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| Gears | Purpose This Handout provides new Pre-Determination Veterans Service Representatives (Pre-VSR) with an introduction and overview of the role of the Pre-VSR at a Decision Review Operations Center (DROC). |
| Meeting | Audience DROC Pre-VSRs in Virtual and In-Person Progression (VIP) training |
| Books on shelf | Reference [M21-1, Part III, Subpart i, Chapter 2, Section A, *Development Duties and Responsibilities*](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014099/M21-1-Part-III-Subpart-i-Chapter-2-Section-A-Development-Duties-and-Responsibilities) |
| Checklist | Information This is a summary of the information discussed in the online content of this training.   * Pre-VSRs at a Regional Office (RO) (either at a Veterans Service Center (VSC) or Pension Management Center (PMC)) develop and refer claims as ready for decision * The RO completes the claim and sends the claimant a decision notification * If a claimant disagrees with the decision previously made by the RO, they may choose to request a higher-level review (HLR) * DROCs process HLRs * Higher-level reviewers (Decision Review Officers (DRO) or Senior Veterans Service Representatives (SVSR)) determine if additional evidence is needed before rendering a decision * Pre-VSRs at a DROC complete the requested development action by the higher-level reviewer   ***Note***: The Board of Veterans’ Appeals (Board) also determines if additional evidence is needed before rendering a decision on substantive legacy appeals and Appeals Modernization Act (AMA) notices of disagreement (NOD). DROC Pre-VSRs also complete this development action. Discussion Consider these questions and answers to guide the classroom in discussion after students finish watching the online content of this training.   * **Question**: Is the role of the Pre-VSR at a DROC different than a Pre-VSR at an RO? * **Question**: What is the difference between a claim developed by an RO Pre-VSR and a claim completed by a DROC Pre-VSR? * **Question**: What kinds of development can you expect to complete as a DROC Pre-VSR? |