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## Chapter 1 PROGRAM WORKFLOW AND PROCESSES

### 1.01 Introduction

The provision of a Veteran's rehabilitation program follows a standard progression from the point a Veteran or Servicemember submits a claim for Chapter 31 benefits until his/her claim is discontinued. This chapter provides the administrative and case management processes involved in the provision of rehabilitation services through the Department of Veterans Affairs (VA) Vocational Rehabilitation and Employment (VR&E) program. Additionally, the chapter provides references to statutory and regulatory guidance on these issues.

### 1.02 References and Resources

- Law:                      Rehabilitation Act of 1973, Amended  
                                  38 U.S. Code (U.S.C) 111  
                                  38 U.S.C. 3117
- Regulations:            38 Code of Federal Regulations (CFR) 21.48  
                                  38 CFR 21.180-21.198  
                                  38 CFR 21.283  
                                  38 CFR 21.362  
                                  38 CFR 21.376  
                                  38 CFR 70.30
- VA Forms (VAF):        VAF 21-686c, Declaration of Status of Dependents  
                                  VAF 28-1900, Disabled Veterans Application for Vocational  
                                  Rehabilitation  
                                  VAF 28-1902b, Counseling Record – Narrative Report  
                                  VAF 28-1902n, Counseling Record – Supplemental Sheet  
                                  VAF 28-1902w, Rehabilitation Needs Inventory  
                                  VAF 70-3266a, Request for Meal or Lodging  
                                  VAF 119, Report of Contact  
                                  VAF 3542, Authorization to Report - Voucher for Mileage  
                                  Allowance  
                                  VAF 4107, Your Rights to Appeal our Decision  
                                  Standard Form (SF) 1169, U.S. Government Transportation  
                                  Request
- Websites:                [www.eBenefits.va.gov](http://www.eBenefits.va.gov)  
                                  [www.va.gov/vaforms](http://www.va.gov/vaforms)  
                                  [www.vetsuccess.va.gov](http://www.vetsuccess.va.gov)

### 1.03 VR&E Scheduling Activities

All applications must be processed immediately upon receipt using the automated General Eligibility Determination (GED) process. However, claims received to reapply for Chapter 31 benefits after a Veteran has been declared rehabilitated or considered to have achieved maximum rehabilitation gain (MRG) will not be processed until a determination that the previous rehabilitation or MRG decision has been overturned. Control Code (CC) 795 must be established to track these claims.

Original claims without disability ratings are established with CC 095, while claims with disability ratings are established with CC 295. Upon completion of a GED for CC 095 and CC 295, a CC 719 is established. Claims may be disallowed if eligibility or disability ratings cannot be established. Timeliness for the evaluation and planning activities is monitored using these control codes. Refer to M28R, Part IV, Section A, Chapter 2 for details on application processing.

Once application processing is completed, the VR&E Officer (VREO) must ensure that the Veteran is scheduled immediately for his/her initial evaluation appointment. Scheduling appointments may be delegated to a case manager or a program support staff. Scheduling appointments includes the following activities:

#### a. Appointment Notification

##### 1. Appointment Letter

The appointment for a Veteran's initial evaluation and orientation must be scheduled as soon as the CC 719 is established. The VR&E staff member must ensure that the Veteran's initial evaluation appointment is scheduled in Corporate WINRS (CWINRS).

The notification letter, VR-03, Initial Evaluation Appointment with Vocational Rehabilitation Counselor (VRC), must be generated through CWINRS. The letter informs the Veteran of the date, time, and place of his/her appointment. The letter also provides the Veteran with general information about [www.vetsuccess.va.gov](http://www.vetsuccess.va.gov) and [www.eBenefits.va.gov](http://www.eBenefits.va.gov). The original letter must be sent to the Veteran and a copy must be filed on the right section of the Veteran's Counseling/Evaluation/Rehabilitation (CER) folder.

##### 2. Forms Sent with Appointment Letter

It is suggested that two forms be enclosed with the notification letter. This allows the Veteran time to complete the forms prior to his/her appointment. The Veteran may also be informed that the forms are available online at [www.va.gov/vaforms](http://www.va.gov/vaforms) and may be filled out electronically, printed, and presented to the scheduled meeting. The forms are:

(a) VAF 28-1902w, Rehabilitation Needs Inventory (RNI)

The information in the RNI is necessary in assisting the VRC in making a determination for the Veteran's entitlement to VR&E services. The information that must be recorded in the form includes the following:

- Personal Data
- Military History
- Civilian Employment
- Education and Training History
- Medical and Disability Conditions

(b) VAF 21-686c, Declaration of Status of Dependents

This form is necessary for determining eligibility of the Veteran's dependent status. The information includes the following:

- Marital Status
- Current and Previous Marriages
- Dependent Information

Information on dependents includes the name(s) of unmarried children, date of birth, social security number, and name and address of person having custody of child(ren).

See Appendix O, VA Forms, for information on how to access this form, as well as all other forms referenced in this chapter.

b. Tracking Scheduled Appointments

CWINRS keeps a log of the Veteran's scheduled appointments and generated letters and forms. This tracking mechanism may be viewed in CWINRS via

the "View Case History" under the Case Status and Manager Log, Appointment Log and Document Log.

c. Appointment Confirmation

Prior to the Veteran's scheduled appointment, a VR&E staff member may attempt to contact the Veteran by telephone to confirm the appointment if time permits. Document the contact in the CER folder on a VAF 119, Report of Contact, or in CWINRS Notes.

1.04 The Counseling Appointment

a. VR&E Program Orientation

When the Veteran reports to the appointment, he/she must be provided with a thorough understanding of the VR&E program and a comprehensive evaluation to determine if he/she is entitled to vocational rehabilitation services. The Veteran must sign VAF 28-0800, VR&E Program Orientation. The case manager must give one copy to the Veteran and file the other copy on the right section of the CER folder.

b. eBenefits Orientation

All orientation and outreach presentations conducted by VR&E staff must contain information on eBenefits ([www.eBenefits.va.gov](http://www.eBenefits.va.gov)). This includes the VR&E program orientation provided in response to an application for Chapter 31 benefits, counseling appointments conducted in response to applications for Chapter 36 benefits, or dependents education benefits under Chapter 18 or Chapter 35. This also includes outreach briefings conducted by a VA Employment Coordinator (EC) or VRC, including VRCs supporting IDES and VSOC activities.

VRCs are required to provide Veterans with information and guidance on accessing and enrolling in eBenefits, as well as an overview of the services available using eBenefits. The VRC is required to offer assistance to the Servicemember or Veteran to enroll in eBenefits, or upgrade to a Premium account, as needed. Refer to M28R.IV.B.4 for additional information on eBenefits enrollment and available services. The VRC must document the provision of eBenefits orientation, education, and assistance in the Veteran's CER folder using VAF 28-1902b, VAF 28-1902n, VAF 28-8606, or in a CWINRS note, if the Veteran has a CWINRS record. CWINRS notes do not need to be printed. Refer to M28R.VII.A.1 for Chapter 36 record keeping requirements.

c. Benefits Delivery Network (BDN) and CWINRS Update

The case manager must update BDN and CWINRS when the Veteran reports for his/her initial evaluation and/or orientation. Applicant (APP) status must be closed using the date the Veteran reports to his/her appointment using the Reason Code (RC) 02. Evaluation and Planning (EP) status must be opened using the same date APP status is closed.

d. Withdrawal of Claim

The Veteran may not withdraw his/her claim under any circumstances. If the Veteran reports to his/her initial evaluation appointment, the VRC must render a decision for entitlement based on the information available at the time.

1.05 Reimbursement for Beneficiary Travel, Meals and Lodging

When the Veteran or Servicemember resides outside the local area of the VA office, a properly executed VAF 3542 may be sent to the Veteran or Servicemember prior to the appointment date. This form will also be used to claim meal and lodging expenses incurred enroute to and from the regional office. When the Veteran reports for counseling or evaluation, the case manager must certify on VAF 3542 that the Veteran reported for his/her scheduled appointment. If reimbursement for actual expenses is made on the travel expense voucher, the expenses cannot be in excess of established rates set by the regional office.

Refer to M28R, Part V, Section B, Chapter 6, Travel Expenses, for detailed discussion on authorizing and processing beneficiary travel.

1.06 Veteran Does Not Report to Initial Evaluation Appointment

a. Follow-up Contact

If a Veteran or Servicemember fails to keep his/her scheduled appointment, the VRC must attempt to contact the Veteran or Servicemember via telephone. The follow-up contact must be made the same day of the scheduled appointment.

- If the Veteran or Servicemember expresses a wish to reschedule, he/she must be given a new appointment.
- If the Veteran or Servicemember is unavailable, a letter must be sent to the Veteran or Servicemember advising him/her to contact the VR&E office within 10 days from the date of the letter and to determine if he/she wants to reschedule his/her appointment.

- If the Veteran or Servicemember states that he/she is not interested in pursuing his/her claim, or does not respond to the 10-day letter, his/her claim must be denied for failure to pursue and processed for disallowance.

b. Disallowance Processing

An official entitlement determination is required for all claims for a Chapter 31 benefits. A formal disallowance of Chapter 31 claim is required when a Veteran or Servicemember does not meet the criteria for entitlement or fails to pursue his/her application for Chapter 31 benefits.

1. BDN and CWINRS Actions

Update CWINRS case status by closing APP status with RC 03 using the date of the decision and open Discontinued (DIS) status using the same date APP status is closed. BDN 320 screen will be automatically updated.

The following actions must occur in BDN:

- Use the 'CAST' command and enter 'CADJ' on the last field located on the bottom right of the screen and press ALT/ENTER.
- On the next screen, CADJ 408, put an "X" on the field for disallowance reason code "CC – Failure to Pursue".
- At the last field of the 408 screen, enter 501 to authorize the action and press enter.
- Press Y (Yes) to authorize the disallowance processing. This automatically clears the pending CC 719, and generates and prints the Disallowance Tear Sheet.

File the Disallowance Tear Sheet on the left section of the Veteran's CER folder.

2. Notification of Disallowance

When follow-up efforts fail to result in rescheduling of the initial evaluation appointment, the Veteran or Servicemember will be notified by letter that all actions on his/her claim have been closed. The date of the notification letter must coincide with the date the claim has been processed for disallowance and the CC 719 is cleared. The notification letter must contain the following:

- A clear and concise explanation of the reason(s) for the denial.

- A statement that the Veteran or Servicemember may request to reopen his/her claim at any time by filing a new application.
- Notice of the Veteran's right to an informal hearing at the regional office before filing an appeal or requesting an administrative review.
- The Veteran's appellate rights, VAF 4107.

#### 1.07 Chapter 31 Evaluation and Planning

When a Veteran reports to his/her initial evaluation appointment, the case manager must close APP status with RC 02 using the date the Veteran reports to the scheduled appointment and open Evaluation and Planning (EP) status using the same date APP status is closed.

The case manager conducts a comprehensive evaluation during EP status. An official entitlement determination is required for all claims for Chapter 31. Comprehensive evaluations and entitlement determinations are documented on VAF 28-1902b.

##### a. Entitlement Not Established

This category includes Veterans who have completed the evaluation process and have been determined not entitled to vocational rehabilitation services. This also includes Veterans who did not complete the evaluation process and were determined not entitled to Chapter 31 benefits because the evidence at hand was insufficient, after duty to assist was fully rendered.

Closing of these cases requires processing a formal disallowance of the Veteran's or Servicemember's claim when he/she is determined not entitled to Chapter 31 benefits.

##### 1. Disallowance Processing

###### (a) CWINRS Processing

Update CWINRS case status by closing APP status using one of the RC listed below:

- RC 10 – No Employment Handicap (EH)
- RC 11 – Has EH, but 48-month entitlement has been exhausted and does not meet the criteria for Serious Employment Handicap (SEH)

- RC 12 – Has EH, but 12-year eligibility has expired and does not meet the criteria for SEH, or has a 10% service-connected disability (SCD) rating and does not meet the criteria for SEH
- RC 21 – Reason(s) for prior discontinuance not removed

Use the date of the decision and open DIS status using the same date APP status is closed. BDN 320 screen is automatically updated.

(b) BDN Processing

- Use the 'CAST' command and enter 'CADJ' on the last field located on the bottom right of the screen and press ALT/ENTER.
- On the next screen, CADJ 408, and put an "X" on the field for disallowance reason code "BB – Not Entitled".
- On the Next Screen of the 408 screen and enter 501 to authorize the action.
- Press Y (Yes) to authorize the disallowance processing. This automatically clears and disallows the pending Control Code (CC) 719, generates and prints the disallowance tear sheet.

The generated disallowance tear sheet must be filed on the left section of the Veteran's CER folder.

2. Notification of Disallowance

When a Veteran or Servicemember is determined not entitled to Chapter 31 benefits and services, he/she will be notified by letter that all actions on his/her claim have been suspended. The date of the notification letter must coincide with the date the claim has been processed for disallowance and the CC 719 is cleared using the disallowance action.

The notification letter must contain the following:

- A clear and concise explanation of the reason(s) for finding the Veteran not entitled to Chapter 31 benefits and services.
- Notice of the Veteran's right to an informal hearing at the regional office before filing an appeal or requesting an administrative review.
- The Veteran's appellate rights, VAF 4107.

b. Entitlement Established

This category includes Veterans determined entitled to Chapter 31 benefits and services. When a VRC determines that a Veteran or Servicemember is entitled to Chapter 31 services, the VRC must provide a written notification to the Veteran or Servicemember regarding the entitlement decision. A copy of the notification letter must be filed in the right section of the CER folder. The VRC must take the following action to update BDN and CWINRS:

1. BDN Processing

The VRC must clear the pending CC 719 on the date that the Veteran or Servicemember is informed of his/her entitlement.

2. CWINRS Processing

The VRC must update the Claims Processing tab in CWINRS by clicking on the 'Update Disposition' button and manually entering the data in the required fields:

- Began Initial Evaluation – Date reported to the initial evaluation
- First Appointment – Date of first scheduled appointment
- Date Eval/Plan Closed – Date EP status is closed
- (Contract) Provider, if used – Name of the service provider
- Date Referred to Contractor – Date of referral
- Date Due Back – Anticipated date of work completion
- Date Returned to VA – Actual date of receipt of completed work
- Rehab Claim Disposition – Decision for entitlement (entitled or not entitled)
- Entitlement Determination Notification Date – Date of notification letter
- Plan Type – Select "IWRP", "IEEP", or "IEAP"
- Pre-Rehab Salary – Veteran's wage or salary during the initial evaluation

- SEH Indicator – “Y” for Yes and “N” for No

c. Non-pursuit of Claims

This category includes Veterans who do not pursue their claims for vocational rehabilitation after entitlement to services has been established. If the Veteran reports for his/her initial evaluation and has been found entitled to Chapter 31 benefits, but does not return for a scheduled follow-up appointment(s), the VRC must attempt to motivate the Veteran to continue with the evaluation process. The VRC must initially try to reach the Veteran by telephone, email and/or postal mail.

If the Veteran cannot be reached, the VRC must send the Veteran a notification letter informing him/her that he/she has 30 days from the date of the letter to respond. The Veteran must also be informed that if he/she does not respond within the 30-day period, his/her claim will be suspended. The VRC must provide the Veteran with his/her appellate rights.

If the Veteran responds to the notification letter, the Veteran must be re-scheduled for an appointment to continue the evaluation process. If the Veteran does not respond to the notification letter after the 30-day period, the VRC must:

- Close EP status with RC 03 using the date of the decision and open DIS status using the same date EP status is closed.
- Send the Veteran a notification letter informing him/her that his/her claim has been suspended and that the claim will remain suspended until he/she requests re-opening of the claim by submitting a new application (VAF 28-1900).
- Provide the Veteran with his/her appellate rights (VAF 4107).

d. Evaluation and Rehabilitation Planning Completed

1. Vocational Goal is Feasible

After a comprehensive vocational assessment and exploration, the VRC and the Veteran must jointly develop an individualized plan with the assistance of the Employment Coordinator (EC), as needed. The plan may be one of the following:

- Individualized Written Rehabilitation Plan (IWRP) or combination IWRP/Individualized Employment Assistance Plan (IEAP)
- IEAP for a Veteran who meets the criteria for employment services

only under 38 U.S.C. 3117

(a) Plan Completion Process in CWINRS

The plan must be completed under the Rehab tab in CWINRS. Click on the 'Add Plan' button and enter the required data on the following fields:

- Program Goal – Description of the employment goal
- DOT Entry – DOT code
- Primary Intermediate Objective – Services to be provided (Completion of a specific type of training for an IWRP; employment services for an IEAP)
- Supervision Level – A schedule for case management appointments and progress review (Level I, Level II or Level III for IWRP; Level III for IEAP)
- Self-employment Goal - Yes or No
- Service Provider – School, facility, company, or individual
- Point of Contact – Name of the liaison from the service provider
- Phone – Phone number for the point of contact
- Service Duration – Anticipated start and completion dates for the delivery of planned services
- Type of Plan – Select "IWRP" or "IEAP"
- Cost Limit – Calendar year program costs (Costs exceeding \$25,000 need justification and approval)
- Review Date – Date of the annual review of the plan
- Track Selection – Select "Reemployment," "Rapid access to employment," "Employment through long-term services," or "Self-employment."

(b) Once the plan is completed, the VRC and the Veteran must sign the plan. At that time, the VRC must take the following action to update

CWINRS:

- (1) Close Evaluation and Planning (EP) status using the appropriate reason code. The effective date to close the EP status is the date the VRC and the Veteran sign the plan. Open the appropriate case status using the same date that EP status is closed.
- (2) If the case is being transferred to another case manager, the VRC must update the 'Employee Responsible' field in CWINRS by clicking the 'CM' button at the bottom of the main screen and selecting the appropriate case manager in the drop box.

NOTE: All case status movements must be processed in CWINRS, not in BDN. Do not use the REFRESH command to process case status movements.

## 2. Vocational Goal Feasibility is Uncertain or Cannot be Determined

If after a comprehensive vocational assessment and exploration, the feasibility of a vocational goal remains uncertain, the VRC and the Veteran must jointly develop an Individualized Extended Evaluation Plan (IEEP). The EC may be consulted as needed when developing the IEEP. Refer to M28R.IV.C.3 for additional guidance on developing and administering an IEEP.

### (a) Plan Completion Process in CWINRS

The plan must be completed under the Rehab tab in CWINRS. Click on the 'Add Plan' button and enter the required data. The following data field must also be filled in as listed below:

- Program Goal – Description of the employment goal under evaluation
- DOT Entry – DOT code
- Primary Intermediate Objective – evaluative services to be provided
- Supervision Level – A schedule for case management appointments and progress review. Select Level II or III.
- Self-employment Goal – Select "No"
- Service Provider – Facility, company, or individual

- Point of Contact – Name of the liaison from the service provider
- Phone – Phone number for the point of contact
- Service Duration – Anticipated start and completion dates for the delivery of planned services
- Type of Plan – Select “IEEP”
- Cost Limit – Calendar year program costs (Costs exceeding \$25,000 need justification and approval)
- Review Date – Date of the annual review of the plan
- Track Selection – Select “Employment through long-term services”

(b) Once the plan is completed, the VRC and the Veteran must sign the plan. At that time, the VRC must take the following action to update CWINRS:

(1) Close EP status using RC 06 for IEEP. The effective date to close the EP status is the date the VRC and the Veteran sign the plan. Open extended evaluation (EE) case status using the same date that EP status is closed.

(2) If the case is being transferred to another case manager, the VRC must update the ‘Employee Responsible’ field in CWINRS by clicking the ‘CM’ button at the bottom of the main screen and selecting the appropriate case manager in the drop box.

NOTE: All case status movements must be processed in CWINRS, not in BDN. Do not use the REFRESH command to process case status movements.

### 3. Vocational Goal is not Feasible

After a comprehensive independent living assessment is completed, the VRC and the Veteran must jointly develop an Individualized Independent Living Plan (IILP). Refer to M28R.IV.C.9 for additional guidance on the development and administration of an IILP.

#### (a) Plan Completion Process in CWINRS

The plan must be completed under the Rehab tab in CWINRS. Click on the ‘Add Plan’ button and enter the required data. The following data

field must also be filled in as listed below:

- Program Goal – Independent Living Goal
- DOT Entry – DOT code “000”
- Primary Intermediate Objective – Independent Living services to be provided
- Supervision Level – A schedule for case management appointments and progress review. Select Level III.
- Self-employment Goal – Select “No”
- Service Provider – Facility, company, or individual
- Point of Contact – Name of the liaison from the service provider
- Phone – Phone number for the point of contact
- Service Duration – Anticipated start and completion dates for the delivery of planned services
- Type of Plan – Select “IILP”
- Cost Limit – Calendar year program costs (follow IILP cost approval requirements in M28R.IV.C.9)
- Review Date – Date of the annual review of the plan
- Track Selection – Select “Independent Living”

The case manager must submit the IILP to the VREO for review and concurrence prior to implementing the plan. In some cases, higher approval level is required. Refer to M28R, Part IV, Section C, Chapter 9 for detailed guidelines on approval levels.

(b) After the IILP is concurred by the VREO, and the VRC and Veteran sign the plan, the case manager must take the following action to update CWINRS:

- (1) Close EP status using RC 08 for IILP. The effective date to close the EP status is the date the VRC and the Veteran sign the IILP. Open e Independent Living (IL) status using the same date EP

status is closed.

- (2) If the case is being transferred to another case manager, the VRC must update the 'Employee Responsible' in CWINRS by clicking the 'CM' button at the bottom of the main screen and selecting the appropriate case manager in the drop box.

NOTE: The effective date is the date the IILP is signed by the VRC and the Veteran. It is not the date approved by the VREO and must not be backdated. All case status movements must be completed in CWINRS.

## 1.08 Case Status System

### a. Purpose

The VR&E case status system is designed to ensure that each VR&E office delivers timely and high-quality services to Veterans with service-connected disabilities. The case status system furnishes information concerning a Veteran's progress in completing the various phases of his/her vocational rehabilitation program and provides the mechanism to track the actions taken at each phase of the Veteran's rehabilitation program. In addition, it provides the data necessary for management, such as budget formulation, including justification for staffing levels, and oversight of the VR&E program.

### b. Structure

The VR&E case status system is composed of the following:

- Applicant (APP) Status (01)
- Evaluation and Planning (EP) Status (02)
- Extended Evaluation (EE) Status (03)
- Independent Living (IL) Status (04)
- Rehabilitation to Employment (RTE) Status (05)
- Job Ready (JR) Status (06)
- Rehabilitated (REH) Status (07)
- Interrupted (INT) Status (08)

- Discontinued (DIS) Status (09)

c. Responsibility

A Veteran's progress in his/her rehabilitation program is tracked through the case status movement. It is the responsibility of the assigned case manager to update the statuses appropriately in CWINRS and to ensure those updates match in BDN.

1.09 Procedures for Updating Case Status

A Veteran's rehabilitation program is assigned to appropriate statuses in order to determine progress in his/her program. The nine case statuses identify specific phases of the Veteran's program participation. A case is moved or updated by closing the current status and opening a new status. For this purpose, the word "close" is used synonymously with "end." Likewise, the word "open" is used synonymously with "begin." The case manager must ensure that the effective date of the "close" status is the same as the effective date of the subsequent "open" status. Additionally, any changes in case status require a specific reason code that provides the basis or explanation for the change in case status. The VREO must ensure strict adherence to implementing these procedures for consistency of data entry, accuracy in generated reports and safeguarding data integrity.

The table below provides the conditions and actions necessary to properly update and maintain Chapter 31 case statuses. A supplemental table is also added to provide the Detail Reason Codes (DRC) for specifically assigned RC.

a. Reason Codes

The chart below provides the conditions and actions necessary to properly update and maintain Chapter 31 case statuses:

1. Case in Applicant (APP) Status (01)

Condition	Action
Claim is disallowed because Veteran does not meet the eligibility criteria for a rating of 10 percent or more, a memo rating of 20 percent or more, or eligibility based on PL 110-181 (NDAA).	<p>Close case status with RC 01 using the date of the decision and open DIS status using the same date APP status is closed.</p> <p>Notify Veteran of the discontinuance in writing and provide VAF 4107.</p>

Condition	Action
Veteran reports for initial evaluation and/or initial orientation session.	Close status with RC 02 using the date the Veteran reports to his/her evaluation and/or initial orientation session and open EP status using the same date APP status is closed.
Veteran fails to report for initial evaluation appointment.	<p>Call the Veteran on the date of his/her appointment and attempt to reschedule the appointment. If the Veteran cannot be reached by telephone, or does not report to the rescheduled appointment, send the Veteran a 10-day follow-up letter. If Veteran does not respond after the 10-day period, close status with RC 03 using the date of the decision, and open DIS status using the same date APP status is closed.</p> <p>A DRC must be selected to provide the reason for using RC 03.</p> <p>NOTE: Disallow the 719 End Product Code with CADJ 408 and authorize disallowance using CAUT 501. Use CC – Failure to Pursue. This process will automatically clear the pending 719 End Product Code.</p> <p>Notify applicant of the disposition in writing and provide VAF 4107.</p>
Veteran's SCD rating is reduced to a non-compensable level, or severed, or claim is declared ineligible such as in the event that the GED processing incorrectly granted eligibility.	Close status with RC 39 using the date the reduction, severance, or decision of service-connection is discovered and open DIS status using the same date APP status is closed.
<p>Veteran's death is confirmed.</p> <p>NOTE: Date of death must appear on the M32 screen before any action is taken.</p>	Close status with RC 99 using date the Veteran's death is discovered and open DIS status using the same date APP status is closed.

2. Case in Evaluation and Planning (EP) Status (02)

Condition	Action
<p>NOTE: PCLR 719 End Product Code while case is in EP status after Veteran has been informed of a positive entitlement decision. Keep EP status open while conducting vocational exploration and follow-up counseling activities.</p>	
<p>Evaluation is completed; Veteran is entitled to Chapter 31 benefits, but he/she does not pursue claim by developing an IEEP, IWRP, IEAP, or IILP, or he/she declined services, including when the Veteran elects to use his/her Chapter 33 benefits.</p>	<p>Send Veteran a notification letter with 30-day due process before taking the adverse action. Do not move case to INT status during due process period.</p> <p>If Veteran does not respond after the 30-day period, close status with RC 03 using the date of the decision and open DIS status using the same date EP status is closed.</p> <p>A DRC must be selected to provide the reason for using RC 03.</p> <p>Notify applicant of the discontinuance in writing and provide VAF 4107.</p>
<p>IWRP or IWRP/IEAP developed and signed by the VRC and the Veteran.</p> <p>NOTE: For all employment plans, including self-employment and direct employment, develop IWRP/IEAP and provide job readiness services in RTE status.</p>	<p>Close status with RC 05 using the date the IWRP is signed by both parties, and open RTE status using the same date EP status is closed.</p> <p>The CWINRS Claims Disposition tab must be updated prior to case status movement.</p> <p>NOTE: The close and open date procedures are the same in cases involving retroactive subsistence allowance payments. Therefore, the Master Record may reflect a pay status, which is earlier than the "close" or "open" case status date.</p>

Condition	Action
<p>IEEP developed and signed by VRC and the Veteran.</p>	<p>Close status with RC 06 using the date the IEEP is signed by both parties and open EE status using the same date EP status is closed.</p> <p>The CWINRS Claims Disposition tab must be updated prior to case status movement.</p>
<p>IEAP developed for prior voc rehab participant who qualifies for a plan of solely employment assistance under 38 U.S.C. 3117 and signed by VRC and the Veteran.</p> <p>NOTE: The Veteran must meet the criteria for EH, have at least a 10% SCD rating, and be employable in a suitable occupation to be found entitled to a program of solely employment assistance.</p>	<p>Close status with RC 07 using the date the IEAP is signed by both parties and open JR status using the same date EP status is closed. <u>This is the only time a case will go directly from EP status to JR status.</u></p> <p>The CWINRS Claims Disposition tab must be updated prior to case status movement.</p>
<p>IILP developed, approved by VREO, and signed by VRC and the Veteran.</p> <p>NOTE: Case remains in EP status pending approvals, including all required approvals by the Director of VR&amp;E Service.</p>	<p>Close status with RC 08 using the date the approved IILP is signed by the VRC and the Veteran and open IL status using the same date EP status is closed.</p> <p>The CWINRS Claims Disposition tab must be updated prior to case status movement.</p>

Condition	Action
<p>Veteran's achievement of a vocational goal is determined not currently reasonably feasible and he/she does not need, is not eligible for, or cannot participate in a plan of IL services at this time.</p> <p>NOTE: VREO approval is required prior to closure of case.</p>	<p>Notify the Veteran of the discontinuance in writing and provide VAF 4107. Case must remain in EP status during due process period.</p> <p><u>After 30 days</u>, close status with RC 09 using the date of the decision and open DIS status using the same date EP status is closed.</p> <p>NOTE: After discontinuance, provide Veteran with the required follow up at 6 months and 12 months to evaluate if their circumstances have changed sufficiently to warrant a re-evaluation of feasibility. Follow-up can be done via phone or letter and documented in a CWINRS note.</p>
<p>Veteran is determined to have no employment handicap (EH).</p>	<p>Close status with RC 10 using the date of the decision and open DIS status using the same date EP status is closed.</p> <p>NOTE: Disallow claim in BDN using CC 719 with CADJ 408 and authorize disallowance using CAUT 501. Use BB – Not Entitled. This process will automatically disallow the pending CC 719.</p> <p>Notify Veteran of the discontinuance in writing and provide VAF 4107.</p>

Condition	Action
<p>Veteran is determined to have an EH, but no serious employment handicap (SEH) and his/her 48-month entitlement has been exhausted.</p>	<p>Close status with RC 11 using the date of the decision and open DIS status using the same date EP status is closed.</p> <p>NOTE: Disallow claim in BDN using CC 719 with CADJ 408 and authorize disallowance using CAUT 501. Use BB – Not Entitled. This process will automatically disallow the pending CC 719.</p> <p>Notify Veteran of the discontinuance and provide VAF 4107.</p>
<p>Veteran is determined to have an EH, but no SEH and his/her 12-year eligibility period has expired, or the Veteran has been granted 10% combined SCD rating, but he/she does not meet the criteria for SEH.</p>	<p>Close status with RC 12 using the date of the decision and open DIS status using the same date EP status is closed.</p> <p>NOTE: Disallow claim in BDN using CC 719 with CADJ 408 and authorize disallowance using CAUT 501. Use BB – Not Entitled. This process will automatically disallow the pending CC 719.</p> <p>Notify Veteran of the discontinuance in writing and provide VAF 4107.</p>

Condition	Action
<p>Veteran has a prior VR&amp;E case that was moved to APP from DIS status, and the reason(s) for prior discontinuance have not been removed.</p>	<p>Close status with RC 21 using the date of the decision and open DIS status using the same date EP status is closed.</p> <p>NOTE: Disallow claim in BDN using CC 719 with CADJ 408 and authorize disallowance using CAUT 501. Use BB – Not Entitled. This process will automatically disallow the pending CC 719.</p> <p>Notify Veteran of the discontinuance in writing and provide VAF 4107.</p>
<p>Veteran's SCD rating is reduced to a non-compensable level, or severed, or Veteran is found to otherwise be ineligible such as in the event that the GED processing incorrectly granted eligibility.</p>	<p>Close status with RC 39 using effective date of the severance of service-connection and open DIS status using the same date EP status is closed.</p> <p>Notify Veteran of the discontinuance in writing and provide VAF 4107.</p>
<p>Veteran's death is confirmed.</p> <p>NOTE: Date of death must appear on the M32 screen before any action is taken.</p>	<p>Close status with RC 99 using date the Veteran's death is verified and open DIS status using the same date EP status is closed.</p>

3. Case in Extended Evaluation (EE) Status (03)

Condition	Action
<p>Veteran does not initiate IEEP services and does not respond to motivational contact attempts.</p> <p>NOTE: This includes when Veteran elects to use his/her Chapter 33 benefits or other VA educational benefits, and attempts to motivate Veteran to participate in Chapter 31 have been unsuccessful.</p>	<p>Close status with RC 03, using the date of the decision and open INT status using the same date EE status is closed. Select applicable DRC.</p> <p>Notify Veteran of the interruption in writing and provide VAF 4107.</p>

Condition	Action
Veteran completes IEEP services. A vocational goal is feasible and rehabilitation to the point of employability is needed.	Develop IWRP. Close status with RC 05, and open RTE status using the date the plan is signed by VRC and Veteran.
Veteran's achievement of a vocational goal is determined not currently reasonably feasible and an evaluation for IL services will be conducted.	Close status with RC 15 using the date of the decision and open INT status using the same date EE status is closed.  Case will remain in INT status during development of IILP.
VA or Veteran interrupts IEEP services.	Close status with RC 16 using the date of the decision and open INT status using the same date EE status is closed.  Notify Veteran of the interruption in writing and provide VAF 4107.
Veteran's service-connected disability rating is severed, or claim is declared invalid.  NOTE: If Veteran's SCD rating is reduced to a non-compensable level, or 0 percent, he/she may continue receiving EE services until the case is closed.	Close status with RC 39 using the last day of the month in which severance of service-connection is final (or date of discovery, whichever is later) and open INT status using same date EE status is closed.  Notify Veteran of the interruption in writing and provide VAF 4107.
Veteran's death is confirmed.  NOTE: Date of death must appear on the M32 screen before any action is taken.	Close status with RC 99 using date the Veteran's death is verified and open DIS the same date the status is closed.

4. Case in Independent Living (IL) Status (04)

Condition	Action
<p>Veteran does not initiate IL services and does not respond to motivational contact attempts.</p>	<p>Close status with RC 03, using the date of the decision and open INT status using the same date IL status is closed. Select applicable DRC.</p> <p>Notify Veteran of the interruption in writing and provide VAF 4107.</p>
<p>Plan redevelopment is needed for IWRP services. A vocational goal has become reasonably feasible.</p>	<p>Develop IWRP. Close status with RC 05, and open RTE status using the date the plan is signed by VRC and Veteran.</p>
<p>Plan redevelopment is needed for IEEP services to re-evaluate feasibility of a vocational goal.</p>	<p>Develop IEEP. Close status with RC 06, and open EE status using the date the plan is signed by VRC and Veteran.</p>
<p>Plan redevelopment or amendment is needed for additional IILP services. A vocational goal remains infeasible.</p> <p>NOTE: VREO must concur with plan amendments. Follow IILP cost approval requirements in M28R.IV.C.9.</p>	<p>Redevelop plan or amend plan objectives in IL status. No case status movement should occur when amending the intermediate objectives of an IILP.</p>
<p>VA or Veteran interrupts IL services.</p>	<p>Close status with RC 16 using the date of the decision and open INT status using the same date IL status is closed.</p> <p>Notify Veteran of the interruption in writing and provide VAF 4107.</p>

Condition	Action
<p>Veteran achieves IILP goal and maintains goal for 60 days,</p> <p>Or, Veteran did not achieve IILP goal, but he/she has attained a substantial increase in the level of independence from IL services provided; has maintained the increased level of independence for at least 60 days; and further assistance is unlikely to significantly increase his/her level of independence.</p>	<p>Close status with RC 17 using the date of the decision and open REH status using the same date IL status is closed.</p> <p>NOTE: VREO must concur with case closure.</p>
<p>Veteran's SCD rating is severed, or claim is declared invalid.</p> <p>NOTE: If Veteran's SCD rating is reduced to a non-compensable level, or 0 percent, he/she may continue receiving IL services until the case is closed.</p>	<p>Close status with RC 39 using the last day of the month in which severance of service-connection is final (or date of discovery, whichever is later) and open INT status using same date IL status is closed.</p> <p>Notify Veteran of the interruption in writing and provide VAF 4107.</p>
<p>Veteran's death is confirmed.</p> <p>NOTE: Date of death must appear on the M32 screen before any action is taken.</p>	<p>Close status with RC 99 using date the Veteran's death is discovered and open DIS status using the same date IL status is closed.</p>

5. Case in Rehabilitation to Employment (RTE) Status (05)

Condition	Action
<p>Veteran does not initiate services and does not respond to motivational contact attempts.</p> <p>NOTE: This includes when Veteran elects to use his/her Chapter 33 benefits or other VA educational benefits, and attempts to motivate Veteran to participate in Chapter 31 have been unsuccessful.</p>	<p>Close status with RC 03, using the date of the decision and open INT status using the same date RTE status is closed. Select applicable DRC.</p> <p>Notify Veteran of the interruption in writing and provide VAF 4107.</p>

Condition	Actions
Plan redevelopment is needed for IEEP services to re-evaluate feasibility of a vocational goal.	Develop IEEP. Close status with RC 06, and open EE status using the date the plan is signed by VRC and Veteran.
Veteran's 48-month entitlement has been exhausted, and he/she does not meet the criteria for extension.	<p>Close status with RC 11 using the date after the entitlement was exhausted ("none" date), or the date exhausted entitlement and ineligibility for extension is confirmed and open INT status using the same date RTE status is closed.</p> <p>Notify Veteran of the interruption in writing and provide VAF 4107.</p> <p>NOTE: If the IWRP includes services and assistance that are either provided or coordinated by a case manager, the case shall remain in RTE status, even though subsistence is not authorized. Training may be part of the IWRP, with costs being paid by a state or federal vocational rehabilitation program, the Veteran, or another resource. However, case should not remain in RTE status beyond the Veteran's 12-year eligibility period, unless an SEH exists.</p>
Veteran's 48-month entitlement has been exhausted, does not meet the criteria for extension, but has been declared job ready.	Close status with RC 11 using the date after the entitlement was exhausted ("none" date), or the date the Veteran is notified of this change in case status and open JR status using the same date RTE status is closed.

Condition	Action
<p>Veteran's 12-year eligibility period has expired and Veteran does not meet the criteria for SEH, and he/she has been declared job ready.</p>	<p>Close status with RC 12 using date after the eligibility termination date (ETD) expired and open JR status using the same date RTE status is closed.</p> <p>NOTE: Do not pay Employment Adjustment Allowance (EAA).</p>
<p>Veteran's 12-year eligibility period has expired and Veteran does not meet the criteria for SEH, and does not meet the criteria for job-readiness.</p>	<p>Close status with RC 12 using the date of the decision and open INT status using the same date RTE status is closed.</p> <p>Notify Veteran of the interruption in writing and provide VAF 4107.</p>
<p>Veteran's achievement of a vocational goal is determined not currently reasonably feasible, and an evaluation for IL services will be conducted.</p>	<p>Close status with RC 15 using the date of the decision and open INT status using the same date RTE status is closed.</p> <p>Case will remain in INT status during development of IILP.</p> <p>Notify Veteran of the interruption in writing and provide VAF 4107.</p>
<p>VA or Veteran interrupts rehabilitation services.</p>	<p>Close status with RC 16 using the date of the decision and open INT status using the same date RTE status is closed.</p> <p>Notify Veteran of the interruption in writing and provide VAF 4107.</p>
<p>Veteran completes IWRP objectives, and he/she has been declared job-ready.</p>	<p>Close status with RC 18 using date of the decision and open JR status using the same date RTE status is closed.</p>

Condition	Action
<p>Veteran elects not to continue his/her program, but has completed a sufficient portion of the services outlined in the IWRP that clearly establishes he/she is generally employable as a trained worker in the occupational goal of the IWRP, and he/she has been declared job ready.</p>	<p>Close status with RC 19 using date of the decision and open JR status using the same date RTE status is closed.</p>
<p>Veteran does not complete all the objectives of the IWRP, but is employed in the IWRP goal, with wages and benefits commensurate with the wages and other benefits received by workers in the same occupation, he/she has been declared job ready, and does not want to continue receiving services.</p>	<p>Close status with RC 20 using date of decision and open JR using the same date RTE status is closed.</p>
<p>Veteran is currently employable in a suitable job. He/she has gained enough rehabilitative benefit from VR&amp;E services to qualify for suitable employment, yet the case does not meet the criteria for closure as "rehabilitated" in accordance with 38 CFR 21.283.</p>	<p>Close status with RC 34, select DRC 34 A – Veteran employable Ch 31 services contributed, using date of the decision and open INT status using the same date RTE status is closed.</p> <p>Notify Veteran of the interruption in writing and provide VAF 4107.</p>
<p>Veteran is not currently employable in a suitable job, but</p> <ul style="list-style-type: none"> <li>• The Veteran had been receiving services toward a vocationally oriented goal,</li> <li>• The services provided by VR&amp;E substantially improved the Veteran's circumstances through measurable gains in such areas as self-management, self-advocacy, independence in daily living, and</li> </ul> <p>An assessment indicates that the Veteran is not eligible for IL services, or does not currently need IL services, or may need IL services but is unable or unwilling to participate.</p>	<p>Close status with RC 34, select DRC 34 B – Veteran unemployable Ch 31 services increased independence, using date of the decision and open INT status using the same date RTE status is closed.</p> <p>Notify Veteran of the interruption in writing and provide VAF 4107.</p>

Condition	Action
Veteran is employed, services contributed to his/her obtaining and maintaining employment, and current employment is advantageous to Veteran, but does not meet the criteria for closure as rehabilitated in accordance with 38 CFR 21.283.	Close status with RC 35 using date of the decision and open INT status using the same date RTE status is closed.  Notify Veteran of the interruption in writing and provide VAF 4107.
Veteran's SCD rating is severed  NOTE: If Veteran's SCD rating is reduced to a non-compensable level, or 0 percent, he/she may continue receiving services while the case remains open. However, discontinuance is required when SCD is severed.	Close status with RC 39 using the last day of the month in which decision for severance of service connection is final, or the discovery date, whichever is later, and open INT status using the same date RTE status is closed.  Notify Veteran of the interruption in writing and provide VAF 4107.
Veteran's death is confirmed  NOTE: Date of death must appear on the M32 screen before any action is taken.	Close status with RC 99 using date the Veteran's death is confirmed and open DIS status using the same date.

## 6. Case in Job Ready (JR) Status (06)

Condition	Action
Veteran does not initiate employment services, and does not respond to motivational contact attempts	Close status with RC 03 and select appropriate DRC, using date of the decision and open INT status using the same date JR status is closed.  Notify Veteran of the interruption in writing and provide VAF 4107.
Plan redevelopment is needed for IWRP services. Additional rehabilitation to the point of employability is needed to prepare the Veteran for suitable employment.	Develop IWRP. Close status with RC 05, and open RTE status using the date the plan is signed by VRC and Veteran.
Plan redevelopment is needed for IEEP services to re-evaluate feasibility of a vocational goal.	Develop IEEP. Close status with RC 06, and open EE status using the date the plan is signed by VRC and Veteran.

Condition	Action
<p>Veteran is determined no longer employable because his/her disability has worsened, and all efforts to amend the plan to enable the Veteran to participate have not been successful.</p> <p>NOTE: If IL services are considered, develop an IILP with Veteran. Maintain case in INT status while developing IILP.</p>	<p>Close status with RC 15 using date of decision and open INT status using the same date JR status is closed.</p>
<p>VA or Veteran interrupts employment services.</p>	<p>Close status with RC 16 using date of the decision and open INT status using the same date JR status is closed.</p> <p>Notify Veteran of the interruption in writing and provide VAF 4107.</p>
<p>Veteran is suitably adjusted to the employment goal, or revised goal of IWRP and IEAP, or to a closely related employment goal for at least 60 days.</p> <p>NOTE: Required follow up is a minimum of 12 months for Veterans who enter into self-employment or temporary employment. Follow up must occur in JR status. VREO must concur with the case closure.</p>	<p>Close status with RC 22, select DRC 22A – Achieved goals of Rehab Plan – Employed in Field, using date of the decision and open REH status using the same date JR status is closed.</p> <p>NOTE: Prior notice or due process is not required when the Rehabilitation is the result of successful completion of plan objectives and employment in the plan goal.</p>
<p>Veteran is suitably employed or adjusted for at least 60 days in an occupation other than the employment goal that is outlined in his/her plan, with wages and benefits that correspond with the wages and benefits of employment for which he/she was training.</p> <p>NOTE: VREO must concur with the case closure.</p>	<p>Close status with RC 22, select DRC 22B – Employed in Field Other than Plan, using date of the rehabilitation decision and open REH status using the same date JR status is closed.</p> <p>Notify Veteran prior to taking the action and provide 30-day due process period. When the action is taken, notify Veteran in writing and provide VAF 4107.</p>

Condition	Action
<p>Veteran is recalled to active duty and services provided have helped the Veteran to remain in a suitable employment in the military by overcoming his/her impairment to employability.</p> <p>NOTE: VREO must concur with the case closure.</p>	<p>Close status with RC 22, select DRC 22C – Return to Active Duty, using date of the rehabilitation decision and open REH status using the same date JR status is closed.</p> <p>NOTE: Notify Veteran prior to taking the action and provide 30-day due process period. When the action is taken, notify Veteran of the rehabilitation in writing and provide VAF 4107.</p>
<p>Veteran is suitably adjusted to employment goal, or revised goal of IEAP for at least 60 days, and the only program of services received is employment services.</p> <p>Or, IEAP goal is not completed but the Veteran is suitably adjusted to employment for at least 60 days, which is compatible with the limiting effects of his/her service- and non-service-connected disabilities, is consistent with his/her abilities, aptitudes, and interests, and receives wages and benefits commensurate with the wages and benefits received by workers in the goal of the IEAP. If the Veteran is receiving nominal pay or is not being paid, the Veteran must concur that this is the employment he/she desires in lieu of employment with competitive wages.</p>	<p>Close status with RC 23 using date of the decision and open REH status using the same date JR status is closed.</p> <p>This RC is reserved for rehabilitation of Veterans provided employment services only as specified under 38 U.S.C. 3117.</p> <p>NOTE: Required follow up is a minimum of 12 months for Veterans who enter into self-employment. VREO must concur with the case closure.</p>

Condition	Action
<p>Veteran pursues further education or training after completing IWRP objectives in lieu of obtaining employment, and additional training is not approvable as part of his/her rehabilitation program, but will enhance achievement of suitable employment. This includes when the Veteran elects to use his/her Chapter 33 or other VA educational benefits for this purpose.</p> <p>NOTE: VREO must concur with the case closure.</p>	<p>Close status with RC 25, select DRC 25B – Employable, but Elected to Pursue Further Education, using date of the rehabilitation decision and open REH status using the same date JR status is closed.</p> <p>NOTE: Notify Veteran prior to taking the action and provide 30-day due process period. When the action is taken, notify Veteran of the rehabilitation in writing and provide VAF 4107.</p>
<p>Veteran is currently employable in a suitable job. He/she has gained enough rehabilitative benefit from VR&amp;E services to qualify for suitable employment, yet the case does not meet the criteria for closure as “rehabilitated” in accordance with 38 CFR 21.283.</p>	<p>Close status with RC 34, select DRC 34A – Veteran employable, Ch 31 services contributed, using date of the decision and open INT status using the same date JR status is closed.</p> <p>Notify Veteran of the interruption in writing and provide VAF 4107.</p>
<p>Veteran is not currently employable in a suitable job, but</p> <ul style="list-style-type: none"> <li>• The Veteran had been receiving services toward a vocationally oriented goal,</li> <li>• The services provided by VR&amp;E substantially improved the Veteran's circumstances through measurable gains in such areas as self-management, self-advocacy, independence in daily living, and</li> <li>• An assessment indicates either that the Veteran does not currently need IL services or may need IL services but is unable or unwilling to participate.</li> </ul>	<p>Close status with RC 34, select DRC 34B – Veteran unemployable, Ch 31 services increased independence, using date of the decision and open INT status using the same date JR status is closed.</p> <p>Notify Veteran of the interruption in writing and provide VAF 4107.</p>

Condition	Action
<p>Veteran is employed, services contributed to his/her obtaining and maintaining employment, and current employment is advantageous to Veteran, but does not meet the criteria for closure as rehabilitated in accordance with 38 CFR 21.283.</p>	<p>Close status with RC 35 using date of the decision and open INT status using the same date JR status is closed.</p> <p>Notify Veteran of the interruption in writing and provide VAF 4107.</p>
<p>Veteran's SCD rating is severed.</p> <p>NOTE: If Veteran's SCD rating is reduced to a non-compensable level, or 0 percent, he/she may continue receiving services while the case remains open. However, discontinuance is required when SCD is severed.</p>	<p>Close status with RC 39 using the last day of the month in which decision for severance of service connection is final, or the discovery date, whichever is later, and open INT status using the same date JR status is closed.</p> <p>Notify Veteran of the interruption in writing and provide VAF 4107.</p>
<p>Veteran's 18-month period for employment services expires.</p>	<p>Close status with RC 97 using the date after the end of the 18-month period and open INT status using the same date JR status is closed.</p> <p>Notify Veteran of the interruption in writing and provide VAF 4107.</p> <p>NOTE: Case manager must re-evaluate the Veteran's program to determine reasons for unemployment and to determine if further services may be provided under a new rehabilitation plan.</p>
<p>Veteran's death is confirmed.</p> <p>NOTE: Date of death must appear on the M32 screen before any action is taken.</p>	<p>Close status with RC 99 using the date of Veteran's death and open DIS status using the same date JR status is closed.</p>

7. Case in Rehabilitated (REH) Status (07)

Condition	Action
<p>Veteran was previously declared rehabilitated and reapplies for Chapter 31 benefits.</p>	<p>The case must remain in REH status while the evaluation is being conducted. Establish End Product 795 in BDN for tracking purposes. Upon completion of the evaluation:</p> <p>If the criteria for overturning the rehabilitation are met and the case has been in rehabilitated status for less than one year at date of reapplication, VR&amp;E Officer's concurrence is required prior to processing the application using AutoGED.</p> <p>If the criteria for overturning the rehabilitation are met and the case has been in rehabilitated status for one year or more at date of reapplication, VR&amp;E Officer concurrence is no longer required prior to processing the application using AutoGED.</p> <p>Ensure CER folder location is in jurisdiction for claim development and BDN record update. Close status with RC 88 using the original date stamp of receipt of application in VA, and open APP status using the same date REH status is closed. CC 719 is automatically established and must be cleared using the PCLR command.</p> <p>If the criteria for overturning the rehabilitation are not met, maintain the case in REH status.</p> <p>Notify Veteran with of the adverse action in writing and provide VAF 4107.</p>

## 8. Case in Interrupted (INT) Status (08)

Condition	Action
<p>Case was placed in this status from EE, IL, RTE, or JR status, and Veteran does not reenter planned services, or declines to continue receiving services;</p> <p>Or, VR&amp;E staff is unable to locate the Veteran, e.g., moved without a forwarding address, or unable to locate valid address, etc.</p> <p>NOTE: VREO must concur with the case closure from IL, RTE, or JR status.</p>	<p>Once VREO concurrence is obtained, close status with RC 03 using date of case closure and open DIS status using the same date INT status is closed.</p> <p>A DRC must be selected to provide the reason for using RC 03.</p> <p>Notify Veteran of the discontinuance in writing and provide VAF 4107.</p> <p>NOTE: Due process is required prior to case closure.</p>
<p>Veteran's 48-month entitlement has been exhausted and he/she does not meet the criteria for extension.</p> <p>NOTE: VREO must concur with the case closure from IL, RTE, or JR status.</p>	<p>Close status with RC 11 using the date after the end of the 48-month period, and open DIS status using the same date INT status is closed.</p> <p>Notify Veteran of the discontinuance in writing and provide VAF 4107.</p>
<p>Veteran's 12-year eligibility period expires and he/she does not meet the criteria for SEH.</p> <p>NOTE: VREO must concur with the case closure from IL, RTE, or JR status.</p>	<p>Close status with RC 12 using the date after the end of the 12-year eligibility period and open DIS status using the same date INT status is closed.</p> <p>Notify Veteran of the discontinuance in writing and provide VAF 4107.</p>
<p>Veteran's conduct or cooperation is unsatisfactory under 38 CFR 21.362 despite all efforts to provide counseling to engage the Veteran's cooperation.</p> <p>NOTE: VREO must concur with the case closure from IL, RTE, or JR status.</p>	<p>Close status with RC 31 using date of the decision and open DIS using the same date INT status is closed.</p> <p>Notify Veteran of the discontinuance in writing and provide VAF 4107.</p>

Condition	Action
<p>Veteran is currently employable in a suitable job. He/she has gained enough rehabilitative benefit from VR&amp;E services to qualify for suitable employment, yet the case does not meet the criteria for closure as "rehabilitated" in accordance with 38 CFR 21.283.</p> <p>NOTE: VREO must concur with the case closure.</p>	<p>Close status with RC 34 (MRG-2), select DRC 34A – Veteran Employable, Ch31 Ser Contributed, using date of the decision and open DIS status using the same date INT status is closed.</p> <p>Notify Veteran of the discontinuance in writing and provide VAF 4107.</p>
<p>Veteran is not currently employable in a suitable job, but</p> <ul style="list-style-type: none"> <li>• The Veteran had been receiving services toward a vocationally oriented goal,</li> <li>• The services provided by VR&amp;E substantially improved the Veteran's circumstances through measurable gains in such areas as self-management, self-advocacy, independence in daily living, and</li> <li>• An assessment indicates either that the Veteran does not currently need IL services or may need IL services but is unable or unwilling to participate.</li> </ul> <p>NOTE: VREO must concur with the case closure.</p>	<p>Close status with RC 34 (MRG-2), select DRC 34B – Veteran Unemployable, Ser Increased Indep, using date of the decision and open DIS status using the same date INT status is closed.</p> <p>Notify Veteran of the discontinuance in writing and provide VAF 4107.</p>

Condition	Action
<p>Veteran is employed, VR&amp;E services contributed to the Veteran obtaining or maintaining current employment, and current employment is advantageous to the Veteran but does not meet the criteria for closure as "rehabilitated" in accordance with 38 CFR 21.283.</p> <p>NOTE: VREO must concur with the case closure.</p>	<p>Close status with RC 35 (MRG-1), select DRC 34A – Veteran Employable, CH 31 Ser Contributed, using date of the decision and open DIS status using the same date INT status is closed.</p> <p>Notify Veteran of the discontinuance in writing and provide VAF 4107.</p>
<p>Veteran does not complete his/her IWRP/IEAP objectives, elects to use his/her Chapter 33 or other VA educational benefits and training program despite documented efforts to counsel the Veteran to remain in the Chapter 31 program.</p> <p>NOTE: VREO must concur with the case closure.</p>	<p>Close status with RC 36 using date of the decision and open DIS status using the same date INT status is closed.</p> <p>Notify Veteran of the discontinuance in writing and provide VAF 4107.</p>
<p>Veteran's SCD rating is severed.</p> <p>NOTE: If Veteran's SCD rating is reduced to a non-compensable, or 0 percent level, he/she may continue receiving services while the case remains open. However, discontinuance is required when SCD is severed.</p> <p>VREO must concur with the case closure if Veteran received IL, RTE, or JR services.</p>	<p>Close status with RC 39 using the last day of the month in which severance of service-connection is final, or the date of discovery (whichever is later) and open DIS status using the same date INT status is closed.</p> <p>Notify Veteran of the discontinuance in writing and provide VAF 4107.</p>
<p>Veteran's case was placed in this status from EE status and the case needs to return to EE status,</p> <p>Or, IEEP has been developed and signed by the VRC and the Veteran.</p>	<p>Close status with RC 41 using date the IEEP is signed and open EE status using the same date INT status is closed.</p>

Condition	Action
<p>Veteran's case was placed in this status from RTE status and the case needs to return to RTE status,</p> <p>Or, IWRP has been developed and signed by the VRC and the Veteran.</p>	<p>Close status with RC 43 using date the IWRP is signed and open RTE status using the same date INT status is closed.</p>
<p>Veteran's case was placed in this status from JR status and the case needs to return to JR status,</p> <p>Or, IEAP has been developed and signed by Veteran and VRC.</p>	<p>Close status with RC 44 using date the IEAP is signed and open JR status using the same date INT status is closed.</p>
<p>Veteran's death is confirmed.</p> <p>NOTE: Date of death must appear on the M32 screen before any action is taken.</p>	<p>Close status with RC 99 using date the Veteran's death is verified and open DIS same date the status is closed.</p>

9. Case in Discontinued (DIS) Status (09)

Condition	Action
<p>Veteran reapplies for Chapter 31 benefits. Prior case was discontinued using any RC other than 34 or 35.</p>	<p>Ensure CER folder location is in jurisdiction for claim development and BDN record update. Process application through the AutoGED processing.</p> <p>Case status is closed with RC 88 using the original date stamp of receipt of application in VA and open APP status using the same date DIS status is closed.</p>

Condition	Action
<p>Veteran reapplies for Chapter 31 benefits. Closure code for prior case indicates MRG closure with RC 34 or 35.</p>	<p>The case must remain in REH status while the evaluation is being conducted. Establish End Product 795 in BDN for tracking purposes. Upon completion of the evaluation:</p> <p>If the criteria for overturning the MRG are met and the case has been in DIS status for less than one year at date of reapplication, VR&amp;E Officer's concurrence is required prior to processing the application using AutoGED.</p> <p>If the criteria for overturning the MRG are met and the case has been in DIS status for one year or more at date of reapplication, VR&amp;E Officer concurrence is not prior to processing the application using AutoGED.</p> <p>Ensure CER folder location is in jurisdiction for claim development and BDN record update. Close status with RC 88 using the original date stamp of receipt of application in VA, and open APP status using the same date REH status is closed. CC 719 is automatically established and must be cleared using the PCLR command.</p> <p>If the criteria for overturning the MRG are not met, maintain the case in DIS status.</p> <p>Notify Veteran with of the adverse action in writing and provide VAF 4107.</p>

b. Detail Reason Codes (DRC)

For some selected Reason Codes, users will be required to select an additional Detail Reason Code, which provides more specifics related to the selected Reason.

SELECTED RC	DRC
03 – Non-pursuit from APPL or entitled	03A Medical Issues 03B Financial Issues 03C Elects GI Bill (not CH33), Does Not Want VR&E to Monitor 03D Refusal to Participate 03E Reactivated into the Service 03F Disappeared/Unable to Locate 03G Incarcerated 03H Family Illness 03I No Response After Due Process 03J Other 03K Elected CH33
22 – Suitably employed, IWRP / IEAP goal achieved - Rehabilitated	22A Achieved Goals of Rehab Plan – Employed in Field 22B Employed in Field Other than Plan 22C Return to Active Duty
34 – Veteran unemployed, but max rehab gain achieved	34A Veteran Employable, CH31 Ser Contributed 34B Veteran Unemployable, Ser Increased Indep

1.10 Reevaluation or Redevelopment of Rehabilitation Plans

a. Case Status Procedure

When a reevaluation or plan redevelopment is needed, the case must remain in its current status while the plan is being developed. The case manager must ensure that the reevaluation is clearly documented on VAF 28-1902n or CWINRS Notes. The redevelopment of plan should be completed within an average of 90 days.

Only cases being redeveloped from EE, RTE, or JR status into IL status must be placed in INT status during the assessment and plan development to avoid exceeding statutory limits in certain case statuses. In this instance, the case manager is not required to provide the Veteran due process when interrupting the case because no adverse action is taken.

b. Plan Redeveloped

When a new plan is developed and signed by the VRC and Veteran, the case must be moved directly to the appropriate case status on the same day. When an existing plan is redeveloped, the effective date of the case status change is the date that the VRC and Veteran sign the new plan. If the type of plan does not change, the case remains in the same status.

c. Veteran Failed to Participate in Plan Redevelopment

If the Veteran fails to participate in planned services after his/her case has been placed in INT status for plan redevelopment, the case manager must provide the Veteran with a written notification of the intent to close his/her case. In addition, the case manager must provide the Veteran with proper due process.

Reasons for a Veteran's non-participation may include, but are not limited to the following:

- Stops participating in redevelopment activities
- Becomes medically unable to participate
- Disagrees with proposed program

1.11 Temporary Interruption of Services

a. Cases not Placed in INT Status

Cases in RTE status will not be placed in INT status, but will remain in RTE status during temporary periods of inactivity when:

- Services are temporarily suspended, but the Veteran will return or is expected to continue receiving services at a later time, and
- The case manager has established an anticipated date for the Veteran to return to the program.

The case manager must ensure that the temporary suspension of services is clearly documented on VAF 28-1905d or CWINRS Notes specifying the estimated date of the Veteran's return to his/her program.

Cases in RTE status in which services are temporarily suspended must be closely monitored to ensure that the Veterans are progressing successfully and completing their rehabilitation programs in a timely manner. This may be

accomplished by establishing an anticipated date for the Veteran to resume active participation and by ensuring that each case manager routinely and systematically conducts Veteran follow-ups and case reviews. Follow up should be conducted at least once per 60 days while the case is temporarily suspended.

NOTE: A case in RTE status may be moved to INT status if the case manager has determined that the Veteran's situation may not improve or progress as expected and may result in a case closure. In this instance, the case manager must provide the Veteran with proper due process prior to case closure.

b. Cases Placed in INT Status

Cases in EE, IL, and JR statuses will be placed in INT status when temporary suspension of services is necessary. The case manager must ensure that the decision to interrupt services is clearly explained and documented on VAF 28-1905d or CWINRS Notes. Additionally, the narrative must specify the estimated date of the Veteran's return to the planned program.

As outlined in 38 CFR 28.197, case management will continue to be provided during the period of interruption. The case manager must maintain contact with the Veteran and coordinate appropriate medical or other services needed to enable the Veteran to return to his/her rehabilitation program. Follow up should be conducted at least once per 60 days while the case is temporarily suspended.

If a Veteran does not resume program participation as planned, the VRC must send him/her a notice of intent to discontinue program and allow a minimum 30-day due process period. Discontinuance is an adverse action that requires prior notice.