

County Audits and Response Procedures

Background:

The County Veteran Service Officer (CVSO) assists veterans, and their families, in applying for available benefits. The Department of Veterans Affairs (CalVet) is responsible for authenticating the CVSOs' reported workload activities, and ensuring applicant eligibility for educational benefits.

Authority:

California Code of Regulations, Title 12, Division 2, Chapter 3, Subchapter 4, Section 453 (a) states the Department shall perform year-round audits of selected counties to authenticate each county's reported workload activities.

Education Code Section 66025.3 (a) (2) (B) specifies that the Department of Veterans Affairs may determine the eligibility of any applicant for a fee waiver.

Applicability:

All participating counties in the Subvention program will be audited.

Operational Procedures:

At the completion of an audit, the auditor will email a copy of the audit findings spreadsheet to the county, which presents the results of the review. The county is responsible for addressing each finding reported by the auditor.

- The county shall enter their response onto the spreadsheet using the column labeled "CVSO Formal Response".
- The auditor will provide a dated response to the county in the "Auditor Resolution" column.
- If the CVSO needs to formally respond to an audit finding issue more than once, the CVSO shall enter the date of the additional response in the "CVSO Formal Response" field, followed by the additional response.
- The auditor, will respond in the same manner in the "Auditor Resolution" column.

For example, initial audit findings spreadsheet sent by auditor to CVSO. CVSO responds to an audit issue in the "CVSO Formal Response" column requesting restoration of workload unit credit. Auditor reviews the response and denies the workload unit credit based on stated criteria. Auditor returns the audit finding spreadsheet to the CVSO. CVSO disagrees and responds back to the auditor by entering the date of the secondary response in the same "CVSO Formal Response" field, AFTER the first response that was submitted initially, followed by the second response. The auditor will respond in the same manner.

The CVSO is responsible for submitting the completed spreadsheet to the auditor within fourteen (14) days of the date of the auditor's email. If the county fails to submit their response within the required period, the auditor will assume that the county agrees with the finding and the audit will be closed.

Review the following table to assist you with the items documented on the spreadsheet.

Column Heading	Description
County	The county under review.
CVSO	Name of appointed County Veteran Service Officer or interim CVSO.
Auditor	Name of audit staff completing the review.
CVSO Audit Response Due	The county's deadline for responding to audit findings.
VetPro Report	Workload report type.
VA Form	Workload unit form.
Veteran Name	Name of veteran.
Veteran's Last Four	Last four digits of the veteran's social security number.
Applicants Name	The person who is applying for the benefit.
Audit Findings	The issues found during the review.
Criteria	Guidelines documented in the procedure manual.
WLU	Ineligible workload unit credit/s.
CVSO Formal Response	The county's dated response to the findings.
Auditor Resolution	The auditor's dated response to the CVSO.
WLU Determination	The auditors adjusted workload totals.

FY 19-20 2nd audit period

COUNTY:	Sacramento CVSO
CVSO	Rochelle Arnold
Auditor:	Jerry R.
CVSO Audit Respond Due	10/9/2020

VetPro Report	VA Form	Veteran Name	Veteran's Last Four	Applicants Name (if applicable)	Audit Findings	Criteria	WLU	CVSO Formal Response (Dated follow-up response, if applicable)	Auditor Resolution (Dated response, if applicable)	WLU Determination
DVS 20	21-686c	Bennett	1881		The monthly (\$3279) and retro (\$5296) are invalid entries.	Policy Manual page 18 specifies that the CVSO is responsible for the accuracy of data entered into VetPro.	-1	We corrected the monthly benefit amount to reflect \$173.10 for the addition of the spouse and removed the retro amount.		-1
DVS 20	21-686c	Arroyo	2484		The retro value (\$10,943) is an invalid entry.	Policy Manual page 18 specifies that the CVSO is responsible for the accuracy of data entered into VetPro.	-1	This amount is correct. The VA back dated the addition of the spouse to the veteran's award to 12/01/2012, which resulted in a \$10,943.62 retro payment. The VA Payment work sheet and the VA Award Letter is uploaded into VETPRO for verification which shows the award granted and back dated to 2012.	concur	0
DVS 20	20-0995	Fryson	2066		Two forms are posted for the same awarded issue of an earlier effective date.	Policy Manual page 33 specifies that splitting award letters between multiple claim activities is not allowable.	-2	This was a result of an "error" message when trying to electronically upload the first form in VETPRO. The Veteran Claims Representative attempted to resubmit the form which caused the duplicate entries. Unfortunately, since both have now been submitted, we are unable to correct the error.		-2