Adobe Captivate Training Scripts

COVID-19 Temporary School Closure Batch Process Training Module

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| **Visual** | **Script** |
|  | Welcome to the Long-Term Solution (LTS) Release 7.3, COVID-19 Temporary School Closure Batch Process Training. In today’s training, you will learn about the recent updates made to the LTS to enable VA to accurately process claims impacted by COVID-19 in accordance with the COVID-19 Emergency Situation legislation.  Please note the examples you will see during this training were processed in a test system so all names and social security numbers are fictitious and do not belong to actual beneficiaries. No personally identifiable information (PII) is contained in this training.    Please click ‘Next’ in the bottom right-hand corner when you are ready to move on to the next page. |
|  | This training will provide an overview of the updates made in the LTS, highlighting the enhancements made to process temporary school closures due to COVID-19. The focus of the training will demonstrate how to run and authorize the School Closure Batch process.    Click next to proceed. |
|  | Before we demonstrate the temporary school closure batch process, let’s discuss the COVID-19 related enhancements made to the LTS in this release. Remember, these enhancements were made to process claims in accordance with the COVID-19 legislation, including Public Law 116-140 “Student Veteran Coronavirus Response Act of 2020” and Public Law 116-159 “Continuing Appropriations Act, 2021 and Other Extensions Act”.  The first update includes enhancements made to the school closure processing screen. Locally determined “Authorized Users” can now select the school closure reason on the school closure batch processing page and authorize the batch process with terminations. Keep in mind, these updates also apply to processing school closures due to reasons other than COVID-19.  Once the school batch process is authorized, a work product, and in most instances a termination amendment will be created for all beneficiaries impacted by a school closure. On the amendment screen, there is a new “School Closure Reason” field and a “Residence Courses Taken Online” checkbox. Note: Both may be auto-populated based on the batch process and VA-ONCE respectively.  Lastly, a new “Chapter 33 Delimiting Date Override” field has been added to the Entitlement and Kickers page which allows VCEs to extend a beneficiary’s chapter 33 delimiting date when the law allows.  For more instruction on processing school closure beyond the batch process, please refer to the COVID-19 Temporary School Closure training.    Click next to continue. |
|  | As previously mentioned, there have been minor updates made to the School Closure Batch Process to allow locally determined authorized users to select the school closure reason and for LTS to automatically create open work products and amendments for the identified beneficiaries. Locally determined authorized users may now select either “Authorize with School Closure Letters ONLY” or “Authorize with Terminations and School Closure Letters”. We will discuss these options later in the training.  When a school temporarily closes due to COVID-19, the RPO of jurisdiction will be notified by Education Service.  The impacted facility codes, program code(s), if applicable, and date of temporary school closure will be referred to a locally determined Authorized User to generate the list of beneficiaries who have an enrollment period spanning the date of the school closure or who have a future enrollment at the facility.  To begin the School Closure Batch Process, locally determined authorized users will access the School Closure Processing page from the Tasklist in LTS and run the school closure batch process.  The steps for running the temporary school closure batch process are very similar to permanent school closures. To run this batch process for closures due to COVID-19, enter the facility code of the closed school, select a program code, if applicable and enter the school closure date reported. Then, select the reason for the closure from the School Closure Reason drop-down menu, in this case, select “COVID-19”. Selecting “Search” will identify all impacted beneficiaries. The returned list will be exported and saved to a locally designated location to be referred for processing. Lastly, select an option “Authorize with School Closure Letters ONLY,” or “Authorize with Terminations and School Closure Letters”. Selecting “Letters ONLY” will queue the Closure Notification letters to be sent to all impacted beneficiaries. Selecting “with Terminations and School Closure Letters” will send letters and create a new work product with an amendment auto-populated with the school closure information. There are some instances when the work product and/or amendment will not be created. We will discuss after the demonstration.  Though”Letters ONLY” is the default, locally determined Authorized Users will select ”with Terminations and School Closure Letters” since most school closures will require an open work product for processing.    Now that we have specified the school closure batch process and have identified the new fields which enable COVID-19 school closure processing, let’s watch a demonstration within LTS.  Click next to review a demonstration in LTS. |
| [video demonstration] | When a school temporarily closes due to COVID-19, the RPO will be notified as previously mentioned.  Once in LTS, navigate to the School Closure Processing page by selecting the tab in the Tasklist to run the batch process. On the School Closure Processing page, enter the facility code of the affected school, add any specific program codes from the Program Code(s) drop down if necessary, or default to all program codes, and enter the school closure date. Then, using the new School Closure Reason drop-down menu, select the reason for the school closure. At the time of this training, the options to select from are, “Colmery: Section 109” or “COVID-19”. It is critical to select the correct option as the LTS will continue to pay monthly housing allowance based on the school closure reason and time allotted by law. Once the fields are complete, click “search”. LTS will then list all beneficiaries who have an enrollment period which spans the school closure date or a future enrollment in the results section of the page.  Once the list is generated, select the “Export” button and save the list of impacted beneficiaries to the locally designated location to be referred for processing. Then, select “Authorize with Terminations and School Closure Letters” to send the Closure Notification letters and to create a new work product for each beneficiary with an amendment auto-populated with the school closure information.  The “Authorize with School Closure Letters ONLY” option will not create open work products for terminating the impacted enrollments. This option should be selected if a work product is not required.  After selecting the authorization option, click “Authorize”.  Click next to proceed. |
|  | Now that the school closure batch process has been authorized, work products with termination amendments have been created for the impacted beneficiaries. VCEs will use the exported list of impacted beneficiaries to review and authorize the termination amendments.  The effective date and the “School Closure Reason” fields on the amendment will be auto-populated based on the information entered in the school closure batch process.  When the VCE verifies the information on the amendment is correct and aligns with the list, they will authorize the work product.  As mentioned earlier, there are scenarios when a work product will not be created as a result of the batch process, most prevalent being an in-progress work product. If a work product is not created during the batch process, the amendment will not be created. For NCDs, with authorized changes to the affected term, a termination amendment will not be created either. Lastly, for OJT and Apprenticeship program closures, there is no amendment screen, therefore the enrollment will need to be corrected.  These are important to note as reference for the locally determine authorized user, to ensure there is no need to re-run a batch if the work product or amendment was not created.  Click next to continue. |
|  | Before concluding the training, let’s briefly discuss the letters sent when school closures are processed.  As previously mentioned, the school closure batch process will send the Closure Notification letters to all impacted beneficiaries. Also, when the termination amendments are processed, the Award 3 letter and/or the adverse action letter will be sent. These letters have been updated with this release to include the school closure reason.  Click next to proceed to the course summary. |
|  | This concludes the LTS Release 7.3, COVID-19 Temporary School Closure Training. Let’s review what was discussed.  First, an overview of the updates made in the LTS was provided. The training then demonstrated the COVID-19 Temporary School Closure Batch process and discussed how termination amendments and letters associated with the school closure are authorized.    Click next to proceed. |
|  | **TMS Assessment and Survey:**  The assessment and survey have been assigned to you in TMS.  The assessment is comprised of multiple choice or true and false questions.  The questions are based on the information you learned today.  You should be able to complete the assessment and survey within a half hour.  Be sure to complete both the assessment and the survey in TMS to receive credit for this training.    Click Exit to leave this training. |