



SEP 26 2013

Date:

Memorandum for:

SHARON TYLER
Regional Director, OWCP
San Francisco, California

From:

Rachel P. Leiton
RACHEL P. LEITON
Director
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Subject:

2013 Seattle District Office Accountability Review

This memorandum is for your records and informational purposes only regarding the Seattle District Office (DO) Accountability Review (AR) conducted July 16-19, 2013. Attached are copies of the final reports, which include the Weighted Accountability Review Findings (AR-1), Overall Summary Report, Full Indicator Summary Scoresheet Report, and Indicator Remarks by Case, Case Comments.

The findings from the AR show that the DO exceeded the acceptable rating of 85% in each of the elements for which they were rated. The final ratings for the reviewed categories and the associated elements are as follows:

Category 1 - Part B Development - 98%

Category 2 - Part E Causation - 86%

Category 3 - Impairment Claims - 99%

Category 4 - Wage Loss Claims - 96%

Category 5 - Payment Processing - 96%

Category 6 - Reopening Requests - District Office Response - 91%

Category 7 - In-Home Health Care Requests - 96%

I commend the District Director and the staff for a job well done because they exceeded the acceptable rating in all categories. If you have any questions or concerns regarding this memo or any of the attachments, please contact John Vance at 202-354-9516.

cc: Gary Steinberg, Acting Director, OWCP
Joyce Vail, Seattle District Director

Enclosures: Accountability Review Findings (AR-1)
Weighted Overall Summary Report
Full Indicator Remarks by Category Report
Memorandum to the District Director