

Quality Call December 2014 - Fiduciary Teleconference Notes Teleconference Notes

FY15-2

Held By:	Pension & Fiduciary Service – 21F2
Date/Time:	Tuesday, December 16, 2014 / 2:00pm CT

- **Introductions / Roll-Call**
- **Call Topics**
 - **Verifying/Documenting SSA Income**
 - B3 error cited due to a lack of documentation regarding the inconsistency between the Social Security Administration (SSA) income received by the Veteran per the field examiner’s report and the amount shown in SHARE. Fiduciary Manual Reference (Formerly M21-1MR, Part XI) 2.D13.f was cited as the reference.
 - When there is a discrepancy between the amount of SSA funds shown in SHARE and the amount discovered by FE upon interview via bank statements or award letter, the FE must inquire and attempt to explain the discrepancy. If there is no explanation available, that should also be noted in the field examination.
 - **Most Common References Cited in FY14**
 - Most common references cited in FY14 were B2, B3, and B4
 - Top Fiduciary Program Manual and Fast Letter references provided were:

Reference	Covers	Common Errors
FL 09-26	Revised Accounting Procedures	Bank statements for accounting period not of record
FL 11-39	Requesting criminal background checks	Background check not of record, or completed after fiduciary appointment
1.B.7.q.	Ensuring all accurate beneficiary and fiduciary information is of record and in applicable VA systems used for fiduciary work.	Accounting due dates not established and not listing current estate value
2.D.13.f.	Areas to evaluate and document for all initial appointment and fiduciary-beneficiary field examinations for adults.	Not verifying all income sources and any retroactive benefits
2.D.13.d.		Not listing major assets in field examination report
2.D.13.h.		Not listing all expenses and debts, and/or explaining any disparities
2.D.13.e.		Not verifying assets of \$5,000 or more

- **Reconsideration Decisions**
 - B4 error cited because funds on deposit over \$5K were not properly verified in accordance with FPM 2.D.13.e
 - The funds on deposit over \$5k were verified by a phone call to the bank.
 - When the fiduciary is contacted by telephone or letter, or the passbook or bank statement is unavailable during the field examination interview, a VA Form21-

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4718a, Certificate of Balance on Deposit and Authorization to Disclose Financial Records must be obtained.”

- **Reminder of FE Centralized Training 2015-2 and Instructor Changes**
 - Four instructors requested per iteration
 - Self-Assessments will be sent to all nominees
 - Selected instructors will only be required for a one week period
 - FE IWT Training for remainder of the year are as follows:
 - January 26 – February 6, 2015
 - April 6 – 17, 2015
 - July 13 – 24, 2015
- **FY15 National Training Curriculum Fast Letter**
 - FY15 Training Fast Letter approved today, 12/16/14
 - Major changes to the fast letter are:
 - Trainees (one year and under) / Experienced (more than a year)
 - Assign training by placing users into TMS Class by position and experience level
 - Technical and Developmental training are now Station-Selected
 - Station-Selected can be any course from VBA Learning Catalog, Skillsoft Catalog, and/or VALU Catalog
 - List of suggested Station-Selected courses on SharePoint
 - Locally developed training still must be submitted for approval
 - Cross-training is encouraged
- **Spring 2015 Quality Review Conference**
 - STAR is preparing to host a QR Conference in the Spring of FY 15.
 - Advised QRs to:
 - Update their travel card training, if needed.
 - Ensure that their travel card is not expired or due to expire
- **New Training & Quality SharePoint Site**
 - <https://vaww.portal2.va.gov/sites/FiduciaryService21F2/default.aspx>
 - Separate Training and Quality pages containing:
 - Calendar of events
 - FAQs
 - QR Teleconference notes, recordings, PowerPoints
 - Discussion boards
 - Training PowerPoints, and more
 - Make sure you set an Alert for each item you would like updates on
- **Open Discussion / Closing Remarks**