

Before we begin...

- The webinar will start at **2 pm** (eastern daylight time)
- Please make sure to:
 - Mute your phone
 - Turn off any webcams or microphones (if applicable)
- **Audio can ONLY be accessed by calling 1-800-767-1750**
 - **Conference code: 37638**
- Slides will be available in 1-2 weeks on our website under the **School Training Resources** page



VBA Education Service Quarterly Webinar

June 7, 2017

Veterans Benefits Administration

VA



U.S. Department
of Veterans Affairs

Agenda

- Back to School
 - General Reminders & Best Practices
 - Requirement of COE
 - Dual Certification
 - Books & Mandatory Fees
 - National Maximum
- Yellow Ribbon
- Public Law
- Outcome Measures
- On-The-Job Training
- Question & Answer

Housekeeping

- Participants may submit questions and feedback during the webinar. We want this to be beneficial for you.
- Answers to questions will be provided when a copy of the webinar is uploaded to www.benefits.va.gov/gibill
- To find the webinars, visit www.benefits.va.gov/gibill
 - Click on “For School Administrators”
 - Select “School Resources”
 - Select “Education Benefit Presentations” under the Certifications and Training header
- For any specific or situational questions you may have, please contact your ELR or call the School Certifying Official Hotline

Director Worley



Welcome

Back to School!



General Reminders

- Enrollment Certs can be submitted to VA up 120 days before the 1st day of class
- Holiday breaks between Fall and Spring semester; no break pay, no MHA payment
- We encourage open and honest communication with your GI Bill beneficiaries
- Communication with beneficiaries about reductions to schedule is **CRUCIAL** to helping them avoid debts – please remind your students

Best Practices

- Transparency with GI Bill users is crucial
- Time during Fall enrollment can be hectic
 - Many GI Bill users find their way to the GI Bill Facebook page to vocalize frustrations or issues they are having
 - That also expands to their experience with schools
 - We want schools, students, and VA employees to be prepared for the fall rush
- News of bad customer service reaches more than **twice as many** ears as praise for a good service experience
 - Source: White House Office of Consumer Affairs; <http://www.bbb.org/phoenix/news-events/business-tips/2014/09/negative-reviews-a-golden-opportunity-for-business/>

Best Practices (cont.)

- Common themes include:
 - Delayed submission of enrollment to VA
 - Requiring a new or updated Certificate of Eligibility before submitting enrollment
 - Inability to reach School Certifying Official
- To help mediate this we encourage open and honest communication with your GI Bill beneficiaries
 - Provide them with information/resources as appropriate

Verification of Benefits

- WAVE & eBenefits have use information that can serve in lieu of a Certificate of Eligibility (COE)
- WAVE
 - Term Dates, credits and status –directly from the 22-1999
 - Monthly Rate – Based on the training time
 - Benefit Program
 - Remaining Benefits – current as of the date printed
 - Delimiting Date
- eBenefits
 - Delimiting Date
 - Benefit Level
 - Entitlement – original, used, and remaining as of the last enrollment date
 - Enrollment Period – Taken directly from the 22-1999 submitted by the school
 - Hours
 - Type of Change – Changes to enrollment displayed here.

Verification of Benefits - WAVE

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS



Search All VA Web Pages [Open Advanced Search](#)

[Home](#) [Veteran Services](#) [Business](#) [About VA](#) [Media Room](#) [Locations](#) [Contact Us](#) [GI Bill Links](#)

-  [WAVE Homepage](#)
-  [Frequently Asked Questions](#)
-  [Policies & Disclaimers](#)
-  [Logout](#)

Thank you for using WAVE to check your benefit status. Please note that it takes 3 to 5 days to process all on-line verifications through the WAVE system. The information provided below is the most current information we have on file in this system for payments made to you. If you do not see payment information for a certification you submitted using our system, please check back again later.

Payee Information:	
Full Name:	JOHN SMITH
Claim Number:	XXXXXXXXXX
Address:	XXXXXXXXXX
	XXXXXXXXXX
Zip Code:	XXXXXX

If your address is incorrect, please click [Change Address](#)

Your School Attendance:

The following information is taken directly from your VA record. The dates displayed may not represent dates your training started or stopped. For example, a date of October 1, generally represents a rate change. Since the table below provides your monthly rate, you may print this page for Financial Aid purposes in lieu of an award letter.

Start Date:	End Date:	Credits:	Status:	Monthly Rate:
08/24/2016	09/30/2016	21	Full Time	\$368.00
10/01/2016	12/15/2016	21	Full Time	\$369.00

Verification of Benefits - WAVE

Benefit Program:	
The program and chapter under which you are receiving benefits:	MGIB - Selected Reserve (Chapter 1606)

Remaining Benefits:

This is the amount of entitlement you have left as of 12/16/2016. It is expressed in the number of months and days you are eligible for full time benefits.

Months:	Days:
09	17

Delimiting Date:	
Benefits are not payable after:	12/14/2026

Your Last Verification Information:	
Last Check or Direct Deposit Amount:	\$184.50

Verification of Benefits - eBenefits

Education Enrollment Status

The information shown on this page is the same information contained in your Certificate of Eligibility (COE) letter. In lieu of a COE letter, you can print a copy of this screen for benefit and eligibility verification.

Entitlement Information

Personal Info		Enrollment Dates		Entitlement Duration	
Name	██████████	Post-9/11 GI Bill Eligibility Date	04/01/2002 (Benefits cannot be paid prior to this date)	Original	36 months and 0 days
Date of Birth	10/04/1950	Delimiting Date	11/02/2017 (Benefits cannot be paid after this date)	Used	3 months and 15 days
VA File Number	xxx-xx-██████	Benefit Level	50%	Remaining	14 months and 15 days
Regional Processing Office	Central Office Washington, DC				

Enrollment History

This feature is not available if you are currently taking flight training, on-the-job training, apprenticeship training, or correspondence training.

Enrollment Period: 08/31/2015 - 12/15/2015
PURDUE UNIVERSITY
Facility Code (11902614)

Residence Hours	Distance Hours	Type of Change	Change Effective Date
12.0	0.0		

Dual Certification

- Schools are obligated to submit student's enrollment "without delay"
 - In the SCO handbook (page 44) this is expressed as, "Schools are requested to submit certifications as early as possible in order to ensure that students receive their benefit payments in a timely manner, but must be submitted 30 days of the beginning of the term."
- An effective way to minimize student debts and adjustments that are confusing to students is for schools to submit an enrollment certification with \$0.00 (as if they were unknown), and then follow-up after the drop add period or term's conclusion with the actual enrollment information and tuition and fees. This best practice is called "dual certification."
- Dual certification is the process by which a school may certify an enrollment and fill out the term dates, credit hours, and other pertinent information (claimant's SSN, address, school facility code etc.).

Dual Certification

- SCOs are encouraged to leave the tuition and fee field blank with \$0 being reported. After the drop/add period or another specified time by the school, the SCO may send another enrollment certification (VA Form 22-1999) or an amended enrollment certification (AM 22-1999) with tuition and fees on the 2nd enrollment.
- **This process is highly encouraged** but is not mandatory
- The benefits of dual certifications are two-fold:
 - It allows the school to certify an enrollment in a timely manner while ensuring that the student receives housing allowance, books and supplies stipend, and;
 - It allows for a more precise report from the schools when they certify tuition and fees and ***prevents overpayments***.
- In addition, schools also get an accurate picture of how many credits a student pursued during a term, quarter, or semester and have the ability to track what an individual student owes.

Books and Mandatory Fees

- Any fee that is charged to everyone in a course (cannot opt out or get refunded)
 - Exceptions:
 - Tuition
 - Room
 - Board
- Examples
 - Health Premiums
 - Freshman fees & Graduation fees
 - Lab fees, Supplies, Equipment, Kit Charges

Mandatory Fees

- Does not include:
 - Parking passes
 - Late registration penalty
 - Expedited test results
- FAA Flight Check Rides?
 - Is it required of every student in the course?
 - Can the student opt out or get refund?
 - Is it tuition, room, or board?

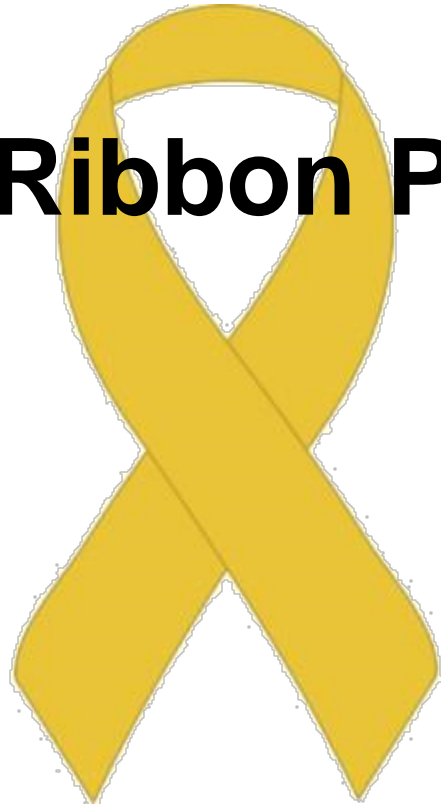
'17-'18 National Maximum

- The 2017-2018 National Maximum Rates for Post-9/11 GI Bill were posted to the GI Bill website
 - Up to **\$22,805.34** per academic year National Maximum

Resources

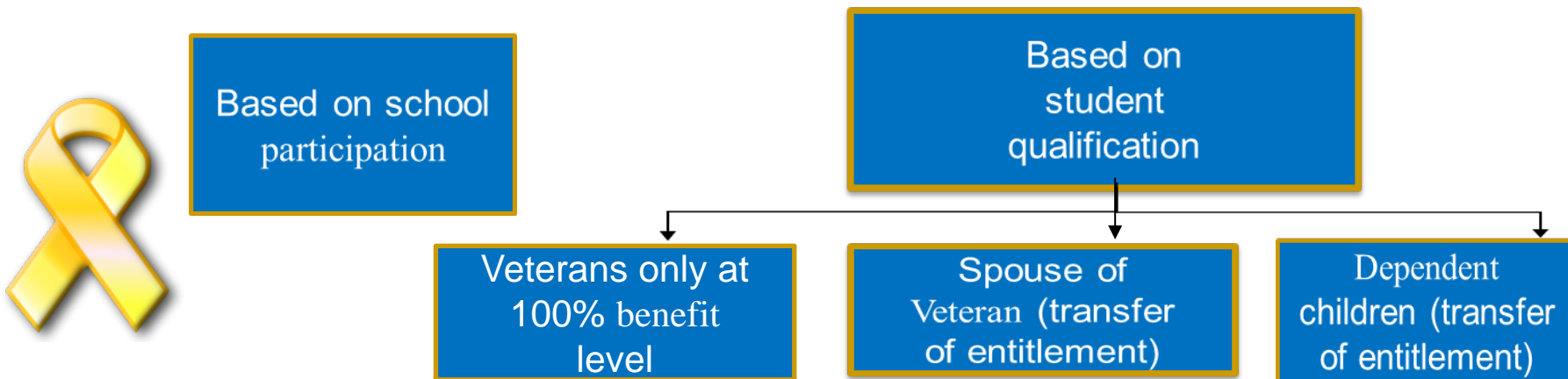
- Revised School Certifying Official Handbook was recently updated and published on the website (mid-February 2017)
 - Further revisions are in progress ongoing
- School Certifying Official Hotline
 - Direct line of communication with VA for inquiries on student issues
 - For tuition payment issues where you are waiting for VA to release the funds, please contact us using the SCO Hotline rather than the student
 - Education Case Managers who have the expertise to answer and resolve most SCO questions work between 7:00am to 5:00pm (CST) Monday through Friday
 - **Contact your ELR for the number**
- School Training Resources on GI Bill Website
 - Includes VA ONCE training, online training, handbook, links to webinars, etc.
 - http://www.benefits.va.gov/gibill/school_training_resources.asp

Yellow Ribbon Program



Understanding the Yellow Ribbon Program

- Institutions voluntarily enter into an agreement with VA to fund tuition and fee costs that exceed the tuition and fees cap of \$21,970.46 at *non-public schools*, as well as out-of-state charges – mitigated by Section 701/Choice
- VA matches each additional dollar that an institution contributes, up to total cost of tuition and fees
- Payable to school when student's tuition and fees exceed the cap:




Yellow Ribbon Open Season

- March 15 to May 15, 2017 was the open season for the Yellow Ribbon Program for the 2017-18 academic year.
- During open season, schools may:
 - Apply for initial participation,
 - Modify existing open-ended agreements,
 - Take no action and continue to honor the terms of existing open-ended agreements or;
 - Withdraw from the Yellow Ribbon Program.
- As of May 21, 2017, there have been 377 updates made and an additional 50 new schools agreeing to participate in the Yellow Ribbon Program.
- Participation in the Yellow Ribbon Program for the 2017-18 academic year will be reflected on VA's website in June. Schools currently participating in Yellow Ribbon Program for the 2016-17 academic year are available on VA's website.

Areas to Review on VA Form 22-0839

- Ensure the name of the school, facility code, and mailing dress are accurate and reflect what is in WEAMS. Don't forget to indicate if your school is Public IHL or Private IHL.

 Department of Veterans Affairs		YELLOW RIBBON PROGRAM AGREEMENT (Under Chapter 33 of title 38, United States Code)	
IMPORTANT: Please read the instructions for VA Form 22-0839 on pages 4 & 5 before completing the form.			
NAME OF INSTITUTION OF HIGHER LEARNING (IHL)		FACILITY CODE <input type="checkbox"/> — <input type="checkbox"/> — <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> — <input type="checkbox"/> <input type="checkbox"/>	
MAILING ADDRESS OF INSTITUTION OF HIGHER LEARNING		<i>(Check one)</i> <input type="checkbox"/> PUBLIC IHL <input type="checkbox"/> PRIVATE IHL	
		AGREEMENT TYPE <i>(Check one)</i> <input type="checkbox"/> NEW OPEN-ENDED AGREEMENT <input type="checkbox"/> MODIFICATION TO EXISTING AGREEMENT <input type="checkbox"/> WITHDRAWAL OF YELLOW RIBBON AGREEMENT	
		DATE RECEIVED (For VA use only)	
<small>NOTE: If selecting withdrawal of agreement, only the signature of authorizing official and date are required.</small>			

If no changes are being made, there is no need to submit another open-ended agreement

- Make sure that VA Form 22-0839 dated August 2015 is being used.
- If you notice any discrepancies please send an email to yellow.ribbon@va.gov

Public Law 114-315



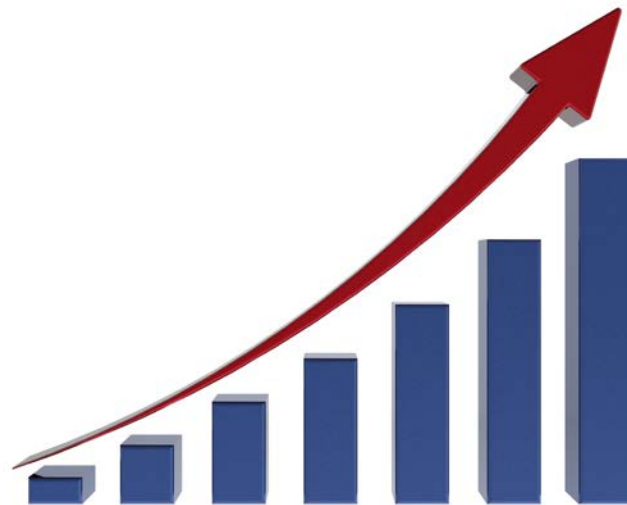
POST★9/11 GI BILL

It's Your Future

Public Law 114-315

- Education Service is currently in the process of implementing 13 of the 15 sections of PL 114-315
- Two sections have been fully implemented
 - **Section 401: Clarification of eligibility for Marine Gunnery Sergeant John David Fry Scholarship**
 - **Section 412: Modification of reductions in reporting fee multipliers for payments by Secretary of Veterans Affairs to educational institutions**
- The 13 sections in the law still in progress are at varies stages of implementation and have different date requirements in the law

Outcome Measures



Outcome Measures

Public Law (PL) 114-315, Section 404, signed on December 16, 2016, requires educational institutions to submit an annual report to the Department of Veterans Affairs (VA), on the academic progress of students receiving payments under the Post-9/11 GI Bill. Veterans Benefits Administration (VBA), Education Service is responsible for providing this report to The Secretary of the VA for the annual report to Congress.

- Working on reporting requirements
- Upcoming months more information will be provided
- **Outcomemeasures.VBAVACO@va.gov**

On-The-Job Training



Apprenticeship Programs

- [Title 38 CFR 21.4261](#)
- Must initially be approved by the state approving agency (SAA) to train veterans and eligible VA beneficiaries
- Programs registered with DoL are deemed approved after initial approval by SAA
- Programs are typically greater than two years or 4,000 hours in length
- Examples: Ironworker, Electrician, Plumber, Pipefitter

On-the Job Training Programs

- Title 38 CFR 21.4262
- Must be approved by SAA
- Programs typically between six months (1,000 hours) and two years (4,000 hours) in length
- Examples: Police Officer, Correctional Officer, Aircraft Mechanic

Required Forms

- VA Form 22-1999 Enrollment Certification
 - Contains enrollment information about the trainee, start date, and projected ending date of training
- VA Form 22-8864 Training Agreement or facility training agreement
 - Contains more specific information regarding the training that will be provided to the trainee by the facility
- VA Form 22-6553d-1 – Monthly Certification of Hours
 - Form sent in by the employer signed by the trainee stating the number of hours trained for the month. Monthly payment is based off this form

Post-9/11 GI Bill® Payments

- Payments based on eligibility percentage
- Monthly payments based on the monthly housing allowance rate for the zip code of the employer

Time Frame	Percent of MHA
1 st 6 months	100%
2 nd 6 months	80%
3 rd 6 months	60%
4 th 6 months	40%
5 th 6 months	20%

Post-9/11 GI Bill® Books & Supplies and Entitlement

- Pays up to \$83 per month for books and supplies based on eligibility tier
- Service members on active duty are not eligible for OJT or Apprenticeship training programs
- Entitlement is charged based off of the percentage of MHA for which the trainee is eligible
 - Example: For the first 6 months, trainee is charged 100% entitlement for full-time training. During the next 6 months, trainee is charged 80% entitlement for full-time training.

All Other GI Bill® Programs

- Pays based on the full time rate for the benefit used
 - Example: Full-time monthly rate for MGIB is \$1,857. For the first 6 months of training, a trainee who completes at least 120 hours in a month will receive \$1,392.75. After that 6 months, the same trainee will be eligible for \$1,021.35, and \$649.95 for the remainder of the program.
- Service members on active duty are not eligible for OJT or Apprenticeship training programs
- Entitlement charged based on percentage of full-time rate

Time Frame	Percent of full-time rate
1 st 6 months	75%
2 nd 6 months	55%
3 rd 6 months	35%

Employer Responsibilities

- Track trainee progress in training objectives
- Verify monthly training hours for trainees
- Notify VA of any changes to a trainee's enrollment in the program
- Notify VA/SAA of any changes to training program
- Provide records to VA/SAA when a compliance survey is conducted

Questions & Answers



Questions and Answers – WAVE

Question #1: Only 1606 use WAVE correct?

Answer #1: No. WAVE is used for chapter 30, chapter 1606, and chapter 1607.

Question #2: Does WAVE include info for Ch33 or only for those who need to verify enrollment (eg 1606).?

Answer # 2: WAVE does not include chapter 33 information, Chapter 30, 1606, and 1607.

Question #3: How often does the information on WAVE and e-Benefits get updated?

Answer #3: WAVE is updated nightly on business days. eBenefits is “real time” – there is no update. The data is current as of when it is viewed.

Questions and Answers – WAVE

Question #4: Can Chapter 33 be viewed on WAVE?

Answer #4: No. WAVE is used for chapter 30, chapter 1606, and chapter 1607.

Question #5: How long between award and update of award info on WAVE?

Answer # 5: When an education award is processed today, the update will be sent to WAVE in the evening. It will be available for viewing the next business day. When the award is processed on a Friday, it will be viewable in WAVE on Monday.

Questions and Answers – VA-Once

Question #6: Does a comment in Mitigating Circumstances (MITC) in VA Once make a difference in whether or not a student has to pay back the money?

Answer #6: The standard MITC rules apply. If the student has acceptable MITC, they are paid through the date of the drop/termination. (This is the same as paper.) If the standard drop down is used, then there is a greater chance the change will be processed automatically. Whether or not the student has to pay back money is dependent on if they have been paid past the date of change.

Question #7: Any time frame for new system to replace VA-Once?

Answer # 7: It is unknown at this time. This is dependent on funding

Question #8: When will VA Once have the capability to submit 6553d-1?

Answer #8: The upgrade is scheduled for August 2017 release.

Questions and Answers – VA-Once

Question #9: Why can't you put remaining entitlement on VA Once like you used to with all the other benefits?

Answer #9: System limitations prevent this from happening. We have been looking at ways to include the information on the VA Data page, but do not have a solution at this time.

Question #10 Problem with certifying Apprenticeship/OJT on VA ONCE is that RPO also needs the apprenticeship/OJT agreement to award benefits. How can it be attached to the enrollment in VA ONCE?

Answer # 10: VA-ONCE does not have the capability for attachments. At this time the agreement will continue to be submitted separately.

Questions and Answers – Dual Certification

Question #11: Is there any where that the VA has publicly stated that they prefer we use the practice of dual enrollment? I am currently in the process of convincing my institution that dual certification with 0 certs are the best practice but I haven't found anything in writing that suggests that we do it that way. Any suggestions?

Answer #11: Education Service is committed to using the dual-certification process. We have mentioned in both our School Certifying Official (SCO) Handbook on page 45:

http://www.benefits.va.gov/GIBILL/docs/job_aids/SCO_Handbook2.pdf.

In addition, we have mentioned the process in our quarterly webinars and a letter issued to the School Certifying Officials on March 24, 2017. The letter has been included as an attachment.

Questions and Answers – Dual Certification

Question #12: If my school does not schedule credit hours (due to be online) until they actually start attending courses. I cannot really do the whole dual certification thing without credit hours right?

Answer #12: That is accurate. You would not certify any enrollment without knowing the credit hours an individual is attending for. Credit hours determine the rate-of-pursuit of an individual as well. While VA does not need the tuition and fees to certify an enrollment certification, VA still needs term dates and number of credit hours.

Question #13: If we do the dual certification process, so the student can get books/supply stipend and the student doesn't end up starting, wouldn't this still cause the student to have a debt? So, wouldn't it still be best to certify after the add/drop period?

Answer #13: Yes, if the student did not attend and dropped before the first date of attendance they may have a debt for student and/or housing. However, the amount of debt for books and housing could be significantly lower than any tuition and fees debt. Certifying after the add/drop period may be the most effective.

Questions and Answers – Dual Certification

Question #14: Wouldn't dual certification potentially create more debt for students if they drop later?

Answer #14: It is difficult to account for every situation as each claimant has a different set of circumstances. However, dual-certification would limit the amount of debt potentially created because VA would not issue any payment for tuition and fees during the dual-certification process until the second certification is received.

Question #15: Does an amendment need to be submitted each time a student changes/ reduces or increases credit hours prior to the add/drop period or reporting of tuition and fees?

Answer #15: Yes. Any amendments should be submitted when a student drops/adds credits. Credit hours can affect the rate-of-pursuit of an individual during the term.

Questions and Answers – Dual Certification

Question #16: If we do the dual certification process, and we go to submit the tuition and fees, do we need to submit the adjustment and amendment separately? We were instructed before to submit credit changes and tuition changes separately.

Answer #16: Continue to follow the same instructions. Any changes in credit hours should be submitted separately while the final changes or charges to tuition and fees should be submitted last.

Question #17: Going back to Director Worley's presentation on dual certifications, if we need to also update the credit hours when we submit the tuition, can we do that on the same certification? We have received different instructions on this to either submit it on the same certification or to submit it one at a time on different certifications.

Answer #17: The guidance for this question may be found on pages 45&46 in the School Certifying Official Handbook:

http://www.benefits.va.gov/GIBILL/docs/job_aids/SCO_Handbook2.pdf

Questions and Answers – Dual Certification

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Questions and Answers – Dual Certification

- **Question #18:** Will YR Team process YR approvals, changes and terminations which are submitted outside of the open season?
- **Answer #18:** No. Schools are required to make changes to their YR agreements during the open season; however, the Contract Management Team may consider mitigating circumstances on a case by case basis if contacted via email at yellow.ribbon@va.gov.
- **Question #19:** Do the SCO hotline reps have access to each school's YR contract? Is it updated on their end every year?
- **Answer #19:** The SCO representatives (and schools and Veterans) can view the terms of the YR agreements at http://www.benefits.va.gov/GIBILL/yellow_ribbon/yrp_list_2016.asp; however, the SCO hotline representatives do not have access to the actual agreement. The information on the website provided is updated each June to reflect those schools participating in the Yellow Ribbon program for the upcoming academic year

Contact Us

Website: www.benefits.va.gov/gibill

Facebook: www.facebook.com/gibilleducation

GI Bill Hotline: 1-888-442-4551

