



THE OFFICE OF THE OMBUDSMAN FOR THE EEOICPA

June 2, 2022

Aiken, SC

WHAT IS AN OMBUDSMAN?

- An Ombudsman is a designated neutral that assists with the informal resolution of concerns. EEOICPA's Ombudsman works with any individual or entity that interacts with EEOICPA to assist them with exploring and determining options to help resolve conflicts, problematic issues or concerns.

OFFICE OF THE OMBUDSMAN

- In October 2004, legislation 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.
- The National Defense Authorization Act for 2021 amended the EEOICPA by removing the sunset date and making the Office of the Ombudsman permanent.

OFFICE OF THE OMBUDSMAN

■ Duties:

1. Provide information on the benefits available under the EEOICPA, and the requirements and procedures to obtain those benefits.
2. Provide guidance and assistance to claimants.
3. Make recommendations regarding the location of resource centers for the acceptance and development of claims – there are currently 11 resource centers.
4. Carry out such other duties as the Secretary of Labor specifies.

ANNUAL REPORT TO CONGRESS

- The EEOICPA also requires the Ombudsman to submit an annual report to Congress which sets forth:
 - 1) The number and types of complaints, grievances, and requests for assistance received by the Office during the preceding year, and
 - 2) An assessment of the most common difficulties encountered by claimants and potential claimants during the preceding year.

OFFICE OF THE OMBUDSMAN

■ Limitations – the Office cannot:

1. Rule or make decisions on claims.
2. “Make” DEEOIC reverse or change a decision.
3. Make Congress revise the EEOICPA.
4. Take DEEOIC to court
5. Lobby Congress
6. Act as an advocate

OMBUDSMAN ASSISTANCE

- **When the Office receives complaints, grievances, and requests for assistance:**
 1. We respond to claimants, attorneys, lay representatives, congressional staff and others.
 2. We explain, review and discuss aspects of the EEOICPA claims process.
 3. We answer questions and provide other assistance to individuals encountering difficulties with claims pending with DEEOIC.
 4. We discuss your concerns in our annual report to Congress.

OMBUDSMAN ASSISTANCE

■ Outreach efforts and initiatives include:

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

OFFICE OF THE OMBUDSMAN

YOUR OPINION/FEEDBACK MATTERS:

- The Department of Labor and Congress are interested in what you have to say.
- The Energy program is constantly making changes, and our office can provide assistance with understanding the changes.
- If you have complaints, grievances, requests for assistance, as well as good things to say, we want to hear from you.

OMBUDSMAN STAFF

- Judge Judith Boggs – Acting Ombudsman
- Kim Holt – Policy Analyst
- Amanda Fallon – Policy Analyst
- Steve Levin – Policy Analyst
- Pamela Ford – Administrative Officer

OMBUDSMAN CONTACT INFORMATION

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