Education Service

**Processing Housing Relief Requests for Colmery Cases**

Lesson Plan

March 2020

Version 1.0

Lesson Overview

| Topic | Description |
| --- | --- |
| Time Estimate: | 1 hour |
| Purpose of the Lesson: | The purpose of this lesson is to provide the Regional Processing Offices (RPO) the procedures needed to review Colmery Housing Relief claims under a consolidated equitable relief package and submit approvals to the Secretary of Veterans Affairs (SecVA) for consideration. |
| Prerequisite Training Requirements: | None |
| Target Audience: | This lesson is designed for the following audiences:   * Veterans Claims Examiners |
| Lesson References: | * Procedural Advisory: Colmery Housing Relief for Section 501 |
| Lesson Objectives: | After you have completed the Processing Housing Relief Requests for Colmery Cases Presentation, you will be able to:   * Identify and process claimants who have submitted a request for Colmery Housing Relief under Section 501/107 * Submit approvals via SharePoint to the Quality Assurance Team (QAT) in Education Service for consideration by the Secretary of Veterans Affairs (SecVA). * If denied, notify the claimant of denial of their housing relief request. * If approved by the SecVA, process the approval and notify the claimant of the approval. |
| What You Need: | Processing Housing Relief Requests for Colmery Cases Training Presentation |
| 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. |

| PowerPoint Slides | Instructor Activities |
| --- | --- |
|  | **DISPLAY** slide **1. “Processing Housing Relief Requests for Colmery Cases”**  **INTRODUCE** yourself as the instructor and fellow instructors (if any).  **INTRODUCE** the lesson. |
|  | **DISPLAY** slide **2. “Overview”**  **EXPLAIN** The purpose of this lesson is to provide the Regional Processing Offices (RPOs):   * Procedures for processing Colmery Housing Equitable Relief requests; * Documentation to be submitted to Education Service after processing is completed; * Procedures for paying the request upon approval by the Secretary of the VA; and * Guidance on the notification to beneficiaries regarding the decision. |
|  | **DISPLAY** slide **3. “Lesson Objectives”**  **EXPLAIN That you will go over how to:**   * Identify beneficiaries who have submitted a request for Colmery Housing Equitable Relief under Section 107/501. * Process and submit housing equitable relief requests via SharePoint to the Education Service Quality Assurance Team (QAT) for consideration by the Secretary of Veterans Affairs (SecVA). * Process the equitable relief housing payment once approved by the SecVA * Notify the claimant of the decision in response to the housing equitable relief request. |
|  | **DISPLAY** slide **4. ”Background”**  **INFORM the class that the per Procedural Advisory “Colmery Housing Relief for Section 501” LTS was modified to reflect DoD rates as a result of Section 501 of the Colmery Act**  **EXPLAIN this change resulted in some claimants seeing their MHA decrease**  **EXPLAIN this program is a temporary plan to assist the claimants transition from the old MHA rate to the new rate based on the Colmery change** |
|  | **DISPLAY** slide **5 “Application Process”**  **SHOW the class what the Colmery Housing Request form looks like**  **EXPLAIN that a Colmery Housing Request should be completed on this Housing Relief Request Form (VA Form 22-10204)**  **REMIND the class that a request can only be processed if the VA Form 22-10204 is on file**  **INFORM the class that this form can be submitted through three different possible sources:**   * The GI Bill Oracle System (formerly Right Now Web (RNW)) * The Education Call Center * Forms mailed directly to the RPOs and received by Upstream for intake. |
|  | **DISPLAY slide 6 “Claim Process”**  **EXPLAIN** that you will now be going over the steps that need to be taken once a VA Form 22-10204 is received |
|  | **Display** slide 7“Claim Process”  **EXPLAIN** that once a request has been identified as a Housing Relief request, the following steps should occur:   * Request captured into TIMS and labeled **COLEREL** using the description “Colmery MHA Relief Request” in the Remarks Field * The token should then be routed to the **EQRCOLMERY** queue either manually or by TIMS   **EXPLAIN** that a specialized team should process these requests |
|  | **DISPLAY** slide **8** “Claims Process”  **EXPLAIN** that before processing the request, the “Section 501 Overpayment All” spreadsheet should be reviewed to see if claimant’s name is on it  **EXPLAIN** that if the claimant’s name is on the list, it is okay to process the request for equitable relief  **EXPLAIN** that if the claimant’s name is not on the list, VCE must determine if the criteria for a 501 adjustment has been met. If so, VCE can continue with processing the request |
|  | **DISPLAY** slide **9** “Claims Process”  **EXPLAIN** how claimants not on the “Section 501 Overpayment All” spreadsheet could still be entitled to housing relief if they meet the criteria found on this slide |
|  | **DISPLAY** slide **10** “Claims Process”  **INFORM** the class that if the claimant cannot be identified as having been affected by a 501 adjustment, deny their request.  Do not grant appellate rights. |
|  | **DISPLAY** slide **11** “Claims Process”  **EXPLAIN** this isa sample copy of the denial letter that is sent if the claimant does not meet the eligibility requirements for housing relief. |
|  | **DISPLAY** slide **12** “Claims Process”  **EMPHASIZE** that appellate rights should not be given.  **INFORM** the class no EP credit should be taken but that they can deduct the time they took for processing the denial. |
|  | **DISPLAY** slide **13** “Claims Process”  **EXPLAIN** If a request for housing equitable relief is received, but there is no Spring 2020 enrollment is on file, the claimant must be advised no action can be taken on their request.  **REMIND** the class not to give appellate rights and no EP credit can be taken.  **EXPLAIN** Deductible time may be granted with supervisory approval for the processing of the delay. |
|  | **DISPLAY** slide **14** “Claims Process”  **EXPLAIN** this isa sample copy of the letter that is sent when the claimant’s Spring 2020 term has not been processed yet. |
|  | **DISPLAY** slide **15** “Claims Processing”  **EXPLAIN** that if the claimant has multiple or overlapping Spring 2020 terms, only the first one will be considered  **INFORM** the class that this provision ends July 31, 2020 and after this date, claimants will no longer receive the higher “protected” rate |
|  | **DISPLAY** slide **16** “Claims Process”  **INFORM** the class that once it is determined the claimant has been affected by the 501 housing change, they would need to complete a Calculations Audit Sheet using their available audit worksheet  **EXPLAIN** that the worksheet will need to be used to compare the new housing rate vs. the prior housing rate. |
|  | **DISPLAY** slide **17** “Claims Process”  **DISCUSS** what information should be input on the audit worksheet  **ADVISE** the class that the information on the spreadsheet is then added to the Colmery Tracker that will be forwarded to Education Services and that a copy of the spreadsheet should captured into the claimant’s TIMS file  **EXPLAIN** That the Tracker that needs to be updated will be labeled as “Colmery Tracker – Updated 022420” |
|  | **DISPLAY** slide **18** “Knowledge Check”  **INFORM** the class that you will now have a knowledge check to go over what they have learned so far. |
|  | **DISPLAY** slide **19** “Knowledge Check”  **ASK** class, based on the scenario on this slide, what enrollment period would be eligible for Colmery Relief? |
|  | **DISPLAY** slide **20** “Knowledge Check”  **DISCUSS** the answer to the Knowledge Check  **ASK** if there are any questions about what has been discussed so far before moving on to the next topic |
|  | **DISPLAY** slide **21** “Example”  **EXPLAIN** that you will now go over an example case where the claimant is eligible for Colmery Relief |
|  | **DISPLAY** slide **22** “Example”  **DISCUSS** why the claimant is entitled to Colmery Relief based on the scenario shown on this slide. |
|  | **DISPLAY** slide **23** “Example”  **DISCUSS** what actions the student should take after determining the claimant is entitled to Colmery Relief. |
|  | **DISPLAY** slide **24** “Example”  **DISCUSS** what action should be taken after the spreadsheets are completed.  **EXPLAIN** if the claimant is not eligible for Colmery Relief, there is a separate tab on the Colmery Tracker that needs to be completed. |
|  | **DISPLAY** slide **25** “Example”  **EXPLAIN** this is a sample of the Colmery Tracker that is to be completed and forwarded to Eductation Services on a bi-weekly basis  **NOTE** that eact RPO has their own tab to complete and that all denials will be input on the same tab |
|  | **DISPLAY** slide **26** “Scenarios”  **EXPLAIN** that these next several slides will go over different scenarios that the processor may come across. |
|  | **DISPLAY** slide **27** “Scenarios”  **DISCUSS** the scenario found on this slide  **EXPLAIN** how the decision was reached |
|  | **DISPLAY** slide **28** “Scenarios”  **DISCUSS** the scenario found on this slide  **EXPLAIN** how the decision was reached |
|  | **DISPLAY** slide **29** “Scenarios”  **DISCUSS** the scenario found on this slide  **EXPLAIN** how the decision was reached |
|  | **DISPLAY** slide **30** “Scenarios”  **DISCUSS** the scenario found on this slide  **EXPLAIN** how the decision was reached |
|  | **DISPLAY** slide **31** “Scenarios”  **DISCUSS** the scenario found on this slide  **EXPLAIN** how the decision was reached |
|  | **DISPLAY** slide **32** “Scenarios”  **DISCUSS** the scenario found on this slide  **EXPLAIN** how the decision was reached |
|  | **DISPLAY** slide **33** “Scenarios”  **DISCUSS** the scenario found on this slide  **EXPLAIN** how the decision was reached |
|  | **DISPLAY** slide **34** “Final Steps”  **EXPLAIN** that you will now discuss what happens after the Colmery Tracker is completed and forwarded to Education Services |
|  | **DISPLAY** slide **35** “Final Steps”  **EXPLAIN** that since no actual award action has been taken yet, no EP credit can be taken and the processor will need to deduct the amount of time they spent working on the project.  **EXPLAIN** that once the Secretary of the VA approves the cases, the processors who work the awards in BDN, will then be able to take End Product credit for the station and themselves. |
|  | **DISPLAY** slide **36** “Final Steps”  **EXPLAIN** what information needs to be captured into TIMS. |
|  | **DISPLAY** slide **37** “Final Steps”  **EXPLAIN** that the person assigned to submit the Tracker to CO will be required to do it via SharePoint  **REMIND** the class that the tracker needs to be uploaded to the RPOs respective folder |
|  | **DISPLAY** slide **38** “Education Service Process”  **EXPLAIN** That you will now be going over the process Education Services will take once they receive the Tracker from the RPOs |
|  | **DISPLAY** slide **39** “Education Service Process”  **LIST** the steps that will be followed by Education Service after they have received the trackers from the RPOs |
|  | **DISPLAY** slide **40** “Education Service Process”  **CONTINUE** listing the steps that Education Services will follow after the tracker is received. |
|  | **DISPLAY** slide **41** “Flow Chart”  **SHOW** the flow chart of the Colmery Relief Process  **INFORM** the class that the bottom half of the flow chart is on the next slide |
|  | **DISPLAY** slide **42** “Flow Chart”  **DISCUSS** the bottom half of the Colmery Relief Flow Chart. |
|  | **DISPLAY** slide **43** “Important Links”  **EXPLAIN** that this slide contains links to the SharePoint site where each RPO can submit their bi-weekly tracker. |
|  | **DISPLAY** slide **44** “Important Links”  **EXPLAIN** that processers can find the Colmery Relief Granted and Denial letter as well as procedures to follow by clicking on the link on this slide. |
|  | **DISPLAY** slide **45** “Returned SecVA Colmery Relief Requests”  **EXPLAIN** that these next several slides will be going over how to process Colmery Housing Relief requests that have been reviewed by the SecVA, approved, and returned for processing. |
|  | **DISPLAY** slide **46** “Returned SecVA Colmery Relief Requests”  **EXPLAIN** You will be going over the procedures of awarding housing relief benefits after they have been approved by the SecVA |
|  | **DISPLAY** slide **47** “Returned SecVA Colmery Relief Requests”  **INFORM** the classthat once the returned requests are received, RPOs must process payments and send the claimant an award letter advising them of the decision and the amount they will receive. |
|  | **DISPLAY** slide **48** “Processing SecVA Approved Colmery Relief Requests”  **EXPLAIN** that you will be now be going over the steps that the class will take to process the relief payments in LTS. |
|  | **DISPLAY** slide **49** “Processing SecVA Approved Colmery Relief Requests”  **EXPLAIN** that by processing the manual awards in LTS, the RPOs will be able to make the payments directly to claimants |
|  | **DISPLAY** slide **50** “Processing SecVA Approved Colmery Relief Requests”  **DISCUSS** the first step that will be taken to process the relief payment in LTS. |
|  | **DISPLAY** slide **51** “Processing SecVA Approved Colmery Relief Requests”  **DISCUSS** the next two steps that will be taken to process the relief payment in LTS. |
|  | **DISPLAY** slide **52** “Processing SecVA Approved Colmery Relief Requests”  **DISCUSS** the final step that will be taken to process the relief payment in LTS. |
|  | **DISPLAY** slide **53** “Processing SecVA Approved Colmery Relief Requests”  **EMPHASIZE** that the award requires two signatures. They must verify that the amount to be paid is correct and listed on the Colmery Housing Relief Housing spreadsheet and that the request has been approved for payment.  **REMIND** the class that once the payment has been authorized, a letter advising the claimant of the action taken will need to be sent out. |
|  | **DISPLAY** slide **54** “Processing SecVA Approved Colmery Relief Requests”  **EXPLAIN** that this slide shows what the final award letter looks like.  **REMIND** the class that because this an equitable relief claim, the claimant is not given appellate rights. |
|  | **DISPLAY** slide **55** “Summary”  **SUMMARIZE** what was discussed in training today |
|  | **DISPLAY** slide **56** “Questions”  **ASK** if there are any questions regarding this training. |
|  | **DISPLAY** slide **57** “TMS Assessment and Survey”  **INFORM** the class that they will need to go to TMS to take the assessment and survey to get credit for this training**.** |