NATIONAL PERFORMANCE PLAN

INTEGRATED DISABILITY EVALUATION SYSTEM (IDES)

VOCATIONAL REHABILITATION COUNSELOR

The Department of Veterans Affairs (VA) is committed to providing early intervention and outreach services to Servicemembers to ensure these individuals have information on and access to rehabilitation services prior to exiting the military. Individual Disability Evaluation System (DES) affords all wounded, ill and injured Servicemembers the opportunity to initiate their Vocational Rehabilitation & Employment (VR&E) claim while they are still on active duty. 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 Servicemember experiences.

# ELEMENT 1 – QUALITY (Critical)

The IDES 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 Servicemembers, Veterans, and their dependents and accurate decisions are provided on all benefit claims administered by the Department of Veterans Affairs. The IDES VRC is responsible for ensuring the information associated with all aspects of the VR&E case is properly updated in all appropriate systems (VTA, CWINRS, VBMS, SharePoint site, etc.) The IDES 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.

Accuracy

**FULLY SUCCESSFUL LEVEL**: The IDES VRC will meet the following standards for their individual caseload:

|  |  |
| --- | --- |
| **Measure** | Standard |
| Evaluation, Planning, and Rehab Services Accuracy | 92% |
| Fiscal Accuracy | 92% |

**Accuracy of Evaluation**, **Planning, and Rehab Services** is a cumulative measure of correctness and quality of developed rehabilitation plans and delivery of rehabilitation services during the rating period

**Fiscal Accuracy** is a cumulative measure of correctness in fiscal transactions during the rating period.

**Exceptional**

|  |  |
| --- | --- |
| **Measure** | Standard |
| Evaluation, Planning, and Rehab Services Accuracy | 98% |
| Fiscal Accuracy | 98% |

**INDICATORS**:

**QA Web Reports for Local Reviews** – Rater will ensure that at least three cases are reviewed (in each quality category) for each IDES VRC each quarter.

**ELEMENT 2 – TIMELINESS (Critical)**

The IDES 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 IDES VRC will process National Defense Authorization Act (NDAA) claims timely in support of the local/national workload management systems to include taking appropriate actions in support of the Section 1631 (b) of the NDAA (Public Law 110-181) for mandatory annual congressional reporting, Regional Office’s and national timeliness targets. Local management will be responsible for assigning the types of work to be completed

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

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| --- | --- |
| **Measure** | Standard |
| Days to complete one-one briefing | Average number of 10 calendar days |
| Days in Evaluation and Planning for NDAA cases | Average number of 45 calendar days |
| Days to complete transfer requests | Average number of 7 calendar days |

**Sub-Element**

Date assigned to the IDES VRC to date Servicemember seen for one-one briefing. (Utilization of the CH31 orientation form as validation, have SM sign it.)

**Fully Successful Level**

Average days to complete the one-one briefing of 10 days or less at the end of each month during the evaluation period.

**Exceptional**

Average days to complete the one-one briefing of 5 days or less at the end of each month during the evaluation period

**Sub-Element**

Average Days in Evaluation and Planning for NDAA cases.

**Fully Successful Level**

NDAA claims are completed in average of 45 calendar days or less at the end of each month during the evaluation period

**Exceptional**

NDAA claims are completed in average of 30 calendar days or less at the end of each month during the evaluation period

*\* The IDES VRC will be held to this based on the entitlement to the Chapter 31 benefit is automatic for Servicemembers who are identified to be seriously ill, injured, wounded; be the in the IDES process, or the LDES process. Additionally, the new 180-day target for completion of a Physical Evaluation Board, which equates to the Servicemember exiting the military even sooner than before.*

**Sub-Element**

Average days to complete NDAA case transfer request.

**Fully Successful Level**

NDAA case transfers are completed on average of 7 calendar days or less at the end of each month during the evaluation period

**Exceptional**

NDAA case transfers are completed on average of 5 calendar days or less at the end of each month during the evaluation period

**Indicators for all Sub-Elements**

* Veterans Tracking Application/Veterans Information Portal (VTA/VIP)
* *Share point site developed specifically for IDES*
* CWINRS and/or Case Management System note
* VBMS validation of all required documents scanned into the system
* Review monthly, at the end of each month
* VR&E Workload Reports
* Supervisory Observation
* Workload Assignments
* Nationally defined station timeliness targets

**ELEMENT 3 – Workload (Critical)**

The IDES VRC will perform work as required in Public Law 110-181. Per this PL 110-181, the IDES VRC must meet with the transitioning Servicemembers who are identified as seriously ill, injured, or wounded and/or be in the IDES or the LDES process for a one-one VR&E benefits briefing to explain the advantageous of entering the Chapter 31 program prior to discharge from the military. The IDES VRC is responsible for the type of work respective to his/her assigned duties and must meet the fully successful level for all the sub-elements to be successful for the element.

|  |  |
| --- | --- |
| **Measure** | Standard |
| Percentage of one-one VR&E benefits briefings completed | 85% |
| Percentage of Rehabilitation Plans Written (Fast Track or Original) completed | 80% |
| Percentage of active caseload | 85% |

**Sub-Element**

Percentage of one-one VR&E benefits briefing completed\*

**Fully Successful Level**

The IDES VRC will complete a minimum of 85% of assigned one-one VR&E benefits briefing per quarter.

**Exceptional**

The IDES VRC will complete a minimum of 92% of assigned one-one VR&E benefits briefing per quarter.

*\*The one-one VR&E benefits briefing percentage is based on the number of assigned referrals received via the Veterans Tracking Application/Veterans Information Portal (VTA/VIP) and from local management. Percentage of the people who sign up for the one-one counseling and who complete the one-one VR&E benefits briefing.*

*(For example: 155 Servicemembers entered the IDES process, 85% of those Servicemembers (132) will be seen by the IDES VRC for the one-one VR&E benefits briefing.)*

**Sub-Element**

Number of Rehabilitation Plans Written (Fast Track or Original) completed.

**Fully Successful Level**

The IDES VRC will develop a rehabilitation plan for at least 80% of the 28-1900 applications received from Service Members/Veterans per quarter.

**Exceptional**

The IDES VRC will develop a rehabilitation plan for at least 85% of the 28-1900 applications received from Service Members/Veterans per quarter.

*This is based on the number of Chapter 31 applications that are received from one-one VR&E benefits briefings and as assigned by local management.*

**Sub-Element**

Percentage of active caseload

**Fully Successful Level**

The IDES VRC will maintain at least an average active total caseload of 85% at the conclusion of each month during the review period.

**Exceptional**

The IDES VRC will maintain at least an average active total caseload of 92% at the conclusion of each month during the review period.

**Percent of Active Cases** is the percentage of active cases in proportion to the employee’s total caseload. Active cases are defined as follows:

* Cases in Applicant Status (Chapter 31 and Chapter 36) < 60 days
* Cases in Evaluation and Planning Status < 45 days
* Cases in Extended Evaluation Status < 365 days
* Cases in Independent Living Statuses < 730 days
* Cases in Rehabilitation to Employability Status in receipt of pay or with a no pay status < 270 days
* Cases in Job Ready Status < 545 days
* Cases in Interrupt Status < 180 days

Percent of Active Cases is determined by dividing the total active cases by the total caseload of the employee.

**Indicators for all Sub-Elements**

* Veterans Tracking Application/Veterans Information Portal (VTA/VIP)
* VR&E Workload Reports
* Review monthly, at the end of each month
* Supervisory Observation
* Workload Assignments
* Nationally defined station timeliness targets

**Element 4 – Outreach Activities (Critical)**

The IDES VRC must ensure that all the companies and/or commands located on each military installation are aware that the IDES VRC is physically located on the military installation. The IDES VRC is located on the military installation to complete early intervention for those Servicemembers who are seriously ill, injured, and wounded, to include those Servicemembers in the Medical Evaluation Board (MEB) and/or Physical Evaluation Board (PEB), into the Chapter 31 program. The IDES VRC is responsible for the type of work respective to his/her assigned duties and must meet the fully successful level for the sub-element to be successful for the element.

**Element:**

Number of outreach activities related to the military installation that the IDES VRC is assigned to completed early intervention.

**Fully Successful Level**

The IDES VRC will complete a minimum of 12 IDES related activities per year that will assist in promoting the Chapter 31 program and to encourage participation in the Chapter 31 program.

**Exceptional**

The IDES VRC will complete a minimum of 24 IDES related activities per year that will assist in promoting the Chapter 31 program and to encourage participation in the Chapter 31 program.

**Indicators**

* Approved data repository for tracking and reporting the IDES workload
  + *Track in Share point site as well as an After-Action Report (AAR)*
* After Action Reports-job fairs, briefings to the various commands on the military installation, working closing with the wounded warrior programs, command change ceremonies, Support Family Assistance Command (SFAC) military spouse events, social media events to include Twitter/Facebook/Tumbler Townhalls, and etc.
* Outreach Reporting Tool (ORT)

**ELEMENT 5 – TRAINING (Non-Critical)**

The IDES 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 Service Members, Veterans, and their dependents. Additionally, the IDES 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 IDES 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 IDES VRC fails to complete assigned training by the assigned due date.

**Exceptional**

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

Extenuating circumstances will be considered, and the IDES 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 Installation/Base Observation
* QAWeb
* CBTS

**ELEMENT 6 – COOPERATION AND ORGANIZATIONAL SUPPORT (Non-Critical)**

It is important that the IDES VRC become an integrated part of the installation/base. The IDES VRC is to achieve a sustainable base/installation 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 base/installation in order to maintain and strengthen partnerships.

The IDES VRC understands the agency mission and supports efforts to improve the work unit’s performance through positive interaction with others. IDES VRCs will display professionalism and treat all stakeholders with courtesy and respect. IDES VRCs will cooperate with supervisors, base/installation personnel, co-workers, military installations, and Veterans/Service Members to accomplish work objectives and enhance efficiency. IDES VRCs will recognize the importance of teamwork and will be sensitive to the contributions of others. IDES VRCs will communicate, share ideas, and demonstrate respect for differing viewpoints. IDES VRCs will participate in cross-functional teams to address shared challenges, facilitate improved communications, and achieve agency goals.

**Standard**

Cooperation / Organizational Support

**Fully Successful**

The IDES 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 IDES VRC is exceptional if there are 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 noting a valid complaint

\*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 7 – PROGRAM COMPLIANCE (Critical)**

The IDES 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 IDES 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 IDES 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 8 – CUSTOMER SERVICE (Critical)**

The IDES 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 military officials. The IDES 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 IDES 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 IDES VRC will contribute to the success of the IDES mission by supporting military officials. The IDES VRC will provide technical expertise, open communication, and aid in identifying problems and offering solutions. The IDES 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**

The IDES 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 IDES 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 installations

\*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.