

### Section III: Informal Conference

**Instructions:** Provide a summary of the discussion by listing the issue, prior decision date, and all errors of fact or law identified by the claimant and/or their representative. Do not include any new evidence or facts that were not present at the time of the prior decision.

<b>Issue:</b>	Entitlement to special monthly compensation based on aid and attendance is denied.
<b>Prior Decision Date:</b>	11/21/2022
<b>Identified Error(s) of Law or Fact:</b>	
POA cited Saunders for consideration regarding the veteran's functional impairment. The veteran has been treated at the VAMC TBI clinic to help the veteran learn how to think again and to help with his memory. The veteran's needs are well documented in the record. They would like consideration for the highest level of SMC warranted for this veteran. It is well documented that the veteran is unable to complete ADL's independently.	

### Section IV: Closing Statement

At the conclusion of any informal conference where the Veteran is present, state,

"I appreciate the discussion we had today. I will review the evidence of record and the report from this conference and issue a decision. Thank you for your time."

### Section V (Internal Only): Crisis Call Management Steps

If at any point during the informal conference there is an indication of a crisis, such as an individual with suicidal ideation, alert a coworker and/or supervisor to provide you with assistance. For situations in which there is an immediate threat and the caller is unable to maintain their or others' safety at any point in the next 24 hours, call emergency services at 911, or E911 at (267) 908-6605. For all other crisis situations, follow the guidance in the [Crisis Call Management Tip Sheet](#), including, but not limited to the following:

- Conduct a warm hand-off (conference/three-way call) of the call to the Veterans Crisis Line (VCL) by dialing (800) 273-8255 and pressing 1, or by dialing 988 and pressing 1.
- Provide the VCL the Veteran's contact information (current address/location and telephone number) and a brief context of the situation explaining why you are transferring the call.