



DATE: **JUL 26 2011**

MEMORANDUM FOR: LuAnn Kressley  
Branch Chief, Final Adjudication Branch  
DEEOIC

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

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

This memorandum summarizes the findings of the Seattle Final Adjudication Branch (FAS) 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 FAS far 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 FAS Manager provided comments to the findings. Upon review of the comments, several of the deficiencies were changed to acceptable/NA. A copy of the National Office response to the FAS Manager's comments is attached. The final ratings for the reviewed categories are as follows: Post RD Objections - 96%; FAB Decisions - 96%; and Post FD Actions - 94%.

While the FAS far exceeded the acceptable rating in each of the categories, it was noted that there were areas of concern with regard to specific indicator findings. As a result, it was agreed that individual indicators with elevated deficiency scores in the "Full Indicator Summary Scoresheet Report of All Reviewed Cases" would be evaluated for corrective action. These areas include:

- Category 4, Element 2, Indicator 7 - ensure that the hearing transcripts, with a post-hearing cover letter, are mailed to the claimant within 7 working days.

- Category 6, Element 3, Indicator 2 – when the claimant requests reconsideration, ensure the Recon Screen is accurately completed in ECMS.

On July 13, 2011, the FAS Manager submitted a corrective action plan (AR-10) for the identified indicators of concern under Category 4 – Post RD Objections, and Category 6 – Post FD Actions. The AR-10 shows corrective actions to address the specific indicator concerns, which include a meeting and discussion with staff concerning verification of data entered in ECMS, as well as creating a tracking system for the mailing of hearing transcripts including follow up with the hearing representative, as needed. Overall, I find the corrective action plan appropriate. A copy of the AR-10 is attached.

In conclusion, I find that the FAS exceeded the acceptable rating in all categories, and I commend the FAS Manager and the staff for a job well done. I would also like to thank you and your team for the assistance provided in preparing for the review. If you have any questions or concerns regarding this memorandum or the attachments, please contact me at 202-693-0081.

cc: Nicholas Literski, Manager, Seattle Final Adjudication Branch  
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 FAS Manager  
Corrective Action Plan (AR-10)