



Pension and Fiduciary (P&F) Service

Fiduciary Quality Call

Date: June 23, 2022

TMS: # VA 4627523

AGENDA TOPICS

[ITEM 1: STAR ERROR NOTIFICATION](#)

[ITEM 2: ACCOUNTING REFRESHER TRAINING](#)

[ITEM 3: QUICK TIPS – ACCOUNTING BEST PRACTICES](#)

[CLOSING, QUESTIONS, NEXT QUALITY CALL](#)

AGENDA ITEMS

Agenda item: STAR Error Notification

Presenter: Alvin Hill, Analyst

Target Audience:

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

Discussion:

The Quality Management System (QMS) will route the error correction record(s) to the clearing hub in all cases. The national error correction record(s) will populate in the clearing hub’s [Local Error Correction Dashboard](#). The error stage of the case will change to “Notified” once the hub accepts the error or initiates a reconsideration. It is important to note that all corrective actions are not resolved until the error stage of the case is complete. The [QMS User Guide](#) provides definitions for each error stage. A copy of the Error Corrections Related Descriptions can be found under Appendix C of this guide.

Appendix C: Error Corrections Related Descriptions

Error Stage – Defines the stage of the Error Correction record from creation to completion.

Stage	Definition
Pending Notification	The record has been created, but the employee has not yet been notified.
Notified	The record has been created, and the employee has been notified.
Corrected	The employee took action to correct the error but has not accepted it.

Accept Pending Correction	The employee accepted error but has not taken any action to correct it.
Recon – Received – Pending Review	The reconsideration has been submitted and is pending a decision.
Local Recon Decision – Upheld – Error Stands	A reconsideration decision has been rejected and further action is needed to complete.
Local Recon Decision – Overturned – Error Removed	A reconsideration decision has been approved and the error has been removed.
Mitigated	A reconsideration decision has been completed to mitigate the error (change to non-critical), acceptance and correction is needed to complete.
Recon – Assign to PEN STAR	A reconsideration is decided and forwarded to Pension STAR staff.
Recon – Assign to CS STAR	A reconsideration decided and forwarded to Compensation STAR staff
Nat Recon Decision – Upheld – Error Stands	Based on rejecting national reconsideration by STAR Team
Nat Recon Decision – Overturned – Error Removed	Based on approved national reconsideration by STAR Team
Complete	All actions have been completed to resolve error.

References/Contacts

- ✓ STAR Error Memos
- ✓ QMS Reports
- ✓ [QMS User Guide](#)
- ✓ STAR Checklists

Agenda item: Accounting Refresher Training

Presenter: David Gunnell,
Analyst

Target Audience:

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

Discussion:

P&F Service provided an Accounting Refresher (Quick Tips) Training during the June 23rd Quality call. The training covered the critical errors cited from October 2021 through March 2022. We included a discussion of several accounting best practices, touched on fund usage reviews (FUR), funds under management (FUM), and surety bond review.



Accounting
Refresher Training_1

Target Audience:

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

Discussion:

An analysis of the Fiduciary Systematic Technical Accuracy Reviews (STAR) critical (substantive) errors cited during October 2021 through March 2022 was completed to identify opportunities for P&F Service to help improve national quality. The hubs with the highest percentage of critical errors impacting national quality were identified. The purpose of this discussion is to engage the fiduciary hubs and identify some best practices for all hubs point forward.

During this session, Salt Lake City announced that the hub has already adopted some best practices, such as utilizing a checklist shared from Lincoln and using an abbreviated Excel checklist shared from Louisville.

References/Contacts

- ✓ Fiduciary STAR Special Focused Review – April 2022

Closing Comments

P&F Service Quality Mailbox:

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

Quality Call Bulletins

Quality Call Bulletins can be found in the following location: https://vbaw.vba.va.gov/PENSIONANDFIDUCIARY/Quality_Call_Bulletins.asp. The next Quality Call is tentatively scheduled for August 2022.

TMS Courses

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

Post-Call Follow Up


Quality Call Recording:

A recording of the June 2022 Fiduciary Quality Call can be found here (open in Chrome):
[Watch 'P&F Service Fiduciary Quality Call - June 2022' | Microsoft Stream](#)

TMS Course:

Available content from the Quality Call (bulletin, recording, etc.) will be available in TMS. The TMS # for the June 2022 Pension and Fiduciary Quality Call is VA 4627523 (Pension and Fiduciary Service Quality Call – Fiduciary June 2022)

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



The screenshot displays the TMS interface. At the top, there is a navigation bar with a home icon, 'Learning' with a dropdown arrow, and the TMS logo (Talent Management System). Below this, there are tabs for 'My Learning' and 'Spotlight'. A breadcrumb trail shows '← Back' followed by the course title 'Pension & Fiduciary Service Quality Call - Fiduciary June 2022'. The main content area is split into two columns. The left column features a video thumbnail showing hands typing on a keyboard in front of a computer monitor, with the course ID 'VA 4627523' below it. The right column contains text: 'This is the video recording to the Fiduciary June 2022 quality call.' followed by instructions: 'To begin the training, select 'Start Course'. Within the Online Content Structure screen: Launch and watch the video. Must be opened behind the firewall on the VA network. Open and review the Bulletin. Launch and complete the self certification for course credit.' Below the text, the duration '0.75 HOUR(S)' is displayed, with 'CONTACT' written underneath.

Q&A:

Question 1: Louisville Fiduciary Hub

Will there be any known changes to the transaction types that are pulled for STAR Review?

P&F Service Response:

Thank you for your inquiry. STAR does not pull cases by transaction types but reviews the entire case. The two checklists used for fiduciary oversight are Accounting Quality Checklist and Field Examination Quality Checklist. The complete chart of EPs subject to national quality review can be found in [M21-4, Chapter 8.2.c](#).

Question 2: Louisville Fiduciary Hub

As we head towards the fourth quarter of FY22, are there any major changes to the STAR quality checklists coming for FY23?

P&F Service Response:

At this time, there are no anticipated changes to the STAR quality checklists in the foreseeable future.

Question 3: Columbia Fiduciary Hub

Will there be an addition of a National Training Curriculum inclusive for all QRTs (trainee through journey level expertise) created by P&F to allow for greater consistency of reviews at the local level among Hubs (M21-3, III.A.3.a.)?

P&F Service Response:

We recommend that QRTs complete the attached QMS courses as well as complete the FOCUS curriculum for LIE, FE, and FSR to familiarize themselves with the work they are reviewing and training.

In regards to manual reference, *M21-3 III.A.2.d.* defines the Fiduciary National Training Curriculum (FNTC) as the total minimum required training hours mandated by P&F Service in a FY to include mandatory and station-selected training. The training hours mentioned in M21-3 III.A.3.a. (Training Hours Requirement) refer to the FNTC.

QRTs already have P&F Service mandated training under the FNTC listed in M21-3 III.A.3.b. ([Mandatory Training Hours Requirements](#))



QRT Curriculum.xlsx



FY22 QRT FNTC.xlsx

