Pension and Fiduciary Service National Fiduciary Quality & Training Call Notes

Call Information	
	Date: Tuesday, November 15, 2016
	Time: 1:00 – 2:00pm ET
	TMS: VA 4194185 (Self-Study)

Contents

Call Meeting Minutes

Call Agenda Item	Details
IPR Error Trends	To date, Pension & Fiduciary (P&F) Service has completed 265 in process reviews (IPRs). The national accuracy rate is currently 51 percent. P&F Service cited 252 errors on 131 cases. The majority of errors fall under the Administrative Actions and the End Product (EP) 609 Review Categories. Specifically, the errors relate to: • Proper use of EP controls and labels • Appropriate notifications (letters, calls) to beneficiaries and power of attorneys • Completion of mandatory reporting fields in BFFS ("Initial Request for Appointment Information" fields) • Proper execution of Change of Fiduciary Command (CFID) • Input of the proposed rating date in the "Date of Letter" field in the Work Item
Quality Error Trends	The October 2016 Director's Dashboard fiduciary accuracy measure is unavailable at this time. The Office of Performance Analysis and Integrity (PA&I) is working to complete the weighted accuracy calculations. PA&I will post the weighted accuracy results as soon as they are available. P&F Service cited 115 errors during the completion period which covers cases completed from June 1, 2016 through August 31, 2016. The majority of errors fall under the category of Administrative Errors (62 errors). Specifically, the errors relate to: • Notifying beneficiaries and their representatives of our selection of a fiduciary to manage the beneficiary's funds • Utilizing alternate supervision appropriately based on eligibility criteria • Verifying field examination reports are professional and proofread/edited • Updating BFFS to reflect information obtained from the corresponding Work Item

	The second highest number of errors fall under the category of Beneficiary Protection (53 errors). Specifically, the errors relate to: • Obtaining a criminal background check and credit report prior to the date of the VA Form 21-0792 • Documenting character witness contact properly • Documenting the beneficiary's major assets • Applying Streamlined Oversight when the beneficiary is eligible • Verifying dependent needs are met • Noting income and expense information in the field examination report • Updating BFFS to establish an accounting due date or the next accounting due date • Verifying financial statements are present for the entire accounting period • Verifying bond information • Completing VA Form 21-0520 when a fee is recommended
Local Quality Reports	As of November 19, 2016, two new reports for tracking local quality are available in BFFS. • ***My Local Quality*** displays an individual employee's quality for a given fiscal year. • ***Hub Management Local Quality*** allows management and QRTs to run reports on specific employees for a given fiscal year. These reports include work items or tasks in a pending or completed status.
Home Loan Requests	The Fiduciary Program Manual, 2.E.28.c provides policy for the purchase of real estate by beneficiaries and spouse fiduciaries. Upon receipt of a home loan request from Loan Guaranty, the hub manager (or designee) must: • Evaluate the evidence of record • Ensure evidence is sufficient (adequate and recent) • Make a determination (concur or non-concur) • Prepare a memo and timely send to P&F Service at the F&FE Mailbox (VAVBAWAS/CO/F&FE) The memo must provide the following: • Beneficiary's income • Beneficiary's expenses (include the proposed home loan payment) • Funds Under Management (FUM)

	• How maintenance of the home will be addressed • Who will reside in the home • Other information deemed necessary to support the hub manager's decision P&F Service will: • review the information of record, • request clarification, if needed, and • provide concurrence when in the beneficiary's best interest. The P&F Service Assistant Director or designee reviews all determinations of non-concurrence and issues the final decision. P&F Service does not grant or deny the loan.
VA Form 21P-4706b Updates	Updates were made to VA Form 21P-4706b, Federal Fiduciary's Account, in July 2016. BFFS accounting call letters were updated to include the new form effective September 1, 2016. When reviewing accountings requested after September 1, 2016, if the fiduciary submits a previous version of the form, hub personnel should request completion of the July 2016 version prior to approving or denying the accounting. Effective November 21, 2016, P&F Service will call a National quality error on any accounting approved without the appropriate form in accordance with the above guidance.

Questions from the Field

Area	Question	Answer
Accountings	When an LIE first disapproves an accounting and sends an accounting disapproval letter, a BFFS task titled "Accounting Disapproval First Notice" is auto generated under the 565 or 560 work item and assigned to the LIE. Is the LIE required to leave this task pending/open and assigned to them in order to control for follow up on the 560/565 work item?	No. After mailing the letter, employees should mark the task complete.

Streamlined Supervision	Is FL 14-11 policy applicable when the fiduciary receives a court fee only?	No. FL 14-11 states that the policy for streamlined supervision does not apply when the fiduciary receives a fee for managing the beneficiary's VA benefits. This applies to a fiduciary receiving a federal or court fee for managing the beneficiary's VA benefits.
	Is refresher streamlined supervision training coming?	P&F Service is currently revising the policies concerning streamlined supervision. Following release of the revised policy, P&F Service will provide training to all hub personnel.
Misuse	Can calculating how much of VA funds were misused be re-addressed?	P&F Service is currently developing a misuse calculation tool in BFFS. Upon release of the tool, training will be provided to all hub personnel.

Ongoing Events

Date	Event
November 3, 2016	Misuse cases subject to IPR review
November 19, 2016	BFFS 3.7 Release
January 23, 2017	FE Centralized Training FY 2017-2

Next Monthly Quality & Training Call

There will be no National Fiduciary and Quality Training call in December. The next National Fiduciary Quality & Training Call is on **Tuesday, January 17, 2017.**

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

Comments and Questions

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