Education Service

Development

Lesson Plan



April 2017

Version 2.0

Lesson Overview

| Topic | Description |
| --- | --- |
| Time Estimate: | 1.5 hours |
| Purpose of the Lesson: | The purpose of this lesson is to understand the circumstances under which development is necessary, as well as the process involved when there is a need to develop for additional information. |
| Prerequisite Training Requirements: | The following prerequisite training is required:  Claims Processors should be familiar with   * Defense Personnel Records Information Retrieval System (DPRIS)   Personnel Information Exchange System (PIES) – if accessible at the local station |
| Target Audience: | This lesson is intended for Veterans Claims Examiners (VCE) in any of the Regional Processing Offices (RPOs). |
| Lesson References: | The following references support the lesson content:   * [M22-4 Part 3, Chapter 3](http://vbaw.vba.va.gov/bl/22/ref/m22-4/Part%20III/ch03.htm) * [M22-4 Part III – Chapter 3 – Subchapter 6 – Sections 3.21 – 3.32](http://vbaw.vba.va.gov/bl/22/ref/m22-4/Part%20III/ch03.htm) * [M22-4 Part III – Chapter 1 – Section 1.14](http://vbaw.vba.va.gov/bl/22/ref/m22-4/Part%20III/ch01.htm) * [Policy Advisory: Development for TOE information not in VIS](http://vbaw.vba.va.gov/bl/22/ref/advisories/33/Policy%20Advisory%20-%20Development%20for%20TOE%20information.html) |
| Lesson Objectives: | At the conclusion of this lesson, the VCE will be able to:   * Determine when development is or is not required * Determine the correct resources for development * Identify the appropriate steps for development to each of the different information resources |
| What You Need: | Reserve adequate space equipted to project a PowerPoint presentation. Provide copies of handouts in advance of the lesson or provide directions on how to print from saved location with training advertisement, refer to lesson plan and have a subject matter expert (SME) available if primary presenter is not an SME to assist with answering questions. Training should be instructor led with a means to ask questions during the training. It may be delivered virtually however, except for make up sessions, always to live particpants. Individauls that view a recorded live session to make-up the training should be provided a POC who is available for questions while the employee is taking the lesson. |
| Post Training Requirements: | Upon completion of the classroom portion of the lesson, participants are required to complete an online lesson assessment and survey in Talent Management System (TMS).  To demonstrate successful completion of the lesson participants must pass the assessment with a score of at least 80%.  Participants must also complete the online survey to earn credit for completion of the lesson. |

Instructor Notes

This lesson provides guidance as to when development is necessary, as well as the process involved in development. There are opportunities for comprehension checks throughout the lesson.

| PowerPoint Slides | Instructor Activities |
| --- | --- |
| **Development** | **DISPLAY** slide **1**  **INTRODUCE** yourself as the instructor and introduce any fellow instructors.  **INTRODUCE** the lesson. |
| **Have you ever….?**  Have you ever wondered why the time to make an eligibility decision varies from claim to claim? | **DISPLAY** slide **2**  **DISCUSS** that not all claims are complete; therefore requiring processors to take additional measures to process, which slows down the processing time. |
| **Overview of Today’s Training**  The purpose of this lesson is to understand the circumstances under which development is necessary, as well as the process involved when there is a need to develop for additional information. | **DISPLAY** slide **3**  **PROVIDE** an overviewof the day’s schedule.  **EXPLAIN** that students will be learning when and how to develop.  **DISCUSS** the importance of knowing when and how to develop and its affect on timeliness. |
| **Lesson Objectives**  At the end of this lesson, you will be able to:   * Determine when development is or is not required * Determine the correct resources for development   Identify the appropriate steps for development to each of the different information resources | **DISPLAY** slide **4**  **REVIEW** the lesson objectives and assure students that examples will be provided within the lesson. |
| **Lesson Objectives**  At the end of this lesson, you will be able to:   * Determine when development is or is not required * Determine the correct resources for development   Identify the appropriate steps for development to each of the different information resources | **DISPLAY** slide **4**  **REVIEW** the lesson objectives and assure students that examples will be provided within the lesson. |
| **When Development is Needed** | **DISPLAY** slide **5**  **PROVIDE** a brief introduction to the subsequent slides that will give an overview of instances when development is required. |
| **Development**  **Development** is the action taken when a review of a claims file and data records indicate additional information is needed to process the claim. Missing or incomplete data will delay the claim from being processed.  When developing to Department of Defense (DoD), Veterans Claims Examiners’ (VCEs) should only develop for the following service related issues (when not alREVIEWy available):   * Service period dates if primary sources are conflicting * Character of Service * Separation Reason * Title * Section   In all cases, when developing to DoD, VCE’s must supply the period of service and the condition on which additional information or clarification is required. Ambiguous development to DoD such as “Verify all Chapter 33 qualifying service” **is never permitted**. In the request to DoD, the VCE should be as specific as possible.  **REMINDER:** VA makes the eligibility determination for education benefits. The service departments will provide information as it is requested. DoD has no authority to determine if service is qualifying for Title 38 benefits. | **DISPLAY** slide **6**  **REVIEW** the definition of development.  **CLARIFY** what necessitates development. |
| **Development**  VCEs may also have to develop to schools, DoD, or the claimant for (this list is not all-inclusive):   * Clarification if grades are punitive/non-punitive * Kicker contracts * Notices of Basic Eligibility (NOBE)   If a VCE is unsure if development is necessary they should reach out to the to their Senior Veterans Claims Examiner (SVCE), Team Chief, or Regional Processing Office (RPO) Training Coordinator (as necessary) to clarify that development is needed. This confirmation should be made prior to formally developing to DoD or the claimant. | **DISPLAY** slide **7**  **STRESS** that we must consider the *source* of the information and then decide if it is reliable or requires additional confirmation.  **EXPLAIN** that conflicting information could also require development for clarification. |
| **Example of Development**   * **Example 1** - When development is needed: * A VCE receives an application for Chapter 33 that includes no evidence of military service other than the Reservist’s statement on his/her application. * While reviewing DoD data record(s), the VCE identifies the period of qualifying service from the application, but the authority (title and section) is unclear.   Since the title and section for this period is required to make an eligibility decision, development is needed. | **DISPLAY** slide **8**  **REVIEW** the example. |
| **Example of Development**  **Example 2** - When development is needed:   * A VCE receives from a school a notice of termination for the Spring semester that occurred after the drop/add period, but does not state whether punitive or non-punitive grades were received. * Since grades received were required to make the correct adjustment, development is needed. | **DISPLAY** slide **9**  **REVIEW** the example.  **STRESS** that information that conflicts with the claimant’s application does not always necessitate development. |
| **Example of when Not to Develop**  **Example 1** - When development is **NOT** needed:   * A VCE receives an application for Chapter 33 Transfer of Entitlement (ToE) benefits, where the Veterans Information Solution (VIS) record does not reflect the dependent as approved. * The Procedural Advisory dated [October 28, 2009](http://vbaw.vba.va.gov/bl/22/ref/advisories/33/Policy%20Advisory%20-%20Development%20for%20TOE%20information.html), states that all ToE approvals should display in VIS. If the information is not displayed in VIS, development is not needed. The claim for ToE benefits can be denied without further development. | **DISPLAY** slide **10**  **REVIEW** the example.  **EXPLAIN** that once school information is received, we can make an additional decision (approve or deny) at that time. |
| **Example of when Not to Develop**   * **Example 2** - When development is **NOT** needed: * A VCE receives an application for benefits where the student does not list the name of the educational institution s/he wishes to attend.   Since basic eligibility may be established without this information, a Certificate of Eligibility (CoE) may be issued, and development is not needed. | **DISPLAY** slide **11**  **ANSWER** is yes, development is needed because information needed to make a decision (character of discharge) is missing.  **ANSWER** is no, development is not needed because information needed to make a decision is provided. Since the drop was during drop/add, the type of grades received is not needed to process the adjustment. |
| **Discussion**   1. What are some other examples when development is necessary? (Identify at least 5 and discuss why) 2. What are some other examples when development is not required? (Identify at least 5 and discuss why) | **DISPLAY** slide **12** |
| **Development Resources and Guidelines** | **DISPLAY** slide **13**  **EXPLAIN and/or DEMONSTRATE** local procedures for all development resources.  **REMIND** everyone that this lesson will not include training for the system listed (i.e. DPRIS), as this is prerequisite knowledge. However, if any trainees are not familiar with a resource listed, they should seek assistance after this training.  **NOTE** if your office has access to Personnel Information Exchange System (PIES), please discuss how this resource is used locally. |
| **Resources for Development**   * **Defense Personnel Records Information Retrieval System (DPRIS)**   + VCEs are granted access to the automated DoD document database to request documents from the Army, Air Force, Marine Corps, and Navy (Active, Reserve or Guard) * **Claimant**   + VCEs must develop using the appropriate PCGL letter. This letter must explain ***specifically*** what is needed and advise the claimant that a request has also been submitted to their service department. The letter must also explain that a final decision cannot be made until the needed information is received * **Federal or non-Federal Agencies**   + VCEs will follow local guidance to request information through designated station DoD Coordinators or station Points Of Contact (POC) * **School Certifying Official (SCO)**   + VCEs must contact SCOs by phone and/or through the proper the use of email * **Educational Liaison Rep (ELR)**    + VCEs must contact ELRs by phone and/or encrypted email about school or program approval issues, for suspected discrepant reporting, and Web Enabled Approval Management System (WEAMS) issues | **DISPLAY** slide **14**  **STOP** and review local procedures for contacting Federal agencies (i.e. DoD and other VA stations for Chapter 35 inquiries).  **CLARIFY** if a DPRIS response is received that provides the necessary information within 24 hours, no additional development is needed.  **EXPLAIN** the importance of contacting all resources simultaneously (to ensure timely processing).  **EMPHASIZE** that we should process the claim as soon as any source responds with needed information; there is no need to wait until all sources respond. |
| **Development Involving a Federal Agency**   * A VCE must develop to [DPRIS](https://www.dpris.dod.mil/) (if the required information would be obtainable through DPRIS. If the information would not be available in DPRIS, i.e. verifying Chapter 1606 eligibility, then this step can be skipped) and suspended the claim in The Image Management System (TIMS) for 24 hours.   + **This initial request to DPRIS must be captured into TIMS.**   + If the actual request cannot be captured, a NOTE should be created with the VCE’s name and date of request to DPRIS * 24-hours after initial development, the VCE will check to see if the information they requested is now available in the DPRIS system.   + If the information is now available – the VCE will complete the claim with no further development.   + If the information is not available – the VCE must develop to the Federal Agency (i.e. DoD) **and** the claimant *simultaneously*. All letters must be captured in TIMS     - VCE must mail the claimant a PCGL Dev-1 letter detailing specifically what information is needed   VCE must contact the Federal Agency and initiate a specific request through their RPO DoD Coordinators or station POCs | **DISPLAY** slide **15**  **REVIEW the information on the slide.**  **DISCUSS** how valuable a resource DPRIS is and also clarify when DPRIS would not be useful. In the latter instances, formal development should not be delayed. |
| **Development Involving a Federal Agency**  **Partially Awarded Claim**  If the VCE can pay **ANY** part of the claimant’s award, this must be done (example exceptions are included in this training). The VCE must not withhold any payments to any claimant while waiting on the service department to verify additional service.  The VCE should wait 30 days from the date of the development letter before processing the claim based on the initial evidence if the requested information has not yet been provided. When the claim is unable to be paid at the highest level, the award letter, or COE, must explain, specifically to the claimant, what is required to perfect the claim. | **DISPLAY** slide **16**  **EXPLAIN** that payment should never be delayed for development when paying a lesser amount wouldn’t later become an overpayment following a final response about the service information.  **FOR EXAMPLE** the claimant would not be paid MHA and later discovered not entitled due to duty status or unverified training and exclusion periods having the potential to reduce the benefit level. Generally, pending verification of service periods that could only increase benefit level are the most common examples to pay without delay. |
| **Example of When NOT to Partially Award a Claim**   * A Reservist has VIS data for the following periods:   + 1/1/13 – 1/1/14 (confirmed)   + 3/3/15 – 5/3/16 (unconfirmed)   + 1/1/17 – present (confirmed) * For the 3/3/15 – 5/3/16 the VCE cannot confirm that this is qualifying service and the claimant specifically referenced this period on their application * The claimant’s school submits a certification for 2/1/16 – 6/1/16 * Development was made to DoD and the claimant to confirm the period, but no response was made after 30 days. * In this instance, the VCE would NOT partially award the claim. | **DISPLAY** slide **17**  **REVIEW and DISCUSS** the example. |
| **Example of When NOT to Partially Award a Claim**  Veteran has the following :   * Veteran has confirmed service data for the period of 1/1/10 – 1/1/13 * The Veteran’s application shows LRP * There is no data in VIS that confirms the service obligation, and there is no response from DoD or the claimant after 30 days   In this instance, the VCE would NOT partially award the claim. | **DISPLAY** slide **18**  **REVIEW and DISCUSS** the example. |
| **Example of When NOT to Partially Award a Claim**  The enlisted Veteran has the following:   * Veteran has confirmed service data for the period of 1/1/10 – 1/1/12 * There is no data in VIS that provides information about initial entry or skill level training, and there is no response from DoD or the claimant after 30 days. * In this instance, the VCE would NOT partially award the claim. | **DISPLAY** slide **19**  **REVIEW and DISCUSS** the example. |
| **Example of When to Partially Award a Claim**  A Reservist has VIS data for the following periods:   * 1/1/13 – 1/1/14 (confirmed) * 3/3/15 – 5/3/16 (unconfirmed) * 1/1/17 – present (confirmed)   For the 3/3/15 – 5/3/16 the VCE cannot confirm that this is qualifying service and the claimant specifically referenced this period on their application.  The claimant’s school submits a certification for 2/1/17 – 6/1/17.  Development was made to DoD and the claimant to confirm the period, but no response was made after 30 days  There is no overlap between the claimant’s unconfirmed service and the students enrollment dates. So the VCE should award benefits at a lower benefit level and continue to control the original station credit end product. The claim should then be held in awaiting mail after completing processing. Once the end product has matured to 90 days, if a final decision still cannot be made, the claim information must be forwarded to the Operations’ Team ([VAVBAWAS/CO/222](mailto:222.VBAVACO@va.gov)). | **DISPLAY** slide **20**  **REVIEW and DISCUSS** the example.  **STRESS** the importance of knowing current policy when development issues arise. |
| **Example of When to Partially Award a Claim**  A Reservist has VIS data for the following periods:   * 8/1/08 – 8/1/09 (unconfirmed) * 8/1/12 – 8/1/16 (confirmed)   In this case there is no need to develop for the unconfirmed period of service because eligibility will not increase and adding the unconfirmed period of service would not affect any enrollments paid to the claimant. | **DISPLAY** slide **21**  **REVIEW and DISCUSS** the example. |
| **Development Involving a Federal Agency Controlling the Claim With An Interim Decision**  A VCE should not repetitively develop to a service department. This will not expedite the claim. Once the VCE has requested the information to the service department, additional requests should not be routinely submitted.  The RPO of jurisdiction must control the claim while a request is pending from the service department.    Once the end product has matured to 90 days, and a final decision cannot be made, the claim information must be forwarded to the Operations‘ Team ([VAVBAWAS/CO/222](mailto:222.VBAVACO@va.gov)) for situational awareness that the service department has not responded. This email must include:   * Claimant’s name * The service branch information from which the information was requested (if National Guard, include the state) * The last four digits of the Social Security number or identification number, AND * A summary of the missing information   VCEs must continue to diary the claim in Benefits Delivery Network (BDN) and TIMS until the Operations team provides additional guidance.  When taking the End Product:   * The original (i.e., the controlling end product) cannot be cleared until a final decision has been made * The VCE and Senior VCE are entitled to a 400 end product for the interim decision | **DISPLAY** slide **22**  **REVIEW the information on the slide.** |
| **Development Involving a Federal Agency Controlling the Claim With No Interim Decision**  A VCE should not repetitively develop to a service department. This will not expedite the claim. Once the VCE has requested the information to the service department, additional requests should not be routinely submitted.  The RPO of jurisdiction must control the claim while a request is pending from the service department.  Once the end product has matured to 90 days, and a decision cannot be made, the claim information must be forwarded to the Operations Team ([VAVBAWAS/CO/222](mailto:222.VBAVACO@va.gov)) for situational awareness that the service department has not responded. This email must include:   * Claimant’s name * The service branch information from which the information was requested (if National Guard, include the state) * The last four digits of the Social Security number or identification number, AND * A summary of the missing information   VCEs must continue to diary the claim in BDN and TIMS until the Operations team provides additional guidance.    When taking the End Product:   * No end product is authorized for development   The VCE is entitled to a normal end product once the information required is received, a decision is made, and the claim is closed | **DISPLAY** slide **23**  **EMPHASIZE** the importance of capturing proof of development in the claims file, especially when no response is provided.  **CLARIFY** situations where a decision may be made simultaneously with development (i.e. kickers, no school information provided, future release from active duty date).  **REMIND** trainees that unsuccessful attempts to contact the SCO or claimant, etc. should be documented in the claimant’s file.  **REMIND** trainees that initial DPRIS development only requires an initial 24-hour suspension of claim.  **EXPLAIN** the importance of properly setting a claim aside during development (i.e. Call Center relies on this information, work management reviews).  **STRESS** that TIMS will manage claims where new information is received by pulling the claim into their individual queue. There is no need to review cases in their awaiting mail. |
| **Development Involving a Federal Agency Duty To Assist**  Duty to Assist (DOA) is covered in the M22-4 ([Part III – Chapter 3 – Subchapter 6](http://vbaw.vba.va.gov/bl/22/ref/m22-4/Part%20III/ch03.htm)).  This section explains that service information found on DD Form 214s and other service documentation is considered to be under federal custody. Therefore, development must continue until:   * The claimant supplies the information * The service department responds with the information requested, OR   The service department responds with a statement indicating the information is non-existent or cannot be obtained | **DISPLAY** slide **24**  **REVIEW** the information on the slide. |
| **Development Involving a Non-Federal Agency**   * The VCE must mail a PCGL Dev-1 letter to the claimant and all other sources (i.e. school or training site) simultaneously and must explain specifically what is needed. The letter must also explain that a final decision cannot be made until the needed information is received. * The VCE must suspend the claim in TIMS for 30 days, and * The VCE must create a diary using the proper disposition reason which can be found in the M22-4 ([Part III – Chapter 1 – Section 1.14](http://vbaw.vba.va.gov/bl/22/ref/m22-4/Part%20III/ch01.htm))   **NOTE:** VCEs may contact a claimant or school by phone or email based on the local RPO procedures. A copy of the email, or a completed VA Form 119 must be captured into the claimant’s TIMS folder. VCEs may also encourage claimants to submit information though mail, fax, or Right Now Web submission ([http:///www.benefits.va.gov/gibill](http://www.benefits.va.gov/gibill) and choose the “Submit a Question” option to attach and submit claims information). | **DISPLAY** slide **25**  **EXAMPLE:** we develop for relinquishment information and do not receive the information within 30 days. We would deny the claim for failure to prosecute.  **EXPLAIN** what “duty to assist” means: we cannot take action until we know that the records don’t exist or continued efforts would be futile.  **FOR EXAMPLE** we develop to the Army to inquire regarding election or declination of MGIB. The Army states that no DD Form 2366 is available. We can state that continued efforts would be futile. |
| **Development Involving a Non-Federal Agency Duty To Assist**  After 30 days, if the needed information has still not been received, the VCE should follow-up with all sources using the PCGL INF-22 and/or PCGL Dis-3 letters. The VCE must capture these letters into TIMS, disallow the claim for Failure to Prosecute (FTP), close the claim, and take normal end product credit. In this these letters the VCE must include:   * What information VA was unable to obtain * The efforts VA made to obtain this information, and * That the claimant is responsible for submitting any relevant information to reopen the claim   If the needed information is received at any point, the VCE should complete processing the claim. | **DISPLAY** slide **26**  **CLARIFY** that if it is determined that additional requests to an Agency should be made, the INF-22 letter should also be sent to the claimant.  **STRESS** that once it is determined that no additional development will occur, the claim will be processed, even if this results in a denial. |
| **Development Involving Only the Claimant “Not Controlled”**   * **Development to a Claimant. Do not Control claim:** * The VCE must mail and capture an appropriately edited PCGL letter with the appropriate enclosures * The VCE must PCAN any associated pending end product, and * The VCE must Finish TIMS claim token * **Examples** when development should **NOT** be controlled: * Development for an appropriate form under an informal claim * Development for Mitigating Circumstances * Development for Change of Program (COP)   Development may be unnecessary if on file at the school. Prior to developing with the claimant for COP, contact the SCO asking if a VA Form 22-1995/5495 is on file | **DISPLAY** slide **27**  **REVIEW** the slide and ask for additional examples, allowing for various responses. |
| **Development Involving a  School Certifying Official (SCO)**   * VCEs should (as per local RPO procedures): * Call the SCO and, if SCO is unavailable, leave a detailed voice message regarding the information needed and request a callback, and/or * Email the SCO   + Individual email addresses are available in WEAMS under the “Certifying Official /POC” section * Initial Follow-up: * Call and email SCO using all available SCO POC information found in WEAMS until successful * 2nd Follow-up: * Call and email SCO, indicate “*2nd Follow-up Request”* in the email subject line and CC: ELR * General guidance: * Document the all calls, successful or not in TIMS on a 119 * All Emails (sent and received) must be captured into the claimant’s TIMS   Suspend active claim token in TIMS “Individual Pending” for 48 hours | **DISPLAY** slide **28**  **REVIEW** the slide.  **STRESS** to use allavailabel POC information available in WEAMS. Do not just rely upon one phone number on an enrollment certification or on a 1998 report. |
| **Development Involving a  School Certifying Official (SCO), Cont’d**   * **Additional Follow-up when necessary:** * The VCE should request information using PCGL from the SCO, send a copy of the letter to the claimant * The VCE should inform the coach and ask for assistance and guidance before finishing the claim   **Note:** Use caution whenever emailing, do not include PII on unencrypted emails. Never copy and paste or attach a copy of an enrollment certification. (Reference the CERT ID, date submitted, term and student name only). | **DISPLAY** slide **29**  **REVIEW** the slide. **ENCOURAGE** “tactful persitance.” – Always be curtious, polite and professional. |
| **Development Involving a  Education Liaison Representative (ELR)**   * **Development to an Education Liaison Representative (ELR):** * **First check** with a senior VCE or coach prior to development with an ELR to determine if your question can be resolved locally * **Email** the ELR (Use encrypted email for claims related question) * **Capture sent and received emails** into TIMS as sent or received   **Suspend** active claim token in TIMS “Individual Pending” for 72 hours and follow-up as necessary | **DISPLAY** slide **30**  **REVIEW** the slide and ask for additional examples when and when not to involve an ELR, allowing for various responses. |
| **Comprehension Check**  After review of Sarah’s claim for Chapter 33, the VCE finds that the active duty period found is missing the title and authority section for Sarah’s service in the Navy Reserves. The VCE decides this information is required to make an eligibility decision.  List the resource(s) the VCE will use to develop. | **DISPLAY** slide **31**  **REVIEW** the scenario. |
| **Comprehension Check Answer**   1. **DPRIS.** The VCE will request all available information from the Department of the Navy using DPRIS 2. **Claimant.** The VCE will develop to Sarah for a copy of her DD214, orders, or a letter form her commander indicating the title and USC section authority for the specific period (include dates) needing to be verified 3. **Federal.** The VCE will develop through the RPO’s DOD Coordinator/POCs for the title and USC section authority for the specific period (include dates) needing to be verified   **Note**: Allow 24 hours for a response from DPRIS before developing to claimant and DoD. | **DISPLAY** slide **32**  **DISCUSS** the resource(s) the VCE will use to develop. |
| **Comprehension Check**  After review of Bob’s withdrawal from Spring 2016, which was after the drop-add period, the VCE finds that the school did not submit whether grades were punitive or non-punitive. The VCE decides this information is required to make the proper adjustment.  List the resource(s) the VCE will use to develop. | **DISPLAY** slide **33**  **REVIEW** the scenario. |
| **Comprehension Check Answer**  **SCO.** The VCE should develop to the school, as this information can be confirmed by Bob’s school.  **Claimant.** If contact cannot be made with the school, the VCE would eventually send a letter to the SCO and a courtesy copy to Bob. | **DISPLAY** slide **34**  **DISCUSS** the resource(s) the VCE will use to develop. |
| **Discussion**   1. What are some possible resources for service information? 2. What are some possible resources for school information? | **DISPLAY** slide **35**  **ASK each of the questions and entertain responses.**  **CLARIFY responses as needed and paraphrase a “correct” response for each question.** |
| **Important Steps Following  Initial Development** | **DISPLAY** slide **36**  **INTRODUCE** the next topic |
| **Development Responses**  If a response is received via Upstream, it will be scanned into the TIMS file, which will pull the claim from awaiting mail into a VCE’s individual queue  Other responses may be received via email. For example DPRIS will alert a VCE via email. The VCE will then be required to retrieve the response from DPRIS and capture all DPRIS documents available into the claimant’s TIMS folder | **DISPLAY** slide **37**  **REVIEW the information on the slide.**  **DISCUSS how our systems have been designed to promt us when new information has been received.**  **REMIND participants of the importance to properly set and update both TIMS and BDN controls.** |
| **Summary**  You have completed the Development lesson. You should be able to:   * + Determine when development is or is not required   + Determine the correct resources for development   + Identify the appropriate steps for development to each of the different information resources | **DISPLAY slide 38**  **REVIEW the Summary of the lesson and say; “We are just about complete with the lesson content, after the next slide we will have time for questions on what we have just covered.”** |
| **References**   * [**M22-4 Part 3, Chapter 3**](http://vbaw.vba.va.gov/bl/22/ref/m22-4/Part%20III/ch03.htm) * [**M22-4 Part III – Chapter 3 – Subchapter 6 – Sections 3.21 – 3.32**](http://vbaw.vba.va.gov/bl/22/ref/m22-4/Part%20III/ch03.htm) * [**M22-4 Part III – Chapter 1 – Section 1.14**](http://vbaw.vba.va.gov/bl/22/ref/m22-4/Part%20III/ch01.htm) * [**Policy Advisory: Development for TOE information not in VIS**](http://vbaw.vba.va.gov/bl/22/ref/advisories/33/Policy%20Advisory%20-%20Development%20for%20TOE%20information.html) | **DISPLAY slide 39**  **INFORM** participants of lesson references. |
| **Questions?** | **DISPLAY slide 40**  **ASK for questions on the topics discussed in this training and entertain responses. (If trainees are reluctant, propose questions yourself to begin the dialog.)**  **CLARIFY responses as needed and paraphrase question clearly for all to hear before providing a “correct” responses.**  **NOTE: Limit questions to scope of topic. Do not guess. Unless information is covered in the training, make note of question and provide a follow-up response to all trainees as soon as possible.**  **CONFIRM** that thestudents know how to access the assessment and survey in TMS.  **EXPLAIN** that the assessment is TMS# and will cover what they learned in class today.  **REMIND** them that they must complete both the assessment and the survey in order to receive credit in TMS for their training.  **TELL** students that the survey provides them an opportunity to improve the training and that their feedback is welcome. |