VA: A 'Procedures' Perspective

Updated May 2022

1 TEAM MISSION

Safeguarding the Integrity of the GI Bill®

Learning Objectives

Upon completion of this training, you will be able to:

- Know the three components of VA
- Have basic familiarity with the GI Bill and School Administrator webpages
- Distinguish various approved VA forms
- Be aware of the Knowledge Management Portal (KMP) search functionality
- Recognize the various document types published in the KMP
- Define the three types of advisories

The Three Administrations in VA:

- The **Veterans Health Administration (VHA)** is America's largest integrated health care system, providing care at <u>1,298 health care facilities</u>, including 171 medical centers and 1,113 outpatient clinics, serving 9 million enrolled Veterans each year.

- The **National Cemetery Administration (NCA)** provides burial and memorial benefits for Veterans and their eligible family members, and maintains national cemeteries as national shrines, sacred to the honor and memory of those interred or memorialized there. The VA provides compassionate, professional services to ease families through the loss of their loved one.

- The **Veterans Benefits Administration (VBA)** employs more than 24,000 people in its Washington, D.C. headquarters office, and at 56 regional offices. VBA distributes almost $135 billion in benefits and services annually to nearly 6 million Veterans and their family members.

Veterans Benefits Administration (VBA)

- VBA administers the following benefits to active-duty service members, Veterans, Reservists, Guardsmen and their families:

  - Disability Compensation
  - Veteran Readiness and Employment (VR&E, Chapter 31)
  - Education (Chapters 30, 32, 33, 35, 1606, VET TEC, VRRAP)
  - Dependency and Indemnity Compensation (DIC)
  - Pension
  - Home Loans (Loan Guaranty)
  - Life Insurance (SGLI, VGLI, FSGLI)

Education Service Org Chart
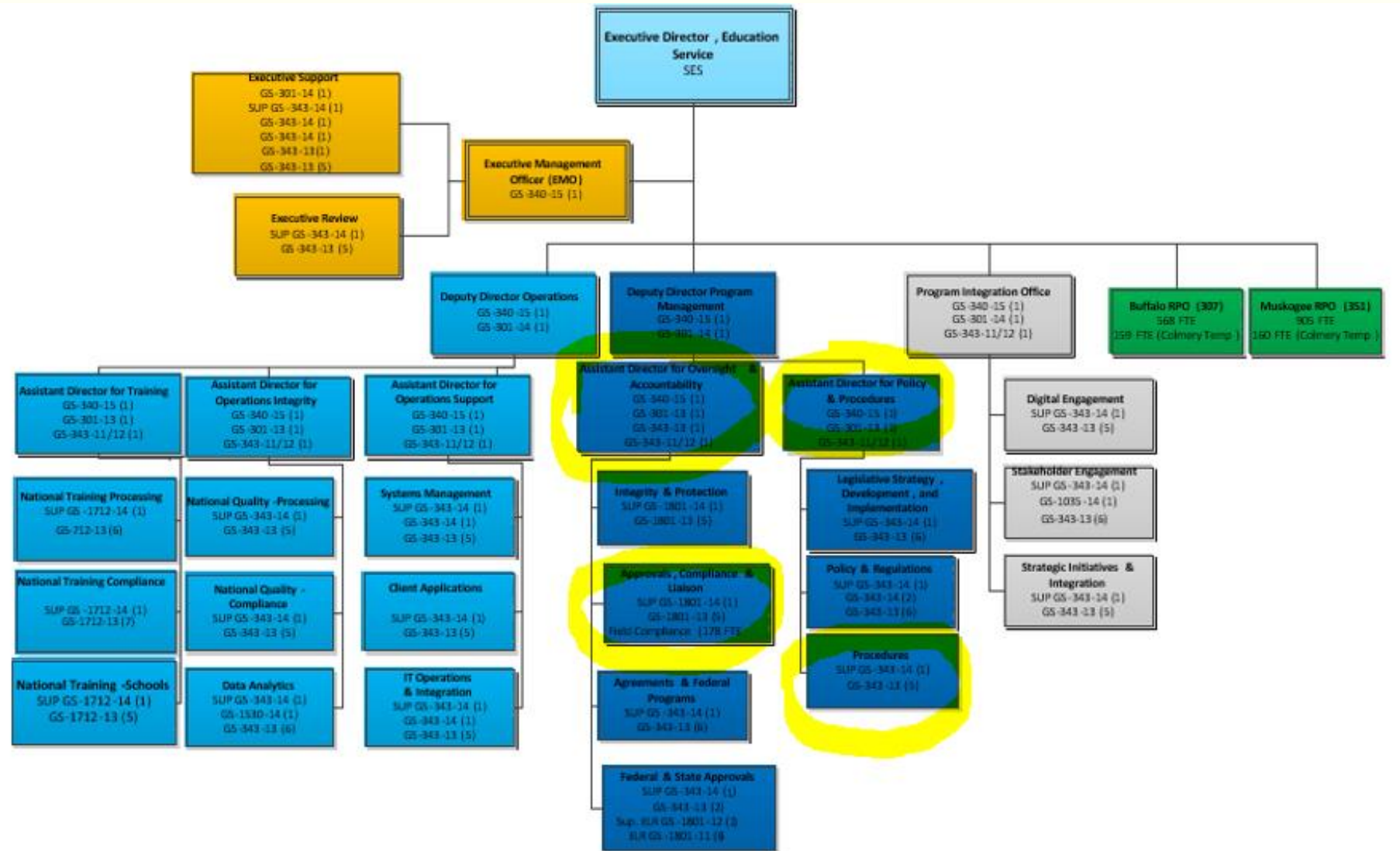
Procedures Team

- Responsible for:

  o Managing all Education forms

  o Publishing approved advisories and other documents in the Knowledge Management Portal (KMP)

  o Maintaining and publishing M22-3 and M22-4

  o Preparing Procedural Advisories as needed for RPOs and Oversight & Accountability

  o Editing and updating SCO Handbooks; Standard, VET TEC, OJT/APP

  o PCGL letters for non-33 claims processing

Procedures Team

- Actively involved in:

  - Standing Workgroup with VR&E

  - Developing Enrollment Manager (VA-Once replacement)

  - Development of Approval Manager (WEAMS replacement)

  - Procedures for Work Study claims processing

  - VET TEC procedures, including VET TEC SCO Handbook

  - Comparison Tool maintenance and development

  - Preparing new M22-4 section for STEM claims processing

Important EDU Web links

- VA EDU Intranet site (internal only): vbaw.vba.va.gov

- GI Bill Homepage (public): Education and Training Home (va.gov)

- VA Controlled Forms (internal only): http://vaww.va.gov/vaforms/

- VA Find a Form (public): Find A VA Form | Veterans Affairs

- VA-Once Corporate Access (internal only): VA-ONCE CO/RPO LOGIN PAGE (U.S. Department of Veterans Affairs)

- VA-Once Live Access (public): VA-ONCE Student LOGIN PAGE (U.S. Department of Veterans Affairs)

- Knowledge Management Portal aka KMP (internal only): VA Knowledge Base

- Know VA (public): VA Self-Service

Important EDU Web links

- [School Certifying Official Handbook (On-line) (va.gov)](#)

- [VET TEC Certifying Official Handbook (va.gov)](#)

- [Education Liaison Representatives - Education and Training (va.gov)](#)

- [GI Bill® Comparison Tool | Veterans Affairs (va.gov)](#)

- [WEAMS Public (va.gov)](#)

- [NASAA State Contacts – NASAA (nasaa-vetseducation.com)](#)

- [VA Once Quick Reference User Guide](#)

- Ask VA aka AVA (public): [Home · Custom Portal (va.gov)](#)

- DGI, formerly know as LTS (internal only): [VA Identity and Access Management System (IAM)](#)

- [TIMS Home - Site Selection (va.gov)](#)

VA Forms

- VBA creates internal and external forms; external forms typically require OMB approval
- A form is a document that collects information that may be used to process claims, used to establish authorization or access
- Forms can be paper and/or electronic.
- Each division's forms have their own 2-digit series as part of the number of the form. (for example- 22-1999). VBA forms that begin with '20' are used across multiple divisions.

  o 2-digit series beginning with '21' - Compensation
  o 2-digit series beginning with '22' - Education
  o 2-digit series beginning with '24' - Finance
  o 2-digit series beginning with '26' - Loan Guaranty
  o 2-digit series beginning with '28' - VR&E

- Describe the components of each system.

Paperwork Reduction Act (PRA)

- The **Paperwork Reduction Act** (PRA) is a law governing how federal agencies collect information from the American public.

- If information will be collected from 10 or more individuals or entities, OMB approval is required

- Standard approval time is 6-9 months. A request must include the information being collected, who we're collecting it from, why we need it, the estimated burden costs, the paperwork needed for the collection and how the information will be used once collected.

- Requires two Federal Register Notices Initially a 60-day notice, followed by a 30- day notice, allow for comments from the public on the creation of the collection.

- Typically, collections are approved for 3 years and must be renewed to retain approval. The 60 and 30-day notices are repeated every 3 years. The agency must respond directly to the commenter for each comment submitted during the 90-day period.

- Regulations require a similar OMB approval process known as rulemaking, governed by the **Administrative Procedure Act** (APA).

VA Forms

- All OMB approved forms have these key components:

OMB Approved No. 2900-0262
Respondent Burden: 10 Minutes
Expiration Date: 07/31/2024

Department of Veterans Affairs

DESIGNATION OF CERTIFYING OFFICIAL(S)

GENERAL INSTRUCTIONS

1. This form MUST ONLY be completed by a responsible official with the authority to designate certifying officials for the school or training establishment.

2. This form must be completed whenever there is a change in any of the information. Include the names, titles, and signatures of all certifying officials, not just the changed information.

VA FORM JUL 2021   **22-8794**   SUPERSEDES VA FORM 22-8794, MAY 2018, WHICH WILL NOT BE USED.

PENALTY - The law provides that whoever makes any statement of a material fact knowing it to be false shall be punished by fine or imprisonment or both.

PRIVACY ACT NOTICE: VA will not disclose information collected on this form to any source other than what has been authorized under the Privacy Act of 1974 or Title 38, Code of Federal Regulations 1.576 for routine uses as identified in the VA system of records, 58VA21/22/28, Compensation, Pension, Education, and Veteran Readiness and Employment Records - VA, published in the Federal Register. An example of a routine use (e.g., VA sends educational forms or letters with a veteran's identifying information to the veteran's school or training establishment to (1) assist the veteran in the completion of claims forms or (2) for VA to obtain further information as may be necessary from the school for VA to properly process the veteran's education claim or to monitor his or her progress during training). Your obligation to respond is required to obtain or retain education benefits. VA cannot recognize you as the proper certifying official unless the information is furnished as required by existing law (38 U.S.C. 3680(g)). The responses you submit are considered confidential (38 U.S.C. 5701). Any information provided by applicants, recipients, and others is subject to verification through computer matching programs with other agencies.

RESPONDENT BURDEN: We need this information to identify you as the certifying official for your school or job training establishment when reporting pursuit of training for veterans and other eligible persons (38 U.S.C. 3684). Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 10 minutes to review the instructions, find the information, and complete this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at www.reginfo.gov/public/do/PRAMain. If desired, you can call 1-888-GI-BILL-1 (1-888-442-4551) to get information on where to send comments or suggestions about this form.

GI Bill Feedback System (Compliant System)

In January 2014, the Department of Veterans Affairs (VA), in collaboration with the Departments of Defense (DoD), and Department of Education (DoE), launched the **GI Bill Feedback System (Complaint System)** and began accepting complaints about educational institutions.

This fulfilled a key provision of Executive Order 13607, signed by President Obama, on Principles of Excellence (PoE) by creating a consumer protection measure for beneficiaries of education benefits (including the GI Bill).

Although it doesn't look like a form, the Feedback Tool is an OMB approved form because it collects information.

GI Bill® School Feedback Tool | Veterans Affairs (va.gov)

Knowledge Management Portal (KMP)

- There are multiple published article types in the KMP:

    o Advisories

    o Manuals: M22-3 and M22-4

    o Circulars

    o Guides

    o Job Aids

    o Letters: OFO, PCGL, RPO, VBA 20, VBA 22

    o Resources (National Training Team materials)

    o Call Center: authorized for ECC use only, (not vetted by VACO)

Types of Advisories

- There are 3 types of Advisories:

  - **Policy Advisory**: These clarify and/or interpret a law or regulation. Policy tells us what we can or cannot do. The documents are written by the Policy and Regulations Team and published in the KMP.

  - **Procedural Advisory**: Once the policy has been determined, procedures tell us how to do it. These are written by the Procedures Team as well as published in the KMP.

  - **System Advisory**: These provide updates or bugs about existing systems. System Advisories are written by the OIT Team and may or may not be published in the KMP.

- Advisories are organized by type and year in the KMP.

- Within the year, they are displayed in chronological order.

- Rescinded Advisories are also retained in a separate Advisory folder.

Questions?