

# Pension and Fiduciary Service National Fiduciary Quality & Training Call Notes

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<b>Call Information</b>	Date: Tuesday, September 20, 2016
	Time: 1:00 – 2:00pm ET
	TMS: VA 4191622 (Self-Study)

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## Call Meeting Minutes

Call Agenda Item	Details
<p><b>Local Training Submissions</b></p>	<p>P&amp;F Service launched a new SharePoint site for submitting locally created training for approval towards station-selected hours. Effective September 20, 2016, hubs must submit all local training submissions through the new SharePoint site. Please discontinue use of the old Quality &amp; Training SharePoint site.</p> <p>The new training submission site is a part of the Fiduciary Work Site SharePoint and is located at:  <a href="http://vaww.infoshare.va.gov/sites/21PFSService/Fiduciary_Staff/BFFS/TrainingVACO/SitePages/Home.aspx">http://vaww.infoshare.va.gov/sites/21PFSService/Fiduciary_Staff/BFFS/TrainingVACO/SitePages/Home.aspx</a>.</p> <p>To submit a training package,</p> <ul style="list-style-type: none"> <li>• select the <b>Submit Local Training Request</b> button,</li> <li>• fill out the <b>Local Training Request Form</b>,</li> <li>• <b>attach</b> the training materials, and</li> <li>• select <b>Save and Submit Training Request</b>.</li> </ul> <p>P&amp;F Service will provide status updates via email to the submitter.</p>
<p><b>Home Loan Concurrence</b></p>	<p>Fiduciary personnel have a duty to report changes that may affect benefit entitlement to the Pension Management Center per Fiduciary Program Manual (FPM) 4.C.11.a/b. Give special attention to the income and net worth reported in home loan applications for non-service-connected pension recipients as any changes can increase, reduce, or terminate pension benefits.</p> <p>Carefully review loan applications and field examination reports and compare them with the income and net worth used to determine the rate of pension. This information can be found by reviewing SHARE and/or benefit applications in VVA or VBMS.</p> <p>There is refresher training on <i>Reviewing VBA Systems for Income, Assets, and Medical Expenses</i> available under TMS VA 4175761.</p>



Area	Details
<p><b>Quality Error Trends</b></p>	<p>The Director’s Dashboard has the August 2016 weighted accuracy results posted, which shows a national accuracy of 87.6% for the three-month period of April through June 2016.</p> <p>P&amp;F Service cited 83 errors during this time, and 51% of them were in the Beneficiary Protection category. Specifically, the errors relate to:</p> <ul style="list-style-type: none"> <li>• Proper investigation and qualification of a proposed fiduciary,</li> <li>• Proper assessment of dependent needs,</li> <li>• Utilizing alternate supervision appropriately,</li> <li>• Proper development and documentation of welfare and fund usage issues,</li> <li>• Establishing an accounting due date when required,</li> <li>• Ensuring bank statements for the entire accounting period are of record, and</li> <li>• Establishing correct diary dates to control for future accountings.</li> </ul> <p>The <i>VACO STAR Quality Review Analytic Reports</i> in BFFS now contain data through July 2016.</p>
<p><b>TPR IPR Trends</b></p>	<p>P&amp;F Service has completed 125 in process reviews (IPRs) of the targeted program review (TPR) cases per PL 21-16-01.</p> <p>Of the cases reviewed, 68 cases (54%) contained errors. These errors are non-punitive and do not count against a hub’s local or national accuracy rate. The majority of errors were in the EP 609 Review and Administrative Action categories.</p> <p>Specifically, the errors relate to:</p> <ul style="list-style-type: none"> <li>• Use of proper end product (EP) controls and labels,</li> <li>• Appropriate notifications (letters, calls) to beneficiaries and power of attorneys,</li> <li>• Completion of required reporting fields in BFFS (“Initial Request for Appointment Information” fields), and</li> <li>• Proper execution of Change of Fiduciary Command (CFID).</li> </ul> <p>P&amp;F Service is creating additional reports to track IPR error trends in BFFS. P&amp;F Service will notify the hubs when these additional reports are available in BFFS.</p>



<b>Knowledge Management Update</b>	On October 3, 2016, P&F Service will streamline the file structure of the Fiduciary Knowledge Management (KM) portal to make articles easier to find and the layout more intuitive. Temporary articles will hyperlink users to the new location of content followed by the taxonomy change.
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Area	Details
<b>FPM Chapter 5 Misuse Training</b>	<p>P&amp;F Service will release FPM Chapter 5, Misuse, on October 3, 2016. Several changes were implemented in the rewrite of Chapter 5 to include:</p> <ul style="list-style-type: none"> <li>• updated program language</li> <li>• changes to layout of the chapter,</li> <li>• additional stages in the misuse process, and</li> <li>• revised documentation procedures.</li> </ul> <p>On October 3, 2016, P&amp;F Service will assign mandatory change training for all hub personnel in TMS. P&amp;F Service provided a Train-the-Trainer presentation to QRT during the call.</p>

### Questions from the Field

Area	Question	Answer
<b>Home Loan Concurrence Memos</b>	Will errors be called on the field if notification is not provided to the Pension Management Center on changes to income and/or net worth?	No, P&F Service does not review home loan concurrence memos as part of National STAR quality reviews.
	What do we do if Home Loan Guaranty does not provide us with copies of the VA Form 26-6393, <i>Loan Analysis</i> , or other loan application forms?	Please request that your points-of-contact in the Regional Loan Centers provide the loan application forms to you. Review this information and evidence when determining whether the beneficiary's situation supports use of a VA-guaranteed home loan.
<b>TPR IPRs</b>	We are finding that errors called on TPR cases were actually made by a different office but then brokered to our	IPRs are non-punitive. However, the last fiduciary hub to work the TPR case is responsible for ensuring that all information on the case is



	hub for completion. Are we required to make corrections on those errors?	accurate and must take any necessary corrective action.
	How do we handle errors called for missing information in the Initial Request for Appointment fields when the information does not exist such as Service Number and PFOP?	Hubs must fully complete the Initial Request for Appointment (VA Form 21-592) fields in the BFFS beneficiary record. If there is no information to provide in a field (such as PFOP), then the hub must document it as such (i.e. "none", "n/a", "zero"). It is not acceptable to input "See eFolder." Please note that P&F Service is working on streamlining this section of BFFS and will provide further information to all hubs in the future.
<b>Knowledge Management</b>	Will you still provide links on the front page of KM for any recent changes or additions?	Yes, P&F Service will feature new changes under the Breaking News section on the KM homepage.
<b>Misuse</b>	Is a face-to-face examination with the misusing fiduciary required if you reach them by telephone and they refuse to meet with you in person?	No, a face-to-face is not required when <ul style="list-style-type: none"> <li>• sufficient attempts are made to meet with the fiduciary in person,</li> <li>• due diligence is exercised, and</li> <li>• all attempts are documented.</li> </ul>
	Do we have to replace a fiduciary within 60 days even if no misuse is found?	Hubs have 60 days to make a misuse determination. When no misuse is found, the Fiduciary Hub Manager may decide to appoint a successor if deemed necessary.  Follow procedures in FPM, Chapter 2 for appointment of a successor fiduciary.
	Will this new guidance regarding collecting surety bonds be for all cases we previously have not been able to collect on a bond, or from point forward?	FPM Chapter 5 now clearly indicates the requirement for fiduciary personnel to attempt collection on surety bonds. It also provides information on who to notify when there are issues collecting. This



		guidance is effective on cases from point forward.
	What should we do about past cases that we have not been able to collect on the bond and we have requested Regional Counsel assistance?	Please send a list of the cases and the emails sent to Regional Counsel to the F&FE inbox. P&F Service will provide assistance.
	The new chapter provides that misuse allegations may be established on SDP beneficiaries. Have you ever seen misuse in these instances?	P&F Service assumes that misuse for SDP beneficiaries only occurs in rare situations. However, it is possible, so the Fiduciary Program Manual now contains guidance.



## Ongoing Events

Date	Event
September 29, 2016	Completion Deadline for the Expedited Spouse Fiduciary Appointment Training
October 30, 2016	Updated Completion Deadline for the FE Misuse Web-based Training
October 3, 2016	Tentative release date of FPM Chapter 5, <i>Misuse</i>
October 4, 2016	BFFS User Acceptance Testing - Testers Requested
November 3, 2016	Tentative Completion Deadline for FPM Chapter 5 Misuse Change Training

## Next Monthly Quality & Training Call

The next National Fiduciary Quality & Training Call is on **Tuesday, October 18, 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](mailto: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](mailto:FFE.VBACO@va.gov).

