



# Veterans Affairs Work Study Allowance Program



A black mug, three paper clips, a pencil, and an eraser on a white surface.

# **Overview**

Work Study is a Veterans Administration (VA) tax exempt education benefit paid to students for performing VA-related activities at an approved Work Study site.

# Learning Objectives

Know work site and site supervisor responsibilities

Identify the criteria used to select students

Understand Work Study contracts

Identify the requirements for payments

Supervising students

Know how to contact Work Study

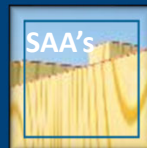


# Work Site Qualifications

- ☐ Approved Work Sites
- ☐ Work Assignments/Duties
- ☐ Site Supervisors



# Approved Work Sites



# Work Assignments for Educational Institutions

- Preparation and processing of necessary Veteran related papers and other documents at educational institutions, and the gathering of information to fulfill reporting requirements.
- Assisting with dissemination of general information regarding Veteran benefits and/or services and providing assistance to individuals in obtaining these benefits.
- Aiding Veteran students with general inquiries about Veteran benefits via phone, email, or in person.
- Maintaining and organizing Veteran related files.
- Outreach activities which involve the distribution of information about VA benefits to VA beneficiaries or potential beneficiaries and providing assistance to them in obtaining these benefits; distributing information about other governmental programs beneficial to VA beneficiaries or potential VA beneficiaries.

# Site Supervisors

## Responsibilities:

- Submit a Work Site Application and position description to Work Study every year
- Provide direct supervision and training
- Ensure only approved tasks are performed
- Ensure approved hours are worked
- Ensure the student works only at the approved work site
- Review and maintain all correspondence from VA Work Study
- Maintain records
- Read the Site Supervisor Handbook
- Submit a Site Supervisor Update Form when needed





# Student Qualifications

- ☐ Approved Education Benefit Programs
- ☐ Enrollment Requirements
- ☐ Selection Criterion





# Enrollment Requirements

- Be receiving an approved VA Education benefit
- Enrolled in an approved degree, vocational or professional program
- Attending at a rate of  $\frac{3}{4}$  time or higher or 75% ROP for Ch33 participants
- Work at an approved work site



# Selection Criterion



Service-connected disability



Financial need



Availability of transportation



Motivation



Work Assignments Don't Conflict with Disability

# Knowledge Check #1



Work Study students will receive a W-2 every year for time worked as a VA Work Study.

A. True

B. False

# Knowledge Check #1



Work Study students will receive a W-2 every year for time worked as a VA Work Study.

~~A. True~~

**B. False**

# Knowledge Check #2



Which statements are the most accurate about student selection?  
(Select all that apply)

- A. Service-connected disabilities have priority
- B. They do not need to exhibit financial need
- C. Must have availability to transportation
- D. Work assignments don't conflict with disability

# Knowledge Check #2



Which statements are the most accurate about student selection?  
(Select all that apply)

- A. Service-connected disabilities have priority**
- ~~B. They do not need to exhibit financial need~~
- C. Must have availability to transportation**
- D. Work assignments don't conflict with disability**



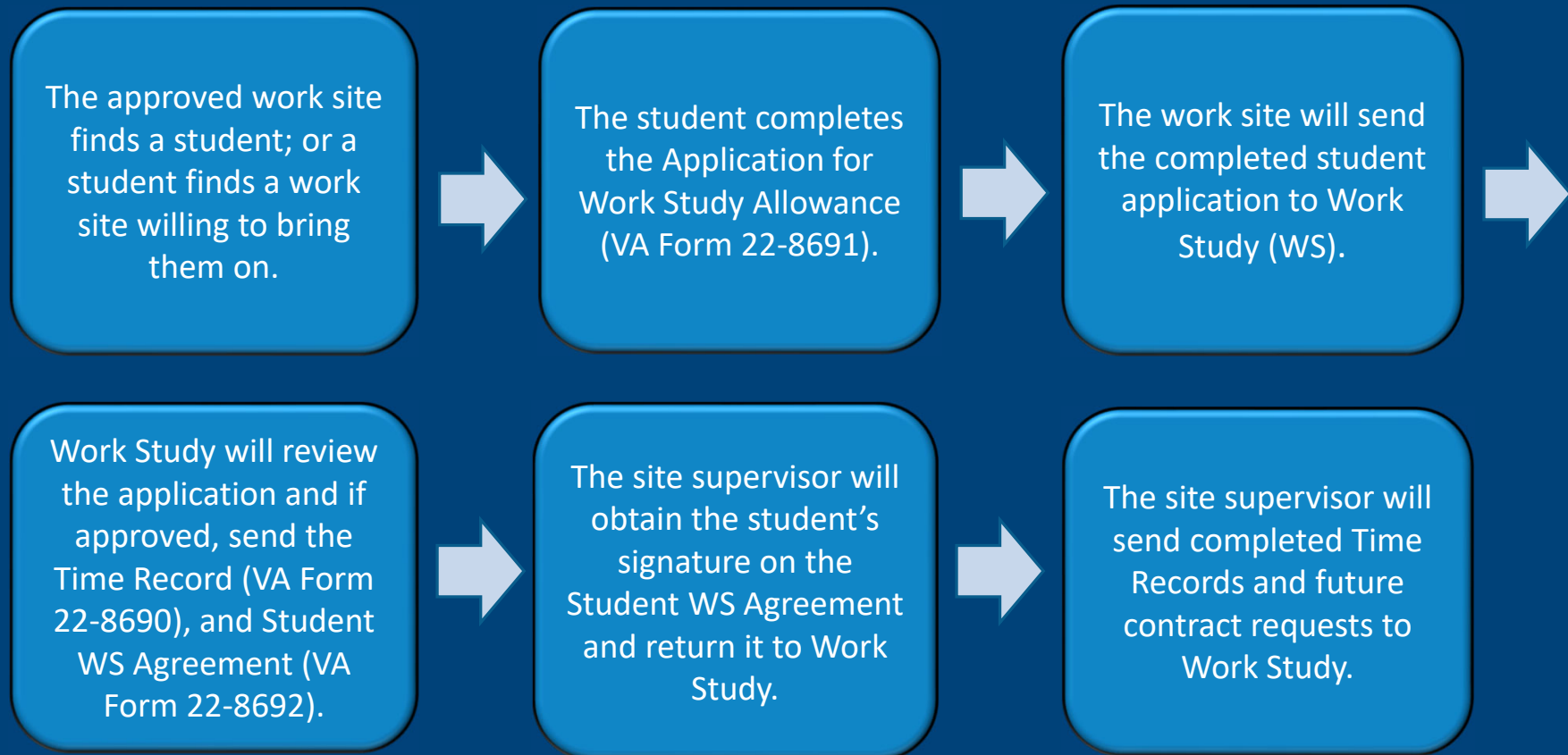


# Work Study Contracts

- ☐ Contract Agreements
- ☐ Contract Approval
- ☐ Contract Dates
- ☐ Contract Extensions



# Contract Agreement Process



# Work Study Contracts

## If Approved:



- Contract and time record sent to site supervisor
- Time frame and number of approved hours
- Students may not begin working prior to VA approving the contract

## If Denied:



- Denial letter sent to student
- Courtesy email sent to site supervisor

# Hours of Service

- 25 hours per week, prorated for partial weeks
- Can be up to one (1) year or 1300 hours
- Not limited to number of hours in a day or week
- Not eligible for overtime pay
- Covered under Worker's Compensation laws

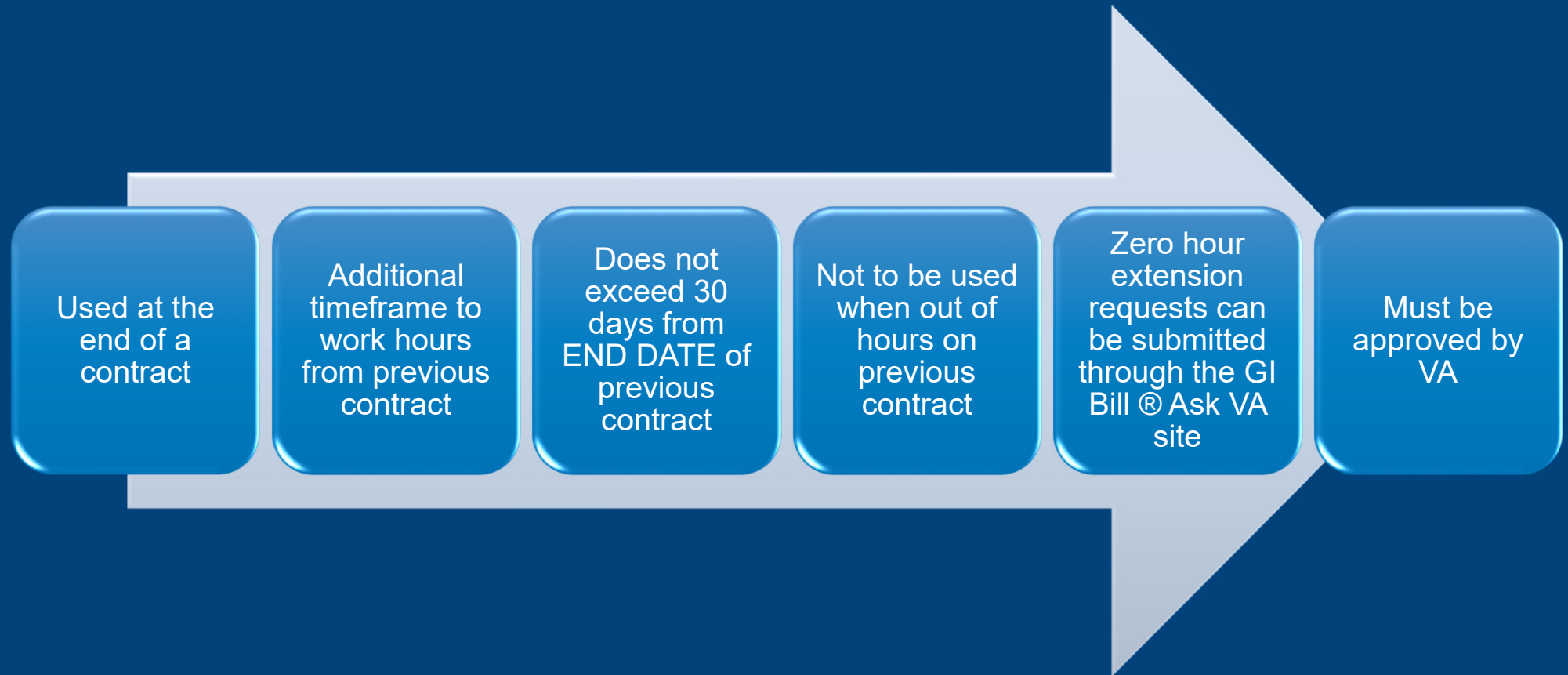


# Contract Extensions

- A continuation of the original agreement
- A contract extension can begin up to 30 days before the next term begins
- All hours from previous contract not worked by the **END DATE** are forfeited
- Contract extensions requests can be submitted through the GI Bill<sup>®</sup> Ask VA site
- Must be approved by VA



# Zero Hour Extension

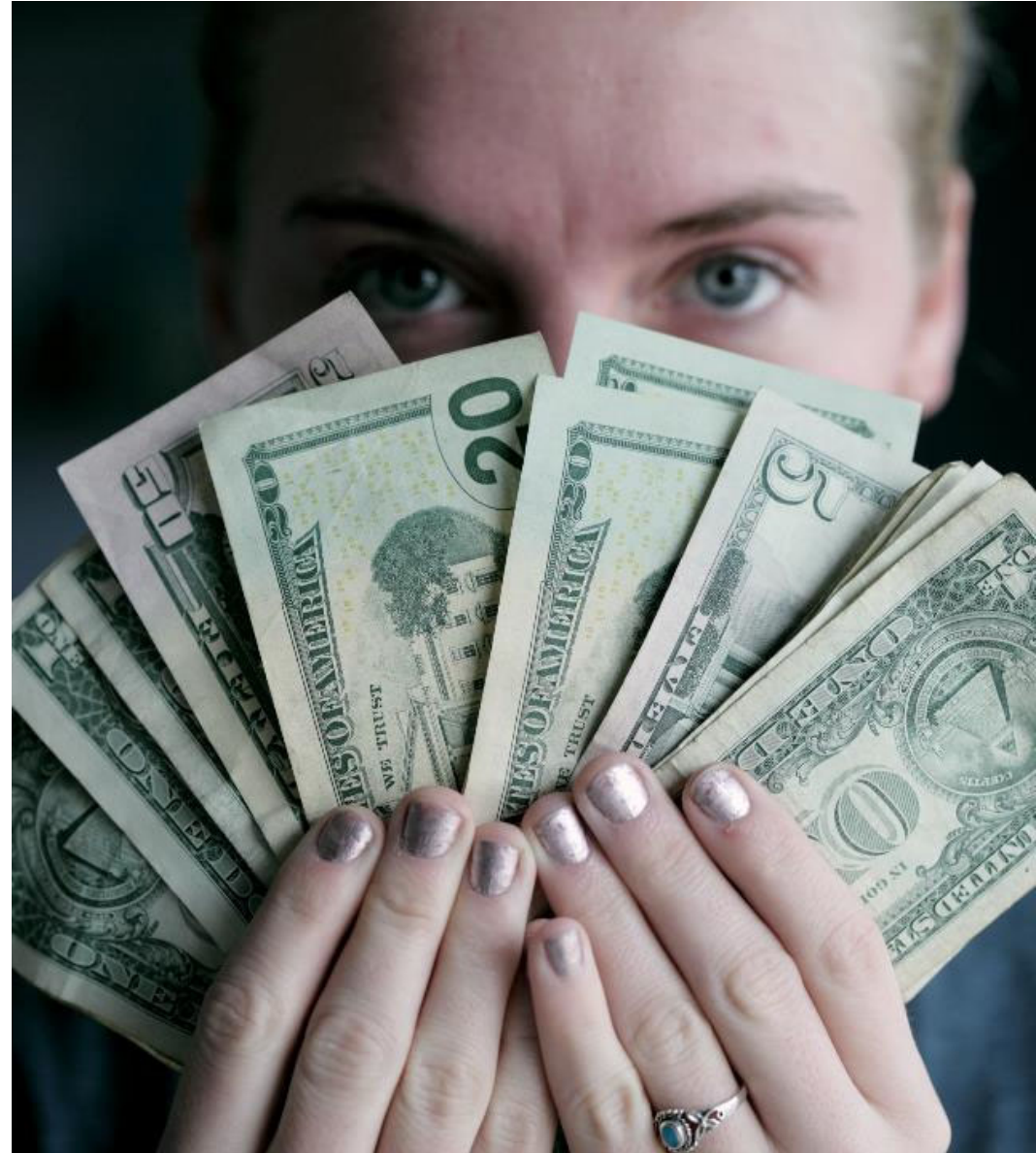




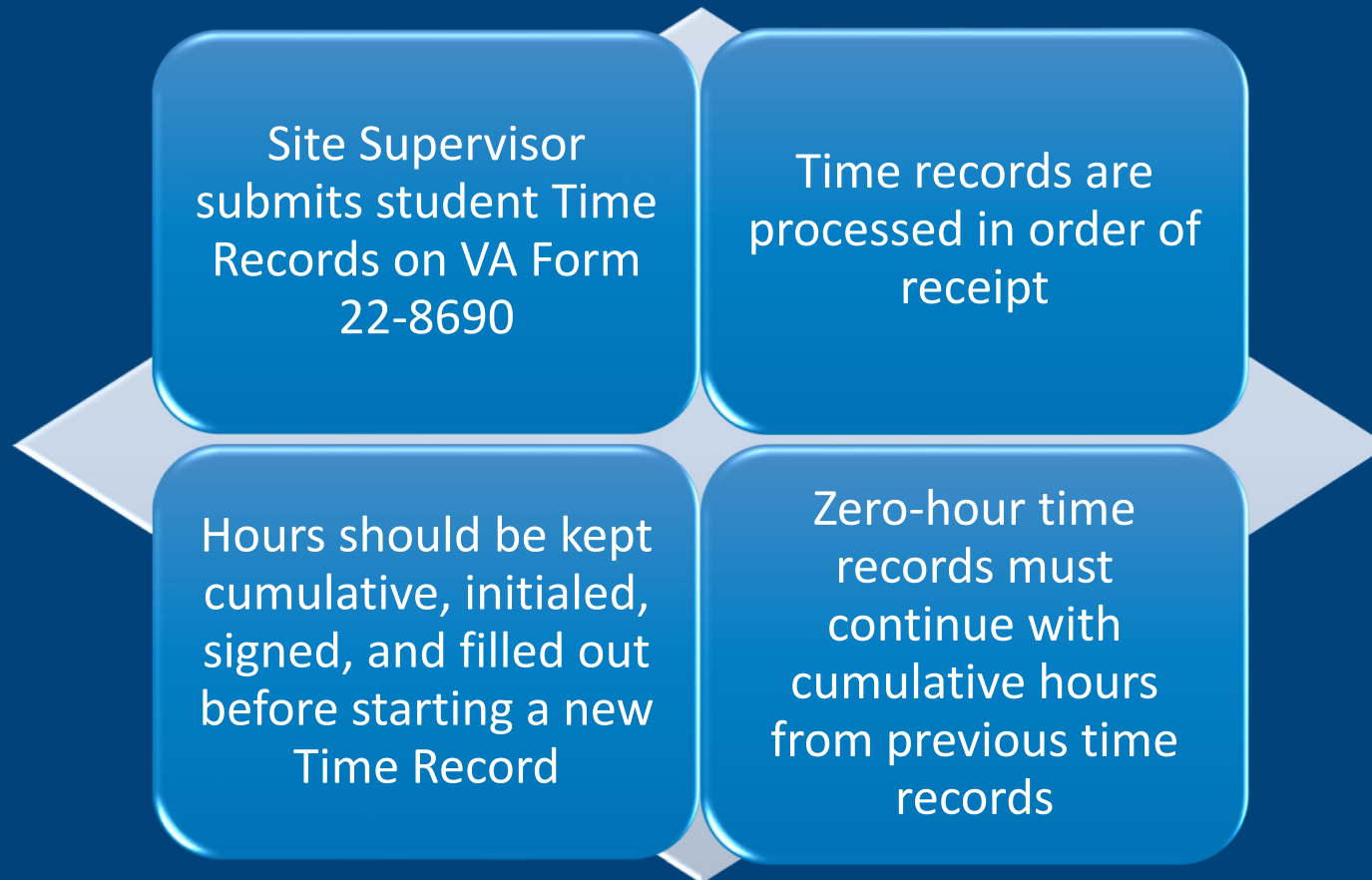


# Work Study Payments

- ☐ Time Records
- ☐ Payment Parameters
- ☐ Advanced Payment
- ☐ Change in Enrollment Status



# Time Records



# Payment Parameters

- Paid in 50-hour increments or two weeks
- Paid the higher of either the state or federal minimum wage
- Hours worked on or after effective date of Department of Labor new rates will be paid at the higher rate
- VA will not process and pay out “Future Dates”
- Email notification sent to the site supervisor once payment is processed
- The student can expect payment 3-5 business days after time record processed

# Advanced Payment

- Students may elect to be paid in advance for 50 hours in their Work Study agreement
- Advanced payment is recouped from the first regular payment
- Students must fulfill their requirement within 60 days of starting their contract
- Advance payment and time records cannot be processed until the signed contract is received



# Change in Enrollment Status



## Reduction

- In most instances, VA allows the student to continue/finish
- If the pattern continues, VA will notify site and student

## Termination

- Contract stopped at the end of the month of withdrawal
- If advancement received, the student is allowed to work until it's paid



# Knowledge Check #1



Which statements are the most accurate about hours of service? (Select all that apply)

- A. 25 hours per week, prorated for partial weeks
- B. Can be up to one (1) year or a maximum of 1300 hours
- C. Limited to a number of hours in a day or week
- D. Can only work number of hours approved on contract
- E. Is eligible for overtime pay



# Knowledge Check #1



Which statements are the most accurate about hours of service? (Select all that apply)

- A. 25 hours per week, prorated for partial weeks
- B. Can be up to one (1) year or a maximum of 1300 hours
- ~~C. Limited to a number of hours in a day or week~~
- D. Can only work number of hours approved on contract
- ~~E. Is eligible for overtime pay~~

# Knowledge Check #2



A student is enrolled in a term beginning 8/15 to 12/15 and has a Work Study contract for this time period. The student withdraws from the term effective 10/15. The student can work and be paid as a WS student until 12/15.

- A. True
- B. False

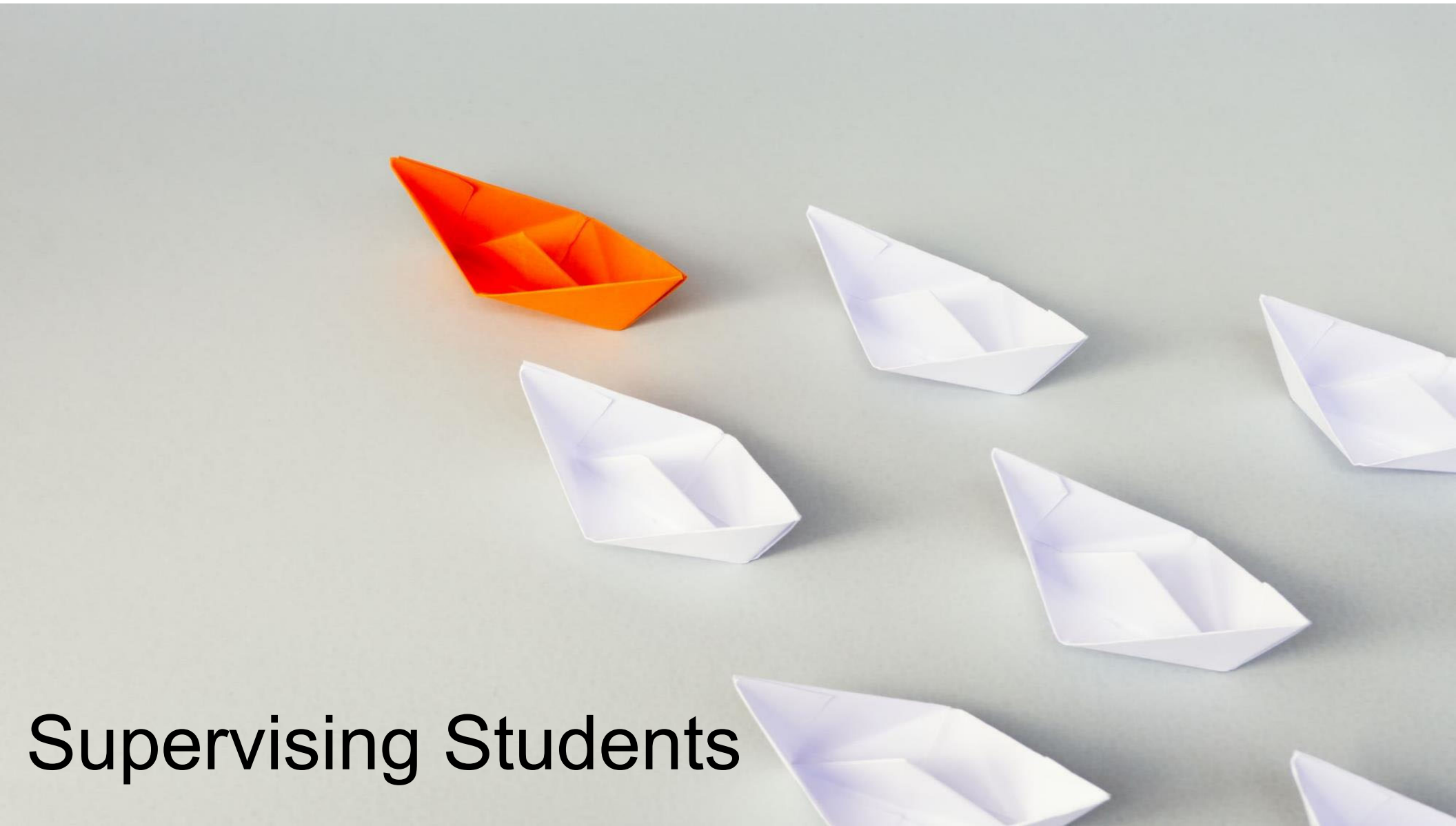
# Knowledge Check #2



A student is enrolled in a term beginning 8/15 to 12/15 and has a Work Study contract for this time period. The student withdraws from the term effective 10/15. The student can work and be paid as a WS student until 12/15.

A. ~~True~~

B. **False**



# Supervising Students

# Supervising Students - Tracking

## **QUESTION:**

How should a work site track its Work Study students.

## **ANSWER:**

There's no one answer for this. It depends on the work site.

WS Student ▾	Type ▾	Document's Time Period ▾	AVA Inquiry ▾	Submitted By ▾	Submission Date ▾	Inquiry Resolved ▾	Further Action Needed ▾	Notes ▾
B Wayne	Time Record	8/10/23 to 8/24/23	A-20230825-1234567	John Doe	08/25/2023	Y	N	
D Prince	Contract	9/01/2023 to 11/3/23	A-20230830-1234567	Jane Doe	08/30/2023	Y	N	
D Prince	Signed Contract	9/01/2023 to 11/3/23	A-20230906-1234567	Jane Doe	09/06/2023	Y	Y	Student needs to sign the SC.
C Kent	Time Record	9/01/2023 to 9/18/23	A-20230918-1234567	Jane Doe	09/18/2023	N	N	
B Wayne	Time Record	8/30/23 to 9/20/23	A-20230921-1234567	John Doe	09/21/2023	Y	N	
B Wayne	Time Record	9/23/23 to 10/1/23	A-20231002-1234567	John Doe	10/02/2023	Y	Y	Returned for non-cumulative hours on TC.
C Kent	Zero Hour Extension	12/01/2023	A-20231016-1234567	Jane Doe	10/16/2023	N		
D Prince	Contract	9/01/2023 to 11/3/23	A-20231016-1234568	Jane Doe	10/16/2023	N		Resubmit signed SC.







# Supervising Students – Performance/Conduct

## **QUESTION:**

What if a student is having performance or conduct issues?

## **ANSWER:**

A work site needs to have parameters in place to properly address conduct or performance issues. The frequency and severity of the issue should be taken into account when addressing such issues.

**Work Study Student and Worksite Agreement**

I must be receiving Veterans Affairs Educational benefits at ¾ training time or greater. If I drop a class and fall below the ¾ time rate, or my enrollment dates change, I will immediately notify VA and my Work Study site supervisor. Failure to do so may result in an overpayment of benefits which I may be responsible to pay.

I cannot begin working until I review and sign my VA Work Study approved agreement contract (VA Form 22-8692). I can work only within the contract dates and approved hours. Payments will not be processed for hours worked before the start of a contract or after the ending date of a contract. Payments will not be processed for hours that exceed the number of authorized hours shown on the time record.

I understand my Work Study check will be mailed to the address on file with VA Education benefits unless I have established direct deposit with them. I will notify my site supervisor if my address and/or VA Education benefit type changes.

I must update my VA Work Study approved time record (VA Form 22-8690) each day I work. I will ensure my site supervisor initials my time record.

I understand a time record can be submitted to Work Study every 50 hours or two weeks worked, whichever comes first. Only a site supervisor can submit a time record for payment to Work Study.

If I have questions concerning my Work Study contract or payments, I will contact my site supervisor or VA Education at 1-888-442-4551.

If I apply for and receive an advanced payment, I must work 50 hours to pay it off. Failure to do so will result in an overpayment of benefits which I may be responsible to pay.

I must submit a new Application for Work Study (VA Form 22-8691) once a year, when I change Education benefits, or I change VA approved Work Study work sites.

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Work Study Student \_\_\_\_\_ Date \_\_\_\_\_

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Work Study Site Supervisor \_\_\_\_\_ Date \_\_\_\_\_

*\*This is an example. A work site should reach out to its management, Human Resources, and/or General Counsel before implementing.*



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### **Work Study Student Statement of Understanding**

ABC University  
Veterans Resources Office  
123 Main Street, City, State, Zip

#### **ATTENDANCE**

I must notify my supervisor or a backup supervisor if I'm expected to work but cannot make it. An explanation may be required. This notification for time off must be approved in advance whenever possible. Advance notice will generally be at least the day before the leave is needed. A time off request is subject to approval based on workload and staffing. If I'm physically unable to call in or other mitigating circumstances exist, then a responsible person may make notification on my behalf. Leaving a voice mail or text message on a supervisor's telephone does not meet the requirement of requesting leave until the supervisor provides a response acknowledging his/her approval of the leave. In most cases, I must speak directly with a supervisor.

#### **HOURS OF DUTY**

I have spoken to my supervisor and understand the days and times I'm expected to be working. I'm expected to be logged into my computer at my desk or post of duty on time unless I have an excused absence. In the rare event that I may be tardy, I must notify my supervisor immediately. I understand when and how long my breaks are and am expected to return to my desk on time from those breaks.

#### **RECORDS MANAGEMENT**

I will safeguard sensitive information at all times. I won't share sensitive information with anyone who doesn't need to know, and that I have authorization to give it to (see VA Form 22-8692 for more information). I will not use my supervisor's or co-worker's accounts. I will protect my passwords and not share them. I won't dispose of work without it being properly filed and/or processed. Disposal of documents must be approved by my supervisor and within the policy of the work site.

#### **COMPUTER SYSTEMS**

I understand that it's my responsibility to always keep my worksite ID secure. This ID must be visible, above the waist, while at work. I will notify my supervisor immediately if I lose or damage my worksite ID. I will not download software to my work site's owned system. I will lock my computer before walking away from it.

#### **BUSINESS ATTIRE**

I understand the dress code policy and will adhere to it. I should select clothing that represents the office well and be mindful of the appearance made to the public and my co-workers.

#### **WORKPLACE PROCEDURES**

To respect my privacy and as a courtesy to those around me, I will not have loud conversations while on personal phone calls. I will not take personal phone calls while speaking to a customer, or during training. I can have limited access to the internet for personal use during my scheduled breaks. I am expected to display professionalism and treat co-workers and customers with courtesy and respect. Failure to do so could result in remedial or adverse action. I understand where to bring my questions, concerns, and/or grievances (e.g. supervisor, management staff, Human Resources). I will immediately notify my supervisor if I'm injured while working.



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**...Statement of Understanding continued**

## PERFORMANCE MANAGEMENT

I will not be idle while at work. I'm expected to follow the instructions given to me. I understand my duties and what is expected of me while at work. I have been given a copy of my position description. I understand the metrics for measuring my performance. Failure to meet performance expectations could result in remedial or adverse action.

I understand failure to adhere to this Statement of Understanding may result in remedial or adverse action.

Work Study Student \_\_\_\_\_ Date \_\_\_\_\_

Work Study Site Supervisor \_\_\_\_\_ Date \_\_\_\_\_

*\*This is an example. It's expected that each work site has specific guidelines and policies for all of the topics stated in their Statement of Understanding. A work site should reach out to its management, Human Resources, and/or General Counsel before implementing a Statement of Understanding.*

## Performance Measurement

## COMPONENT 1 - REPORTS

Reviews all assigned paperwork to ensure its complete and accurate. Submits paperwork in a timely manner. Maintains files in accordance with requirements set forth by the department. Follows the standard operating procedure plus other training materials when receiving, processing, and filing paperwork. Maintains workload with integrity.

**SUCCESSFUL** performance is determined by the student having no more than 3 instances of erroneous, incomplete, or late reports in a contract period.

**MEASUREMENT** is conducted under a random weekly review of work by the supervisor.

## COMPONENT 2 - CUSTOMER SERVICE

Maintains professional, positive, and helpful relationships with internal and external customers.

Exercises tact, cooperation, ability to adjust to work pressures, and handles differences of opinion in a professional manner. Follows instructions thoroughly. Effectively communicates in a courteous manner with employees, supervisors, and students.

**SUCCESSFUL** performance is determined by the student having no more than 2 instances of valid complaints in a contract period.

**MEASUREMENT** is conducted by receiving verbal and/or written feedback from internal and/or external customers. Supervisor observation will include a review of three randomly selected phone calls per contract period. A valid complaint or incident is one where a review by the supervisor, after considering both sides of the issue, reveals that the complaint/incident should have been handled more prudently and was not unduly aggravated by the complainant. Valid complaints or incidents will be determined by the supervisor and discussed with the employee.

Work Study Student \_\_\_\_\_ Date \_\_\_\_\_

Work Study Site Supervisor \_\_\_\_\_ Date \_\_\_\_\_

*\*This is an example. A work site should reach out to its management, Human Resources, and/or General Counsel before implementing a performance measurement plan.*



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Remember...document, document, document.





# Common Questions



# Common Questions

## **QUESTION:**

Can a Work Study student do homework or study while working?

Can a Work Study student be paid to travel to and from the work site, from one location to another on campus, or to an outreach event?

## **ANSWER:**

No, Work Study students working at an educational facility can perform the following tasks-

- Preparation and processing of necessary Veteran related papers and other documents at educational institutions, and the gathering of information to fulfill reporting requirements.
- Assisting with dissemination of general information regarding Veteran benefits and/or services and providing assistance to individuals in obtaining these benefits.
- Aiding Veteran students with general inquiries about Veteran benefits via phone, email, or in person.
- Maintaining and organizing Veteran related files.
- Outreach activities which involve the distribution of information about VA benefits to VA beneficiaries or potential beneficiaries, and providing assistance to them in obtaining these benefits; distributing information about other governmental programs beneficial to VA beneficiaries or potential VA beneficiaries.

# Common Questions

## **QUESTION:**

Are WS students able to work remotely?

## **ANSWER:**

Yes, however, the work site still needs to adhere to the student selection criteria, provide direct supervision, and the student must still work only on approved tasks listed on the 22-10219/position description.

# Common Questions

## **QUESTION:**

Can the student be paid for the training they need to perform their job?

## **ANSWER:**

Yes, Site supervisors are responsible for ensuring their students are trained to perform the tasks listed in their approved position description. Training for Work Study assignments should not exceed more than 20% of the authorized Work Study hours for the specified contract period. Training must be 100% related to their position as a Work Study student.

# Common Questions

**QUESTION:**

Can a work site subsidize a student's wage?

**ANSWER:**

Yes, a student who receives Work Study allowance and is assigned by VA to perform Work Study services at a school, may be paid separately by the school at a rate reflecting the difference between the amount payable by VA and the amount which the school otherwise pays to non-VA Work Study students performing similar services.

# Common Questions

**QUESTION:**

A Work Study student is applying for a loan and needs verification of employment. Can Work Study provide this?

**ANSWER:**

Work Study can provide a history of the payments the student has received. Furthermore, it's suggested the student also submit a copy of his or her current contract.

# Common Questions

## **QUESTION:**

My Work Study was injured on the job. What should I do?

## **ANSWER:**

Document what took place. Workers' compensation claims need to be filed on a CA-1 via ECOMP on the DOL-OWCP website. Attach a copy of the most recent/current Work Study contract, any medical documents on behalf of the student, and the student's position description.

Site Supervisors may use the following email address when filling out the information on ECOMP: [WORKERSCOMP.VBAVACO@va.gov](mailto:WORKERSCOMP.VBAVACO@va.gov)



# Common Questions

## QUESTION:

Can my work site manage the payment of all time records for it's students?

## ANSWER:

There's a voluntary program that allows an educational facility to do this...

# Public Law 116-154 Improvement to Work Study Act

- Allows a 154 Administering Facility (154AF) to pay Time Records to GI Bill students at their facility
- A 154AF can be an approved education facility with a Facility Code assigned to it and students receiving GI Bill benefits at that institution
- A Non-154 Administering Facility (non-154AF) is an approved VA Work Study work site that is not approved to administer the payment of Work Study benefits
- Students enrolled at 154AF educational institution and is a Work Study at a non-154AF work site; the non-154AF cannot opt-out of 154AF certification and payment system
- Approved 154AF will receive a lump sum amount which must be used to pay VA Work Study students only
- An educational institution wanting to be 154AF must complete and submit PL 116-154 Participation Form, 22-10270, within the open enrollment period and submit a Position Description with a 22-10219
- Academic year and funding: August 1st to July 31<sup>st</sup>
- See the link on the Resources page of this presentation for more in-depth training on PL-116-154

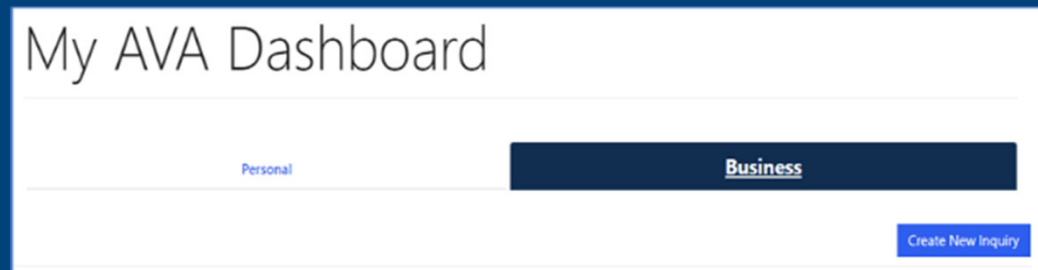
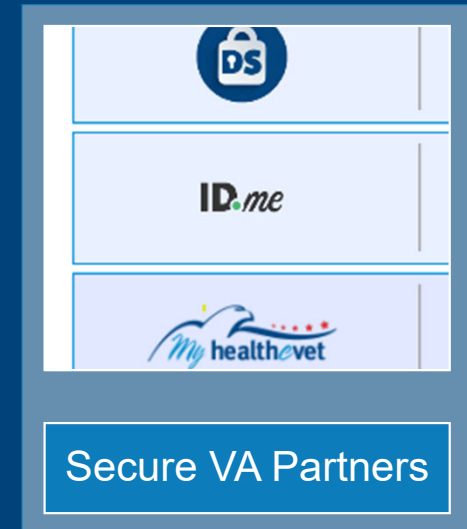
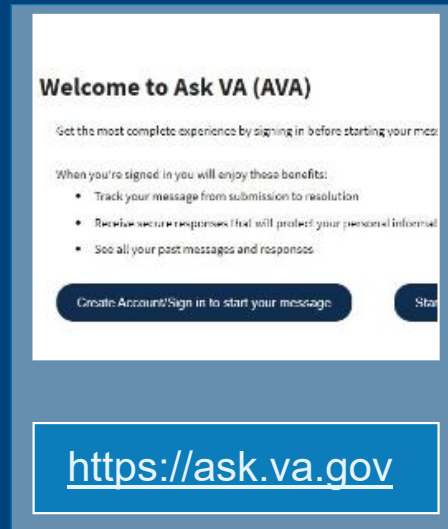
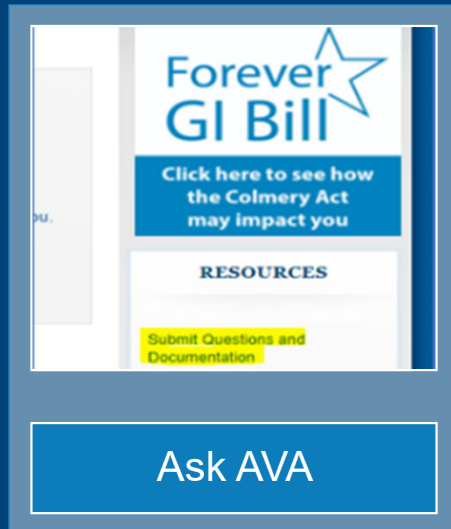
**Public Law 116-154 Improvement to Work Study Act Training Video**

# Resources

- Ask VA website: <https://ask.va.gov/>
- Work Study Site Supervisor phone number: 1-855-225-1159, option 2
- Work Study students may call: 1-888-442-4551



# Submitting VA Work Study Documents



# Submitting VA Work Study Documents

Ask.VA.gov > New Inquiry

0%

### Tell us about your question

Which category best describes your question? \* **(\*Required)**  
Education (Ch.30, 33, 35, 1606, etc. & Work Study) x Q

Which topic best describes your question? \* **(\*Required)**  
Work Study x Q

Which sub topic best describes your question? **(\*Required)**  
Application x Q

Tell us the reason you're contacting us? **(\*Required)**  
Other

Are you currently an employee of the VA?  
No Yes

I am a: **(\*Required)**  
Work Study Site Supervisor

School Facility Code  
Q

State of School  
Florida

How should we get in touch with you? **(\*Required)**  
Email

Subject **(\*Required)**  
Zero Hour and Extension Request for ACN 12345678

What is your Question? **(\*Required)**  
Requesting a zero hour and extension for John Doe.

Next

Ask.VA.gov > New Inquiry

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### Tell us about yourself

First Name <b>(*Required)</b> [Redacted]	Middle Name/Initial [Redacted]	Last Name <b>(*Required)</b> [Redacted]
Preferred Name [Redacted]	Pronouns I Use [Redacted]	Suffix [Redacted]
Daytime Phone <b>(*Required)</b> [Redacted]	Email Address <b>(*Required)</b> [Redacted]	Re-enter Email Address <b>(*Required)</b> [Redacted]

To update any of the required fields above, please choose 'Update My Profile' then save and return to this page

Previous Next Update My Profile

### Attachments

less than a minute ago Inquiry Attachment

22-10219 WS Work Site Application.pdf (1.06 MB)

Add Attachment

Previous Submit

## Your inquiry has been submitted!

Thank you for submitting your Inquiry with the U.S. Department of Veteran Affairs. It is our commitment to provide an excellent customer service experience to all Veterans and members of our Veteran community. To all who have served or continue to serve, we thank you for your service.

Your Inquiry **A-20230523-866480** has been successfully submitted. Please refer to this ID in any future communications regarding your Inquiry.

You will also receive an email confirmation for your records.

**If you are in immediate danger, please call 911. Please do not use Ask VA Inquiry for urgent needs or medical emergencies.**

For immediate help in dealing with a suicidal crisis, please call 988 and Press 1, chat online at [VeteransCrisisLine.net/Chat](https://VeteransCrisisLine.net/Chat), or text 838255.

**Questions?**







***Thank You***