RSA-911 Reporting and Compliance

The Rehabilitation Services Administration (RSA) publishes sub-regulatory guidance through policy directives that define service delivery rules and compliance guidelines for Vocational Rehabilitation (VR) agencies. Every three months, state VR agency reporting teams begin the laborious task of preparing, correcting, and submitting their Case Service Report (RSA-911). Compliance with RSA's evolving rules has never been more demanding. To help VR Agencies maintain compliance, with minimum distractions and wasted effort, Encorpe, Inc. designed and publishes the **QA Advisor,** an RSA and Case Management System (CMS) neutral RSA-911 Edit Checker. For maximum accuracy, the **QA Advisor** tests for more than 3,800 RSA-911 rule violations to ensure compliance with RSA's most current Policy Directive and RSA-911 Edit Specification.

Problems with the RSA-911 Submission Portal Edit Checker

Through collaboration with RSA-911 reporting teams, the **QA Advisor** staff has discovered Issues where the RSA-911 Portal's Edit Checker is generating erroneous results. These include:

- Reports of rule violations where none exist. These false errors can cause RSA-911 reporting teams to waste time debugging errors that do not exist.
- Errors in the VR agency's RSA-911 extract that are not being identified or reported by the RSA-911 Portal Edit Checker. These "*missed*" data errors slip thorough the RSA-911 Portal undetected, contributing to inaccuracy in reporting, including data elements that can negatively impact the annual Workforce Innovation and Opportunity Act (WIOA) common Performance Measures.

While RSA is typically responsive to reported issues with the RSA-911 Portal Edit Checker, challenges with communication and transparency contribute to confusion and wasted efforts for agency RSA-911 reporting teams including:

- When RSA resolves a reported issue, only the reporting agency is informed of any resolution. Lack of notice for other agencies leads to wasted effort and lost time.
- When a correction is identified, a faulty edit check or rule may be repaired or modified without notice to other VR agencies or software developers (commercial and in-house).
- There is no tracking of reported issues to document who reported the issue; when issues are validated (and by who), when and if RSA comments on the issue; and finally, when (and how) the issue was mitigated or corrected.

The RSA-911 Current Issues Dashboard

To help improve communications regarding RSA-911 Portal Issues, the **QA Advisor** now includes an active RSA-911 Issues Dashboard that identifies, tracks, and reports known RSA-911 Edit Checker Issues as reported by participating state VR agencies. The RSA-911 Issues Dashboard tracks reported Issues from discovery to validation, to RSA notice, and ultimately to resolution. By sharing Issue information, VR stakeholders, agency leadership, RSA-911 reporting teams, and CMS developers remain informed and better equipped to achieve compliance and avoid passing erroneous data through the RSA-911 Portal and into the national RSA reporting database.

The RSA-911 Issue Dashboard is included with the free **QA Advisor,** and the premium **QA Advisor** *Plus***,** RSA-911 Edit Checkers.

Transparent Issue Reporting

Regardless of the source or cause of the Issue, the **QA Advisor** tracks Issues and publishes the Issue Status Report as new Issues are discovered, and Open Issues are updated. The **QA Advisor** assigns a unique Issue number to each reported Issue and identifies the data element, rule, and RSA-911 Edit Specification version associated with the Issue.

	A	B	C	D	E	F	G	H
1	**Changes in this Issue Report Release**							
2	- New Issues (#23-#27) reported by SD DVR - Issue (#26) reported by SD DVR Moved to Closed: Issue Repaired (validated by Encorpe) - Issue (#17) reported by CA DOR Moved to Closed: Issue Repaired (validated by MO VR and NM DVR)							
3	**Issue ID**	**DE #**	**RSA-911 Data Element Title**	**Associated Rule(s)**	**RSA-911 Edit Specification**	**QAA Rule Status**	**Issue Type**	**Issue Status**
4	**OPEN ISSUES**							
5	23	39	Eligibility Determination Extension	2. Must be equal to or before date in Data Element 38: Date of Eligibility Determination	PD-1903.v4	Active	Error(s) Not Reported (RSA)	Open: Validated by Encorpe
	21	43	Primary Disability	3. Two codes must be reported.	PD-1903.v4	Suspended	Edit Specification Error	Open: Confirmed by RSA

Figure 1: QA Advisor Issue Dashboard and Status Report

The **QA Advisor** support team collaborates with VR agencies to report RSA-911 Portal Issues directly to RSA. Reflecting communications with RSA, the RSA-911 Issues Dashboard documents status changes and pending, but unannounced, rule changes for VR stakeholders to see. On rare occasions, Encorpe may suspend rule enforcement in the **QA Advisor** to reduce errors if RSA is not enforcing a rule in the Portal and hasn't updated the Edit Specification. To maintain maximum compliance with the published RSA-911 Edit Specification, Encorpe will not update the **QA Advisor** edit checks until RSA publishes a new Edit Specification reflecting the change.

Issue Status Report Details

When a VR stakeholder opens the **QA Advisor**, the RSA-911 Issues Dashboard is updated to reflect the most current information, as reported by other VR stakeholders, giving the RSA-911 reporting teams a reliable resource to stay informed, avoid wasted time and maintain compliance with the current RSA-911 Edit Specification.

Getting Started

To assist RSA-911 Reporting teams with understanding the Issue Status Report and increase readability and accessibility, the **RSA-911 Dashboard** includes a Note in each header cell. Notes are flagged in spreadsheet cells in the top right corner with a red triangle. Select the cell, and the Note opens with a short description of the intent of the data in the column or row. The following image (Figure 2) shows the Note flag in Cell A1 and the expanded Note after the cell is selected.
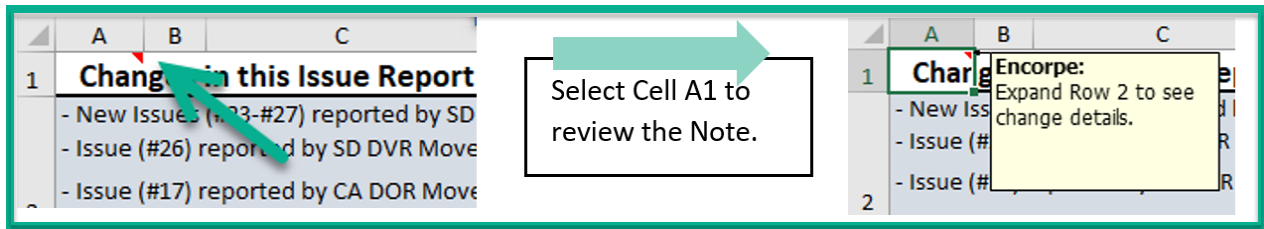

Figure 2: Display Associated Note in a Flagged Cell

What's changed? Expand Row 2 to view all the changes in the most recent Report. You'll see recent Issues reported and the changed Statuses of other Issues since the last version of the Report was published.

Open and Closed Issues: The RSA-911 Issues Dashboard lists Open Issues at the top of the report. Open issues are designated by gold fill in the Issue ID cell in column A. Each Issue ID cell includes a Note to identify it as an Open Issue.

Closed Issues are listed below the Open Issues on the Report. Closed Issues are designated by green fill in the Issue ID cell in column A. Each Issue ID cell includes a Note to identify it as a Closed Issue.

Column Headers Defined

Each column header in the Issue Status Report is flagged with a note with a short description of the data in the column. The following table lists the column headings along with a description of the column data.

Column Header	Description
Issue ID	When a VR stakeholder reports Issues, the **QA Advisor** assigns a unique identification number to each Issue.
DE#	Each rule in the **QA Advisor** is associated with an RSA-911 Data Element (DE) number. This column lists the RSA 911 rule DE number associated with the Issue.
RSA-911 Data Element Title	Name of the RSA-911 Data Element associated with the Issue.
Associated Rule(s)	Identifies the specific rule(s) for the RSA-911 data element that are associated with each Issue. Each DE will have one or more rules to check. The **QA Advisor** lists the specific rule (for the DE) by the number and text in the RSA Edit Specification.
RSA-911 Edit Specification	Lists the RSA-911 Edit Specification used when the Issue was reported.
QAA Rule Status	Identifies the status of the specific rule in the **QA Advisor**. • Active— **QA Advisor** is checking the rule each time data is run. • Deleted—the rule has been removed from the RSA-911 Portal edit checks, per the documented RSA instructions. • Modified—Per RSA, the rule has been modified within the RSA-911 Portal and is currently out of sync with the published Edit Specification. • Suspended—Based on written confirmation from RSA to VR agencies, Encorpe suspended the **QA Advisor** edit check(s), awaiting the next published RSA Edit Specification or other RSA written guidance.
Issue Type	Issue Types describe the specific challenge identified by the VR Agency. The Issue could be an error in the RSA-911 Edit Specification, false errors reported in the RSA Portal, errors not reported in the RSA Portal, or multiple errors missed by the RSA Portal. Issues may also apply to the **QA Advisor** edit checks.
Issue Status	Identifies the resolution status of the Issue. • Open: Reported by State VR—The initial status when an Issue is discovered and while research and validation is ongoing. • Open: Validated by Encorpe—the Issue has been validated as not complying with the published RSA-911 Edit Specification. • Open: Reported to RSA—The Issue has been validated by the **QA Advisor** support team and reported to RSA by the VR agency listed. • Open: Confirmed by RSA - RSA has confirmed a validated issue. Any feedback given to the reporting VR Agency by RSA is noted. • Closed: Edit Specification Changed—RSA updates the RSA-911 Edit Specification to reflect new guidance and the **QA Advisor** rules are updated to match. • Closed: Issue Repaired—The issue is resolved.
First Reported	Lists the Program Year Quarter the Issue was first reported to RSA.
First Reported By	Lists the state VR agency who reported the Issue to RSA to research.

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Column Header	Description
RSA Comments	VR agencies report Issues to the RSA including the results of RSA research and feedback. The RSA-911 Issues Dashboard is updated to reflect RSA comments.
Closed Date	Date the Issue was deemed by the **QA Advisor** support team as Resolved.
Encorpe Comments	The **QA Advisor** includes notes from the Encorpe's RSA policy SMEs regarding relevant information concerning the status of the Issue.