

STANDARDS FOR ANALYST 2

Performance Program

1. Accuracy

- **Work is generally accurate**

2. Developmental Practices

A. Effective maintenance of all electronic case controls

B. Takes prompt and effective first actions geared to obtaining required evidence

C. Takes timely follow-up action of a substantive nature. Maintains case controls. Makes determinations promptly.

D. Purchase appropriate evidence judiciously with all pertinent sources contacted prior to

3. Production

- **Produce sufficient number of cases**

4. Demonstrates good interpersonal skills and relationships

Performance Standard

To be rated satisfactory in this factor, employees accuracy in all case types should reasonably approximate the average PC accuracy for that period. Accuracy is determined from a sample of at least 75-80 High Risk Cases and CQA's sampling, counting concurrent cases as one case. Although errors in all areas will be identified and corrected, only Group I Deficiency type errors as outlined in POMS section DI 30005ff will be counted in computing accuracy

To be rated satisfactory in this factor, the employee's developmental practices must conform to the following:

A. All electronic case controls [ACP, eDib etc.] are adequately maintained

B. Action taken within two days of receipt and contact made with all pertinent sources and contact appropriate as to content

C. Takes timely follow-up action of a substantive nature. Maintains appropriate controls. Makes determinations promptly. Action taken within two days of appropriately selected follow-up date or within two days of receipt of evidence for determinations. Contacts appropriate as to content. Takes alternative action when appropriate. Checks voice mail promptly. Takes appropriate case actions on other caseloads as assigned.

D. Purchase appropriate evidence judiciously with all pertinent and potentially productive sources contacted prior to purchase. CE purchase actions are complete, prompt, and correct. Action taken within two days of identification of need

An employee will be rated satisfactory in this factor if productivity, i.e. number of cases produced in the evaluation period is at least 507 cases or dispositions, as a percent of receipts, is equal to 100% or greater.

To be rated satisfactory in this factor, an employee must relate well to claimants, the medical community, the general public and in-house staff, demonstrating good service attitude toward claimants.

A. Tactfully and persuasively elicit information from the medical community through telephone and

written contacts.

B. Demonstrate tact and cooperation in dealing with claimants and co-workers.

5. Other Requirements

5. To be rated satisfactory in this factor, an analyst must:

A. Prepare physical and mental functional capacity assessment forms (e.g. PRTF, MRFC, RFC) in an accurate, detailed and programmatic manner.

B. Prepare case rationales in sufficient detail to appropriately support the decision.

C. Utilize medical consultant staff as needed and required by statute

D. Identifies problem situations and refers to supervisors for corrective action

E. Takes appropriate steps to process fiscal documents on a timely and accurate basis
Correctly applies all procedures and instructions.

F. May be assigned to assist Medical Relations Officer in resolving problems, working with providers of medical evidence, overseeing the CE process and handling field activities.

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