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| **PART III. Program Administration**  **Section A. VR&E Benefits and Work Processes** | |
| **CHAPTER 3. Case Transfers** | |
| **Objectives:** | After completion of this training, a VR&E staff is expected to:  • Differentiate interregional transfer from intraregional transfer of cases.   * Describe the processes and procedures for transferring cases. * Understand the government expenses that are allowable for a Veteran’s transfer to another office jurisdiction. |
| **Contents:** | **General Information on Case Transfers**  a. Definitions  b. Guidelines for Transferring Counseling/Evaluation/Rehabilitation  (CER) Folders  c. Disagreements with Case Transfers  **Procedures for Case Transfers**  a. Coordinating Warm Handoff Prior to Case Transfer  b. Transferring Office’s Responsibilities  c. Receiving Office’s Responsibilities  d. If Receiving Office Believes Case Transfer is Not Appropriate  **Case Status for Transfers**  a. Case Status Change  b. Pending Codes  **Veteran’s Transfer Expenses**  a. Interregional Transfer at Government Expense  b. Intraregional Transfer at Government Expense  c. Attendant Travel |
| **Exercises:** | 1. Define interregional transfer and intraregional transfer. 2. Describe the benefits for establishing coordination between the originating and receiving offices when transferring cases. 3. Explain the guidelines for transferring cases when a final decision has been rendered and when a revision of a decision is necessary. 4. What are the responsibilities of the originating and receiving offices when transferring cases? 5. What are the requirements for authorizing travel payments? |
| **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Part I, Chapters 1, 2, 3, 4, 5, 6; Part II, Chapter 2; Part IV, Chapters 1, 2, 3  The following VR&E Letter was also rescinded:  VR&E Letter 28-04-15 |