



QUALITY ASSURANCE SUMMARY REVIEW

Review Title
Johnny B. Goode

Date Completed
08/14/14

TYPE OF REVIEW Probationary Counselor II District Office Other

On August 8, 2014, Quality Assurance randomly selected cases from this caseload to review work from approximately February 8, 2014 to present. Cases solely in Application status and those which were recently transferred to the counselor were not reviewed.

NUMBER OF CASES REVIEWED 40

STATUS OF CASES WHEN REVIEWED

Eligible = 8	Service =13
Service-J = 0	Service-I = 3
Employed = 7	Closed-R = 5
Closed-O = 4	PES = 0

CASE REVIEW SUMMARY: TRENDS NOTED FROM QA RESPONSES

Strengths (responses with 93% or better performance):

- Documentation for eligibility determination reflected that clients had a physical or mental impairment which constituted or resulted in a substantial impediment and that vocational rehabilitation services were required to enable the individual to prepare for, enter into, engage in, or maintain employment.
- Maximizing VR resources, existing information was used as the primary source for eligibility when appropriate.
- Eligibility was determined within 60 days or the extension properly justified the delay.
- Counselor acted with a sense of urgency in determining eligibility within two weeks of receipt of records or proof of benefit.
- Clients were notified of an appointment within two weeks of Eligibility Determination.
- Documentation reflected counselor was an active participant in clients' rehabilitation services throughout vocational planning and provision of services.
- Case files documented counselor provided vocational planning and guidance activities with clients to assist in establishing appropriate vocational goals.
- Counselor developed IPEs in a timely manner (90 days) or justified the delay.
- For cases requiring financial eligibility, financial guidelines were met. Case files had current verification of SSI/SSDI/TANF, documentation of current income, appropriate federal income tax returns, and completed VR Financial Applications. The Financial Needs Assessment was appropriately completed, a search for comparable services was documented and authorizations reflected comparable services were appropriately used.
- IPEs were developed and reviewed directly with clients prior to service authorization.
- For clients in job seeking services, quarterly staffings were conducted (about every 90 days) with clients and providers if employment was not obtained.
- Amended IPEs were created if there was a change in vocational goal, provider of rehabilitation services and/or primary services.
- During Supported Employment services, counselor justified the need for SE services and developed a partnering relationship with providers.
- Transition cases were appropriately coded as Transition when opened. Current IEPs and diagnostic summaries/evaluations were in the case file and post-secondary planning was documented.
- For cases in Employed status, counselor contacted clients monthly or as indicated in goal directed documentation to assist with maintaining employment.
- For cases in Service-I status, counselor justified the interruption of services and documented contact with clients at least quarterly to try and re-engage in services.
- Counselor followed best case guidance for Closed-Other and Closed-Rehabilitated status closures.
- Documentation was goal directed and included next plans of action.
- Counselor followed through as indicated in goal directed next actions.
- The provision of informed choice was well documented in case files.
- Vocational guidance and counseling was documented to address issues and barriers throughout services.

Consistent (responses from 85% to 92.9% performance):

- Documentation reflected the vocational goal considers the client's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, informed choice and need for rehabilitation technology.

Recommendations (responses below 85% performance):

- Strengthen case file documentation that comprehensive application interviews were conducted.
- Remember that client progress is to be reviewed and measured by the criteria/time line indicated on the IPE.
- To continue forward progress with Transition students, make every effort to develop an IPE prior to graduation.

Comments:

Well documented use of MI Techniques with clients found in case files.

Quality Questions are combined as they are asked throughout the review and are issues expected to be addressed throughout the life of the case.

- Goal directed next action documentation – 98%
- Follow through of next action documentation – 98%
- Vocational guidance and counseling – 96%
- Informed choice – 100%

******* (Refer to Comments Report for individual case comments) *******

Signatures

Counselor: _____
(date)

Supervisor: _____ (date) Regional Manager: _____ (date)