#### Chapter 3. Performance Analysis & Integrity (PA&I) Reporting

**Overview**

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| In this Chapter | This chapter contains the following topics:

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#### General Information on PA&I Reporting

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| a. Overview | In 2014, Loan Guaranty revised performance measures for Regional Loan Centers (RLCs). Currently, the [Director’s Performance Dashboard](http://vbaw.vba.va.gov/bl/20/opai/pai/wkld/2010/files/Dashboards.htm) provides managers with a report on the performance of certain aspects of the Loan Guaranty business line against established performance targets. To ensure that program updates are relevant and timely, a [Loan Guaranty RLC Dashboard](https://vaww.portal2.va.gov/sites/pai/ReportsHub/Documents/Loan%20Guaranty) was created. The Loan Guaranty RLC Dashboard has some of the key performance indicators for the home loan program. The measures on the RLC dashboard do not influence the RLC director’s performance standards; rather, they provide Loan Guaranty Central Office (LGYCO) and stakeholders with a broader picture of program performance. Performance measures on the Director’s and RLC’s Dashboards may be changed if necessary, based on program needs. Accuracy data is defined as findings cited by LoanSTAR during its review of specific cases worked by the Regional Loan Centers in the business lines of Counstuction and Valuation (CV), Specially Adapted Housing (SAH), Loan Production (LP), and Loan Administration (LA). Non-Accuracy data is defined as all dashboard performance data other than the accuracy data described above. LGYCO submits the results of the Loan Guaranty Statistical Accuracy Review (LoanSTAR) to [Performance Analysis and Integrity (PA&I)](https://vaww.portal2.va.gov/sites/pai/DPDD/Documents/Forms/Document%20Set/docsethomepage.aspx?ID=4&FolderCTID=0x0120D52000366271FEAC26884694EF35FB2B236243&List=081926db-7167-4c53-81fa-26fa803c5d55&RootFolder=%2Fsites%2Fpai%2FDPDD%2FDocuments%2FLoan%20Guaranty) for posting to both performance measures dashboards. The accuracy and non-accuracy data is submitted to PA&I prior to the deadline on the 7th business day each month.Data reported after the 7th business day will cause a delay in the posting of the data, therefore, reducing the time allotted for RLCs to request appeals of the findings. Late reporting must be avoided. |

#### Objective

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| a. Objective | The main objectives of performance measures reporting are:* Provide transparency for stakeholders
* Provide timely and accurate reporting of Loan Guaranty program performance data
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#### Accuracy Data Reporting to PA&I

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| a. Populate PA&I Submission Spreadsheet | Follow the steps below to populate the PA&I submission spreadsheet:* Open a copy of the [LGY Accuracy Data master spreadsheet](https://vaww.portal2.va.gov/sites/Loan%20Guaranty%20Service/oversight/quality_assurance/Monitoring_Unit/Shared%20Documents/Forms/AllItems.aspx) on the LGY Central Office Quality Assurance SharePoint site.
* Enter updated LGY Accuracy Data for previous month reflecting overturned errors into [PA&I submission spreadsheet](https://vaww.portal2.va.gov/sites/pai/DPDD/Documents/Forms/Document%20Set/docsethomepage.aspx?ID=4&FolderCTID=0x0120D52000366271FEAC26884694EF35FB2B236243&List=081926db-7167-4c53-81fa-26fa803c5d55&RootFolder=%2Fsites%2Fpai%2FDPDD%2FDocuments%2FLoan%20Guaranty)
* Enter LGY Accuracy Data for current month into PA&I submission spreadsheet
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| b. Validate Accuracy of Data Populated in PA&I Spreadsheet | Follow the steps below to validate the data in the PA&I submission spreadsheet:* Compare data populated in PA&I spreadsheet with LGY accuracy data spreadsheet and validate that data matches
* Ensure that the spreadsheet submitted to PA&I reflects the required PA&I reporting order:
	+ Cleveland
	+ Atlanta
	+ Roanoke
	+ St. Petersburg
	+ Houston
	+ St. Paul
	+ Denver
	+ Honolulu
	+ Phoenix

For specific definition and calculation information, please refer to the respective *Definitions* tabs on the Director’s Performance Dashboard. |

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| c. Submit Accuracy Data to PA&I | Follow the steps below to submit the accuracy data to PA&I: * Submit PA&I data no later than 7th business day of each month
* Upload the accuracy data to [PA&I Accuracy Data SharePoint site](https://vaww.portal2.va.gov/sites/pai/DPDD/Documents/Forms/Document%20Set/docsethomepage.aspx?ID=4&FolderCTID=0x0120D52000366271FEAC26884694EF35FB2B236243&List=081926db-7167-4c53-81fa-26fa803c5d55&RootFolder=%2Fsites%2Fpai%2FDPDD%2FDocuments%2FLoan%20Guaranty)
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**3. Accuracy Data Reporting to PA&I,** continued

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| d. Verify that LGY Accuracy Data was Correctly Posted to Director’s Dashboard | After PA&I posts the data, LoanSTAR will validate by a manual data comparison that the information posted by PA&I matches the information that was sent by LoanSTAR. Data is located on the PA&I website under the Director’s Performance Dashboard.  |

#### Non-Accuracy Data Reporting to PA&I

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| General Information  | Non-accuracy key measures including production and timeliness are reported monthly to Veteran Benefits Administration’s (VBA) PA&I staff by the 7th business day following the end of each month. These measures are reported on a fiscal year-to-date (FYTD) basis. |

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| a. Loan Production | Loan Production’s (LP) non-accuracy performance is determined by the following metrics on the Director or Loan Guaranty RLC dashboard:* Native American Direct Loan (NADL) timeliness Composite Score
* NADL Outreach
* Full Review of Loan Files as a Percentage of expected review

For specific definition and calculation information, please refer to the respective *Definitions* tabs on the Director and Loan Guaranty RLC dashboards. |

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| b. Construction & Valuation | C&V’s non-accuracy performance is determined by the following metrics on the Director and Loan Guaranty dashboard:* Percentage of timely Specially Adapted Housing (SAH) Initial Interviews
* Percentage of Lender Appraisal Processing Program (LAPP) Reviews
* Percentage of Servicer Appraisal Processing Program (SAPP) Reviews
* Percentage of Field Reviews
* Percentage of NOV Timeliness – VA Issued NOVs only

For specific definition and calculation information, please refer to the respective *Definitions* tabs on the Director and Loan Guaranty RLC dashboards. |

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#### 4. Non-Accuracy Data Reporting to PA&I continued

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| c. Loan Administration | Loan Administration non-accuracy performance is determined by the following metrics on the Director or Loan Guaranty RLC dashboard:* Station Default Resolution Rate (DRR)
* Percentage for Adequacy of Servicing (AOS) Timely
* Percentage for Non-Routine Acquisition (NRA) Timely
* Percentage for Pre-Foreclosure Review Timely
* Percentage for Post Audit Timely
* Combined Timeliness Element for Loan Administration

The data is provided monthly by Loan Management within LGYCO.For specific definition and calculation information, please refer to the respective *Definitions* tabs on the Director and Loan Guaranty RLC dashboards. |