|  |  |
| --- | --- |
| **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. |
| **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? |
| **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titled Case Management, which was released on November 5, 2013, or to the KMP in Policies & Guidance under the column ‘Rescinded’. |