

Office of Workers' Compensation Programs

Accountability Review Corrective Action Progress Report (AR-10)

Reviewer: NO <input checked="" type="checkbox"/> RO		Office Reviewed: Cleveland DEEOIC		
Review Date: August 15-19, 2011		Report Date: September 13, 2011		
Standard Number	Major Recommendations	Date of Completion / Projected Date	Action Taken This Quarter	Comments
Item 2, Element 8, Indicator 3				
developing survivor claims to determine if the deceased employee experienced wage loss prior to death	A Wage Loss Reminders email was sent to staff on 6/9/2011. See attached copy.	The district office will plan additional wage loss training in the first quarter of FY 2012.		
Item 3, Element 1, Indicator 5				
summarizing what is being accepted or denied under Part B and E in the cover letter and RD introduction	Training was held with staff to go over the new RD PM Chapter on August 31, 2011. This issue was covered with claims staff at the training. Additional training will be provided by National Office staff on RD construction the week of September 19th, 2011.	September 23, 2011 for the National Office session. Feedback is accessible from policy on an on-going basis.		
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)	This topic was covered in the training session on August 31, 2011. The training included the message for CEs to use simple user friendly language. In addition, DD Prindle had a discussion with staff regarding reviewing documents for quality and to ensure that no PII releases are to occur.	Individual claims supervisors have various methods in their units for staff to proof read documents prior to release. This is on-going.		