

Pension and Fiduciary Service National Fiduciary Quality & Training Call Notes

Call Information	Date: Tuesday, July 19, 2016
	Time: 1:00 – 2:00pm ET
	TMS: VA 4187215 (Self-Study)

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Call Meeting Minutes

Call Agenda Item	Details	
<p>Surety Bonds</p>	<p>Both courts of competent jurisdiction and VA may establish a surety bond requirement to protect beneficiary funds.</p> <p>Generally, VA requires a surety bond of fiduciaries when VA funds under management equal or exceed \$25,000. The threshold can be reached by</p> <ul style="list-style-type: none"> • release of any retroactive VA benefits of \$25,000 or more, or • release of any retroactive VA benefits that would increase the VA benefit funds under management to \$25,000 or more, • audit of an account which reveals accumulated VA benefit funds under management of \$25,000 or more, or • by the hub manager <p>Reference: FPM 3.E.22, FPM 3.E.23.a</p>	
	<p>Recognized Court Appointed Fiduciaries and Court Ordered Bonds</p>	<ul style="list-style-type: none"> • Bonds may be payable to the state or the Secretary of VA. • Acceptable documentation of an adequate bond includes: <ul style="list-style-type: none"> ○ a copy of each bond, certified by the custodian-of-record or the FE (The amount of the bond and the name and address of the surety or sureties must be included.), or ○ a separate statement by the custodian-of-record or the FE that each bond on file was personally examined. <p>Maintain documentation of acceptable bonds in the eFolder.</p> <p>Reference: FPM 3.E.24.a., FL 09-26, FPM 3.E.24.d</p>
	<p>Federal Fiduciaries and Non-Court Ordered Bonds</p>	<ul style="list-style-type: none"> • Bonds are payable to the Secretary of VA. • Verify the bond amount and payee • Verify adjustments to bonds <p>Reference: FPM 3.E.23, FL 09-26</p>



Call Agenda Item	Details	
	Changes In Fiduciary Classification	<ul style="list-style-type: none"> • Make efforts to appoint federal fiduciaries. • Field examiners should appoint a federal fiduciary, who may or may not be the court-appointed fiduciary. • Follow guidelines for oversight of federal fiduciaries when appointing a fiduciary as a federal fiduciary. <p>Reference: FPM 2.I.49.a, FPM 2.E.28, FPM 2.E.31.a</p>
	Adjusting Surety Bond Amount	<ul style="list-style-type: none"> • Use the accounting wizard in BFFS, determine VA estate increase or decreases by 20 percent or more • Request an adjustment in the bond amount when the estate changes by 20 percent of more. • Initiate adjustment action at discovery. • When the VA estate decreases to less than \$25,000, consider discontinuing the bond requirement. • Do not adjust based on anticipated benefits. <p>References FPM 3.A.02, FPM 3.E.23,</p>

Quality Error Trends

Area	Details
STAR Quality Reviews	<p>The BFFS Hub Manager Quality Review Team (HM-QRT) Report for quality review data through April 30, 2016 is available for review. Review of the VACO Quality Details (Narrative-NATIONAL) HM-QRT report shows that there were 22 errors from February 1, 2016 through April 30, 2016. The errors were all in under the Beneficiary Protection (B) category. Current weighted accuracy measures are available in BFFS and on the Director’s Performance Dashboard on PA&I website.</p> <p>A majority of the beneficiary protection errors were for:</p> <ul style="list-style-type: none"> • Future field examination scheduling <ul style="list-style-type: none"> ○ Streamlined supervision was not used when the beneficiary



	<p>met the criteria, or was applied incorrectly when the fiduciary received a fee</p> <ul style="list-style-type: none"> ○ Updates to the diary date were not made, as a result, the past due diary date was in place and the record was out of control. • Documenting income, expenses, and/or estate information <ul style="list-style-type: none"> ○ Social Security income is verified in SHARE but not documented within the report ○ Not documenting how funds were verified ○ SHARE showing a retroactive payment was received in a non-accounting case but not documented within the report • Accounting diary dates <ul style="list-style-type: none"> ○ The diary date was not updated leaving the past due diary in place and the record out of control. ○ Field examination report shows an accounting is needed, but no diary date was entered to control for an accounting • Financial statements for the entire accounting period were not of record
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Call Questions and Answers

Area	Question	Answer
P&F Service Quality and Training SharePoint Site and Quality and Training Mailbox	Should field staff continue to use the P&F Quality and Training SharePoint Site?	<p>P&F Service provides real-time quality and training updates in Knowledge Management (KM) center.</p> <p>Use the P&F SharePoint Site to upload training content submissions for which there is a request for national training learning hours. Email the FFE.VBACO@va.gov mailbox to notify P&F Service the training content is available for review.</p> <p>Please send all P&F Service email inquiries to the FFE.VBACO@va.gov mailbox. Please discontinue use of the Fiduciary Quality and Training mailbox.</p>
Review Of QRT Checklist	There are employees that cannot see the STAR quality checklist. Have there been any changes or updates to resolve this issue?	<p>We have reviewed this concern and it has been resolved as of July 15, 2016. If your hub continues to experience issues related to the review of the STAR quality checklist, please email FFE.VBACO@va.gov.</p> <p>As a reminder, the QR checklist must be “owned” by the employee for the individuals to review the results.</p>
Use of VA Form 21P-0792	Please clarify the use of the 21P-0792 for a spouse fiduciary, are they still required to complete the form?	<p>A waiver of the requirement to conduct credit and background investigations for a proposed fiduciary who is the spouse or parent of an incompetent beneficiary is permissible.</p> <p>When there is a waiver of the background and credit investigation, a VA Form 21P-0792 is not required.</p> <p>Field examiners must document the justification for investigation waivers for spouses and parents. Document all field examination information in the FELux as required by FPM.</p> <p>VA Form 21P-0792 is required prior to all background or credit investigation requests.</p> <p>Reference: FPM Chapter 2, 38 USC 5507, FPM 2.D.11.g</p>



FElux QRT Checklist Review	What information should be in the “Will this affect the VA benefit” section of the FElux?	Use the “Will this affect the VA benefit” section in the FElux to indicate any impact the changes in income may have on the VA benefit. This may include, but is not limited to, changes in Medicaid status or income from any source. Reference: FPM 4.C.11
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Recent Fiduciary Program Updates

Date	Area	Details
July 6, 2016	Manual update	Chapter 7 – Promulgation released

Ongoing Events

Date	Event
July 11, 2016	FE Centralized Training, Class 2016-4 (ends July 22, 2016) FE Journey Level Self Study Course (JLSSC) 2016-3 (ends September 9, 2016) National IPRs for TPR Cases
September 30, 2016	Extended Completion Deadline for the FE Misuse Web-based Training
Ongoing	FPM manual updates and form revisions

Next Monthly Quality & Training Call

The next National Fiduciary Quality & Training Call is on **Tuesday, August 16, 2016**.

This call is the third Tuesday of each month. P&F Service will send call information and Lync Meeting invite directly to field QRT personnel.

Please send an email to FFE.VBACO@va.gov notifying P&F Service of any changes to local QRT personnel. P&F Service maintains a distribution list of all field QRT personnel for notification of upcoming Quality and Training calls.



Comments and Questions

Submit all comments and questions regarding these call notes and future calls to FFE.VBACO@va.gov.

