**Opening Remarks**

* Diana Williard, *Quality Assurance Officer, Program Review*

**FY16 1st Quarter Examination Request Quality Scores**

* Maruta Grean, *Performance Specialist, DEMO*

**“Intent to File” and New Veteran Records**

* Paul Shute, *Lead Program Analyst, Procedures Staff*

**Dependency Topic Reminders**

* Cindy Windham, *Senior Authorization Quality Review Specialist, QRT, Program Review*

**Quality Review & Consistency**

* George Boyd, *Consultant, Quality Review & Consistency Staff*

**Foundation Blocks of Adjudication & Promulgation – Effective Dates for Adding Dependents**

* Eric Craig & Tessa Koob, *Training Consultants, Training Staff*

**Live Manual Updates**

* Lynn Rodriguez, *Lead Program Analyst, Procedures Staff*

**TMS and Next Quality Call Information**

* David Hannigan, *Chief QRT, Program Review*

**Questions & Answers**

* Quality Call Presenters

### AGENDA

### February 10, 2016

### 1:30 pm (EST)

### [Online Meeting Link](https://meet.rtc.va.gov/cindy.windham/Q2LS0N60)

**1-855-767-1051**

**Conf ID Code # 59208033**

View the PowerPoint presentation by selecting the online meeting link.

Listen to the presentation by using computer audio **or** a telephone line.

(\*) Computer audio is the preferred method for this presentation.

If you are using computer audio or a USB headset connected to your computer to listen, select “*Use Lync (integrated audio and video)* ” after selecting the Lync meeting link.

If you are using a telephone line to listen to this meeting:

1. Dial 1-855-767-1051; enter the Conference ID code, and then press the **#** key.

2. Select “*Do not join audio*” after selecting the Lync meeting link.

3. Log into the online meeting to view the PowerPoint presentation by selecting the online meeting link.



# Compensation Service

**Quality Call**