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:

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

Process the Quality Reports applications in the following sequential order:

- Show Sample Size
- Skeleton Load
- Update with Evaluation Entry
- Error Correction
- Show Quarterly Score
- 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.

- **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.
- **Exit** Exits the current screen.
- **Help** Displays information about the Show Sample Size screen.

![Figure 6.3 Sample Size](image)

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:

- Automatic Load
- Manual Load
- Validation/Freeze

Automatic Load

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

![Skeleton Load Utility screen](image)
Quality Reports

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
Quality Reports

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

![List of Edits](image-url)
Manual Load

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

- Type data in the skeleton fields using a Data Entry screen.
- 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](image)

The screen displays the following data fields:

- **Report Name**: Choose to load from either the ar9056 NonMonetary reports or from the ar9057 Appeals reports.
- **Report Date**: Enter the date of the report whose data you want to enter into a database (*example*, 03/31/1997).
- **Action**: Choose one of two options — *Add New Records* if your State does not extract data from other systems, or *Update Existing Records*.
At the bottom of the Skeleton Data Entry screen are three pushbuttons — Ok, Exit, and Help.

- **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.
- **Exit** Exits the Manual Load Utility application.
- **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](image)

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:

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

- **Report Date**: Contains the ending date of the report period.
- **State**: Your State’s two-letter abbreviation
- **Case ID**: A maximum of five numbers (example, 00001, 00002)
- **Issue Code**: A two-character number
- **W/C (Week Claimed)**: Y[es] or N[o]
- **Week Ending Date**: Week ending date of first affected week
- **Determination Date**: Date the nonmonetary determination was issued
At the bottom of the screen are four pushbuttons — Save Data, Cancel, Delete row, and Help.

- **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.

- **Cancel**: Exits the current screen.

- **Delete row**: Deletes a row of skeleton data.

- **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.

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

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

![Skeleton Data Entry for Appeals](image)
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.

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**Figure 6.11**
*Update screen — Skeleton Data Entry for Appeals*
The following is the information you need to update data in an ar9057 report:

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

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

- **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.
- **Cancel**: Exits the current screen.
- **Delete row**: Deletes a row of data.
- **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.

![Validate/Freeze Skeleton Data screen](image)

The screen displays three data fields:

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

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

- **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.
- **Exit**: Exits the current screen.
- **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](image)
The screen displays the following data fields, some of which you must fill in:

- **Report for**
  - This date will be the same as the report date you typed in the previous screen.

- **State**
  - Your State’s two letter abbreviation is displayed.

- **Region**
  - Your State’s Region number is displayed.

- **Creation Date**
  - This date should appear.

- **Revision Date**
  - This date should appear.

- **Transmit Date**
  - This date remains blank until all data passes edits and the data is actually transmitted.

- **Case ID**
  - Example, 0001, 0002.

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

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

- **Report Name**: Choose either the ar9056 Nonmonetary reports or the ar9057 Appeals reports.
- **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.

- **Transmit Overnight**: (Self-explanatory)
- **Transmit Immediate**: (Self-explanatory)
- **Exit**: Exits the current screen.
- **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.

![Show Quarterly Scores Screen](image)

The Show Quarter Scores screen displays two data fields:

- **Report Name**: Choose either the ar9056 Nonmonetary Quality reports or the ar9057 Appeals Quality reports.
- **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