

# CONSOLIDATED FINANCIAL STATEMENTS

DEPARTMENT OF VETERANS AFFAIRS FRANCHISE FUND  
 CONSOLIDATED BALANCE SHEET  
 AS OF SEPTEMBER 30, 2013 and 2012

	<u>2013</u>	<u>2012</u>
<b>ASSETS</b>		
<b>Intragovernmental:</b>		
Fund Balance with Treasury (Note 2)	\$ 200,527	\$ 160,214
Accounts Receivable (Note 3)	38,843	36,473
Other Assets (Note 5)	1,402	2,335
Total Intragovernmental Assets	<u>240,772</u>	<u>199,022</u>
<b>Public</b>		
Accounts Receivable (Note 3)	16	20
General Property, Plant and Equipment, Net (Note 4)	72,576	63,148
Other Assets (Note 5)	1	4
Total Public Assets	<u>72,593</u>	<u>63,172</u>
<b>Total Assets</b>	<b><u>\$ 313,365</u></b>	<b><u>\$ 262,194</u></b>
<b>LIABILITIES</b>		
<b>Intragovernmental:</b>		
Accounts Payable	16,783	20,276
Other Liabilities (Note 7)	7,759	10,089
Total Intragovernmental Liabilities	<u>24,542</u>	<u>30,365</u>
<b>Public</b>		
Accounts Payable	60,759	46,139
Other Liabilities (Note 7)	10,407	7,546
Total Public Liabilities	<u>71,166</u>	<u>53,684</u>
<b>Total Liabilities</b>	<b><u>\$ 95,708</u></b>	<b><u>\$ 84,049</u></b>
<b>NET POSITION</b>	<b><u>\$ 217,657</u></b>	<b><u>\$ 178,145</u></b>
<b>TOTAL LIABILITIES AND NET POSITION</b>	<b><u>\$ 313,365</u></b>	<b><u>\$ 262,194</u></b>

*The accompanying notes are an integral part of these financial statements.*

## CONSOLIDATED FINANCIAL STATEMENTS

DEPARTMENT OF VETERANS AFFAIRS FRANCHISE FUND  
 CONSOLIDATED STATEMENT OF NET COST  
 FOR THE YEARS ENDED SEPTEMBER 30, 2013 and 2012

(Dollars in Thousands)

	<u>2013</u>	<u>2012</u>
<b>PROGRAM COSTS:</b>		
Gross Costs Intragovernmental	\$ 208,616	\$ 200,955
Less: Earned Revenue-Intragovernmental	(498,113)	(439,656)
Net Program Costs - Intragovernmental	<u>\$ (289,497)</u>	<u>\$ (238,701)</u>
Costs Not Assigned to Programs	263,729	239,096
<b>NET COST OF OPERATIONS</b>	<u><b>\$ (25,768)</b></u>	<u><b>\$ 395</b></u>

DEPARTMENT OF VETERANS AFFAIRS FRANCHISE FUND  
 CONSOLIDATED STATEMENT OF CHANGES IN NET POSITION  
 FOR THE YEARS ENDED SEPTEMBER 30, 2013 and 2012

(Dollars in Thousands)

	<u>2013</u>	<u>2012</u>
<b>CUMULATIVE RESULTS OF OPERATIONS:</b>		
Beginning Balance	<b>\$ 178,145</b>	<b>\$ 170,446</b>
<b>OTHER FINANCING SOURCES (NON-EXCHANGE):</b>		
Transfers-In	6,457	411
Imputed Financing	7,287	7,683
Total Financing Sources	<u>13,744</u>	<u>8,094</u>
Net Cost of Operations	<u>25,768</u>	<u>(395)</u>
Net Change	39,512	7,699
<b>NET POSITION</b>	<u><b>\$ 217,657</b></u>	<u><b>\$ 178,145</b></u>

*The accompanying notes are an integral part of these financial statements.*

# CONSOLIDATED FINANCIAL STATEMENTS

DEPARTMENT OF VETERANS AFFAIRS FRANCHISE FUND  
 COMBINED STATEMENT OF BUDGETARY RESOURCES  
 FOR THE YEARS ENDED SEPTEMBER 30, 2013 and 2012

(Dollars in Thousands)

<b>BUDGETARY RESOURCES:</b>	<b>2013</b>	<b>2012</b>
Unobligated Balance brought forward, October 1	\$ 111,647	\$ 103,411
Spending Authority from offsetting collections	473,364	453,380
<b>Total Budgetary Resources</b>	<b>\$ 585,011</b>	<b>\$ 556,791</b>
<b>STATUS OF BUDGETARY RESOURCES</b>		
Obligations Incurred	\$ 477,202	\$ 445,144
Unobligated Balance, end of year	107,809	111,647
<b>Total Budgetary Resources</b>	<b>\$ 585,011</b>	<b>\$ 556,791</b>
<b>CHANGE IN OBLIGATED BALANCE</b>		
Unpaid obligations, brought forward, October 1 (gross)	\$ 165,901	\$ 157,955
Uncollected customer payments from Federal sources, brought forward	(117,334)	(87,690)
Obligated balance start of year (net)	\$ 48,567	\$ 70,265
Obligations Incurred	\$ 477,202	\$ 445,144
Outlays (gross)	(461,578)	(437,198)
Change in Uncollected Customer Payments from Federal Sources	28,527	(29,644)
<b>Obligated Balance, end of year, (net)</b>	<b>\$ 92,718</b>	<b>\$ 48,567</b>
Obligated Balance, end of year		
Unpaid obligations, end of year (gross)	\$ 181,525	\$ 165,901
Uncollected customer payments from Federal sources, end of year	(88,807)	(117,334)
<b>Obligated Balance, end of year, (net)</b>	<b>\$ 92,718</b>	<b>\$ 48,567</b>
<b>BUDGET AUTHORITY AND OUTLAYS, NET</b>		
Budget Authority, gross	\$ 473,364	\$ 453,380
Actual offsetting collections	(501,891)	(423,736)
Change in Uncollected Customer Payments from Federal Sources	28,527	(29,644)
<b>Budget Authority, net</b>	<b>\$ 0</b>	<b>\$ 0</b>
Outlays, gross	\$ 461,578	\$ 437,198
Actual offsetting collections	(501,891)	(423,736)
<b>Net Outlays</b>	<b>\$ (40,313)</b>	<b>\$ 13,462</b>

*The accompanying notes are an integral part of these financial statements.*

# NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

## For the Years Ended September 30, 2013 and 2012

(Dollars in Thousands)

### Note 1. Summary of Significant Accounting Policies

#### A. Reporting Entity

VA was selected by the Office of Management and Budget in 1996 as one of six executive branch agencies to establish a franchise fund pilot program. In this program, entrepreneurial organizations or Enterprise Centers are authorized to sell common administrative support services to VA and other Government agencies and operate entirely on revenues earned from customers. Enterprise Centers receive no Federally appropriated funding. The VA Franchise Fund (Fund) was established under the authority of the Government Management Reform Act of 1994 and the VA and Housing and Urban Development and Independent Agencies Appropriations Act of 1997. In 2006, under Public Law 109-114, permanent status was conferred upon the VA Franchise Fund.

Created as a revolving fund, the VA Franchise Fund began providing services to VA and other Government agencies on a fee-for-service basis in 1997. By law, the business lines within the Fund can only sell to Federal entities.

This organization accounted for its funds in six activity centers (VA Enterprise Centers) and in one administrative organization: Enterprise Operations, Debt Management Center, Financial Services Center, Law Enforcement Training Center, Security and Investigations Center, VA Records Center and Vault and the Franchise Fund Oversight Office. The consolidated financial statements include the six individual activity centers of the Fund. All material intrafund transactions have been eliminated.

#### B. Basis of Presentation

The VA Franchise Fund consolidated financial statements report all activities of VA Enterprise Centers. The consolidated financial statements differ from the financial reports used to monitor and control budgetary resources, but are prepared from the same books and records. The statements should be read with the understanding that the VA Franchise Fund is a component unit of the U.S. Government.

#### C. Basis of Accounting

The Franchise Fund's fiscal year (FY) 2013 and 2012 financial statements are prepared in accordance with generally accepted accounting principles (GAAP) as promulgated by the Federal Accounting Standards Advisory Board (FASAB) and the Office of Management and Budget's (OMB) Circular A-136, Financial Reporting Requirements. The American Institute of Certified Public Accountant's (AICPA) Statement on Auditing Standards No. 91, Federal GAAP Hierarchy, established a hierarchy of GAAP for Federal financial statements.

#### D. Fund Balance with Treasury

The Department of the Treasury (Treasury) performs cash management activities for all Federal Government agencies. The Fund Balance with Treasury represents the right of the VA Franchise Fund to draw on the Treasury for allowable expenditures.

#### E. Accounts Receivable

Intragovernmental accounts receivable are from other Federal entities and are considered fully collectible; therefore, no allowance for uncollectible accounts is necessary.

Public accounts receivable are incurred when the Fund makes payments on behalf of their employees. Examples of this would be advances for Permanent Change of Station travel or advances for Federal Employees Health Benefits when employees are on leave without pay and their health benefits are paid to the health carriers. These receivables are considered fully collectible; therefore, no allowance for uncollectible accounts is necessary.

#### F. Property, Plant and Equipment

The majority of the general Property, Plant and Equipment (PP&E) is used to provide common administrative services to the VA and other Federal entities and is valued at cost, including transfers from other Federal agencies. Major additions, replacements, and alterations are capitalized, whereas routine maintenance is expensed when incurred. Individual items are capitalized if the useful life is 2 years or more and the unit price is \$100,000 or greater. Equipment is depreciated on a straight-line basis over its

useful life, usually 3 to 5 years. Software is also subject to the \$100,000 threshold for capital assets. The costs subject to capitalization, including design, development, and testing, are accumulated in Software in Development until a project is successfully tested and placed in service. The costs are amortized on a straight-line basis, and the amortization term is in accordance with the planned life cycle established during the software's planning phase. There are no restrictions on the use or convertibility of general PP&E.

Leasehold Improvements and related depreciation are accounted for as Departmental assets. The Franchise Fund utilizes these assets in the production of revenue. Since the leasehold improvements are VA assets, they are recorded at the Departmental threshold of \$100,000.

#### **G. Other Assets**

Other assets are generally made up of advances. There are three types of advances handled by the Fund. The first is when Treasury processes charges from other agencies to the Franchise Fund via the Intra-Governmental Payment and Collection System (IPAC). Charges are recorded as an advance until the applicable obligation is located and the charges can be transferred. These charges are for General Services Administration rent, Government Printing Office printing services, Federal Telecommunications Service, and motor pool.

The second type of advance is advances paid to employees for travel. This includes payment for both permanent change of station (PCS) and temporary duty (TDY) travel.

One of the product lines available to other government agencies is the handling of the purchase card activity. When the purchase card payments are scheduled, an advance is set up. Charges are then IPACed to the applicable agency to offset the advances.

#### **H. Other Liabilities**

Other liabilities are classified as either intragovernmental or public. Intragovernmental liabilities arise from transactions between the Fund and Federal entities, whereas public liabilities arise from transactions between the Fund and non-Federal entities. Budgetary resources cover all other liabilities, both intragovernmental and public. All liabilities are current.

#### **I. Revenues and Financing Sources**

The Fund receives an annual apportionment that allows it to incur obligations and to recognize revenue from its customers on a "fee-for-service" basis. Revenue is

recognized when earned. Expenses are recognized when incurred. All significant intra-entity balances and transactions have been eliminated in consolidation. For financial reporting purposes under accrual accounting, operating expenses are recognized currently, while those for capital and other long-term assets are capitalized and depreciated and/or amortized over its useful life. Financing sources for these expenses, which derive from both current and prior year appropriations and operations, are also recognized this way.

#### **J. Accounting for Intragovernmental Activities**

In order to prepare reliable financial statements, transactions occurring among VA components must be eliminated. All significant intra-entity transactions were eliminated from the Fund's consolidated financial statements.

#### **K. Annual, Sick and Other Types of Leave**

Annual leave is accrued when earned and the accrual is reduced when leave is used. At least once a year, the balance in the accrued annual leave account is adjusted to reflect current pay rates of cumulative annual leave earned but not taken. Sick and other types of leave are expensed as taken.

#### **L. Pension, Other Retirement Benefits, and Other Post-Employment Benefits**

Each employing Federal agency is required to recognize its share of the cost and imputed financing of providing pension and postretirement health benefits and life insurance to its employees. Factors used in the calculation of these pensions and post-retirement health and life insurance benefit expenses are provided by the Office of Personnel Management (OPM) to each agency.

VA's employees are covered under the Civil Service Retirement System (CSRS) or the Federal Employees Retirement System (FERS); VA makes contributions according to both plan requirements. CSRS and FERS are multiemployer plans. VA does not maintain or report information about the assets of the plans, nor does it report actuarial data for the accumulated plan benefits. That reporting is the responsibility of OPM.

#### **M. Litigation**

VA is a party in various administrative proceedings, legal actions, and claims brought against it. In the opinion of VA Franchise Fund management and legal counsel, the ultimate resolutions of these proceedings, actions, and claims will not materially affect the financial position or results of VA Franchise Fund operations.

**N. Subsequent Events**

Subsequent events have been evaluated through the auditors' report date which is the date the financial statements were available to be issued, and management determined that there are no other items to disclose.

**Note 2. Fund Balance with Treasury**

The undisbursed account balance for the Fund is a revolving fund comprised of only entity assets.

**The Funds Available as of September 30,**

	2013	2012
<b>Fund Balance with Treasury</b>	\$ 200,527	\$ 160,214

The Fund does not receive an appropriation from Congress. The Fund receives an annual apportionment that allows it to incur obligations and to recognize revenue from its customers on a "fee-for-service" basis.

**Status of Fund Balance with Treasury**

	2013	2012
<b>Unobligated Apportionment</b>		
Available	\$ 107,809	\$ 111,647
Unavailable		
<b>Obligated Balance not yet Disbursed</b>	\$ 92,718	\$ 48,567
<b>Total Unexpended Apportionment</b>	<b>\$ 200,527</b>	<b>\$ 160,214</b>

**Note 3. Accounts Receivable**

Intragovernmental accounts receivable consist of amounts due from the VA and other Federal agencies. No allowances for losses are required.

Public accounts receivable consist mainly of amounts due from VA employees. No allowance for losses is required, based on prior experience of collectibles.

**Accounts Receivable as of September 30,**

	2013	2012
<b>Intragovernmental</b> Accounts Receivable	\$ 38,843	\$ 36,473
<b>Public</b> Accounts Receivable	16	20
<b>Total Accounts Receivable</b>	<b>\$ 38,859</b>	<b>\$ 36,493</b>

**Note 4. General Property, Plant and Equipment****General PP&E as of September 30, 2013:**

	Acquisition Cost	Accumulated Depreciation	Net Book Value
Building	\$ 3,774	\$ (238)	\$ 3,536
Structure	581	(82)	498
Furniture & Equipment	18,889	(4,775)	14,114
ADP Equipment	68,927	(43,037)	25,891
Capital Lease Equipment	2,119	(293)	1,826
Software	19,165	(16,602)	2,563
Software in Development	16,010	0	16,010
Leasehold Improvements	24,974	(16,836)	8,138
<b>Total PP&amp;E</b>	<b>\$ 154,439</b>	<b>\$ (81,863)</b>	<b>\$ 72,576</b>

**General PP&E as of September 30, 2012:**

	Acquisition Cost	Accumulated Depreciation	Net Book Value
Furniture & Equipment	\$ 16,659	\$ (3,201)	\$ 13,458
ADP Equipment	66,697	(36,189)	30,508
Software	17,694	(15,687)	2,007
Software in Development	8,175	0	8,175
Leasehold Improvements	25,613	(16,613)	9,000
<b>Total PP&amp;E</b>	<b>\$ 134,838</b>	<b>\$ (71,690)</b>	<b>\$ 63,148</b>

## Note 5. Other Assets

### Other Assets as of September 30,

	2013	2012
<b>Intragovernmental</b>		
Advance Payment – Federal	\$ 1,402	\$ 2,335
<b>Total Intragovernmental</b>	<b>\$ 1,402</b>	<b>\$ 2,335</b>
<b>Public</b>		
Advance to Employees	\$ 1	\$ 4
Advance Payment – Other	0	0
<b>Total Public – Other Assets</b>	<b>\$ 1</b>	<b>\$ 4</b>
<b>Total Other Assets</b>	<b>\$ 1,403</b>	<b>\$ 2,339</b>

## Note 6. Federal Employee Benefits

### Imputed Expenses – Employee Benefits as of September 30,

	2013	2012
Civil Service Retirement System	\$ 1,804	\$ 1,785
Federal Employees Retirement System	1,077	1,130
Federal Employee Health Benefits	4,391	4,752
Federal Employee Group Life Insurance	15	16
<b>Total Imputed Expenses – Employee Benefits</b>	<b>\$ 7,287</b>	<b>\$ 7,683</b>

## Note 7. Other Liabilities

Budgetary resources fund all other liabilities, both intragovernmental and public. All liabilities are current.

### Other Liabilities as of September 30,

	2013	2012
<b>Intragovernmental</b>		
Accrued Expenses – Federal	\$ 10	\$ 0
Accrued VA Contributions for Benefits	513	400
Advances – Federal	7,236	9,689
<b>Total Other Intragovernmental Liabilities</b>	<b>\$ 7,759</b>	<b>\$ 10,089</b>
<b>Public</b>		
Accrued Salaries & Benefits	\$ 2,164	\$ 1,601
Accrued Funded Annual Leave	6,199	5,945
Capital Lease Liability	2,044	0
<b>Total Other Public Liabilities</b>	<b>\$ 10,407</b>	<b>\$ 7,546</b>

## Note 8. Leases

The Franchise Fund has operating leases and capital leases of \$2,118.5. Due to the number of operating leases, the future commitment for operating leases is not known. The Franchise Fund's FY 2013 operating lease costs were \$13,903.9 for real property rentals and \$2,442.9 for equipment rentals. The Franchise Fund's FY 2012 operating lease costs were \$11,415.8 for real property rentals and \$348.8 for equipment rentals. The following chart represents the Franchise Fund's estimate for operating lease costs for the next 5 years, assuming a range of 3.1 percent annual increases in cost.

<b>OPERATING LEASES</b>			
Fiscal Year	Percentage Increase	Real Property	Equipment
2014	3.1	\$ 14,335	\$ 2,519
2015	3.1	\$ 14,779	\$ 2,597
2016	3.1	\$ 15,237	\$ 2,677
2017	3.1	\$ 15,710	\$ 2,760
2018	3.1	\$ 16,197	\$ 2,846

## Note 9. Intragovernmental Costs and Exchange Revenue

### Costs and Exchange Revenue as of September 30,

	2013	2012
Intragovernmental costs	\$ 208,616	\$ 200,955
Less: Earned Revenue – Intragovernmental	(498,113)	(439,656)
Net Intragovernmental Cost	(289,497)	(238,701)
Indirect Administrative Cost	263,729	239,096
<b>Total Net Cost of Operations</b>	<b>\$ (25,768)</b>	<b>\$ 395</b>

**Earned Revenue:** Revenue earned by VA Franchise Fund (VAFF) for fees charged for services for the period ended September 30, 2013 was \$498,113. Revenue earned by VAFF for fees charged for services for the period ended September 30, 2012 was \$439,656.

**Costs:** By law, the VAFF, as an entity of the Department of Veterans Affairs (VA), provides centralized services to other VA entities and other government agencies. However, in certain cases, other VA entities and government agencies incur costs that are directly identifiable to VAFF operations. In accordance with Statement of Federal Financial Accounting Standards (SFFAS) No. 4, Managerial Cost Accounting, VAFF recognizes identified costs paid for by other agencies as expenses to VAFF.

## Note 10. Disclosures Related to the Statements of Budgetary Resources

Apportionment Categories of Obligations Incurred Direct VS. Reimbursable Obligations

Category A, Direct/Reimbursable, consists of amounts requested to be apportioned by each calendar quarter in the fiscal year. Category B, Direct/Reimbursable, consists of amounts requested to be apportioned on a basis other than calendar quarters, such as activities, projects, objects, or a combination of these categories. The VA Franchise Fund obligations are apportioned by activity.

### Reimbursable Obligations as of September 30,

	2013	2012
Category B, Reimbursable Obligations	\$ 477,202	\$ 445,144

### Undelivered Orders at the End of a Period

The amount of budgetary resources obligated for undelivered orders for fiscal years ended September 30, 2013 and 2012 was \$95,336 and \$91,804, respectively.

## Note 11. Reconciliation of Net Cost of Operations to Budget

Statement of Federal Financial Accounting Standard 7 “requires a reconciliation of proprietary and budgetary information in a way that helps users relate the two.” The standard states that “OMB will provide guidance regarding details of the display for the Statement of Financing, including whether it shall be presented as a basic financial statement or as a schedule in the notes to the basic financial statements.”

Statement of Federal Financial Accounting Concept 2, Entity and Display, provides Concepts for Reconciling Budgetary and Financial Accounting by adding a category of financial information to further satisfy users’ needs to understand “how information on the use of budgetary resources relates to information on the cost of program operations ...” The objective of this information is to provide an explanation of the differences between budgetary and financial (proprietary) accounting. This is accomplished by means of a reconciliation of budgetary obligations and non-budgetary resources available to the reporting entity with its net cost of operations.



## Reconciliation of Net Cost of Operations to Budget

	2013	2012
<i>Resources Used to Finance Activities:</i>		
<b>Budgetary Resources</b>		
<b>Obligated</b>		
Obligations Incurred	\$ 477,202	\$ 445,144
Less: Spending Authority from Offsetting Collections and Adjustments	(473,364)	(453,380)
Net Obligations	3,838	(8,236)
<b>Other Resources</b>		
Transfers in/out	6,457	411
Imputed Financing from Costs Subsidies	7,287	7,683
Net Other Resources Used to Finance Activities	13,744	8,094
<b>Total Resources Used to Finance Activities</b>	<b>17,582</b>	<b>(142)</b>
<i>Resources Used to Finance Items not Part of the Net Cost of Operations:</i>		
Change in Budgetary Resources Obligated for Goods, Services and Benefits Ordered but Not Yet Provided	(35,967)	19,490
Resources that Finance the Acquisition of Assets Property, Plant and Equipment	(23,378)	(28,093)
Resources that Fund Expenses Recognized in Prior Periods	4	(2)
<b>Total Resources Used to Finance Items not Part of the Net Costs of Operations</b>	<b>(59,341)</b>	<b>(8,605)</b>
<b>Total Resources Used to Finance the Net Cost of Operations</b>	<b>(41,759)</b>	<b>(8,747)</b>
<b>Components Not Requiring or Generating Resources</b>		
Depreciation and Amortization	13,950	9,184
Bad Debts	2	0
Loss on Disposition of Assets		(42)
Other	2,039	(0)
<b>Total Components that Will Not Require or Generate Resources</b>	<b>15,991</b>	<b>9,142</b>
<b>Total Components that Will Not Require or Generate Resources in the Current Period</b>	<b>15,991</b>	<b>9,142</b>
<b>Net Cost of Operations</b>	<b>\$ (25,768)</b>	<b>\$ 395</b>

## Note 12. Reclassification – Accounts Payable

During 2013, VA identified certain transactions within Other Liabilities that are more appropriately included within Accounts Payable based on Treasury USSGL guidance. The corrections resulted in the reclassification of \$20 million of Intragovernmental Other Liabilities to

Intragovernmental Accounts Payable and \$40 million of Public Other Liabilities to Public Accounts Payable for 2012 in the Consolidated Balance Sheet to conform to the 2012 presentation. The reclassifications had no other effect on net position, net costs or budgetary resources in the Consolidated Financial Statements.

# DEPARTMENT OF VETERANS AFFAIRS FRANCHISE FUND

## **Debt Management Center**

P. O. Box 11930  
St. Paul, MN 55111  
Phone: 612-970-5700  
Fax: 612-970-5687  
E-mail: [dmc.ops@va.gov](mailto:dmc.ops@va.gov)  
Internet: [www.va.gov/debtman](http://www.va.gov/debtman)

## **Enterprise Operations**

1615 Woodward Street  
Austin, TX 78772  
Phone: 512-326-6005  
Fax: 512-326-6922  
E-mail: [00b@va.gov](mailto:00b@va.gov)  
Internet: [www.CDCO.va.gov](http://www.CDCO.va.gov)

## **Financial Services Center**

### **Enterprise Business Management Section (104)**

1615 Woodward Street  
Austin, TX 78772  
Phone: 512-460-5121  
Fax: 512-460-5507  
E-mail: [vafscbusinessservices@va.gov](mailto:vafscbusinessservices@va.gov)  
Internet: [www.fsc.va.gov](http://www.fsc.va.gov)

## **Law Enforcement Training Center**

2200 Fort Roots Drive, Building 104  
North Little Rock, AR 72114  
Phone: 501-257-4160  
Fax: 501-257-4145  
E-mail: [robert.cagle@va.gov](mailto:robert.cagle@va.gov)  
Internet: [http://www.osp.va.gov/Law\\_Enforcement\\_Training\\_Center\\_LETC.asp](http://www.osp.va.gov/Law_Enforcement_Training_Center_LETC.asp)

## **Records Center and Vault**

1615 Woodward Street  
Austin, TX 78772  
Phone: 512-326-6576  
Fax: 512-326-7442  
E-mail: [aacvarcv@va.gov](mailto:aacvarcv@va.gov) or  
[RCVBusinessOffice@va.gov](mailto:RCVBusinessOffice@va.gov)  
Internet: [www.rcv.va.gov](http://www.rcv.va.gov)

## **Security and Investigations Center**

2200 Fort Roots Drive, Building 192  
North Little Rock, AR 72114  
Phone: 501-257-4469/4490  
Fax: 501-257-4018  
E-mail: [vhalitbackgroundinvestigations@va.gov](mailto:vhalitbackgroundinvestigations@va.gov)  
Internet: [http://www.osp.va.gov/Security\\_and\\_Investigations\\_Center\\_FF.asp](http://www.osp.va.gov/Security_and_Investigations_Center_FF.asp)



Contact the Department of Veterans Affairs  
for additional copies of this report or download from the Web: [www.va.gov/fund](http://www.va.gov/fund)

**Department of Veterans Affairs  
Franchise Fund Oversight Office  
810 Vermont Avenue, NW (047F)  
Washington, DC 20420**