

Chapter 1
VOCATIONAL REHABILITATION AND EMPLOYMENT
(VR&E) MANUAL, M28R

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Chapter 1
VOCATIONAL REHABILITATION AND EMPLOYMENT
(VR&E) MANUAL, M28R

1.01 Introduction
(Change Date August 01, 2012)

This chapter provides information on the organizational structure of the Department of Veterans Affairs (VA) Vocational Rehabilitation and Employment (VR&E) manual, M28R. The M28R identifies the benefits and services available to participants of the Chapter 31 program and provides procedural guidance on the delivery of these benefits and services. The procedures are based on statutory and regulatory guidance provided under the United States Code (U.S.C.) and the Code of Federal Regulations (CFR), as well as other relevant policy and procedures documents developed by VA and VR&E Service.

1.02 References and Resources
(Change Date September 7, 2018)

Laws: 38 U.S.C. Chapter 31

Regulations: 38 CFR Part 21

Websites: www.benefits.va.gov/gibill/
www.benefits.va.gov/warms/
vaww.vashare.vba.va.gov/sites/VRWKM/Policies/

1.03 General Information

a. VA Offices Affected
(Change Date August 01, 2012)

The M28R applies to VA Regional Offices (RO), outbased locations within the jurisdiction of an RO, as well as VR&E staff co-located at a VA Medical Center.

b. Other Benefits and Services Covered under Chapter 31
(Change Date August 01, 2012)

The M28R provides operational procedures for administration of VA VR&E program prescribed in law under title 38 of U.S.C. Chapter 31. The manual also provides guidance on providing vocational and educational counseling to Veterans and their dependents who are eligible or utilizing the following educational benefit programs:

1. 38 U.S.C., Veterans Benefits
 - Chapter 18, Benefits for Children of Vietnam Veterans and Certain Other Veterans
 - Chapter 30, All-Volunteer Force Educational Assistance Program
 - Chapter 32, Post-Vietnam Era Veterans' Educational Assistance
 - Chapter 33, Post 9/11 Educational Assistance
 - Chapter 35, Survivors' and Dependents' Educational Assistance
 - Chapter 36, Administration of Educational Benefits
2. 10 U.S.C., Armed Forces
 - Chapter 1606, Educational Assistance for Members of Selected Reserve
 - Chapter 1607, Reserve Educational Assistance Program

Information regarding the educational benefits listed above may be obtained at www.benefits.va.gov/gibill/

c. Organization of the Manual
(Change Date August 01, 2012)

This manual contains eight Parts:

- Part I, Overview
- Part II, Office Administration
- Part III, Program Administration
- Part IV, Evaluation, Entitlement and Rehabilitation Planning
- Part V, Case Management
- Part VI, Employment Services
- Part VII, Other Benefits Case Management
- Part VIII, Program Oversight

Each Part is represented by an uppercase Roman numeral. Sections are represented by upper case letters starting at "A" (e.g., Section A). In parts without multiple sections, the entire contents are outlined under Section A.

Each section is divided into chapters indicated by numbers starting at 1 (e.g. Chapter 1).

Within the chapter level, paragraph numbers are expressed as a two-digit decimal number following the chapter number (e.g., 1.01). The digit to the left of the decimal indicates the chapter number and digits to the right indicate main paragraphs.

Some paragraphs are divided into subparagraphs and represented by lower-case letters beginning with "a". When further levels of organization are needed, items or topics are represented by numbers starting at "1". Below that, blocks are represented by lower case letters in parentheses beginning with (a). For example:

1.01 Chapter and Paragraph

a. Subparagraph

1. Topic

(a) Block

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

d. Authority of Decisions
(Change Date August 01, 2012)

Policies and procedures described in the M28R are derived from the laws contained in 38 U.S.C. VA promulgates regulations to implement these laws, which are published in the CFR. When a policy change is needed regarding certain regulations or modifications to procedures contained in the M28R, VR&E Service issues procedural advisories. Similarly, when clarifications on existing policies and procedures are needed, VR&E Service issues email guidance.

When administering Chapter 31 benefits, VR&E staff must adhere to the following, which are provided in the order of precedent – meaning the laws take precedent over the regulations, etc.:

- 38 U.S.C.
- 38 CFR

- M28R
- Procedural Advisories
- Email guidance
- VR&E Hotline Bulletin
- Other directives or guidance issued by VR&E Service, other VBA Business Lines, the Under Secretary of Benefits, or the Secretary of VA

Previously issued VA and VR&E policy letters, procedural advisories and email guidance are eventually incorporated into the M28R and are rescinded accordingly. The rescission information, which includes the date of revision and location of the information in the M28R, is available on the Knowledge Management Portal (KMP). Rescission information is located on the "Policies and Guidance" page on the KMP, under the "Rescinded or Expired" and "Rescinded By or Expired on" columns.

This information may be accessed on the KMP at vaww.vashare.vba.va.gov/sites/VRWKM/Policies/

- e. Distribution of the M28R
(Change Date September 7, 2018)

The M28R is available at vaww.vashare.vba.va.gov/sites/VRWKM/M28/ on the KMP. The M28R has a feature that allows the user to search for specific information. Use the search box located at the top right side of a page to access the search feature; or use the master M28R, which is one document with all M28R chapters that can be searched by using the "control F" function to open a search window.

The M28R is also available to the public on the Web Automated Reference Material System (WARMS) at www.benefits.va.gov/warms/

The VR&E Officer is responsible for ensuring that each VR&E Division staff member has access to the M28R.

- f. Manual Updates
(Change Date September 7, 2018)

Updates to the M28R will be made as needed and posted to the KMP and WARMS. Updates are assigned with a revised publication date. Notifications of updates are issued via email through the individual RO corporate mailboxes.

When an M28R chapter is updated, the previous version is retained in the KMP. VR&E Service retains these versions for legal reasons and audit purposes. To access previous versions of an M28R chapter in the KMP:

- Go to the M28R page.
- Point to the chapter name, for example M28R.I.A.1.
- Click the down arrow that appears to the right of the chapter name.
- Click “View Properties” from the drop down menu.
- Click “Version History” in the top menu.
- Click the hyperlink in the “Modified” column to view the needed version.
- Click the back button in the top menu bar to return to the “View Properties” page.

Versions are numbered and listed in reverse order, with the most recent version listed first. Some chapters may have more than one version listed in the version history. This is due in part to the correction of minor, non-substantive errors identified after publication. For audit purposes, the only versions that need to be reviewed are:

- Initial version, listed as version 1.0.
- Most recent version, which will always be listed first in the version history.
- Any version with “Substantive Change” listed in the comments column.