



PENSION AND FIDUCIARY SERVICE

PMC VSR Core Course
Phase 3: PMC VSR Resources

Lesson 2: VBA Intranet Resources for the PMC VSR

Lesson Plan

July 11, 2017

Version 1.0

Lesson 2: VBA Intranet Resources for the PMC VSR
Lesson Plan

VBA Intranet Resources for the PMC VSR

Lesson Overview

Topic	Description
Time Estimate:	1 Hour
Purpose of the Lesson:	This lesson is part of the entry-level curriculum, Core Course for PMC VSRs. The purpose of this lesson is to prepare entry-level PMC VSRs to use the Pension website to locate resources.
Prerequisite Training Requirements:	Prior to taking the Pension Website lesson, trainees must complete: <ul style="list-style-type: none">• PMC VSR Core Course Phases 1-2• PMC VSR Core Course Phase 3, lesson 1
Target Audience:	This lesson is for entry level PMC VSRs.
Lesson References:	<ul style="list-style-type: none">• Master Course Map learning aid• VBA Intranet and Pension Home Page job aid
Knowledge Check:	<ul style="list-style-type: none">• Phase 3: PMC VSR Resources Knowledge Check
Technical Competencies:	<ul style="list-style-type: none">• Program Benefits and Eligibility (PMC VSR)• VBA Applications (PMC VSR)
Lesson Objectives:	Navigate VBA Intranet and Pension Home pages

Lesson 2: VBA Intranet Resources for the PMC VSR
Lesson Plan

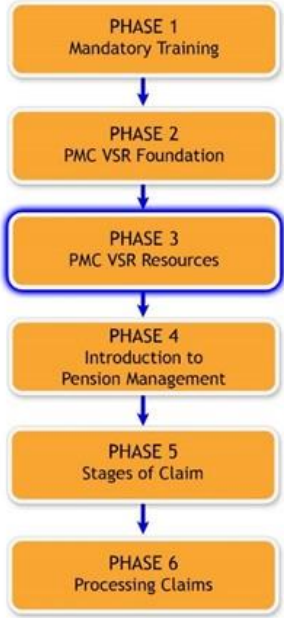

Topic	Description
What You Need:	<ul style="list-style-type: none"> • Lesson plan • Master Course Map learning aid • Slides • Projector • Flip Chart or dry erase board and appropriate markers • Access to VBA intranet • Access to the VBA Intranet and Pension Home Page job aid from VSR Assistant • Instructions for finding the answers to the worksheet questions on pages 7 and 8.

Instructor Notes

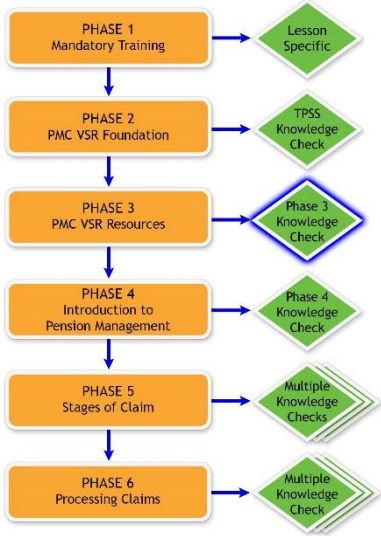

This lesson provides an overview of the intranet sites PMC VSRs will use to find references and other resources to assist them in making appropriate determinations related to claims. The lesson includes a job aid listing the most commonly used sections within the VBA intranet and Pension Home page. Trainees will use the job aid, located in the VSR Assistant from the PMC VSR button, in two group activities to support their learning.

PowerPoint Slides	Instructor Activities
VBA Intranet Resources for the PMC VSR	<p>DISPLAY slide</p> <p>1. "VBA Intranet Resources for the PMC VSR"</p> <p>INTRODUCE yourself as the instructor.</p> <p>INTRODUCE the lesson.</p>


Lesson 2: VBA Intranet Resources for the PMC VSR
Lesson Plan

PowerPoint Slides	Instructor Activities
<p>You Are Here</p>  <pre> graph TD P1[PHASE 1 Mandatory Training] --> P2[PHASE 2 PMC VSR Foundation] P2 --> P3[PHASE 3 PMC VSR Resources] P3 --> P4[PHASE 4 Introduction to Pension Management] P4 --> P5[PHASE 5 Stages of Claim] P5 --> P6[PHASE 6 Processing Claims] style P3 stroke:#0000FF,stroke-width:2px </pre>	<p>DISPLAY slide 2. “You Are Here”</p> <p>DESCRIBE the diagram.</p> <p>EXPLAIN where the trainees are in the phase, what they have completed, and where they are headed next.</p>  <p>REFER to the Master Course Map learning aid in the Trainee Guide.</p>
<p>Why It Matters</p> <ul style="list-style-type: none"> • Rules, forms, and other references <ul style="list-style-type: none"> ○ Large quantity ○ Periodic changes ○ Always need to use information relevant to the timing of the claim • PMC VSRs need to know where to locate references and other resources to perform on the job. 	<p>DISPLAY slide 3. “Why It Matters”</p> <p>EXPLAIN that being familiar with the VBA intranet and Pension website will support building knowledge to effectively make accurate claim determinations.</p> <p>PROVIDE examples of how a PMC VSR will use the resources to perform the job. For example, the PMC VSR will use the VBA intranet to access the references and tools they need to provide the correct citations of the law to the claimants in the notification letters.</p> <p>EXPLAIN the importance of always using the information relevant to the timing of the claim.</p>

Lesson 2: VBA Intranet Resources for the PMC VSR
Lesson Plan


PowerPoint Slides	Instructor Activities
<p>Technical Competencies</p> <ul style="list-style-type: none"> • Program Benefits and Eligibility • VBA Applications 	<p>DISPLAY slide</p> <p>4. "Technical Competencies"</p> <p>EXPLAIN that this lesson prepares them for the Program Benefits and Eligibility and VBA Applications competencies.</p>
<p>Lesson Objective</p> <ul style="list-style-type: none"> • Navigate VBA intranet and Pension Home page. 	<p>DISPLAY slide</p> <p>5. "Lesson Objective"</p> <p>PRESENT the objectives for the lesson.</p>
<p>Knowledge Check</p> 	<p>DISPLAY slide</p> <p>6. "Knowledge Check"</p> <p>INFORM the trainees that they will be assessed on this content in the Phase 3: PMC VSR Resources Knowledge Check.</p>  <p>REFER to the Master Course Map learning aid, <i>Lessons by Phase</i> section, to review the lessons included within the Knowledge Check.</p>

Lesson 2: VBA Intranet Resources for the PMC VSR
Lesson Plan


PowerPoint Slides	Instructor Activities
<p>VBA Intranet and Pension Home Page Job Aid</p> <ol style="list-style-type: none"> 1. The job aids are located in the VSR Assistant from the PMC VSR button. 2. Select VBA Intranet and Pension Home Page job aid. 	<p>DISPLAY slide</p> <p>7. "VBA Intranet and Pension Home Page Job Aid"</p> <p>REFER trainees to the VBA Intranet and Pension Home Page job aid. To access the job aid use the following steps:</p> <ol style="list-style-type: none"> 1. Select P&F Home page 2. Select Training Home Page 3. Select RVSR & VSR EPSS/Assistant (on the left) 4. Within the drop-down, select VSR & RVSR Assistant 5. Select VSR Assistant 6. Select PMC VSR button <div style="text-align: center;">  </div> <p>ASK trainees if they have any issues accessing the job aid before moving on.</p> <p>DIRECT them to bookmark the VSR Assistant as they will be accessing job aids throughout the course.</p> <p>INFORM trainees that they will learn more details about each section and how to apply the references in future lessons. The PMC VSR job aids referenced throughout the course and on the job are located in the VSR Assistant from the PMC VSR button.</p>

Lesson 2: VBA Intranet Resources for the PMC VSR

Lesson Plan

PowerPoint Slides	Instructor Activities
<p>VBA Intranet</p> <ul style="list-style-type: none"> The VBA intranet home page is the initial webpage within the Veterans Benefits Administration’s private network. Vbaw.vba.va.gov 	<p>DISPLAY slide 8. “VBA Intranet”</p> <p>ACCESS the VBA intranet home page at Vbaw.vba.va.gov</p> <p>SHOW trainees the VBA intranet site.</p> <p>EXPLAIN that they will learn about relevant sections within the VBA intranet to help them process claims.</p> <p>INFORM trainees that they will need to save the VBA intranet site to their permanent workstations.</p>
<p>VBA Intranet Home—Forms and Publications Section</p> <p>The Publications Index offers links to:</p> <ul style="list-style-type: none"> Regulations (e-CFR) CPKM (Live Manual) Letters VA Forms 	<p>DISPLAY slide 9. “VBA Intranet Home—Forms and Publications Section”</p> <p></p> <p>EMPHASIZE that they will use the Forms and Publications section as a reference to the most up-to-date information related to claims they will be processing.</p> <p>EXPLAIN that trainees should not keep local copies of references because it increases the likelihood of using an outdated form or reference.</p> <p>SHOW the C&P Publications page on the VBA intranet.</p> <p>DESCRIBE the regulations, manuals, letters, and form sections using the job aid as a guide. NOTE they will learn how to use the CPKM in a later lesson.</p>

Lesson 2: VBA Intranet Resources for the PMC VSR
Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Practice Exercise—VBA Intranet Scavenger Hunt</p> <ul style="list-style-type: none"> • Instructions: <ul style="list-style-type: none"> ○ Divide into groups of two or three. ○ Record your answers for each question on the VBA Intranet Scavenger Hunt worksheet. ○ Use the VBA Intranet and Pension Home Page job aid to answer questions on the scavenger hunt worksheet. ○ Be prepared to share your answers. • Time allowed: 15–20 minutes 	<p>DISPLAY slide</p> <p>10. "Practice Exercise—VBA Intranet Scavenger Hunt"</p> <p>DIVIDE trainees into groups with a minimum of three per group. Assign groups or ask trainees to form groups.</p> <div style="text-align: center;">  </div> <p>REFER the trainees to the VBA Intranet Scavenger Hunt worksheet following the Practice Exercise Instructions in the Trainee Guide.</p> <p>DIRECT trainees to consult with group members and search the VBA intranet home page to answer the scavenger hunt questions. Give groups 10 minutes to discuss and record their answers. Have each group share their answers.</p> <p>SHOW the next slide as you discuss the answers.</p>

VBA Intranet Scavenger Hunt Worksheet

1. Which U.S.C. & Public Laws are found in the Publications Index?


2. What is the title of VA Form 21-8049?

3. What is the effective date for the VA to accept dependency claims for same-sex marriages regardless of which state the beneficiary resides?


4. What is the payable rate of compensation for a Veteran with a spouse rated 60% disabled effective December 1, 2014?

5. What is the phone number for the BVA Admin Hotline?



Lesson 2: VBA Intranet Resources for the PMC VSR
Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Practice Exercise—VBA Intranet Scavenger Hunt Answers</p> <ol style="list-style-type: none">1. Which U.S.C. & Public Laws are found in the Publications Index?<ul style="list-style-type: none">○ <i>Answer: Public Laws (GPO), U.S.C (House of Representatives), U.S.C (Cornell University) and Thomas (Library of Congress)</i>2. What is the title of VA Form 21-8049?<ul style="list-style-type: none">○ <i>Answer: Request for Details of Expenses</i>3. What is the effective date for the VA to accept dependency claims for same-sex marriages regardless of which state the beneficiary resides?<ul style="list-style-type: none">○ <i>Answer: June 26, 2015</i>4. What is the payable rate of compensation for a Veteran with a spouse rated 60% disabled effective December 1, 2014?<ul style="list-style-type: none">○ <i>Answer: \$1,156.09</i>5. What is the phone number for the BVA Admin Hotline?<ul style="list-style-type: none">○ <i>Answer: 202-632-4602</i>	<p>DISPLAY slides 11. & 12. "Practice Exercise—VBA Intranet Scavenger Hunt Answers"</p> <p>DISCUSS each group's answers. For each group's answers, give feedback supported with examples or references.</p> <p></p> <p>DEMONSTRATE how to find the answer for each question.</p> <p>PROVIDE correct answers for each question using the answer key.</p>

Lesson 2: VBA Intranet Resources for the PMC VSR
Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Pension Home Page</p> <ul style="list-style-type: none">• Vbaw.vba.va.gov > Pension and Fiduciary Service > Pension• Pension home page sections:<ul style="list-style-type: none">○ Directories○ FAQ○ Training and Contract Management○ Quality Assurance○ Federal Tax Information○ Veteran Services○ Pension and Parent's DIC Fact Sheets○ Miscellaneous○ Business Management	<p>DISPLAY slide 13. "Pension Home Page"</p> <p>SHOW trainees how to get to the Pension home page from the VBA Intranet.</p> <p>DESCRIBE all sections on the Pension home page using the job aid as a guide.</p> <p></p> <p>EMPHASIZE that publications link under the Miscellaneous section is another way to access the CPKM (live manual).</p> <p>NOTE trainees will learn more about using the live manual in the next lesson.</p>

Lesson 2: VBA Intranet Resources for the PMC VSR
Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Practice Exercise—Pension Home Page Tic Tac Toe</p> <ul style="list-style-type: none"> • Instructions: <ul style="list-style-type: none"> ○ Divide into two teams. ○ Review the VBA Intranet and Pension Home Page job aid to answer the question from the worksheet. ○ Select a number on square and provide the correct answer to question for that number to place your team’s symbol (X or O) in the square. ○ The team with three in a row wins. • Time allowed: 15–20 minutes 	<p>DISPLAY slide</p> <p>14. “Practice Exercise—Pension Home Page Tic Tac Toe”</p> <p>DIVIDE trainees into two teams. Pick which team will be the “X’s” and “O’s” or flip a coin to decide.</p> <div style="text-align: center;"></div> <p>REFER the trainees to the VBA Intranet and Pension Home Page job aid. The PMC VSR job aid is located in the VSR Assistant from the PMC VSR button.</p> <p>DRAW a tic-tac-toe board on the available chart or board. Number each square starting with the top left as square 1. Proceed with 2 and 3 on top row. On middle row, number 4 through 6. Bottom row will be numbered 7 through 9.</p> <div style="text-align: center;"></div> <p>ASK each team to pick a number and read the question. Begin with the X team.</p> <p>DIRECT trainees to consult with group members to answer the question within thirty seconds. If the first team answers incorrectly, allow the other team to answer the question for a chance to steal the square.</p> <p>DRAW the appropriate symbol (X or O) in the square when the correct answer is given.</p> <p>DISCUSS each unanswered question after one team wins or the game ends in a stalemate.</p> <p>PROVIDE correct answers for each question using the next two slides.</p>

Lesson 2: VBA Intranet Resources for the PMC VSR
Lesson Plan

Pension Home Page Tic-Tac-Toe Worksheet

1. What was the subject for FL 12-23?
 -
2. What is the PMC contact number for VSOs in Milwaukee?
 -
3. What is the revision date for VA Form 21-22a?
 -
4. What applications would a claimant submit for pension benefits in conjunction with the Fully Developed Claims (FDC) Program?
 -
5. What topic can be found in M21-1 1.2?
 -
6. The Veteran served in active duty January 2, 1951, through March 3, 1952. What is the name of the wartime period for this Veteran?
 -
7. What is the 5% medical expense deductible for a surviving spouse with no dependents effective December 1, 2013?
 -
8. What is the title for Part V of M21-1 on CPKM (Live Manual)?
 -
9. What is the first topic under the May 2016 PMC Monthly Call Bulletin?
 -

Lesson 2: VBA Intranet Resources for the PMC VSR
Lesson Plan



PowerPoint Slides	Instructor Activities
<p>Practice Exercise—Pension Home Page Tic-Tac-Toe Answers</p> <ol style="list-style-type: none"> 1. What was the subject for FL 12-23? <ul style="list-style-type: none"> ○ <i>Answer: Room and Board as a Deductible Unreimbursed Medical Expense</i> 2. What is the PMC contact number for VSOs in Milwaukee? <ul style="list-style-type: none"> ○ <i>Answer: (414) 902-5062</i> 3. What is the revision date for VA Form 21-22a? <ul style="list-style-type: none"> ○ <i>Answer: 08/2015</i> 4. What applications would a claimant submit for pension benefits in conjunction with the Fully Developed Claims (FDC) Program? <ul style="list-style-type: none"> ○ <i>Answer: VA Form 21P-527EZ dated APR 2016 for Veterans Pension/ VA Form 21-534EZ for Survivors Benefits</i> 5. What topic can be found in M21-1 1.2? <ul style="list-style-type: none"> ○ <i>Answer: Due Process</i> 6. The Veteran served in active duty January 2, 1951, through March 3, 1952. What is the name of the wartime period for this Veteran? <ul style="list-style-type: none"> ○ <i>Answer: Korean Conflict</i> 	<p>DISPLAY slides 15. & 16. "Practice Exercise—Pension Home Page Tic Tac Toe Answers (1 of 2)"</p> <p>PROVIDE correct answers for each question.</p> <p>DISCUSS each group's answers. Give feedback for each group's answers supported with examples or references.</p>

Lesson 2: VBA Intranet Resources for the PMC VSR
Lesson Plan

PowerPoint Slides	Instructor Activities
<p>7. What is the 5% medical expense deductible for a surviving spouse with no dependents effective December 1, 2013?</p> <ul style="list-style-type: none">○ <i>Answer: \$424.00</i> <p>8. What is the title for Part V of M21-1 on CPKM (Live Manual)?</p> <ul style="list-style-type: none">○ <i>Answer: Pension and Parents Dependency and Indemnity Compensation (DIC)</i> <p>9. What is the first topic under the May 2016 PMC Monthly Call Bulletin?</p> <ul style="list-style-type: none">○ <i>Reminder: Accrued Benefits and Attorney Fees</i>	

Lesson 2: VBA Intranet Resources for the PMC VSR

Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Review</p> <p>Why is it important to know how to navigate the VBA intranet and Pension home page?</p>	<p>DISPLAY slide 17. "Review"</p> <p></p> <p>ASK trainees to take a moment and consider the importance of knowing how to navigate the VBA intranet and Pension home page.</p> <p>ASK for their conclusions and write them on the whiteboard/flipchart</p> <p>EMPHASIZE how knowing how to navigate both sites will help trainees find relevant information to make accurate determinations regarding claims.</p> <p>REMIND trainees that they will use both sites throughout the training to perform specific job functions.</p> <p>REMIND trainees that the address for the VBA intranet and Pension Home page is at the top of the job aid.</p>
<p>Questions?</p>	<p>DISPLAY slide 18. "Questions?"</p> <p></p> <p>ASK trainees if they have any questions or concerns regarding navigating the VBA intranet and/or Pension home page. Use this time to clear up any confusion or misconceptions about the information presented.</p>
<p>What's Next</p> <p>Phase 3, Lesson 3 References</p>	<p>DISPLAY slide 19. "What's Next"</p> <p>INFORM trainees that they will learn about manual and other references in more detail in the next lesson.</p>

***Lesson 2: VBA Intranet Resources for the PMC VSR
Lesson Plan***
