Pension and Fiduciary Service

National Fiduciary Quality & Training Call Notes

|  |  |
| --- | --- |
| **Call Information** | Date: Tuesday, June 20, 2017 |
| Time: 1:00 – 2:00 pm ET |
| TMS: VA 4212726 (Self-Study) |

Contents

[Call Meeting Minutes 3](#_Toc486244274)

[Quality Review Checklists 3](#_Toc486244275)

[Idea House Initiative 3](#_Toc486244276)

[Centralized Training Updates 4](#_Toc486244277)

[Local Quality BFFS Reports 4](#_Toc486244278)

[Loan Guaranty Concurrence Memos 5](#_Toc486244279)

[National Misuse IPR Review Update 5](#_Toc486244280)

[Misuse Training Tools 6](#_Toc486244281)

[Questions from the Field 6](#_Toc486244282)

[Ongoing Events 7](#_Toc486244283)

[Next Monthly Quality & Training Call 7](#_Toc486244284)

# Call Meeting Minutes

|  |  |
| --- | --- |
| **Call Agenda Item** | **Details** |
| Quality Review Checklists | In collaboration with the Office of Field Operations, the fiduciary hubs, and the labor union, P&F Service working to update the quality review checklist. P&F Service proposes to move to create two processed-based checklists that evaluate the Field Examination and Accounting Processes. The checklists are not final and are subject to change.  **Areas of Review on Field Examination Checklist**   * Competency Determinations * Field Examinations * Streamlined Field Examinations * Finalizing Field Examinations * Fiduciary Adjustments * Administrative (Comments)     **Areas of Review on Accounting Checklist**   * Accounting Audits * Funds Under Management Protection * Accounting Disposition * Administrative (Comments) |
| Idea House Initiative | VA employees may go to the [Idea House](https://vaideahouse.ideascale.com/a/ideas/random/campaigns/60981) to submit ideas between  June 19, 2017, through July 21, 2017.  The Idea House enables innovation and organizational collaboration within the agency. Under the current Fiduciary appointment program, it takes about 75 days to appoint a fiduciary once a need is identified. The Fiduciary team is soliciting ideas on how to improve the process to improve service to this vulnerable beneficiary population.  A long term goal of Fiduciary Service is the ability to appoint a fiduciary to our most vulnerable beneficiaries within 30 days of identified need. We are looking for improvements we can implement in the near future, and long term solutions that we can plan and budget for to reach this timeliness goal. We are asking our community to submit innovative ideas that:  1. Identify policies or procedures that if removed, or changed, would improve fiduciary appointment timeliness and/or process. 2. Identify technology enhancements to current fiduciary applications which we can implement to improve system performance. 3. Identify forward-thinking ideas to improve our fiduciary appointment timeliness without sacrificing quality to include legislative changes, automation, and technology solutions.   . |
| Centralized Training Updates | **Field Examiner (FE) Centralized Training**  P&F Service will conduct FE Centralized Training 2017-4 July 10-14, 2017. The date for hub management to submit nominations for this session has passed.  **Fiduciary Service Representative Training**  P&F Service received input from the hubs and made adjustments to the training topics. P&F service is currently creating the training in a topic-based format, and we are planning to have the training material available by the end of the fiscal year. |
| Local Quality BFFS Reports | Pension and Fiduciary (P&F) service created three new local quality reports as a result of feedback from field users.  There are three variations of the same report:   * **HM-QRT-Hub QA Metrics Range by Employee** (displays specific employee data) * **HM-QRT-Hub QA Metrics Range by Coach** (displays all errors for a specific coaches team) * **HM-QRT-Hub QA Metrics Range** (displays all errors for the entire hub) |
| Loan Guaranty Concurrence Memos | The Fiduciary Program Manual, **4.F.3.g.**provides policy for the purchase of real estate by beneficiaries and spouse fiduciaries.  P&F Service and hubs must respond to the Regional Loan Centers (RLC) request for Loan Guaranty concurrence memos within five days from the date of request.  To assist in this quick turn-around, P&F Service requires the hub submit the following documents for :  loan analysis  loan application   * hub memo of concurrence (or non-concurrence) * Regional Loan Center memo to the hub, and * a recent budget letter.     Hubs gather and use these documents to complete a response; forward these documents to VACO upon completion.  If the concurrence request is directly from the Veteran/beneficiary, forward the conventional loan application along with the above documents to VACO.  **Note:** The RLC memo will not be available for a conventional loan.  If the requestor is a spouse in receipt of VA benefits and awarded a certificate of eligibility (COE) from Loan Guaranty, request the Regional Loan Center makes note that the COE is provided within the RLC memo.  The COE is not needed, only verification of issuance.  For conventional loans, request information on COE issuance from the RLC to notify VACO. |
| National Misuse IPR Review Update | The cumulative National Misuse Quality Accuracy rate is 26% for the period of November 3, 2016- February 28, 2017.  P&F Service provided examples of the most common errors identified in February 2017.   * Failure to merge fiduciary records (29) * Failure to establish the Misuse Allegation within two business days (29) * Incorrect receive date recorded in BFFS (29) * Misuse Investigation Report lacking all required information (21)     As a reminder, any misuse related questions must be sent to P&F Service misuse mailbox at VAVBAWAS/CO/FIDMISUSE**.** |
| Misuse Training Tools | P&F Service provided a live demonstration of updated Fiduciary Program Guide (FPG) misuse articles. The updated articles are available in Knowledge Management (KM).  The new misuse FPG articles are:   * 1. Misuse Indicators and Allegation Creation   2. Misuse Allegation   3. Misuse Determination   4. Misuse Reconsideration   5. Misuse IG Referral   6. Misuse Debt Creation and Collection   7. Misuse Debt Revision   8. Misuse Reissuance and Negligence Determination   9. Misuse Resources   10. Misuse Process Error Checklist |

# Questions from the Field

P&F Service will provide responses to policy and procedural questions on the appropriate Frequently Asked Questions (FAQ) document within Knowledge Management.

|  |  |  |
| --- | --- | --- |
| **Area** | **Question** | **Answer** |
| **VA Form 21P-4703 Fiduciary Agreement** | How should hub personnel instruct fiduciaries to complete item #7 on the VA Form 21P-4703, *Fiduciary Agreement*? | P&F Service has requested updates to the February 2016 version of VA Form 21P-4703, *Fiduciary Agreement*.  Until revisions to the VA Form 21P-4703 are available, hub personnel should instruct proposed fiduciaries to complete items #7 and #9e as follows:   1. Select “Legal Custodian” when completing item #7 regardless of the fiduciary type being appointed (spouse, VA-appointed, or Court-appointed (VA-recognized) fiduciary. 2. Enter the title of fiduciary title for which the fiduciary will serve in item #9e as either  * Spouse Fiduciary, * VA-appointed Fiduciary, or * Court-appointed Fiduciary (VA recognized).   Do not select Custodian In-Fact or Institutional Payee on VA Form 21P-4703 (version 2/16) as these titles are not acceptable.  As a reminder, fiduciaries are not required to complete the “Paid From VA Benefit’ column in the Funds Usage Agreement section, Part II-Expenses.  Hubs do not need to take action to update/revise forms completed prior to this guidance.  *Reference:* 38 CFR 13.58 states that the person or legal entity appointed legal custodian is the person or legal entity caring for and/or having custody of the beneficiary or the beneficiary's estate. |
| **Quality Reporting Timetable** | Is there a time table for the next update to HM – QRT VACO Quality Details (Narrative – National) report? Currently, the report runs through January 31, 2017. | P&F Service will notify QRT personnel when February 2017 (and subsequent months) quality accuracy rates are available. |

# Ongoing Events

|  |  |
| --- | --- |
| **Date** | **Event** |
| July 10-14, 2017 | FE Centralized Training 2017-4 |
| July 21, 2017 | Final Day for Idea House Submissions |

# Next Monthly Quality & Training Call

The next National Fiduciary Quality & Training Call is on **Tuesday, July 18, 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](mailto:FFE.VBACO@va.gov) notifying P&F Service of any changes to local QRT personnel.

Submit all comments and questions regarding these call notes and future calls to [FFE.VBACO@va.gov](mailto:FFE.VBACO@va.gov).