

Appendix BK:  
**VetSuccess on Campus (VSOC) VOCATIONAL REHABILITATION COUNSELOR  
(VRC) / COUNSELING PSYCHOLOGIST (CP) NATIONAL PERFORMANCE  
STANDARDS**

**NOTE:** *Failure to meet any of the elements or sub-elements means that the VSOC/VRC/CP will be required to submit compelling mitigating reasons why the sub-element was not met and to identify those actions that are being taken to achieve the standard set in the sub-element. The Rater will have the discretion to determine if the VSOC/VRC/CP meets that sub-element based on employee actions taken rather than on actual performance achieved.*

**ELEMENT 1 - PRODUCTION (Critical Element)**

**Standard:** Production/Outcomes identified as New Student Contact Rate, Outreach Activities, and Academic Probation.

**Fully Successful Level:** The VSOC will meet the following criteria for their individual institutions:

MEASURE	STANDARD
New Student Contact Rate	80% of New Veterans on campus contacted during first semester of attendance
Out Reach Activity	A minimum of 12 VSOC related activities per year that will accommodate the educational facilities academic terms
Academic Probation	Outreach to 95% of Veterans and beneficiaries on academic probation

- NewStudent Contact Rate is deteremined by the number of new veterans seen divided by the number of new veterans admitted to the school.
  - **Ex. 80 Veterans seen by VRC**  
100 Veterans admitted      Answer: 80%
  
- Out Reach Activity – The VRC will participate in outreach activities to ensure that the Veteran student population is aware of VSOC services and how to access those services. The VRC will participate in a minimum of 12 substantial VSOC related outreach activities per year- Activities must be dispersed throughout the fiscal year giving consideration to the academic terms of the institution. There will also be a major focus on building the Veteran-Student community. Activities may include, but are not limited to, employment workshops, veteran expos, student orientations, Student Veterans of America meetings and mentoring related activities. VSOC counselors must complete an Event Outbrief report within 48 hours after the event. The report must be signed by a designated campus official and forwarded to the VR&E Officer or Designee.

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- Academic Probation Outreach to 95% of Veterans and beneficiaries receiving VA benefits who have been placed on academic probation. The VRC will initiate outreach to Veterans and other beneficiaries for the purpose of providing awareness of counseling assistance that might enable them to overcome obstacles to academic success. Efforts will include, but are not limited to, contacting the Veteran and/or beneficiary by mail, email, or telephone. Contacts must clearly communicate the available resources and encourage the Veteran or beneficiary to seek assistance from the VSOC counselor.

**Exceptional Level:** The employee consistently meets and regularly exceeds expectations with regard to conducting outreach and providing counseling services to Veterans and other beneficiaries. Errors are rare (one instance or less) and non-substantive. The employee displays behaviors that demonstrate positive role modeling in this area.

**Indicators:** Achievement will be measured by collecting appropriate Veteran data to address elements of new student count, outreach activities, and academic probation. The employee cooperates with college staff, faculty, VSOC partners and VA supervisors to accomplish work objectives. Participates in cross-functional team to address shared challenges, facilitate better communication, and achieve agency goals.

### **ELEMENT 2 – CLAIMS PROCESSING (Critical Element)**

**Standard:** Timeliness of claims processing

Fully Successful Level: **The VRC or CP will meet the following standards for their individual caseload:**

MEASURE	STANDARD
Chapter 36 Timeliness	Average number of 30 days
Days to Entitlement Decision	Average number of 40 days

- Chapter 36 timeliness is determined by the average days to complete the testing and Educational/Vocational counseling Services, from the date of receipt of a request for counseling.
- Days to Entitlement Decision is average number of days from the date of completion of the Generated Eligibility Determination (GED) to the date the notification of entitlement decision is completed, from the date the application for benefits is received, as indicated by a VA date stamp.

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**Note:** The date of the GED is equal to the date the end product (EP) 719 is established. The date of notification of entitlement is equal to the date the EP 719 is cleared. The average days to complete is the elapsed time between the EP 719 is established and cleared. .

**Exceptional Level:** The employee consistently meets and regularly exceeds expectations of timely claims processing, errors are rare (one instance or less) and non-substantive. The employee displays behaviors that demonstrate positive role modeling in this area.

**Indicator:** Intranet Reports - Active Case Workload Detail Report, VOR Reports, Pending Issue File (PIF) Completed Issues report, or VR&E Raw Data Reports.

### **ELEMENT 3 – QUALITY OF WORK (Critical Element)**

**Standard:** Accuracy

Fully Successful Level: **The VRC or CP will meet the following standard for their individual caseload:**

MEASURE	STANDARD
VSOC VRC Accuracy	85%

- Accuracy for the VSOC VRC is based on the uniqueness of the position. The VSOC VRC may/will perform a variety of general VRC functions, including entitlement determinations, plan development, case management, and Chapter 36 Ed/Voc counseling. They may in some cases only perform parts of the above mentioned functions. For example, they may only perform the entitlement decision without any planning development. The accuracy score will be based on QA review of 60 questions from the various functions mentioned above. The reviewer will determine cases to be evaluated with the goal of measuring a minimum of 60 total QA questions from the various types of QA reviews. (60 questions is the minimum number of questions in total that a VRC is evaluated on each performance year rating period). The 60 questions will come from any combination of the following types of QA Review Instruments: Entitlement Determination and Rehabilitation Planning (EDRP), Rehabilitation Services Delivery (RSD), Chapter 36 Accuracy, Outcome Rehabilitated, or Outcome Discontinued.

**Exceptional Level:** The employee consistently meets and regularly exceeds expectations for accuracy of work, errors are rare (one instance or less) and non-substantive. The employee displays behaviors that demonstrate positive role modeling in this area.

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\*Please Note: Due to the specific duties of a VSOC Counselor, the reviewer should ensure that the types of case reviews reflect on the individual counselors VSOC caseload. QA questions used in rating the above should be relevant to the duties of the individual VSOC counselor being rated.

**Indicator:** QA Report Website for Local Reviews – In order to ensure that 60 review items (questions) are included in the overall calculation of accuracy throughout the year, the rater will ensure that a sufficient number of accuracy reviews are conducted each quarter such that at least 15 items are included in the review per quarter. Typically three cases per quarter will provide 15 review items.

### **ELEMENT 4 -- CUSTOMER SERVICE (Critical Element)**

**STANDARD:** The VSOC VRC represents the face of VA. In their position, they operate as a VR&E division member as well as a pseudo member of the staff at the educational institution. They will need to 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.

Performance demonstrates the ability to adjust to change or work pressures, to handle differences of opinion in a professional manner, and to follow instructions conscientiously. As a division member, contributes to the success of the VetSuccess on Campus mission by supporting school certifying and campus officials; including veterans and dependents from neighboring schools. The VSOC Counselor will provide technical expertise, open communication, and provide assistance with identifying problems and offering solutions. Performance also demonstrates the ability to effectively communicate in a courteous and timely manner with Veteran students, faculty, and host institution administrative staff members. Successful achievement in this element reflects support of all performance goals.

Fully Successful Level: **No more than three (3) instances of valid complaints or incidents\*.**

**Exceptional Level:** The employee consistently meets and regularly exceeds expectations in support of organizational support and customer service, errors are rare (one instance or less) and non-substantive. The employee displays behaviors that demonstrate positive role modeling in this area.

**Indicators:** Verbal and/or written feedback from internal/external customers. Observations by a supervisor with a documented complaint\*.

Bi-annual feedback from school officials to VA Management.

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\*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 5 – PROGRAM AND DATA INTEGRITY (Critical Element)**

**Standard:** The VRC or CP will complete all counseling actions, and documentation (both written and computer entry) in such a way that ensures compliance with VBA’s program directives. If valid circumstances interfere with documentation being completed in a timely manner, the VR&E Officer should consider mitigating the requirement. The VRC or CP must perform their duties in compliance with the following requirements:

- Adherence to VBA program integrity directives (including policy and procedures outlined in M28, VSOC Program procedures, VSOC Program reporting requirements, and procedure directives for correct use of BDN and CWINRS systems)
- Document determinations and counseling actions the same day they occur, or no later than within 5 business days of the action.
- Compliance with procedural directives for referrals, quality assurance, and invoice payment for national or local contracts.

Fully Successful Level: **Performance will be satisfactory in the following manner: No more than three (3) instances of minor, unintentional failures to meet policy or directive requirements, and no more than one (1) instance of unintentional failure to comply with a policy which results in significant negative impact to a Veteran or Servicemember.**

**Exceptional Level:** The employee consistently meets and regularly exceeds expectations in program and data integrity; errors are rare (on instance of less) and non-substantive. The employee displays behaviors that demonstrate positive role modeling in this area.

**Indicators:** Supervisory reviews, and separate special reviews.

### **ELEMENT 6 – COOPERATION AND ORGANIZATIONAL SUPPORT (Non-critical element)**

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**Standard:** The employee understands the agency mission and supports efforts to improve the work unit's performance through positive interaction with others. Displays professionalism and treats school officials, Veterans and employers with courtesy and respect. Cooperates with supervisors, school officials, volunteers and work study students to accomplish work objectives and enhance efficiency. Recognizes the importance of teamwork and is sensitive to the contributions of others. Communicates, shares ideas, and demonstrates respect for differing viewpoints. Participates in cross-functional teams to address shared challenges, facilitate better communication, and achieve agency goals.

**Fully Successful Level:** Interaction with supervisor, school officials, and others within the organization is businesslike, cooperative, and professional. Working relationships with others are constructive and promote the agency mission. Conscientiously follows instructions and adheres to applicable guidance. Employee easily adjusts to different working styles, ideas, and perspectives and appropriately expresses own views in the proper manner. Disagreements are normally resolved through appropriate means. Any deviations in these areas are minor and collectively or separately do not significantly hinder organizational or individual productivity or efficiency. No more than three (3) incidents per rating year where the incumbent failed to meet the combined intent of this element.

**Exceptional Level:** The employee consistently meets and regularly exceeds expectations in cooperation, organizational support and customer service; errors are rare (one instance or less) and non-substantive. The employee displays behaviors that demonstrate positive role modeling in this area.

**Indicators:** Achievement will be measured by supervisory observation within the chain of command and/or documented reports.