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| **PART III. Program Administration**  **Section A. VR&E Benefits and Work Processes** | |
| **CHAPTER 1. Program Workflow and Processes** | |
| **Objectives:** | After completion of this training, VR&E staff is expected to:  • Understand the program workflow and processes for VR&E offices.   * Identify the processes for scheduling and tracking counseling appointments for evaluation. * Define the case status system for Chapter 31 participants. * Know the procedures for updating case statuses. |
| **Contents:** | **VR&E Scheduling Activities**  a. Appointment Notification  b. Tracking Scheduled Appointments  c. Appointment Confirmation  **Counseling Appointment**  a. VR&E Program Orientation  b. Privacy Act Statement and Requirements  c. Benefits Delivery Network (BDN) and CWINRS Update  d. Withdrawal of Claim  **Reimbursement for Beneficiary Travel, Meals and Lodging**  **Veteran Does Not Report to Initial Evaluation Appointment**  a. Follow-up Contact  b. Disallowance Processing  **Chapter 31 Evaluation and Planning**  a. Entitlement Not Established  b. Entitlement Established  c. Non-pursuit of Claims  d. Evaluation and Rehabilitation Planning Completed  **Case Status System**  a. Purpose  b. Structure  c. Responsibility  **Procedures for Updating Case Status**  a. Reason Codes  1. Case in Applicant (APP) Status (01)  2. Case in Evaluation and Planning (EP) Status (02)  3. Case in Extended Evaluation (EE) Status (03)  4. Case in Independent Living (IL) Status (04)  5. Case in Rehabilitation To the point of Employability (RTE) Status (05)  6. Case in Job Ready (JR) Status (06)  7. Case in Rehabilitated (REH) Status (07)  8. Case in Interrupted (INT) Status (08)  9. Case in Discontinued (DIS) Status (09)  b. Detail Reason Codes (DRC)  **Reevaluation or Redevelopment of Rehabilitation Plans**  a. Case Status Procedure  b. Plan Redeveloped  c. Veteran Failed to Participate in Plan Redevelopment  **Temporary Interruption of Services**  a. Cases not Placed in INT Status  b. Cases Placed in INT Status |
| **Exercises:** | 1. Describe the procedures for scheduling a Veteran/Servicemember for an initial evaluation and the required steps when the Veteran/Servicemember does not report for the scheduled appointment. 2. What are the steps involved in an initial evaluation? 3. Define the procedures for the Chapter 31 case status system and the responsibilities associated with each case status movement. 4. What are the steps involved in redeveloping a rehabilitation plan? 5. Differentiate between cases that may or may not be placed in Interrupted status. |
| **Rescission Information:** | Part III rescinds the following chapters of the M28, M28-1, and M28-2:  M28, Part IV, Subpart l, Chapter 4; Part III, Chapter 1, 2, 3, 4  M28-1, Part I, Chapters 6, 7, 8  M28-2, Part I, Chapters 1, 2, 3, 4, 5, 6; Part II, Chapter 2; Part IV, Chapters 1, 2, 3  The following VR&E Letter was also rescinded:  VR&E Letter 28-04-15 |