

Veteran Readiness & Employment: Product Guide

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Product Overview:

- The Veteran Readiness and Employment tool is a short form (VA Form 28-1900) that allows a Veteran to sign up to be contacted for vocational rehabilitation counseling. Also included is an eligibility wizard that helps Veterans understand if they are using the right form or service and some orientation content to assist in qualifying applicants. Target launch date for VRE is April 19, 2021.

User Access:

- This tool is currently available to LOA3 (eBenefit Premium) users. While other users can currently log in on Veterans' behalf, it is not anticipated that this will be possible on VA.gov until Roles and Relationships are finalized. Other non-ID.me login methods should be valid. Users can also access this feature unauthenticated without logging in.

Navigation:

- This feature is accessible for testing within the staging environment or available in prod at <https://www.va.gov/careers-employment/vocational-rehabilitation/apply/introduction> in any modern browser.
- This feature is available from the Career and Employment hub (<https://www.va.gov/careers-employment>) as well as on the Vocational

Rehabilitation page at <https://www.va.gov/careers-employment/vocational-rehabilitation/programs/>.

- The user should open the main menu on the VA.gov home page and find the Careers and employment tab. Within that, select the About Veteran Readiness and Employment link, then How to apply, and then Apply for Veteran Readiness and Employment.

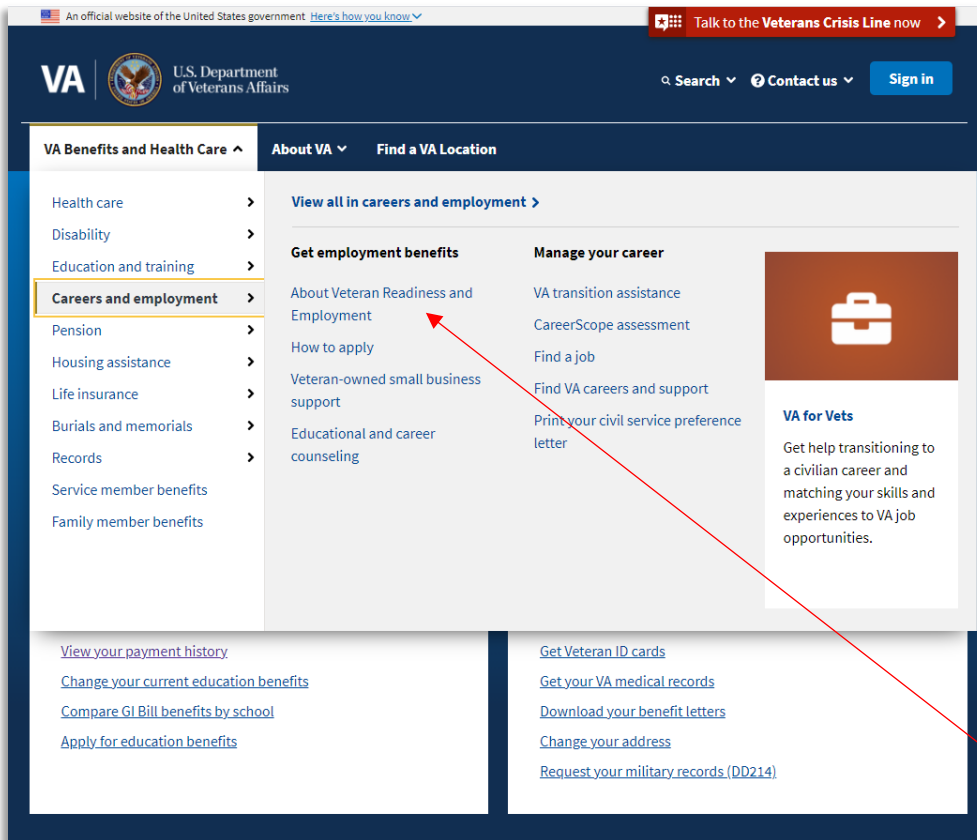


Figure 1 - In the main nav, the Veteran can click Careers and Employment, then “About Veteran Readiness and Employment”

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COVID-19 vaccines at VA

We're working closely with the CDC and other federal partners to provide COVID-19 vaccines to Veterans and VA health care personnel. Stay informed and help us prepare.

[Get the latest updates on COVID-19 vaccines at VA](#)

Home > [Careers and employment](#) > **Veteran Readiness and Employment**

Careers and employment

Get benefits

Veteran Readiness and Employment

- Support-and-services tracks
- Eligibility
- How to apply
- Accessing VR&E through IDDES

Educational and career counseling

Veteran-owned business support

Dependent benefits

Manage benefits +

More resources +

Veteran Readiness and Employment (Chapter 31)

If you have a service-connected disability that limits your ability to work or prevents you from working, Veteran Readiness and Employment (formerly called Vocational Rehabilitation and Employment) can help. This program—also known as Chapter 31 or VR&E—helps you explore employment options and address training needs. In some cases, your family members may also qualify for certain benefits.

For service members and Veterans with service-connected disabilities

VR&E tracks for service members and Veterans

Explore VR&E support-and-services tracks for help learning new skills, finding a new job, starting a business, getting educational counseling, or returning to your former job.

Eligibility

Find out if you can get VR&E benefits and services as a service member or Veteran.

How to apply

Find out how to apply for VR&E benefits and services as a service member or Veteran.

Accessing VR&E through the Integrated Disability Evaluation System (IDES)

If you're wounded, injured, or fall ill while serving and can't perform your duties, find out how you can access VR&E services as soon as possible through IDDES.

For family members of service members and Veterans with service-connected disabilities

Dependent family members

Find out if you're eligible for certain counseling services, training, and education benefits.

More helpful resources

VetSuccess on Campus

Find out if our counselors can help you transition from military to college life.

External resources

Get links to more resources outside VA that can help you in your job search.

Last updated: June 22, 2020

Figure 2 - On the resulting page, the Veteran can select "How to apply "

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VA Benefits and Health Care About VA Find a VA Location My VA My Health

Home > Careers and employment > Veteran Readiness and Employment > How to apply

Careers and employment

Veteran Readiness and Employment

Support-and-services tracks

Eligibility

How to apply

Accessing VR&E through IDES

How to apply for Veteran Readiness and Employment

Find out how to apply for Veteran Readiness and Employment (VR&E), formerly called VA Vocational Rehabilitation and Employment. This program is also known as Chapter 31.

1 You can still file a claim and apply for benefits during the coronavirus pandemic

Get the latest information about in-person services, claim exams, extensions, paperwork, decision reviews and appeals, and how best to contact us during this time.

[Go to our coronavirus FAQs](#)

How do I apply if I already have a VA disability rating?

- 1 Sign in to your eBenefits account.
- 2 Click **Apply**.
- 3 In the Education and Training section, click **Veteran Readiness and Employment Benefits**.
- 4 In the Veteran Readiness and Employment Program section, click **Apply for Chapter 31**.

If you're eligible, we'll invite you to an orientation session at your nearest VA regional office.

Apply for Veteran Readiness and Employment

What if I'm a service member who hasn't yet received a service-connected disability rating?

You don't need to wait for a rating. Instead, please fill out VA Vocational Rehabilitation - Getting Ahead After You Get Out (VA Form 28-0588).

[Download VA Form 28-0588 \(PDF\)](#)

You may be eligible for VR&E benefits and services if you're in at least one of the below situations.

At least one of these must be true. You're:

- Going through the Physical Evaluation Board process, **or**
- Expecting an other than dishonorable discharge and have a VA memorandum rating of 20% or more, **or**
- Entered in the Integrated Disability Evaluation System (IDES).

[Learn more about accessing VR&E services through IDES](#)

Please note: Severely injured active-duty service members can automatically receive VR&E benefits before VA issues a disability rating, because of Sec. 1631(b) of the National Defense Authorization Act (PL 110-181).

Figure 3- Now the Veteran can select the large green button that says "Apply for Veteran Readiness and Employment"

Apply for Veteran Readiness and Employment with VA Form 28-1900

Equal to VA Form 28-1900 (Vocational Rehabilitation for Claimants With Service-Connected Disabilities)

Is this the form I need?

Our online Veteran Readiness and Employment (VR&E) orientation can help you decide if this program will provide the type of support you need to obtain suitable employment or to live independently. The orientation takes just 15 minutes to complete.

First, answer a few questions below to find out if you're eligible to apply. If you are, we encourage you to complete the orientation before you apply.

If you already know you want to apply for VR&E, you can go directly to the online application without answering the questions below. [Apply online with VA Form 28-1900](#)

Which of these describes you?

- ☒ Veteran
☐ Current service member
☐ Neither of these

Did you receive a discharge status **other than** dishonorable?

- ☒ Yes
☐ No

Do you have a service-connected disability rating of **10% or higher**?

- ☒ Yes
☐ No

Based on your answers, you probably qualify to apply for VR&E benefits.

Before you apply, please go through the VR&E orientation below. If you already know you want to apply for VR&E, you can go directly to the online application without going through the orientation below.

[Apply online now with VA Form 28-1900](#)

VR&E Orientation

Slide 1 of 9

Veteran Readiness and Employment orientation

The Veteran Readiness and Employment (VR&E) program, also referred to as Chapter 31, provides support and services to Veterans and service members with service-connected disabilities. The program can help you:

- Transition back to civilian life
- Find employment, return to your former job, or start your own business
- Receive education or training for a professional or vocational field that's a good fit for you
- Receive independent living services if you can't return to work right away

Learn more about VR&E from our orientation, and decide if it's right for you.,

[Start VR&E orientation slideshow](#)

Need help?

For help filling out this form, or if the form isn't working right, please call VA Benefits and Services at [800-827-1000](tel:800-827-1000).

If you have hearing loss, call TTY: [711](tel:711).

Next, the user is shown an eligibility wizard, an orientation content, and a button to the form is presented at the end. Depending on how the eligibility wizard questions are answered, various options and links are shown.

Figure 4- From here, the blue button will start the VRE orientation content

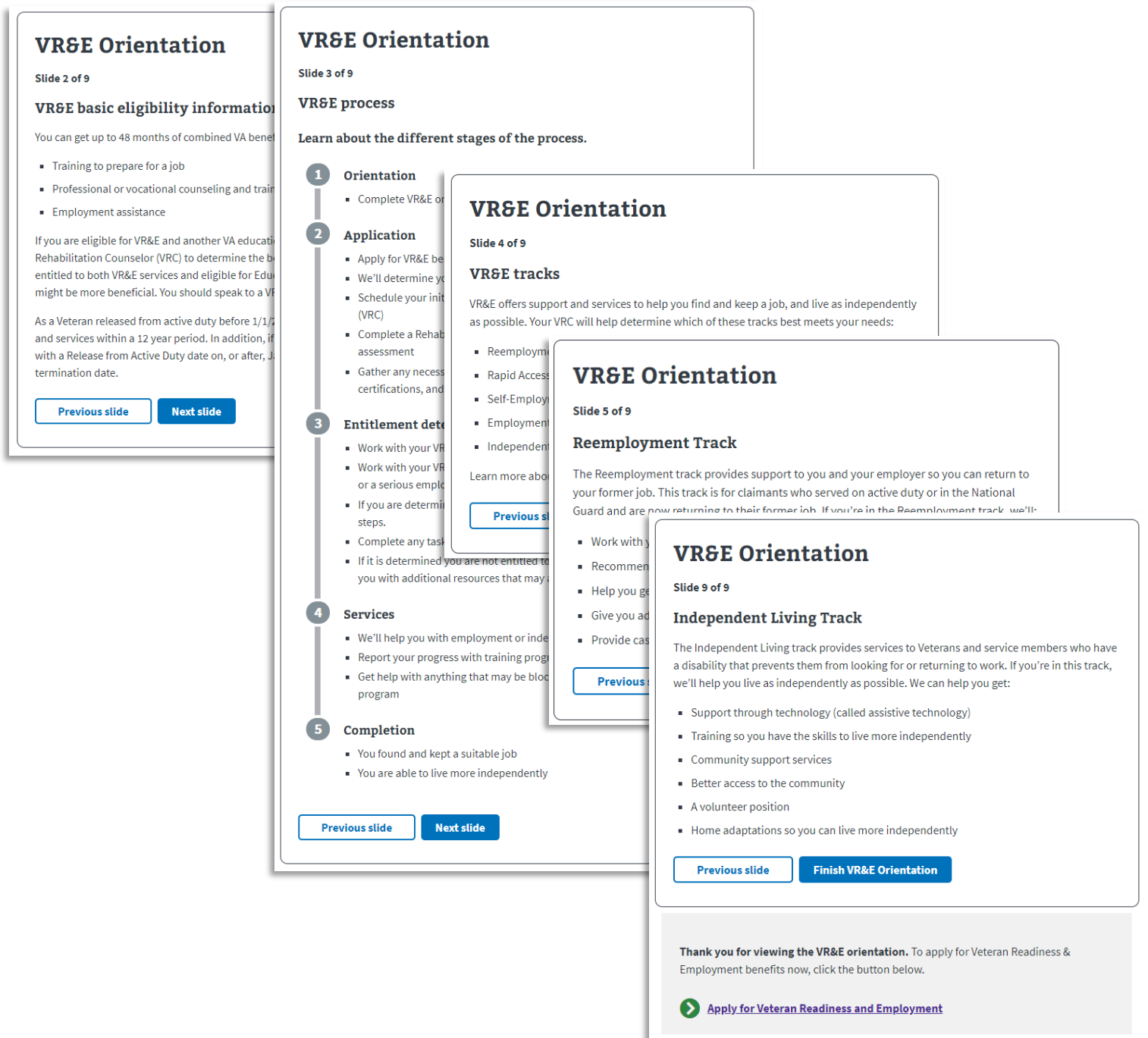


Figure 5- There are several screens that house the orientation content, some screens have been skipped for brevity

Functionality:

The VRE form is short and straight to the point seeking information about how the VA can contact them for an appointment.

Apply for Veteran Readiness and Employment with VA Form 28-1900

Step 1 of 4: Veteran Information

Veteran Information

Your first name *(*Required)*

Your middle name

Your last name *(*Required)*

Suffix

Social Security number *(*Required)*

Your VA file number *(only if different than your SSN)*

Date of birth *(*Required)*

Month Day Year

[« Back](#) [Continue »](#)

[Finish this application later.](#)

Apply for Veteran Readiness and Employment with VA Form 28-1900

Step 1 of 4: Veteran Information

☐ I live on a United States military base outside of the U.S.

Country *(*Required)*

U.S. military bases are considered a domestic address and a part of the United States.

Street *(*Required)*

Street address line 2

Street address line 3

City *(*Required)*

State/Province/Region

Postal code *(*Required)*

Main phone number *(*Required)*

Cell phone number

Email address *(*Required)*

Confirm email address *(*Required)*

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Figure 6- Step 1 is for Veteran contact info

Apply for Veteran Readiness and Employment with VA Form 28-1900

Step 2 of 4: Additional Information

Additional Information

How many years of education do you have? **(*Required)**
(include K-12 and each year of college)

Are you moving in the **next 30 days?**
(*Required)

- ☐ Yes
☐ No

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Apply for Veteran Readiness and Employment with VA Form 28-1900

Step 3 of 4: Communication Preferences

How would you like us to contact you?

VR&E has two communication options to make counseling easier:

- Electronic-Virtual Assistant (e-VA) This option lets you schedule appointments, contact your counselor, and send documentation online. Everything is private and secure. To use e-VA, you'll need a smartphone, tablet, or computer.
- Tele-counseling sessions through a virtual communication tool. This option will work on any device with a camera and microphone. Tele-counseling can save time and travel, and can get you better access to services.

Please let us know which options work best for you and we'll call your email you with more details.

Are you interested in using **e-VA?** **(*Required)**

- ☐ Yes
☐ No

Are you interested in using **Tele-counseling?** **(*Required)**

- ☐ Yes
☐ No

Please tell us the time you prefer to meet with your counselor. We'll make every effort to assign a counselor who is available to meet during your preferred hours.

When are the best times to meet with your counselor?
(*Choose at least 1)

- ☐ Mornings 6:00 to 10:00 a.m.
☐ Midday 10:00 a.m. to 2:00 p.m.
☐ Afternoons 2:00 to 6:00 p.m.

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Continue »

Figure 7- Steps 2 and 3 address years of education, if the Veteran is moving, and their communication preferences

Apply for Veteran Readiness and Employment with VA Form 28-1900

Step 4 of 4: Review Application

Veteran Information



Additional Information

[Edit](#)

How many years of education do you have?
(include K-12 and each year of college)

12

Are you moving in the **next 30 days**?

No

Communication Preferences



VR&E Communication Preferences

[Edit](#)

Are you interested in using **e-VA**?

Yes

Are you interested in using **Tele-counseling**?

Yes

Mornings 6:00 to 10:00 a.m.

Selected

Midday 10:00 a.m. to 2:00 p.m.

Afternoons 2:00 to 6:00 p.m.

By submitting this form you certify that you are the claimant and the information you gave above is true and correct to the best of your knowledge and belief.

Note: According to federal law, there are criminal penalties, including a fine and/or imprisonment for up to 5 years, for withholding information or for providing incorrect information. (See 18 U.S.C. 1001)

☐ I have read and accept the [privacy policy](#) (*Required)

[« Back](#)[Submit application](#)

Figure 8- Step 4 is simply the review and confirm screen before submitting with the blue Submit button

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>
Apply for Veteran Readiness and Employment Form 28-1900

Apply for Veteran Readiness and Employment with VA Form 28-1900

Equal to VA Form 28-1900 (Vocational Rehabilitation for Claimants With Service-Connected Disabilities)

Thank you for submitting your application

Veteran Readiness and Employment Application (VA Form 28-1900)

FOR: CHAS ROMBULT

Date submitted
March 30, 2021

[Print this page](#)

What happens after I apply?

After you apply, we'll schedule a meeting for you with a Vocational Rehabilitation Counselor (VRC) to find out if you're eligible for VR&E benefits and services. After we make a decision, you and your counselor will work together to develop a rehabilitation plan. This plan outlines the VR&E services you can get.

How long will it take VA to process my application?

We usually decide on applications within 1 week. If we need you to provide more information or documents, we'll contact you by mail.

If we haven't contacted you within a week after you submitted your application, please don't apply again. Instead, please call our toll-free hotline at [800-827-1000](tel:800-827-1000). We're here Monday through Friday, 8:00 am to 8:00 pm ET.

How can I check the status of my application?

- 1 Sign in to VA.gov**
You can sign in with your DS Logon, My HealthVet, or ID.me account. If you completed this form without signing in, and you don't have an account, you can create one now.
- 2 If you haven't yet verified your identity, complete this process when prompted**
This helps keep your information safe, and prevents fraud and identity theft. If you've already verified your identity with us, you won't need to do this again.
- 3 Go to your personalized My VA homepage**
Once you're signed in, you can go to your homepage by clicking on the My VA link near the top right of any VA.gov page. You'll find your application status information in the Your Applications section of your homepage.

Please note: Your application status may take some time to appear on our homepage. If you don't see it there right away, please check back later.

What if I have more questions?

Please call our toll-free hotline at [800-827-1000](tel:800-827-1000). We're here Monday through Friday, 8:00 am to 8:00 pm ET.

Need help?

For help filling out this form, or if the form isn't working right, please call VA Benefits and Services at [800-827-1000](tel:800-827-1000).
If you have hearing loss, call TTY: [711](tel:711).

Figure 9- A successful submission screen

Major Issues and Error Messages


- There are two major possibilities for error why an error message might appear :
 - There is an issue with a lower environment in the backend at the VA and systems are down.
 - The Veteran may apply again a in a few minutes or follow the instructions at the Help Desk
 - The SSN used for the Veteran is not found; applications are sent and saved to the eFolder and a SSN is used to find the correct folder.
 - The Veteran should verify the SSN used. If correct and still not found, the account may need to be created.

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[Home](#) > [Careers and employment](#) > [Veteran Readiness and Employment](#) > [Apply for Veteran Readiness and Employment Form 28-1900](#)

Apply for Veteran Readiness and Employment with VA Form 28-1900

Step 4 of 4: Review Application

Veteran Information+

Additional Information+

Communication Preferences+

We're sorry. We can't submit your application right now.

We're working to fix the problem. Please make sure you're connected to the Internet, and then try saving your application again. .

If you don't have an account, you'll have to start over. Try submitting your application again tomorrow.

If it still doesn't work, please call us at [800-698-2411](tel:800-698-2411).
If you have hearing loss, call TTY: [711](tel:711).

By submitting this form you certify that you are the claimant and the information you gave above is true and correct to the best of your knowledge and belief.

Note: According to federal law, there are criminal penalties, including a fine and/or imprisonment for up to 5 years, for withholding information or for providing incorrect information. (See 18 U.S.C. 1001)

☒ I have read and accept the [privacy policy](#) (*Required)

Go Back to VA.gov

Need help?

For help filling out this form, or if the form isn't working right, please call VA Benefits and Services at [800-827-1000](tel:800-827-1000).
If you have hearing loss, call TTY: [711](tel:711).

Figure 10 - An error screen with instructions for the Veteran to take