

Quality Assurance Review of Reports and Other Pertinent Data Submitted by Contractors

The attached pages outline the fundamental quality standards for deliverables in each service group. VA Counselors will utilize these documents as quality review instruments to ensure reports and forms submitted by Contract Counselors are in compliance with contract requirements and to assess the quality of overall deliverables.

When reports are received by VA Counselors, they will review all documents to determine adequacy and sufficiency. If submissions are acceptable, Contract Counselors will be instructed to submit invoices for services rendered. If reports and other documents are deficient, the VA Counselor will inform the Contract Counselor of areas requiring improvement or modification based on requirements of the quality assurance protocol documents. When corrected documents are received and approved, VA Counselors will instruct Contractors to submit invoices due to the acceptance of deliverables through written communication per the QA form. The feedback mechanism for acceptance or rejection of the deliverable, as well as additional work needed to complete deliverables, is the quality assurance instrument.

The Quality Assurance Review Reports will also be incorporated into the Quality Assurance Surveillance Plan (QASP).

Attachment D

Service Group A – Initial Assessment Veterans Name _____ Referral # _____			
Quality of Services – Contractor:	YES	NO	N/A
Comprehensive and well-explained counseling narrative.			
Comprehensive vocational evaluation of the extent and effects of the Veteran's SCDs and NSCDs, as evidenced in the Veteran's work history, education, training, medical records, family and community adjustment, to identify the Veteran's rehabilitation needs.			
Effective use of vocational/psychological tests to identify the Veteran's interests, aptitudes, and abilities.			
Transferable Skills Analysis was provided that identified the Veteran's skills and worker traits through analysis of work history, both civilian and military, and other experiences, which may be used in performing other occupations.			
Vocational exploration activities and labor market information were sufficiently evaluated and documented.			
Evaluation and Planning Worksheets appropriately completed:			
Feasibility Worksheet (VAF 28-0801)			

Assessment of Abilities, Aptitudes, and Interests Worksheet (VAF 28-0798)					
Vocational Exploration Worksheet (VAF 28-0802)					
Rehabilitation Needs Inventory (VAF 28-1902w)					
Privacy Statement (VAF 28-1902w)					
Program Orientation (VAF 28-0800)					
Justification of any "NO" responses above:					
Corrective Action Needed:					
Timeliness of Performance					
Contact made within specified timeframes					
Reports delivered within specified timeframes					
Overall Rating of Work:	1 Poor	2 Fair	3 Good	4 Above Average	5 Excellent
Quality of Services					
Timeliness of Performance					
Deliverable Accepted – Proceed to Invoice Yes ____ No ____			Date		
Reviewer's Signature			Date		

Service Group B – Case Management		Veterans Name _____		Referral # _____		
Quality of Services - Contractor:			YES	NO	N/A	
The required frequency and level of supervision was maintained with the Veteran.						
Appointments with the Veteran were well-documented and reflect provision of appropriate and substantive services to address the Veteran's needs and facilitate progress as outlined in the rehabilitation plan.						
Appropriate coordination with VA staff to address the Veteran's needs and to arrange for provision of additional services.						
Progress reports address the Veteran's scholastic achievement to potentially succeed in his/her vocational goal.						
Progress reports address how services provided facilitate an increase in the Veteran's independence in daily living as outlined in the Rehabilitation plan.						
Evidence of the Veteran's progress is appropriately documented (grades, transcripts, diploma, certificates, attendance in training, medical records).						
Evidence of annual review to monitor and/or amend the plan according to the Veteran's identified needs.						
Justification of any "NO" responses above:						
Corrective Action Needed:						
Timeliness of Performance						
Contact made within specified timeframes						
Reports delivered within specified timeframes						
Overall Rating of Work:		1 Poor	2 Fair	3 Good	4 Above Average	5 Excellent
	Quality of Services					
	Timeliness of Performance					
Deliverable Accepted – Proceed to Invoice Yes _____ No _____				Date		
Reviewer's Signature				Date		

Service Group C – Employment Services		Veterans Name _____		Referral # _____		
Quality of Services – Contractor:		YES	NO	N/A		
Appointments with the Veteran were well-documented and reflect provision of appropriate and substantive services to address the Veteran's needs and facilitate progress as outlined in the rehabilitation plan.						
Job readiness assessment was comprehensive, accurate, and well-documented.						
Services were provided to facilitate Veteran's job readiness, to include resume development and interview skills.						
A professional level of job development and placement services were provided, as appropriate to the Veteran's vocational goal and individualized needs.						
Progress reports address the Veteran's level of participation in job search, suitability of employment, or Veteran's adjustment to employment.						
Contractor maintained monthly contact with Veteran throughout the period of employment services and, if contact was not established, appropriate justification is documented.						
Appropriate coordination with VA staff to address the Veteran's needs and to arrange for provision of additional services.						
Justification of any "NO" responses above:						
Corrective Action Needed:						
Timeliness of Performance						
Contact made within specified timeframes						
Reports delivered within specified timeframes						
Overall Rating of Work:		1 Poor	2 Fair	3 Good	4 Above Average	5 Excellent
	Quality of Services					
	Timeliness of Performance					
Referral Date: _____ Placement Date: _____						
Was the Veteran placed in suitable employment, as defined in CFR 21.283, within 60 days of referral date? _____ Yes _____ No _____ N/A <i>(only N/A if the referral does not include job placement)</i>						
Deliverable Accepted – Proceed to Invoice Yes _____ No _____				Date		
Reviewer's Signature				Date		