- Roles and Responsibilities of the DEEOIC Customer Experience Team
- Completed Initiatives and Resulting Actions
- Current and Future Projects
- Focus groups

Discussion led by:

Allison Spencer, Stakeholder Engagement Analyst

Lizzie Ackerman, Customer Experience Strategist

October 26, 2022
2:00 – 3:30 p.m. ET



Register by October 26, 2022, 12:00pm, to join this critical discussion. Participants may submit questions ahead of time to DEEOIC-Outreach@dol.gov or submit their question online during the webinar presentation. Closed captioning will be available for attendees.

About EEOICPA:

The Energy Employees Occupational Illness Compensation Program Act provides lump-sum compensation and medical benefits to current and former nuclear weapons workers whose illness is a result of working in the nuclear weapons industry. Survivors of qualified workers may also be entitled to benefits. Covered illnesses include radiation-induced cancer, chronic beryllium disease, beryllium sensitivity, chronic silicosis, or any illness due to exposure to toxic substances.