



On-site Examination Fact Sheet

Issue:

The Center for Verification and Evaluation (CVE) protects the Veteran advantage by ensuring firms listed in VIP remain eligible for the Veterans First Program through its Risk Mitigation Program by conducting on-site examinations. CVE conducts hundreds of on-site examinations annually.

Discussion:

A **Pre-verification on-site examination** can occur during the verification application process.

- All pre-verification on-site examinations are unannounced.
- The Veteran-owner can verify the on-site examiner was sent by CVE by calling our Help Desk at 866-584-2344. This is the same telephone number used for all verification related matters and is listed on our Web site!
- All pre-verification on-site examinations are performed after a firm has submitted an application. CVE conducts this type of on-site examination when it is unable to determine if the firm meets the regulatory requirements based upon the documentation provided. After the on-site examination is conducted, one of two scenarios could result:
 1. The firm could receive an approval letter.

2. The firm could be given the option to take part in the denial avoidance program if CVE's review reveals there are issues which prevent the firm's verification.

If the Veteran business owner decides not to participate in Pre-Determination Findings (PDF) or the Pre-Decision Process (PDP), the company will receive a denial letter.

Post-verification on-site examinations occur after a firm is verified and listed in VIP.

- All post-verification on-site examination audits are unannounced.
- After the on-site examination audit, one of two outcomes is possible:
 1. The firm will receive a Compliance Letter signifying it remains complaint with 38 CFR Part 74.
 2. If the firm is believed to be non-compliant the firm will receive a Notice of Proposed Cancellation (NOPC). The firm has 30-days to respond to the issues outlined in the NOPC. If the firm provides a response which does not satisfactorily address the concerns outlined in the NOPC, a Notice of Verified Status Cancellation (NVSC) will be issued. Concurrently the firm will be removed from VIP.

The On-Site Examination Process:

- A CVE examiner travels to the firm's location listed on the VIP profile.

Occasionally, the site visit examiner will travel to the contract work location as a part of the on-site examination.

- The CVE site examiner provides a Credential Letter to validate the legitimacy of the site visit. The Credential Letter includes CVE's Contact Center information, which the Veteran business owner can use to confirm the examiner's purpose. Additionally, on-site examiners are required to present a government issued identification card prior to beginning the on-site examination.
- The examiner interviews the Veteran business owner(s) and other employees.
- The examiner can request business documents from the Veteran business owner. If so, the examiner will provide step-by-step instructions to the Veteran business owner(s) on how to upload requested documents to their VIP profile. Under no circumstances will the examiner take a copy of the firm's business documents with them.
- The examiner does not have authority to remove a firm from VIP.
- After the on-site examination the examiner provides a report to the CVE Director which includes a recommendation regarding the firm's compliance with 38 CFR Part 74.

- The CVE Director makes a compliance determination based on the report, previously conducted public research, and documentation submitted to CVE.

To get more information about verification application resources, please visit [Verification Assistance](#).

Visit <http://www.va.gov/osdbu> for more information about CVE and the Verification Process.

The Center for Verification and Evaluation

866-584-2344

Monday-Friday

8 a.m. to 8 p.m. (EST)

Status Update:

verificationfollowup@va.gov

Profile Questions:

vip@va.gov