



Loan Guaranty (LGY) Specialty Adapted Housing (SAH) Agent Technical Competencies

Version 1: August 28, 2014

Extracted from the Loan Guaranty (LGY) Competency Model Report, Dated March 2011



**U.S. Department of
Veterans Affairs**



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Overview

The information in this document, including table numbers, is derived from the Loan Guaranty (GTY) Competency Model Report, dated March 2011.

This document contains the technical competencies for the specified position and provides the following detailed information:

- A list of all technical competencies for the position.
- For each technical competency, a profile is provided that includes the Competency:
 - Description/Definition
 - Proficiency Ratings
 - Proficiency Levels
 - Behavioral Indicators



SAH Technical Competencies

The table below identifies the technical competencies for the Loan Guaranty SAH position.

Table 1: SAH Agent Technical Competencies

Specially Adapted Housing (SAH) Agent Technical Competencies	
1.	Blueprint Reading
2.	SAH Laws and Procedures
3.	SAH Theory
4.	SAH Veterans Loans, Laws, Standards and Regulations
5.	Staff Appraisal
6.	Uniform Standards of Professional Appraisal Practice (USPAP)
7.	VA Applications
8.	VBA Institutional Knowledge



SAH Technical Competency Profiles

The tables below identify the competency profiles for the Loan Guaranty SAH position.

Table 2: SAH Agent – Blueprint Reading

Blueprint Reading				
Description/Definition: Read and interpret blueprints/plans for adaptations or new construction.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
1 – Basic	Create a draft drawing of the existing property.	✓		
	Take pictures of the existing property.	✓		
	Take measurements of the existing property.	✓		
2 – Foundational	Translate the measurements to the contractor and communicate the proposed adaptations to be made.		✓	
	Communicate feasibility of the proposed property adaptations to the Veteran.		✓	
3 – Intermediate	Review contractor blueprints for compliance with SAH minimum property requirements.			✓

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA

Table 3: SAH Agent – SAH Laws and Procedures

SAH Laws and Procedures				
Description/Definition: Procedures related to providing Veterans with a barrier-free, accessible living environment which affords the Veteran a level of independent living he or she may not normally enjoy.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
2 – Foundational	Solicit initial application for SAH benefits when inferred rating of eligibility has been made by VSC.	✓		
3 – Intermediate	Process SAH cases to completion with supervisory assistance only in highly unusual or precedent-type cases.		✓	
4 – Advanced	Conduct field reviews and provide additional resources (e.g., SAH videos, design handbooks, examples of plans for adaptations) to determine suitability of proposed building sites and feasibility of remodeling existing dwellings and reports on their compliance with SAH construction minimum property requirements.			✓

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA



Table 4: SAH Agent – SAH Theory

SAH Theory				
Description/Definition: The concepts around adapting property to avoid compromising appraised value and to ensure adapted property will remain functional over an extended period of time.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
1 – Basic	Identify the SAH minimum property requirements.		✓	
2 – Foundational	Apply SAH minimum property requirements to proposed construction or existing property.			✓

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA

Table 5: SAH Agent – SAH Veteran’s Loans, Laws, Standards, and Regulations

SAH Veteran’s Loans, Laws, Standards, and Regulations				
Description/Definition: The collection of laws, guidelines, regulations, and procedures that determine the governance, policy, and procedure of VA Loan Guaranty programs.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
2 – Foundational	Recommend changes that comply with local laws and regulations.		✓	
3 – Intermediate	Verify that contractors comply with regulations and procedures to protect the Veteran and diminish the liability to the government.			✓
	Review documents for proper format, conformity to regulations, and provisions of the contract and blueprints.			✓

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA

Table 6: SAH Agent – Staff Appraisal

Staff Appraisal				
Description/Definition: The review of cases to ensure appraisal reports are completed accurately and in a timely fashion. Taking reasonable steps to resolve problems detected during their appraisal reviews.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
3 – Intermediate	Conduct Field Reviews of Appraisal Reports.			✓

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA



Table 7: SAH Agent – Uniform Standards and Professional Appraisal Practice (USPAP)

Uniform Standards and Professional Appraisal Practice (USPAP)				
Description/Definition: Read and interpret rules established by the Appraisal Foundation.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
1 – Basic	Identify the USPAP standards.			✓

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA

Table 8: SAH Agent – VA Applications

VA Applications				
Description/Definition: The use of LGY computer systems to carry out SAH tasks.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
1 – Basic	Use VA computer applications to perform routine SAH tasks.	✓		
	Follow all IT security regulations and rules of behavior governing use of VA computer applications.	✓		
	Access SAHSHA, SHARE, LGY and MEPPS systems.	✓		
3 – Intermediate	Track GWOT and OEF/OIF information using SAHSHA		✓	
	Use applications to independently monitor and manage SAH workload (e.g., use SAHSHA work bucket).		✓	
4 – Advanced	Apply applications to perform complex SAH tasks.			✓

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA



Table 9: SAH Agent – VBA Institutional Knowledge

VBA Institutional Knowledge				
Description/Definition: A collective set of facts, concepts, and experiences held by the VBA and SAH Program. Involves, understanding the VBA organizational structure and functions and SAH Program.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
1 – Basic	Identify the Loan Guaranty offerings and organizational structure specific to SAH Programs.	✓		
2 – Foundational	Identify local economic situations, changes in local law and/or legal procedures, industry trends and other developments that affect SAH functions.		✓	
3 – Intermediate	Verify that SAH actions are in conformance with agency policy, laws, and procedures.			✓
	Summarize the grant to the supervisor through a scope of work.			✓

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA

