



Pension and Fiduciary (P&F) Service

Fiduciary Quality Call

Date: January 21, 2021

TMS: # VA 4564752

AGENDA TOPICS

- [ITEM 1: STAR Error Trends – December Reviews](#)
- [ITEM 2: Follow Up Field Examinations](#)
- [ITEM 3: Notification Letters Returned as Undeliverable](#)
- [ITEM 4: Local Quality Reviews in QMS](#)
- [ITEM 5: Local Quality Checklists to Align with Current FPM](#)
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AGENDA ITEMS

Agenda item: STAR Error Trends – December Reviews **Presenter:** Felecia Roberts, Analyst

Target Audience:
Quality Review Specialists (QRS) and Quality Review Team (QRT) Coaches/Assistant Coaches

Discussion:

Field exam report missing income, expenses, and assets.
Field exam due date, type of contact not updated.
Budget letter not of record in the eFolder.
Funds Under Management not updated.
Accounting due date not properly established.
Field exam report not of record in the eFolder.
The beneficiary qualifies for annual written contact only, but was scheduled for a follow-up field exam.
Accounting Period Start Date and Accounting Period End Date not properly updated.
The account was not properly titled.

References/Contacts

- ✓ Email dated January 5, 2021

Agenda item: Follow Up Field Examinations

Presenter: Alvin Hill, Analyst

Target Audience:

Quality Review Specialists (QRS) and Quality Review Team (QRT) Coaches/Assistant Coaches

Discussion:

Hub personnel must evaluate the beneficiary's situation and determine the least intrusive method of beneficiary oversight. The three methods of future beneficiary follow-up include:

- Annual Written Contact. This is the least restrictive form of regular contact. FPM II.2.D.1.c. provides a table that outlines who is eligible for annual written contact only. Annual written contact is required for all beneficiaries. While all beneficiaries in the Fiduciary Program receive written contact from VA annually, some beneficiaries fall into a sub-category of written contact called annual written contact only. When updating the beneficiary record, a date is required in the Annual Letter Date field regardless of whether the beneficiary qualifies for written contact only.
- Biennial Telephonic or Face-to-Face Contact. In the event the beneficiary does not meet the qualifications of annual written contact, FPM I.2.D.1.d. and I.2.D.1.e. provide guidance for using biennial telephonic or face-to-face contact.

Additionally, FPM I.2.D.1.f-g. provides guidance on exceptions to the requirements for beneficiary oversight and oversight for insurance cases.

References/Contacts

- ✓ [FPM I.2.D., Follow-Up field Examinations](#)
- ✓ [FPM II.2.D., Annual Contact](#)

Agenda item: Notification Letters Returned as Undeliverable **Presenter:** Tom Visser, Analyst

Target Audience:

Quality Review Specialists (QRS) and Quality Review Team (QRT) Coaches/Assistant Coaches

Discussion:

We are seeing instances in which the hubs are not taking any action of the misuse notification letters to the fiduciary which are returned as undeliverable. Instead, the hubs are indicating "No action necessary" on these returned notification letters. Per FPM II.3.A.5.a., the hubs must make every effort to locate an accurate mailing address for the fiduciary and allow 30 days once re-mailed.

References/Contacts

- ✓ [FPM II.3.A.5.a., Notification to the Fiduciary](#)

Agenda item: Local Quality Reviews in QMS

Presenter: Kelly Wante, Chief

Target Audience:

Quality Review Specialists (QRS) and Quality Review Team (QRT) Coaches/Assistant Coaches

Discussion:

- Question for Salt Lake City: What is the status update for conducting Local Quality Reviews in QMS?
- Response: The Office of Performance, Analysis, and Integrity (PA&I) is still working to migrate Fiduciary Hubs into the appropriate reports which drive QMS. Currently, we do not have a target delivery date, but are aiming for mid-FY 2021.

References/Contacts

- ✓ Email dated 01/08/2021

Agenda item: Local Quality Checklists to Align with Current FPM **Presenter:** Kelly Wante, Chief

Target Audience:

Quality Review Specialists (QRS) and Quality Review Team (QRT) Coaches/Assistant Coaches

Discussion:

- Question for Salt Lake City: What is the status update for local quality checklists to align with current FPM?
- Response: Local quality checklists for LIEs, FEs, and FSRs are currently under review. The local quality checklists will be updated in conjunction with each position's standards review by the Performance Standards Workgroup. P&F Service will work with this group to ensure checklists align as closely as possible to the national checklists.

References/Contacts

- ✓ Email dated 01/08/2021

Closing Comments

P&F Quality Mailbox:

We will solicit for agenda topic(s) for each future Quality Call. If you have a specific quality related topic suggestion, please feel free to email it to the Pension and Fiduciary (P&F) Quality mailbox at PFTNGQUALOVRST.VBACO@va.gov. For specific policy and procedures related topics, please email it to the Policy and Procedures mailbox at PFPOLPROC.VBACO@va.gov.

Quality Call Bulletins

Quality Call Bulletins can be found in the following locations:

https://vbaw.vba.va.gov/PENSIONANDFIDUCIARY/Quality_Call_Bulletins.asp. The next Quality Call is tentatively scheduled for March 2021 (date TBD).

TMS Courses:

All Fiduciary Quality Calls and bulletins will be available in TMS. Once the monthly bulletin is finalized, information will be sent to the Fiduciary Hubs which will include the TMS #.

Post-Call Follow Up

Quality Call Recording:

A recording of the January 2021 Fiduciary Quality Call can be found here (open in Chrome):
<https://vba-media1.vbatraining.org/video/FID/4564752/4564752.html>

TMS Course:

Available content from the Quality Call (bulletin, recording, etc.) will be available in TMS! The TMS # for the January 2021 Fiduciary Quality Call is VA 4564752 (Pension and Fiduciary Quality Call – Fiduciary January 2021)

The link to TMS is [HERE](#). It is recommended to use Google Chrome when viewing the TMS information.

