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| **PART VII. Other Benefits Case Management**  **Section A. Other Benefits Case Management** | |
| **CHAPTER 1. CHAPTER 36 SERVICES: EDUCATIONAL AND VOCATIONAL**  **COUNSELING** | |
| **Objectives** | After completion of this training, VR&E staff is expected to:  • Identify the eligible individuals to receive educational and vocational counseling services.   * Define the scope of services that may be provided under educational and vocational counseling. |
| **Contents** | Purpose and Scope  a. Purpose  b. Scope of Service  1. Adjustment Counseling  2. Educational Counseling  3. Vocational/Career Counseling  4. Career Assessment  5. Interest and Aptitude Testing  6. Occupational Exploration  7. Identification of Training Facilities  8. Benefits Coaching  Eligibility for Chapter 36 Services  a. Servicemembers  b. Veterans  1. Montgomery GI Bill (Chapter 30)  2. Veterans Educational Assistance Program (Chapter 32)  3. Post-9/11 GI Bill (Chapter 33)  4. MGIB Selected Reserve (Chapter 1606)  5. Reserve Educational Assistance Program (Chapter 1607)  c. Others  1. Benefits for Certain Children of Vietnam Veterans (Chapter 18)  2. Survivors’ and Dependents’ Educational Assistance Program (Chapter 35)  Application Process  a. Identifying Participants  1. Yellow Ribbon Events  2. VetSuccess on Campus (VSOC) Program  3. Transition Assistance Program Presentations  4. Coming Home to Work Program  b. Requesting Services  c. Submitting Requests  d. Processing Requests  e. Establishing a CWINRS Record  f. Scheduling Appointment for Counseling  g. Chapter 31 Applicants in Receipt of Chapter 36 Services  Providing Chapter 36 Services  a. Service Providers  1. VRC Employed by VA  2. Contract Counselors  b. Day of the Counseling Appointment  1. The Individual Attends the Counseling Appointment  2. The Individual Does Not Attend the Counseling Appointment  c. Chapter 36 Process  1. Educational/Vocational Career Counseling  2. Educational/Vocational Assessment  3. Educational/Vocational Narrative  d. Securing Information  e. Limitations  Completing Chapter 36 Services  a. Completed with Counseling  b. Completed without Counseling  VetSuccess on Campus (VSOC) Program Procedures  a. Comprehensive Services  b. Limited Services |
| **Appendices** | Appendix O. VA Forms  Appendix AF. VA Letters  Appendix BE. VSOC Monthly Tracking Spreadsheet |
| **Exercises** | 1. What are the different services that may be provided under educational and vocational counseling? 2. Define the eligibility criteria for Chapter 36 services. 3. What is the process for requesting Chapter 36 services? 4. What are the procedures for completing Chapter 36 services that the VRC must follow? 5. Describe the responsibilities of a VSOC counselor. |
| **Rescissions** | Refer to VR&E Letter 28-13-23, M28R Procedures Manual, Part VII Updates on Other Benefits Case Management, which was released on February 14, 2013, or to the KMP in Policies & Guidance under the column ‘Rescinded’. |