



Pension and Fiduciary Service (P&F)

Fiduciary Quality Call Post Bulletin

Date: June 21, 2024
TMS: # VA 4660990

AGENDA TOPICS

- [ITEM 1: FIDUCIARY STAR ANALYSIS](#)
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AGENDA ITEMS

Agenda item: FIDUCIARY STAR ANALYSIS **Presenter:** Travis Jones, Analyst

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

Discussion:

QUARTERLY ANALYSIS

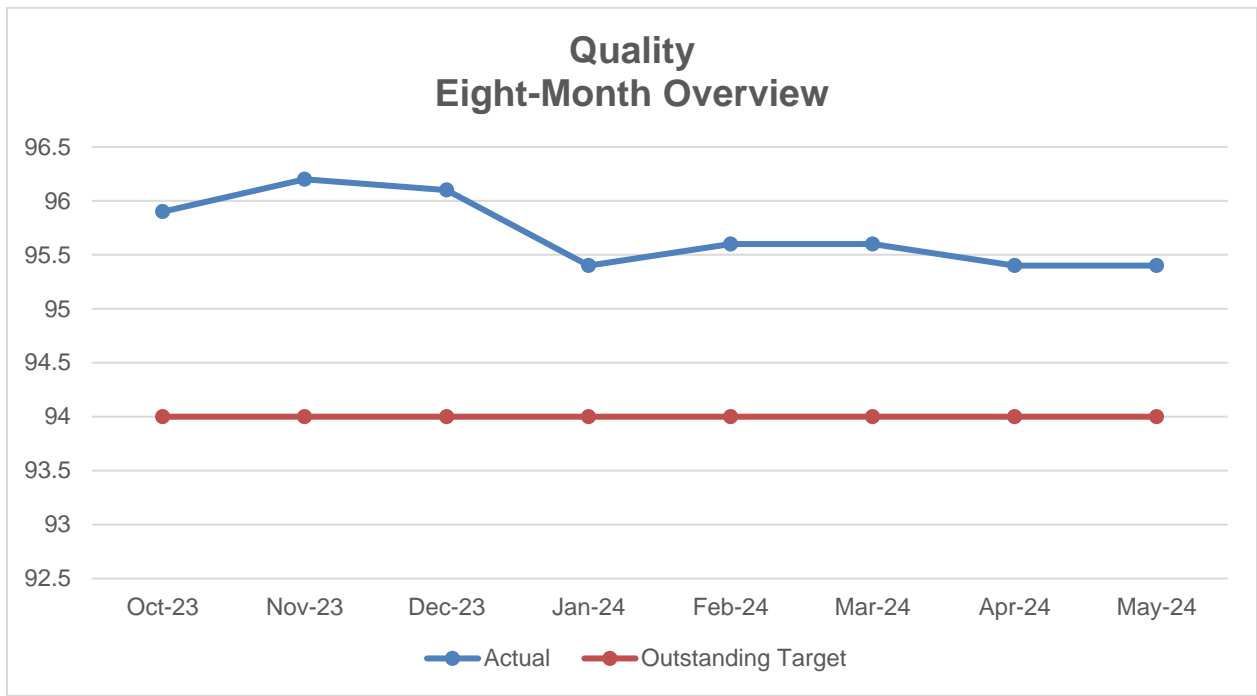
This review included the national accuracy reporting results of April 2024 and May 2024 from transactions completed in March 2024 and April 2024.

National fiduciary accuracy is 95.4 percent. This is above the outstanding performance rating.

Review Time Periods	April 2024	May 2024	Fiscal Year to Date (FYTD)
National Fiduciary Accuracy (Quality)	96.02%	95.65%	95.4%



Currently, quality exceeds the outstanding performance target by 1.4 percent. An error free 4th quarter in quality supports a strong finish to the fiscal year. Please see an eight-month overview below of the quality component.



Field Examination

There were 17 field examination errors cited on 2 unique cases with **2 critical errors**:

- Reoccurring income was not addressed in the field examination (NFFEQR11a)

- Non-liquid assets were not addressed in the field examination (NFFEQR10b).

The leading **non-critical errors** were:

- NFFEQR17a with 6 instances of not updating beneficiary and fiduciary profiles to reflect current information.
- NFFEQR17E with 3 instances of not completing all documentation properly and uploading it to the eFolder.

Overall, field examination accuracy continued to demonstrate fiduciary hub proficiency with completing field examinations during this review period.

The top field examination errors cited during this review period were as follows:

Top Errors	Instances	Error Description
NFFEQR17a (non-critical)	6	The beneficiary and fiduciary profiles were not updated to reflect the most current information.
NFFEQR17e (non-critical)	3	All documentation was not complete and uploaded to the eFolder.
NFFEQR17c (non-critical)	2	The Hub did not establish all appropriate diary dates.
NFFEQR8a (non-critical)	2	Minor beneficiary information was not addressed during the field examination.

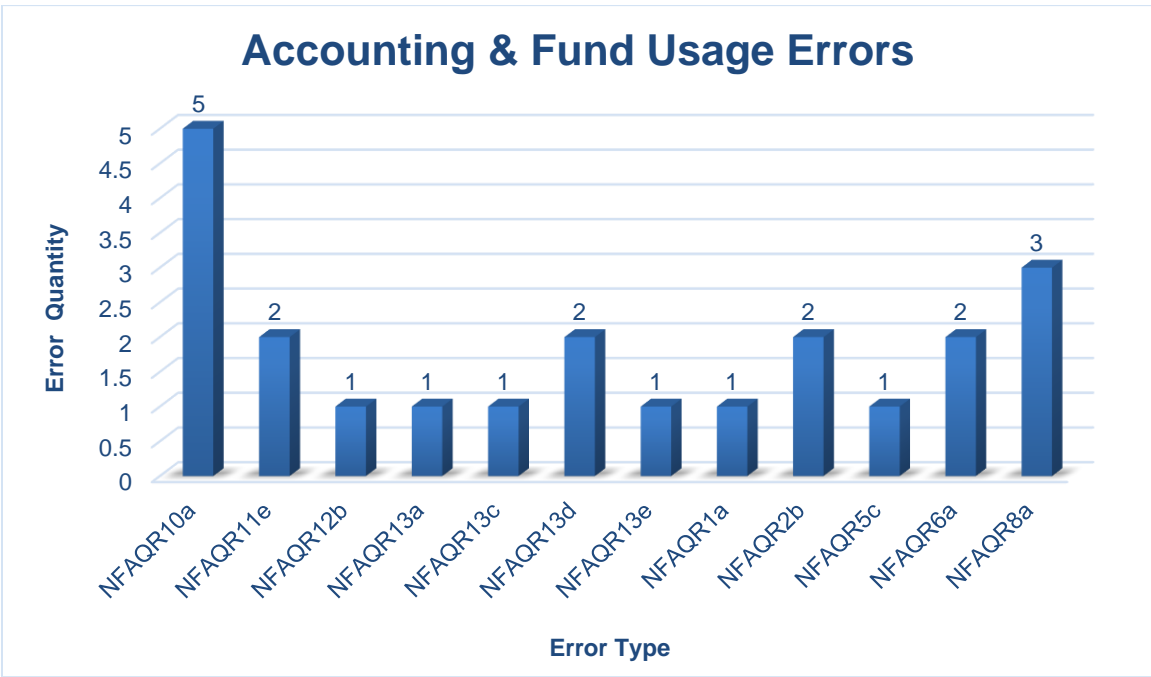
Accounting and Fund Usage Reviews

There were a combined 104 accounting and FUR errors for the review period with 22 critical errors. The following table contains the top critical errors for accountings and fund usage reviews.

Critical Error Names	Instances	Error Description
NFAQR10a	5	The account balance was not appropriately reconciled prior to accounting approval.
NFAQR8a	3	The excessive and/or unauthorized fees were not reimbursed to the beneficiary’s funds under management prior to the accounting approval.
NFAQR2b	2	All known financial accounts and funds under management were not verified.
NFAQR6a	2	The income reported by the fiduciary was not properly verified.
NFAQR11e	2	Appropriate documentation of adequate bonding is not in the eFolder.

NFAQR13d	2	The financial accounts are not properly titled.
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The following chart shows each critical error discovered during the review period.



Conclusion: Field examination quality remained consistent FYTD with few critical errors found in national reviews.

Accounting and Fund Usage Reviews continue to be an area of concern with critical errors (i.e., not recognizing the accounting balance was not appropriately reconciled prior to the accounting approval as the leading error).

References/Contacts

- [M21-4 Chapter 8. Fiduciary Hub \(Hub\) National Quality Reviews](#)
- [FPM I.2. Field Examinations](#)
- [FPM I.3. Accounting](#)
- [FPM I.6. Fund Usage Oversight](#)
- [Quality Management System](#)

Agenda item: RECONSIDERATION REMINDERS AND INSIGHTS

Presenter: Sandy Lundquist, Analyst

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

Discussion: P&F accepts submission of reconsideration requests if they are received within 10 business days from the date the error correction record being created in the Quality Management System (QMS). The request must be submitted through the QMS or the Power Apps system by the Fiduciary Hub Manager, the Fiduciary Contact Center (FCC) Manager, or

designee no lower than an assistant coach. P&F will respond within 30 days. Requests for reconsideration must include the pertinent information listed below:

- Fiduciary Program Manual (FPM) procedures
- FCC procedures
- Supporting statutes and regulations
- U.S. Court of Veteran Appeal Claims (CAVC) opinions
- General Counsel opinions
- General Counsel precedent decisions, or
- Policy letters

P&F will not remove an error on reconsideration merely because the error was misclassified on the appropriate quality checklist when a legitimate error exists. In these instances, the error will be upheld but reclassified to reflect the correct classification.

Hubs and the FCC have the right to seek additional reconsideration from P&F on upheld substantive errors. Fiduciary Hub and FCC Managers must make the request to P&F by submitting a memo to [VAVBAWAS/CO/P&F QUAL OVRST](#) within **five business** days of when the hub or FCC received notification of an upheld error.

Requests for reconsideration that are not received within the established time limit will be rejected and returned to the hub's QMS Coach Team Queue or the FCC for action.

References/Contacts

[M21-4.8.7 Request for Reconsideration](#)

QMS QRT Supervisor Guide

Agenda item: INTERACTIVE DISCUSSION –
NOTIFICATION LETTERS

Presenter: Glenda Russell,
Analyst

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

Discussion: P&F opened a short discussion with the field to identify best practices in reviewing letters in Package Manager (PM) to ensure that the letters are being sent out properly by hub personnel. P&F was informed of the current project initiated by Office of Field Operations (OFO) where the field is reviewing PM to ensure that the letters are being released properly.

References/Contacts

FPM I.1.B.1.c. Calculating the Due Process Period

FPM I.1.B.1.d. Actions to Take When Due Process Documentation from the SOJ Is Not of Record or Is Inadequate

Closing Comments

P&F Quality and Oversight Mailbox:

P&F will solicit 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 Quality and Oversight mailbox at PFTNGQUALOVRST.VBACO@va.gov

For specific policy and procedures related topics, please send inquiries through the [P&F Field Inquiry Tool \(FIT\)](#).

TMS Courses and Quality Call Bulletins:

Available content from the Quality Call (bulletin, recording, etc.) will be available in TMS. The TMS # for the June 2024 Fiduciary Quality Call is VA 4660990.

The next Quality Call is in August 2024.