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| **IDES Performance Standards Changes** |
| **Traditional VRC (2015)** | **IDES Performance (2019)** |
| **PRODUCTION (Will now be called “WORKLOAD”)** |
| Number of Positive Outcomes-15 | Removed Not applicable to the position |
| Number of Job Ready Decisions-14 | Removed Not applicable to the position |
| Percentage of Active Cases-85% | No change |
|  | Percentage of 1-1 VR&E briefings- 85% |
|  | Percentage of Rehab Plans completed- 85% |
|  **TIMELINESS** |
| Days in Evaluation and Planning Status- Avg 105 | Days in Evaluation and Planning for NDAA- Avg 45 |
| Days to Entitlement – Avg 40  | Days to Entitlement- N/A (automatic) |
| Chapter 36 days in applicant status- Avg 60 | Chapter 36 in applicant status-N/A (CH31 the greater benefit) |
|  | Days to complete one-one briefing-Avg 10 |
|  | Days to complete transfer request-Avg 7 |
| **QUALITY OF WORK** |
| Evaluation, Planning, and Rehab Services – 83% | Evaluation, Planning, and Rehab Services – 92% |
| Entitlement Determination -96% | Entitlement Determination -N/A (automatic) |
| Fiscal Accuracy -90% | Fiscal Accuracy – 92% |
| Chapter 36 -95% | Chapter 36- N/A (automatic entitlement, CH31 the greater benefit |
| **CUSTOMER SERVICE** |
| No more than 3 instances of valid complaints or incidents | No Change |
| **PROGRAM AND DATA INTEGRITY** |
| No more than 3 instances of minor, unintentional failures to meet policy or directive requirements | No Change |
| **COOPERATION & ORGANIZATIONAL SUPPORT** |
| No more than 3 incidents where the incumbent fails to meet the intent of this element | No Change |
| **TRAINING** |
|  | No more than 3 instances where IDES VRC fails to complete assigned training by due date |