



Date: **JUL 25 2014**

Memorandum for: MAGDALENA FERNANDEZ
Regional Director, OWCP
Southeast Region

From: *Rachel P. Leiton*
RACHEL P. LEITON
Director
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Subject: 2014 Jacksonville District Office Accountability
Review

I am writing to report the findings of the accountability review conducted at the Jacksonville District Office during the week of June 16-20, 2014. Attached are copies of the final reports, which include the Accountability Review Findings (AR-1) forms, Weighted AR-1 report, Indicator Remarks by Case, Indicator Remarks by Category, and Case Comments.

The Jacksonville District Office exceeded the acceptable rating in every category except one, which was the Payment Processing category. The district director has submitted a Corrective Action Plan (AR-10) outlining what actions are to be taken in response to the payment deficiencies found during the review. The final ratings for the reviewed categories and the associated elements are as follows:

	Acceptable Rating	Review Rating
Category 1 - Part B Initial Claims -	85%	99%
Category 2 - Part E Causation -	85%	97%
Category 3 - Impairment Claims -	85%	99%
Category 4 - Wage Loss Claims -	85%	93%
Category 5 - Payment Processing -	90%	86%
Category 6 - Home Health Care -	85%	89%

I commend James Bibeault and his staff for a job well done. The high scores in most categories and the overall findings indicate excellent work by the claims staff over the past year. 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
James Bibeault, Jacksonville District Director

Enclosures: Accountability Review Findings (AR-1)
Weighted AR-1 Report
Full Indicator Remarks by Category
Full Indicator Remarks by Case
Case Comments
Corrective Action Report (AR-10)
