



MAR 04 2013

DATE:

MEMORANDUM FOR:

Michael Chance
Branch Chief, Final Adjudication Branch
DEEOIC

FROM:

Rachel P. Leiton
Rachel P. Leiton
Director, DEEOIC

SUBJECT:

Accountability Review Findings
Jacksonville FAB
DEEOIC
Review Dates: July 9 - 13, 2012

This memorandum summarizes the findings of the Jacksonville Final Adjudication Branch (FAJ) Accountability Review (AR) conducted July 9 - 13, 2012. 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, Case Comments, and Corrective Action Plan (AR-10).

The findings from the AR show that the FAJ exceeded the acceptable rating of 85% in each of the relevant categories for which they were rated. In view of the minimal amount of deficiencies noted by the review team, the FAJ Manager provided no comments to the findings.

During the close-out meeting, it was noted that, following communication with the FAJ during the review week, several deficiency findings had been eliminated, because the question of causal relationship under Part E is not required in the findings of fact, but rather belongs in the conclusions of law (the number of deficiencies was reduced from 21 to 16 in category 2, element 4). However, some other deficiencies refer to other findings of fact which are required in Part E final decisions. Some of the comments in the indicator remarks reports were not specific enough and it was agreed that deficiencies would be described in greater detail in future Accountability Reviews.

On September 24, 2012, the FAJ Manager submitted a corrective action plan (AR-10) for the three cases identified in a significant claim deficiency report as potentially having errors which required correction. The AR-10 shows that, in two of the cases, new final decisions had already been issued which accepted medical conditions which had been inappropriately denied. In the other case, review of the file indicated that the determination to deny the claimed condition was appropriate based on the evidence in the file. I find the corrective action plan appropriate. A copy of the AR-10 is attached.

In conclusion, I find that the FAJ exceeded the acceptable rating in all categories, and I commend the FAJ 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: Mark Stewart, Manager, Jacksonville Final Adjudication Branch
Gary A. Steinberg, Acting Director, OWCP

Attachments:

- Accountability Review Findings (AR-1)
- Overall Summary Report
- Full Indicator Summary Scoresheet Report
- Indicator Remarks by Case
- Case Comments
- Corrective Action Plan (AR-10)