



DATE:

MEMORANDUM FOR: Nancy Jenson
Regional Director
OWCP, Chicago Regional Office

FROM: *Rachel P. Leiton*
Rachel P. Leiton
Director, DEEOIC

SUBJECT: Accountability Review Findings
Cleveland District Office
DEEOIC
Review Dates: August 15-19, 2011

This memorandum summarizes the findings of the Cleveland District Office (DO) Accountability Review (AR) conducted August 15-19, 2011. Attached are copies of the final reports, which include the Accountability Review Findings (AR-1), Overall Summary Report, Full Indicator Summary Scoresheet Report, Indicator Remarks by Case, and Case Comments.

The findings from the AR show that the DO exceeded the acceptable rating of 75% in each of the relevant categories for which they were rated. In response to the deficiencies that were noted by the review team, the District Director provided comments to the findings. Upon review of the comments, several of the deficiencies were changed to acceptable. A copy of the National Office response to the District Director's comments is attached. The final ratings for the reviewed categories are as follows: Case Demographics and Customer Service - 99%; Development - 98%; Recommended Decisions - 95%; and Awards - 98%.

While the DO far exceeded the acceptable rating in each of these categories, it was noted that the following were areas of concern with regard to specific indicator findings:

- Item 2, Element 8, Indicator 3 – developing survivor claims to determine if the deceased employee experienced wage loss prior to death
- Item 3, Element 1, Indicator 5 – summarizing what is being accepted or denied under Parts B and E in the cover letter and RD Introduction
- Item 3, Element 1, Indicator 9 – ensuring that the overall quality of the correspondence and RD are written using language that is clearly understood and free of substantial error(s).

On September 23, 2011, the District Director submitted a corrective action plan (AR-10) for the identified indicators of concern under Item 2 - Development and Item 3 - Recommended Decisions. The AR-10 shows corrective actions to address specific indicator concerns, which include, wage loss training in the first quarter of fiscal year 2012, staff training on August 31, 2011 which reviewed the new recommended decisions chapter of the DEEOIC procedure manual, National Office training the week of September 19, 2011 which reviewed the new recommended decisions chapter, and staff training on August 31, 2011 regarding the quality of language in the recommended decisions and other correspondence. Overall, I find the corrective action plan is appropriate. A copy of the AR-10 is attached.

In conclusion, I find that the DO far exceeded the acceptable rating in all categories, and I commend the District Director and the staff for a job well done. If you have any questions or concerns regarding this memorandum or any of the attachments, please contact me at (202) 693-0081.

cc: Annette Prindle, District Director, Cleveland District Office
Gary Steinberg, Acting Director, OWCP

Attachments: Accountability Review Findings (AR-1)
Overall Summary Report
Full Indicator Summary Scoresheet Report
Indicator Remarks by Case
Case Comments
Memorandum to District Director
Corrective Action Plan (AR-10)