

# VA

# Veterans Benefits Administration Education Service

## TVDS Annual Conference 2021 - VA Education Benefits

Terry Warren, Chief, Stakeholder Engagement, Education Service

Veterans Benefits Administration

October 15, 2021



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# Agenda

**01 GI Bill® Mission & Goals**

**02 GI Bill Impact & Highlights**

**03 GI Bill History & Future State**

**04 COVID-19 Updates**

**05 VRRAP**

**06 Public Law 116-135, Isakson – Roe Act**

**07 VET TEC & Rogers STEM Scholarship**

**08 Resources, Changes and Questions**



# GI Bill® Mission and Goals

Education Service supports service members, Veterans and their families by providing the benefits and resources to help them achieve their education goals.



**Expands** opportunities for Veterans and eligible family members to pursue their academic goals.



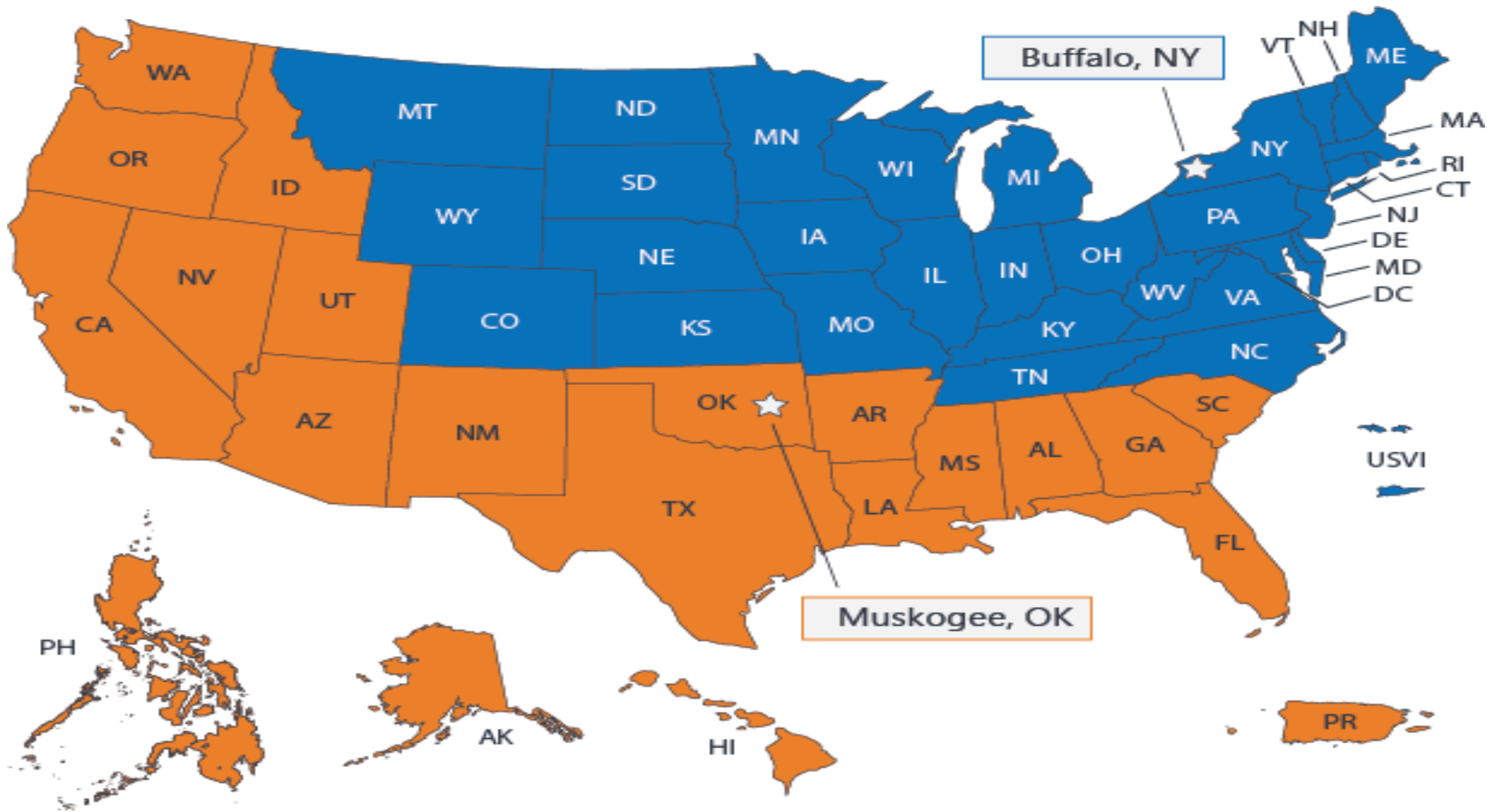
**Enhances** the nation's economic strength with innovative programs that support employment in high demand fields.



**Enriches** lives by giving GI Bill beneficiaries the tools they need to further their education.



# Education Service Operations



**Target Days** to Complete Education Claims



**24 days**  
Original applications



**12 days** Enrollments (each academic term)



Payment accuracy > **95%**








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# Comparison of Education Benefit Programs

	Min Length of Service or Requirements	Max Months of Benefits	Duration of Benefits	Benefits can include:
Post-9/11 GI Bill (Chapter 33)	90 days total active service after 9/10/01 or 30 days continuous if discharged for service-connected disability	36 	Service ended on or after 1/1/2013: No expiration Service ended before 1/1/2013: 15 years from last day of active duty	Tuition, housing stipend, books & supplies, degree & non-college degree training, on-the-job and apprenticeship, flight training, correspondence courses, licensing and certification tests, national testing programs, work-study program, tutorial assistance, rural relocation
MGIB-AD (Chapter 30)	2 years continuous enlistment (minimum duty varies by service date, branch, etc)	36 	Generally 10 years from last day of active duty	Degree training, non-college degree training, on-the-job and apprenticeship, flight training, correspondence courses, licensing and certification tests, national testing programs, work-study program, tutorial assistance
MGIB-SR (Chapter 1606)	6-year commitment after 6/30/85	36 	Generally ends the day you leave Selected Reserve	Degree training, non-college degree training, on-the-job and apprenticeship, flight training, correspondence courses, licensing and certification tests, national testing programs, work-study program, tutorial assistance
VEAP (Chapter 32)	181 continuous days active service between 1/1/1977 and 6/30/1985	36 	10 years from last day of active duty	Degree training, non-college degree training, on-the-job and apprenticeship, flight training, correspondence courses, licensing and certification tests, national testing programs, work-study program, tutorial assistance
DEA (Chapter 35)	Not applicable	36 or 45** 	Spouse: 10 or 20 years depending on eligibility; Child: Ages 18-26	Degree training, non-college degree training, on-the-job and apprenticeship, flight training, correspondence courses, licensing and certification tests, national testing programs, work-study program, tutorial assistance



**\*\*Note:** If you began using this program to pay for your school or training before 8/1/18, you can get benefits for up to 45 months. If you began using the program on or after 8/1/18, you can get benefits for up to 36 months



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Please note that this chart provides general information and exceptions may apply.

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# GI Bill® Impact on Veterans and Families

Education Service administers **5 education benefits** programs

Processed **3.5 million** education claims totaling over **\$11 billion** to nearly **900K beneficiaries** in FY2020

Over **400,000 approved education programs** at **20,000 campuses** across the globe

Paid **\$120.4 billion** to over **2.4 million** beneficiaries since 2001



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# GI Bill® Highlights

## By the Numbers



In FY20, processed over **3.5 million** claims



Education Call Center answered **2 million** calls



**3,724** GI Bill beneficiaries receiving more benefits because expanded rate levels



**\$176 million** in STEM Scholarship benefits awarded



**6,300** eligible for STEM Scholarships



Over **2,300** Purple Heart Recipients had their benefits increased



**1,437** Veterans have found employment after completing a VET TEC program



**300%** increase in Independent Study Program



**18,000 months** of GI Bill Entitlement have been restored



**2,072** Schools offer priority enrollment

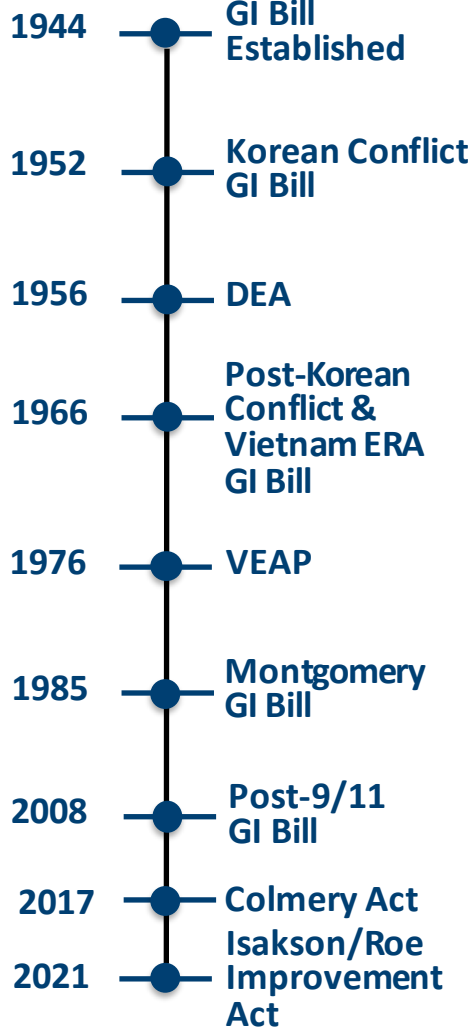


**5,946** schools participating in Yellow Ribbon



**4,934** GI Bill Beneficiaries have had their licensing & certification exam fees prorated

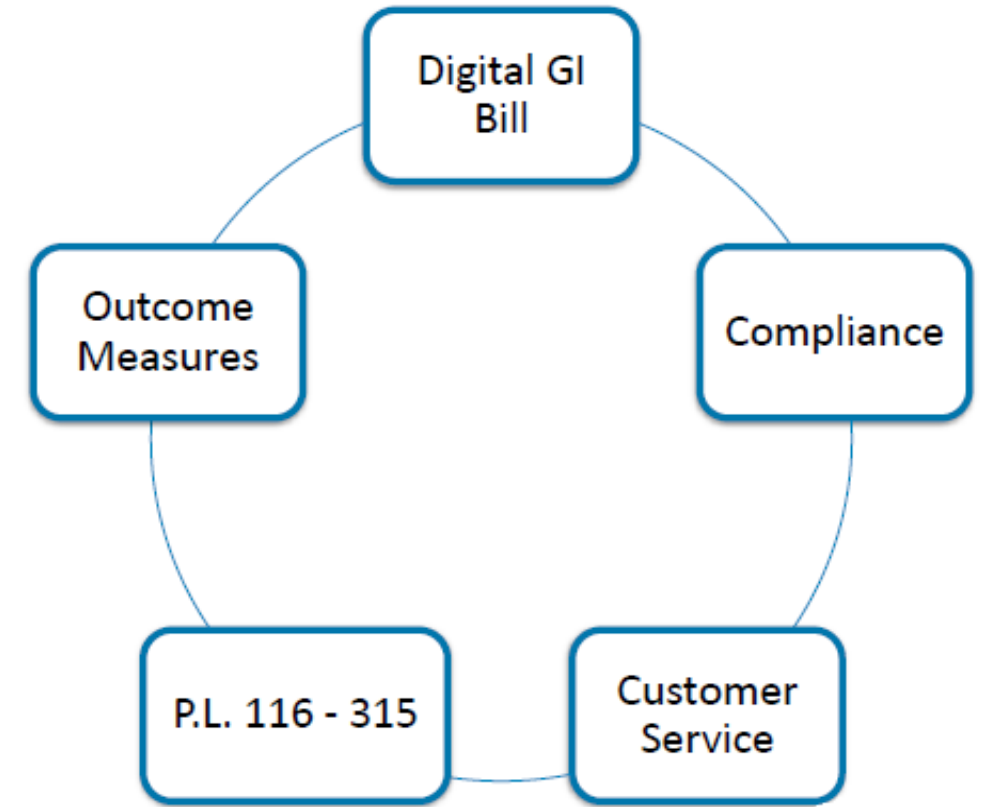
## GI Bill: Key Events



# Transformational Change in 2021

In 2021, Education Service will continue with transformational change

- **Modernize** and **create** world-class GI Bill customer service and benefit claim service through **Digital GI Bill**
- **Develop** end-to-end systems integration and business intelligence tools
- **Improve** benefit delivery through **outcome measures** and **feedback**
- **Expand** resources, communications, electronic outreach and intake tools to support beneficiaries
- **Strengthen** compliance and oversight activities
- **Support** new legislative requirements and **adapt** to policy changes





# Vision for the Future

GI Bill benefit claim services and customer service functions will modernize through:

Benefits  
Portal

Real-Time  
Statuses

Claims  
Processing

Streamlined  
Payments



Improved  
Customer Service



- ✓ Timely and accurate delivery of payments
- ✓ Real-time eligibility and benefit information

End-to-End  
Management



- ✓ Ensure proper compliance of GI Bill programs, and the use of data
- ✓ Monitor and measure school and student outcomes

Electronic  
Outreach



- ✓ Engage with VA through call, email, text
- ✓ Chat for real-time service

Legislative  
Compliance



- ✓ Support new policy requirements
- ✓ Keep up with ever-evolving academic and job market changes

# COVID-19 Updates

The following benefit protections expire December 21, 2021:

**COVID-19 legislation that permits students to receive Monthly Housing Allowance (MHA) payments at the resident rate for courses converted to online training due to COVID-19 will end on December 21, 2021.**

- To continue receiving MHA at the resident rate after December 21, 2021, students must be enrolled in approved resident classes
- **Protects resident Monthly Housing Allowance (MHA) rate if course converted to online**
- **Restoration of entitlement**
  - Can restore entitlement for temporary/permanent closure or program suspension due to COVID-19
  - Like with a normal school closure, student must also lose credit or training time to qualify
- **Work Study**
  - If students cannot continue to perform work study activities due to COVID-19, they will get paid as if they worked 25 hours/week
  - Allows student to extend current contract into follow-on terms
- **Delimiting date extensions**
  - Can extend delimiting date due to temporary/permanent school closures due to an emergency

# Veteran Rapid Retraining Assistance Program

The [Veteran Rapid Retraining Assistance Program](#) (VRRAP), enacted on March 11, 2021, is part of the American Rescue Plan. VRRAP is part of VA's continued effort to support Veterans seeking retraining and economic opportunities in response to the effects of the COVID-19 pandemic.

VA in partnership with the Department of Labor published a list of [high-demand occupation](#). The list includes healthcare, education, media, engineering, and high-tech opportunities



- [Eligible Veterans](#) receive up to 12 months of tuition & fees and a monthly housing allowance based on Post-9/11 GI Bill rates



- To be eligible for VRRAP, a Veteran must meet the following criteria:
  - At least 22 years of age and less than 67 years of age
  - Unemployed due to COVID-19 pandemic
  - Not eligible for GI Bill or VR&E benefits



- Limited to a maximum of 17,250 participants and up to \$386 million
  - Received 10,322 Veteran Applications
  - 6,879 Veterans have been issued Certificates of Eligibility
  - 820 [Educational Institutions](#) have been approved



# Isakson & Roe Improvement Act 2020

## *Johnny Isakson and David P. Roe, M.D. Veterans Health Care and Benefits Improvement Act of 2020* (Public Law No. 116-315; January 5, 2021)

- Transformative effect on Education Service
  - Expands EDU's ability to provide ready access to, and timely and accurate delivery of, education benefits to Veterans, service members, and their families
  - Leads the way into VA modernization of the GI Bill
- 27 of 32 sections that impact the administration/oversight of GI Bill benefits implemented as of August 1, 2021:
  - Sec. 1001, Edith Nourse Rogers STEM Scholarship program expansion
  - Sec. 1002, Fry Scholarship expansion
  - Sec. 1006, Work Study at Congressional Offices
  - Sec. 1010: New enrollment verification for schools and students
  - Sec. 1011, Transfer of Entitlement for Post-9/11 GI Bill
  - Sec. 1021, Restoration of Entitlement
  - Sec. 4302, VET TEC program expansion



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# Monthly Enrollment Verification

IHLs will see monthly verification with terms starting on or after December 17, 2021

## Key Efforts

### Failure to Verify Campaign:

Focused e-mails are being sent to students to verify enrollment for September. In addition to e-mail and social media reminders, communications will be sent to SCOs asking them to reach out to affected students. Postal mail will also be sent to those who haven't verified their enrollment for two consecutive months.

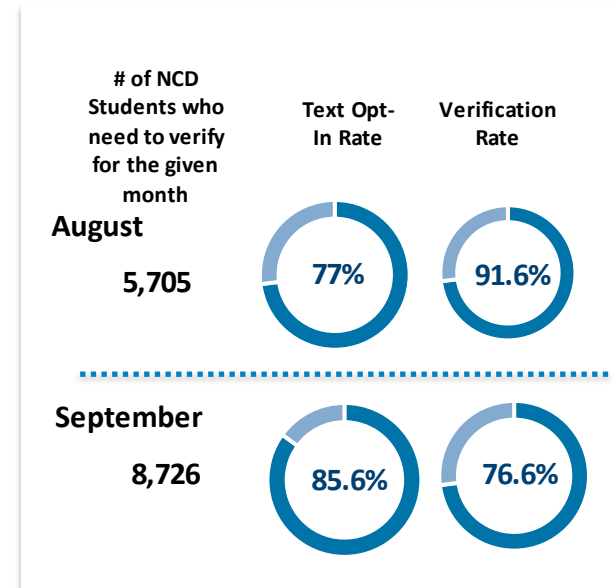
### No Contact Campaign:

Utilizing the Enrollment Verification Dashboard to identify beneficiaries who do not have sufficient information on LTS and are using email outreach to SCOs to minimize the disruption of Monthly Housing Allowance payments to GI Bill Beneficiaries.

### Text Opt In:

Executing Interactive trainings and digital engagement to teach VCEs, ECCs, and SCOs how to process new claims and encourage beneficiaries to opt-in to text message enrollment verification.

## By the Numbers



Current as of 10/4

To help protect your privacy, PowerPoint has blocked automatic download of this picture.

To help protect your privacy, PowerPoint has blocked automatic download of this picture.

~470 students have not yet verified their August enrollment.

Students who do not verify enrollment for two consecutive months will see their MHA payments withheld starting Nov 1.

# VET TEC



Veteran Employment Through Technology Education Courses (VET TEC) is a five-year pilot program for eligible Veterans to help them secure meaningful employment in the talent-hungry tech sector.



## What is VET TEC?

VET TEC pairs eligible Veterans with market-leading Training Providers offering sought after high-tech training and skills development.



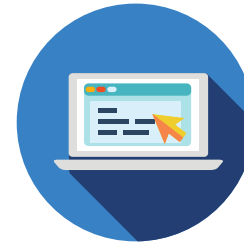
## Am I Eligible?

If you have at least one day of unexpired GI Bill entitlement, then you may be eligible for VET TEC.



## What Types of Training are included?

VET TEC consists of information science, computer programming, data processing, media applications and computer software programs.



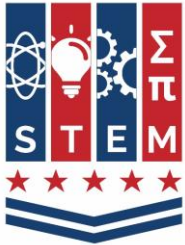
## Where Can I Apply?

Visit the [Vet Tec Website](#) to apply.

The VET TEC [Employer Consortium](#) helps Veterans bridge the gap between program completion and meaningful employment as well as fosters a network of employers and training providers for graduates to leverage at the beginning of, and throughout, their careers.

For the full list of VET TEC providers, visit <https://www.benefits.va.gov/GIBILL/FGIB/VetTecTrainingProviders.asp>.

# Rogers STEM Scholarship



VA has launched the Edith Nourse Rogers Science Technology Engineering and Math (STEM) Scholarship program for students training in high-demand STEM fields.

## What is the Rogers STEM Scholarship?

The Rogers STEM Scholarship offers up to nine extra months of benefits (may not exceed \$30,000) for STEM undergraduate degree, dual-degree & certain clinical training programs. Scholarships are awarded on a monthly basis.



## Am I Eligible?

Veterans or Fry Scholars who are currently enrolled in a STEM undergraduate degree program requiring at least 120 semester (or 180 quarter) credit hours for completion and have completed at least 60 semester (or 90 quarter) credit hours toward your degree are eligible.



## Where Can I Apply?

Visit <https://benefits.va.gov/gibill/fgib/stem.asp>



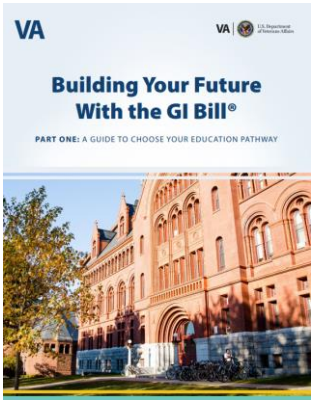
## Which Applications Get Priority?

Priority is given to those entitled to 100% of Post-9/11 GI Bill benefits and to those who require the most program credit hours leading to an undergraduate degree, teaching certificate, dual-degree programs, undergraduate with clinical & graduate degree enrolled in covered clinical programs.



# Student Resources

## Building Your Future With the GI Bill®



This series assist GI Bill® students in navigating their education pathways, using benefits and finding employment:

[Part One: A Guide to Choose Your Education Pathway](#)

[Part Two: A Guide to](#)

[Understanding Your Benefits](#)

[Part Three: A Guide to Navigating your Career](#)



[Yellow Ribbon Postcard](#)

[VET TEC Postcard](#)



[STEM Postcard](#)



[Test Proration Postcard](#)

## Dedicated Phone Line for Survivors



A child or surviving spouse can contact the Education Call Center at 1-888-442-4551 and select Option 5. A highly trained agent will be ready to assist the caller with their education benefits or survivor-related resources.

Agents will be available M-F from 7am-5pm CST

Note: All resources listed on this slide are clickable to their appropriate page.

## Stay up to date on GI Bill® benefits



@[GIBillEducation](#)



@[VAVetBenefits](#)



[Website](#)

[www.benefits.va.gov/gibill](http://www.benefits.va.gov/gibill)



[Ask a Question](#)

<https://gibill.custhelp.va.gov>



[Education Call Center](#)

1-888-GIBILL-1 (1-888-442-4551). For students outside the U.S., call 001-918-781-5678



[GI Bill Feedback System](#)

<https://www.benefits.va.gov/GIBILL/Feedback.asp>



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# Communications Resources

## Section 1010

1010 Social

**NCD Students: Have you opted in for text message verification?**

Wait Time for Text Verification: **Virtually None**

Opt in? **Yes**

Wait Time for Education Call Center: **Longer than Virtually None**

EDUCATION SERVICE GI BILL PROGRAMS

Vantage Point Blog Post

**Learn more about monthly enrollment verification, a new requirement for students using Post-9/11 GI Bill® benefits.**

[LEARN MORE](#)

EDUCATION SERVICE GI BILL PROGRAMS

Coming Soon – Phased Implementation Infographic

### When Do I Start Verifying My Enrollment?

New this 2021-22 school year, Post-9/11 GI Bill® students are required to verify their enrollment each month.

When you start depends on the type of facility you attend. VA is rolling out the requirement in phases:

PHASE 1	PHASE 2
Students attending <b>Non-College Degree (NCD) facilities</b> (not including students taking on-the-job, apprenticeship, flight, or correspondence training) who receive Monthly Housing Allowance (MHA) and/or kicker payments. <b>This phase has already started.</b>	Students attending <b>Institutions of Higher Learning (IHL) facilities</b> who receive MHA and/or kicker payments. <b>This phase begins with terms starting after December 17, 2021.</b>

How do I know which type of facility I attend?

IHL Facilities Have:	All other facilities are NCD facilities.
<ul style="list-style-type: none"><li>Associates/Bachelors/Masters/PhD degree programs.</li><li>Traditional 2-to-4-year schools.</li></ul>	Some NCD facility programs (e.g. on-the-job, apprenticeship, flight, or correspondence training*) are not yet included in this requirement.

Visit the [Enrollment Verification webpage](#) for more information, including how to verify enrollment quickly and easily via text message!

\*On-the-job and apprenticeship training occurs by learning a skill or trade while on the job, contracted by an employer or union, rather than through formal classroom instruction.

If you have questions about the monthly verification requirement or when it applies to you, contact a VA education representative at 1-888-GIBILL-1 (1-888-442-4151) domestically or 001-910-781-5678 overseas.

OCTOBER 2021 EDUCATION SERVICE GI BILL PROGRAMS

## DGIB

Coming Soon-How to Create a VA.gov Account Video

ID.me +

Sign in to ID.me

New to ID.me?  
[Create an ID.me account](#)

Email

Password

[Sign in to ID.me](#)

[Forgot password](#)

Or sign in with

Facebook Google LinkedIn



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# 48-Month Rule and Chapter 31 Entitlement

- **Effective April 1, 2021**, Education Service no longer considers prior entitlement used under chapter 31 (Veteran Readiness and Employment or VR&E) when computing entitlement on education awards.
- **Careful coordination with VR&E Service is necessary for the computation of a beneficiary's overall entitlement.**
  - Education Service will no longer include chapter 31 entitlement when computing education entitlement on **original awards**
  - Education Service has adjusted all **supplemental awards**, which reflect chapter 31 as prior VA training and corrected the entitlement
  - Education Service will generate a list of beneficiaries who are within their period of eligibility and had chapter 31 used when computing education entitlement and will **recalculate benefits** without consideration of chapter 31 benefits.
    - VA has reviewed all beneficiaries' prior education claims, who meet these parameters, and provide notices to those affected **before the start of the fall enrollment period or August 1, 2021.**
    - New certificates of eligibility have been issued with **new amounts of remaining entitlement.**



# Round Out Policy

- **New policy, effective August 1, 2021:**

- “Round out” practice will continue but in a focused manner.
- Old round out rule allowed student to choose any class regardless of its compatibility with the student’s program of education.
- Now round out courses must be associated with the student’s program of education.
- Round out courses will be limited to those that, even though not required for the specific beneficiary to graduate, are included within the beneficiary’s program of education and would count toward an enrolled individual’s graduation requirements for such program.
- Round out classes must be specified by name in the approved program curriculum from which the student is graduating.



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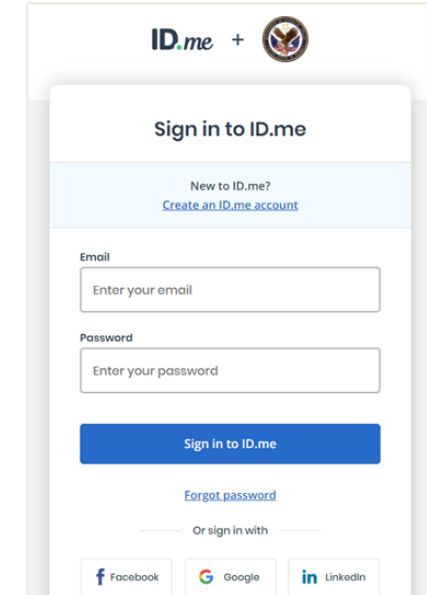


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# “Ask a Question” Website Transition

The “Ask a Question” function on the GI Bill website will transition to “Ask VA,” a new system with the same functionality, on **October 18**.

- GI Bill students and schools use this system to communicate with VA or submit information and documents
- “Ask VA” will require a VA.gov account
- Creating one requires identity verification either through certain secure VA systems, like MyHealtheVet, or by creating an ID.me account, which may require personal identify documents
- If you have questions about account creation:
  - <https://www.va.gov/resources/signing-in-to-vagov/>
  - <https://www.va.gov/resources/verifying-your-identity-on-vagov/>
  - <https://www.va.gov/resources/privacy-and-security-on-vagov/#whats-idme-and-why-should-i-tr>
  - <https://help.id.me/hc/en-us>
- The new system and account verification requirements will keep “Ask VA” secure and help protect students’ personal information
- A VA.gov account can also be used to access other VA benefits and systems



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# GI Bill Comparison Tool

Use this tool to compare benefits by school, estimate your Monthly Housing Allowance (MHA), find tuition rates, and learn about approved educational programs.

Check out the [GI Bill Comparison Tool](https://www.va.gov/gi-bill-comparison-tool/) at [www.va.gov/gi-bill-comparison-tool/](https://www.va.gov/gi-bill-comparison-tool/).



.....

## Follow the steps below to receive an estimate of your MHA.

1. Search and select your school's main campus from the list.
2. Scroll down to "Where will you take the majority of your classes?"
3. Select "Other Location" or "An Extension Campus."
4. Enter the zip code of the other location or select the location from the drop down.

# Yellow Ribbon Tool

The Yellow Ribbon Program can help pay for higher out-of-state, private school, or graduate school tuition that the Post-9/11 GI Bill doesn't cover.

Use the Yellow Ribbon tool to find out which schools participate in the Yellow Ribbon Programs.



Check out the **Yellow Ribbon Tool**  
at <https://www.va.gov/education/yellow-ribbon-participating-schools/>

.....  
**Follow the steps below to search for participating schools.**

1. Enter the full name of the school
2. State or territory
3. City
4. Select “Search”

# VA Chapter 36 Benefits



Personalized Career Planning and Guidance (Chapter 36) provides guidance and assistance with professionals who will help you develop a personalized career/educational plan based on your own unique goals. Experts will:

1. Assess your skills, education, and training to help you determine your civilian career
2. Find the best training program to meet your job goals
3. Help you determine the right educational program and school based on your future plans
4. Provide guidance on adjusting to the civilian world post-transition

**You may be eligible if you're leaving active service soon, if you've been discharged within the past year, or if you are a Veteran or dependent eligible for a VA educational benefit.**



# Questions