6 QUALITY REPORTS

Introduction

The automated benefits quality reports will allow States to store and transmit electronically the results of quality reviews of the nonmonetary determinations process and lower authority appeals.

This chapter provides guidelines for data entry for the two BTQ benefits quality reports:
- ar9056 - Nonmonetary determinations quality report
- ar9057 - Lower authority appeals quality report

This data is derived from samples drawn from specified universes of UI reports, and is comprised of four sections:

- skeleton field data
- quality review results data
- data validation elements
- State quality scores

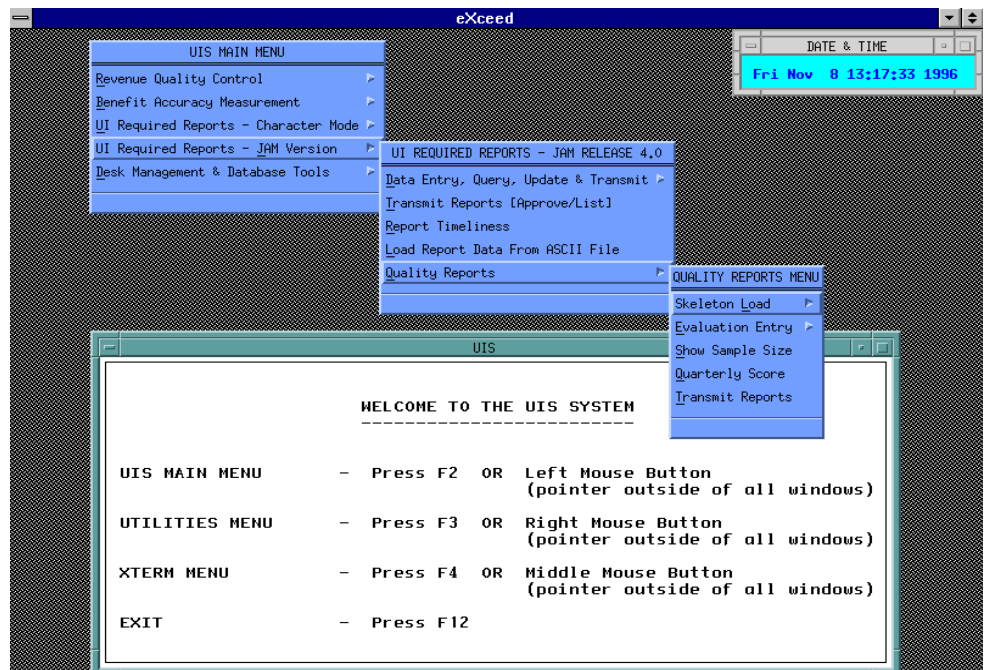The quality reports applications allow you to do the following functions:

- validate the quality sample using "skeleton" fields
- update each record by entering quality scoring and data validation information
- check data for errors by applying internal edits
- correct errors by updating records
- transmit completed reports
- compute State quality score for each measure
- determine whether enough cases were scored to meet thresholds of validity for the State's quality score.

Accessing the Quality Reports Application

To access the Quality Reports application, choose the `UI Required Reports - JAM Version` menu option. In the UI Required Reports - JAM Release 4.0 menu, choose `Quality Reports`. The Quality Reports menu appears displaying the following submenus, as shown in Figure 6.1:

P Skeleton Load   P Show Sample Size
P Evaluation Entry   P Quarterly Score
                          P Transmit Reports

Figure 6.1
Quality Report Menu Options

Process the Quality Reports applications in the following sequential order:

P Show Sample Size
P Skeleton Load
P Update with Evaluation Entry
P Error Correction
P Show Quarterly Score
P Transmit Reports

Each of these applications is discussed below.

Show Sample Size

This module/screen displays the minimum sample size for the current Nonmonetary and Appeals reporting period as calculated by the UIRR system. To display the Show Sample Size screen, as shown in Figure 6.2, choose this option from the Quality Review menu.

Figure 6.2
Show Quarter Sample Size

The screen displays two data fields:

P `Report Name:` Choose either the ar9056 Nonmonetary Quality reports or the ar9057 Appeals Quality reports.
P `Report Date:` Enter the date of the report whose data you want to enter into the database (*example*, `03/31/1997`).

At the bottom of the screen are three pushbuttons — Show Size, Exit, and Help.

P   Show Size   Displays a screen showing the minimum number of sample cases required for the date and report you chose, as shown in Figure 6.3.

P   Exit   Exits the current screen.

P   Help   Displays information about the Show Sample Size screen.

Figure 6.3
Sample Size

Click on Ok to close this screen.

Accessing Skeleton Load Application

The Skeleton Load application enables you to load key data elements so the UIRR system can review the validity of the sample. Edit functions check that each case entered has an Identification Number, was dated within the quarter being sampled, and other skeleton fields are within permitted limits.

When you choose the Skeleton Load menu, the following submenus are displayed:

- P   Automatic Load
- P   Manual Load
- P   Validation/Freeze

Automatic Load

When you choose the Automatic Load option, the Skeleton Load Utility screen is displayed, as shown in Figure 6.4.

Figure 6.4
Skeleton Load Utility screen
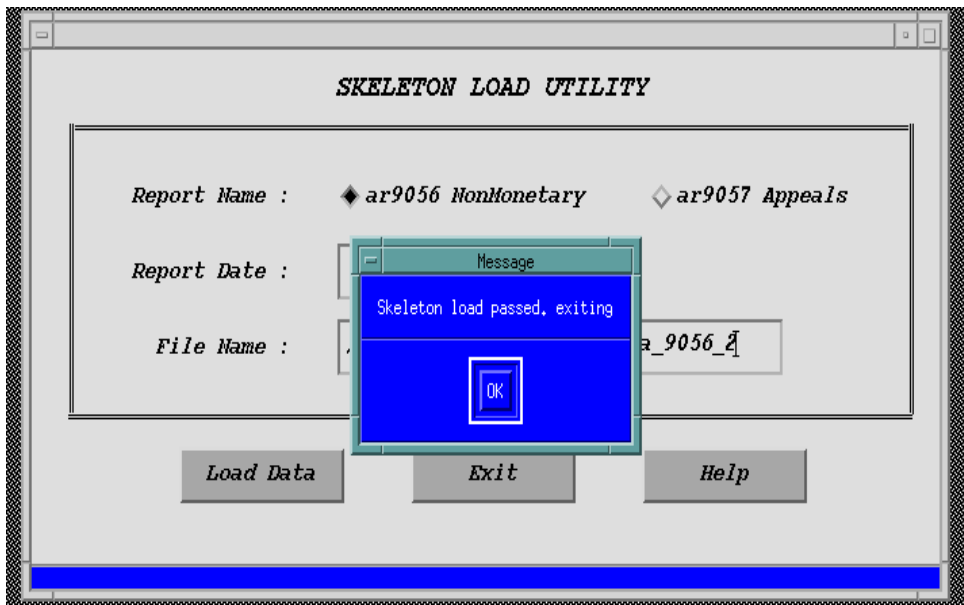


```
                        SKELETON LOAD UTILITY

        Report Name :   ◆ ar9056 NonMonetary      ◇ ar9057 Appeals

        Report Date :    09/30/1996

        File Name :

              Load Data          Exit          Help
```

The screen displays the following data fields:

P   Report Name: Choose to load data either for the ar9056
                   Nonmonetary reports or for the ar9057 Appeals
                   reports.
P   Report Date: Enter the date of the report whose data you want to
                   enter into a database (*example*, 03/31/1997).
P   File Name: Enter an ASCII path file name (*example*,
                   /home/uirruser/skeletondata/nonmon.dat),
                   which you can find in your State's ASCII database
                   file.

At the bottom of the Automatic Load Utility screen are three pushbuttons —
Load Data, Exit, and Help.

P   Load Data   The system reviews the following data S Case
                Identification   Number, Issue Code,
                                                      Week Claimed,
                                                      Week Ending Date
                                                      of first affected
                                                      week., and
                                                      Determination Date
                                                      S to check if the data
                                                      is valid; if the data is
                                                      valid, the system
                                                      loads it.
P   Exit   Exits the Automatic Load application.
P   Help   Displays information about the Automatic Load Utility
                screen.

Loading Valid Data. If the data is *valid*, the following message window is
displayed.

Figure 6.5
Skeleton Load
Utility message

The validated skeleton data in the report is automatically "frozen" so it cannot be changed and is then saved in the database. Click on **Ok** in the message window to close it. You're then asked if you'd like to end the Automatic Load application. Press **Yes** to exit. Now that the data in the report has been validated, you can enter quality review results, using the Query and Update option (see "Updating a Report" in Chapter 2). All records must be completed before the data can be transmitted to the National Office.

If the Sample Data Does Not Pass Edits. If the skeleton data in one or more fields does not pass edits, the sample validation program fails. When this occurs, notify the programmer in your State ADP section to correct the sample selection programming and choose a new sample. A List of Edits is displayed with the errors, as shown in Figure 6.6. The information in the list includes the field(s) with the incorrect data and a brief explanation of what the correct data should be. Forward this information to your programmer.

Figure 6.6
List of Edits
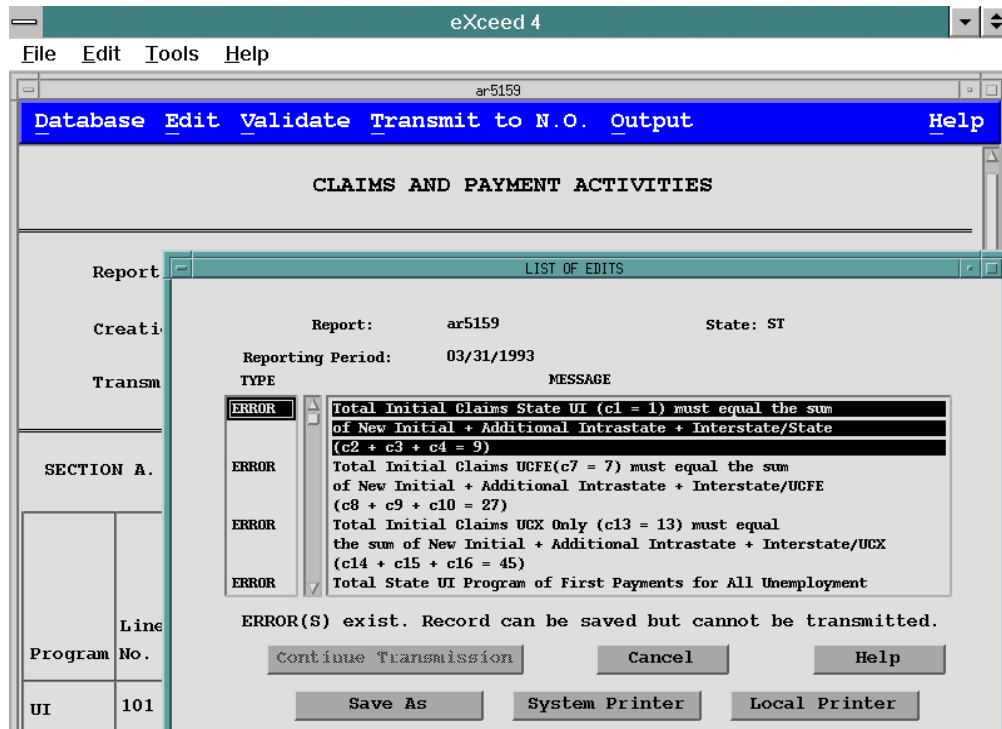
Manual Load

When you choose the Manual Load option, you are required to:

P   type data in the skeleton fields using a Data Entry screen.
P   Run the Validation/Freeze module to check the validity of the sample
    and to freeze the data in the sample.

Choose the Manual Load option. The Skeleton Data Entry screen is
displayed, as shown in Figure 6.7.

Figure 6.7
*Skeleton Data
Entry screen*

The screen displays the following data fields:

P   Report Name: Choose to load from either the ar9056 Nonmonetary
                 reports or from the ar9057 Appeals reports.
P   Report Date: Enter the date of the report whose data you want to
                 enter into a database (*example*, 03/31/1997).
P   Action: Choose one of two options — *Add New Records* if your
                 State does not extract data from other systems, or
                 Update Existing Records.

74

At the bottom of the Skeleton Data Entry screen are three pushbuttons — Ok, Exit, and Help.

- P Ok Displays a screen for the report you chose — ar9056 or ar9057 — so you can either add data to a new report or update the data in an existing report. These options are discussed below.
- P Exit Exits the Manual Load Utility application.
- P Help Displays information about the Skeleton Data Entry screen.

Add Data to ar9056 Nonmonetary Report. When you choose **Ok** to add an ar9056 Nonmonetary report, a Skeleton Data Entry screen for Nonmonetary Determinations appears, as shown in Figure 6.8.

Figure 6.8
Add screen —
Skeleton Data
Entry Screen
for Nonmonetary
Determinations

To add a record in an ar9056 report, you must fill in certain information in data fields. To enter or edit data, you must highlight a field. To highlight a field, click on it with the mouse or tab to it. You must fill each data field consecutively. If you skip a field or leave it blank, you'll receive an error message.

> *Tip*:   When you *completely* fill in a data field, the system automatically goes to the next data field. However, if you do not fill the data field completely, you must press Z   or P   to go to the next data field.
>
>   *Example*: If, under Determination Date, you enter **1997**, the next field becomes highlighted. If, however, you enter **97**, you must press Z or P   to go to the next data field.

When you finish entering data in the last field of a row, press Z   to go to the first data field in the next row. If you want to enter additional data after entering data displayed on the screen, press Z   on the last data field; an empty row appears for you to enter more data. Repeat this step as often as desired.

To navigate through the fields, press the up/down (↑ ↓) arrows or the left/right (→ ←) arrows, or drag the scrollbar (right side) with the mouse button.

The following is the information you need to enter to add data or update data in, the ar9056 report:

P	Report Date	Contains the ending date of the report period.
P	State	Your State's two-letter abbreviation
P	Case ID	A maximum of five numbers (*example*, 00001,00002)
P	Issue Code	A two-character number
P	W/C (Week Claimed)	Y[es] or N[o]
P	Week Ending Date	Week ending date of first affected week
P	Determination Date	Date the nonmonetary determination was issued

At the bottom of the screen are four pushbuttons — Save Data, Cancel, Delete row, and Help.

P	Save Data	If the data is correct, it displays a message indicating that the data you added or updated has been successfully saved to the database. If the data is incorrect, a message window appears with a brief explanation of the error. Click on OK to close the message window and return to the add screen. You can now correct the error. Repeat this procedure with each error until all data is correct.
P	Cancel	Exits the current screen.
P	Delete row	Deletes a row of skeleton data.
P	Help	Displays information about the ar9056 Nonmonetary Determination screen.

Update Data in ar9056 Nonmonetary Report. When you choose **Ok** to update the data in an ar9056 Nonmonetary report, a Skeleton Data Entry screen for Nonmonetary Determinations appears, as shown in Figure 6.9.

Figure 6.9
Update screen —
Skeleton Data
Entry for
Nonmonetary
Determinations

The following is the information you need to update data in an ar9056 report:

P	Report Date	Contains the ending date of the report period.
P	State	Your State's two-letter abbreviation
P	Case ID	A maximum of five numbers (*example*, 00001,00002)
P	Issue Code	A two-character number
P	W/C (Week Claimed)	Y[es] or N[o]
P	Week Ending Date	Week ending date of first affected week
P	Determination Date	Date the nonmonetary determination was issued

At the bottom of the screen are four pushbuttons — Save Data, Cancel, Delete row, and Help.

P   Save Data   If the data is correct, it displays a message indicating that the data you added or updated has been successfully saved to the database.
If the data is incorrect, a message window appears with a brief explanation of the error. Click on OK to close the message window and return to the add screen. You can now correct the error. Repeat this procedure with each error until all data is correct.

P   Cancel   Exits the current screen.

P   Delete row   Deletes a row of skeleton data.

P   Help   Displays information about the ar9056 Nonmonetary Determination screen.

Add Data to ar9057 Appeals Report.   When you choose **Ok** to add data to an ar9057 Appeals Report, a Skeleton Data Entry screen for Appeals appears, as shown in Figure 6.10.

Figure 6.10
*Add screen —
Skeleton
Data Entry
for Appeals*

To add data to an ar9057 report, you must fill in the following information in data fields:

- P   Report Date   Contains the date you entered in the previous screen
- P   State   Your State two-letter abbreviation
- P   Case ID   A maximum of five numbers (*example*, 00001, 00002)
- P   Decision Date   The date the appeal decision was mailed
- P   Docket Number *Example*, A1234597

At the bottom of the screen are four pushbuttons — Save Data, Cancel, Delete row, and Help.

P Save Data Displays a message indicating that the data you added has been successfully saved to the database, if the data is correct.
If the data is incorrect, a message window appears with a brief explanation of the error. Click on OK to close the message window and return to the add screen. You can now correct the error. Repeat this procedure with each error until all data is correct.
P Cancel Exits the current screen.
P Delete row Deletes a row of data.
P Help Displays information about the ar9057 Appeals Report screen.

Update Data in ar9057 Appeals Report. When you choose **Ok** to update existing data in an ar9057 Appeals Report, a Skeleton Data Entry screen for Appeals appears, as shown in Figure 6.11.

Figure 6.11
Update screen — Skeleton Data Entry for Appeals

The following is the information you need to update data in an ar9057 report:

- P Report Date   Contains the date you entered in the previous screen
- P State   Your State two-letter abbreviation
- P Case ID   A maximum of five numbers (*example*, 00001, 00002)
- P Decision Date   The date the appeal decision was mailed
- P Docket Number   *Example*, A1234597

At the bottom of the screen are four pushbuttons — Save Data, Cancel, Delete row, and Help.

- P Save Data   Displays a message indicating that the data you added has been successfully saved to the database, if the data is correct.
  If the data is incorrect, a message window appears with a brief explanation of the error. Click on OK to close the message window and return to the add screen. You can now correct the error. Repeat this procedure with each error until all data is correct.
- P Cancel   Exits the current screen.
- P Delete row   Deletes a row of data.
- P Help   Displays information about the ar9057 Appeals Report screen.

Validate/Freeze

When you load skeleton data manually, you need to validate and freeze the sample. To do this, choose the Validation/Freeze option in the Skeleton Load Menu. The Validate/Freeze Skeleton Data screen appears, as shown in Figure 6.12.

Figure 6.12
Validate/Freeze Skeleton Data screen

The screen displays three data fields:

P   `Report Name`:   Choose either the ar9056 Nonmonetary reports or the ar9057 Appeals reports.
P   `Report Date`:   Enter the date of the report whose records you want to validate or freeze. (*example*, `03/31/97`).
P   `Action`:   Choose either to validate the records or freeze them.

At the bottom screen are three pushbuttons —Ok, Exit, and Help.

P   Ok   Runs the sample validation program to compare the data in the skeleton fields with permissible entries. If the sample data passes edits, the screen lets you freeze the entries.
P   Exit   Exits the current screen.
P   Help   Displays brief information about the Validate/Freeze Skeleton Data screen.

Accessing the Evaluation Entry Application

This application allows you to enter the results of each case evaluation into the sample records. To access this application, choose the Evaluation Entry menu from the Quality Reports menu. Two submenus appear:

P   9056 Nonmonetary Determinations Quality
P   9057 Lower Authority Appeals Quality

ETA 9056 - Nonmonetary Determinations Quality
Data Collection Instrument

When you choose the 9056 Nonmonetary Determinations Quality option from the Evaluation Entry Menu, the ETA 9056 - Nonmonetary Determinations Quality Data Collection Instrument screen is displayed, as shown (partially) in

Figure 6.13. A message window also appears; to close it, press Z   or click on OK.

Figure 6.13
*ETA 9056 -
Nonmonetary
Determinations
Quality Data
Collection
Instrument*

84

The screen displays the following data fields, some of which you must fill in:

P Report for   This date will be the same as the report date you
   Period Ending   typed in the previous screen.
P State   Your State's two letter abbreviation is displayed.
P Region   Your State's Region number is displayed .
P Creation Date   This date should appear.
P Revision Date   This date should appear.
P Transmit Date   This date remains blank until all data passes edits and
                     the data is actually transmitted.
P Case ID   *Example*, 0001, 0002.
P Issue Code   *Example*, 10.

To complete the case for transmittal, fill in the items that follow the data fields mentioned above. When you do this, the system automatically assigns predetermined scores to each question. When you've completed answering the questions, the system adds the total score and displays it in the Total Points Scored field.

At the bottom of the screen is the Comments section, which enables you to enter any comments about data fields where a response indicates a problem exists with an item (*example*, item 19 is scored "X." Begin your comment with the item number — 19 in this example — followed by a brief comment, such as "Incomplete document."

ETA 9057 - Lower Authority Appeals Quality

Instructions for the automated and manual downloading of information for the ETA 9057 are identical to those for the ETA 9056 except that only three skeleton fields are used**:**

P   Case Identification   Enter a maximum of five numbers
                            (*example*, 00001, 00002) .
P   Decision Date   Enter the date the appeal decision was mailed.
P   Case Docket Number   *Example*, A1234597

State Evaluation Score Sheet

When you choose the 9057 Lower Authority Appeals submenu option in the Evaluation Entry Menu, the ETA 9057 - Lower Authority Appeals Quality State Evaluation Score Sheet screen is displayed, as shown (partially) in Figure 6.14. A

message window appears; press Z   or click on OK to close it.

Figure 6.14
ETA 9057 - Lower Authority Appeals Quality State Evaluation Score Sheet

86

The screen displays the following data fields, some of which you must fill in:

P	Report [Date] for Period Ending	The date must be the same as the report date in the previous screen.
P	State	Your State's two-letter abbreviation is displayed.
P	Region	Your Region number is displayed.
P	Creation Date	This date should appear.
P	Revision Date	This date should appear.
P	Transmit Date	This date remains blank until all data passes edits and the data is actually transmitted.
P	Case ID No.	Enter a maximum of five digits (*example*, 0001, 0002).
P	Docket No.	*Example*, A1234597

After filling in this information, you need to enter the 38 answers from the Data Collection Instrument. At the bottom of the screen is the Comments section, which enables you to enter comments about any unusual issue(s) about the case that was reviewed which may be useful in interpreting how the evaluator scored or recorded the case on the Data Collection Instrument.

Transmit Quarterly Data

When the data in the reports/cases are validated, you can send them to the National Office. Choose Transmit Reports from the Quarterly Reports menu. The Transmit Quarterly Data screen appears, as shown in Figure 6.15.

Figure 6.15
Transmit Quarterly Data
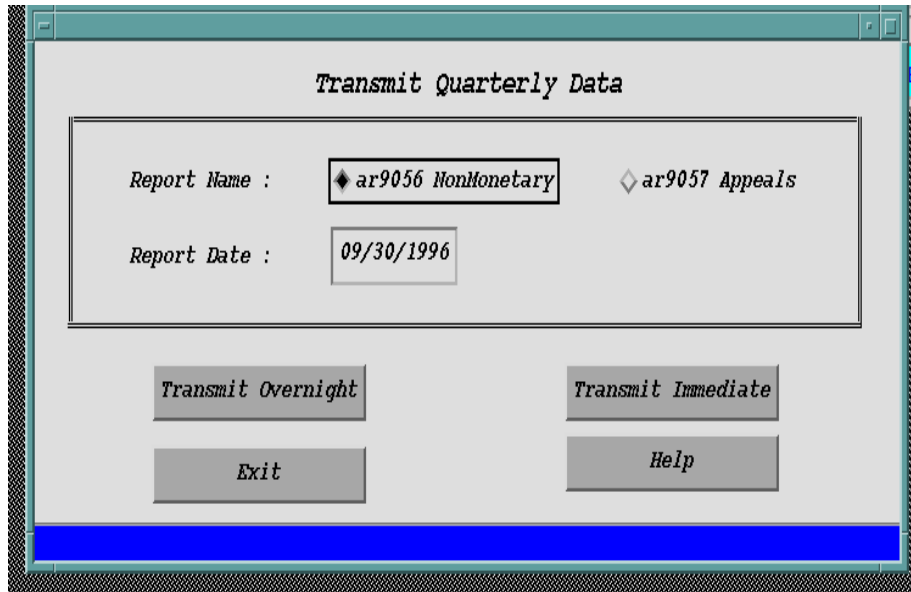
The screen displays two data fields:

P   `Report Name:`   Choose either the ar9056 Nonmonetary reports or the ar9057 Appeals reports.

P   `Report Date:`   Enter the date of the cases whose data you want to send to the National Office (*example*, `03/31/1997`).

At the bottom of the screen are four pushbuttons — Transmit Overnight, Transmit Immediate, Exit, and Help.

P   Transmit Overnight   (Self-explanatory)
P   Transmit Immediate   (Self-explanatory)
P   Exit   Exits the current screen.
P   Help   Displays information about the Show Quarter Scores screen.

Show Quarterly Scores

This option displays the SESA's overall score for the quality of the review quarter's Nonmonetary Determination or Lower Authority Appeals. The system automatically calculates this score after the report has been transmitted.

To display this screen, as shown in Figure 6.16, choose the Show Quarterly Score option from the Quality Review menu.

Figure 6.16
Show Quarter Scores

SHOW QUARTERLY SCORES

Report Name :   ◆ ar9056 NonMon   ◇ ar9057 Appeals

Report Date :   09/30/1996

Show Score   Exit   Help

The Show Quarter Scores screen displays two data fields:

P   Report Name: Choose either the ar9056 Nonmonetary Quality reports or the ar9057 Appeals Quality reports.
P   Report Date: Enter the date of the report whose scores you want to query from the database (*example*, 03/31/1997).

At the bottom of the screen are three pushbuttons — Show Score, Exit, and Help.

P Show Score   Displays a screen showing the scores for the date and report you chose, as shown in Figures 6.17 and 6.18.
P Exit   Exits the current screen.
P Help   Displays information about the Show Quarter Scores screen.

Figure 6.17
Nonmonetary Determinations Quarterly Scores

Figure 6.18
Lower Authority Appeals Quarterly Scores