

U.S. Department of Labor      Office of Workers' Compensation Programs  
Division of Energy Employees Occupational  
Illness Compensation  
Washington, DC 20210



Date:    June 24, 2021

Memorandum For:                          Christy Long  
National Administrator for Field Operations, DEEOIC

From:    Rachel D. Pond  
Director, DEEOIC

Subject:    2021 Payment Processing Review

This memorandum serves as the final notice to the district offices regarding the results of the 2021 Payment Processing Review. As none of the offices offered comments to the preliminary findings, all scoring for the 2021 fiscal year Payment Processing Review is now final.

Attached to this memorandum are the final scores for each of the district offices for the Payment Processing category. Overall, the district offices performed exceptionally well and all have much to be proud of with the final scoring outcomes. Each of the district offices performed at an acceptable level for this category. In all instances, the district offices vastly exceeded the 90% threshold for acceptable performance and two district offices achieved scores of 100%. I commend both you and your staff for attaining such high scores. It reflects all the offices' commitment to producing accurate and quality outcomes.

As the district offices performed at an acceptable level in the payment processing category, no corrective action plans are required. My expectation is that the offices will continue to perform at this stellar level and take the necessary steps to correct the few identified areas of weakness.

I look forward to working with you to maintain and exceed our performance expectations for the upcoming fiscal year. If you have any questions or concerns regarding this memorandum or the attachments, please contact me at 202-354-9507.

cc:      Christopher Godfrey, Director, OWCP  
         Annette Prindle, Deputy Administrator for Field Operations, DEEOIC  
         Cara Williams, Management Analyst, DEEOIC  
         Douglas Pennington, Deputy Director, DEEOIC  
         John Vance, Policy Branch Chief, DEEOIC  
         Charles Bogino, Policy Unit Supervisor, DEEOIC  
         Kristina Green, Policy Unit Supervisor, DEEOIC

Karen Spence, Director, Cleveland District Office  
Michael Kaus, Assistant Director, Cleveland District Office  
Ronnie Sanchez, Director, Denver District Office  
Kathryn Smythe-Saunders, Assistant Director, Denver District Office  
James Bibeault, Director, Jacksonville District Office  
Julia Draper, Assistant Director, Jacksonville District Office  
Joleen Smith, Director, Seattle District Office  
Charles Elsen, Assistant Director, Seattle District Office

Enclosures: Overall Summary by Category for ALL District Offices  
Overall Summary by Category for Each District Office  
Final AR-1 by Category for ALL District Offices  
Final AR-1 by Category for Each District Office

**Overall Summary Report**

**Payment Proces 2021**

**Office: ALL**

Date : 06/09/2021 08:44:26

Categories	Cases Reviewed	Acceptable Cases	Unacceptable Cases	Category Score	Yes's	No's	N/A's	Filled Indicators
Category 1: Payment Processing	202	197	5	99.60	1257	5	152	1414

**Overall Summary Report**

**Payment Proces 2021**

**Office: CLE**

Date : 06/09/2021 08:47:04

Categories	Cases Reviewed	Acceptable Cases	Unacceptable Cases	Category Score	Yes's	No's	N/A's	Filled Indicators
Category 1: Payment Processing	51	51	0	100.00	323	0	34	357

**Overall Summary Report**

**Payment Proces 2021**

**Office: DEN**

Date : 06/09/2021 08:48:08

Categories	Cases Reviewed	Acceptable Cases	Unacceptable Cases	Category Score	Yes's	No's	N/A's	Filled Indicators
Category 1: Payment Processing	49	46	3	99.04	311	3	29	343

**Overall Summary Report**

**Payment Proces 2021**

**Office: JAC**

Date : 06/09/2021 08:49:05

Categories	Cases Reviewed	Acceptable Cases	Unacceptable Cases	Category Score	Yes's	No's	N/A's	Filled Indicators
Category 1: Payment Processing	51	51	0	100.00	315	0	42	357

**Overall Summary Report**

**Payment Proces 2021**

**Office: SEA**

Date : 06/09/2021 08:50:58

Categories	Cases Reviewed	Acceptable Cases	Unacceptable Cases	Category Score	Yes's	No's	N/A's	Filled Indicators
Category 1: Payment Processing	51	49	2	99.35	308	2	47	357

## AR-1

### Payment Processing Review Findings

Dates of Review: June 1, 2021 – June 3, 2021

Office Reviewed: All District Offices

Review Period: April 1, 2020 – March 28, 2021

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Standard:	<b>Category 1: Payment Processing</b> Element 1: Form EN-20 and AOP Receipt Date
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Number of Cases Reviewed:	202
Acceptable Rating:	90%
Rating for Review:	99.60%

#### **Describe Findings:**

The Payment Processing category identifies a random sampling of compensation payments processed within the review period and evaluates whether the District Offices processed the payments in accordance with established policy and procedures.

Overall, a review of the sampled payments revealed that both the quantity and quality of the work was outstanding.

The minimal deficiencies identified in this category are random in nature and do not represent any nationwide trend or pattern. All four of the District Offices processed the selected payments with very few errors, if any. All payments were made to the correct payee account and in the amount specified in the final decision and the Form EN-20. The few errors found were related to improper descriptions when indexing final payment documents in OIS or failure to document that bank routing numbers were verified through the Federal Reserve Board website.

<b>REVIEWER(s):</b>	<b>DATE:</b>
Melvin Teal, Amy DeRocher, David Evans, Jennifer Pouliot, Solomon Toweh	June 3, 2021



## AR-1

### Payment Processing Review Findings

Dates of Review: June 1, 2021 – June 3, 2021

Office Reviewed: Cleveland District Office

Review Period: April 1, 2020 – March 28, 2021

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Standard:	<b>Category 1: Payment Processing</b> Element 1: Form EN-20 and AOP Receipt Date
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Number of Cases Reviewed:	51
Acceptable rating:	90%
Rating for Review:	100%

#### **Describe Findings:**

The Payment Processing category identifies a random sampling of compensation payments processed within the review period and evaluates whether the District Offices processed the payments in accordance with established policy and procedures.

With respect to the Cleveland District Office, the reviewers did not identify any errors. The reviewers did identify a significant trend, however, in which the District Office described the final payment documents in OIS using the last four digits of the payee's social security number prior to the first four letters of the payee's last name; i.e. instead of PMT JONE9876, 01-01-2014, the District Office used PMT 9876JONE, 01-01-2014 in several cases. While this method is inconsistent with the guidance provided in the DEEOIC Procedure Manual, it was determined that deficiencies would not be assessed for the purposes of this review because the description included all required information, albeit in an incorrect order.

<b>REVIEWER(s):</b>	<b>DATE:</b>
Melvin Teal, Amy DeRocher, David Evans, Jennifer Pouliot, Solomon Toweh	June 3, 2021

## AR-1

### Payment Processing Review Findings

Dates of Review: June 1, 2021 – June 3, 2021

Office Reviewed: Denver District Office

Review Period: April 1, 2020 – March 28, 2021

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Standard:	<b>Category 1: Payment Processing</b> Element 1: Form EN-20 and AOP Receipt Date
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Number of Cases Reviewed:	49
Acceptable rating:	90%
Rating for Review:	99.04%

#### **Describe Findings:**

The Payment Processing category identifies a random sampling of compensation payments processed within the review period and evaluates whether the District Offices processed the payments in accordance with established policy and procedures.

With respect to the Denver District Office, the reviewers identified three errors. Despite those errors, which involved discrepancies in document indexing in OIS, the District Office still performed admirably well, with a final score of 99%.

The specific errors identified all involve cases in which the District Office described the final payment documents in OIS using the last four digits of the employee's social security number and not the last four digits of the payee's social security number as required in the DEEOIC Procedure Manual. In these cases, the payments were issued to eligible survivors and the description should have included the corresponding digits from their social security numbers. The purpose of the identifier is to help locate final payments in OIS. Using the final four digits of the employee's social security number defeats this purpose in cases where there are multiple payees.

<b>REVIEWER(s):</b>	<b>DATE:</b>
Melvin Teal, Amy DeRocher, David Evans, Jennifer Pouliot, Solomon Toweh	June 3, 2021

## AR-1

### Payment Processing Review Findings

Dates of Review: June 1, 2021 – June 3, 2021

Office Reviewed: Jacksonville District Office

Review Period: April 1, 2020 – March 28, 2021

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Standard:	<b>Category 1: Payment Processing</b> Element 1: Form EN-20 and AOP Receipt Date
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Number of Cases Reviewed:	51
Acceptable rating:	90%
Rating for Review:	100%

#### **Describe Findings:**

The Payment Processing category identifies a random sampling of compensation payments processed within the review period and evaluates whether the District Offices processed the payments in accordance with established policy and procedures.

With respect to the Jacksonville District Office, the reviewers did not identify any errors or significant trends. There was only once case in which the district office described the final payment documents in OIS using the last four digits of the payee's social security number prior to the first four letters of the payee's last name; i.e. instead of PMT JONE9876, 01-01-2014, the district office used PMT 9876JONE, 01-01-2014. While this method is inconsistent with the guidance provided in the DEEOIC Procedure Manual, it was determined that a deficiency would not be assessed for the purposes of this review because the description included all required information, albeit in an incorrect order.

<b>REVIEWER(s):</b>	<b>DATE:</b>
Melvin Teal, Amy DeRocher, David Evans, Jennifer Pouliot, Solomon Toweh	June 3, 2021

## AR-1

### Payment Processing Review Findings

Dates of Review: June 1, 2021 – June 3, 2021

Office Reviewed: Seattle District Office

Review Period: April 1, 2020 – March 28, 2021

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Standard:	<b>Category 1: Payment Processing</b> Element 1: Form EN-20 and AOP Receipt Date
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Number of Cases Reviewed:	51
Acceptable rating:	90%
Rating for Review:	99.35%

#### **Describe Findings:**

The Payment Processing category identifies a random sampling of compensation payments processed within the review period and evaluates whether the District Offices processed the payments in accordance with established policy and procedures.

With respect to the Seattle District Office, the reviewers identified two errors. Despite those errors, which involved discrepancies in document indexing or missing documents in OIS, the District Office still performed admirably well, with a final score of 99%.

The specific errors identified involved one case where the OIS document identifier included the incorrect final four digits of the payee's social security number and one case where there was no documentation in OIS or in ECS Notes confirming verification of the bank routing number through the Federal Reserve Board website.

<b>REVIEWER(s):</b>	<b>DATE:</b>
Melvin Teal, Amy DeRocher, David Evans, Jennifer Pouliot, Solomon Toweh	June 3, 2021