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| **PART V. Case Management**  **Section D. Benefits and Services for Veterans with Special Circumstances** | |
| **CHAPTER 1. OVERVIEW REGARDING SPECIAL CIRCUMSTANCES** | |
| **Objectives** | After completion of this training, VR&E staff is expected to:  • Discern the types of special circumstances of Chapter 31 program participants that may require changes in their benefits.   * Understand the responsibilities and procedures for processing necessary benefit changes. |
| **Contents** | **Types of Special Circumstances that Require Benefit Changes**  a. Servicemembers Found Fit for Duty  b. Veterans Participating in the Chapter 31 Program Recalled to Active Duty  c. Fugitive Felon and Incarcerated Veterans  d. Deceased Veterans  **Processing Benefit Changes**  a. Office of Inspector General (OIG)  b. Vocational Rehabilitation and Employment Officer (VREO)  c. Vocational Rehabilitation Counselor (VRC)  d. Veteran |
| **Exercises** | 1. What are the different types of special circumstances that may require benefit changes for Chapter 31 program participants? Describe each type of special circumstance. 2. Define the roles and responsibilities for making changes on Chapter 31 Veterans’ benefits. |
| **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titled Case Management, which was released on November 5, 2013, or to the KMP in Policies & Guidance under the column ‘Rescinded’. |