Education Service

Harry W. Colmery Veterans Educational Assistance Act of 2017

Section 107 Recertification

Lesson Plan



**Lesson Overview**

| **Topic** | **Description** |
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| Time Estimate: | 1 hour |
| Purpose of the Lesson: | The purpose of this lesson is to provide guidance to Veterans Claim Examiners, Education Call Center Technicians, and other internal VA stakeholders affected by the Section 107 Recertification process. This training includes information on the Section 107 Recertification Timeline, instructions for processing the Section 107 Work Product, and the changes to letters in accordance with Section 107, the Colmery Act, Forever GI Bill. |
| Prerequisite Training Requirements: | The following prerequisite training is required:   * None |
| Target Audience: | * Veteran Claim Examiners (VCEs) * Education Call Center Technicians (ECCTs) * Education Case Managers |
| Lesson References: | The following references support the lesson content:   * [Harry W Colmery Veterans Educational Assistance Act of 2017](https://www.congress.gov/bill/115th-congress/house-bill/3218/text/pl?overview=closed) * [38 U.S. Code section 3317(a)](https://www.gpo.gov/fdsys/pkg/USCODE-2011-title38/pdf/USCODE-2011-title38-partIII-chap33-subchapII-sec3317.pdf) * [Procedural Advisory: The Long Term Solution 12/1 Retroactive Work Product (WP) and Updated Letter Functionality](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001048/content/554400000134132/K-2019-26-November-Procedural-Advisory-The-Long-Term-Solution-121-Retroactive-Work-Product-WP-and-Updated-Letter-Functionality) |
| Lesson Objectives: | At the end of this lesson, you will be able to:   * Articulate the timeline and activities occurring during the Section 107 Recertification process. * Identify the reasons why a Section 107 Work Product would be off-ramped from automation. * Understand how to use the 107 Inbox Report to identify off-ramped claims. * Understand how to manually generate the 107 Work Product. * Understand how to manually delete and replace enrollments within the 107 Work Product. * Understand the letters that will be generated as part of 107 Work Product. |
| What You Need: | * Reserve adequate space equipped to project a PowerPoint presentation. * Provide copies of the student guide or PowerPoint slides in advance of the lesson or provide directions on how to print from saved location and how to access any applicable supplemental training, 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 can be delivered virtually. However, it is recommended for live delivery if feasible. * Questions received during the session which have pre-determined responses may be answered during the session. Any question requiring further review or a lengthier response will be recorded, answered and distributed to trainees after the session. * Individuals who 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: | There will be an assessment to receive credit within TMS. |

**Instructor Notes**

The purpose of this lesson is to provide guidance to Veterans Claim Examiners, Education Case Managers, Education Call Center Technicians, and other internal VA stakeholders affected by the Section 107 Recertification process. This training includes information on the Section 107 Recertification Timeline, instructions for processing the Section 107 Work Product, and the changes to letters in accordance with Section 107, the Colmery Act, Forever GI Bill.

| **PowerPoint Slides** | **Instructor Activities** | |
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|  | | **DISPLAY** slide **1**  **INTRODUCE** yourself as the instructor / facilitator and welcome trainees to the session.  **INTRODUCE** the lesson. | |
|  | | **DISPLAY** slide **3:** “Section 107 Recertification Training Agenda”  **REVIEW** the course agenda and assure trainees they will have opportunities to ask questions at the end of the session. | |
|  | | **DISPLAY** slide **4**  **SUMMARIZE** objectives for the session, emphasizing this module will focus on the implications of Section 107 Recertification and will discuss why and how Work Products will be off-ramped. | |
|  | | **DISPLAY** slide **5**  **DISCUSS** the key milestones associated with this release, particularly when the new Work Product will be available in LTS and when Veteran Claims Examiners will start seeing off-ramped claims. | |
|  | | **DISPLAY** slide **6**  **EXPLAIN** that while most claims will be automated, some Work Products may need to be manually generated and summarize the basic difference between automated and manual 107 Work Products. | |
|  | | **DISPLAY** slide **7**  **REVIEW** the reasons listed on the screen why a Section 107 Recertification Work Product may be off-ramped. Note that there are more reasons, but these are the most common. | |
|  | | **DISPLAY** slide **8**  **HIGHLIGHT** the fast facts of the 107 Inbox Report. This report will be used by RPO Leadership, and most VCE’s will not see it, but it gives context to how off-ramped claims are received. | |
|  | | **DISPLAY** slide **9**  **PREVIEW** howthe enrollment replacements will appear in TIMS. | |
|  | | **DISPLAY** slide **10**  **PREVIEW** howthe enrollment replacement given the specific example will appear in TIMS.  **NOTE:** Larger screenshots can be found in the appendix of the training deck. | |
|  | | **DISPLAY** slide **11**  **PREVIEW** howthe enrollment replacement given the specific example will appear in TIMS.  **NOTE:** Larger screenshots can be found in the appendix of the training deck. | |
|  | | **DISPLAY** slide **12**  **REVIEW** each of the key takeaways. | |
|  | | **DISPLAY** slide **13**  **INTRODUCE** the next section. | |
|  | | **DISPLAY** slide **14**  **REVIEW** the objectives for this section. | |
|  | | **DISPLAY** slide **15**  **INTRODUCE** the scenarios that will be demonstrated during the demonstration video that will be played.  **PLAY** the demonstration videos. | |
|  | | **DISPLAY** slide **16**  **REVIEW** the steps 1 - 4 on how to manually generate the 107 WP, emphasizing the note that is called out. | |
|  | | **DISPLAY** slide **17**  **REVIEW** steps 4a and 4b on how to manually generate the 107 WP, emphasizing the note that is called out. | |
|  | | **DISPLAY** slide **18**  **REVIEW** steps 5 - 7 on how to manually generate the 107 WP, emphasizing the note that is called out | |
|  | | **DISPLAY** slide **19**  **REVIEW** steps 8 – 10, emphasizing the notes on the slide. | |
|  | | **DISPLAY** slide **20**  **REVIEW** the key takeaways on the slide. | |
|  | | **DISPLAY** slide **21**  **TRANSITION** to the next section | |

| **PowerPoint Slides** | **Instructor Activities** | |
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|  | | **DISPLAY** slide **22**  **INTRODUCE** the next section: Reviewing Changes to LTS Letters | |
|  | | **DISPLAY** slide **23**  **EXPLAIN** that the letters will be automatically generated and review the list of letters that will be generated within this Work Product. | |
|  | | **DISPLAY** slide **24**  **REVIEW** the Section 107 letter content. | |
|  | | **DISPLAY** slide **25**  **REVIEW** the Section 107 content update to the COWC letter, emphasizing that only students who have been overpaid will receive this letter to explain that their overpayments are being reviewed. | |
|  | | **DISPLAY** slide **26**  **REVIEW** the key takeaways. | |
|  | | **DISPLAY** slide **27**  **SHARE** the names of the UAT SMEs that helped test this new functionality. | |
|  | | **DISPLAY** slide **28**  **REVIEW** the post training requirements. | |
|  | | **DISPLAY** slide **29**  **THANK** the trainees for their participation. | |