

15. Chapter 63 Special Outreach to Veterans

Introduction This topic provides guidance on Chapter 63 special outreach to Veterans.

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a. Background of Chapter 63 Outreach Title 38 U.S. Code, Part IV, Chapter 63, Section 6303, (b) Individual Notice to New Veterans, states the Secretary shall ensure, through the use of Veteran-student services under Section 3485 of this title, that contact, in person or by telephone, is made with those Veterans who, on the basis of their military service records, do not have a high school education or equivalent at the time of discharge or release from military service.

Contact will be made as soon as possible after the Veteran's discharge or release from active military service to advise Veterans of all benefits and services for which the Veteran may be eligible.

b. Responsibility for Chapter 63 Outreach Each regional office is responsible, on a monthly basis, to contact, in person or by telephone, all Veterans within their area of jurisdiction who fall within perimeters of Section 6303 outreach requirements.

In order to maintain reporting requirements, contact must be reported within set timelines into the Veterans Tracking Application (VTA), which is monitored by Military Services Outreach, Benefits Assistance Service. Outreach, Veteran Services, Benefits Assistance Service. Additionally Military Service Outreach will maintain reporting mechanism to support requirements.

c. Procedures for Conducting Chapter 63 Outreach By the *fifth* business day of each month:
each RO Director's mailbox will receive notification if the RO has Veterans in their jurisdictions that are eligible for Chapter 63 special outreach.
each RO will access the Chapter 63 database to obtain a listing of Veterans within their jurisdiction who meets the criteria of Section 6303 (as appropriate).

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On a *monthly* basis:

data for Veterans who separate military service and meet the criteria for Chapter 63 special outreach will be sent via Veterans Affairs/Department of Defense Identity Repository (VADIR), to VTA. Data will feed into VTA to develop an individual record containing the Veteran's name, social security number, address, home and work telephone number, gender, and service component.

based on zip code, an electronic notification will be sent to each RO that has Veterans listed that meet the criteria for Chapter 63.

each RO will access the Chapter 63 database to access information for the Veterans within their zip code jurisdiction.

Veterans listed without an address and phone number will be compiled into a central location. If contact information is received at a later date, the outreach will be accomplished at that time.

in cases in which a Veteran's name has previously been received through the VTA system, the data:

will be updated, if necessary, in the Military Service Information window of the established record.

A new or duplicate record **will not** be created.

If the record was previously closed successfully, no action is required by the regional office and the regional office will not be notified of this record.

If the record was Unsuccessful or Inaccurate Information, the system will make notification to the appropriate regional office.

d. Utilizing Work Study Students for Chapter 63 Outreach

Utilizing Work Study students in accordance with U.S. Code 38, Part III, Chapter 34, Subchapter IV, Section 3485, (a) (4) (A), ROs will contact each Veteran within their jurisdiction, in person or by telephone, and complete the electronic record for each individual Veteran. The outreach will be conducted in accordance with the RO Script maintained on the Ch 63 SharePoint site.

Note: Work Study students shall be trained on Telephone Interviews, M 27-1, Part I, Chapter 3, especially adhering to I.3.7.

e. Attempting to Contact the Veteran

Using information available in the electronic record, ROs must attempt to contact the Veteran three (3) times.

Each attempt must be documented in the individual Chapter 63 VTA record.

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f. Appropriate Work Credit for Chapter 63 Outreach

If a Public Contact Specialist or Veteran Service Representative (VSR) is completing Chapter 63 outreach, the Regional Office may take credit for either a telephone or in-person interview, as appropriate, for DOOR reporting.

g. Use of Scripts for Chapter 63 Special Outreach

When establishing contact with a Veteran, the RO will use the script located on the Ch 63 SharePoint web page.

h. Miscellaneous Information on Chapter 63 Outreach

In areas where a significant number of Veterans speak a language other than English as their principle language, translation services must be provided, as appropriate.

If a Veteran presents a benefit question during the course of the interview, the appropriate toll-free telephone number related to the benefit in question will be provided.

If the Veteran expresses interest in a specific benefit, the topic will be noted in the individual Chapter 63 VTA record. When interest is expressed or additional information is requested, VA will confirm the current address in the individual record or update the record based on information the Veteran provides.

The current edition of [*Federal Benefits for Veterans, Dependents & Survivors*](#) (*previously IS-1*) will be sent within five business days of the contact.

If a Veteran would like information on the status of a pending claim, VA will follow guidance set in the Regional Office Script Chapter 63 Special Outreach. The individual report will be printed and given to the Public Contact Coach for follow-up with the Veteran. Date of follow-up will be documented in the Comments section of the individual electronic record, as well as Notes of Modern Award Processing-Development (MAP-D).

Hard-copy printouts of the individual record will be destroyed in accordance with VBA Letter 20-08-63 Revised (2nd), *VBA Policy on Management of Veterans' and other Governmental Paper Records*, dated March 13, 2009, after appropriate action has been accomplished. **The printout is not intended to be part of the Veteran's claim file.**

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Records that do not contain telephone numbers will result in in-person contact at the address provided. Regional offices shall make arrangements to complete in-person outreach within 30 days of notification to the regional office.

In cases of physical address only and the regional office cannot physically contact the Veteran, such as overseas locations, the regional office will document, in detail, an explanation for non-contact in Comments in the electronic record. The regional office will send notification, via the Outreach mailbox, of the particular record.

At locations, such as Hawaii, where the Veteran may be located on an outer island, the regional office may consider utilizing Field Examiners to accomplish this outreach.

If contact information appears to lead the regional office to believe data pertains to an active duty member, attempt will be made to determine status. If confirmed as active duty and information provided is not valid, document as such in Comments and notify the Outreach mailbox at:

[VAVBAWAS/CO/OUTREACH](#)

The subject line of the e-mail shall contain: **Chapter 63 Special Outreach.**

i. Chapter 63 Outreach Reporting Requirements

All outreach contacts will be accomplished and reported within 30 days of notification to the regional office.

Military Outreach Services, Benefits Assistance Service, will track and monitor report responses.

ROs not reporting within 30 days of notification will be contacted for immediate action.

j. Questions Concerning Chapter 63 Outreach

Questions concerning Chapter 63 Special Outreach should be submitted to [VAVBAWAS/CO/OUTREACH](#).

The subject line of the e-mail shall contain: **Chapter 63 Special Outreach.**