

All forms and scripts are always free. Edit/remove what's not applicable to you and use as you wish. Go get your entitlement....Nic ☺

Dear VREO,

I hate to escalate this to your level but I'm having an inordinately difficult time communicating with my counselor XXX. I am not receiving even a modicum of compassion or direction. I have been found entitled for vocational rehabilitation services and approved for employment through long-term services. I have a serious employment handicap and it is evident that I need this program desperately in order to obtain any kind of suitable employment.

From the time we started this process I have felt that XXX has been doing everything within his/her power to terminate my services. Initially, I was advised because I owed \$800 to my former school that I'd have to leave the program all together and reapply later once I paid the bill. She never mentioned that there was something called an RFL that would allow me to take out a loan to pay the debt because that that was specifically precluding me from starting voc rehab services, instead she quickly offered to terminate my entitlement.

While that situation is still unresolved, I may also have an outstanding bill with a different school, we're trying to find out what that amount is so we can hopefully have that included in the RFL. The balance may even be an error but XXX has given me one week to resolve it or be terminated. On top of that, in the middle of a global pandemic, I just found out that my wife has tested positive for Covid. I asked if they were anyway that because of all that's going on, my file could be put on hold for maybe two months so that I can get the information back from the school to find out how much I owe and possibly get back to a place where everything is 100% at home. Once again, instead of offering any kind of help or assistance, she offered to terminate my entitlement. After that conversation, I found out that I don't have to be terminated but because of the stress of all that is transpiring, it is exacerbating my service-connected disabilities therefore my file can be placed in an interrupted status for up to a year.

I need to get a degree, I want to get a degree, I am able to get a degree, the only two things standing between me and success right now is a small outstanding debt to maybe two schools that I understand can be covered under RFL and me having a wife who has Covid during a global pandemic. I would think there would be a modicum of compassion that would allow me to be placed in an interrupted status for a few months in order to resolve these issues. The stress of being threatened with entitlement termination at every turn is overwhelming. I'm trying to use this program to make my life better, this is not a joke to me. I am doing all I can to win but I need VR&E services to help me with the resources set aside to offer me help, not just with the ones XXX decides to observe. I'm hoping you can intervene and possibly place me with a different VRC who has a little more compassion and who is willing to share with me the guidelines that can help me as opposed to consistently trying to terminate my entitlement at every bump.

I served my country honorably; I'm entitled to the services and my VRC has a duty to assist me and not to fight against me. I would like to have a VRC who's willing to do that. If you're able to intervene to resolve this, it would be most appreciated.