

**From:** VAVBAWAS/CO/VR&E <[VRE.VBACO@va.gov](mailto:VRE.VBACO@va.gov)>  
**Sent:** Friday, August 13, 2021 2:54 PM  
**To:** VR&E OFFICERS <[VREOFFICERS@vba.va.gov](mailto:VREOFFICERS@vba.va.gov)>; 28 CO STAFF <[VACO.28STAFF@vba.va.gov](mailto:VACO.28STAFF@vba.va.gov)>  
**Cc:** VAVBAWAS/CO/OFO <[OFO.VBACO@va.gov](mailto:OFO.VBACO@va.gov)>; James, Voncelle, VBAVACO <[Voncelle.James@va.gov](mailto:Voncelle.James@va.gov)>; Williams, Marc, VBAVACO <[Marc.Williams2@va.gov](mailto:Marc.Williams2@va.gov)>  
**Subject:** Bi-Weekly M28C Updates Notice

August 13, 2021

Director (00)  
All VA Regional Offices

**SUBJ:** Bi-Weekly M28C Updates Notice

Veteran Readiness and Employment (VR&E) Service has updated the following sections of the M28C and the VR&E KM:

[M28C.II.A.2.05](#) was updated to include the use of VA form (VAF) 20-10206 for a Privacy Act or Freedom of Information Act requests.

**QA Deferral:** N/A

[M28C.III.A.2.04](#) and [M28C.IV.B.1.02.d](#) have been updated to clarify that the transfer of sensitive cases to the alternate station includes Chapter 18, Chapter 35, and Chapter 36 cases in addition to Chapter 31.

**QA Deferral:** N/A

[M28C.III.C.2.08](#) was updated to include the use of VAF 21-22, Appointment of Veterans Service Organization as Claimant's Representative or VAF 21-22a, Appointment of Attorney or Agent as Claimant's Representative and exclusive contact with a claimant's representative.

**QA Deferral:** N/A

[M28C.IV.A.2.06.c.2](#) has been updated to include the link to [Appendix DU](#), List of Facilities that have Closed or Lost Approval.

**QA Deferral:** N/A

[M28C.IV.C.1.06.b](#) has been updated to include the link to [Appendix CO](#), Checklist for Approval of a Program of Training or Courses, which include the requirement for Principles of Excellence Program.

**QA Deferral:** N/A

[M28C.IV.C.2.03](#) was updated to include reference to 38 CFR 21.120, educational and vocational training services.

**QA Deferral:** N/A

[M28C.V.C.1.03.b](#) has been updated to clarify when extended evaluation services should be authorized in the U.S. when a claimant resides in a foreign country and also provides suggested resources within the home country that can be used to complete the feasibility determination.

**QA Deferral:** N/A

[M28C.VII.A.2](#) was updated to include case status movements and closure codes for Chapter 35 cases.

**QA Deferral:** N/A

[Forms](#) - VAF 28-0968, Claim for Reimbursement of Travel Expenses has been updated.

**QA Deferral:** N/A

[Forms](#) - VAF 28-1905c, Certification of Training Hours, Wages, and Progress has been updated to incorporate VAF 28-1917, Monthly Statement of Wages Paid to Trainee and VAF 28-1905, Authorization and Certification of Entrance or Reentrance into Rehabilitation and Certification of Status, which have been rescinded.

**QA Deferral:** November 11, 2021

[Appendix DS](#), Request for Entitlement Extension or Restoration of Entitlement, has been updated to include restored entitlement due to the provisions of Isakson and Roe, as well as other updates requested from the field.

**QA Deferral:** October 28, 2021

The [Glossary of Terms](#) section was updated to add definitions for the terms Employment Rehabilitation, Maximum Rehabilitation Gain, and Rehabilitation for Further Education.

**QA Deferral:** N/A

[VR-77](#), Restoration of Entitlement Notice, has been created and is attached for local upload into CWINRS. This letter is to be used when entitlement is restored due to the provisions of Isakson and Roe.

**QA Deferral:** October 28, 2021

**Note:** VR&E Service is aware there is an issue with the links to the Code of Federal Regulations (CFR) in the M28C. The issue is in the process of being corrected. Until it is fixed, please use this [link](#) to access an electronic version of the CFR.

### Client Relations Team

VR&E Officers and Assistant VR&E Officers should direct inquiries to the primary Field Liaison in their district. The alternate liaison will address the inquiry if the primary liaison is unavailable. All inquiries, regardless of the nature or scope, should be sent to the associated district mailbox listed below:

District	Primary	Alternate	E-mail
Northeast	Latrese Thompson (326-405,301); Qiana Smith (304-325,460)	Veronica Brown (If Latrese and Qiana are not available)	<a href="mailto:VAVBAWAS/CO/VRE/NE">VAVBAWAS/CO/VRE/NE</a>
Southeast	Veronica Brown	Latrese Thompson	<a href="mailto:VAVBAWAS/CO/VRE/SE">VAVBAWAS/CO/VRE/SE</a>
Continental	LeGuster Seawright	Lynn Horwatt	<a href="mailto:VAVBAWAS/CO/VRE/CONT">VAVBAWAS/CO/VRE/CONT</a>
Pacific	Lynn Horwatt	LeGuster Seawright	<a href="mailto:VAVBAWAS/CO/VRE/PA">VAVBAWAS/CO/VRE/PA</a>

Thank you,

VR&E Service



Attachment: Appendix DU  
Appendix CO  
Appendix DS  
VR-77