Pension and Fiduciary Service National Fiduciary Quality & Training Call Notes

Call Information	
Call Information	Date: Tuesday, June 21, 2016
	Time: 2:00 – 3:00pm ET
	TMS: VA 4185637

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Call Meeting Minutes

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<tr><td>Policy Letter (PL) 21-16-02 Follow-up</td><td>
<u>Updated Enclosure</u>:

On June 7, 2016, P&F Service revised the enclosure to PL 21-16-02, Field Examination Reporting Requirements and Performance of Quality Reviews. The revised enclosure separately identifies fields removed and relocated in the FElux.

For cases completed between May 2, 2016 and June 7, 2016, National quality reviewers will cite a comment with corrective action, if a field examiner failed to document information in a relocated field within the FElux.

<u>Q&A from QRT Call</u>:
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<tr><th>Question</th><th>Answer</th></tr>
<tr><td>When was quality review data migrated in the Beneficiary Fiduciary Field System (BFFS) 3.0 release?</td><td>Historical QR data from BFFS was fully migrated into BFFS 3.0 on May 18, 2016.</td></tr>
<tr><td>Will an update be made to the enclosure to Fast Letter (FL) 14-11, Follow-up Fiduciary Field Examinations – Streamlined Oversight, to include a request for bank statements for VA and non-VA funds?</td><td>No. Fiduciary Program Manual (FPM) revisions will incorporate FL 14-11 and policies related to account verification.</td></tr>
<tr><td>What is the definition of “major assets?”</td><td>P&F Service will provide training on how to identify and assess “major assets” during FE Centralized training. This topic will also be included in future topic based training.</td></tr>
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Call Agenda Item	Details
Misuse Update	<u>Fiduciary Program Guide (FPG) Article</u>: P&F Service updated the misuse job aid located on the Fiduciary Knowledge Management page titled "Calculating the Amount of Misuse." P&F Service is currently developing a tool to assist in misuse calculations. Look out for additional information in the near future. <u>Field Examiner (FE) Misuse Module</u>: The new completion date for the FE Misuse Module training (VA 3901143) is September 30, 2016. Developers are currently working to resolve an issue with one of the questions in the module. P&F Service will notify the hubs once the training is available to complete.
Targeted Program Review (TPR) and VA Form 21-592	<u>Required use of VA Form 21-592</u>: PL 21-16-01, *Beneficiaries Who Are Unable to Manage their VA Benefits; Claim Processing Error,* provides instructions on processing TPR cases. The training for PL 21-16-01 indicated that VA Form 21-592, *Request for Appointment of a Fiduciary, Custodian or Guardian*, is not required for TPR cases. Employees must document the information supplied on VA Form 21-592 within the beneficiary record in BFFS. Please note this change in processing only applies to TPR cases. For all other initial appointments, a VA Form 21-592 must be of record in the beneficiary's efolder.

Call Agenda Item	Details
FE Training	FE Centralized Training: The next iteration of FE Centralized Training will commence on July 11, 2016 and conclude on July 22, 2016. FE Journey Level Self-Study Course (JLSSC): The next iteration of the FE JLSSC will be available in TMS from July 11, 2016 through September 9, 2016. ***Reminder:*** Please submit the names of any students for both courses to P&F Service as soon as possible.
Quality Review Team (QRT) Personnel National Training Curriculum (NTC)	TMS Class and Curriculum: P&F Service recently added a new Talent Management System (TMS) class for QRT personnel, VBA-440, *Fiduciary NTC QRT Class*. TMS will automatically assign the new VBA-644, *Fiduciary FY16 QRT Mandated Curriculum,* to users added to the VBA-440 Class. Going forward, P&F will assign the monthly National Fiduciary Quality & Training Call in TMS to all fiduciary hub QRT personnel in attendance. P&F Service will add additional training items to this curriculum as needed. Please see the Fiduciary FY16 National Training Curriculum (NTC) Class Assignment Job Aid for assistance with entering individuals into a TMS Class. QRT Changes: Please send an email to FFE.VBACO@va.gov notifying P&F Service of any changes to local QRT personnel. P&F Service maintains a distribution list of all field QRT personnel for notification of upcoming Quality and Training calls.

Call Agenda Item	Details
In-Process Reviews (IPR)	IPR Checklist/Standard Operating Procedure (SOP): P&F Service developed and released procedures to prioritize uncontrolled claims and expeditiously appoint a fiduciary when necessary for TPR cases in Policy Letter (PL) 21-16-01, *Beneficiaries Who Are Unable to Manage their VA Benefits; Claim Processing Errors.* PL 21-16-01 provides instructions and procedures for completion of a final rating of incompetency and/or appointment of a fiduciary for a beneficiary who is unable to manage his/her VA funds. P&F Service will conduct National in process reviews (IPRs) at strategic points in the initial appointment process for a sample of cases identified in the TPR. This is to ensure compliance with the procedures provided in PL 21-16-01 and other TPR guidance. P&F Service developed a new IPR checklist and SOP and will discuss this with hub QRT personnel on **Thursday, July 7, 2016**. P&F Service will send a Lync meeting invite to hub management and QRT personnel.

Call Questions and Answers

Area	Question	Answer
Verification of Funds under Management (FUM)	In streamlined cases, are FEs only required to obtain bank statements verifying FUM for the bank account that VA funds are deposited into?	Yes. Bank statements only need to be obtained for accounts with VA FUM in streamlined cases. There is a note in enclosure 1 for FL 14-11 requesting the fiduciary send copies of bank statements with the Beneficiary Status Report.
	Are spouse's exempt from providing bank statements to verify FUM?	Yes. Spouses are exempt per FL 14-11 and FPM 2.D.13.f.
	Will FL 14-11 be updated to no longer require the FE to obtain bank statements for funds that are managed by the fiduciary in separate accounts such as Social Security funds? We are currently	We still require verification of all income; there are no plans to discontinue this practice.

	sending VA Form 21-4718a to obtain this information.	
QRT Training Hours	Is there a training hour requirement for QRT personnel?	Yes. QRT must complete 40 learning hours annually. P&F Service does not currently mandate hours for QRT. We will reassess this in FY17.
Quality and Accuracy Stats	Any updates on when the field will receive the quality and accuracy statistics? And how far along will the accuracy be updated?	P&F Service is working with PA&I to calculate the weighted accuracy. Notice will be sent to all hubs once completed. P&F Service has completed all quality reviews through the end of April 2016.

Recent Fiduciary Program Updates

Date	Area	Details
June 21, 2016	Manual update	The language in FPM, 2.D.11.g., *Making a Criminal Background Inquiry*, was updated to clarify the requirement for a signed VA Form 21-0792, *Fiduciary Statement in Support of Appointment*, prior to requesting a criminal background check and the waiver of the criminal background check requirement for spouse appointments.

Upcoming Events

Date	Event
July 7, 2016	Call with QRT to discuss National IPR Checklist/SOP
July 11, 2016	FE Centralized Training, Class 2016-4 (ends July 22, 2016) FE Journey Level Self Study Course (JLSSC) 2016-3 (ends September 9, 2016) National IPRs begin for TPR Cases
Sept. 30, 2016	Extended Completion Deadline for the FE Misuse Web-based Training

Next Monthly Quality & Training Call

The next National Fiduciary Quality & Training Call is on **Tuesday, July 19, 2016**.

This call is the third Tuesday of each month. P&F Service will send call information and Lync Meeting invite directly to field QRT personnel. Fiduciary hubs must keep P&F Service informed of all changes to QRT personnel for distribution.

Comments and Questions

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