

Vocational Rehabilitation & Employment Serv

Veterans Benefits & Services

Review of Quality On-Line User's Guide

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titles to view, to print and for references to Regulations, M28 and VA Ci

Entitlement Determination and Rehabilitation Planning

Rehabilitation Services Delivery

Outcome-Discontinued

Outcome-Rehabilitated

Educational-Vocational Counseling

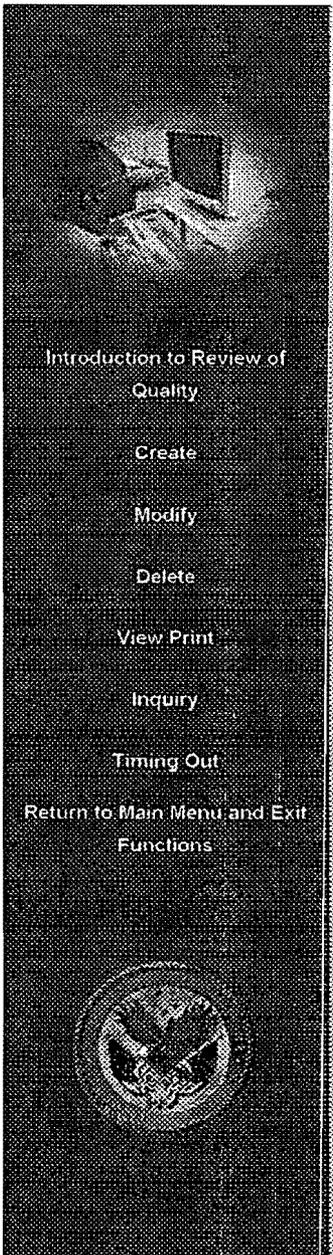
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Reviewed/Updated: October 2, 2000



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Quality

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Functions

EDRP

Review of Quality
Entitlement Determination/Rehabilitation Planning

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1. Was the Entitlement Determination correct? (CFR 21.50 and Circular 28-97-1)

Yes No N/A

- A. Veteran incorrectly determined entitled
 B. Veteran incorrectly found NOT entitled

Comment #1 (max. 80 characters)

2. Was the Entitlement Determination correctly explained in the narrative?

Yes No N/A

- A. Impairments not sufficiently identified (CFR 21.51)
 B. Substantial contribution of SCD not explained (CFR 21.51)
 C. Overcoming of impairment(s) not explained:
 1. Suitable employment (CFR 21.51)
 2. Employability in suitable occupation (CFR 21.51)
 D. Significant impairment(s) for Serious Employment Handicap not explained (Circular 28-97-1)

Comment #2: (max. 80 characters)

3. Was the veteran provided an evaluation (e.g. initial, re-evaluation) sufficient to determine his/her rehabilitation needs?

Yes No N/A

- A. Independent living needs not identified (CFR 21.76)
 B. Rehabilitation needs not identified (CFR 21.50)
 C. Interests, aptitudes and abilities not assessed (CFR 21.50)
 D. Vocational exploration did not occur (M28-1, Part 2, Ch. 1 and 6)

- E. Current reasonable feasibility not identified (CFR 21.53)
- F. Information necessary to plan an individual program was not developed (CFR 21.50)
- G. Entitlement for employment services not determined (CFR 21.47)
- H. Veteran found ineligible for services - not referred to other sources of assistance (CFR 21.50)

Comment #3 (max. 80 characters)

4. Does the plan meet the needs of the veteran?

Yes No N/A

- A. Veteran's needs not incorporated in plan (CFR 21.84),(CFR 21.86),(CFR 21.88), and (CFR 21.90)
- B. Plan goals and objectives not identified (CFR 21.84)
- C. Plan did not include an employment focus (CFR 21.84)

Comment #4: (max. 80 characters)

5. Is the Chapter 31 Master Record accurate?

Yes No N/A

- A. M35 screen omissions/incorrect entries (cast status, Serious Employment Handicap Indicator, Pre/Post salary) (CFR 21.180 and M28-1, Part 1, Ch8)

Comment #5: (max. 80 characters)

6. Was due process provided?

Yes No N/A

- A. Veteran not informed of his/her rights and responsibilities (CFR 21.420)
- B. Due process procedures not followed (CFR 21.420)(CFR 21.420)

Comment #6: (max. 80 characters)

General Comments:

N.B. Maximum length for this comment is 250 characters - approximately the first four lines

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Introduction to Review of Quality

Introduction

Effective October 1, 2000, each VR&E division will begin using the new Review of Quality (ROQ) questionnaire on the Intranet to review work performance at the RO level. Additionally, the VR&E Headquarters office will use this application for input of case review data for SDN work performance. Each VR&E Division will complete quality reviews as detailed in M28-3, Part 1, Chapter 3, change 5 (XXXXXX). If you have questions or difficulties with the procedures, contact Joe Warner, 202-273-7434 or Hank Jurkowski, 202-273-7435.

Overview

The Review of Quality is designed to determine the degree of services we are providing to veterans. Information obtained through this review process will identify training issues, guide strategies, and support initiatives for improving the quality of VR&E casework and service delivery.

In order to determine the success of our practices, we are conducting two levels of case reviews, one at the SDN and one at RO level.

SDN

During the fiscal year, the reviews of each SDN will examine approximately 400 cases. This is a statistically valid random sample at the SDN level, not at the Regional Office level. As such, the cases reviewed from each VR&E Division within a SDN cannot be considered a representative of individual station's work.

RO

The analysis of the results of local office QA reviews will determine how well the station is performing. However, due to the limited number of RO reviews in the first year, the numbers will not be useful for identifying training issues or strategic planning until we have gathered the first year's data.

Quality Assurance activities in VR&E focus on the following areas.

- accurate entitlement determinations
- accurate evaluation, planning, and service delivery
- accurate and valid financial transactions
- accurate program outcomes

Balanced Scorecard

Below are the QA measures that comprise the SDN Accuracy scores on the VR&E Balanced Scorecard.

-Entitlement Determination Accuracy is determined by the case review scores on question 1 of the Entitlement Determination/Rehabilitation Planning Questionnaire.

-Evaluation, Planning and Services Accuracy is determined by the case review scores on

- questions 2, 3, 4, 5 & 6 of the Entitlement Determination/Rehabilitation Planning Questionnaire; and
- questions 1, 3, & 4 of the Rehabilitation Services Delivery Questionnaire; and
- questions 2, 3, 4 & 5 of the Outcome-Discontinued Questionnaire; and
- questions 2, 3, 4 & 5 of the Outcome-Rehabilitated Questionnaire.

-Fiscal Accuracy is determined by the case review scores on

- question 2 of the Rehabilitation Services Delivery;
- question 3 of the Outcome-Discontinued Questionnaire; and
- question 3 of the Outcome-Rehabilitated Questionnaire.

-Program Outcome Accuracy is determined by the case review scores on

- question 1 of the Outcome-Discontinued Questionnaires.

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