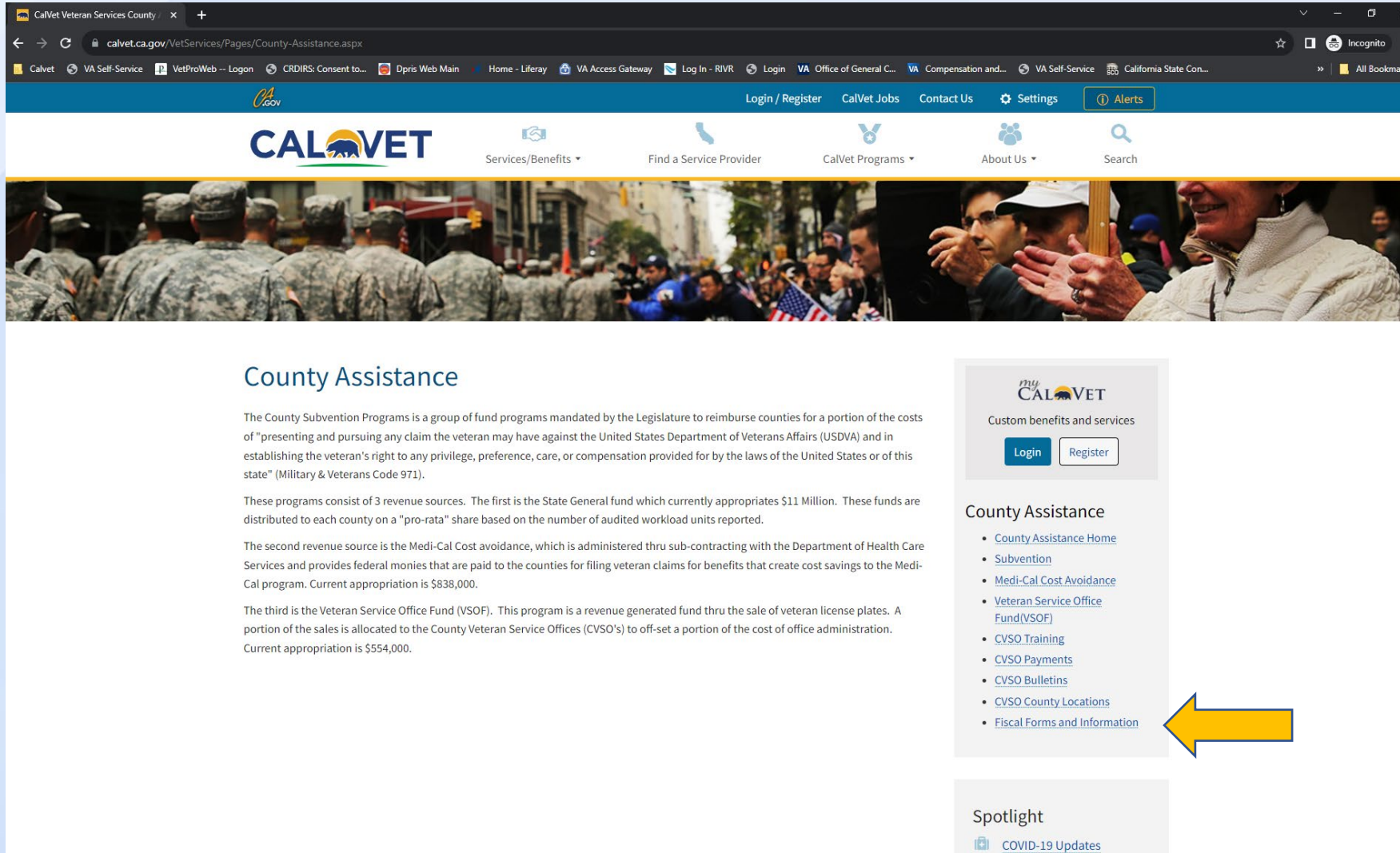




County Veterans Service Office Audit

February 24, 2025

CalVet CVSO Audit



The screenshot shows the CalVet website interface. The top navigation bar includes links for Login/Register, CalVet Jobs, Contact Us, Settings, and Alerts. Below this is a search bar and a main navigation menu with icons for Services/Benefits, Find a Service Provider, CalVet Programs, About Us, and Search. The hero image depicts a group of veterans in uniform. The main content area is titled "County Assistance" and contains three paragraphs of text. A sidebar on the right, titled "my CALVET", offers a "Login" button and a "Register" button. Below this, the "County Assistance" section lists several links: County Assistance Home, Subvention, Medi-Cal Cost Avoidance, Veteran Service Office Fund (VSOF), CVSO Training, CVSO Payments, CVSO Bulletins, CVSO County Locations, and Fiscal Forms and Information. A large yellow arrow points to the "Fiscal Forms and Information" link. At the bottom, a "Spotlight" section features a "COVID-19 Updates" link.

County Assistance

The County Subvention Programs is a group of fund programs mandated by the Legislature to reimburse counties for a portion of the costs of "presenting and pursuing any claim the veteran may have against the United States Department of Veterans Affairs (USDVA) and in establishing the veteran's right to any privilege, preference, care, or compensation provided for by the laws of the United States or of this state" (Military & Veterans Code 971).

These programs consist of 3 revenue sources. The first is the State General fund which currently appropriates \$11 Million. These funds are distributed to each county on a "pro-rata" share based on the number of audited workload units reported.

The second revenue source is the Medi-Cal Cost avoidance, which is administered thru sub-contracting with the Department of Health Care Services and provides federal monies that are paid to the counties for filing veteran claims for benefits that create cost savings to the Medi-Cal program. Current appropriation is \$838,000.

The third is the Veteran Service Office Fund (VSOF). This program is a revenue generated fund thru the sale of veteran license plates. A portion of the sales is allocated to the County Veteran Service Offices (CVSO's) to off-set a portion of the cost of office administration. Current appropriation is \$554,000.

my CALVET
Custom benefits and services
[Login](#) [Register](#)

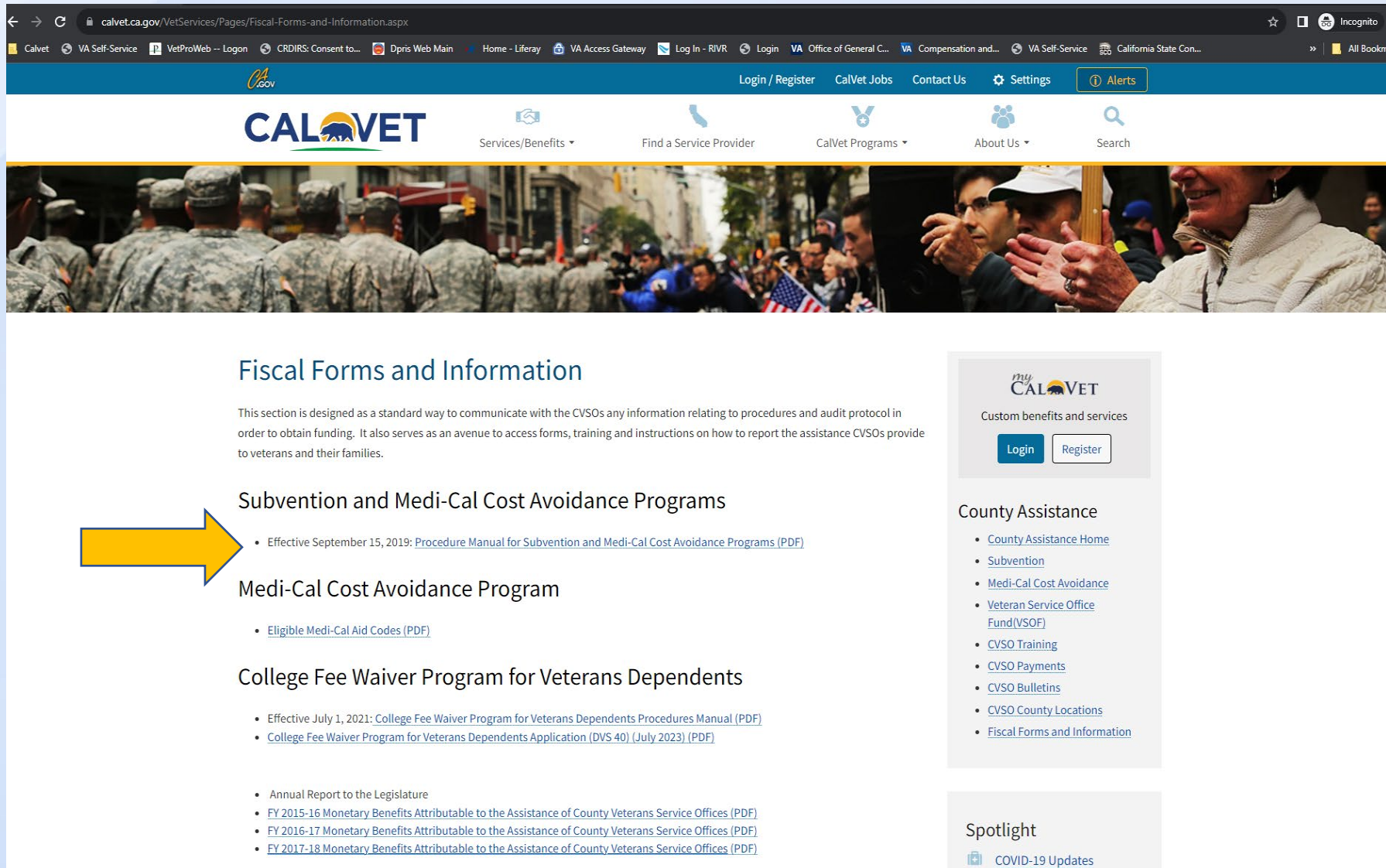
County Assistance

- [County Assistance Home](#)
- [Subvention](#)
- [Medi-Cal Cost Avoidance](#)
- [Veteran Service Office Fund \(VSOF\)](#)
- [CVSO Training](#)
- [CVSO Payments](#)
- [CVSO Bulletins](#)
- [CVSO County Locations](#)
- [Fiscal Forms and Information](#)

Spotlight

- [COVID-19 Updates](#)

CalVet CVSO Audit



The screenshot shows the CalVet website interface. The top navigation bar includes links for Calvet, VA Self-Service, VetProWeb, CRDIRS, Dpris Web Main, Home - Lifeway, VA Access Gateway, Log In - RIVR, Login, VA Office of General C..., VA Compensation and..., VA Self-Service, and California State Con... The main header features the CALVET logo and navigation links for Services/Benefits, Find a Service Provider, CalVet Programs, About Us, and Search. Below the header is a banner image showing a group of veterans in uniform. The main content area is titled 'Fiscal Forms and Information' and contains a paragraph explaining its purpose. A large yellow arrow points to the 'Subvention and Medi-Cal Cost Avoidance Programs' link. Below this link are several other links related to the program, including 'Effective September 15, 2019: Procedure Manual for Subvention and Medi-Cal Cost Avoidance Programs (PDF)', 'Eligible Medi-Cal Aid Codes (PDF)', 'College Fee Waiver Program for Veterans Dependents', and 'Annual Report to the Legislature'. A sidebar on the right contains a 'my CALVET' section with 'Login' and 'Register' buttons, a 'County Assistance' section with various links, and a 'Spotlight' section with a 'COVID-19 Updates' link.

Fiscal Forms and Information

This section is designed as a standard way to communicate with the CVSOs any information relating to procedures and audit protocol in order to obtain funding. It also serves as an avenue to access forms, training and instructions on how to report the assistance CVSOs provide to veterans and their families.

Subvention and Medi-Cal Cost Avoidance Programs

- Effective September 15, 2019: [Procedure Manual for Subvention and Medi-Cal Cost Avoidance Programs \(PDF\)](#)

Medi-Cal Cost Avoidance Program

- [Eligible Medi-Cal Aid Codes \(PDF\)](#)

College Fee Waiver Program for Veterans Dependents

- Effective July 1, 2021: [College Fee Waiver Program for Veterans Dependents Procedures Manual \(PDF\)](#)
- [College Fee Waiver Program for Veterans Dependents Application \(DVS 40\) \(July 2023\) \(PDF\)](#)

- Annual Report to the Legislature
- [FY 2015-16 Monetary Benefits Attributable to the Assistance of County Veterans Service Offices \(PDF\)](#)
- [FY 2016-17 Monetary Benefits Attributable to the Assistance of County Veterans Service Offices \(PDF\)](#)
- [FY 2017-18 Monetary Benefits Attributable to the Assistance of County Veterans Service Offices \(PDF\)](#)

my CALVET
Custom benefits and services

[Login](#) [Register](#)

County Assistance

- [County Assistance Home](#)
- [Subvention](#)
- [Medi-Cal Cost Avoidance](#)
- [Veteran Service Office Fund\(VSOF\)](#)
- [CVSO Training](#)
- [CVSO Payments](#)
- [CVSO Bulletins](#)
- [CVSO County Locations](#)
- [Fiscal Forms and Information](#)

Spotlight

- [COVID-19 Updates](#)

CalVet CVSO Audit – Fiscal Year (July 01, 2024 – June 30, 2025)

Counties must fully comply with the administrative requirements detailed in this manual in order to be eligible to receive state funding from these three sources. Although requirements for participation in these funding programs have many similarities there are distinct differences. The County Subvention Program and the Medi-Cal Cost Avoidance Program will be addressed below.

It is your responsibility to understand and comply with these guidelines as well as applicable regulations and statutes. You may contact the Veteran Services Division CVSO Auditor at (916) 653-2573, if you have any questions.

The Subvention Program

The County Subvention Program is administered under the provisions of M&VC Sections 972 and 972.1 and CCR, Title 12, Sections 450 through 455. Funds are subject to appropriation in the annual Budget Act. Funds may be available to counties if all of the following requirements are met:

NOTE: FAILURE TO PROVIDE THE ITEMS BELOW AS PRESCRIBED MAY RESULT IN NON-PAYMENT OF FUNDS.

Subvention Requirements Calendar

January 31st – No later than January 31st, each CVSO must scan and upload via the Agency Attachments section (labeled with the correct document type) in VetPro the following reports:

- 1) **Subvention workload activities (DVS 16)** - The Semi-Annual Workload report (DVS 16) is utilized by all CVSOs for the purpose of reporting awards and activity data to CalVet. The data recorded on the DVS 16 should reflect the accumulated six (6) month totals for the appropriate reporting period and is derived automatically via VetPro from the DVS 19 (Daily Activity Report), DVS 20 (Subvention Awards Register) and the DVS 20MC (Medi-Cal Cost Avoidance Awards Register). *Note: The DVS 19, DVS 20, and DVS 20MC require no action by the CVSO because they are automatically produced by VetPro.* The DVS 16 must be printed, signed, and uploaded into Agency Attachments in VetPro for CalVet by January 31st for the July – December reporting period of each fiscal year; and by July 31st for the January – June reporting period of each fiscal year. CCR, Title 12, Section 452(b).
- 2) **Budget via Net County Cost Report** (See Column A of the Net County Cost form) - The current fiscal year adopted or preliminary budget for the CVSO must be submitted to CalVet via Net County Cost Form and scanned/uploaded via Agency Attachments in VetPro. Adopted budget must be submitted within 30 days of final adoption by the Board of Supervisors, or no later than January 31st of the current fiscal year. CCR, Title 12, Section 452(c)(1).
- 3) **Net County Cost Report** (See Column B of the Net County Cost form) – Must be submitted and uploaded via Agency Attachments in VetPro by January 31st for the period of July 1st through December 31st.
- 4) **Semi-Annual Claim for Subvention Funds** for the period July 1st through December 31st is due no later than January 31st. The Semi-Annual County Claim

SEPTEMBER 15, 2019

February 1st
(7/1/24 – 12/31/24)

for Subvention Funds is the document by which each county requests disbursement of funds. Scan and upload via Agency Attachments in VetPro.

- 5) **Annual Subvention Certificate of Compliance** must be scanned/uploaded via Agency Attachments in VetPro as soon as adopted by the County Board of Supervisors but no later than January 31st of the current fiscal year. CCR, Title 12, Section 451(a)(3). Annual Subvention Certificate of Compliance is submitted only once per fiscal year.

February/March - CalVet will disburse funds upon receipt of each Semi-Annual County Claim for Subvention Funds for the July 1 - Dec. 31 period. **Due to the allocation formula used for subvention distribution, CalVet cannot start disbursements until ALL counties have submitted their documents listed above.**

April - Letters to Board of Supervisors for each county are sent showing the amount of new awards obtained through claims submitted by that CVSO.

July 31st - No later than July 31st - Each CVSO must scan and upload via the Agency Attachments section in VetPro the following reports: (see descriptions of each requirement in the January 31st section).

- 1) **Subvention workload activities (DVS 16)** - The DVS 16 must be printed, signed, and uploaded into Agency Attachments in VetPro for CalVet by January 31st for the July – December reporting period of each fiscal year; and by July 31st for the January – June reporting period of each fiscal year. CCR, Title 12, Section 452(b).
- 2) **Net County Cost Report - Must be submitted and uploaded into Agency Attachments via VetPro by July 31st for the period of January 1st – June 30th.**
- 3) **Semi-Annual County Claim for Subvention Funds** for the period January 1st through June 30th.

September 1st - CVSOs send outreach metrics for the previous state fiscal year per M&VC Section 974(a) to CalVet: "The number of veterans and their family members who have contacted or utilized the services of the county veterans service offices during the fiscal year and a summary of other services provided by county veterans service offices and special events and activities in which county veterans service offices participated, such as veterans outreach events, homeless veteran "Stand Downs," and job fairs for veterans."

September/October - CalVet will disburse funds upon receipt of each Semi-Annual County Claim for Subvention Funds for the Jan. 1 - June 30 period. **Due to the allocation formula used for subvention distribution, CalVet cannot start disbursements until ALL counties have submitted their documents.**

November 15th - CalVet calculates and publishes an estimated statewide annual county Subvention allocation using audit finding from previous fiscal year.

SEPTEMBER 15, 2019

August 1st
(1/1/25 – 6/30/25)

CalVet CVSO Audit – Audit Sample Size

CalVet Procedures Manual for Subvention and Medi-Cal Cost Avoidance		Page 35
Detailed Audit		
The Audit will include a Detailed Audit. Such an audit accesses County VetPro data for the purpose of verification/validation of claimed Workload Units. Any and all findings related to the Detailed Audit will be included in the notice of audit findings.		
Detailed Audit Protocol		
A sample of workload units claimed during the semi-annual audit period will be selected for both the Subvention program and the Medi-Cal Cost Avoidance program. Generally, a sample size of no less than 10% of each major claim form category on the DVS 19, DVS 20, and DVS 20MC will be reviewed. For example, if the total amount of 21-526EZ claims on the DVS 19 is 100, no less than 10 of them will be reviewed (100 X 10% = 10). The sample size for each major claim form category may be expanded if errors are found during the review of the initial audit sample. Generally, the sample size will be selected as follows:		
Subvention Program Sample		
<u>DVS 19 Subvention Claim Form Category</u>	<u>No less than</u>	
20-0995	25%	
20-0996	10%	
21-526EZ	10%	
21P-527EZ	10%	
21P-534EZ	10%	
21-4138	25%	
21-0958	10%	
10-10 series	10%	
21-686c	10%	
Other (e.g., VA 10182, VA 9, 29-4125, 21-8940, DVS 40*	10%	
	as necessary	
* Individual DVS 40 files will be sampled as necessary during the Subvention program audit. An audit of only DVS 40 files will be done during the CalVet College Fee Waiver program audit period.		
<u>DVS 20 Claim Form Category</u>	<u>No less than</u>	
Prior Awards Verified	10%	
20-0995	25%	
20-0996	10%	
21-526EZ	10%	
21P-527EZ	10%	
21P-534EZ	10%	
21-4138	25%	
21-0958	10%	
SEPTEMBER 15, 2019		

Subvention Program Sample

CalVet Procedures Manual for Subvention and Medi-Cal Cost Avoidance		Page 36
21-686c	10%	
Other (e.g., VA 10182, VA9, 29-4125, 21-8940)	10%	
Medi-Cal Cost Avoidance Program Sample		
<u>DVS 19 Medi-Cal Claim Form Category</u>	<u>No less than</u>	
MC05 Verifications	10%	
Benefit Enhancement Claims (10 point claims)	25%	
<u>DVS 20 Medi-Cal</u>	<u>No less than</u>	
Prior Awards Verified	10%	
20-0995m	25%	
20-0996m	10%	
21-526EZm	10%	
21P-527EZm	10%	
21P-534EZm	10%	
21-4138m	25%	
Other (e.g., VA 10182m, 21-0958m, VA 9m, etc.)	10%	
SEPTEMBER 15, 2019		

Medi-Cal Cost Avoidance Sample

Audit Findings

Updated Copy of CVSO Audit Worksheet (Master File) - Excel

File Home Insert Page Layout Formulas Data Review View Tell me what you want to do...

Normal Page Break Preview Page Custom Workbook Views

Formulas: ☒ Ruler ☒ Formula Bar ☐ Gridlines ☒ Headings

View: ☒ Zoom 100% ☐ Zoom to Selection ☐ New Window ☐ Arrange All ☐ Freeze Panes ☐ Split ☐ Hide ☐ Unhide ☐ View Side by Side ☐ Synchronous Scrolling ☐ Reset Window Position ☐ Switch Windows ☐ Macros

B1: FY 2018/19 Semi-Annual Reporting Dates from July 1, 2018 through December 31, 2018

	A	B	C	D	E	F	G	H	I	J	K	L
1		FY 2018/19	Semi-Annual Reporting Dates from July 1, 2018 through December 31, 2018									
3			COUNTY:									
4			CVSO									
5			Auditor:									
6			CVSO Audit Respond Due Date:									
8		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
9												
10												
11												
12												
13												
14												
15												
16												
17												
18												
19												
20												
21												

Procedures CVSO Findings & Notification

Ready Google Chrome

Audit Findings

20

6

8

10

12

14

16

18

20

22

24

26

28

30

32

34

36

38

40

42

County Audits and Response Procedures

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.

Procedures

CVSO Findings & Notification

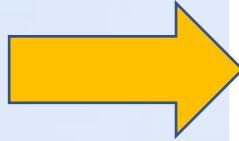
Most commonly found errors

21-4138's not in compliance

WORKLOAD UNIT (WLU) FORM DESCRIPTION (Note: all forms and supporting documentation must be uploaded/scanned into VetPro)		FORM WLU VALUE	WLU AWARD TYPE	AWARD WLU VALUE
15.	<p>B) NOT ALLOWABLE uses of 21-4138:</p> <ol style="list-style-type: none">1. To file NOD (use form 21-0958 or VA 10182).2. To file for Compensation or DIC (use form 21-526EZ or 21P- 534EZ).3. To file for Prosthetics.4. To claim Ancillary benefit/services (e.g., Chapter 35 DEA, specially adapted housing, automobile and adaptive equipment, vocational rehabilitation, etc.; USE THE PRESCRIBED VA FORM).5. To establish or change a claim effective date (MUST use 21-0958; 20-0996 or VA 10182).6. To trace a missing check.7. To provide developmental, supportive, or administrative information (e.g., birth date, change of address, change of SSN, etc.).8. To request an apportionment.9. To request switch from Pension to Comp or vice versa.10. To request any type of VA audit.11. As an intent to file (MUST use 21-0966).12. To request accrued benefits (depending on the situation use 21P-601 or 21P-534EZ and include a copy of the death certificate).13. To file for Permanent and Total Disability Status (must use prescribed form).14. To request temporary 100% due to hospitalization/surgery (must provide adequate supporting documentation, not simply a request for temporary 100% due to hospitalization/surgery). Must be on prescribed form 21-526EZ.	0	No Award	0

Most commonly found errors

Multiple 21-526EZ's within 8 weeks



VetPro as non-auditable activities.

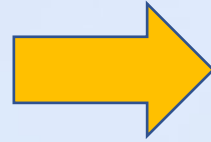
- NO additional credit shall be taken for submitting secondary auditable claim activities that are within eight calendar weeks of the initial Fully Developed Claim (FDC) activity. Secondary auditable claim activities will be considered part of the initial FDC claim activity and no additional workload units will be allowed.
- Multiple issue claims are a single client activity and are NOT to be recorded as multiple workload units/claims.
- Workload unit claims based on a supplemental claim, higher level review, or an appeal to the BVA shall be limited to one claim per lane (i.e., total of three workload units) per initial USDVA decision notice during the 12 month period following the initial USDVA decision.
- While the use of VetPro greatly facilitates the data recording, collection and report generation processes the CVSO is ultimately responsible for ensuring reports accurately reflect work performed and awards generated.

SEPTEMBER 15, 2019

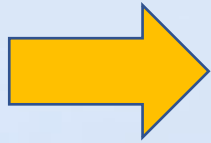
08/07/2024	Smith, Joe	000-00-0001	21-526EZ	1
09/13/2024	Smith, Joe	000-00-0001	21-526EZ	1
12/04/2024	G.I, Kenny	XXX-XX-XXXX	21-526EZ	1
12/11/2024	Tom, Ken	XXX-XX-XXXX	21-526EZ	1
07/26/2024	Zebra, Animal	XXX-XX-XXXX	21-526EZ	1
08/22/2024	Pig, Animal	XXX-XX-XXXX	21-526EZ	1
10/30/2024	Joe, Rob	XXX-XX-XXXX	21-526EZ	1
10/16/2024	Z, Steve	XXX-XX-XXXX	21-526EZ	1

Most commonly found errors

Benefit Enhancement



- **Claim Opened or Benefit Enhancement** -When a new or Benefit Enhancement claim has been filed with the USDVA. A copy of this form must be maintained in the file. The point value is "10". To receive the 10 point workload unit value for this activity a MC 05 must have been received and verified within 12 months from the date of the claim open or Benefit enhancement activity. MC 05 verified after a claim is open or Benefit Enhancement will not receive workload unit credit for the claim open or Benefit Enhancement activity.



Auditable Aid Code: 1H Recent MC-05m/ CW-5m Activity Date: 04/05/2024

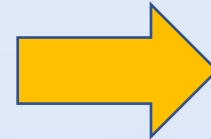
AKA: Sex: Insur

Characters typed: (limit: -1)

Most commonly found errors

Appeals Modernization Act

Rating Decision 12/12/2024



20-0995 +1

20-0996 +1

10182 +1

Most commonly found errors

Submitting a TDIU claim with a 21-526EZ
and 21-8940

NOTE: The following forms may NOT be claimed as a workload unit unless the veteran has current eligibility/entitlement for the requested benefit. **No form used as a transmittal in order to complete a FDC package will be counted as a workload unit (e.g., 21-526EZ claiming IU submitted with 21-8940 claiming IU).**

Note: Fiscal year is defined as the period from July 1st to June 30th.

FAQ's

- What is each subvention point worth today?
- Since some claims are completed in under 8 weeks can a CVSO post the award close out the claim and file a new 21-526EZ for new issue (s) not previously filed?
- Has anyone ever received a 0 error from a CALVET Audit?

FAQ's

- The use of quick submit for claims, what needs to be uploaded to VetPro to be in compliance?
- Is there training provided to new CVSO's on what to look for during audits?
- Where can we find the subvention manual?
- What do we do if there is no 'x' form, such as a 21-686cX?

Questions?

Jesus Lopez –CVSO Auditor
(916) 503-8002
Jesus.Lopez@calvet.ca.gov

Manny Lavalle – CVSO Auditor
(916) 651-3040
Manuel.Lavalle@calvet.ca.gov

George Dixon – CVSO Auditor
George.Dixon@calvet.ca.gov