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A. Topic: Understanding Chapter 31 processing

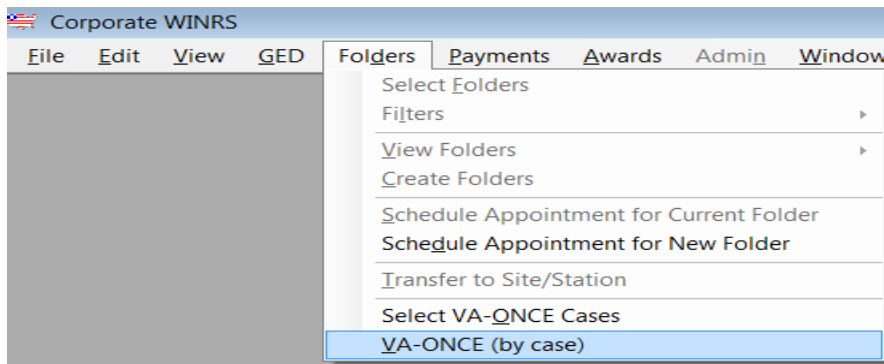
Background: For many years, Chapter 31 awards were processed in the Benefits Delivery Network (BDN) and paid in SHARE.

Beginning in 2014, Chapter 31 awards began to be processed in Corporate WINRS (CWINRS) and paid in SHARE.

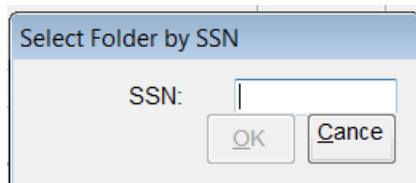
Old award lines from BDN were converted to SHARE (moved to the “PreConvsn Master Rcd” tab) for storage (if there were any BDN dropped prior lines, the total amount of entitlement used was input, but award lines were not brought over). Newer award lines would be in SHARE (under “Award/Ratings” tab).

CWINRS (via Start – search “Corporate WINRS” – log in)

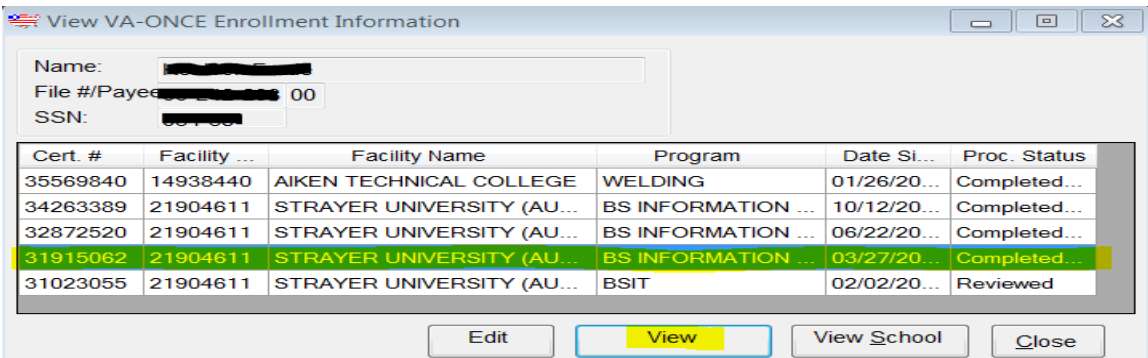
- Enrollments and Changes in Enrollment are received via VA-ONCE and can be viewed by choosing **Folders** then **VA-ONCE (by case)**



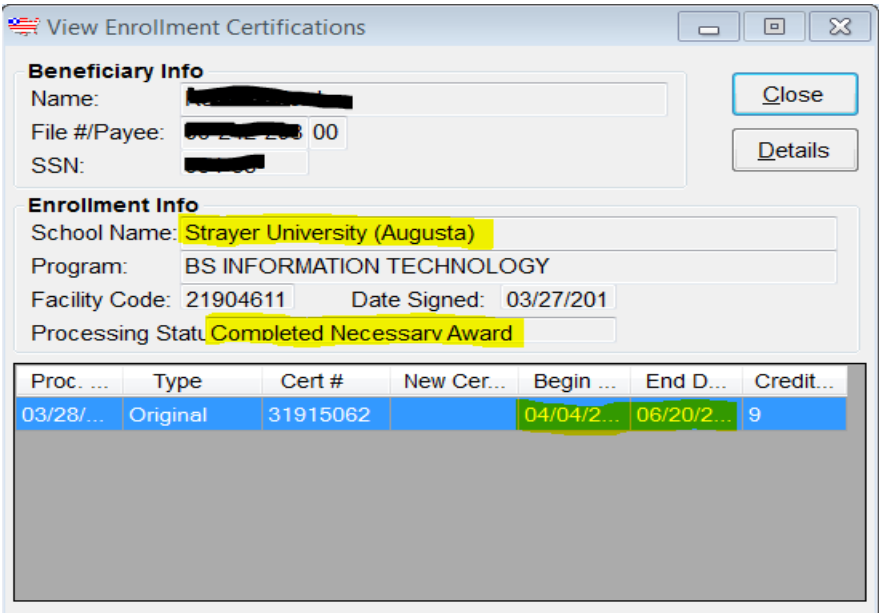
- Input **SSN**



- You may view each enrollment by clicking on the enrollment and then choose **View**



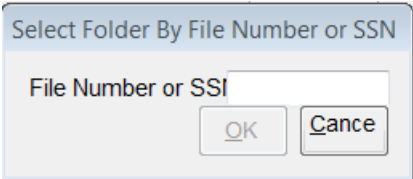
- Review enrollment dates and processing status



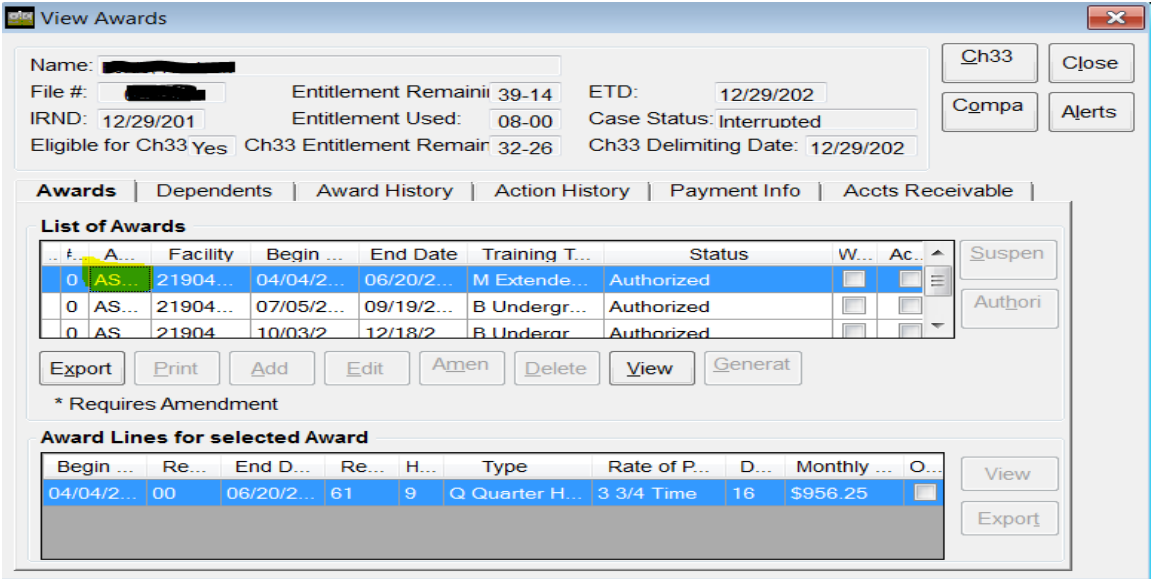
- If you want to see a list of awards and the date they were authorized, click on **Awards Processing**



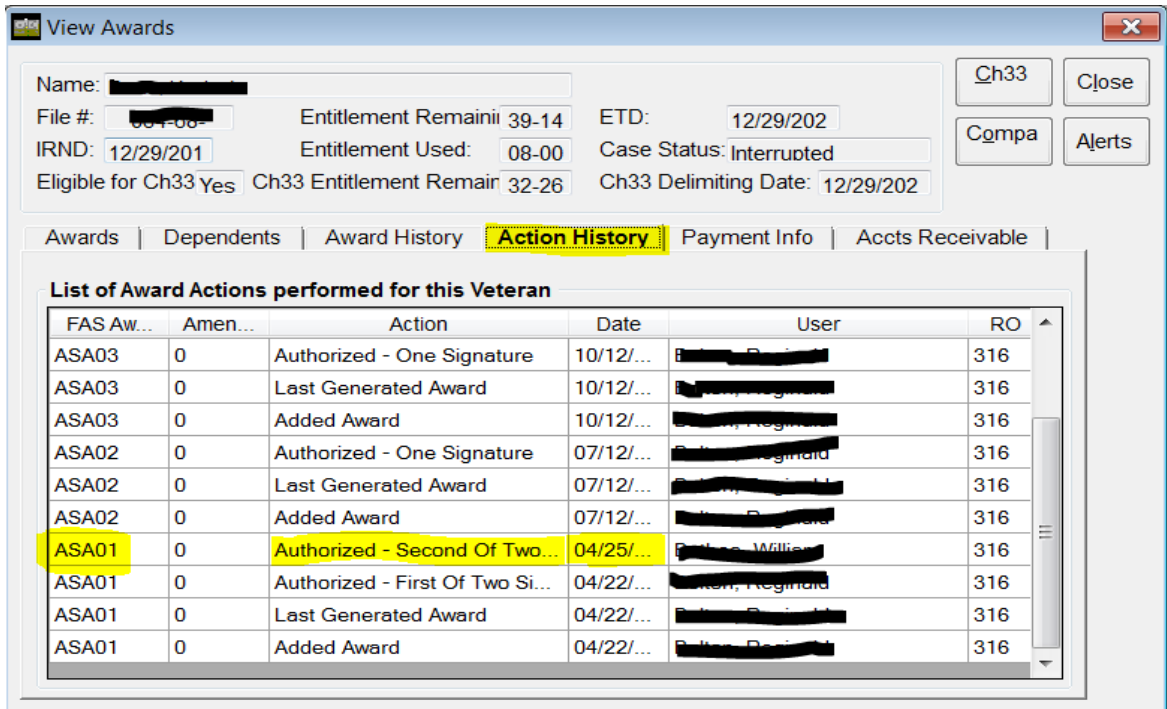
- Input **SSN**



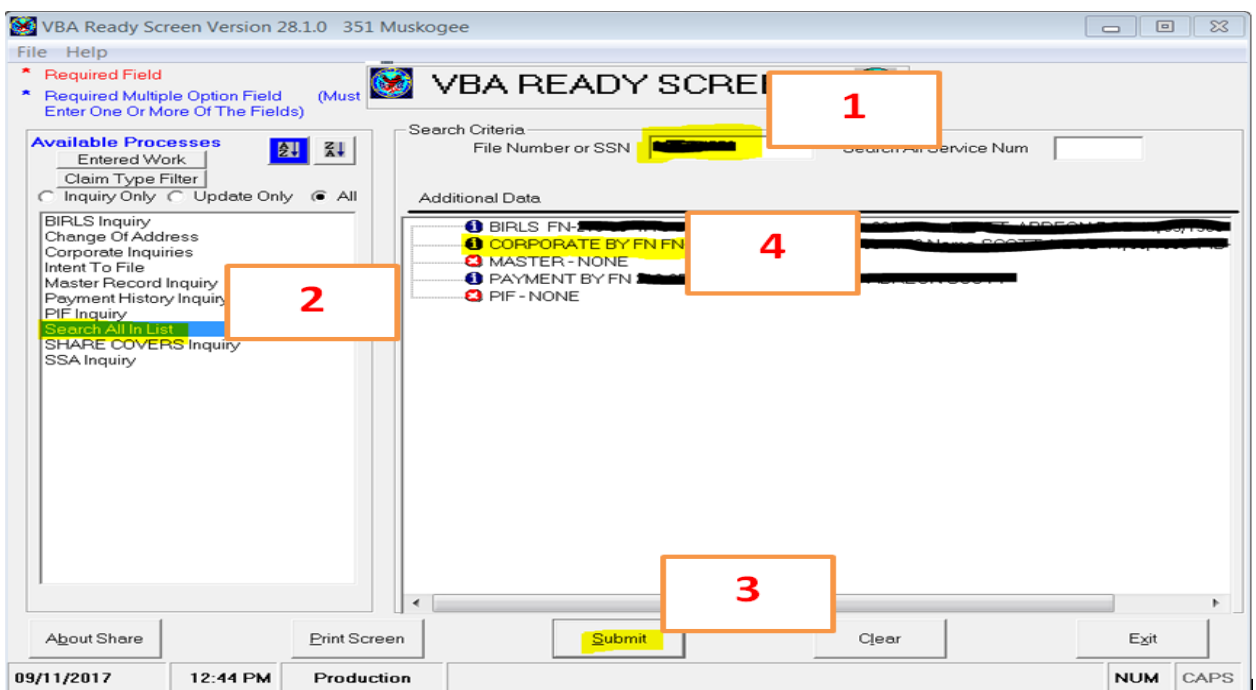
- Then hover over the enrollment to get the award # assigned to it. Every enrollment worked has an award # assigned. In the case below, the award for 4/4/16 to 6/20/16 is assigned #**ASA01**



- Now click on **Action History** to see all the awards and when they were authorized (similar to Work Products in LTS). I can see that my **ASA01** award was authorized (second signature) on 4-25-16 (I hovered my mouse over the date to see the full mm/dd/yy).



- SHARE** (via Start – search “SHARE” – input **File Number**, click **Search All in List** then **Submit** then **Corporate**)



- When **PreConvsn Master Rcd** is in bold (not grayed out), this means there were old BDN enrollments (at time of conversion to CWINRS). You want to start there to get the history of Chapter 31. Click on **PreConvsn Master Rcd**

- M35-DRP** (means screens M35 through DRP) note: the “M” represents screens that were originally in BDN)

- M36 tab:** will show you old BDN award lines. These will reflect vertically (scroll to the left/right). In the example below, veteran was paid for periods starting October 15, 2011, to December 17, 2011; January 9, 2012, to March 3, 2012; March 12, 2012, to May 5, 2012; and May 14, 2012, to July 7, 2012

Chapter 31 Information M35-DRP

File Help

Person **Military** Claims/ Denials Award/ Ratings PreConvsn Master Rcd

File Number [REDACTED] Payee 00 Name [REDACTED]

Message Pre Converted Chapter 31 Master Record

Case Status (M35) **Award (M36)** Dependency (M37) Transactions/Payment (M38) Dropped Priors (DRP) M01-M34

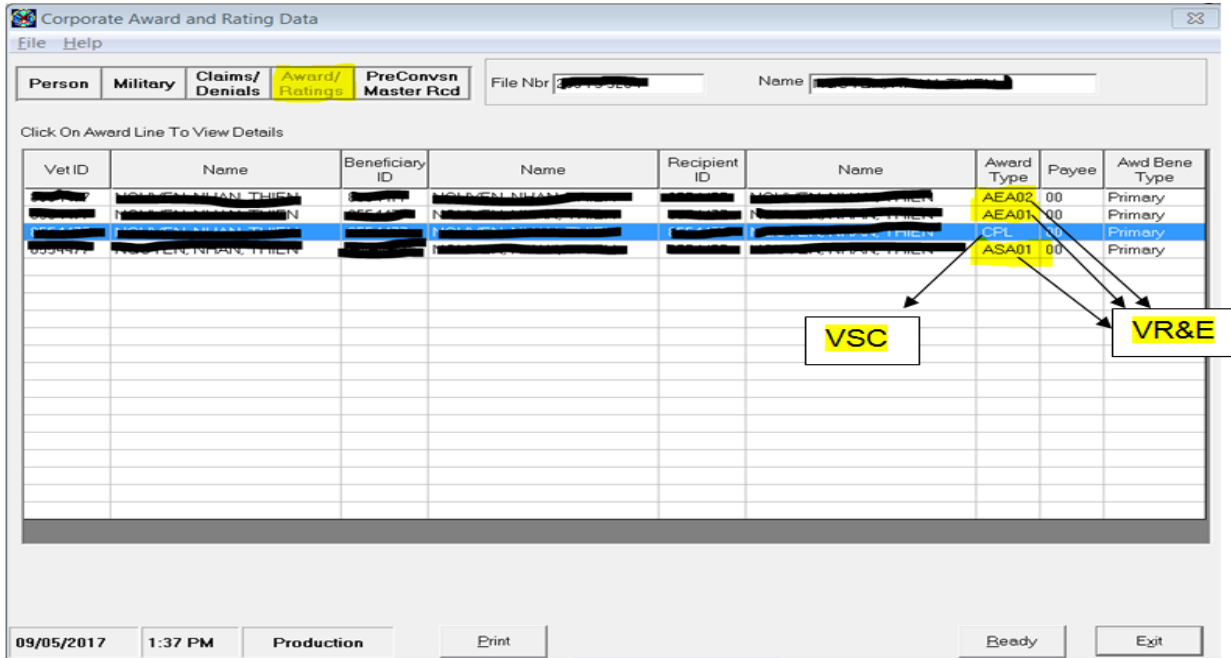
Date Last Paid 12-14-13 Facility 1-1-8500-10 Ent Code 08

EFFECTIVE DATE	05-14-12	03-12-12	01-11-12	01-09-12	12-15-11	12-01-11	11-14-11	10-15-11
EFFECTIVE RSN	60	60	24	60	29	29	29	29
NO PAY DATE	07-07-12	05-05-12	03-03-12		12-17-11			
NO PAY RSN	61	61	61		61			
SPEC CODE	PR	PR	PR	PR	PR	PR	PR	PR
MONTHLY RATE	\$1,542.00	\$1,542.00	\$1,542.00	\$1,542.00	\$1,542.00	\$1,542.00	\$1,542.00	\$1,542.00
DEPEND TOT/THS	11/11	11/11	11/11	12/12	12/12	12/12	12/12	12/12
HOURS TYPE/NO	S/09	S/10	S/10	S/10	S/13	S/14	S/17	S/14
TRAINING TYPE	B	B	B	B	B	B	B	B
TRAINING TIME	4	4	4	4	4	4	4	4
WITHHOLD TYPE								
WITHHOLD AMT	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
JRN YMN MONTHLY WAGE	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
TRAINEE MONTHLY WAGE	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
FACILITY	1-1-8500-10	1-1-8500-10	1-1-8500-10	1-1-8500-10	1-1-8500-10	1-1-8500-10	1-1-8500-10	1-1-8500-10

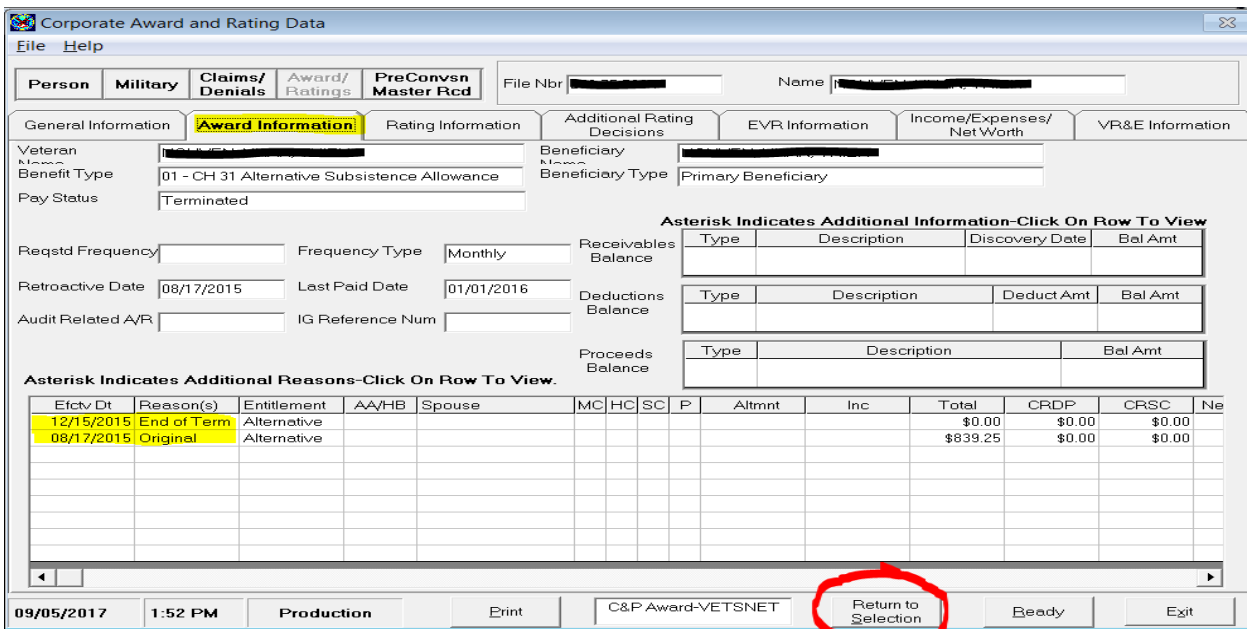
09/04/2017 3:24 PM

Print Selection Ready Exit

- **Award/Ratings** tab: will show all newer awards. ASA (SSA if they are not receiving the Ch33 Housing rate) awards represent enrollments paid (i.e. ASA01, ASA02, etc.). AEA awards represent a 2-month employment adjustment allowance (i.e. AEA01 and AEA02) someone receives at the end of VR&E (to supplemental their income while they look for a job). Click on VR&E awards (one at a time) to view awards



- After choosing **ASA01**, choose **Award Information**. This will show details of the award chosen (enrollment August 17, 2015, to December 15, 2015). Then choose **Return to Selection** to view the next award **AEA01**



- After choosing the next award **AEA01** you will arrive at screen below. Choose **Award Information** to view the employment adjustment allowance (January 2017). Then choose **Return to Selection** to view the next award **AEA02**

Corporate Award and Rating Data

File Help

Person Military Claims/Denials Award/Ratings PreConvsn Master Rcd File Nbr [REDACTED] Name [REDACTED]

General Information **Award Information** Rating Information Additional Rating Decisions EVR Information Income/Expenses/NetWorth VR&E Information

Veteran Name [REDACTED] Beneficiary Name [REDACTED]
Benefit Type 01 - CH 31 Alternative Employment Allowance Beneficiary Type Primary Beneficiary
Pay Status [REDACTED]

Asterisk Indicates Additional Information-Click On Row To View

Reqstd Frequency [REDACTED] Frequency Type One Time Receivables Balance [REDACTED]
Retroactive Date 01/09/2017 Last Paid Date 02/01/2017 Deductions Balance [REDACTED]
Audit Related A/R [REDACTED] IG Reference Num [REDACTED] Proceeds Balance [REDACTED]

Type	Description	Deduct Amt	Bal Amt

Type	Description	Bal Amt

Asterisk Indicates Additional Reasons-Click On Row To View.

Efctv Dt	Reason(s)	Entitlement	AA/HB	Spouse	MC	HC	SC	P	Altrmt	Inc	Total	CRDP	CRSC	Ne
01/09/2017	Employment	Alternative									\$1,163.00	\$0.00	\$0.00	

09/05/2017 1:54 PM Production Print C&P Award-VETSNET **Return to Selection** Beady Exit

- After choosing the next award **AEA02** you will arrive at screen below. Choose **Award Information** to view the employment adjustment allowance (February 2017).

Corporate Award and Rating Data

File Help

Person Military Claims/Denials Award/Ratings PreConvsn Master Rcd File Nbr [REDACTED] Name [REDACTED]

General Information **Award Information** Rating Information Additional Rating Decisions EVR Information Income/Expenses/NetWorth VR&E Information

Veteran Name [REDACTED] Beneficiary Name [REDACTED]
Benefit Type 02 - CH 31 Alternative Employment Allowance Beneficiary Type Primary Beneficiary
Pay Status [REDACTED]

Asterisk Indicates Additional Information-Click On Row To View

Reqstd Frequency [REDACTED] Frequency Type One Time Receivables Balance [REDACTED]
Retroactive Date 02/08/2017 Last Paid Date 03/01/2017 Deductions Balance [REDACTED]
Audit Related A/R [REDACTED] IG Reference Num [REDACTED] Proceeds Balance [REDACTED]

Type	Description	Discovery Date	Bal Amt

Type	Description	Deduct Amt	Bal Amt

Type	Description	Bal Amt

Asterisk Indicates Additional Reasons-Click On Row To View.

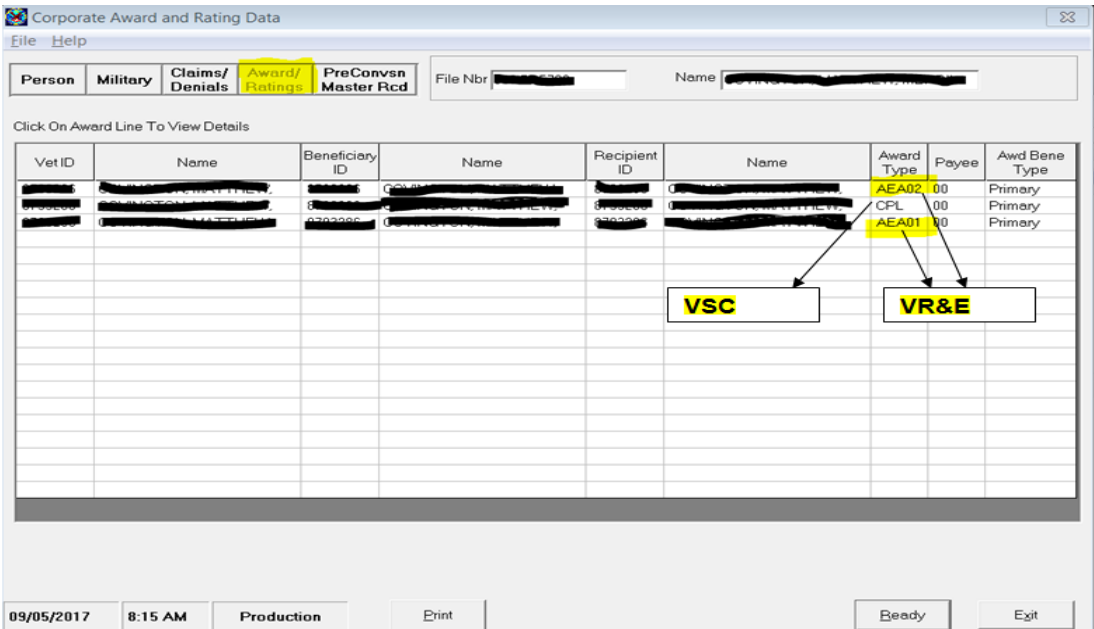
Efctv Dt	Reason(s)	Entitlement	AA/HB	Spouse	MC	HC	SC	P	Altrmt	Inc	Total	CRDP	CRSC	Ne
02/08/2017	Employment	Alternative									\$1,163.00	\$0.00	\$0.00	

09/05/2017 1:57 PM Production Print C&P Award-VETSNET Return to Selection Beady Exit

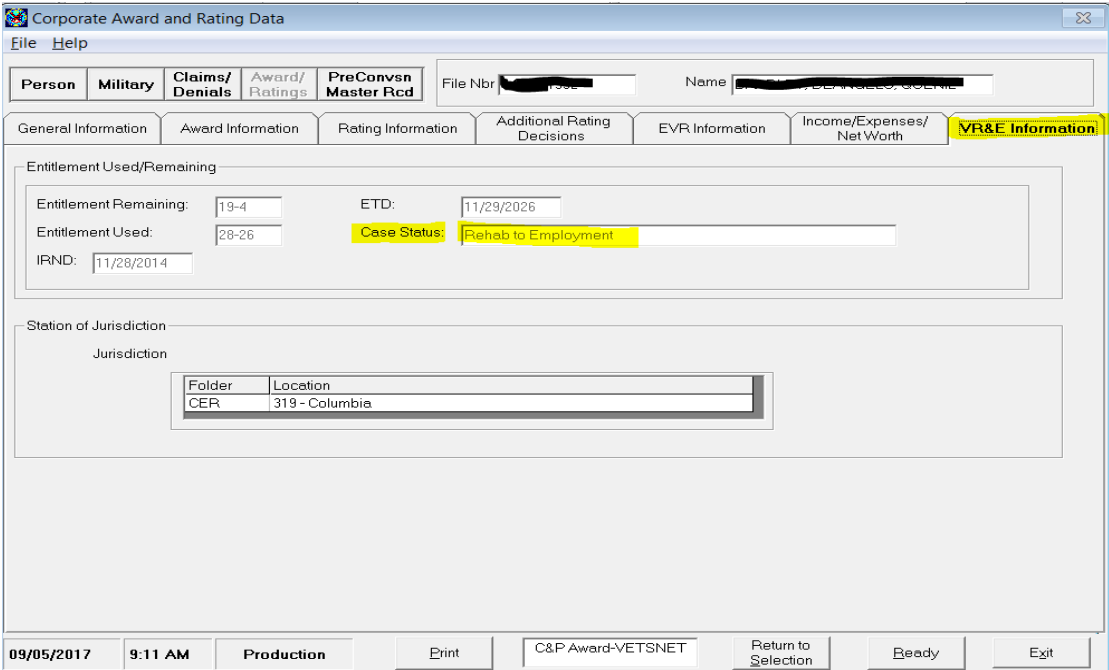
B. Topic: Understanding Chapter 31 Status

Option 1 (SHARE)

- Choose **Award/Ratings** then any **VR&E award** (current status appears on all awards, regardless of date of award)



- Once award opens, choose **VR&E Information** tab. **Case Status** reflects current status

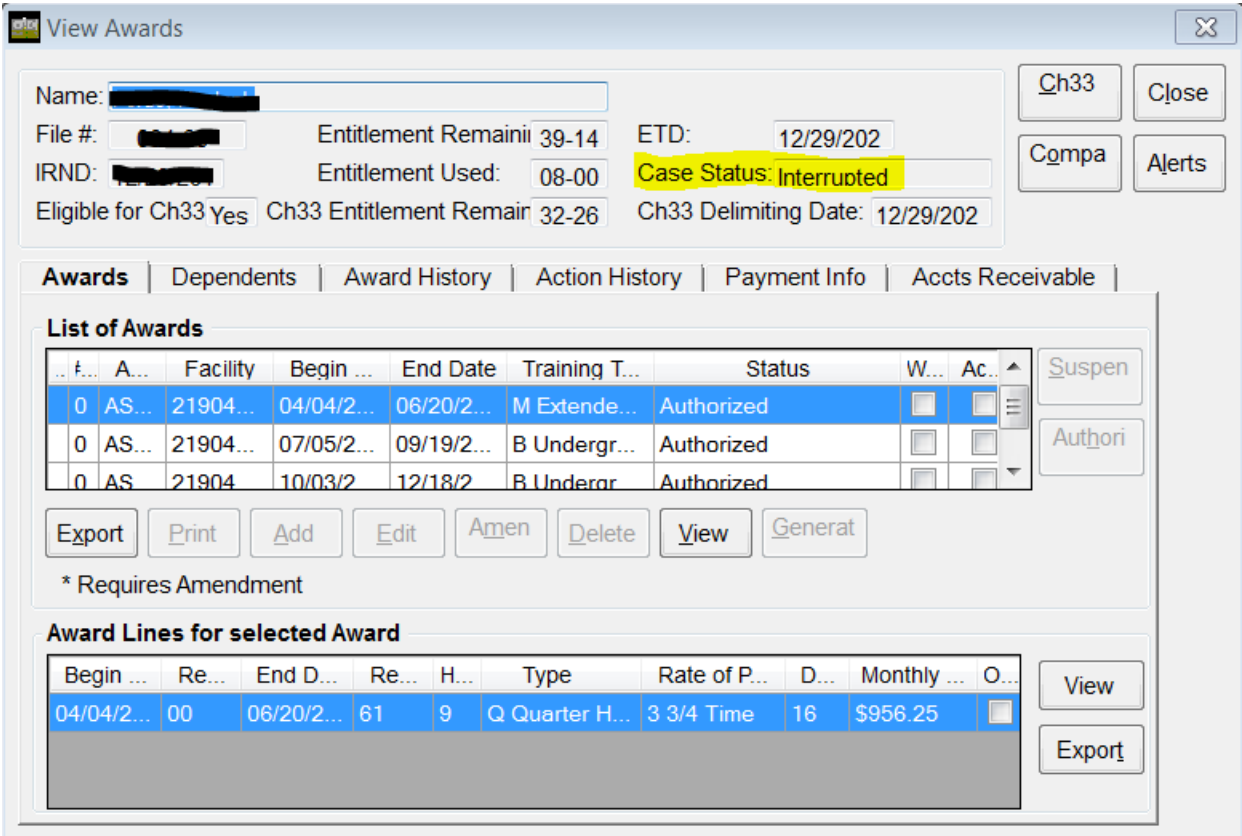


Option 2 (CWINRS)

- Click on **Awards Processing** then input **SSN**



- The **Case Status** reflects current status

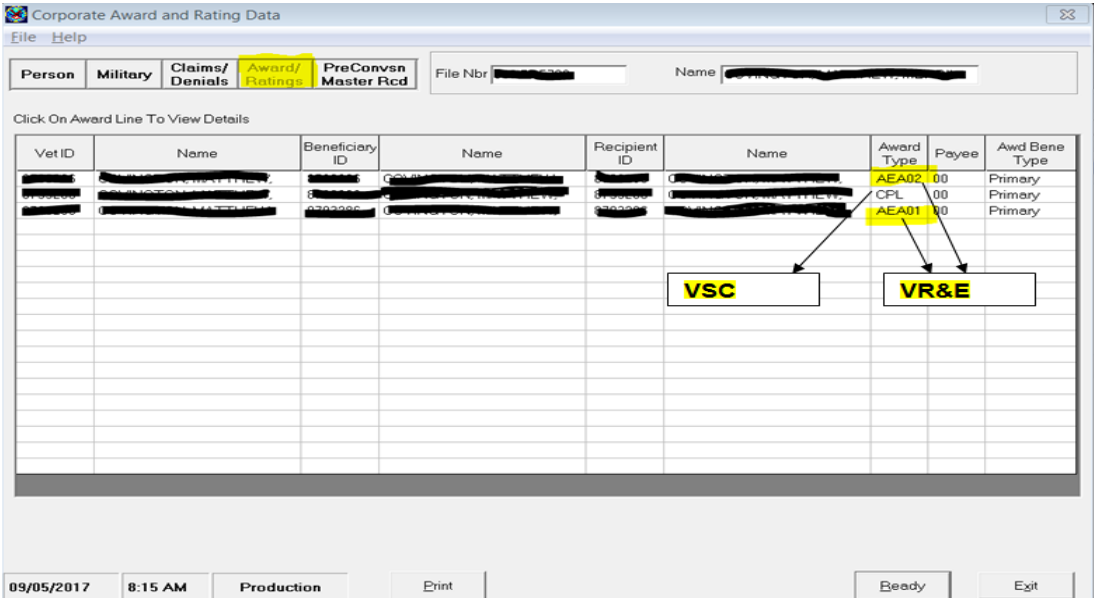


Status	Meaning
Applicant	Veteran has applied for Ch31 and an appointment will be scheduled Ch31 eligibility has not yet been determined Process Education – no duplication will occur – VR&E will review BDN/LTS before they start Ch31
Evaluation/Planning	Ch31 eligibility has not yet been determined Process Education – no duplication will occur – VR&E will review BDN/LTS before they start Ch31
Independent Living	Ch31 eligible – assistance mainly for living Ch31 payments for enrollments may have begun Review duplication of enrollments before processing Education
Job Ready Services	Ch31 eligible Ch31 payments for enrollments may have begun Do not process Education enrollments – duplication will probably occur, so deny supplemental enrollment CODIS1, explaining their record shows they are eligible for Vocational Rehabilitation and Employment (VR&E) benefits and if they no longer wish to receive VR&E benefits, they should contact their VR&E counselor, who will contact Education with a VR&E termination date. Check “stop automation” box (Ch33) and “stop” message BDN (non-33).
Extend Eval	Ch31 eligible – feasibility is being reviewed Ch31 payments for enrollments may have begun Do not process Education enrollments – duplication will probably occur, so deny supplemental enrollment CODIS1, explaining their record shows they are eligible for Vocational Rehabilitation and Employment (VR&E) benefits and if they no longer wish to receive VR&E benefits, they should contact their VR&E counselor, who will contact Education with a VR&E termination date. Check “stop automation” box (Ch33) and “stop” message BDN (non-33).
Rehab to Employment	Ch31 eligible Ch31 payments for enrollments may have begun Do not process Education enrollments – duplication will probably occur, so deny supplemental enrollment CODIS1, explaining their record shows they are eligible for Vocational Rehabilitation and Employment (VR&E) benefits and if they no longer wish to receive VR&E benefits, they should contact their VR&E counselor, who will contact Education with a VR&E termination date. Check “stop automation” box (Ch33) and “stop” message BDN (non-33).
Interrupted	Ch31 training is interrupted No new Ch31 payments will be issued at this time Do not process Education enrollments – duplication will probably occur, so deny supplemental enrollment CODIS1, explaining their record shows they are eligible for Vocational Rehabilitation and Employment (VR&E) benefits and if they no longer wish to receive VR&E benefits, they should contact their VR&E counselor, who will contact Education with a VR&E termination date. Check “stop automation” box (Ch33) and “stop” message BDN (non-33).
Rehabilitated	Ch31 training has ended No new Ch31 payments will be issued Review duplication of enrollments before processing Education
Discontinued	Ch31 training has ended without rehabilitation No new Ch31 payments will be issued Review duplication of enrollments before processing Education

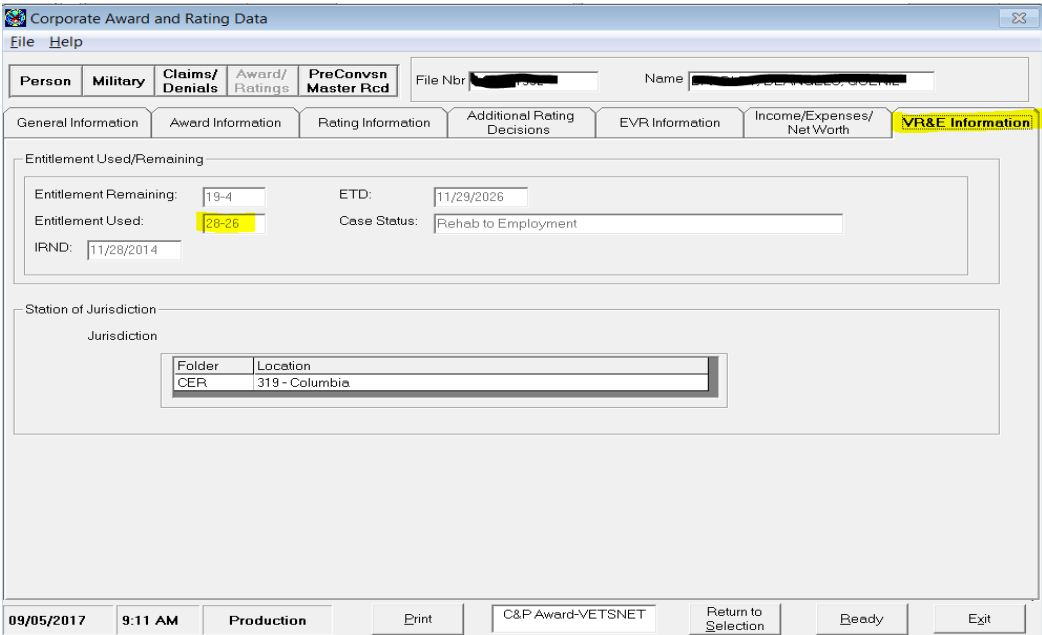
C. Topic: Finding Chapter 31 used

Option 1 (SHARE)

- Choose **Award/Ratings** then one of the **VR&E** awards



- Choose **VR&E Information** tab. Entitlement Used will reflect. Dropped priors and any pre-conversion used will be included in this total. **Be careful**, as this may show none used, but if there is a **PreConvsn Master Rcd**, usage could be on this tab (tip: if veteran has not used Ch31 since the conversion, no entitlement will show under **Entitlement Used**, so reviewing the **PreConvsn Master Rcd** is essential)



- Warning!** Only use this method if the **Entitlement Used (VR&E tab)** is **BLANK**. PreConvsn Master Rcd then M33 will show you the total entitlement used. Add the **Ent Used Thru EOT + Ent Dropped Priors + Ch31 Ent Used Pre Target** to get total used. Do not view the section under "Prior VA Training", as this is where VR&E will input other non-Chapter 31 benefits, including Ch33, that were used. But we are looking for total Chapter 31 used.

Chapter 31 Information M01-M34

File Number: [REDACTED] Payee: 00 Name: [REDACTED]

Message: Pre Converted Chapter 31 Master Record

Person Military Claims/Denials Award/Ratings **PreConvsn Master Rcd**

Deduction/Receivable/Balance Data (M01) Status (M32) **Entitlement/Diaq (M33)** Entitlement History (M34) M35- DRP

~~Prior VA Training <Months And Days>~~

CH30		Creditable CH31 Ent	47-00	Termination Date	11-29-26
CH32		Temporary Ent		Termination Rsn	1
CH35		Ent Exten Mo		Serious Emp Handicap	<input checked="" type="checkbox"/>
Other	01-00	Ent Used Thru DLP	03-27	Original Claim Date	12-01-14
Total	01-00	Ent Used Thru EOT	03-27	Init Rating Notice	11-28-14
		Ent Rmng As of DLP	43-03	Debited Prior Ent	17-05
		Ent Rmng As of EOT	25-28	Restored Prior Ent	
		Ent Dropped Priors	00-00	Persian Gulf War	<input type="checkbox"/>
		CH31 Ent Used Pre Target		DTAP Ind	<input type="checkbox"/>

Current Conditions: 7530, 6847, 8100

SC Diagnostics: [REDACTED]

Current Percent: 060, 050, 050

Additional Conditions: Military Ret Pay

Indiv Unemployability: Competent: YES

Current Comb Degree: 100
 App SC Combined Degree: 100
 Memorandum Rating: [REDACTED]

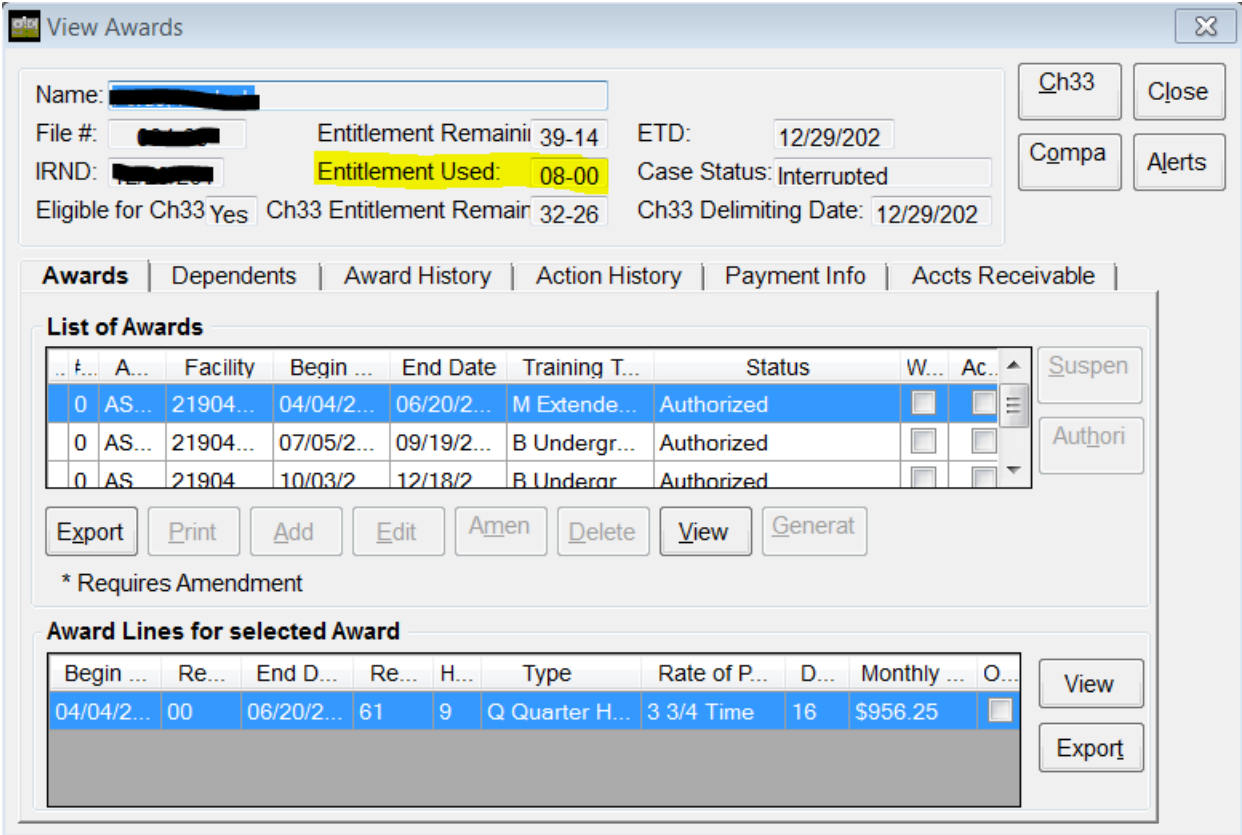
09/05/2017 9:30 AM [Print] [Selection] [Ready] [Exit]

Option 2 (CWINRS)

- Click on **Awards Processing** and input **SSN**



- The amount of entitlement used will reflect



D. Topic: Duplication between Chapter 31 and Education enrollments

Reference: Circular 28-15-01

Duplication of benefits: We should make sure to not pay for the **same enrollment** under Education, if it was paid under Chapter 31. Understand that VR&E may give us a time period where Chapter 31 was used (from application to rehabilitation), but we should only be interested in **enrollments** paid under Chapter 31. If an enrollment was not paid under Chapter 31, we may process under Education, even if it was during the Chapter 31 timeframe.

Care should also be taken to not pay for enrollments when the Chapter 31 **status** clearly shows that student is pursuing Chapter 31. This can prevent duplication before it occurs.

If SHARE is unclear, email Senior (who may contact QRT Senior) to check CWINRS. If CWINRS does not resolve the issue, Senior will forward email to VR&E. Senior will look up the VR&E mailbox as follows:

- Example: if we needed to email regarding a VR&E case in Phoenix (BINQ LOC shows CER folder at 345), we would email VAVBAPHO/RO/VRE (remember that some offices use **Ch31** instead of VRE)

Note: After the veteran completes training, VR&E may pay them – for 2 months – to look for work (AEA01 and AEA02 awards). If we receive an Education enrollment that overlaps this 2-month payment period, this indicates they are not searching for a job; they are going to school. This is a problem. If our Education enrollment does not overlap Chapter 31 **enrollments**, we may go ahead and process our enrollments; but we should send a courtesy email to VR&E and let them know that the student has started training.

E. Topic: Chapter 33 Housing in Lieu of Chapter 31 Housing

Reference: Procedural Advisory August 12, 2011: [CH31 Participants and CH33 BAH](#)

- “Email” referred to in advisory requires email to Senior with name and file number – include whether the individual is eligible for Ch33 or not – include enrollments for periods x to x that have been received, but not paid under ch33. Senior will email the corporate box for VR&E and capture “sent” email in TIMS.
- Documents received later require denial (CODIS1) due to currently being in receipt of Vocational Rehabilitation and Employment benefits.

Background: If a **Chapter 33 application received refers to Chapter 31** or the **Ch31 status indicates veteran is already receiving Ch31**, the claimant wants us to issue a Certificate of Eligibility so they may present to VR&E and then receive the Chapter 33 housing rate in lieu of the Chapter 31 housing rate (PL 111-377).

F. Topic: Processing Education Claims

Original	All original claims
Supplemental	Claims more than 1 year break between enrollments/Certificate of Eligibility or more than one year between a Certificate of Eligibility and first enrollment; or FLASH – message at bottom of enrollment “remaining entitlement has changed” – LTS banner

Always review and capture screen for amount of **Chapter 31 used (even if 0)**. This supports our entitlement decision we provide the veteran, as we cannot grant more than 48 months of benefits. If supplemental, there is a possibility that Chapter 31 was used during this break period and the amount of entitlement the veteran used needs to be updated.

Exception for Ch31 used: original claims worked from December 10, 2015, through September 21, 2016 (date of Advisories) may not contain Chapter 31 used; we will continue to not include Chapter 31 prior used for these claims. Advisory dated December 10, 2015, advised processors to NOT count Chapter 31 entitlement when working any **ORIGINAL** claim. Many original decision letters were issued, not taking Chapter 31 entitlement used into account. Then, on September 21, 2016, we once again included Chapter 31. So claims worked after this date should include Chapter 31 used. We will, however, honor the entitlement (with Chapter 31 NOT included) on all original claim letters worked from December 10, 2015, through September 21, 2016.

Always review and capture screens (or add terms to NOTE) for **Chapter 31 enrollments paid (if ch31 used)**. We cannot process any enrollments that were previously paid under Chapter 31. If supplemental, there is a possibility that Chapter 31 was used during this break period and we cannot process any enrollments that were previously paid under Chapter 31.

Always review and capture screens for **Chapter 31 status (regardless of Ch31 used)**. We should not process any enrollments if Chapter 31 is being used or about to be used and duplication could occur. If supplemental, there is a possibility that Chapter 31 was used during this break period and we should not process any enrollments if Chapter 31 is being used or about to be used and duplication could occur.

G. Topic: Examples of Transfer of Entitlement (TOE)

We should review the VIS transfer date when deciding total entitlement used.

Example #1:

Date	What Happened (transfer before Ch31 usage)
08-01-10	VIS effective date - 36 mos transferred to Bobby Jr.
01-15-12	Veteran started Ch31 and went on to use 40 months between 2012 and 2015.
05-13-16	Bobby Jr. applies for Ch33 TOE
05-14-16	VA issues a TOE COE for 36 months (using only 12 mos of Ch31 prior training in LTS – comments that actually 40 mos used, but TOE transfer prior to Ch31 usage). VR&E should have reviewed VIS for amount transferred before granting any entitlement – and it appears they may have reviewed VIS, but still granted 40 mos of entitlement (entitlement extension granted). If VCE wants to send a courtesy email (via Senior) to VR&E to alert them of TOE transfer amount, they may (if it appears VR&E may be unaware of TOE transferred).
Admin	Remember, if we gave the dependent 36 months, this is not an administrative error; this was worked correctly.

Example #2:

Date	What Happened (redistribution during Ch31 usage)
08-01-10	VIS effective date - 20 mos transferred to Bobby Jr.
01-15-12	Authorized Spring 2012 under Ch31
06-15-12	Authorized Summer 2012 under Ch31
08-15-12	Authorized Fall 2012 under Ch31 – at this point, Vet used 15 mos of Ch31
11-15-12	VIS effective date – increased to 30 mos transferred to Bobby Jr.
01-15-13	Authorized Spring 2013 under Ch31
06-15-13	Authorized Summer 2013 under Ch31
08-15-13	Authorized Fall 2013 under Ch31 – at this point, Vet used 15 more mos (total 30 mos) of Ch31
05-13-16	VIS effective date – increased to 36 mos transferred to Bobby Jr.
01-10-17	Bobby Jr. applies for Ch33 TOE
01-11-17	VA issues a TOE COE for 30 mos. The 20 mos transferred was secure, as it was done prior to Ch31 usage. At the point that VIS changed again (11-15-12), total usage was 20 (TOE) plus 15 (Ch31) = 35. So out of 48 mos, the veteran could have given an additional 13 mos (48-35). Veteran increased by 10 mos. So that is fine. Now 30 mos transferred is secure. When VIS changed again (5-13-16), total usage was 30 (TOE) + 30 (Ch31) = 60. So out of 48 mos, there was nothing additional left to give. So even though Veteran increased by 6 more months, we cannot give that to Bobby Jr. We can only give Bobby Jr. 30 months.
Extension	If VR&E allowed an extension (can usually be seen if paid more than 48 mos), we would not count the Chapter 31 entitlement extension used (Advisory March 12, 2013)

H. Topic: Conversion from Education to Chapter 31

Triggers: receipt of documents/email from school, VR&E, or the claimant showing a change in benefits. The school may send a change in enrollment showing a withdrawal due to changing to Chapter 31. VR&E counselor may contact us that veteran has changed to Chapter 31. Claimant may write us, stating that s/he wishes to change to Chapter 31.

Conversion: review who is reporting the change in benefit, then continue with conversion actions below.

School	Since we are not changing to Chapter 31 - we are just stopping Education - we can process the termination. Terminate first day of term (ch33 use "did not attend" so 75b debt is created). Continue to "conversion actions" below.
VR&E	Since the change is coming from VR&E counselor (RNW team), we cannot create a debt in LTS. The counselor is only able to stop future unpaid terms. If the Chapter 31 effective date will create an Education debt, email (via Senior) VR&E, explaining that we need a different Chapter 31 effective date. After resolution, continue to "conversion actions" below.
Veteran	Since the veteran is reporting the change, we cannot create a debt in LTS. The veteran is only able to stop future unpaid terms. If the Chapter 31 effective date will create an Education debt, issue COE (or informational letter, as appropriate) and edit to request that Veteran contact his/her Vocational Rehabilitation Counselor to advise Education of the date Chapter 31 began. If no debt issue, continue to "conversion actions" below.

Conversion Actions	
LTS stop automation box	If Ch33: Checked
LTS periods of non-participation	If Ch33: Ch31 begin date (first enrollment)
TIMS facility code	Ch31
TIMS FLASH	Ch31 effective date
BDN master record message	Ch31 effective date (include "STOP" if non-33)
Enrollment/changes prior to Ch31 effective date	Process in BDN/LTS
Enrollment/changes after Ch31 effective date	Annotate "Ch31" Decline VA-ONCE in LTS (if Ch33) Deny enrollment CODIS1, explaining student's record shows s/he is receiving Vocational Rehabilitation and Employment benefits

I. Topic: Conversion from Chapter 31 to Education

Triggers: receipt of information from the school (i.e. enrollment indicating Education); VR&E (email indicating Education); or the claimant (i.e. application or change in program specifying Education).

Conversion: review who is reporting the change in benefit, then continue with conversion actions below.

School	Since the school is initiating the change to Education, we cannot start paying a different benefit based on just the school's direction (exception is if the Ch31 status shows Ch31 has ended). Annotate documents as "Ch31". Decline VA-ONCE in LTS (if Ch33). Deny enrollment CODIS1, explaining student's record shows s/he is receiving Vocational Rehabilitation and Employment benefits.
VR&E	Since the change is coming from VR&E counselor (RNW team), we can take this information from VR&E counselor. Continue to "conversion actions" below.
Veteran	Since the veteran is reporting the change, we CAN take this information from the Veteran. Review SHARE for duplication of enrollments and status. If duplication would result or if status shows student's Ch31 eligibility has not ended, issue COE (or informational letter, as appropriate) and edit to request that Veteran contact his/her Vocational Rehabilitation Counselor to advise Education of the date Chapter 31 was discontinued. Review SHARE for status. If no duplication or status issue, continue to "conversion actions" below.

Conversion Actions	
LTS stop automation box	Ch33: Uncheck
LTS periods of non-participation	Ch33: Ch31 begin date and end date (first/last enrollment)
TIMS facility code	COE or School's Facility Code
TIMS FLASH	Ch31 end date
BDN master record message	Remove Ch31
Enrollment/changes prior to Education effective date	Annotate "Ch31" Decline VA-ONCE in LTS (if Ch33) Deny enrollment CODIS1, explaining student's record shows s/he is receiving Vocational Rehabilitation and Employment benefits
Enrollment/changes after Education effective date	Process in BDN/LTS