

Chapter 1
VOCATIONAL REHABILITATION AND EMPLOYMENT MANUAL

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Chapter 1
VOCATIONAL REHABILITATION AND EMPLOYMENT MANUAL

1.01. Introduction

This chapter provides information on the organizational structure of the Vocational Rehabilitation and Employment (VR&E) Manual. It states which benefits and services are covered in the manual and the VA employees that administer them. It notes that the authority of the manual's guidance on procedures is based on the United States Code (U.S.C.), the Code of Federal Regulations (CFR), and other relevant policy and procedures documents developed by the Department of Veterans Affairs (VA) and VR&E Service.

1.02. References and Resources

Laws: 38 U.S.C. 3100
Regulations: 38 CFR Book G
Website: www.gibill.va.gov

1.03. General Information on the VR&E Manual

a. VA Offices Affected

This manual applies to VA Regional Offices (RO), out-based locations within the jurisdiction of an RO and VA Medical Centers with RO activities (VAMROC).

NOTE: ROs must not deviate from any of the prescribed procedures in the VR&E manual (M28R) without prior written authorization from the VR&E Service Director.

b. Benefits and Services Covered

This manual provides operational procedures for administration of the VA VR&E Program prescribed in law. The manual also provides guidance on providing counseling for Veterans and their dependents utilizing the following educational benefit programs:

1. 38 U.S.C., Veterans Benefits

- Chapter 18, Benefits for Children of Vietnam Veterans and Certain Other Veterans
 - Chapter 30, All-Volunteer Force Educational Assistance Program
 - Chapter 32, Post-Vietnam Era Veterans' Educational Assistance
 - Chapter 33, Post-9/11 GI-Bill
 - Chapter 35, Survivors' and Dependents' Educational Assistance
 - Chapter 36, Administration of Educational Benefits
2. 10 U.S.C., Armed Forces
- Chapter 1606, Educational Assistance for Members of Selected Reserve
 - Chapter 1607, Reserve Educational Assistance Program

NOTE: Information regarding the above educational benefits (except Chapter 31) may be obtained at: www.gibill.va.gov.

c. Organization of the Manual

This manual contains eight Parts:

1. Part I, Overview
2. Part II, Office Administration
3. Part III, Program Administration
4. Part IV, Evaluation, Entitlement, and Rehabilitation Planning
5. Part V, Case Management
6. Part VI, Employment Services
7. Part VII, Other Benefits Case Management
8. Part VIII, Program Oversight

A table of contents precedes each Part of this manual. Each Part is denoted by an uppercase Roman numeral. Sections are denoted by

upper case letters (e.g. Section A). In Parts without multiple Sections, the Part's entire contents are under Section A. Each Section is divided into Chapters indicated by Arabic numbers (e.g. Chapter 1). Beyond the Chapter level, Paragraph numbers are expressed as a two-digit decimal number following the Chapter number (e.g. 1.01). The digit to the left of the decimal indicates the Chapter number and digits to the right indicate main Paragraphs beginning with ".01" in each Chapter. Some Paragraphs are subdivided and contain Sub-paragraphs denoted by lower-case letters beginning with "a". When further levels of organization are needed, Topics are denoted by an Arabic number "1" and below that, Blocks are denoted by a lower case letter in parentheses (a). Each level of organization beyond the "Chapter and Paragraph" level is indented an extra ¼ inch in order to structure the document and aid readability. For example:

- I. Part
 - A. Section
 - 1.01 Chapter and Paragraph
 - a. Sub-paragraph
 - 1. Topic
 - (a) Block

To cite information at a particular location in the M28R, use the appropriate numbers and letters only, without spaces, and separated by a period. For example, information in Part I, Section A, Chapter 1, Paragraph .01, Sub-paragraph a, Topic (1), Block (a) is cited as M28R.I.A.1.01.a.1.(a).

d. Authority for Decisions

Actions and procedures described in this manual originate from the laws included in 38 U.S.C. VA promulgates regulations to implement these laws, which are published in the CFR. When policy clarification is needed regarding certain regulations or modifications to procedures contained in the manual are necessary, VR&E Service in Central Office issues circulars, or policy or procedural guidance letters. It is critical that VR&E staff adhere to the following:

1. 38 U.S.C.
2. CFR
3. M28R

4. Circulars
5. Policy or procedural guidance letters
6. Similar guidance issued by VR&E Service, the Under Secretary of Benefits or the Secretary of VA

NOTE: Once M28R is published, changes to its policy and procedures will be issued by “manual updates” rather than by letters or circulars. Changes effected by old letters, circulars and manuals have been incorporated into the current M28R.

e. Distribution of the Manual and Regulations

The manual will be available to all VR&E staff in an electronic format. Staff may print copies as needed. It is the responsibility of the VR&E Officer to ensure that each VR&E Division staff member has access to the manual, regulations, statutes and appropriate reference materials.

f. Updates

Updates to the manual will be made whenever determined necessary by the VR&E Service Director. When a proposed update receives final approval it will be published as an edit to the online M28R in the Knowledge Management Portal (KMP). Notification of the most recent updates will be visible on a “What’s New” tab after opening the M28R in the KMP. Additionally, the VR&E Officer or acting VR&E Officer will be notified of updates to the M28R in the monthly VR&E Hotline call immediately before or after each update.