

TRAINING AND EMPLOYMENT NOTICE	NO. 10-14
	DATE September 29, 2014

TO: STATE WORKFORCE AGENCIES
STATE WORKFORCE ADMINISTRATORS
STATE WORKFORCE LIAISONS
STATE AND LOCAL WORKFORCE BOARD CHAIRS AND DIRECTORS
STATE LABOR COMMISSIONERS
AMERICAN JOB CENTERS

FROM: PORTIA WIS 
Assistant Secretary

SUBJECT: American Job Center (AJC) Participation in Capstone Activities and Other Outreach to Transitioning Service Members

1. **Purpose.** To inform Employment and Training Administration (ETA) staff and the public workforce system of, and encourage workforce system participation in, the military services' Capstone activities and other outreach to provide employment services to Transitioning Service Members (TSMs), including eligible National Guard and Reserve members being separated or discharged from active duty.

2. **References.**

- VOW to Hire Heroes Act of 2011, Title II of Public Law 112-56 (<http://www.gpo.gov/fdsys/pkg/PLAW-112publ56/pdf/PLAW-112publ56.pdf>).
- DD-2958, Service Member Career Readiness Standards/Individual Transition Plan (<http://www.dtic.mil/whs/directives/informgt/forms/eforms/dd2958.pdf>).
- Training and Employment Guidance Letter (TEGL) 20-13, Change 1, *Designation of Additional Population of Veterans Eligible for Services from the Disabled Veterans' Outreach Program Specialist – Veterans Ages 18 to 24*, dated May 7, 2014 (http://wdr.doleta.gov/directives/attach/TEGL/TEGL_20-13_Change1.pdf).
- Veterans' Program Letter (VPL) 04-14, *Designation of Additional Population of Veterans Eligible for Services from the Disabled Veterans' Outreach Program Specialist – Veterans Ages 18 to 24*, dated April 10, 2014 (<http://www.dol.gov/vets/VMS/VPLs/VPL-04-14.pdf>).
- VPL 08-14, *Designation for Additional Populations Eligible for Services from Disabled Veterans' Outreach Program (DVOP) Specialists: Transitioning Service Members in need of Intensive Services; and Wounded, Ill, or Injured Service Members Receiving Treatment at Military Treatment Facilities or Warrior Transition Units (MTFs – WTUs); and the Spouses and Family Caregivers of such Wounded, Ill or Injured Service Members*, dated September 26, 2014 (<http://www.dol.gov/vets/VMS/VPLs/VPL-08-14.pdf>).

- Memorandum of Understanding Among the Departments of Defense (DoD), Veterans Affairs, Labor, Education, and Homeland Security (U.S. Coast Guard), the U.S. Small Business Administration, and the U.S. Office of Personnel Management, regarding the *Transition Assistance Program for Separating Service Members* (TAP MOU), of January 31, 2014
(<http://prhome.defense.gov/Portals/52/Documents/RFM/TVPO/files/TAP%20MOU%20Final%20January%2031,%202013.pdf>).
- TEGL 22-04, Change 1, *Serving Military Service Members and Military Spouses under the WIA Dislocated Worker Formula Grant*, signed September 28, 2007
(<http://wdr.doleta.gov/directives/attach/TEGL/TEGL22-04c1acc.pdf>).
- Consolidated Appropriations Act, 2014, Public Law 113-76, Division H, Title I
(<https://beta.congress.gov/bill/113th-congress/house-bill/3547/text?q=%7B%22search%22%3A%5B%22FY+2014+Omnibus%22%5D%7D>).

3. **Background.** Section 221 of the VOW to Hire Heroes Act amended 10 U.S.C. § 1144 to make participation in the Transition Assistance Program, including the Department of Labor Employment Workshop (DOL EW), mandatory for members of the armed forces, including eligible National Guard and Reserve Component members, who are transitioning from active duty. The military services have also begun to implement Capstone, to verify that their members have met Career Readiness Standards (CRS) and made adequate preparations for their post-military careers before they leave active duty. As part of the Capstone process, unit commanders or their designees assess and verify each service member's readiness for transition to civilian employment. Commanders document the verification on form DD-2958, Service Member CRS/Individual Transition Plan (ITP), for each transitioning service member.

When a service member is assessed as not meeting CRS (e.g., if a member does not have an adequate civilian resume), their commander facilitates a "warm handover" of the service member to an AJC to facilitate access to appropriate services. This warm handover is accomplished either through a person-to-person introduction to an AJC staff member at a Capstone session on-base, or through a call from the service member to the ETA Toll-Free Help Line (1-877-US2-JOBS or 1-872-5627). The ETA Toll-Free Help Line is prepared to assist service members by identifying and providing contact information for the AJC that is located closest to the base from which they are transitioning or to the community to which they will be transitioning, and to describe the services available through that AJC. Commanders document completion of the warm handover on the same form DD-2958, Service Member CRS/ITP that they used to assess the transitioning service member's career readiness. A blank DD-2958 is attached.

Aside from the specifics of the career readiness assessment and warm handover process, the workforce system should be aware that many TSMs could benefit from and are entitled to workforce system services, but may have limited ability to access such services at the AJC due to factors such as duty schedules or transportation logistics. The participation of AJC staff in the Capstone sessions and the availability of AJC resources and services, especially where they can be provided on-base or otherwise made readily accessible, can help TSMs to

successfully transition to the civilian workforce once they conclude their active duty military service. This is particularly true for TSMs who are assessed by their commanders as not meeting CRS.

- 4. AJC Participation in Capstone.** Capstone activities are planned and implemented by local military base and appropriate commanders. The DoD and the military service branches expect that local commanders will coordinate their Capstone activity planning with AJC managers on at least a quarterly basis and invite AJC staff to participate in scheduled Capstone activities. AJCs are encouraged to participate by sending a staff member to Capstone activities.

Typically, a participating AJC staff member would meet with a group of TSMs to refresh information provided in the DOL EW regarding AJC services and how to access them. AJC staff could provide on-base services to service members who are assessed by their commanders as not being ready for transition to civilian employment, at the discretion of AJC managers, where it would be reasonably efficient to provide such services on-base rather than at the AJC. Participating AJC staff will not perform transition readiness assessments of individual service members or sign form DD-2958, Service Member CRS/ITP, as these actions are the responsibilities of the military services and the local commanders. While AJC participation in Capstone is strongly encouraged—on a par with support that would be provided civilian employees anticipating a layoff—it is not mandatory.

- 5. Provision of AJC Services On-Base.** AJC managers are encouraged to coordinate with military commanders and with other agency partners within a local area to provide seamless services to TSMs to the extent practical, based on available resources and other AJC commitments.

AJC staff should encourage TSMs to access in-person and on-line services as appropriate. For example, a service member may opt to seek assistance in refining their resume from the AJC near their assigned base, but then register on-line with the workforce system in the state where they intend to relocate after leaving active military service. Service members may be similarly referred to an AJC near their base or prospective relocation site by their base or unit commanders or by the ETA Toll-Free Help Line.

AJCs are reminded that they may consider documentation that a service member will be released from active duty on a specific date as equivalent to a layoff notice for determining eligibility for the Workforce Investment Act (WIA) Dislocated Worker Program (see TEG L 22-04). However, service members are not eligible for Priority of Service until they leave active duty.

Consistent with the TAP MOU, local installation commanders shall arrange for efficient access to the base and facility for any AJC staff they invite to participate in Capstone sessions or other on-base provision of workforce system services.

As TSMs are not yet veterans, AJC staff providing on or off-base services to TSMs—including AJC staff participating in Capstone activities—should be staff from AJC partner programs such as the Wagner-Peyser Employment Service or the WIA formula-funded programs, except in the following circumstances: Local Veterans' Employment Representatives may assist in coordinating AJC participation, such as by making arrangements for the provision of on-base services, but they may not provide direct services to TSMs. In addition, Public Law 113-76 permits Disabled Veterans' Outreach Program (DVOP) specialists to serve TSMs identified as in need of intensive services through December 2014.

The Veterans' Employment and Training Service (VETS) has identified three categories of TSMs as in need of intensive services, and therefore eligible to receive DVOP services under Public Law 113-76; while this authority is effective or during such time as it may be extended, DVOP specialists may provide intensive services to: 1) TSMs who are 18-24 years old--consistent with TEGL 20-13 and VPL 04-14, which similarly designated 18-24 year old veterans as eligible for DVOP intensive services; 2) TSMs who have been identified as in need of intensive services because they were assessed as not meeting CRS, as documented on a TSM's DD-2958 and described in Section 3 above; and 3) active duty service members being involuntarily separated through a service reduction-in-force.

6. **Veterans' Priority Resource Page.** In November 2013 ETA, in partnership with VETS, launched a new resource page for workforce practitioners. The resource page, available at <http://veterans.workforce3one.org>, is hosted on Workforce3One, ETA's on-line technical assistance and peer learning platform for workforce practitioners. The site is designed to assist AJC staff, as well as State Workforce Agency staff, in providing an easy to use source of information for the Department of Labor's veterans' employment and training programs. Included on this new resource page are:

- A list of relevant ETA guidance for serving veterans;
- Information on the Gold Card, a required item on form DD-2958 by which post-9/11 veterans are eligible for six months of intensive services after leaving active duty;
- A Priority of Service page, which includes important guidance and technical assistance;
- Online tools including: My Next Move for Veterans, the Veterans Reemployment Portal, the Career One-Stop Business Center, and the eBenefits Veterans' Employment Center;
- Announcements regarding veterans employment; and,
- A collection of useful links and resources for serving veterans.

ETA and VETS encourage all workforce practitioners to visit the site for updated tools and resources. Feedback on the site can be emailed to Vet.Priority@dol.gov.

7. **Referrals to Department of Veterans Affairs (VA) resources.** AJC staff should encourage TSMs to create profiles on the eBenefits Veteran Employment Center (VEC) at <https://www.ebenefits.va.gov/ebenefits/jobs>. The VEC consolidates access to the Veterans Job Bank and other services, programs, and tools.

AJC staff should advise TSMs that the VA provides educational and vocational counseling for all TSMs within six months prior to and for one year after discharge, and for other veterans eligible for or receiving a VA education benefit. These services support TSMs and veterans to help guide their career paths and ensure the most effective use of their VA benefits to achieve their education and career goals. More information on this VA counseling is available at http://www.benefits.va.gov/VOCREHAB/edu_voc_counseling.asp.

TSMs with service-connected disabilities should be encouraged to apply to the VA Vocational Rehabilitation and Employment (VR&E) program, which supports participants in job training, obtaining suitable careers and employment accommodations, and in starting businesses. More information on VR&E is available at <http://www.benefits.va.gov/vocrehab/index.asp>.

8. Outreach Posters and Flyers. The VA has developed outreach posters to inform veterans about the VA and DoD benefits and services they may have earned. AJCs are encouraged to display these posters, which have several different design options to reflect the local job seeker customer base of an AJC. VA has also developed materials on the VEC as well as a flyer on how to file an electronic Fully Developed Claim for VA disability benefits. The posters and flyer are attached and are also available on the Workforce3One Veterans' Priority Resource Web site described in section 6 above.

9. Action Requested.

- State Workforce Agency Administrators and AJC managers are requested to immediately transmit this Training and Employment Notice to appropriate staff for implementation.

10. Inquiries. All inquiries should be directed to the appropriate ETA regional office.

11. Attachment(s).

- Blank copy of DD-2958, Service Member Career Readiness Standards/Individual Transition Plan
- Copies of VA Outreach Materials

SERVICE MEMBER CAREER READINESS STANDARDS/INDIVIDUAL TRANSITION PLAN CHECKLIST

PRIVACY ACT STATEMENT

AUTHORITY: 10 U.S.C. 1142, Pre-separation Counseling; DoD Directive 1332.35, Transition Assistance for Military Personnel; DoD Instruction 1332.36, Pre-separation Counseling for Military Personnel; and E.O. 9397, as amended (SSN).

PRINCIPAL PURPOSE(S): To document achievement of Career Readiness Standards commensurate with the Service member's desired employment, education, technical training, and/or entrepreneurial objectives.

ROUTINE USE(S): The DoD "Blanket Routine Uses" found at http://dpclo.defense.gov/privacy/SORNs/blanket_routine_uses.html apply.

DISCLOSURE: Voluntary; however, if the requested information is not provided, it may not be possible for a Commander or designee to verify that a Service member has met the Career Readiness Standards.

SECTION I - SERVICE MEMBER INFORMATION

1. NAME (Last, First, Middle Initial)	2. GRADE (Select one)	3. DoD ID NUMBER	4. TRANSITION DATE (YYYYMMDD)
5. SERVICE (Select one from each category)		6. UNIT	

SECTION II - COMMON CAREER READINESS STANDARDS

(X one) YES NO N/A

7. Completed the DoD Standardized Individual Transition Plan			
8. Prepared the DoD Standardized 12-month post-separation budget reflecting personal/family goals			
9. Registered on eBenefits			
10. Completed a Continuum of Military Service Opportunity counseling (active component Service members only)			
11. Evaluated transferability of military skills to civilian workforce (MOC CROSSWALK) and completed DoD standardized gap analysis			
12. Documented requirements and eligibility for licensure, certification, and apprenticeship			
13. Completed an assessment tool to identify personal interests and leanings regarding career selection			
14. Completed a job application package (resume, personal/professional references and, if required, application) or presented a job offer letter			
15. Received a DOL Gold Card and understands post 9/11 Veterans have priority for 6 months at DOL American Job Centers			

SECTION III - ACCESSING HIGHER EDUCATION/CAREER TECHNICAL TRAINING READINESS STANDARDS

16.a. Completed an assessment tool to identify aptitudes, interests, strengths, or skills			
16.b. Completed a comparison of academic or training institution choices			
16.c. Completed a college, university or career technical training application or received an acceptance letter, respectively			
16.d. Confirmed one-on-one counseling with a higher education or career technical training institution advisor or counselor			

SECTION IV - OTHER

17. Completed Preseparation Counseling (DD Form 2648/2648-1) - MANDATORY			
18. Completed VA Benefits Briefings I and II - MANDATORY			
19. Completed DOL Employment Workshop - MANDATORY UNLESS EXEMPT (See Item 20 for exemptions)			
20. REASON EXEMPTED FROM DEPARTMENT OF LABOR (DOL) EMPLOYMENT WORKSHOP (Select one)			
21. Completed Transition GPS Track(s) (Select all that apply)			
<input type="checkbox"/> Accessing Higher Education <input type="checkbox"/> Career Technical Training <input type="checkbox"/> Entrepreneurship			
22. Evaluated post-military transportation requirements and developed a plan to meet personal/family needs in ITP			
23. Evaluated post-military housing requirements and developed a plan to meet personal/family needs in ITP			

SECTION V - WARM HANDOVER TO SUPPORTING AGENCIES CONTACT INFORMATION

24.a. VA REPRESENTATIVE (Last Name, First Name)	b. POST-TRANSITION LOCATION	c. TELEPHONE NUMBER	d. <input type="checkbox"/> X IF HANDOVER CONFIRMED
25.a. DOL REPRESENTATIVE (Last Name, First Name)	b. POST-TRANSITION LOCATION	c. TELEPHONE NUMBER	d. <input type="checkbox"/> X IF HANDOVER CONFIRMED
26.a. OTHER RESOURCES (Last Name, First Name)	b. POST-TRANSITION LOCATION	c. TELEPHONE NUMBER	d. <input type="checkbox"/> X IF HANDOVER CONFIRMED

SECTION VI - VERIFICATION

27. I verify that all applicable Career Readiness Standards were were not met, as documented in the Individual Transition Plan.			
28.a. SERVICE MEMBER (Print Last Name, First Name)			b. DATE (YYYYMMDD)
29.a. TRANSITION COUNSELOR (Print Last Name, First Name)	b. REMARKS		c. DATE (YYYYMMDD)
30.a. COMMANDER (OR DESIGNEE) (Print Last Name, First Name)	b. REMARKS		c. DATE (YYYYMMDD)

INSTRUCTIONS

This checklist coincides with the Individual Transition Plan and certifies achievement of the Career Readiness Standards (CRS) commensurate with the Service member's desired employment, higher education, career technical training and/or entrepreneurial objectives. This checklist must be completed prior to the Service member's separation, certified by the Transition Counselor and Service member's Commander or Commander's designee.

Section I - Service Member Information.

1. **Name.** Self-explanatory.
2. **Grade.** Enter or select E1 - E9; W1 - W5; or O1 - O10 from the drop-down list.
3. **DoD Identification Number.** Self-explanatory.
4. **Transition Date.** Enter expected date of retirement, ETS, discharge, or release from active duty.
5. **Service.** Enter or select your specific Service Branch and Component from the drop-down lists.
6. **Unit.** Enter designation of current unit of assignment.

Section II - Common Career Readiness Standards and Section III - Accessing Higher Education/Career Technical Training Readiness Standards. A response is required for each entry. Mark the applicable box Yes, No, Not Applicable (N/A) in response to whether the Service member completed the corresponding Career Readiness Standards (CRS). Service members are required to meet the CRS and have a viable Individual Transition Plan (ITP).

Item 10 pertains only to Active Component Service members. Active Component Service members who are separating must receive counseling from a transition counselor on the value and importance of continuing Military Service in the Reserve Components.

Items 16.a. - d. pertain to Service members seeking higher education or career technical training when they depart from military service.

Section IV - Other.

- 20. Reason Exempted From Department of Labor (DOL) Employment Workshop.** Select the item from the drop-down list corresponding to the reason the Service member may be exempted from attending the DOL Employment Workshop. Select "Not Exempt" if the Service member does not meet the following exemption criteria:
- a. Service members retiring after 20 years or more of Active Federal Service (AFS) in the Military Services.
 - b. Service members, after serving their first 180 continuous days or more on active duty, pursuant to 10 U.S.C., if they meet at least one of the following criteria:
 - I. Provide documented confirmation of civilian employment.
 - II. Provide documented acceptance into an accredited career technical training, undergraduate or graduate degree program.
 - III. Have previously attended the DOL Employment Workshop.
 - c. Service members with specialized skills who, due to unavoidable circumstances, are needed to support a unit on orders to be deployed within 60 days. The first commander in the Service member's chain of command with authority pursuant to chapter 47 of 10 U.S.C. (also known as the "Uniform Code of Military Justice (UCMJ)") must certify on the ITP checklist any such request for exemption from the DOL Employment Workshop. A make-up plan must accompany the postponement certification.
 - d. Recovering Service Members (RSMs) imminently transitioning from active duty, who are enrolled in the Education and Employment Initiative (E2I) or a similar transition program designed to secure employment, higher education, or career technical training post-separation.

Section V - Warm Handover. Enter the name and contact information of the Veterans Administration, Department of Labor, or other employment, education, or supporting resources available at the Service member's final post-transition destination to provide assistance to the Service member after leaving active military service. The warm handover consists of a confirmed person-to-person contact of the Service member with appropriate partner agencies, and assurance that the partner acknowledges post-military assistance is required and that its staff will follow through to assist the member. A warm handover is required for those who do not meet the CRS or need further assistance.

Section VI - Verification. Commanders or Commanders' designees are responsible for verifying that Service members meet the CRS and have a viable ITP at Capstone. If Service members do not meet the CRS, then Commanders or Commanders' designees will take action to connect members via a warm handover to the appropriate interagency partners, or appropriate local resources, for the necessary assistance. Commanders or Commanders' designees will document the warm handover in Section V.

Type in the names of the Service Member, Transition Counselor, Commander or Commander's designee in Items 28.a. - 30.a. in lieu of a "wet" signature.

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Register Now



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Thank you for your service. Now let us serve you.



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eClaims put you in control.

When you submit an eClaim for disability compensation on eBenefits, you can easily manage and track your claim and get a faster decision from VA.

File an electronic Fully Developed Claim (FDC) for the fastest claims decision. Simply submit all required records and documentation online at the same time you make your claim and certify that you have no further evidence. VA can then review and process the claim more quickly.

To learn more about electronic claims and the FDC Program, visit the Frequently Asked Questions (FAQs) page on eBenefits at www.ebenefits.va.gov or visit www.benefits.va.gov/FDC.

LEARN MORE ABOUT VA BENEFITS

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- Visit www.benefits.va.gov
- Call us at 1-800-827-1000, or
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U.S. Department
of Veterans Affairs

HOW TO FILE AN ELECTRONIC FULLY DEVELOPED CLAIM (FDC) ON EBENEFITS

Veterans can receive faster decisions from VA on disability compensation claims when they file an electronic fully developed claim (FDC) on eBenefits.

LOG INTO EBENEFITS



- Log into eBenefits at www.eBenefits.va.gov
- Before you apply, you may go to the **Request for Representative** area to appoint a **Veterans Service Officer (VSO)** as your Power of Attorney (POA). Your POA can help you collect all of the required documents and evidence you need to submit your claim
- Click **Apply for Benefits**
- Click **Apply for Disability Compensation** to start a new application
- Answer questions about your claim

IDENTIFY FEDERAL RECORDS



Tell VA:

- Where and when you were treated at a VA medical facility
- If you receive Social Security benefits for a service-related condition
- Where your Department of Defense (DoD) personnel records and/or service treatment records are located (if you have copies, submit them)
- About any other records with a federal agency, like federal worker's compensation (OWCP) or the Public Health Service

GATHER & UPLOAD



- Work with your private or VA doctor to complete appropriate Disability Benefits Questionnaires (DBQs)
- Gather all private medical records including completed DBQs to speed up the processing of your claim
- Gather statements from your friends and family supporting your claim
- Scan and upload your documents

FINAL REVIEW



- Once all records are uploaded (and if applicable, your VSO has reviewed the claim), verify that you have **No More Evidence** and click **Submit**
- You'll receive a confirmation number and notice at your **eBenefits Message Center** and via your email address of record indicating that your claim was submitted successfully. Check the status of your claim 24/7 by logging on to your [eBenefits.va.gov](http://www.eBenefits.va.gov) account.

FOR MORE INFORMATION

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