Let's go ahead and get started.

As most of you know by now the new content standards are set to go into effect on Monday, July 1. The individuals on this slide comprise makeup the performance standards workgroup. The workgroup was set up in September 2018, which is when I started my maternity leave, that is why I am not listed on the slide. The standards were to be completed by November and they went to multiple levels of concurrence. Before they were briefed with OFO and the Union. Once the Union signed off on the standard at the end of May. We were given marching orders by OFO to have them implemented by July 1. So that brings us to today's training. We will go through each of the standards one at a time. I will read through each standard, even though I know that can be time-consuming and painstaking. I will read through each standard individually and we will discuss the elements and the important changes from the previous standards.

Two of the previous of elements have been removed. One element has been updated, two new of elements and one new element has been added and a remaining element has not been changed.

We will begin with the first element which is quality and is also a critical element. The VSOC rehabilitation counselor must consistently and conscientiously exercise sound equitable judgment in date of laws, regulations, policies and procedures to ensure accurate information is disseminated to Veterans, Servicemembers and dependent and accurate decisions are provided on all benefit claims administered by the Department of Veteran Affairs.

In order to be fully successful for this element the accuracy rate during the evaluation period must equal or exceed 91 percent. In order to be exceptional, the accuracy rate during the evaluation period must be equal to 96 percent. In order to be fully successful, you must have an accuracy rate of 91 percent instead of 85 percent. In fiscal year 2018 the 85th percentile for quality was 95.4 percent. While 60th and 50th percentiles were 93.1 and 92.1 percent respectively. This information made it clear that we could increase the standards seeing as so the 50th percentile was already above the 92nd percent accuracy.

For the QA piece, the number of questions reviewed by the VREO will also increase which is in line with the five newly established quality review instruments and checklists. These instruments were attached to the email from OFO as well as the Skype meeting.

The second element is timeliness which is also a critical element. This element was previously called claims processing. There have been no changes to the average number of days required to be fully successful for Chapter 36 timeliness which is an average of 30 days or days of entitlement which is an average of 40 days.

The third element is output which is another critical element. This element was previously called production. There are two new sub elements for output which are contacts and positive outcomes. Contacts will require a completion of minimal 50 contacts per quarter. These contacts are also known as Chapter 36 services which are the less comprehensive services offered and do not require a Chapter 36 application to be completed. Positive outcomes will consist of a minimum of 12 Chapter 36 counseling cases completed per quarter. This requires a Chapter 36 application to be completed. The new sub element for this standard are based on regulatory intent of the VSOC position and the activities that these standards are projected to promote. The changes to this element will drastically improve the annual report that we are required to complete for Congress as a result of the Forever G.I. Bill. If you have questions on the differences between Chapter 36 services and Chapter 36 counseling, you can refer to the VSOC Chapter in the manual which outlines examples of the two types of services in great detail.

There is a third element which requires you to complete a minimum number of 12 outreach activities per year in order to be considered fully successful. The number of outreach activities required to be completed has not changed for this standard.

This slide specifically outlines the changes from the previous production standards which we just discussed on the last slide. It also indicates that two sub elements have been removed altogether and you will no longer be measured on that. These other rates of the new student contact and the rate of outreach of students on academic probation. We still encourage you to perform these outreach functions however these will no longer be used to measure your performance as VSOC counselors.

The fourth element of training which is noncritical. During the evaluation period the VSOC VRC will complete mandated training hours and courses within assigned deadline. These training hours include core technical requirements, nationally assigned training courses and local training courses. In order to be fully successful, the VSOC VRC must have no more than three documented instances where they fail to complete assigned training by the assigned days. In order to be exceptional, the VSOC VRC must have no documented instances where they have failed to complete assigned training by the assigned due date. The training element is a new element for VSOC performance standards with the intent to ensure all VSOC Counselors stay relevant on all training requirements and it will be measured by supervisory of observation via TMS.

Element five is cooperation and organizational support which is another critical element. It is important the VSOC VRC becomes an integrated part of the campus and the surrounding communities. The VSOC VRE is to achieve a obtain a sustainable campus presence and must routinely engage in all levels of stakeholders by communicating frequently building two-way communication, enhancing customer service beyond the standard; and attending special events on campus in order to maintain and strengthen partnerships.

The VSOC VRC understands the agency mission and supports efforts to improve the performance for positive interaction with others. VSOC VRC will display professionalism and treat all stakeholders with courtesy and respect. The VSOC VRC will cooperate with supervisors, school officials, volunteers and work-study students to accomplish work objectives and enhance efficiency. VSOC VRC will recognize the importance of teamwork and be sensitive to the contribution of others. VSOC VRC will communicate, share ideas and demonstrate respect differing viewpoints. VSOC VRC will participate in cross functional team to address shared challenges, facilitate improved communication and achieve agency goals.

You can read the indicators for fully successful and exceptional levels on your own. There were not any changes to this element per the previous standard.

Element Six is program and data integrity which is also another critical element. The VSOC VRC will complete all counseling action, case management action and documentation both written and computer in such a way that ensures the compliance with the program director. You must have no more than three instances of failure to meet policy or directive requirements. In order to be exceptional, you must have zero instances of failure to meet policy or directive requirements.

Again the fifth element there are no changes.

Element seven is customer service which is also a critical element. The VSOC VRC will be the face of the VA and will operate as a VRE division member as well as a vital partner to the educational institution. The VSOC VRC will work as a team member in both settings while maintaining professional, positive and helpful relationships with internal and external customers by exercising tact, diplomacy and cooperation. The VSOC VRC will demonstrate the ability to adjust change with evolving work environments and handle differences of opinion in a professional manner and to follow instructions conscientiously. As a division member the VSOC VRC will contribute to success the VSOC mission by supporting school certifying and campus officials. The VSOC VRC will provide technical expertise, open communication, and aid in identifying problems and offering solutions. The VSOC VRC will demonstrate the ability to effectively communicate in a courteous and timely manner with the Veteran, faculty and the host institution administrative of staff members.

Once again there are no changes to this element from the previous standard.

This concludes of the formal presentation of the new VSOC performance standards. As I stated earlier there are a number of documents attached to this to help with transition to the new standards. Please carefully review each of those documents on your own. At this time, we will open up the floor for questions as we take the audience off of mute, please remember to have your phones muted or by dialing star six unless you are ready to ask a question. We will also take questions in the Skype chat box. Feel free to ask your questions at this point in time. There were a number of questions on the last call so I anticipate a similar amount of questions on this call as well.