

Ten-Year Program Review: NIOSH Progress on Issues and Actions Items Related to the Quality of Service Review, Issue 2, Action 1

Issue 2: Issues related to understandability and quality of information

Action 1: DCAS will continue ongoing efforts to evaluate and improve the understandability and quality of DCAS communication vehicles.

Status: Continuous

Summary: EEOICPA is a complex law that involves three government agencies: the Department of Labor (DOL), the Department of Energy (DOE), and NIOSH. This complexity poses a challenge in developing communication products about EEOICPA-based activities and responsibilities because the information may be accessed by a wide range of individuals.

The Division of Compensation Analysis and Support (DCAS) makes every effort to make our activities under EEOICPA transparent and available to claimants, advocates, and the public. As a result, there a number of communication products used by DCAS:

- Dose reconstruction process letters (these letters are sent to claimants at certain steps in the dose reconstruction process so that they are up-to-date with the current activities of their claim)
- Fact sheets and brochures
- Dose reconstruction video
- Special Exposure Cohort (SEC) petitioning process letters (these letters are sent to petitioners at certain steps in the SEC petitioning process so that they are up-to-date with the current activities of their petition)
- DCAS Web site

These products and any new communication products are continually monitored to ensure that the information contained in them accurately reflects the current activities of DCAS-based activities under EEOICPA. In addition, DCAS strives to adhere to the Plain Writing Act of 2010 (referred to as Plain Language; www.plainlanguage.gov/plLaw/index.cfm) when developing materials.

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