



DEPARTMENT OF VETERANS AFFAIRS
Center for Verification and Evaluation
Washington, DC 20420

JUN 04 2019

In Reply Refer To: 00VE

Dear Veteran Small Business Community:

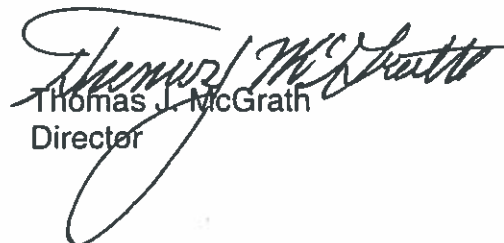
It has come to the attention of CVE that Mr. Matthew Boykin has possibly been representing himself as affiliated with the Department of Veterans Affairs (VA) Center for Verification and Evaluation (CVE). CVE wants to ensure that all CVE stake-holders are aware of Mr. Boykin's non-affiliation with any process or policy associated with the verification program.

CVE has received several complaints from our Veterans and Veteran-affiliates regarding Mr. Boykin's conduct and has determined that this conduct fails to satisfy the I CARE requirements issued by the Secretary of VA. Therefore, CVE revoked Mr. Boykin's Verification Assistance Counselor certification. Additionally, in accordance with the Policy Memorandum issued on January 1, 2019, CVE issued a notice regarding its discontinuation of communication with Mr. Boykin concerning verification matters for a period of one (1) year. (See accompanying Memorandum).

Despite CVE's efforts, Mr. Boykin has continued to represent himself to the public as a qualified verification professional associated with the VA CVE organization. Specifically, Mr. Boykin has continued to disseminate messages such as the one accompanying this letter. Please be advised that these types of messages do not originate from CVE and Mr. Boykin is not authorized to represent CVE in any manner.

Also, please note that CVE case analysts and Procurement Technical Assistance Centers (PTAC) Counselors are available to guide Veterans through the verification process at no cost. Should you receive a message similar to the one attached, please be aware that this communication is not endorsed by CVE in any regard. Questions may be directed to your Verification Counselor Support Team via email: VerificationCounselor@va.gov or phone: 202-632-9099.

Sincerely,


Thomas J. McGrath
Director

Subject:

RE: Approval Notice Example

Begin forwarded message:

From: Vetbiz VIP <approvalnotice@aerialoptic.com>

Date: May 30, 2019 at 13:03:17 PDT

Subject: Approval Notice Example

Greetings,

Today is your day, take full advantage of all your resources to win Veteran set-aside contracts!

Today only, get three (3) Months of guaranteed or your money back! CVE Approval support for as low as \$500.00 on our secure website.

- 1. Go to the Shop section of our website
- 2. Click Subject Matter Expertise or go directly here: <https://www.aerialoptic.com/product/subjectmatterexpertise/>
- 3. Click add to Cart
- 4. Click view cart
- 5. Enter Coupon Code: **verify**
- 4. The price will only be **\$500**

Sincerely,

CVE Approval Team

CVE Approval Telephone # 202-516-6037, 1

www.aerialoptic.com

AO Core Values: Integrity Commitment Advocacy Respect Excellence

AO Core Characteristics: Trustworthy Accessible Quality Innovative Agile Integrate



Department of
Veterans Affairs

Memorandum

Date: January 1, 2019

From: Director, Center for Verification and Evaluation (CVE)

Subj: CVE Core Values and Standards

To: Verification Counselors and Applicant Representatives

1. **Purpose:** To establish Core Values and General Standards for Verification Counselors and Applicant Representatives.
2. **Overview:** The Department of Veterans Affairs (VA), CVE has established a program in which Veteran-Owned Small Businesses (VOSBs) may apply for listing in the Vendor Information Pages (VIP) to participate in set aside procurement opportunities made available by the VA for VOSBs. CVE, through programs such as the Verification Assistance Program, provides verification counseling through certified Verification Counselors at no cost to the Veteran. Verification Counselors are committed to providing assistance to Veterans who are going through the Vets First Verification Process. Applicant Representatives other than a Verification Counselor are generally privately retained by applicants for a fee to similarly provide verification counseling or assistance.

Our Verification Counselors and Applicant Representatives are instrumental in assisting our Veteran community with their verification efforts. VA's Core Values are meant to guide VA employees' interaction with each other and with people outside VA. To help our employees understand these Core Values — Integrity, Commitment, Advocacy, Respect, and Excellence (I CARE), they are explicitly defined in the Code of Federal Regulations at 38 C.F.R. §0.601 as follows:

(a) *Integrity.* VA employees will act with high moral principle, adhere to the highest professional standards, and maintain the trust and confidence of all with whom they engage.

(b) *Commitment.* VA employees will work diligently to serve veterans and other beneficiaries, be driven by an earnest belief in VA's mission, and fulfill their individual responsibilities and organizational responsibilities.

(c) *Advocacy.* VA employees will be truly veteran-centric by identifying, fully considering, and appropriately advancing the interests of veterans and other beneficiaries.

(d) *Respect.* VA employees will treat all those they serve and with whom they work with dignity and respect, and they will show respect to earn it.

(e) *Excellence*. VA employees will strive for the highest quality and continuous improvement, and be thoughtful and decisive in leadership, accountable for their actions, willing to admit mistakes, and rigorous in correcting them.


The I CARE Values provide a baseline for the standards of behavior expected of all CVE employees. CVE also expects all persons working with or on behalf of CVE to espouse those very same Core Values in their dealings.

To support the VA's I CARE mission and further its initiatives, CVE is requiring all VA Verification Counselors and Applicant Representatives to maintain the I CARE Values.

3. Policy: The Director of CVE promulgates the following:

- a. CVE is requiring all VA Verification Counselors and Applicant Representatives to maintain I CARE Values.
- b. CVE shall revoke the CVE Verification Counselor Certification of all VA Counselors who CVE determines has failed to maintain the I CARE Values, remove that person from CVE's directory, and cease all communication with such person with regard to verification matters for a period of one (1) year.
- c. With respect to Applicant Representatives, CVE shall cease communicating with such person with regard to verification matters for a period of one (1) year.
- d. Anyone whose Verification Counselor Certification has been revoked or an Applicant Representative who CVE has imposed restrictions on communications pertaining to verification matters, following the one (1) year revocation or restriction period, may apply to the Director of CVE to be reinstated as either a Verification Counselor or an Applicant Representative, without any restrictions.
- e. The decision to reinstate shall be at the Director's sole discretion.
- f. Veterans and Veteran-affiliates who believe they have been subject to behavior that does not comport with the I CARE Values shall promptly report such conduct to CVE.

4. Timing: This policy is effective immediately.


Director of CVE