#### Department of Veterans Affairs M27-1, Part IV, Chapter 1

**Veterans Benefits Administration September 15, 2017**

**Washington, DC 20420**

#### Transmittal Sheet

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| Changes Included in This Revision | The table below describes the changes included in this revision of Benefits Assistance Service Procedures M27-1, Part IV, Chapter 1, “Quality.” ***Notes***: * The term regional office (RO) also includes pension management center (PMC), where appropriate.
* Minor editorial changes have also been made to
* update incorrect or obsolete hyperlink references
* update change date throughout document
* update obsolete terminology, where appropriate
* reassign alphabetical designations to individual blocks and repaginate, where necessary, to account for new and/or deleted blocks within a topic
* correct grammatical and spelling errors
* reorganize content within sections for better readability
* clarify block labels and/or block text, and
* bring the document into conformance with M27-1 standards.
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| Reason(s) for the Change | Citation | Page(s) |
| * Updated name of program management office from “Quality Assurance Program within Quality Client Services (QCS)” to the “Benefits Assistance Service (BAS) Quality Client Services”.
 | IV.1.1 | IV-1-15 |
| * Updated activities of the BAS QCS team as follows:
	+ Removed:
		- Personal interview activity
		- Requests under the Freedom of Information Act and Privacy Act
	+ Added:
		- Inquiry Routing and Information System (IRIS) electronic correspondence quality reviews
		- Site visits for the National Call Centers (NCC), the National Pension Call Center (NPCC), and the National IRIS Response Center (NIRC)
		- Quality Review Team (QRT) quality evaluations
 | IV.1.1.b | IV-1-2 |
| * Removed information concerning the tracking of timeliness of personal interviews. This information will be incorporated in to M27-1, I.3.
 | IV.1.1.c | IV-1-2 |
| * Removed IV.1.1.d, Freedom of Information Act/Privacy Act, as it is duplicative to existing guidance.
 | IV.1.1.d |  |
| * Renamed block IV.1.1.e, “Telephone Interview Activity and Correspondence” to “Purpose of the Quality Review Process” to better outline block content.
* Added section to outline requirement to develop and maintain a standard operating procedure to address deficiencies that are identified during local and BAS-conducted quality reviews.
 | IV.1.1.d | IV-1-3 |
| * Renamed IV.1.2, “Telephone Interview Activity” to “Telephone Interview Activity Quality Management Program” to better outline composition of content.
 | IV.1.2 | IV-1-5-10 |
| * Removed “San Juan Regional Office” from list of regional offices that are required to perform local monthly call reviews for quality purposes.
 | IV.1.2.b | IV-1-4 |
| * Updated section as follows:
	+ Updated the number of calls that will be evaluated by BAS QCS each month from 50 to 70
	+ Removed San Juan Regional Office from the list of regional offices required to perform local monthly call reviews for quality purposes
 | IV.1.2.c | IV-1-5 |
| * Renamed title of review sheet from “Telephone Quality Assurance Review Sheet” to “QCS Call Quality Scorecard”
 | IV.1.2.d | IV-1-5 |
| * Updated the Telephone Interview Quality Review Criteria as follows:
	+ Added:
		- Appropriate greeting
		- Acknowledgement of the Veteran’s service
		- Call closing
		- Communication skills
	+ Renamed:
		- “Identification protocol” to “Compliance with FOIA and the Privacy Act”
	+ Removed:
		- Other call event indicators
 | IV.1.2.e | IV-1-5 |
| * Updated section to include current requirements for evaluating compliance with FOIA/PA observed during a telephone interview
 | IV.1.2.f | IV-1-6-7 |
| * Updated section to include current requirements for evaluating the technical accuracy of a telephone interview
 | IV.1.2.g | IV-1-8 |
| * Added section to outline the requirements for evaluating the courtesy and professionalism of a telephone interview
 | IV.1.2.h | IV-1-9 |
| * Updated section to include:
	+ Listing of information that is reported to the Office of Performance Analysis & Integrity
	+ Link to current call quality evaluation guide
 | IV.1.2.i | IV-1-9 |
| * Updated section to include:
	+ Data reporting timeframe
	+ Requirement that call centers must complete local quality trending and analysis to address errors identified during local quality reviews
 | IV.1.2.j | IV-1-9 |
| * Updated section to include:
	+ Current requirements for submitting a request for reconsideration
	+ List of evaluation types for which a call center may request a reconsideration
	+ Current timeframe for decision on reconsideration requests
 | IV.1.2.k | IV-1-9-10 |
| * Renamed IV.1.3, “Inquiry Routing and Information System (IRIS) – Electronic Correspondence” to “Inquiry Routing and Information System (IRIS) – Quality Management Process” to better outline composition of content.
 | IV.1.3 | IV-1-11-12 |
| * Removed IV.1.3.a, Background on IRIS, as it is duplicative to information included in M27-1, V.3.
 | IV.1.3.a | IV-1-11 |
| * Renamed IV.1.3.b, “IRIS Message Reviews,” to “IRIS Response Reviews.”
* Updated block to remove regional office requirements as this information is included in M27-1, V.3.
 | IV.1.3.a | IV-1-11 |
| * Updated to section to include:
	+ Listing of information that is reported to the Office of Performance Analysis & Integrity
	+ Data reporting timeframe
 | IV.1.3.d | IV-1-11 |
| * Updated section to include requirement that the National IRIS Response Center (NIRC) must complete local quality trending and analysis to address errors identified during local quality reviews.
 | IV.1.3.e | IV-1-12 |
| * Updated section to include:
	+ Current requirements for submitting a request for reconsideration
	+ List of evaluation types for which the NIRC may request a reconsideration
	+ Current timeframe for decision on reconsideration requests
 | IV.1.3.f | IV-1-12 |
| * Added content to outline the BAS QCS non-punitive quality program.
 | IV.1.4 | IV-1-13 |
| * Renamed IV.1.5, “Site Visits” to “NCC, NPCC, and NIRC Site Visits” to better outline composition of content.
 | IV.1.5 | IV-1-14-15 |
| * Updated section to include current objectives and site visit protocol for NCC, NPCC, and NIRC site visit program.
 | IV.1.5.b | IV-1-14 |
| * Renamed IV.1.5.c, “Pre-Visit Task List” to “Pre-Visit Preparation” to better outline composition of content.
* Updated timeframe for release of site visit letter
* Removed specific site visit protocol requirements and included a link to the current site visit protocol
 | IV.1.5.c | IV-1-14 |
| * Renamed IV.1.5.d, “Post-Visit Task List” to “Post-Visit Requirements” to better outline composition of content.
* Updated timeframe for release of site visit report and required recipients
* Removed specific post-visit requirements
* Incorporated information from IV.1.5.f-h, and rescinded separate blocks of content
 | IV.1.5.c | IV-1-15 |
| * Rescinded IV.1.5, Systematic Analyses of Operation, as this content is now housed in M27-1, IV.3
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| * Rescinded IV.1.6, NCC Management Advisory Council, as this activity is currently suspended
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| Rescissions | None |

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| Authority | By Direction of the Acting Under Secretary for Benefits |

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| Signature | /s/Margarita DevlinExecutive DirectorBenefits Assistance Service |
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