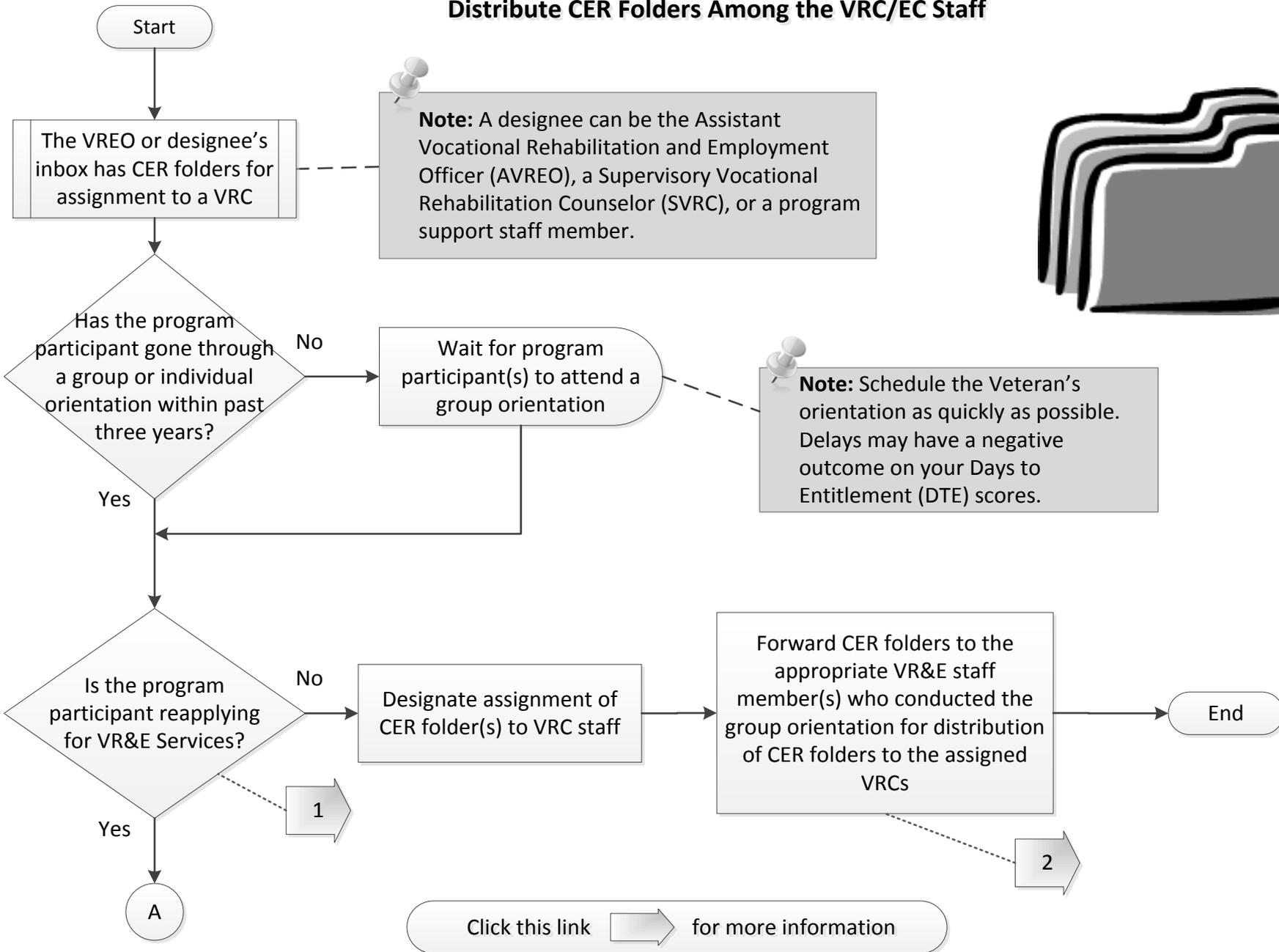
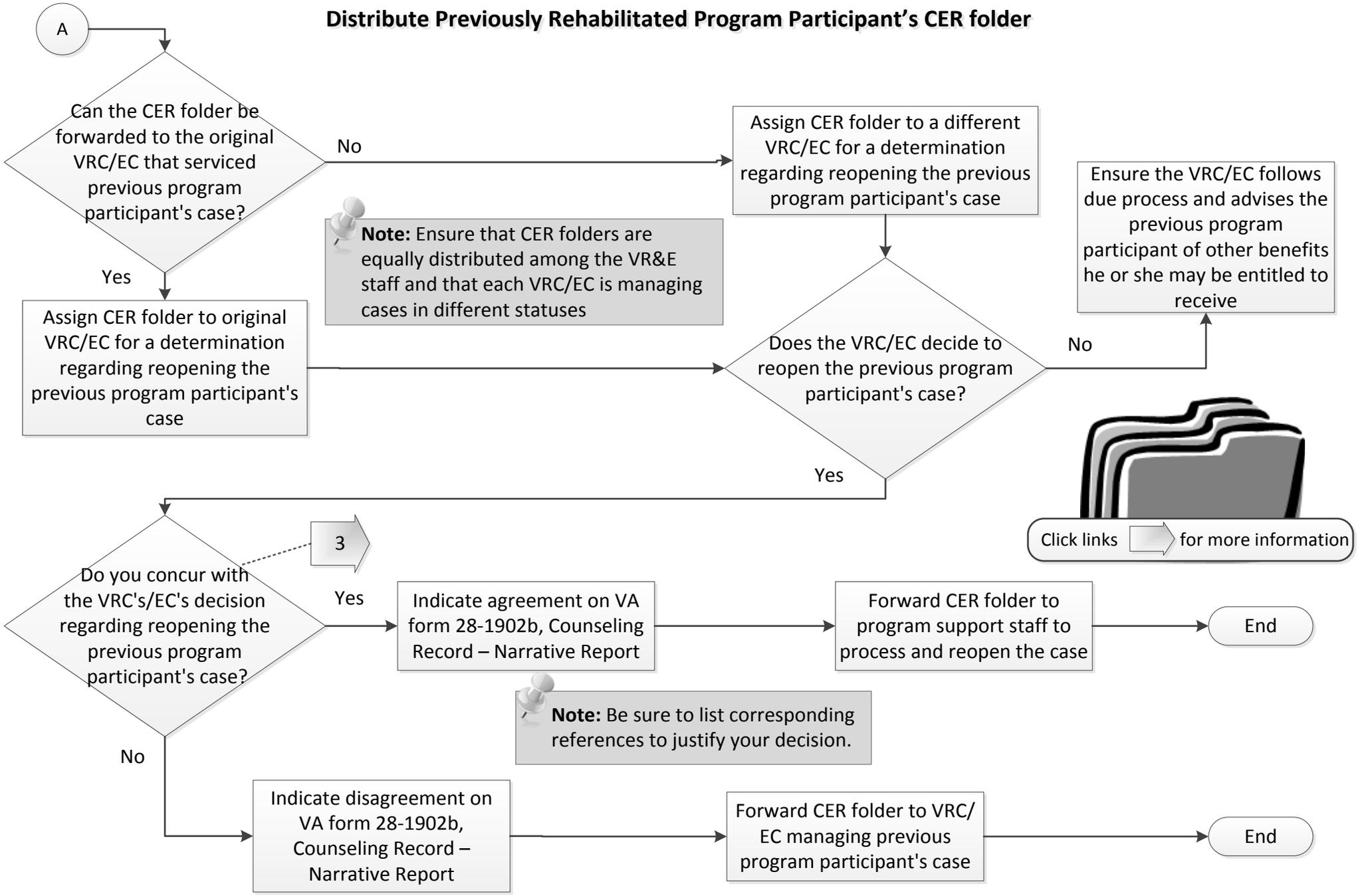


### Distribute CER Folders Among the VRC/EC Staff



### Distribute Previously Rehabilitated Program Participant's CER folder



## Distribute CER Folders Among the VRC/EC Staff

### Is the program participant reapplying for VR&E services?

A request to reapply for VR&E Services will contain any of the following:

- Department of Veterans Affairs (VA) Form 28-1900 Disabled Veterans Application for Vocational Rehabilitation (column 11 of this form may show evidence of past Vocational Rehabilitation programs (VA and Non-VA) and the dates in which the previous program participant was involved)
- A letter from the previous program participant requesting their CER folder (i.e., case) be reopened
- A note written by a VR&E staff member indicating that the previous program participant contacted VR&E services and requested to have the CER folder reopened
- Documentation of the previous program participant's Power of Attorney (POA) requesting the CER folder be reopened

If his or her case has been discontinued for less than a year, the previous program participant may submit an informal claim for reapplication via phone, email, or in person.

### Assign CER folder(s) to VRC staff

Many offices use a rotational system for assigning cases among VRCs. Some use the "Workload Summary by case manager and status detail" report or "New Case Assignment Report" to ensure that CER folders are equally distributed among the VRC staff and that each VRC is managing cases in different statuses. Consider:

- The VRC's overall workload (i.e., how many CER folders each VRC is managing)
- The status of each CER folder in the VRC's workload (e.g., Job Ready status, Evaluation & Planning status, etc.)
- Other factors, such as:
  - Assigning a program participant's case to a VRC familiar with his or her disability (if the VRC's case workload could support an additional program participant)
  - Assigning a high profile case to a VRC displaying Veterans Benefits Administration (VBA) leadership competencies, specifically political savvy
  - Geographical boundaries if there are outbased sites



## Distribute CER Folders Among the VRC/EC Staff

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### ***Do you concur with the VRC's decision to reopen or not reopen a previous program participant's case?***

To determine whether you concur or not, consider the VRC's/EC's synthesis and supporting evidence applying CFR 21.284 Reentrance into a Rehabilitated Program.

The VRC's/EC's synthesis should be documented on a VA form 28-1902b, Counseling Record – Narrative Report and it should explain the following:

- History of the program participant's prior services with VR&E up to Rehabilitation status
- Current information (e.g., since leaving the program, the previous program participant has experienced work duties that have been aggravating his or her service connected disability [e.g., the program participant has a knee injury in which the duties of the job worsen it])
- A statement that the previous program participant meets or does not meet the criteria of the 38 CFR 21.284. Justification is required.

The VRC's/EC's supporting evidence should include the following examples:

- Medical documentation from a physician that shows evidence that the duties of the previous program participant's job aggravate his or her service-connected disability
- Leave record at work shows the amount of absences on a job because of his or her aggravated service-connected disability
- Performance evaluation record from work shows that the program participant was unable to perform tasks/duties because of his or her aggravated service-connected disability
- Position description that shows that the duties and tasks of program participant's job have changed and have aggravated his or her service-connected disability

