**Chapter 36 Accuracy (CH36-A) Instrument**

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| **Question** | **Compliance** |
| **All Chapter 36 Cases**  |
| 1. Was eligibility determined, prior to opening a record?
 | Yes | No | NA |
| 1. Did the counseling record contain an Application (VAF 28-8832, VAF 22-1990, eBenefits, or written request)?
 | Yes | No | NA |
| 1. Was the Applicant status date consistent with the date of receipt by VA?
 | Yes | No | NA |
| 1. Was VR-04, Educational/Vocational Counseling Appointment Letter, sent to the individual with a scheduled appointment?
 | Yes | No | NA |
| 1. Was the case status movement date consistent with documentation in the counseling record?
 | Yes | No | NA |
| 1. Was the appropriate closure letter sent to the Veteran?
 | Yes | No | NA |
| [ ]  **CH36A – Completed with Counseling**  |
| 1. Was the individual provided with Ed/Voc Career Counseling, consisting of an individual counseling session?
 | Yes | No | NA |
| 1. Was the individual provided with necessary referrals identified during Ed/Voc Career Counseling?
 | Yes | No | NA |
| 1. Was the individual provided with an Ed/Voc Assessment to help identify a suitable employment goal?
 | Yes | No | NA |
| 1. Were the results of either Ed/Voc Career Counseling or Ed/Voc Assessment summarized into a comprehensive report?
 | Yes | No | NA |
| 1. Eligibility Data was not documented on the Ed/Voc narrative.
 |[ ]
| 1. Individual’s History was not documented on the Ed/Voc narrative.
 |[ ]
| 1. Disability Condition(s) was not documented on the Ed/Voc narrative.
 |[ ]
| 1. Assessment of Interest Aptitudes and Abilities was not documented on the Ed/Voc narrative.
 |[ ]
| 1. Vocational Exploration was not documented on the Ed/Voc narrative.
 |[ ]
| 1. Synthesis of Ed/Voc Career Counseling and/or Assessment was not documented on the Ed/Voc narrative.
 |[ ]
| 1. Was the Chapter 36 Checklist Job Aid used by the VRC to document the counseling and/or services provided?
 | Yes | No | NA |
| 1. Was VAF 28-8606, Notes from Counseling and Next Steps, documented and provided to the individual?
 | Yes | No | NA |
| 1. Was the Vocational Assessment summary documented and provided to the individual as a part of the Goal Map Package?
 | Yes | No | NA |
| 1. Did documentation verify that the individual was provided a copy of the “My Transition to School” or “My Transition to the Workforce” handout?
 | Yes | No | NA |
| [ ]  **CH36B – Completed without Counseling**  |
| 1. Was a letter and email sent to the individual giving him/her 10 days to reschedule the missed appointment?
 | Yes | No | NA |
| 1. A letter was not sent.
 |[ ]
| 1. An email was not sent.
 |[ ]
| 1. If the individual declined services via phone or email, was the contact documented in a case note prior to closing the case?
 | Yes | No | NA |

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| [ ]  **Reviews (For tracking only. Not included in score. Answering No does not result in an error.)**  |
| 1. Was the requested Higher-Level Review completed in an accurate and timely manner?
 | Yes | No | N/A |
| 1. The requested review was not completed accurately.
 |[ ]
| 1. The review was not completed in a timely manner (90 days or less from date of request).
 |[ ]
| 1. The review was not completed by a more experienced VRC than the individual who made the decision.
 |[ ]
| 1. The review indicated a Duty to Assist error, but a Supplemental Claim Review was not initiated.
 |[ ]
| 1. The requested informal conference was not provided.
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| 1. Was the requested Supplemental Review completed in an accurate and timely manner?
 | Yes | No | N/A |
| 1. The requested review was not completed accurately.
 |[ ]
| 1. The review was not completed in a timely manner (125 days or less from date of request or identification of a Duty to Assist error).
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| [ ]  **General Comment**  |
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