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| **PART V. Case Management****Section A. Rehabilitation Planning** |
| **CHAPTER 2. PROGRAM ASSISTANCE** |
| **Objectives** | After completion of this training, VR&E staff is expected to:• Define the procedures and identify required tools for monitoring a Veteran’s progress in a rehabilitation program.* Know the different measurements and rate of pursuit for participation in vocational training.
* Outline the steps in making necessary changes in the Veterans rehabilitation plan.
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| **Contents** | **Case Management Appointments** a. Definitions b. Case Management Level c. Frequency of Case Management Appointments **Course and Program Length** a. Less than Full-Time Participation b. Non-Traditional Rehabilitation Programs c. Reduced Work Tolerance d. Employment and Rate of Pursuit **Review of Training Records** a. VAF 28-1905d, Special Report of Training b. Attendance and Progress Records c. VAF 28-1905c, Monthly Report of Training and Wages d. Additional Records of Progress **Adjusting the Rehabilitation Plan** a. Obtaining the Veteran’s Cooperation b. Interaction with the Veteran c. Major Plan Modifications d. Review of the Individual Written Rehabilitation Plan (IWRP) **Unsatisfactory Conduct and Cooperation**  |
| **Appendices** | Appendix O. VA Forms |
| **Exercises** | 1. What are the case manager’s responsibilities and the process for monitoring a Veteran’s progress in his/her rehabilitation program?
2. Define the different levels of case management and frequency of case management appointments for each program type.
3. Describe the requirements for approving less than full-time training.
4. Describe the process and requirements for determining and approving reduced work tolerance.
5. What are the requirements and steps in making any major and minor modifications on a Veteran’s rehabilitation plan?
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| **Rescissions** | Refer to VR&E Letter 28-24-14, Release of M28R, Part V, titled Case Management, which was released on November 5, 2013, or to the KMP in Policies & Guidance under the column ‘Rescinded’. |