| # | Action on Screen | Screenshot | Audio |
| --- | --- | --- | --- |
|  | Image of Knowledge Management Portal (KMP)  Point to menu on left.  Roll over the following while reading out what each is:  Documents  Laws and Regulations  M 28 R  Policies and Guidance  Forms and Letters  Select “Laws and Regulations”…. |  | Welcome! This tutorial is designed to introduce you to the Knowledge Management Portal, also known as K-M- P.  It is our goal to provide superior support to Veterans seeking VR&E services which begins with providing you and other VR&E staff with accurate and timely information in an efficient manner. The goal of the KMP is to provide you with the information you need so that you can complete your duties more efficiently and better serve the Veteran.  You can access the K-M-P on the V-R-AND-E Training website by going to Links and then Knowledge Management Portal or you can access it directly at: [www.vaww.portal.va.gov/sites/VRWKM/](http://www.vaww.portal.va.gov/sites/VRWKM/)  The Knowledge Management Portal provides:  Versatile ways to get at the information you need. You can search for information from anywhere within the KMP, browse through the M28R or look up Forms and Letters used in the counseling and case management process.  Resource availability. The end-to-end counseling process will be available on the M28R with active links to VR&E training tools designed to enhance the learning experience.  Easy access to all of the materials you need. from Laws & Regs to Forms & Letters, everything is at your fingertips through the search feature and easy access links  The Knowledge Management Portal is the centralized one-stop-shop for all V-R-and-E program knowledge. Some of the parts that we encourage you to look at are:  Documents, Laws and Regulations, M-28-R,  Policies and Guidance, Forms and Letters, Hotline Bulletins & Suggestions Box Answers as well other useful links and resources  Now let’s look at Laws and Regulations…. |
| 1. 3. | Image of **Laws and Regulations** screen  Highlight **Chapter 1606**  Highlight **Chapter 33**  Select “M28R” |  | The laws and regulations section provides guidance on providing counseling for Veterans and their dependents utilizing the following educational benefit programs.  Under Title 38 of the United States Code, there is  • Chapter 18, Benefits for Children of Vietnam Veterans and Certain Other Veterans  • Chapter 30, Montgomery GI Bill  Chapter 31, Vocational Rehabilitation and Employment  • Chapter 33, Post 9/11 Educational Assistance  • Chapter 35, Survivors’ and Dependents’ Educational Assistance  • Chapter 36, Administration of Educational Benefits  Under title 10 of United States Code there is  Chapter 1606, Educational Assistance for Members of Selected Reserve  • Chapter 1607, Reserve Educational Assistance Program  You will also find Book G of the title 38 Code of Federal Regulations, which pertains to VR&E. |
| 1. 3. | Image of **M28R** screen  Scroll down to and highlight “Category: Part IV: Evaluation, Entitlement, & Rehabilitation Planning” |  | Select the M-28-R. The M-28-R is something with which you will want to become very familiar as new counselors.  The M28R identifies the benefits and services available to participants of the VR&E program and provides procedural guidance on the delivery of these benefits and services. The procedures are based on statutory and regulatory guidance provided by the United States Code (U.S.C.) and the Code of Federal Regulations (CFR), as well as other relevant policy and procedures documents developed by VA and VR&E Service.  The manual contains eight parts, which includes overview, office administration, program administration, evaluation, entitlement and rehabilitation planning, case management, employment services, other benefits case management and program oversight. All of these parts may not apply directly to the job you do, but it is important to understand where to obtain information about specific duties as a case manager. |
|  | Image of Policies and Guidance screen |  | Now let’s look at Policies and Guidance.  When policy clarification is needed regarding certain regulations or modifications to procedures, VR&E Service in Central Office issues circulars, or policy or procedural guidance letters. You can find these letters by selecting the polices and guidance link on KMP. You will find that some of these letters are rescinded. This occurs after the policies or procedures are included in the manual. VR&E Service recently rewrote the manual and the policy and procedures in the letters were included in the manual. There are categories in this section that apply to the entire VA, VBA and specifically to VR&E. |
| 1. 3. | Image of Forms & Letters screen |  | The Forms and Letters section provides a list and links to most of the forms and letters associated with VR&E. You will be able to find most of these in CWINRS. However, depending on where you are based, you may find this useful in having access to updated letters and forms. |
| 1. 5. |  |  | Select the Hotline Bulletins & Suggestions Box. VR&E Service holds monthly hotline calls which are available to all VR&E Staff. During the hotline call, VR&E Service presents on hot topics including updates to policies and procedures, upcoming events and other relevant information. Under the Hotline Bulletins Link, you can find an archive of the bulletins used during previous calls. In addition, you will also find a section that provides the feedback to the suggestion box. The last link on the KMP is the suggestion box link. This sends questions to Central Office to respond to. It is always a best practice if at all possible to consult with local management prior to submitting an inquiry to the suggestion box. |
|  |  | cid:image001.jpg@01D01558.2D431220 | Under the IT Systems and user guides you will find access to guides for some of the most common interfaces used by case managers. You may be able to find answers to some of the most frequently asked questions for the various systems including CWINRS, Share, CAPRI and others. |
| 1. 7. |  | cid:image002.jpg@01D01558.2D431220 | KMP continues to be updated with new information as it becomes available. This is important for all VR&E Staff to ensure they have the most up to date information on policies, procedures, and other job related information for providing services and benefits to Veterans. To ensure you are notified of any changes, KMP has an option to alert you whenever changes or additions are made within KMP. You can set these alerts by selecting the drop down window under your name and selecting my settings. |
| 1. 8. |  | cid:image003.jpg@01D01558.2D431220 | Select My Alerts |
|  |  |  | Select add alert |
| 1. 9. |  | cid:image005.jpg@01D01558.2D431220 | ON the right side, select the type of alert you would like to add and then select next at the bottom of the page. |
|  |  |  | You are then able to modify the frequency and other options to meet your specific needs and then select ok. |
|  |  |  | This concludes this lesson and overview of the Knowledge Management Portal. Please take some time to further review and become acquainted with this valuable resource. |