

## 6 QUALITY REPORTS

### Accessing Quality Reports Application

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

Login to your Sun system using the eXceed software. Click on the UIS Application menu 2.0. Then click on UI Required Reports (GUI Based) and choose Quality Reports option to access the Quality Reports application.

### 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 6.1.



The screenshot shows a window titled "Skeleton Data Entry" with a light gray background. Inside the window, there are three rows of data entry fields. The first row is "Report Name" with a dropdown menu showing "ar9056 NonMonetary" and "ar9057 Appeals". The second row is "Report Date" with a text box containing "12/31/2007". The third row is "Action" with a dropdown menu showing "Add New Records" and "Update Existing Records". Below the fields are three buttons: "Ok", "Exit", and "Help".

Figure 6.1 Skeleton Data Entry screen

## Quality Reports

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 Action Buttons — 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 Nonmonetary Reports:** When you choose **Ok** to add a Nonmonetary report, a Skeleton Data Entry screen for Nonmonetary Determinations appears, as shown in Figure 6.2.

**Skeleton Data Entry for  
Nonmonetary Determinations**

**Edit Mode : enter new data**

**Report Date :**       **St :**

**Issue Week Ending Determination**

Case Id Code	Date	Date
<input type="text"/>	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>
<input type="text"/>	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>
<input type="text"/>	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>
<input type="text"/>	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>
<input type="text"/>	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>

**Figure 6.2** Add screen —Skeleton Data Entry Screen for Nonmonetary Determinations

To add a record, you must insert information into the proper data fields. To enter or edit data, you must highlight a field by clicking on it with the mouse or using the keyboard to 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.

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.

## Quality Reports

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 or use the tab key.

The following information is required to enter data, or update data, in the reports:

- 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 Action Buttons — 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 screen to 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 Nonmonetary Determination report screen.

**Update Data in Nonmonetary Reports:** When you choose **Ok** to update the data in one of the Nonmonetary reports, a Skeleton Data Entry screen for Nonmonetary Determinations appears, as shown in Figure 6.3.

**Skeleton Data Entry for  
Nonmonetary Determinations**

Edit Mode : update existing data

Report Date : 12/31/2006      St : QA

**Issue Week Ending Determination**

Case Id	Code	Date	Date
1	30	12/09/2006	12/10/2006
2	30	12/16/2006	12/10/2006
3	30	12/16/2006	12/10/2006
4	10	12/16/2006	12/10/2006
5	10	12/16/2006	12/10/2006

**Figure 6.3** Update screen — Skeleton Data Entry for Nonmonetary Determinations

The following data elements are required to update data:

- 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.

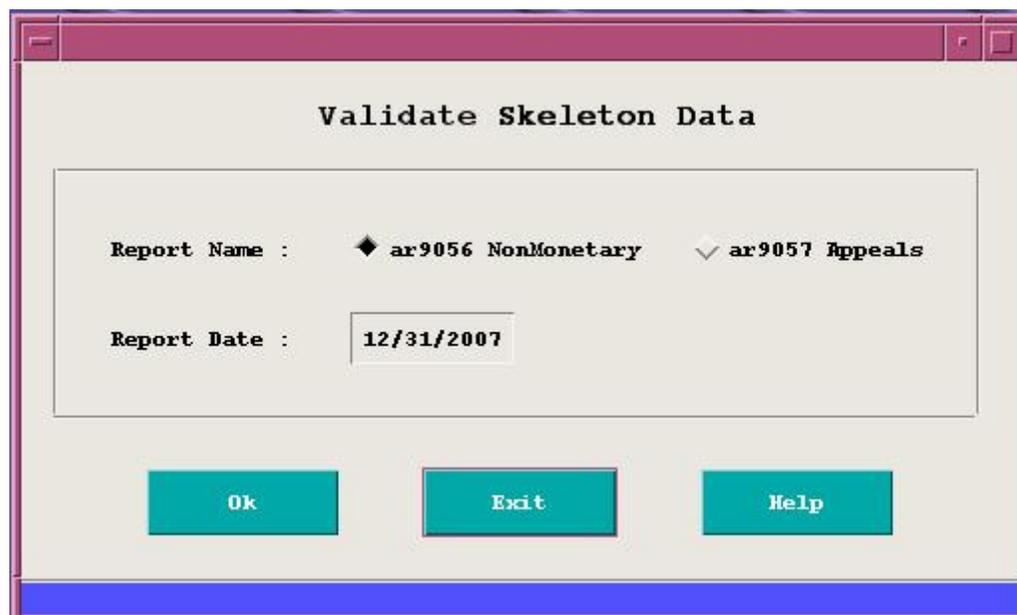
## Quality Reports

At the bottom of the screen are four Action Buttons — 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 screen. to 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 Nonmonetary Determination report screen.

## Validate

When you load skeleton data manually, you need to validate the sample. To do this, choose the Validation option in the Skeleton Load Menu. The Validate Skeleton Data screen appears, as shown in Figure 6.4.



**Figure 6.4** *Validate/Freeze Skeleton Data screen*

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: 12/31/2007*).

At the bottom screen are three Action Buttons —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 entries will be saved.
- **Exit** Exits the current screen.
- **Help** Displays brief information about the Validate 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:

- 9056 Nonmonetary Determinations Quality
- 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 6.5. A message window also appears. To close it, press Z or click on OK.

The screenshot shows a software window titled 'ar9056' with a menu bar containing 'Database', 'Edit', 'Validate', 'Output', and 'Help'. The main content area is titled 'ETA 9056 Nonmonetary Determinations Quality Data Collection Instrument'. Below the title, there are several input fields arranged in a form:

- 'Report for Period Ending:' followed by a date input field (//).
- 'State:' followed by a two-letter code input field.
- 'Region:' followed by a number input field.
- 'Creation Date:' followed by a date input field (//).
- 'Revision Date:' followed by a date input field (//).
- 'Transmit Date:' followed by a date input field (//).
- '1. Case Identification Number:' followed by a text input field.
- '2. Issue Code:' followed by a text input field.
- '3. Case Material Found?' followed by a dropdown menu with 'Y' and 'N' options.
- '4. Date Determination Issued:' followed by a date input field (//).

**Figure 6.5** *ETA 9056 – Nonmonetary Determinations Quality Data Collection Instrument*

The screen displays the following data fields, some of which are required:

- Report for Period Ending      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 Region number is displayed .
- Creation Date                    Today's date is displayed.
- Revision Date                    Today's date is displayed.
- Transmit Date                    This date remains blank until all data passes edits and the data is actually transmitted.

## Quality Reports

- 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 the quality reviewer's response indicates a problem exists with an item (example: item 21 is scored "I." Begin your comment with the item number — 21 in this example — followed by a brief comment, such as "Failed Minimum Reasonable Attempts criteria."

## 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:

- Case Identification    Enter a maximum of five numbers (example: 00001, 00002) .
- Decision Date        Enter the date the appeal decision was mailed.
- 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 Score Sheet screen is displayed. This is partially shown below in Figure 6.6.

The screenshot shows a window titled 'ar9057.jam' with a menu bar containing 'Database', 'Edit', 'Validate', 'Output', and 'Help'. The main content area is titled 'ETA 9057 Lower Authority Appeals Quality State Evaluation Score Sheet'. It contains several input fields for dates and numbers, and a table for evaluation scores.

	Good	Fair	Unsat	Did Not Occur
1. Explanation	▼ G	▼ F	▼ U	▼ D
2. Opening Statement	▼ G	▼ F	▼ U	▼ D

**Figure 6.6** *ETA 9057- Lower Authority Appeals Quality State Evaluation Score Sheet*

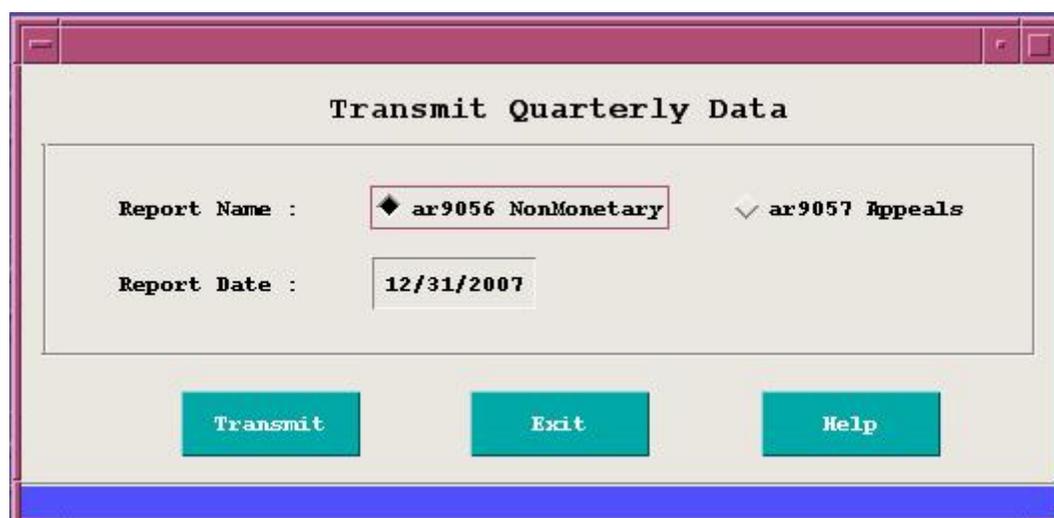
The screen displays the following data fields, some of which are required:

- Report [Date] for Period Ending    The date must be the same as the report date in the previous screen.



## Transmit Quarterly Data

When the data in the reports/cases are validated, you can send them to the National Office. When you select Transmit Reports from the Quarterly Reports menu. The Transmit Quarterly Data screen appears, as shown in Figure 6.7.



**Figure 6.7** *Transmit Quarterly Data*

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 Action Buttons — Transmit, Exit, and Help.

- Transmit                      Transmit Report
- Exit                            Exits the current screen.
- Help                            Displays information about the Transmit Quarterly Data screen.

### Show Quarterly Scores

This option displays the SWA'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 6.8, choose the Quarterly Score option from the Quality Review menu.



The screenshot shows a window titled "SHOW QUARTERLY SCORES". Inside the window, there are two data fields. The first is "Report Name" with a dropdown menu showing "ar9056 NonMon" selected and "ar9057 Appeals" as an option. The second is "Report Date" with a text box containing "12/31/2007". At the bottom of the window, there are three buttons: "Show Score", "Exit", and "Help".

**Figure 6.8** Show Quarter Scores

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 Action Buttons — Show Score, Exit, and Help.

- Show Score Displays a screen showing the scores for the date and report you chose, as shown in Figures 6.9 and 6.10.
- Exit Exits the current screen.
- Help Displays information about the Show Quarter Scores screen.

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ETA 9056 - Nonmonetary Determinations  
Quarterly Scores

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REPORT FOR PERIOD ENDING: 12/31/2006    REGION: 11    STATE: QA

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	SCORE	REQUIRED SAMPLE SIZES	CASES COMPLETED
Seps	60.00 %	5	5
Nonseps	100.00 %	5	5

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Save As    System Printer    Local Printer    Exit    Help

Figure 6.9 NonmonetaryDeterminationsQuarterly Scores

2008-02-13 17:13

ETA 9057 - Lower Authority Appeals  
Quarterly Score

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REPORT FOR PERIOD ENDING: 12/31/2005    REGION: 11    STATE: QA

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QUARTERLY SCORE	PERCENTAGE OF CASES CASE MATERIALS NOT "OK"
95.00 %	0.00 %

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Save As    System Printer    Local Printer    Exit    Help

Figure 6.10 Lower Authority Appeals Quarterly Scores

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