NATIONAL PERFORMANCE PLAN

VETSUCCESS ON CAMPUS (VSOC)

 VOCATIONAL REHABILITATION COUNSELOR

Assisting Claimants with timely and accurate claims processing and administering all possible earned benefits to Veterans, Servicemembers and their eligible dependents is of vital importance. Providing customer service, maintaining program and data integrity, completing training, while actively helping both co-workers and the agency, supports the tenets of transformation to include improving both the Employee and Veteran experiences.

# ELEMENT 1 – QUALITY (Critical)

The VSOC Vocational Rehabilitation Counselor (VRC) must consistently and conscientiously exercise sound, equitable judgment in applying stated laws, regulations, policies and procedures to ensure accurate information is disseminated to Veterans, Servicemembers, and dependents and accurate decisions are provided on all benefit claims administered by the Department of Veterans Affairs.

**Fully Successful Level**

The accuracy rate during the evaluation period equals or exceeds 91% (cumulative)

**Exceptional**

The accuracy rate during the evaluation period equals or exceeds 96% (cumulative)

The VSOC VRC will have an average of 50 questions reviewed per quarter or 200 questions per fiscal year. The quality reviewer will review the quality of all actions completed per established quality guidelines, which requires all case reviews for this element to be randomly selected and may include both Chapter 31 and 36 reviews.

Only questions applicable to the action processed on each case will be counted and reviewed to determine accuracy achieved. If the question is not applicable and marked as such, it will not influence the overall sample size.

All work completed as a VSOC VRC is eligible/subject to quality review including, but not limited to, work completed during overtime, compensatory time, and credit hours.

**NOTE:** Randomly selected actions must reflect an appropriate mix of work performed by the employee throughout the rating period (i.e., not from a single day or single week).

**Indicators**

* Local Quality Reviews

**ELEMENT 2 – TIMELINESS (Critical)**

The VSOC VRC will perform work using all appropriate tools and processes in order to complete work in a timely manner in accordance with workload assignment. The VSOC VRC will process claims timely in support of the local/national workload management systems to include taking appropriate actions in support of the Regional Office’s and national timeliness targets.

The VSOC VRC is responsible for the type of work respective to his/her assigned duties and must meet the fully successful level for both sub-elements to be successful for the element.

Local management will be responsible for assigning the types of work to be completed.

**Sub-Element**

Chapter 36 Days in Applicant Status

**Fully Successful Level**

Chapter 36 claims are processed in average of 30 days or less during the evaluation period

**Exceptional**

Chapter 36 claims are processed in average of 20 days or less during the evaluation period

**Sub-Element**

Days to Entitlement Decision\*

**Fully Successful Level**

Chapter 31 claims are processed in average of 40 days or less during the evaluation period

**Exceptional**

Chapter 36 claims are processed in average of 30 days or less during the evaluation period

*\* The VSOC VRC will be held to this standard if Chapter 31 cases are part of their individual caseload, and there is a sufficient quantity of cases to get a valid measurement of performance.  A minimum of 12 cases must have been assigned to the VSOC/VRC as part of their workload during the rating year to measure performance on this element.  If insufficient cases are assigned, this sub-element will be mitigated.*

**Indicators for Both Sub-Elements**

* VR&E Workload Reports
* Supervisory Observation
* Workload Assignments
* Nationally defined station timeliness targets

**ELEMENT 3 – OUTPUT (Critical)**

The Vocational Rehabilitation and Employment (VR&E) program provides a wide range of educational and vocational counseling services to Servicemembers still on active duty, as well as Veterans and dependents who are eligible for one of VA’s educational benefit programs. These services are designed to provide counseling and support services, help the individual choose a career goal, and/or determine the courses needed to achieve the goal. Every Veteran, Servicemember and qualifying Dependent on campus may receive Chapter 36 services in some capacity from the VSOC counselor.

* Chapter 36 Services are activities that do not require a formal application or request for benefits, and are referred to as *Chapter 36 Services*. These activities are limited to basic assistance and do not require one-on-one comprehensive counseling and guidance.
* Chapter 36 Counseling is more specialized, which involves assessment of needs, interpretation of test results or transferable skills, and goal mapping activities. Chapter 36 Counseling must be conducted in an individual setting, and may not be provided to groups.

The VSOC VRC will participate in outreach activities to ensure that the Veteran student population is aware of VSOC services and how to access those services. Activities must be dispersed throughout the fiscal year considering the academic terms of the institution. Activities may include, but are not limited to, employment workshops, Veteran expos, student orientations, and mentoring related activities.

**Sub-Element**

Contacts – Chapter 36 Services

**Fully Successful Level**

VSOC VRC will complete a minimum of 50 new and/or follow-up contacts with Student Veterans and/or Veteran dependents per quarter.

**Exceptional**

VSOC VRC will complete a minimum of 100 new and/or follow-up contacts with Student Veterans and/or Veteran dependents per quarter.

Chapter 36 contacts will be documented in the approved data repository for tracking and reporting the VSOC workload. Chapter 31 case management contacts cannot be counted as Chapter 36 Services contacts. New/follow-up contacts should only be considered as contacts for this element if the meetings do not address duplicate counseling (i.e. if the VRC VSOC sees Veteran A on Monday regarding an intake and meets with Veteran A on Friday regarding the same issue, this must only count as one contact). Contacts should be directed toward new/returning students as well as students on academic probation.

**Sub-Element**

Positive Outcomes – Chapter 36 Counseling

**Fully Successful Level**

VSOC VRC will provide Chapter 36 Counseling to a minimum of 12 Student Veterans and/or Veteran dependents per quarter.

**Exceptional**

VSOC VRC will provide Chapter 36 Counseling to a minimum of 24 Student Veterans and/or Veteran dependents per quarter.

**Sub-Element**

Outreach Activity

**Fully Successful Level**

A minimum of 12 VSOC related activities per year that will accommodate the educational facility’s academic terms

**Exceptional**

A minimum of 24 VSOC related activities per year that will accommodate the educational facility’s academic terms

**Indicators**

* Approved data repository for tracking and reporting the VSOC workload
* VR&E Workload Reports
* After Action Reports

Only Cases Completed With Counseling are considered Positive Outcomes

**ELEMENT 4 – TRAINING (Non-Critical)**

The VSOC VRC will stay abreast of current laws and regulations, work processes, policies and procedures, and computer applications in order to provide optimum service to the Student Veterans and dependents. Additionally, the VSOC VRC must maintain communication via soft skills, i.e. public speaking, organizing events with other stakeholders, etc.

Employees are encouraged to actively participate in self-developmental activities.

**Standard**

Employee Development

**Fully Successful Level**

During the evaluation period, the VSOC VRC will complete mandated training hours and courses within assigned deadlines. These training hours include core technical requirements, nationally assigned training courses, and local training courses.

There will be no more than three (3) documented instances where the VSOC VRC fails to complete assigned training by the assigned due date.

**Exceptional**

The VSOC VRC is exceptional if there are no documented instances where the VSOC VRC fails to complete assigned training by the assigned due date.

Extenuating circumstances will be considered, and the VSOC VRC is responsible for notifying the supervisor of the situation.

Local and National Quality Reviews will be used by the employee and supervisor to identify training needs as well as the VRC Competency - Based Training System (CBTS).

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**Indicators**

* TMS
* Supervisory Observation
* Host Institution Observation
* QAWeb
* CBTS

**ELEMENT 5 – COOPERATION AND ORGANIZATIONAL SUPPORT (Critical)**

It is important that the VSOC VRC becomes an integrated part of the campus and the surrounding communities. The VSOC VRC is to achieve a sustainable campus presence and must routinely engage 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 work unit’s performance through positive interaction with others. VSOC VRCs will display professionalism and treat all stakeholders with courtesy and respect. VSOC VRCs will cooperate with supervisors, school officials, volunteers and work study students to accomplish work objectives and enhance efficiency. VSOC VRCs will recognize the importance of teamwork and will be sensitive to the contributions of others. VSOC VRCs will communicate, share ideas, and demonstrate respect for differing viewpoints. VSOC VRCs will participate in cross-functional teams to address shared challenges, facilitate improved communications, and achieve agency goals.

**Standard**

Cooperation / Organizational Support

**Fully Successful**

VSOC VRCs demonstrate cooperation and organizational support in their daily work, which includes, but is not limited to, the criteria described above.

There will be no more than three (3) documented instances of valid complains or incidents\*.

**Exceptional**

The VSOC VRC is exceptional if there no documented instances of valid complaints or incidents\*.

**Indicators**

* Verbal and/or written feedback from internal and/or external customers
* Observations by a supervisor with the complaint documented

\*A valid complaint or incident is one where a review by the supervisor, after considering both sides of the issue, reveals that the complaint/incident should have been handled more prudently and was not unduly aggravated by the complainant. Disagreeing, per se, does not constitute “discourtesy.” Valid complaints or incidents will be determined by the supervisor and discussed with the employee.

**ELEMENT 6 – PROGRAM AND DATA INTEGRITY (Critical)**

The VSOC VRC will complete all counseling actions, case management actions, and documentation (both written and computer) in such a way that ensures compliance with VBA’s program directives. The VSOC VRC will perform their duties in compliance with the following requirements:

* Adherence to VA Financial Policies and Procedures, Government Purchase Card, Volume XVI–Chapter 1 and M28R.V.B.5, Government Purchase Card
* Adherence to VBA program integrity directives; any and all VBA and VR&E specific computer applications, to include VBMS, SHARE, LTS, CWINRS, and any future Case Management Systems.
* Adherence to fiscal policy requirements (for example the Prompt Pay Act, M28R requirements, and other directives)
* Document contacts, determinations, counseling actions, and case management actions on the same day they occur or no later than within five (5) business days of the action

**Standard**

Program / Data Integrity

**Fully Successful**

There will be no more than three (3) documented instances of failure to meet policy or directive requirements.

**Exceptional**

The VSOC VRC is exceptional if there no documented instances of failure to meet policy or directive requirements.

**Indicators**

* Verbal and/or written feedback from internal and/or external customers
* Supervisory observation

Failures to comply with the elements of this standard will be determined by the supervisor and discussed with the employee.

**ELEMENT 7 – CUSTOMER SERVICE (Critical)**

The VSOC VRC will be the face of the VA and will operate as a VR&E 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 to change with evolving work environments, to handle differences of opinion in a professional manner, and to follow instructions conscientiously.

As a division member, the VSOC VRC will contribute to the success of 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 host institution administrative staff members.

**Standard**

Customer Service

**Fully Successful**

VSOC VRCs demonstrate customer service in their daily work.

There will be no more than three (3) documented instances of valid complaints or incidents\*.

**Exceptional**

The VSOC VRC is exceptional if there no documented instances of valid complaints or incidents\*.

**Indicators**

* Verbal and/or written feedback from internal and/or external customers
* Observations by a supervisor with the complaint documented
* Observations by host institution

\*A valid complaint or incident is one where a review by the supervisor, after considering both sides of the issue, reveals that the complaint/incident should have been handled more prudently and was not unduly aggravated by the complainant. Disagreeing, per se, does not constitute “discourtesy.” Valid complaints or incidents will be determined by the supervisor and discussed with the employee.