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## Chapter 1. General Information on the Quality Client Services Program

### 1. The Mission and Responsibilities of the Quality Client Services Program

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**Introduction** This topic contains information on the mission and responsibilities of the Quality Client Services Program.

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**a. Mission of the Quality Client Services Program** The mission of the Quality Client Services Program is to provide world-class customer service to those who telephone, visit, or write the Veterans Benefits Administration (VBA).

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**b. Responsibilities of the Quality Client Services Program** The Quality Client Services Program is responsible for providing:

- guidance to field units via:
  - formal correspondence
  - training letters
  - M27-1, Part I
  - electronic messages (e-mail, message board, and/or instant messages), and
  - the Benefits Assistance Service (BAS) intranet website
- guidance related to the:
  - Freedom of Information Act (FOIA)/Privacy Act (PA) inquiries and responses
  - National Call Centers, National Pension Call Center, National IRIS Response Center, (NCCs ,NPCC, and NIRC), and
  - Public Contact Teams (PCTs)
- program oversight of the Call Center Customer Satisfaction Research Program
- management and oversight of the site surveys, for the NCCs, NPCC, and NIRC
- program oversight of the Inquiry Routing and Information System (IRIS).
- quality assurance for NCC, NPCC, and NIRC, and
- management and oversight of the Quality Client Services web content on the BAS intranet website and the Knowledge Management website.

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## 2. The Intake Specialist

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- Introduction** This topic contains information on the Intake Specialist, including:
- the role and responsibilities of the Intake Specialist
  - referring a visitor to a Veterans Service Representative (VSR) for an interview
  - action to take when a visitor must leave before referral to a VSR, and
  - when the Intake Specialist may not make address changes.
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**a. Role of the Intake Specialist** The Intake Specialist plays a vital role in ensuring that visitors to the Department of Veterans Affairs (VA) receive prompt and efficient service when visiting VBA regional offices (ROs).

Because the Intake Specialist is often the initial personal contact a Veteran or family member has with VA, it is important that the Intake Specialist's personal demeanor and attitude reflect positively on VA.

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- b. Responsibilities of the Intake Specialist** The Intake Specialist is responsible for:
- receiving all visitors and determining what assistance is needed
  - providing information and assistance of a non-technical nature
  - accessing the Share and Modern Award Processing-Development (MAP-D) applications, the Veterans Appeals Control and Locator System (VACOLS), Benefits Delivery Network (BDN) and the Consolidated Veterans Records System (COVERS) when appropriate
  - advising visitors of Privacy Act provisions when providing information
  - referring visitors to a Veterans Service Representative (VSR) if a personal interview is warranted, and
  - maintaining a daily record of Veterans' assistance interviews.
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## 2. The Intake Specialist, Continued

**c. Referring a Visitor to a VSR for an Interview**

When needed, such as for a claim-specific inquiry or to complete a claim for benefits, the Intake Specialist must refer the visitor to a VSR for a personal interview. The referral process includes:

- advising the visitor of the approximate wait time, and
- helping visitors who cannot wait for an interview or who would prefer to return at a more convenient time.

**Important:** The Intake Specialist must *not* conduct personal interviews.

**d. Action Taken if the Visitor Must Leave Before Referral to a VSR**

The table below shows the action the Intake Specialist takes if the visitor must leave before referral to a VSR.

If the visitor requests...	Then the Intake Specialist...
a telephone call	<ul style="list-style-type: none"> <li>• records the                             <ul style="list-style-type: none"> <li>– visitor’s name</li> <li>– visitor’s telephone number</li> <li>– associated VA claim number, and</li> <li>– nature of the inquiry, and</li> </ul> </li> <li>• refers this information to the next available VSR.</li> </ul>
to return at a later time/date	informs the visitor of the time/day that wait times are usually shorter.

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## 2. The Intake Specialist, Continued

**e. When the Intake Specialist May Not Make Address Changes**

The Intake Specialist is responsible for entering address changes into the Veteran or beneficiary's records except in the cases shown below:

<b>If the address change involves a(n)...</b>	<b>Then the Intake Specialist should refer the case to the...</b>
<ul style="list-style-type: none"> <li>• nursing home</li> <li>• hospital</li> <li>• penal institution, or</li> <li>• recipient of vocational rehabilitation under 38 U.S.C. Chapter 31</li> </ul>	Triage Team on <a href="#"><i>VA Form 21-0820, Report of General Information.</i></a>
incompetent beneficiary	Fiduciary and Field Examination Unit via an IRIS Veterans Assistance Inquiry (VAI).