



Michigan Veterans Affairs Agency

Michigan Veterans Affairs Agency FY18 Veteran Service Organization Grant Monitoring Plan

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1. Introduction & Context

This document outlines the plan for conducting *activity and performance reviews* of the grantee, the Michigan Veterans Coalition (MVC).

The State of Michigan Administrative Guide to State Government Policy 0610 requires contracts to be managed in a manner that is fiscally responsible and monitored to assure that vendors meet contractual obligations. The Michigan Veterans Affairs Agency (MVAA) appropriation requires it to issue performance standards and to monitor the performance of the Michigan Veterans Coalition use of state grant funds for veteran's advocacy and outreach.

This plan covers the method, documentation and frequency for monitoring the MVC Grant allowing both the MVAA and the MVC to effectively and efficiently serve Michigan veterans and their family members.

2. General information

Review objectives	To assess the effective and efficient use of State grant funds provided to the MVC in accordance with MVAA's appropriation act for fiscal year 2018 (Section 407 (3)(a), Act 107, P.A. 2017.
Review scope	The MVAA has contracted with the MVC, a conglomerate of 6 VSOs (American Legion, Disabled American Veterans, Veterans of Foreign Wars, Military Order of the Purple Heart, Viet Nam Veterans of American and Marine Corps League), to assist the MVAA with its veteran advocacy and outreach efforts.
Monitoring Frequency	<p>Weekly Checks</p> <p>The MVAA will examine one region per week by calling and/or visiting each service officer's location IAW the MVC's work plan. When calling, the MVAA will make three attempts to connect with the service officer. When visiting only one attempt will be made.</p> <p>Monthly Reviews</p> <p>The MVAA will review one region per month by visiting the MVC central office in Detroit. The MVAA will provide the MVC with a list of all the scheduled dates for the year. On-site review activities will include opening meeting, notice of documents and files to be viewed and participation from MVC organization representatives. The MVAA will notify the MVC of which region will be reviewed, three business days prior to MVAA arriving.</p> <p>Quarterly Reviews</p> <p>Quarterly reviews will be done in January, April, July, and October and in conjunction with monthly reviews by visiting the MVC central office in Detroit.</p>
Creating consistency in Service Provision:	<p>Providing Veteran Contact Information</p> <p>In Accordance With (IAW) the grant, "The contractor will gather accurate email addresses (when available) and phone numbers for each veteran or family member with whom they meet and provide them to MVAA in an excel spreadsheet each Friday by noon. MVAA will distribute the survey to those individuals."</p>

Review Method – During the monthly review, the MVAA will compare the number of new email addresses / phone numbers provided by the MVC during the past month to the number of applications submitted as reported on the MVC Monthly Regional Activity Report. At a minimum, the number of email addresses should be greater than the number of claims submitted by coalition service officers.

Review Method – During weekly telephonic attendance checks, the MVAA will inquire about VSOs awareness for obtaining emails address. Results will be recorded and provided to the MVC program manager, whose response will be required if corrective action is necessary.

Distributing of MVAA Materials

IAW the grant, the MVC will communicate the availability of emergency grants through the Michigan Veterans Trust Fund and other assistance through MVAA such as the Michigan Veteran Resource Service Center.

MVC will incorporate the provision of information relating to mental health care resources into the daily operations to aid veterans in understanding the mental health care support services they may be eligible to receive.

IAW the Grant, the MVAA will provide informational materials to assist VSOs in these efforts.

Review Method – During the quarterly review, the MVAA will verify the distribution of materials by MVC members to veterans and family members through the Customer Satisfaction Survey. Results will be recorded and provided to the MVC program manager, whose response will be required if corrective action is necessary.

Review Method – During weekly telephonic attendance checks, the MVAA will inquire about the number of brochures on hand and number being disseminated. Results will be recorded and provided to the MVC program manager, whose response will be required if corrective action is necessary.

Work Plan - Verification of Service Officers Locations

IAW the grant, the MVC will provide the scheduled locations for each service officer. IAW the grant, the MVC is required to notify the MVAA program manager of planned changes using the *Schedule Change Form* and last minute changes (via email) prior to the actual change.

The MVAA will log and retain all *Schedule Change Forms* and email notifications.

Review Method – The MVAA will examine one region per week by calling and/or visiting each service officer's location IAW the MVC's work plan. When calling, the MVAA will make three attempts to connect with the service officer. When visiting, only one attempt will be made. Results will be recorded and provided to the MVC program manager, whose response will be required if corrective action is necessary.

Work Plan - Verification of Hours Invoiced

IAW the grant, the MVC will submit an invoice that includes the total service hours provided and a report that shows the service hours provided by region.

Review method – During the monthly review, the MVAA will verify the hours invoiced by examining one region per month. The MVAA will compare the invoice with the work plan, individual service officer timesheets, Schedule Change Forms and location log for discrepancies. Results will be recorded and provided to the MVC program manager, whose response will be required if corrective action is necessary.

Meeting with MVAA leadership

IAW the grant, the MVC will participate in quarterly collaboration meetings with MVAA leadership and the Michigan Association of County Veterans Counselors (MACVC). Participants will all be asked to sign an attendance roster.

Review method – After each meeting, the MVAA will confirm participation using the attendance roster. Results will be recorded and provided to the MVC program manager, whose response will be required if corrective action is necessary.

Use of VetraSpec or a comparable system

IAW the grant, the MVC will use the VetraSpec software, a full-service veteran assistance software program package provided by DataSpec Inc. or a comparable system. All MVC personnel assigned to the project must complete the MVAA's VetraSpec User Agreement.

Review Method – During the monthly review, the MVAA will compare the MVC's Roster of Personnel Assigned to the Project against the MVAA's register of individual users. The absence of a completed VetraSpec User Agreement will be recorded and provided to the MVC program manager, whose response will be required if corrective action is necessary.

Veteran Community Action Teams (VCAT) Participation

IAW the grant, the MVC will actively and regularly participate in the Veteran Community Action Teams (VCAT's) for all prosperity regions. Active and regular participation is defined as responsive and/or shared communications, via email, phone or in person with the MVAA Regional Coordinators.

Expectation is for attendance by a coalition representative at 75% or more of regularly scheduled general session VCAT meetings regionally. MVC representation means at least one service officer will attend in each region.

Review Method – When contacting the service officer to verify location, the service officer will be asked, who their Regional Coordinator (RC) is, whether the service officer has an understanding of the RC's role, know their RC's contact information and when they last spoke with the RC. Results will be recorded and provided to the MVC program manager, whose response will be required if corrective action is necessary.

	<p>Review Method – During the quarterly review, the MVAA will validate VSO VCAT participation/attendance by reviewing attendance rosters, attached to the RCs’ Biweekly Activity Reports. Results will be recorded and provided to the MVC program manager, whose response will be required if corrective action is necessary.</p>
<p>Providing Excellent Customer Service</p>	<p>Customer satisfaction survey and service rating</p> <p>IAW with the grant, the MVC will meet a 60% or greater excellent or good customer service rating as indicated by the MVAA’s customer satisfaction survey. Survey rating options will include excellent, good, fair or poor ratings.</p> <p>Review Method – During the quarterly review, the MVAA will examine Survey ratings. Results will be recorded and provided to the MVC program manager, whose response will be required if corrective action is necessary.</p> <p>Maintain complete and accurate records</p> <p>IAW the grant, the MVC is required to maintain complete and accurate records and accounts including documents, correspondence and other evidence pertaining to cost and expenses related to the execution of the contract requirements in accordance with invoicing standards outlined within the grant.</p> <p>Review Method – During the monthly review, the MVAA will examine the supporting documentation for all grant deliverables in the region selected. All supporting documents for service organizations assigned to the region will be reviewed. The MVAA will annotate the accuracy of the MVC reports. Results will be recorded and provided to the MVC program manager, whose response will be required if corrective action is necessary.</p> <p>Report the originator of all claims</p> <p>IAW the grant, the MVC plays a critical role in processing county claims. In this role the MVC provides quality assurance, submits the claim under their POA, monitors the status of the claim, upon request updates the county counselor with the status of the claim, and notifies the county counselor when the VA makes a decision and if necessary represents the veterans during the appeals process. In order to better account for the activities related to processing these claims, the MVA must report the originator of all claims received.</p> <p>Review Method – During the monthly review, the MVAA will compare the Activities and Recoveries Reports from the previous month that shows the originator of the claim against the MVAA VetraSpec Packaged Claim Report for the same time period. Results will be recorded and provided to the MVC program manager, whose response will be required if corrective action is necessary.</p> <p>Monitor Claims Activity</p> <p>IAW the grant, the MVAA is required to account for the claims activity reported by the MVC to validate the appropriateness of the claims activity reported by the MVC.</p>

	<p>Review Method – During the monthly review, the MVAA will compare individual VSO activity reports to actual claims activity in VetraSpec and/or Veterans Benefit management System (VBMS) to validate accuracy. Results will be recorded and provided to the MVC program manager, whose response will be required if corrective action is necessary.</p> <p>Separately account for State grant funds</p> <p>IAW the grant, the MVC is required to separately account for expenditures incurred using State grant funds from all other non-state grant expenditures. Allowable costs include management and administration, programmatic support, costs related to training and costs directly related to service provision.</p> <p>Review Method – During the monthly review, the MVAA will examine the individual expense accounts of each MVC member comparing receipts against disbursements and expenditures. Reviews will ensure state grant funds are being separately accounted for and ensure funds were expended for allowable veteran advocacy and outreach activities. Results will be recorded and provided to the MVC program manager, whose response will be required if corrective action is necessary.</p> <p>Request completion third-party disclosure form</p> <p>IAW the grant, all VSO's are required to request each veteran complete a third party disclosure form to allow coalition members authorization to disclose personal information to a third party through VetraSpec, maintain signature forms and any declination in accordance with the MVC's Teaming Agreement.</p> <p>Review Method – During the monthly review, the MVAA will examine all veteran/veteran family member records accessed during related review activities for presence of completed disclosure forms. Results will be recorded and provided to the MVC program manager, whose response will be required if corrective action is necessary.</p>
<p>Focus on Special Population</p>	<p>Outreach to Seniors</p> <p>IAW the contract, the MVC is required to have a focus on service provision outreach to senior populations (65+) through the best means available by region and report monthly on senior outreach activities. In reporting the MVC will indicate the number of veterans and family members served and the method by which they were contacted (phone, email or in-person).</p> <p>Review Method – When received, the MVAA will examine the MVC's Service Provision to Special Population report to gage MVC effort and success. Results will be recorded and provided to the coalition program manager for corrective action.</p>

	<p>Enhance the percentage of veterans that are able to receive service provision</p> <p>IAW the contract, the MVC should utilize the most appropriate medium of communication to enhance the percentage of veterans that are able to receive service provision. This includes assisting either by phone or home visitation those veterans who are either house bound or physically unable to get to a VSO location.</p> <p>Review Method – When received, the MVAA will examine the MVC’s Service Provision to Special Population report to gage MVC effort and success. Results will be recorded and provided to the coalition program manager for corrective action.</p>
<p>Providing Complete and Thorough Services</p>	<p>Submission of Fully-Developed Claims</p> <p>IAW the grant, the MVC will achieve 77% submission of Fully Developed Claims and 67.3% Fully Developed Claims adjusted.</p> <p>Review Method – when received, the MVAA will compare the number of FDC claims reported by the MVC to the VA Regional Office’s FDC data report. Results will be recorded and provided to the MVC program manager, whose response will be required if corrective action is necessary.</p> <p>Monthly recovery reporting</p> <p>IAW the grant, the MVC will report recoveries monthly providing recoveries for each Veteran Service Organization calculated utilizing the following formula no later than the 10th day of each month:</p> <p><i>Original Claim = Retro payment + monthly compensation x 12 months</i> <i>Claim for Increase = Retro payment +difference between old rate and new rate x 12 months</i></p> <p>Review Method – During the monthly review, the MVAA will compare coalition recovery reports to actual decision letter provided by VA. Results will be recorded and provided to the coalition program manager for corrective action.</p> <p>Expenditure reporting</p> <p>IAW the grant, the MVC will provide expenditure reports.</p> <p>Review method – During the monthly review, the MVAA will compare travel and training expenses reported against MVC member individual expense reimbursement requests. Results will be recorded and provided to the MVC program manager, whose response will be required if corrective action is necessary.</p>

3. Audit activities

Activities	Annual audit IAW the grant, the MVC within 90 days of the end of the contract year will submit an annual audit performed by a certified public accountant that accounts for expenditures made against grant funds. The audit must be a financial audit conducted in accordance with the provisions of the U.S. General Accounting Office's Government Auditing Standards. MVAA Director Targeted Outreach will send reminder to MVC Director six months and 90 days prior to the end of the contract period. Review Method – upon receipt, MVAA will review MVC monthly expenditures noting fluctuations, etc. that may indicate the misuse of grant funds.
Monitoring Representatives	MVAA Director Targeted Outreach, Outreach Manager, Training Analyst, Data Management Analyst and DTMB monitoring representatives.