

Slide 1 - Opening



Slide notes

The National Training Team for Processing presents...

Slide 2 - Title Slide



Slide notes

Development. A STAR series module bringing you supplemental tips advice and refresher training.

To navigate throughout this module you can use the table of contents to the left or use the navigation tools at the bottom of the screen.

Slide 3 - Acronym Appendix

# Acronym Appendix

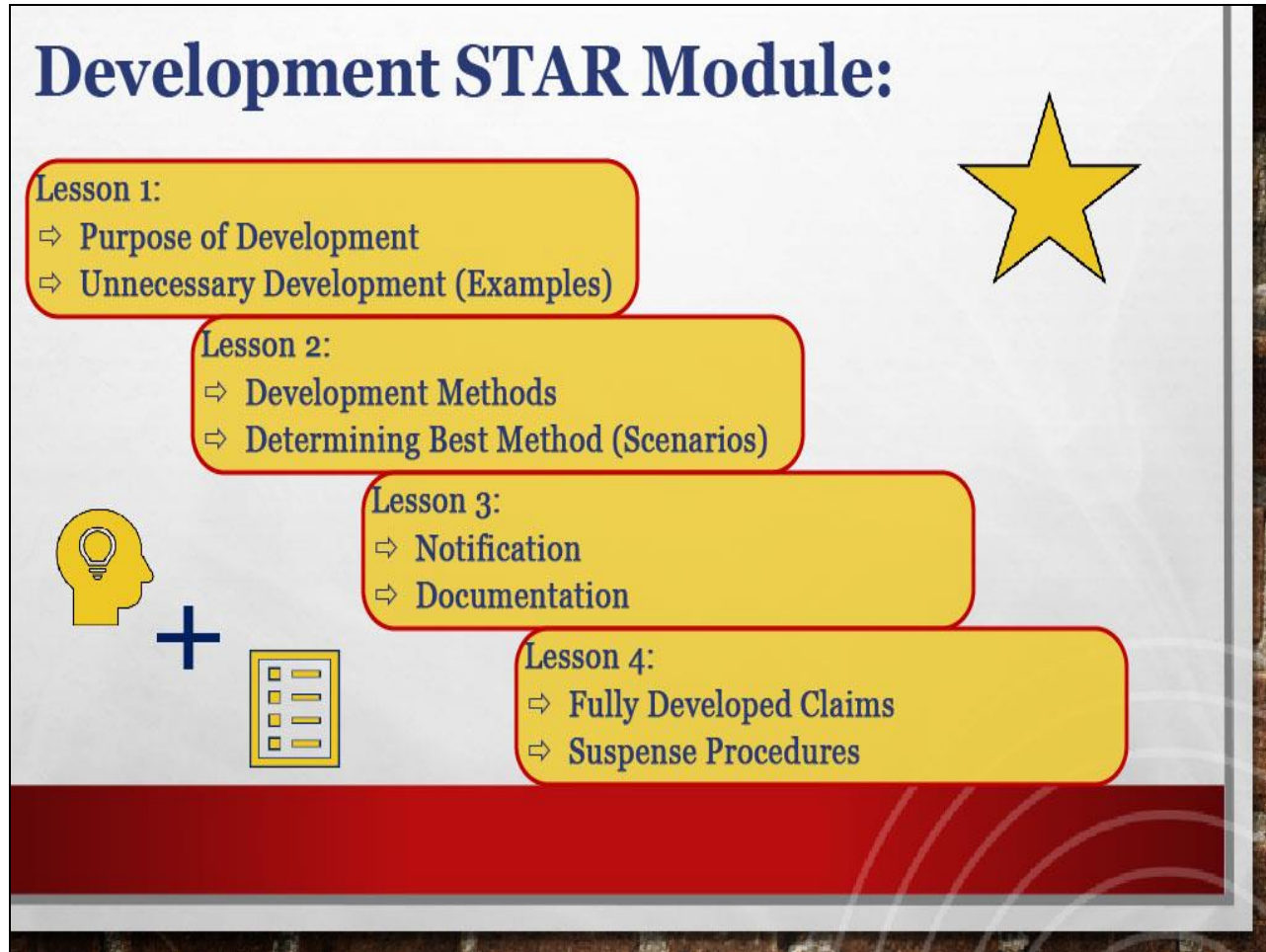


- ⇒ DOD: Department of Defense
- ⇒ DPRIS: Defense Personnel Records Integration System
- ⇒ ELR: Education Liaison Representative
- ⇒ LRP: Loan Repayment Plan
- ⇒ POC: Point of Contact
- ⇒ ROTC: Reserve Officer Training Corps
- ⇒ SCO: School Certifying Official
- ⇒ VBMS: Veteran Benefits Management System
- ⇒ VIS: Veterans Information Solution

**Slide notes**

We've included this acronym appendix for some of the most commonly used acronyms within this training.

## Slide 4 - Course Breakdown

The slide features a large yellow star in the upper right corner. On the left side, there is a yellow lightbulb icon inside a head silhouette, followed by a blue plus sign and a yellow icon of a document with four lines of text. The main content is organized into four yellow rounded rectangular boxes, each representing a lesson, arranged in a descending staircase pattern from top-left to bottom-right. The background is light gray with a faint circular pattern, and the bottom of the slide has a red decorative bar with white curved lines.

# Development STAR Module:

**Lesson 1:**

- ⇒ Purpose of Development
- ⇒ Unnecessary Development (Examples)

**Lesson 2:**

- ⇒ Development Methods
- ⇒ Determining Best Method (Scenarios)

**Lesson 3:**

- ⇒ Notification
- ⇒ Documentation

**Lesson 4:**

- ⇒ Fully Developed Claims
- ⇒ Suspense Procedures

**Slide notes**

This module is broken up into four lessons.

In lesson one, we will discuss the purpose of development and review some examples of unnecessary development.

In lesson two, we will review the development methods used and determine best methods in our scenario review.

Lesson three provides details about notification and documentation during development.

And finally, in lesson four, we'll discuss fully developed claims and suspense procedures.

We've also included some knowledge checks within the lessons and a summary review to conclude this 'Development STAR Module'.

So, let's begin.

## Slide 5 - Lesson 1: Development Purpose

# Lesson 1: Development Purpose



Development  
What & Why

Conflict or  
Discrepancy

More Info  
Needed

**Slide notes**

Lesson one is about the purpose of development. When we discuss development what do we mean exactly? What IS development? Development is a request for more information.

Why do we develop? We develop to ensure we have all relevant and pertinent information in the file to make a decision.

We also develop when information is conflicting. But, in the simplest of terms we develop because something doesn't match up or something is missing. More information is needed.

Recently, I asked a colleague what development means to him. Let's hear what he had to say.

Angela: Hey Billy! I'm glad I caught you before your next meeting. Can you answer a question for us? Tell me, what does development mean to you in your own words?

Billy: Development, to me, means utilizing all available sources to provide the best outcome for our Veterans and their dependents.

Angela: That's a great answer! Awesome! Thanks, Billy.

Now, we've talked about the 'why'. So, next - let's talk about when to develop.

## Slide 6 - To Develop or Not To Develop


# TO DEVELOP OR NOT TO DEVELOP

THAT IS THE QUESTION...

Examples:

- ⇒ “C” Codes
- ⇒ Information Not Needed
- ⇒ No Request or Indication

~ Development is Unnecessary

**Slide notes**

To develop or not to develop that is the question. The manual says:

“Verification of service may be necessary when there is conflicting evidence on file which could impact eligibility or payments.” So, if payments or eligibility are impacted by evidence which is conflicting we should definitely develop.

Sometimes the question is more like, When should we avoid development? When is it simply not necessary? It’s not always easy to determine the best answer. However, there have been some recent changes in our development requirements which help us determine whether or not to develop, including the removal of the requirement for a VCE to develop on the specific “C” codes reflected in VIS.


Also, we should not develop if the information is not needed or if there is no request for development or anything indicating the need to develop.

Let’s discuss some examples...

Slide 7 - Ex1 Review FOC

**Example 1: Review**

# FACTS OF THE CASE



- ⇒ New Application indicates LRP
- ⇒ No indication in VIS
- ⇒ Application indicates direct enlistment from high school

**Is development needed?**

Select Yes or No

**YES** **NO**

**Slide notes**

Example 1 - Facts of the Case:

We've received a new application and the beneficiary indicated they have a Loan Repayment Plan. VIS does not indicate any excluded period of service for the Loan Repayment Plan. The application also shows they were enlisted directly from high school.


Is development needed?

(countdown music)

## Slide 8 - Ex1 Discussion

Example 1: Discussion

# DISCUSSION



- ⇒ New Application indicates LRP
- ⇒ No indication in VIS
- ⇒ Application indicates direct enlistment from high school

**Is development needed?**

Answer: **NO**

Why not?

Loan Repayment Plan is meant to pay off an education loan. A direct enlistment from high school would indicate no education loan to repay.

## Slide notes

(music intro)

You are correct. Why is development not needed? A Loan Repayment Plan (LRP) is to pay off an education loan the Service member received while attending college or some other type of post-secondary education. Since the application evidence shows a high school graduation just before their enlistment began, and they did not submit any prior training on their application, there would be no education loan to repay.

There is no reason to develop.



## Slide 9 - Ex1 Addn'l Tips

## Example 1: Additional Tips

**LRP CLAIMED BUT...**

- ⇒ Entered Active-Duty from high school
- ⇒ Eligible for a kicker
- ⇒ ROTC scholarship recipient
- ⇒ Service Academy graduate
- ⇒ Marine Corps or Coast Guard

Full list and reference: [M22-4, Part 3, Ch3.12\(f\)](#)

~ Development is Unnecessary

**Slide notes**

(Sound effect) In addition to the scenario we just discussed where they entered active duty directly from high school, development is also not necessary if the beneficiary claimed LRP but has a kicker or if he or she has received an ROTC scholarship, attended a service academy, or if he or she is a member of the Marine Corps or Coast Guard.

For more information, we've included the [M22-4 link here](#).

Slide 10 - Ex2 Review FOC

**Example 2: Review**

# FACTS OF THE CASE



- ⇒ New Application indicates ROTC
- ⇒ No indication in VIS
- ⇒ Automated decision provided without considering ROTC

**Is development needed?**

Select Yes or No

**YES** **NO**

**Slide notes**

Example 2: Facts of the Case

A new application is received. The beneficiary has indicated he or she has an ROTC obligation. VIS is not showing an obligated period of service to exclude for ROTC. In fact, it doesn't show any exclusions. An automated decision was made previously without considering the ROTC obligation indication.


Is development needed?

(Countdown music)

## Slide 11 - Ex2 Discussion

## Example 2: Discussion

# DISCUSSION



*"The absence of information is not a confirmation. When a kicker, or College Loan Repayment Program (LRP), or any other exclusion is indicated on an application but not in VIS, further development using DPRIS, to the claimant, and when appropriate to the service component, is necessary unless the indication on the application can be rationalized as not valid or irrelevant."*  
Reference: [M22-4, Part 3, Ch3.12\(f\)](#)

Answer: **YES**

Why?

The applicant indicated ROTC scholarship which could affect eligibility. Development is necessary to ensure the automated decision was correct unless deemed invalid or irrelevant.

**Slide notes**

(Sound effects)

You're correct. Why do we need to develop? Because there is a conflict.

When the beneficiary applied, he or she indicated they had participated in the ROTC scholarship program. The automation did not see any indication of this in VIS and processed the Certificate of Eligibility without considering this contradictory information. But the manual says: 'The absence of information is not a confirmation. When a kicker, or College Loan Repayment Program, or any other exclusion is indicated on an application but not shown in VIS, further development using DPRIS, to the claimant, and when appropriate to the service component, is necessary unless the indication on the application can be rationalized as not valid or irrelevant.'

Development is needed to ensure the correct decision was made by the automation engine before paying benefits if eligibility or benefit level is in question.

Slide 12 - Ex2 Addn'l Tips

**Example 2: Additional Tips**

# ROTC CLAIMED BUT... evidence reflects they are Officers

**Not officers** ~ Development is Unnecessary

**Officers** ~ May need to develop...

**RANK INSIGNIA OF THE U.S. ARMED FORCES**

**ENLISTED**

Private (E-1)	Private First Class (E-2)	Private Second Class (E-3)	Private Third Class (E-4)	Sergeant (E-5)	Staff Sergeant (E-6)	Sergeant First Class (E-7)	Master Sergeant (E-8)	First Sergeant (E-9)	Sergeant Major (E-9A)	Sergeant Major (E-9B)	Sergeant Major (E-9C)
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**MARINES**

Private (E-1)	Private First Class (E-2)	Private Second Class (E-3)	Private Third Class (E-4)	Sergeant (E-5)	Staff Sergeant (E-6)	Sergeant First Class (E-7)	Master Sergeant (E-8)	First Sergeant (E-9)	Sergeant Major (E-9A)	Sergeant Major (E-9B)	Sergeant Major (E-9C)
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**OFFICERS**

Second Lieutenant (O-1)	First Lieutenant (O-2)	Captain (O-3)	Major (O-4)	Lieutenant Colonel (O-5)	Colonel (O-6)	Brigadier General (O-7)	Major General (O-8)	Lieutenant General (O-9)	General (O-10)	General of the Army (O-11)
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**Slide notes**

(Sound effects)



Sometimes, when a beneficiary claims ROTC on the application, you may be able to determine development is or is not needed by the clues in the military record. For instance, the evidence on the Military History screen in VIS may indicate a Service Member is an 'Enlisted member', by their ranking of an E-1 through E-9. If they are an Enlisted Member, you can rule out any needed development for the ROTC or Reserve Officer Training Corps Program, because they are not ranked as an officer.

You'll notice an officer ranking is indicated when the letter 'O' precedes their ranking listed in VIS. This is a good indicator of potential participation in ROTC and development may be needed. This ranking does not provide enough evidence to rule out a direct enlistment or non-scholarship program.

Slide 13 - Ex3 Review FOC

**Example 3: Review**

# FACTS OF THE CASE



- ⇒ New Application indicates kicker
- ⇒ No indication in VIS
- ⇒ Applicant provided an active-duty kicker contract

**Is development needed?**

Select Yes or No

**YES** **NO**

**Slide notes**

Example 3 - Facts of the Case:

A new application is received indicating kicker eligibility. There is no indication in VIS of the kicker, but the applicant sent in a copy of their active-duty kicker contract.


Is development needed?

(Countdown music)

## Slide 14 - Ex3 Discussion

Example 3: Discussion

# DISCUSSION



- ⇒ New Application indicates kicker
- ⇒ No indication in VIS
- ⇒ Applicant provided an active-duty kicker contract

**Is development needed?**

Answer: **YES**

Why?

There is a conflict. Since VIS is conflicting with the information we have on file, we must verify the contract authenticity. Once eligibility is confirmed, the kicker cannot be lost unless the Veteran loses basic eligibility for the benefit.

**Slide notes**

(Sound effects) You are correct. In this scenario, we would need to develop and once verified, we should report this information to the local DOD Point of Contact in hopes the service unit will update their records to match ours.

The application indicated a kicker, and the contract was provided. Active-duty kicker eligibility cannot be lost, but development is needed for the conflict.

## Slide 15 - Ex3 Add'l Tips

**Example 3: Additional Tips**


# KKR CLAIMED BUT...

Reminder... The following codes require verification from the service departments prior to paying:

- ⇒ Navy kicker codes "BF", "BG", "BW", "F4" and "G4"
- ⇒ Marine kicker codes "BW", "G4" and "G5"

References: [PA dated 07/05/2019: Kicker Development & M22-4, Part 3, Ch3.12\(f\)](#)

~ Development is Unnecessary


**Slide notes**

(Sound effects)

Here are a few other things to consider before developing for a claimed kicker:

Did they participate in the LRP program? If so - no kicker.

Are they in the Air Force (Regular Branch)? or Regular Army and enlisted after March 16, 2012, OR, did they enlist in the Navy after February of 2011? If so, no kicker because kickers are not offered.

Is it a chapter 1606 kicker but they are no longer in the Selected Reserves? Unless the record gives you reason to believe they may have retained eligibility, development would not be needed since eligibility would be lost with the separation from selected reserves.

Remember, the following kicker codes still require verification from the service departments before payment is made:

This includes Navy kicker codes BF, BG, BW, F4 and G4.

The Marine kicker codes requiring development are BW, G4 and G5.

This list is not all inclusive and more information may be found in the [M22-4, Part 3.12f](#) and the [Procedural Advisory dated July 5, 2019](#).

Click the links here for more information.

## Slide 16 - L1 Final Advice

## Final Development Advice

# TO DEVELOP OR NOT TO DEVELOP

THAT IS THE QUESTION...

- ⇒ Valid election received on application
- ⇒ Entry-Level Skill Training (EST) dates
  - If served 3 years Active-duty
  - Officers
- ⇒ Change of Program

~ Development is Unnecessary



## Slide notes

This lesson can't possibly cover all development scenarios, but here are a few other reminders about when development would NOT be needed. When a valid election is received on the application. If the Veteran served on active duty for 3 years or more, we would not need to develop for excluded training dates. Generally speaking, a VCE should never develop for initial training for officers because they are considered to be trained before they are commissioned. Also, we no longer develop for the Change of Program or Place of Training form before paying for the new program.

Unnecessary development causes unnecessary delays in processing, so it's important to do our part when reviewing for potential development.

I recently reached out to a fellow employee to see what one reminder he thought was important to mention. Let's see what he said...

Angela: Hey there, Jeremy! I have a favor to ask. Can you tell us... what is the one piece of advice you would give a VCE before they develop?

Jeremy: So, before developing, always check VBMS first. The information you seek may be right there in front of you.

Angela: Wow! That was a great reminder! Thanks, Jeremy!

To assist you even more, we're including this updated Qualifying Service Matrix as a reference tool for you to use to determine qualifying service. This is the most up to date information as of the release date of this training. The matrix will be available as a separate reference document within the TMS item. Be sure to discard your older versions.



## Slide 17 - KC1

## Multiple Choice

If the beneficiary claims LRP on the application, but they \_\_\_\_\_, there is no need to develop because they would not have LRP.

- A) provided a contract
- B) have a kicker
- C) don't have a college degree

You must answer the question before continuing.

Incorrect - Click anywhere to try again. The correct answer will allow you to continue.

Correct - Click anywhere to continue

Submit

### Slide notes

Slide 18 - L1 Wrap Up

The slide features a white background with a yellow star in the top right corner and a cartoon character with blonde hair and a black dress in the top center. The title 'Lesson 1: Wrap Up' is written in blue. A large, torn-edged yellow paper graphic contains the following text: 'Summary: The purpose of development is to request additional evidence needed to properly adjudicate a claim for benefits.', 'Examples:' followed by two items: '⇒ Conflict' and '⇒ Missing Information', and '~Develop' at the bottom right. A solid red bar is at the bottom of the slide.

# Lesson 1: Wrap Up

Summary: The purpose of development is to request additional evidence needed to properly adjudicate a claim for benefits.

Examples:

- ⇒ Conflict
- ⇒ Missing Information

~Develop

**Slide notes**

(Sound effect)

Let's summarize what we discussed.



The purpose of development is to request additional information necessary to make a correct decision.

Development is needed whenever there is a conflict present or when information is missing.

We also discussed the importance of knowing when NOT to develop.

## Slide 19 - Lesson 2: Methods

## Lesson 2: Development Methods



Letter                      Phone                      Email

⇒ Ensure security and privacy protocols are followed

**Slide notes**

## Lesson 2 - Development Methods

Our focus for lesson two is to distinguish the methods of development and to decide which method is best for specific scenarios.

The development letter is the 'old standby' and has been used to request additional information for years.

A phone call can be a quick and easy way to get information quickly.

The development email has become another quick and easy way to communicate with schools and beneficiaries.

Use of email messages and telephone development is strongly encouraged when a written response is not required. But VCEs must be certain to follow appropriate security and privacy protocol when corresponding through email to non-VA personnel.

Let's discuss when each method should be used.




## Slide 20 - Phone, Email or Letter?

**TO DEVELOP BY PHONE, EMAIL OR LETTER**  
THAT IS THE QUESTION...

Method Examples:

- ☎ Missing enrollment information
- ☎ Quick clarification
- ✉ Unable to reach by phone
- ✉ When no PII is included
- ✉ Appeal rights are included
- ✉ Written election required

30-day

## Slide notes

To develop by phone, email or letter that is the question...

As previously stated, a phone call can be a quick and easy method to contact someone and request more information or to clarify something. All information received by telephone must be documented on VA Form 119, Report of Contact.

Email has become a great method to contact the SCO when unable to reach them by phone. You must remember, email can be used to develop as long as PII protocols are followed.


The development letter is best to use when appeal rights must be included or when a written election is required. Another important note about the letter...the letter sets the 30-day clock for a response to be received. All other forms of development are informal and do not.

Now, let's discuss a few scenarios and decide the best method of development for each.

Slide 21 - Sc1 Review FOC


Scenario 1: Review

# FACTS OF THE CASE



- ⇒ Enrollment certification is received.
- ⇒ Multiple conflicts in the reported information.
- ⇒ Phone number listed is a fax line.
- ⇒ Clarification is needed.

Select the best answer



**Which is the best development method?**

Slide notes

Scenario 1 - Facts of the Case:

You've received a new enrollment certification and notice several conflicts in the information being reported. You need to get clarification, but when you tried the contact number listed, it's apparently a fax line.

Which would be the best development method in this scenario?


(Countdown music)

Slide 22 - Sc1 Discussion

## Scenario 1: Best Method


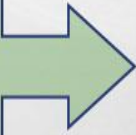
# DISCUSSION

- ⇒ Enrollment certification is received.
- ⇒ Multiple conflicts in the reported information.
- ⇒ Phone number is a fax line.
- ⇒ Clarification is needed.



Since the phone method is not an option, email would be the best method.

Reasoning: Response times are generally less.



**Which is the best development method?**

**Slide notes**

(Sound effects)

Since the phone method is not an option based on the sounds you heard on the other end of the line, email would be the best option.

Why? Because response times are generally less when developing for school information by email, especially when a phone call is not even an option.

Slide 23 - Sc2 Review FOC

Scenario 2: Review

# FACTS OF THE CASE

- ⇒ New Application and no benefit selected.
- ⇒ Eligible for multiple benefits.
- ⇒ We need an election in writing.

Select the best answer

Letter

Phone

Any Approved Method

Email

**Which is the best development method?**

**Slide notes**

Scenario 2 - Facts of the Case:

A new application was received. It's a 1990 application and it appears they are eligible for multiple benefits.

We need an election in writing.

What is the best development method?



(Countdown music)

Slide 24 - Sc2 Discussion

## Scenario 2: Best Method

# DISCUSSION

- ⇒ New Application and no benefit selected.
- ⇒ Eligible for multiple benefits.
- ⇒ We need an election in writing.
- ❖ NOTE: Email (no PII) is also acceptable.



A development letter is the best method since a written election is needed.

Reasoning: Sending the form via mail ensures the beneficiary has a paper copy to sign & return.

**Which is the best development method?**

Slide notes

(Sound effects)

In this scenario, we need an election in writing. Therefore, the best method is to send a letter to the beneficiary. This ensures the beneficiary is supplied with a paper copy of the form to fill out, sign and return.




## Slide 25 - Sc3 Review FOC

## Scenario 3: Review

# FACTS OF THE CASE

- ⇒ Application shows beneficiary birthdate 1/3/95
- ⇒ VIS shows 1/3/96
- ⇒ Additional research was inconclusive
- ⇒ We need to verify the birth year



Select the best answer

Letter

Phone

Any Approved Method

Email

**Which is the best development method?**

**Slide notes**

Scenario 3 - Facts of the Case:

We have received a new application. We notice the birthdate on the form is not the same as the birthdate shown in VIS. In fact, it is off by an entire year. We did some additional research in other VA systems and find nothing conclusive to prove which date is correct.

We need to verify the birth date or get a copy of the birth certificate.

Which would be the best development method?

(Countdown music)

Slide 26 - Sc3 Discussion

### Scenario 3: Best Method


# DISCUSSION

- ⇒ Application shows beneficiary birthdate 1/3/95
- ⇒ VIS shows 1/3/96
- ⇒ Additional research was inconclusive
- ⇒ We need to verify the birth year

Any approved method works for this scenario. A letter, a phone call or an email requesting clarification and/or a birth certificate would suffice.

Any Approved Method

**Which is the best development method?**



**Slide notes**

(Sound effects)

For scenario 3, any method would work.


A letter, a phone call, or an email requesting clarification or a copy of the birth certificate from the beneficiary will suffice. Ensure you are clear with the information needed and the proper way to return the information to us.

Slide 27 - Sc4 Review FOC

Scenario 4: Review

# FACTS OF THE CASE

- ⇒ Supplemental application received.
- ⇒ New address reported.
- ⇒ There appears to be a typo of the street name.
- ⇒ No email address provided.



Select the best answer

Letter

Phone

Any Approved Method

Email

**Which is the best development method?**

**Slide notes**

Scenario 4 - Facts of the Case:

A supplemental application is received with a new mailing address reported. There appears to be a typo of the street name or some missing information. We decide we need to clarify this information. We also notice there was no email address provided, currently or previously.

What is the best development method?

(Countdown music)

Slide 28 - Sc4 Discussion

### Scenario 4: Best Method

# DISCUSSION

- ⇒ Supplemental application received.
- ⇒ New address reported.
- ⇒ There appears to be a typo of the street name.
- ⇒ No email address provided.



**Which is the best development method?**

**Slide notes**

(Sound effects)

We know email is not an option and a letter would cause unnecessary delays if the street name is not correct, therefore a phone call is the best option.

Slide 29 - KC2

## Multiple Choice

For development purposes, the use of \_\_\_\_\_ & \_\_\_\_\_ is strongly encouraged when a written response is not required. (Select best answer)

- A) Letter & Email
- B) Phone & Email
- C) Phone & Letter

You must answer the question before continuing.

Incorrect - Click anywhere to try again. The correct answer will allow you to continue.

Correct - Click anywhere to continue.

Submit

Slide notes

Slide 30 - L2 Wrap Up

**Lesson 2:  
Wrap Up**

The three approved methods for development are:

- ⇒ Phone
- ⇒ Email
- ⇒ Letter

~One method may be preferred over another based on scenario.

**Slide notes**

(Sound effect)

This wraps up lesson 2. In this lesson, we learned about the three approved development methods: Phone, Email and Letters. One method may be preferred over another based on the situation.

During a recent conversation with a colleague, I decided to ask for his opinion of what his favorite development method is and why.

Let's see what he said.

Jamie: When developing, I prefer calling the beneficiary for additional information. We don't know what they don't know. They don't know what they don't know. And working it out together saves time.

Angela: Thanks, Jamie for reminding us how phone development provides that personal touch.

Slide 31 - Lesson 3: Notification & Documentation



The slide features a light blue background with a faint globe pattern. At the top left, the text "Lesson 3: Notification & Documentation" is written in a bold, dark blue serif font. To the right of the title is a large yellow five-pointed star. Below the title, there are two blue icons: a group of three stylized human figures on the left and a folder icon on the right. Underneath the group icon is the text "Development Sources" in a dark blue serif font, and under the folder icon is the text "Documentation" in the same font. A solid red horizontal bar runs across the bottom of the slide area. On the far left, a portion of a dark blue circle is visible.

**Slide notes**

In lesson 3 we'll discuss who we develop to and the documentation needed.

Slide 32 - What & Who

The slide features a large red title "WHAT DO YOU NEED?" at the top center. Below the title are four blue icons: a document with a minus sign and an 'x', a graduation cap, a checkmark, and a person with a star above their head. Underneath each icon is a yellow rounded rectangle containing text: "Service Information", "Enrollment Information", "Approval Information", and "Beneficiary Information". The slide has a red horizontal bar at the bottom.

**Slide notes**

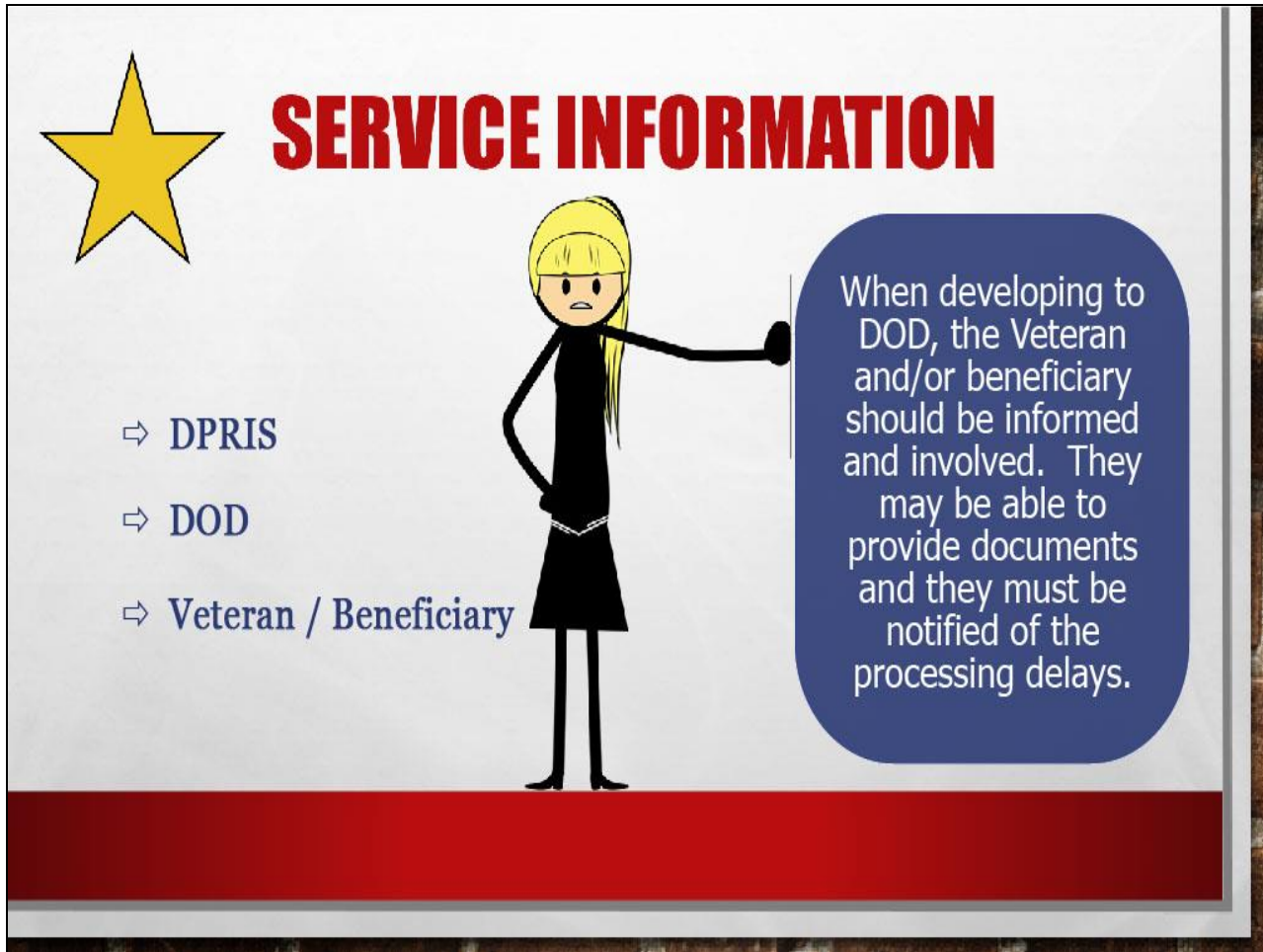
To decide who we need to develop to, we must first answer the question: What do we need?

Do we need service information? Do we need enrollment information? Or is program approval information what we need? Or do we need information only the beneficiary can provide?

Let's discuss each in more detail.



## Slide 33 - Service Information



The slide features a yellow star in the top left corner. The title "SERVICE INFORMATION" is written in large, bold, red capital letters. A cartoon character with long blonde hair, wearing a black dress, stands in the center, pointing towards a blue rounded rectangle on the right. To the left of the character, there is a list of three items, each preceded by a blue arrowhead symbol: "DPRIS", "DOD", and "Veteran / Beneficiary". The blue rounded rectangle contains the following text: "When developing to DOD, the Veteran and/or beneficiary should be informed and involved. They may be able to provide documents and they must be notified of the processing delays." The slide has a white background with a red horizontal bar at the bottom.

# SERVICE INFORMATION

- ⇒ DPRIS
- ⇒ DOD
- ⇒ Veteran / Beneficiary

When developing to DOD, the Veteran and/or beneficiary should be informed and involved. They may be able to provide documents and they must be notified of the processing delays.

**Slide notes**

For service information, we must first look to DPRIS to see if there is additional evidence available. Then, if further development is still needed, we must develop to DOD and the Veteran and/or beneficiary simultaneously.

DPRIS should be first. If information is available, it is generally received within 24-48 hours. DOD development should only be done after the DPRIS response has been received and more information is still needed.

DOD development is the final development when all other options are exhausted, including other VA systems such as VBMS.

Remember, when developing to DOD, the Veteran and/or the beneficiary should be informed and involved because sometimes they can provide the documentation needed. Also, they must be notified of any delays in the processing of their claim.

Slide 34 - Enrollment Information

**ENROLLMENT INFORMATION**

- ⇒ SCO
- ⇒ Veteran / Beneficiary

Reach out to the SCO by phone or email first. If unable to reach by phone or email, send a letter by mail requesting the information and 'CC' the beneficiary.

**Slide notes**

In order to clarify or obtain additional enrollment information we must contact the School Certifying Official and at times, the beneficiary must be contacted as well. If after 48 hours, you are unable to reach the SCO by phone or email, send a letter to the SCO and 'cc' the beneficiary explaining what is needed to process the claim. Be clear about what is needed.

Remember, the beneficiary should always be notified of any delay in processing. Also, they may be able to contact their school to request a response.

## Slide 35 - Approval Information



# APPROVAL INFORMATION

If the program or school is not approved, send the Bad Course COE to the beneficiary.

- ⇒ Program Approval
  - SCO
  - Verify Accuracy
- ⇒ Notification must be sent to
  - [ELR](#)
  - [SAA](#)
- ⇒ [Procedural Advisory](#)
- ⇒ Federal, Foreign & Vet Tec
  - [Federal.Approvals@va.gov](mailto:Federal.Approvals@va.gov)

## Slide notes

When you need program approval information, you must first reach out to the School Certifying Official to verify the program was certified correctly.

If the SCO confirms the program was accurately reported the Bad Course COE should be issued.

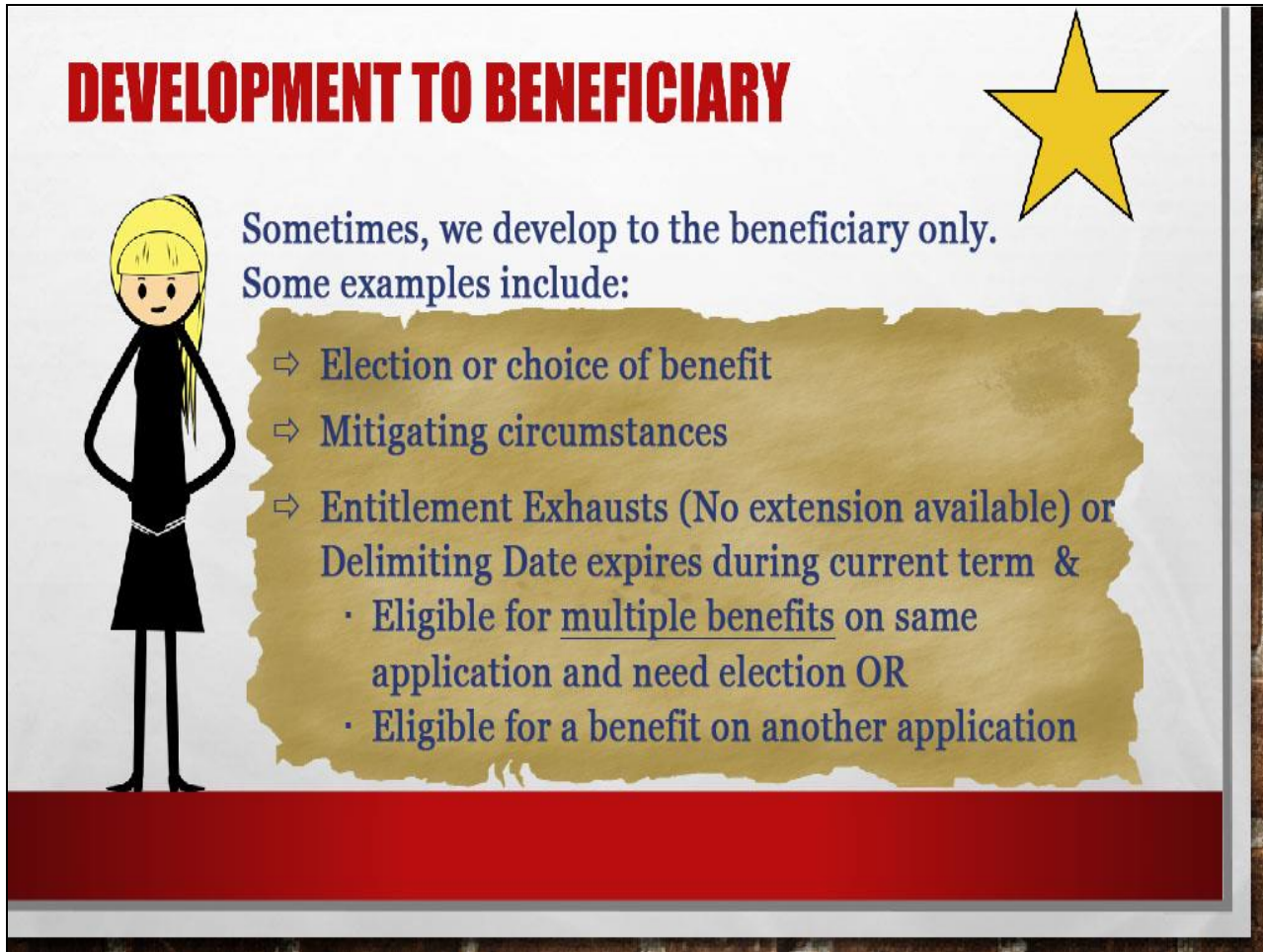
An email must also be sent to the ELR and SAA.

Using the links provided within the recent advisory, the VCE will locate the email address for the SAA and ELR based on the physical address listed for the school or the facility. Until Approval Manager is fully operational, WEAMS will be used to find this information.

Using the template provided within the procedural advisory, create the email. Ensure no PII is included in the subject line and only use the first initial of the first name and the full last name to identify the student. in the body of the email. Be sure to send the email to the corporate email address listed or email the director of the facility if no corporate email address is listed. Bad Course COE letters should not be included with the email.

Remember, for foreign schools and Vet Tec providers as well as programs requiring federal approval send emails to [federal.approvals@va.gov](mailto:federal.approvals@va.gov).

## Slide 36 - Beneficiary Development



# DEVELOPMENT TO BENEFICIARY

Sometimes, we develop to the beneficiary only.  
Some examples include:

- ⇒ Election or choice of benefit
- ⇒ Mitigating circumstances
- ⇒ Entitlement Exhausts (No extension available) or Delimiting Date expires during current term &
  - Eligible for multiple benefits on same application and need election OR
  - Eligible for a benefit on another application

**Slide notes**

There are times when we only need to develop to the beneficiary for the information needed.

Let's discuss some examples.

We need to develop to the beneficiary when an election or choice of benefit is needed or when mitigating circumstances are needed.

We also develop when entitlement exhausts during a term or the delimiting date expires during a term, and we see the beneficiary is eligible for other benefits. Remember, we do not control for the development of the election for additional benefits.

Slide 37 - KC3

## Multiple Choice

If program approval is needed for a chapter 33 beneficiary, send the Bad Course COE. You must also contact the ELR and SAA by \_\_\_\_\_.  
(Select the best answer)

- A) Phone
- B) Text Message
- C) Email

You must answer the question before continuing.

Incorrect - Click anywhere to continue. You must answer correctly to continue.

Correct - Click anywhere to continue

Submit

Slide notes

Slide 38 - KC4

## Multiple Choice

We must develop to clarify service data. Which of the following sources should we contact first?

- A) Beneficiary
- B) DPRIS
- C) DOD

You must answer the question before continuing.

Incorrect - Click anywhere to continue. You must answer correctly to continue.

Correct - Click anywhere to continue.

Submit

Slide notes

Slide 39 - Document

**DOCUMENT! DOCUMENT! DOCUMENT!**

Capture all development evidence into the file during each step of development including:

- ⇒ Emails
- ⇒ 119s
- ⇒ Notes
- ⇒ DPRIS findings
- ⇒ Letters

The slide features a cartoon woman on the left pointing upwards. To the right of the list are three icons: a blue download arrow, a blue folder, and a yellow star. The slide has a red horizontal bar at the bottom.

**Slide notes**

With each step of development, it is imperative to document the attempt(s) made by phone, email and/or letter.

All documentation regarding eligibility and development must be captured into the TIMS folder.

As the screen says document, document, document!

Slide 40 - L3 Wrap Up



**Lesson 3:  
Wrap Up**

**Development:**

- ⇒ Information Requested
- ⇒ Development Sources
- ⇒ Document! Document! Document!

The slide features a cartoon character with blonde hair and a black dress, a blue oval, a grey ring, and a yellow star. The background is white with a red bar at the bottom and a yellow paper-like shape containing the text.

**Slide notes**

(Sound effects)

In lesson three we talked about what we need, who to ask and how important it is to document each step of development and each piece of evidence received.



Slide 41 - Lesson 4: Fully Developed & Suspense



**Slide notes**

In lesson 4, we'll discuss the fully developed claim and proper suspense times.

But before we dive in, I recently bumped into a friend of mine and asked her opinion on fully developed claims.

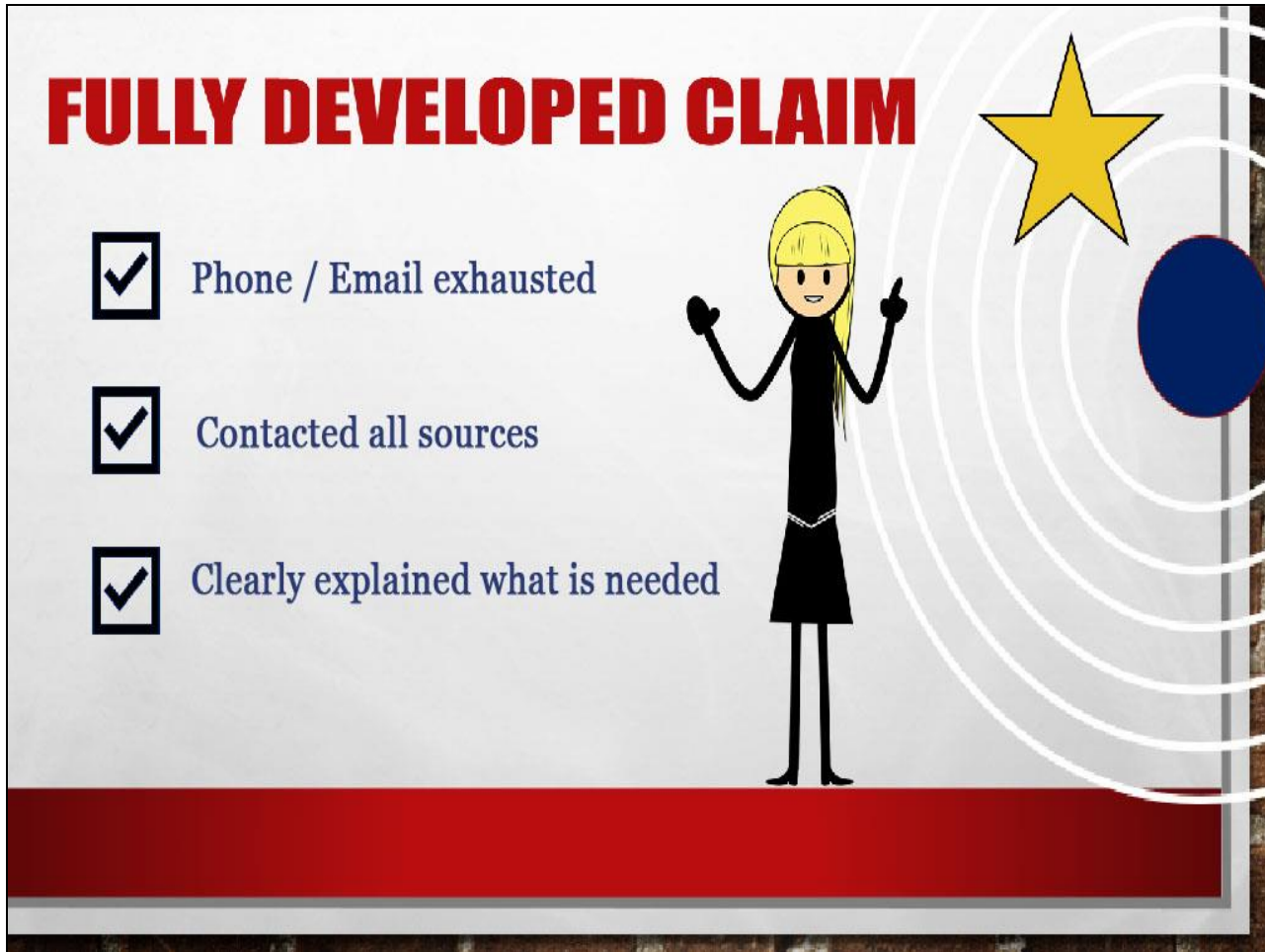
Listen in to see what she said.

Angela: Hi Jennifer! Hey, I'm so glad I ran into you! I have a question to ask you. When I say 'fully developed claim', what is the first thing that comes to your mind?

Jennifer: The first thing I think of is when someone only partially reviews the file. They find one issue that requires development, and they submit that without reviewing the claim completely. Sometimes, there are multiple issue which require development If you stop reviewing the claim prematurely, it can cause delays for additional development needs.

Angela: Thanks for sharing, Jennifer! I know I've been guilty of this in the past but it's really important to fully review before developing. It saves time. And to the beneficiary, time is money!

## Slide 42 - Fully Developed



**FULLY DEVELOPED CLAIM**

- Phone / Email exhausted
- Contacted all sources
- Clearly explained what is needed

The slide features a cartoon illustration of a woman with blonde hair, wearing a black dress, standing on a red carpet. She is pointing upwards with both hands. To her right is a large yellow star and a blue circle, with white concentric circles radiating from the star. The background is light gray with a white border.

**Slide notes**

What is a fully developed claim?

A fully developed claim is when all information needed has been requested from all sources.


The Manual says VCEs should ensure they thoroughly develop for information from *all* sources before making decisions affecting entitlement. A fully developed claim has had all methods exhausted and we have requested all the information we need. Once we've reached the fully developed claims status, we wait.

A decision cannot be made until the information is received or until we have given them proper time to respond.

How long should we give them?

We'll discuss it next.

## Slide 43 - Suspense Times




# SUSPENSE TIMES

Unless otherwise specified, a 30-day control must be established for submission of evidence:

'Otherwise Specified' Examples:

- ⇒ DPRIS (24 hours)
- ⇒ DOD (up to 90 days)
- ⇒ MITC (no control)

Additional information: [M22-4, Part 3, Ch3](#) & [M22-4, Part 4](#)



## Slide notes

Unless otherwise specifically provided, establish a 30-day control for submission of evidence.

When developing to a beneficiary or school official by phone or email, the VCE should take care to make reasonable and routine attempts. If your attempts do not result in a timely response, a development letter should be sent by mail and allow 30 days to respond.

For service development, when contacting DPRIS, we only suspend for 1 day or 24 hours. If no response or the evidence is inconclusive, we must develop to DOD and send a letter to the beneficiary explaining what we did and what we need to process the claim.

We must allow up to 90 days for development to DOD. If no response, inform the DOD Point of Contact of the delay.

When developing for mitigating circumstances only there should be no control.

Remember, if the VCE can award or pay **ANY** part of the beneficiary's claim, an interim decision must be made. Do not withhold any payments to the beneficiary while waiting on the service department to verify additional service.

Additional information can be found here: [M22-4, Part 3, Ch3](#) and [M22-4, Part 4](#).

Slide 44 - K5

## Multiple Choice

A fully developed claim is when \_\_\_\_\_ information has been requested from \_\_\_\_\_ sources. (Select the best answer)

- A) Some
- B) Personal
- C) All

You must answer the question before continuing.

Incorrect - Click anywhere to try again. The correct answer will allow you to continue.

Correct - Click anywhere to continue.

Submit

Slide notes

Slide 45 - K6

## Matching

Match the suspense time to the development action.

Column 1	Column 2
<input type="checkbox"/> A DOD	_____ A) 90 days
<input type="checkbox"/> B General	_____ B) 30 days
<input type="checkbox"/> C DPRIS	_____ C) 24 hours

Incorrect - Click anywhere to try again. The correct answer will allow you to continue.

Correct - Click anywhere to continue.

Slide notes

Slide 46 - L4 Wrap Up



**Lesson 4:  
Wrap Up**

**We Discussed:**

- ⇒ Fully Developed Claims
- ⇒ Suspense Procedures

The slide features a cartoon character with blonde hair and a black dress at the top center. To the right, there is a blue oval, a grey ring, and a yellow star. The background is white with a red bar at the bottom. A large, textured yellow rectangle covers the middle section of the slide.

**Slide notes**

(Sound effect)

In lesson 4, we discussed fully developed claims and what this term means before discussing suspense times for different development methods.

Slide 47 - Summary



# Summary

- ✓ Discussed when to develop & when development would not be needed
- ✓ Discussed various approved methods of development
- ✓ Discussed notification and documentation
- ✓ Discussed fully developed claims & proper suspense procedures

**Slide notes**

(Sound effect)

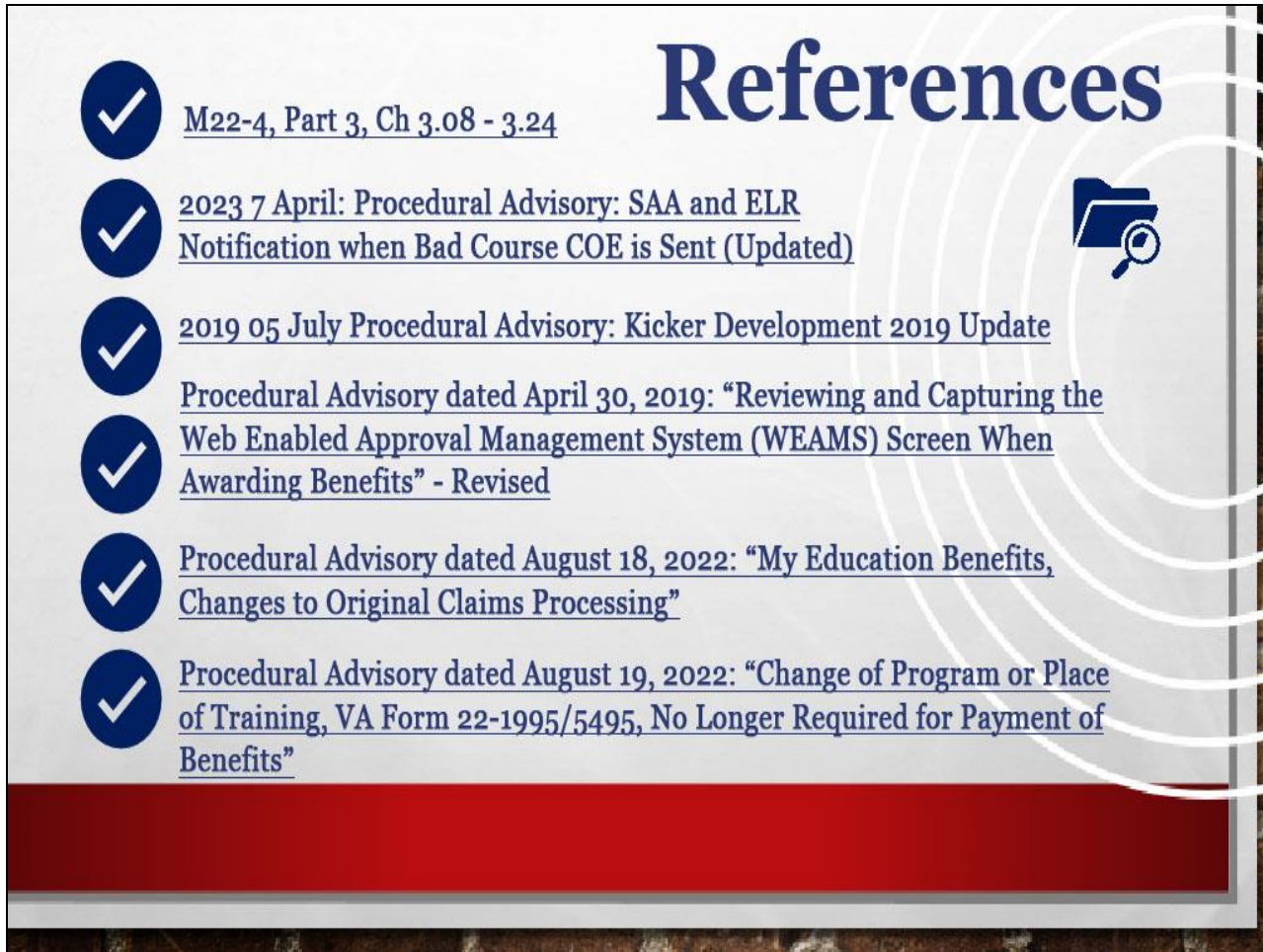
In this development lesson we discussed when to develop and when it would not be needed. and when it would not be needed.

We then discussed various methods approved for development and when some methods are preferred over others.

We also talked about notification and the need to document the file with all development actions and results.

Finally, we discussed fully developed claims and proper suspense procedures.

## Slide 48 - References

The slide features a light gray background with a decorative pattern of white concentric circles on the right side. At the top right, the word "References" is written in a large, bold, blue serif font. To the left of this title, there are six blue circular icons, each containing a white checkmark. Next to each icon is a line of text, all of which are underlined. The text items are: "M22-4, Part 3, Ch 3.08 - 3.24", "2023 7 April: Procedural Advisory: SAA and ELR Notification when Bad Course COE is Sent (Updated)", "2019 05 July Procedural Advisory: Kicker Development 2019 Update", "Procedural Advisory dated April 30, 2019: 'Reviewing and Capturing the Web Enabled Approval Management System (WEAMS) Screen When Awarding Benefits' - Revised", "Procedural Advisory dated August 18, 2022: 'My Education Benefits, Changes to Original Claims Processing'", and "Procedural Advisory dated August 19, 2022: 'Change of Program or Place of Training, VA Form 22-1995/5495, No Longer Required for Payment of Benefits'". A blue folder icon with a magnifying glass is positioned to the right of the second and third items. The bottom of the slide has a solid red horizontal bar.

## Slide notes

The information for today's training was taken directly from the references shown here. If you wish to do so at this time, you may pause the presentation and select any of the links for more information.

- [M22-4, Part 3, Ch. 3.08 - 3.24](#)
- [Procedural Advisory dated April 7, 2023: SAA and ELR Notification when Bad Course COE is Sent](#)
- [Procedural Advisory dated April 30, 2019: "Reviewing and Capturing the Web Enabled Approval Management System \(WEAMS\) Screen When Awarding Benefits" - Revised](#)
- [Procedural Advisory dated August 18, 2022: My Education Benefits, Changes to Original Claims Processing](#)
- [Procedural Advisory dated August 19, 2022: "Change of Program or Place of Training, VA Form 22-1995/5495, No Longer Required for Payment of Benefits"](#)
- [Procedural Advisory dated July 5, 2019: "Kicker Development 2019 Update"](#)



Slide 49 - TMS Information

# Assessment & Evaluation

**Development Assessment:**

- ⇒ Purpose
- ⇒ Methods
- ⇒ Sources
- ⇒ Suspense

**Training Evaluation:**

- ⇒ How did we do?
- ⇒ Did you find this training helpful?

**Slide notes**

An assessment and evaluation have been assigned to you in TMS.

The assessment is comprised of questions covering the information we discussed in this lesson.

The evaluation is a way for you to tell us how we're doing. Did you find our training helpful?

Please complete the assessment and evaluation soon after you complete the training.

Once the training, assessment and evaluation are complete you will receive full credit for this lesson.

Slide 50 - Thank You



Slide notes

The National Training Team for Processing thanks you for your time and attention.

Until next time!

Special thanks to: (in order of appearance)

- Billy Elder
- Jeremy Kerns
- Jamie Curran
- Jennifer Lee

(Music plays and fades)