

1. Purpose and Scope. BLBA PM Part 8 describes the DCMWC system and procedures utilized for monitoring and evaluating its performance in claims productivity and in the quality of its productive work for the BLBA program. These systems and procedures are explained in BLBA PM 8-100-300.

2. Objectives. The objectives of Program Evaluation include:

a. Expediting claims processing, adjudication, and associated communications.

b. Adhering to the highest established standards of productivity and quality control in the processing of claims under the BLBA program.

c. Improving:

(1) Program policies and procedures.

(2) BL and management information systems.

(3) Fiscal management and accountability.

(4) Training capability of DCMWC personnel.

3. Responsibilities.

a. The Branch of Standards, Regulations, and Procedures (BSRP) is responsible for monitoring and evaluating the BLBA program by:

(1) Evaluating case workload, work flow, and program methodology on a continuing basis.

(2) Conducting surveys, studies, and special projects.

(3) Furnishing program managers (Branch Chiefs) with data to assist in scheduling work and carrying out their assigned program responsibilities.

(4) Preparing statistical reports, detailed analyses (e.g., filing rates, claims projections, cost factors, and benefit projections), and recommendations for

improvements in DCMWC programs and evaluation procedures.

b. The District Offices (DOs) provide BSRP with input data and statistical reports as required for effective monitoring of program operations.

c. The Branch Chiefs provide BSRP with input data and statistical reports regarding functions within their areas of responsibility.

4. Definitions. Reserved.

5. Sources of Data. The DCMWC has several statistical reports which are utilized by the National Office (NO) and constitute the basic informational sources for program management and measurement of DO operations. Most reports are generated from the Automated Support Package (ASP) and do not require reporting by District Offices. These reports are described in BLBA PM 8-100.

6. Program Standards and Guidelines are contained in the BLBA PM and other elements of the DCMWC directives system. These are described in BLBA PM 0-003.

7. Performance Standards or measurements permit evaluation (measurement) of individual's or a District Office's performance against the standards established and utilized by DCMWC as described in BLBA PM 8-200, Annual Performance Plans.

8. Accountability Reviews. The Branch of Accountability and Enforcement is responsible for periodic reviews of District Offices. Accountability reviews are conducted by an internal review committee, whose composition and procedures are described in BLBA PM 8-300.