

Pension and Fiduciary Service National Fiduciary Quality & Training Call Notes

Call Information	Date: Tuesday, October 18, 2016
	Time: 1:00 – 2:00pm ET
	TMS: VA 4194184 (Self-Study)

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Call Meeting Minutes

Call Agenda Item	Details
Training Updates	<p><u>LEGAL INSTRUMENTS EXAMINER (LIE) CURRICULUM</u></p> <p>Pension and Fiduciary (P&F) Service completed several tasks associated with the new LIE Centralized Training curriculum.</p> <p>P&F Service completed the following steps with the assistance of SMEs from the field:</p> <ul style="list-style-type: none">• Updated results of Competency Model Reports, Work Rate Measurement Study, and LIE Productivity Tool• Developed competencies, sub-competencies, and behavioral indicators• Created process-based list of trainings• Developed course outlines <p>The next phase is the development of course content with the assistance of field SMEs.</p> <p><u>FISCAL YEAR (FY) 17 National Training Curriculum (NTC)</u></p> <p>P&F Service will release the FY17 NTC by the end of October 2016. The NTC will be included in Chapter 9 of the Fiduciary Program Manual. The NTC now covers QRT personnel. All QRT must complete 40 learning hours, which includes 10 hours of mandatory training.</p>



Area	Details
<p>Quality Error Trends</p>	<p>The Director's Dashboard has the September 2016 weighted accuracy results posted, which shows a national accuracy of 86.87% for the three-month period of May 2016 through July 2016.</p> <p>P&F Service cited 96 errors during this time, and 45% of them were in the Beneficiary Protection category. Specifically, the errors relate to:</p> <ul style="list-style-type: none"> • Obtaining bond verification prior to accounting approval • Assessing dependent needs, • Utilizing alternate supervision appropriately, • Obtaining a properly executed VA Form 21-0792 prior to requesting a credit report, • Establishing an accounting due date when required, • Ensuring bank statements for the entire accounting period are of record, and • Establishing correct diary dates to control for bond verification. <p>Some examples include:</p> <ul style="list-style-type: none"> • An accounting due date was not established in BFFS when an accounting was required for a beneficiary in receipt of compensation at the 100% rate. • Authorization on VA Form 21-0792 was obtained after the credit report and criminal background check were completed. • The accounting was approved prior to receipt of all bank statements for the entire accounting period.



Quality Reports

P&F Service created VACO STAR Quality Review Analytic Reports to assist fiduciary hubs in identifying quality trends and reviewing details of specific cases. Fiduciary hubs may access the following reports by hub in the BFFS “Reports” section under “HM – QRT.”

1. HM – QRT – VACO Quality Accuracy

- Displays errors found by the total number of quality reviews.
- Ability to ‘Click-Through’ to “IC – VACO Quality Error Analysis”

2. HM – QRT – VACO Quality Details (Narrative)

- Displays a detailed report to include the case and the explanation of each error found by all questions asked in the Quality Review Checklist.
- Ability to ‘Click-Through’ to the associated Work Item, the associated beneficiary record, and to the “IC – VACO Quality Accuracy (Totals by Question)”

3. HM – QRT – VACO Quality Accuracy (Totals by Question)

- Displays breakdown of errors found within the “Top Questions.”
- Ability to ‘Click-Through’ to “IC – VACO Quality in Depth NATIONAL Accuracy” and “HM – QRT – VACO Quality Accuracy”

4. HM – QRT – VACO Quality in Depth NATIONAL Accuracy (Totals by Top Questions-Sub Questions and Work Item Type)

- Displays total errors found, by questions asked in the Quality Review Checklist, per work item

The *VACO STAR Quality Review Analytic Reports* now contain data through July 2016. P&F Service recently updated the narrative reports to exclude in process reviews (IPRs). Please note IPRs do not count towards National quality accuracy measures. IPR narrative data is now available through a new report titled *HM - QRT - VACO IPR Quality Details (Narrative - NATIONAL)*.

In addition, all narrative reports now contain the following fields:

- Work Item (WI) Completed Date
- Review Date (by VACO)
- Recon Status



<p>Target Program Review (TPR) IPR Trends</p>	<p>P&F Service identified processing errors in TPR cases in the following three categories.</p> <ul style="list-style-type: none"> • End Product (EP) Control: EP 850 was not established to control the identified case. Please notify P&F Service of all cases needing an EP 850 by emailing the F&FE mailbox. P&F Service will not call an IPR error for cases missing an EP 850, as VACO is responsible for the establishment of this EP. • 592 Fields: All applicable “Initial Request for Appointment Information” fields are not fully completed in BFFS. “See eFolder” is not an appropriate response. P&F Service will cite an IPR error unless all applicable fields are completed. • Brady Act Call Attempts: Brady Act call attempts are not of record when the hub has sent due process letter. Hubs are required to make telephone contact with the beneficiary for all cases to discuss the Brady Act when the hub sends the due process notification letter. Please check VBMS notes section for prior call attempts.
<p>Misuse Updates</p>	<p>MISUSE IPR CHECKLIST</p> <p>P&F Service is developing an IPR checklist for misuse cases. On November 3, 2016, misuse cases will be eligible for IPR review. IPRs are non-punitive reviews conducted while the misuse protocol is in process. IPRs will enable P&F Service to identify training needs and evaluate existing policy and procedures.</p> <p>The IPRs focus on documentation of the individual steps throughout the process. Please note that all required documentation must be available for review in the eFolder; therefore, the fiduciary hub must ensure employees upload all supporting documents to the eFolder throughout the misuse protocol.</p> <p>The November 19, 2016, BFFS 3.7 release will include the required IT updates to ensure BFFS works in alignment with the new policy and procedures. Misuse IPRs will not address errors related to BFFS updates until after BFFS 3.7 release.</p> <p>P&F Service will provide the misuse IPR checklist to management and field QRT personnel prior to conducting any misuse IPRs.</p>



	<p><u>CHAPTER 5 FAQs</u></p> <p>P&F Service has received several questions regarding the FPM Chapter 5 rewrite. P&F Service will consolidate all questions and publish responses to the Fiduciary Knowledge Management site.</p> <p>Please continue to submit questions to the F&FE mailbox.</p>
<p>Expedited Spouse Notification Letters</p>	<p>Guidance for Spouse Fiduciary Expedited Appointment in conjunction with Policy Letter 21-16-01:</p> <ul style="list-style-type: none"> • Does not require the collection of income and expense information during the expedited appointment (collected at one year face to face visit) • Does require the hub to send a copy of the Freeman letter to the beneficiary, which automatically generates expense information. <p>Hubs should remove expense information from the Freeman letters only in cases processed under expedited spouse guidance.</p>
<p>Streamlined Supervision Error Trends</p>	<p>P&F Service will cite a substantive error under the B3e category of the National fiduciary quality review checklist in any of the following circumstances:</p> <ul style="list-style-type: none"> • Streamlined field examination scheduled in three years, but required in two years. • Personal field examination scheduled in three years, but meets the criteria for streamlined supervision in two years. • Streamlined supervision scheduled, but there is no license expiration date documented. • Streamlined supervision scheduled, but the license date is expired. • Field examinations inappropriately scheduled for personal contact. • Field examinations with a past due diary date recorded in BFFS.



Questions from the Field

Area	Question	Answer
Quality Error Trends	Will P&F Service require two bonds when VA appoints a court appointed fiduciary as a federal fiduciary?	P&F Service is currently developing a national training on bonds. The release date is to be determined.
	On the last call, P&F Service mentioned the type of errors that have been cited. Can P&F Service provide details of the cases/scenarios?	Please review the Quality Error Trends section above for specific examples of cited errors and review the report in BFFS titled HM-QRT-VACO Quality Details (Narrative) for additional narratives of cited errors.
Quality Reports	Can P&F Service demonstrate how and where we should be reviewing our hub's national quality?	Please review the Quality Reports notes section. The report in BFFS titled <i>ICR-VACO-OFO-Fiduciary DASHBOARD Measure Report</i> contains quality accuracy rates.
Expedited Spouse Notification Letters	The expedited spouse fiduciary notification letter template does not address the budget. The Freeman letter generates budget information to the Veteran. Is it the intention of P&F Service to remove the budget information section from the Freeman letter?	Yes, please review the Expedited Spouse Notification Letters section above for additional information.
Streamlined Supervision	There is no checklist that covers Fast Letter 14-11, <i>Follow-up Fiduciary Field Examinations – Streamlined Oversight</i> . Will P&F Service develop a checklist that notes errors and comments similar to the STAR Fiduciary Checklist or the IPR Checklist for streamlined supervision?	No, P&F Service is currently working on a new STAR Fiduciary Checklist. A separate checklist for streamlined supervision is not forthcoming as guidance may change. Please review the Streamlined Supervision Error Trends section above for common substantive errors cited under streamlined supervision guidance.



Ongoing Events

Date	Event
October 28, 2016	Completion of FE Centralized Training FY 2017-1
November 3, 2016	Misuse cases subject to in process review
November 19, 2016	Release of BFFS 3.7

Next Monthly Quality & Training Call

The next National Fiduciary Quality & Training Call is on **Tuesday, November 15, 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.

