



## **U.S. Department of Labor**

Public Law 115-336, "21st Century Integrated Digital Experience Act"

December 2020 Report

Prepared for the Office of Management and Budget and the public per the requirements of section 3(d) of Public Law 115-336.

# The Department of Labor's Progress To Implement the 21st Century Integrated Digital Experience Act 2020 Annual Report

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## Background

Section 3(d) of the [21st Century Integrated Digital Experience Act](#) (21st Century IDEA)<sup>1</sup> requires the head of each Federal executive branch agency to report annually to the Director of the Office of Management and Budget (OMB) and the public on the agency’s progress to implement the requirements of the Act and modernize their websites and digital services. The information below presents a sample of accomplishments of the U.S. Department of Labor (DOL) to modernize the agency’s websites and digital services in 2020.

## Overview of DOL’s Web Presence

DOL’s primary public web website is [www.dol.gov](http://www.dol.gov). DOL is composed of 27 individual agencies, offices, and boards, each of which maintain one or more domains for the public. Examples of agencies with high traffic, multi-domain web sites include: the Bureau of Labor Statistics (BLS); Employment and Training Administration (ETA); Office of Workers Compensation Programs (OWCP); and the Office of Health and Safety Administration (OSHA).

OWCP and OSHA are designated as High Impact Service Providers (HISPs) by the Office of Management and Budget.

## DOL Efforts to Date

DOL is leveraging the 21<sup>st</sup> Century IDEA to streamline its digital footprint and deliver an easy online experience to customers and partners. Building on the work started in 2019, and captured in [21st Century Integrated Digital Experience Act December 2019 Report](#), DOL’s focus in 2020 is to improve the customer experience through aggressive technology modernization across all DOL agencies with public-facing web sites and digital services.

The following three examples highlight DOL major accomplishments for 2020. These all align

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<sup>1</sup> Public Law 115-336, December 20 2018.

with Cross Agency Priority (CAP) Goal 1 (IT Modernization), CAP Goal 2 (Data Accountability and Transparency), and CAP Goal 4 (Improving Customer Experience).

### **Accomplishment #1: Office of Public Affairs OneWeb**

The Office of Public Affairs (OPA) directs and coordinates the public affairs programs and activities of the U.S. Department of Labor. OPA is the chief adviser on public affairs to the Secretary, Deputy Secretary, agency heads, and departmental staff in developing communication strategies, public affairs, and media relations goals and objectives.

The OneWeb@DOL initiative continued to migrate the department's public-facing agency websites into a modern and centralized website platform using the Drupal content management system. OPA also updated OneWeb's information architecture. Each website migrated into the new DOL.gov incorporated website presentation standards based on the U.S. Web Design System. **During FY 2020, eleven websites were migrated, accounting for more than 35,000 web pages and documents.**

The websites migrated were those for the Centers for Faith and Opportunity Initiatives, Employment and Training Administration, Office of Administrative Law Judges, Office of Disability Employment Policy, Office of Federal Contract Compliance Programs, Office of Labor-Management Standards, Office of the Chief Financial Officer, Office of the Solicitor, Office of Workers' Compensation Programs, Ombudsman for the Energy Employees Occupational Illness Compensation Program, and the Wage and Hour Division.

### **Accomplishment #2: Occupational Health and Safety Administration**

OSHA ensures safe and healthful working conditions for working men and women by setting and enforcing standards and by providing training, outreach, education, and assistance. The accomplishments listed below relate to the Voluntary Protection Program (VPP), which promotes effective worksite-based safety and health. **Through the VPP, management, labor, and OSHA establishes cooperative relationships at workplaces that have implemented a comprehensive safety and health management system.**

OSHA's VPP application and re-approval process historically relied on direct contact. Applicants reached out to Regional VPP Managers to inquire about the VPP application process. The exchange of application materials and communication was via email and/or postal services. In 2020, OSHA designed and began testing a new online VPP application and re-approval portal. The new portal modernized the application and re-approval process for companies qualifying for VPP. At the close of 2020, there were 1,367 Federal VPP locations, for which this online portal has the potential to reach at least that many customers.

Specifically, the **new VPP Portal will make it easier for VPP candidates to start, continue, and get assistance with submitting their applications to VPP; upload their required annual self-evaluations; and update their VPP contact information, as well as injury and illness data.** OSHA can review these applications in real time, and more quickly help

companies correct errors or omissions in their applications.

In addition, OSHA's prior efforts to examine customer needs and challenges were captured through comments from stakeholder events or were filtered through VPP managers; there was no formal mechanism for collecting direct information from customers. OSHA developed and implemented two TouchPoint surveys to establish a baseline understanding of customers' needs in a more systematic and focused manner. The surveys mapped directly to customer engagement with OSHA through VPP processes.

In 2020, 45 surveys were conducted. The overall satisfaction rate for new approvals was 4.1 out of 5. The overall satisfaction rate for re-approvals was 4.6 out of 5. OSHA plans to use the survey data to make targeted improvements to the program measurable against this baseline.

### **Accomplishment #3: Office of Workers' Compensation Programs**

The Office of Workers' Compensation Programs, Division of Energy Employees Occupational Illness Compensation (DEEOIC) administers the Energy Employees Occupational Illness Compensation Program Act (EEOICPA). EEOICPA is a program set up by Congress to provide compensation and medical benefits to employees of the **Department of Energy**, its contractors and subcontractors, and/or their survivors, who became ill or traumatized as a result of their work at specified federal nuclear weapons facilities or certain uranium mines from the early 1940's through the present.

Before 2020, DEEOIC had no outward facing portal of its own. Claimants relied on the postal system or visited one of 11 National Resource Centers. In 2020, OWCP obtained direct funding to leverage the existing Employees Compensation and Operations Portal (ECOMP). OWCP implemented digital claim filing using ECOMP. With this modernization, ECOMP became the portal for DEEOIC claimants to obtain access to their claim status page and both medical and pharmacy billing information.

Due to the viability of electronic claim filing, mail and in-person visits are no longer needed. **The digital experience provides both monetary and medical benefits to qualifying claimants with no cost or additional time constraints on the claimant.**

### **Digitization of Forms**

As required in Section 4(d) of the Act, DOL has digitized all paper-based forms related to serving the public. The [forms](#) are published on the DOL public-facing website.

### **Implementing Requirements**

DOL remains committed to following best practices for web design accessibility. Web sites and digital services are designed and supported by the programs and initiatives listed below:

- **Section 508 Program Office.** Known as 508matters, this team advises all DOL staff on ensuring 508 compliance for all documents and web sites published internally and to the

public.

- **508 continual live training.** The DOL Section 508 Program Manager publishes a schedule of different 508 sub-topics, and staff are encouraged to attend, along two tracks, one for all staff and one for technical staff. Sub-topics include: Alt Text, Word Documents, Excel files, Links and Hyperlinks, Keyboard Access, and Use of ANDI and Chrome Development Tools.
- **508 Q & A sessions.** Every week, a 508 expert hosts sessions for all staff to ask specific questions.
- **Understanding 508 Compliance training for leaders.** The first mandatory Leadership Development@Labor course for FY21 is “Understanding 508 Compliance,” and is designed to ensure supervisors, managers, and all SES clearly understand their role in ensuring accessibility of the deliverables and work product produced by their organizations and teams.
- **Metrics for all OMB Section 508 Maturity Domains.** The Section 508 Program Office has instituted metrics to measure progress and drive accessibility improvements related to Acquisition, Tech Lifecycle, Testing & Validation, Complaint Management, and Training.
- Adherence to **Web Site standards**, primarily the United States Web Design Systems and World Council of Accessibility Guidelines.

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Chief Information Officer