



DATE: **JUL 26 2011**

MEMORANDUM FOR: SHARON TYLER  
Regional Director  
OWCP, San Francisco Regional Office

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

SUBJECT: Accountability Review Findings  
Seattle District Office  
DEEOIC  
Review Dates: June 6 - 10, 2011

This memorandum summarizes the findings of the Seattle District Office (DO) Accountability Review (AR) conducted June 6 - 10, 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 - 98%; Development - 96%; Recommended Decisions - 96%; and Awards - 97%.

While the DO far exceeded the acceptable rating in each of these categories, it was noted that there was an area of concern with regard to specific indicator findings for Category 2, Element 8, Indicator 3 - developing wage loss on survivor claims appropriately.

On July 12, 2011, the District Director submitted a corrective action plan (AR-10) for the identified indicators of concern under Category 2 – Development. The AR-10 shows corrective action to address specific indicator concerns, which include training and ongoing discussions with staff, and increased communications with DOE on document interpretation related to employment verification. Overall, I find the corrective action plan 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: Joyce Vail, District Director, Seattle 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  
Correction Action Plan (AR-10)