

e-VA

What's New in e-VA
May 2024 Bulletin

VA



U.S. Department
of Veterans Affairs

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Introduction

Your feedback, comments, questions, and suggestions are greatly appreciated! We've listened to your feedback, and this bulletin outlines the enhancements and new features added in May 2024.

Package Manager e-VA Integration

The e-VA Package Manager integration has been completed.

Step 1 - Prepare the Decision Letter or Letter

In e-VA, prepare the Decision Letter or Letter for the Veteran as applicable to the Letter.

The following is a list of the Decision Letters or Letters identified as “must be sent via U.S. Mail”. All other Decision Letters or Letters can be sent via email.

File Name of Letter	Description
VR-03 Package Manager.docx	Appointment - Ch 31 Orientation
VR-58 Package Manager.docx	Ch31 Adverse Decision Letter
VR-64 Package Manager.docx	Ch31 Positive Decision Letter
VR-65 Package Manager.docx	Ch 18 and 35 Decision Letter
VR-67 Package Manager.docx	Positive Ch31 Decision Letter - Plan Development
VR-69 Package Manager.docx	Ch 36 - Decision Letter
VR-72 Package Manager.docx	Apportionment or Reinstatement Letter
VR-73 Package Manager.docx	Reduction or withdrawal and Six-hour exclusion
VR-76 Package Manager.docx	Movement of Entitlement Notification
VR-77 Package Manager.docx	Restoration of Entitlement



Step 2 - Add as Attachment(s) the Decision Letter or Letter to an email in e-VA and Send

Within e-VA, create a new email communication and add the Decision Letter or letter as attachments then send the email to the Veteran.

Send Email to Wyatt Earp

To: george.martinez3@va.gov (Primary)

Cc:

Subject: Your VR&E Services Request

Hi Wyatt,

Attached is the outcome of your request for services. Please review.

Regards,
George Martinez, Vocational Rehabilitation Counselor (VRC)
VR&E

Attachments:

Click to choose or drag and drop file here | Choose from library

VR-03 Package Manager.docx (446,14 KB)

Add to Sent Documents? | Category: VR 03 Appointment Letter Initial Evaluation with

Case Note Options:

Category: Case Management

Discard | Send

Step 3 - This Action will prompt e-VA to Create a Case Note with the attachments and Send it to VBMS

The screenshot below is the case note that e-VA creates documenting the event. Note that the case note contains the file or files sent.

04/11/2024 6:14:52 PM MDT - Category: e-VA Miscellaneous - Document Added
Document [VR-03 Package Manager.pdf] added to client Document Library (Sent Documents\VR 03 Appointment Letter Initial Evaluation with VRC - 889) by George Martinez
Attachment(s):
VR-03 Package Manager.pdf 412.91 KB

Step 4 - VBMS sends the Letter to the Package Manager for the mailing of the documents via U.S. Mail



If the VBMS Package Manager fails to upload the file, e-VA will generate a Red Alert prompting action by the Counselor.

! 11/28/2023 6:59:59 PM EST - e-VA Note

Due to an internal error in the VBMS Package Manager file upload process, the file (Decision Letter VR77 Wyatt Earp.pdf) sent to VBMS Package Manager was not uploaded. Please take the following action:

1. Download the file to your local device.
2. Upload the file to VBMS Package Manager directly.

Attachment(s):

Decision Letter VR77 Wyatt Earp.pdf

e-VA Case Note Documented Appointment Outcome has been Updated

This suggestion came from a Counselor in the field.

The following is a screenshot of the e-VA Case Note created when a Counselor gives an appointment an outcome status and summary.

The appointment outcome and summary are highlighted in yellow. They appear at the bottom of the case note.

e-VA has been modified so that it will now place the Results and Summary of the appointment created by the Counselor, at the of the Case Note immediately after “Follow-up result for an appointment entered” which appears highlighted in red in the screenshot below.

This will provide anyone (Manager, QA, Auditor) with a more concise review of the outcome.

04/23/2024 2:27:12 PM MDT - Category: Case Management - Case Note Entered By: George Martinez

Follow-up result for appointment entered

(Standard Appointment - TeleCounseling) Appointment regarding VR&E Initial Evaluation and Orientation

With: Vocational Rehabilitation Counselor

Scheduled for: 04/23/2024 from 2:15 PM to 2:45 PM

Length: 30 minutes

Method: VA Video Connect

Dear Veteran: We have received your application for VA VR&E. Your appointment date and time are at the top of this message. Please read the attached document, "VR&E Appointment Information." It has details for your initial appointment and important information about what you need to do prior to that appointment. You will need to complete the Career Scope assessment online as explained in the "VR&E Appointment Information" document. You will also need to complete the attached forms and send them back to me. Please remember to sign the documents. The Career Scope and these forms must be completed and returned to me PRIOR to our meeting. If these items are not completed, we will have to reschedule your appointment. You can email these forms back to me or print them and mail them to the following address: Department of Veterans Affairs Veteran Readiness & Employment (VR&E) Intake Center P.O. Box 5210 Janesville, WI. 53547-5210 I look forward to meeting you. Please feel free to contact me with any questions. Enclosures: - VR&E Appointment Information - VR&E Program Orientation - Rehabilitation Needs Inventory

Result: Completed

Met with Veteran and reviewed the next steps. All steps have been completed with the exception of his Career Exploration. Wyatt has committed to completing it by 4/25 and emailing me the results. Discussed acknowledgement form 0800. Wyatt will also sign and return the form by 4/25. I will send Wyatt his Schedule A Letter today.

Attachment(s):

- [VBA 28-1902w RNI Fillable PDF -Rev NOV 2021.pdf 2.13 MB](#)
- [VBA 28-1902w RNI Word Format-rev NOV 2021.docx 57.08 KB](#)
- [VBA-28-0800-VR&E Orientation Rev042021 Word Format.docx 18.73 KB](#)
- [VR&E Appointment Information PDF Format.pdf 117.03 KB](#)

e-VA Assignment [Training Contact CH31] has been Updated

This suggestion came from a Counselor in the field. When the Veteran states “Things are going ok, but I may need help” or “Things are not going well”, e-VA will now ask and document “What specifically do you need help with?”

Current [Training Contact CH31] full Assignment Interview Questions

Q0	Are you still attending training?
Answer: Yes	Goes to Q2
Answer: No	Goes to Q10
Q2	Excellent! How do you feel about your program?
Answer: Things are going well so far	Goes to QTrain1
Answer: Things are ok, but I may need help	Goes to Q3
Answer: Things are not going well	Goes to Q3
Q3	Are you at risk of not completing this program?
Answer: Yes	Goes to Q4
Answer: No	Goes to Q5
Answer: UNSURE	Goes to Q4
Q4	Please explain:
Answer: Open Text	Goes to QAny1
Q5	Ok, we need to update your file with your unofficial transcripts, or progress report. You can take a picture or upload it from a file. Would you like to do that now?
Answer: Yes	Goes to QProof1
Answer: No	Goes to QAny1
Q10	Why are you not attending?
Answer: I Completed Training	Goes to QTrainDate
Answer: I dropped out	Goes to Q12
Answer: I found a job	Goes to QJob1
Answer: I completed training and found a job	Goes to QJob1
Answer: Other Reason	Goes to Q13
Q12	What happened?
Answer: Open Text	Goes to QAny1
Q13	Please explain:
Answer: Open Text	Goes to QAny1
QJob1	What kind of job? Permanent Full-time, Permanent Part-time, temporary or seasonal?
Answer: Permanent Full-Time	Goes to QJob2
Answer: Permanent Part-Time	Goes to QJob2
Answer: Temporary	Goes to QJob2
Answer: Seasonal	Goes to QJob2

QJob2	Will you be receiving benefits?
Answer: Yes	Goes to QJob2a
Answer: No	Goes to QJob3
Answer: Unsure	Goes to QJob3
QJob2a	Will you be receiving Medical?
Answer: Yes	Goes to QJob2b
Answer: No	Goes to QJob2b
QJob2b	Will you be receiving 401k?
Answer: Yes	Goes to QJob2c
Answer: No	Goes to QJob2c
QJob2c	Will you be receiving a Pension Plan?
Answer: Yes	Goes to QJob2d
Answer: No	Goes to QJob2d
QJob2d	Will you be receiving a Life Insurance?
Answer: Yes	Goes to QJob2e
Answer: No	Goes to QJob2e
QJob2e	Will you be receiving Education Benefits?
Answer: Yes	Goes to QJob2f
Answer: No	Goes to QJob2f
QJob2f	Will you be receiving Earned Vacation?
Answer: Yes	Goes to QJob3
Answer: No	Goes to QJob3
QJob3	What is your Job Title?
Answer: Open Text	Goes to QJob3a
QJob3a	Please provide a brief description of your Job Duties.
Answer: Open Text	Goes to QJob4
QJob4	What is the Name of your new Employer?
Answer: Open Text	Goes to QJob4a
QJob4a	What is the address of your new employer?
Answer: Open Text	Goes to QJob4b
QJob4b	What is the name of your supervisor?
Answer: Open Text	Goes to QJob4c
QJob4c	What is your supervisor's phone number?
Answer: Open Text	Goes to QJob5
QJob5	Approximately when did or do you start the job?
Answer: Open Text	Goes to QJob6
QJob6	What will you be paid per hour?
Answer: Open Text	Goes to QJob7



QJob7	How many hours per week will you be scheduled?
Answer: Open Text	Goes to QTrainDate
QTrainDate	What date did you complete or graduate training?
Answer: Open Text	Goes to QTrain1
QTrain1	Have you earned an academic or educational qualification such as a certificate, diploma, or degree?
Answer: Yes	Goes to QTrain2
Answer: No	Goes to QAny1
QTrain2	We need to update your file with your certificate or credential. You can take a picture or upload it from a file. Would you like to do that now?
Answer: Yes	Goes to QProof1
Answer: No	Goes to QAny1
QProof1	Excellent! Once you click OK, you'll be prompted to upload from a file or take a picture. Your documentation will be sent directly to your counselor for processing. Click OK to continue.
Answer: Open Text	Goes to QAny1
QAny1	Thank You. Is there anything else you would like to say to ~counselor's_name~?
Answer: Open Text	Goes to END

QAny1 = Is there any else you want to tell your VR&E Representative about your VR&E Services?

END = Thank you for responding, we will let your Counselor know

Updated [Training Contact CH31] Assignment Interview Questions

Changes are highlighted in **Red**

Q0	Are you still attending training?
Answer: Yes	Goes to Q2
Answer: No	Goes to Q10
Q2	Excellent! How do you feel about your program?
Answer: Things are going well so far	Goes to QTrain1
Answer: Things are ok, but I may need help	Goes to Q3
Answer: Things are not going well	Goes to Q3
Q3	What specifically do you need help with?
Answer: Open Text	Goes to Q3a
Q3a	Are you at risk of not completing this program?
Answer: Yes	Goes to Q4
Answer: No	Goes to Q5
Answer: UNSURE	Goes to Q4
Q4	Please explain:
Answer: Open Text	Goes to QAny1
Q5	Ok, we need to update your file with your unofficial transcripts, or progress report. You can take a picture or upload it from a file. Would you like to do that now?
Answer: Yes	Goes to QProof1
Answer: No	Goes to QAny1
Q10	Why are you not attending?
Answer: I Completed Training	Goes to QTrainDate
Answer: I dropped out	Goes to Q12
Answer: I found a job	Goes to QJob1
Answer: I completed training and found a job	Goes to QJob1
Answer: Other Reason	Goes to Q13
Q12	What happened?
Answer: Open Text	Goes to QAny1
Q13	Please explain:
Answer: Open Text	Goes to QAny1
QJob1	What kind of job? Permanent Full-time, Permanent Part-time, temporary or seasonal?
Answer: Permanent Full-Time	Goes to QJob2
Answer: Permanent Part-Time	Goes to QJob2
Answer: Temporary	Goes to QJob2
Answer: Seasonal	Goes to QJob2



QJob2	Will you be receiving benefits?
Answer: Yes	Goes to QJob2a
Answer: No	Goes to QJob3
Answer: Unsure	Goes to QJob3
QJob2a	Will you be receiving Medical?
Answer: Yes	Goes to QJob2b
Answer: No	Goes to QJob2b
QJob2b	Will you be receiving 401k?
Answer: Yes	Goes to QJob2c
Answer: No	Goes to QJob2c
QJob2c	Will you be receiving a Pension Plan?
Answer: Yes	Goes to QJob2d
Answer: No	Goes to QJob2d
QJob2d	Will you be receiving a Life Insurance?
Answer: Yes	Goes to QJob2e
Answer: No	Goes to QJob2e
QJob2e	Will you be receiving Education Benefits?
Answer: Yes	Goes to QJob2f
Answer: No	Goes to QJob2f
QJob2f	Will you be receiving Earned Vacation?
Answer: Yes	Goes to QJob3
Answer: No	Goes to QJob3
QJob3	What is your Job Title?
Answer: Open Text	Goes to QJob3a
QJob3a	Please provide a brief description of your Job Duties.
Answer: Open Text	Goes to QJob4
QJob4	What is the Name of your new Employer?
Answer: Open Text	Goes to QJob4a
QJob4a	What is the address of your new employer?
Answer: Open Text	Goes to QJob4b
QJob4b	What is the name of your supervisor?
Answer: Open Text	Goes to QJob4c
QJob4c	What is your supervisor's phone number?
Answer: Open Text	Goes to QJob5
QJob5	Approximately when did or do you start the job?
Answer: Open Text	Goes to QJob6
QJob6	What will you be paid per hour?
Answer: Open Text	Goes to QJob7

QJob7	How many hours per week will you be scheduled?
Answer: Open Text	Goes to QTrainDate
QTrainDate	What date did you complete or graduate training?
Answer: Open Text	Goes to QTrain1
QTrain1	Have you earned an academic or educational qualification such as a certificate, diploma, or degree?
Answer: Yes	Goes to QTrain2
Answer: No	Goes to QAny1
QTrain2	We need to update your file with your certificate or credential. You can take a picture or upload it from a file. Would you like to do that now?
Answer: Yes	Goes to QProof1
Answer: No	Goes to QAny1
QProof1	Excellent! Once you click OK, you'll be prompted to upload from a file or take a picture. Your documentation will be sent directly to your counselor for processing. Click OK to continue.
Answer: Open Text	Goes to QAny1
QAny1	Thank You. Is there anything else you would like to say to ~counselor's_name~?
Answer: Open Text	Goes to END

QAny1 = Is there any else you want to tell your VR&E Representative about your VR&E Services?

END = Thank you for responding, we will let your Counselor know

