

VA

Department of Veterans Affairs

Center for Verification and Evaluation (CVE)



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**Preparing for Re-verification &
Verification Program Town Hall
March 3, 2015**

Things to Consider Prior to Re-verification



- Any changes in a firm's operating posture/business documents which affect the bedrock requirements can impact a firm's verification status.
 - Eligibility
 - Ownership
 - Control

Situations Impacting a Firm's Verification



- 38 CFR Part 74.21 provides the ways a business may exit VetBiz VIP Verification Program status. Under this section, provisions are outlined wherein CVE may cancel the “verified” status for good cause upon formal notice to the participant. Examples of good cause include, but are not limited to:
 - Failure by the participant to maintain its eligibility for program participation.
 - Failure by the concern to disclose to CVE the extent to which non-veteran persons or firms participate in the management of the participant.

Situations Impacting a Firm's Verification



- Ownership Change
- Changes in the way the business carries out its functions (e.g. voting). The Veteran under every circumstance **and** in every scenario must be **in a position of strength** and **unadulterated**, **unfettered** and **immutable control**.

Quorum Restrictions



- Quorum: The minimum number of members of an assembly or society that must be present at any of its meetings to make the proceedings of that meeting valid.
- Quorum Restriction: A veteran will not be prevented from establishing a quorum through the inaction of a non-veteran.

Help Us to Help You. VIP Profile Accuracy



- Do not underestimate the value of keeping your profile up to date.
 - Email addresses and phone numbers
 - Firm Address
- Remember to add or delete representatives as necessary.
- Creating a single point of failure can be disastrous.
- An officer of the firm is NOT automatically a representative

CVE Actions to Remind Veterans About their Expiration



- 120, 90, and 30-day email reminders to all reps and owners listed on the VIP profile.
 - Check your spam/junk email folders.
 - If you've delegated the oversight of your firm's verification status to someone else, are they familiar with the CVE email address (vip@va.gov)?
- 90-day telephone calls. A voicemail will be left if no one answers.
- We recently started conducting re-verification webinars and offering it to firms 5-months prior to their expiration.

Getting Prepared for Re-Verification



- Establish a manila folder and add refreshed documents to it as you get them.
- **Note: Start collecting your documents early. Successful applicants report setting-up a calendar reminder 150-days prior.**
 - Recent taxes or tax extensions
 - Updated Meeting Minutes
 - New building lease
 - Additional or renewed license(s)
 - If it has an expiration date and was provided with your application, provide an updated copy with the new expiration date

Getting Prepared for Re-Verification



- Coordinate with a Verification Assistance Counselor early.
 - <http://www.va.gov/osdbu/verification/assistance/counselors.asp>
 - Why go it alone when you have a “pro from Dover” that can help
 - “I have a brother that makes 6-figures doing taxes, but I’ll do my taxes myself (???)”
- Apply as early as possible as to avoid missing procurement opportunities.
- 38 CFR allows for 60-days, when practicable.
- Bidding on a contract is not an “exception”.



- Ensure you upload any documents required in advance of hitting the “submit” button
- Review your 0877 for accuracy. Some of this information is populated from your VIP Profile.


Common 0877 Mistakes



- Owner enters wrong social security number - Be extremely careful and diligent when entering any personal information. Double check all work.
- Owner submits incorrect ownership percentages. This generally happens when there is a change in ownership.
- Check to make sure all ownership percentages add up to a total of 100%.
- Veteran does not enter name as it appears on the DD-214 form. Enter your name exactly as it appears on the DD-214 form. DO NOT input nicknames, aliases or married name if it is not on the DD-214.

Where to Put Middle Initial and Suffixes



 [Add New Owner](#)

NO.	First Name	Last Name	Email
	First Name:	<input type="text" value="John E."/> *	
	Last Name:	<input type="text" value="Doe III"/> *	

Middle names or Initials should be typed in the 'First Name' box.

Suffixes (Jr. III) should be typed into the 'Last Name' box



Please take 1-minute to
complete poll
questions

Overview of Steps for Re-verification



- The process for submitting a Re-verification application :
 - The renewal request is completed online via the <https://www.vip.vetbiz.gov/Public/Logon.aspx> website. Log-in.
 - If you do not remember your password, contact the CVE Help Desk at 866-584-2344
 - Under **Actions** in the Account Summary, click “**Reverify.**”
 - After updating owner information and signing a new VA Form 0877, review the previous application and provide update all necessary documentation.
 - Only when you are confident all required documents have been uploaded, go to the next step
 - The required documents list can be found at <https://www.vip.vetbiz.gov/Public/Register/DocumentList.aspx>

Overview of Steps for Re-verification



- ❑ Once the “Submit” link has been clicked, a questionnaire will verify any changes that have occurred since the last application.
 - CVE retains the right to request a full document examination and to conduct site visits in accordance with 38 CFR § 74.15.
- If a renewal application is denied, based on submitted changes, they will be eligible to submit a Request for Reconsideration, utilizing the same process as available for an initial denial.
- We advise businesses to submit renewal applications as soon as they are eligible. If an applicant’s eligibility period expires while in the renewal process, the company’s profile will be removed from public view until it is re-verified.

Overview of Steps for Re-verification



- A verified applicant that submits for renewal will remain visible in VIP. If a company's verification period expires while in the renewal process, it will no longer be visible in VIP. Participants applying for Re-verification must respond to CVE requests for documentation within the established timeframe in order to avoid being withdrawn from the re-verification process.
- If withdrawn from the re-verification process as a result of not responding to a document request, the firm can reapply immediately. All documents uploaded up to that point remain in VIP.

Frequently Asked Questions



- Question: Once verified, how long will it be before I will have to re-verify again?
 - Answer: Verification will last for 2-years, barring any reason for the firm to be removed from the Vendor Information Pages (VIP).
- Question: Is there a particular file type which will make it easier to submit my re-verification application?
 - Answer: Yes! Upload pdf files. Other formats (tiff, giffs, etc.) will convert a 10-page document to 10 separate files! In comparison, pdf converts a 10-page document into 1 file!.

Frequently Asked Questions



- Question: How early can I begin the re-verification process?
 - Answer: 120 days prior to the firm's verification expiration date.
- Question: What things can I do to reduce the time of processing my re-verification application?
 - Answer:
 - Visit our website to ascertain what required business documents are needed. Gather them accordingly.
 - Submit a complete application.
 - Contact a CVE Certified Verification Assistance Counselor. Only those individuals listed on our website are supported by CVE.
 - Start early to avoid a lapse in verification your firm's status.
 - Respond timely to requests for clarifying info and/or documents.
 - Stay engaged. This is likely something you do not want to delegate.

Frequently Asked Questions



- Question: What, if any, programs does CVE have in place to help applicant's avoid a denial and subsequently being out of the program for 6-months?
 - Answer:
 - Pre-Decision Program (PDP): Provides applicants the chance to withdraw the application instead of receiving a denial.
 - Pre-Determination Findings (PDF): Provides applicants the chance to correct issues CVE has determined to be “easily correctable.” If the applicant is successful in correcting the issue, an approval will be issued. A member of the CVE staff will contact the applicant to ensure they understand the information articulated in the PDF notification email.

Frequently Asked Questions



- Question: If disapproved, who reviews my Request for Reconsideration (R4R)?
 - Answer: CVE sends applicant's request R4Rs to the VA Office of General Counsel (OGC). OGC returns a recommendation to CVE.
- Question: What is the current average processing time for a re-verification application?
 - Answer: With no changes 37 days, with changes 40 days
- Question: I have tried to begin the re-verification process but am unable to. What can be done?
 - Answer: Contact our Help Desk at 866-584-2344, Monday through Friday, 8:00 a.m. to 8:00 p.m.. A Call Agent will help you resolve the issue.



This concludes the Re-verification portion of the webinar. After this Q&A period, we will begin the Verification Town Hall portion of the webinar.

Questions?



Verification Program Town Hall

Significant Activity in 2014



- Updates to the Verification Assistance Briefs
- Proactive communications via our Social Media platforms.
- Increased proactive outbound telephone calls to Veterans withdrawing from the program.
- Increased the number of FAQs and Fact Sheets on VETBIZ.
- Increased outreach activities.



New Security Protocol installed on VCMS

- More robust security Protocol. Veterans that reset their password will be required to use a stronger password.

American University Study



- Clearly shows the amount and type of documents provided as part of VA's Verification Program is similar to other programs. Relatively, we are asking for the same amount of documents. In some cases we request more, however, as outlined in the report, the level of diligence helps mitigate risk to the Department.
- Visit our website to read the report.
<http://www.va.gov/OSDBU/docs/American-University-Study-Oct-2014.pdf>

2015 Initiatives & Events



- Recurring webinars for
 - Re-Verification (5-months prior to expiration)
 - How to Stay Verified (verified for 6-months)
 - Pre-Application (new applicants)
 - Verification Program Town Halls (Question and Answer/feedback opportunity at the conclusion of the above events)
- Participate in more in-person interface opportunities.
- Obtain your feedback on CVE Certified Verification Assistance Counselors.
- Proposed changes to 38 CFR Part 74.

CVE Transformation



- Five areas discussed: 1) Increased Opportunities for Verification. 2) Comms with Vets. 3) Verification Assistance Counselors. 4) Updating the Verification Rules in CFR. 5) Preventing Fraud and Protecting the Vet Advantage.
- <http://www.vetbiz.gov/docs/CVE-transformation-White-Paper.pdf>

Help Us to Help You



- Need your feedback on our support to you.
 - We will be asking the Vet to provide feedback on their experience with Verification Assistance Counselors and the program overall.
 - Verificationsupportfeedback@va.gov



Questions?

CONNECT WITH CVE ONLINE!



Center of Verification
and Evaluation
(OSDBU)



@CVEVetBiz_OSDBU



www.vetbiz.gov

(866) 584-2344

vip@va.gov



Thank you for participating in today's webinar. The staff of CVE is very familiar with the significance of what it means to be a Veteran. A large portion of the CVE staff comprise retired military members. Whether their background be that of a retired military member, spouse or child of a Veteran, We Care!

Thank you for your service.

