



# Compensation Service Field Examiner (FE) Technical Competencies

Version 1: August 28, 2014

*Extracted from the Compensation and Pension Service 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 Compensation and Pension Service 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

## FE Technical Competencies

The table below identifies the technical competencies for the Compensation Service for the FE position.

**Table 1: FE Technical Competencies**

Field Examiner (FE) Technical Competencies	
1.	Field Examinations
2.	Health and Medical Processes
3.	VBA Applications
4.	Veteran's Benefits Laws and Regulations



## FE Technical Profile Competencies

The tables below identify the competency profiles for the Compensation Service FE position.

**Table 2: FE – Field Examinations**

Field Examinations			
Description/Definition: Reviews files, prepares for meetings with beneficiaries and potential payees, conducts field examinations, determines appropriate federal fiduciary, and makes formal appointments.			
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels	
		A	J
4 – Advanced	Conduct field examination meeting with beneficiary and potential payee.	✓	
	Gather information about medical and physical traits of beneficiary.	✓	
	Drafting through report generator the field examination report and preparing VA form 21-555 and assorted forms.	✓	
	Formally appointing payee (Initial Appointment) and executing an FUA for budgetary purposes and future accounting requirements.	✓	
	Conducting follow-up field examinations at periods ranging from 6 months to 5 years to ensure that the welfare and needs of the beneficiary are met and the proper payee is serving as the fiduciary.	✓	
5 – Expert	Make preliminary determination concerning appropriate party to serve as payee.		✓
	Conducting character witness interviews, reviewing credit background checks, and analyzing any criminal history of the proposed payee.		✓
	Assess living conditions, welfare, and needs of beneficiary.		✓
	Trains new field examiners in responsibilities of the position - provide briefings and has trainee accompany field examiner on visits in the field.		✓

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: FE – Health and Medical Processes**

<b>Health and Medical Processes</b>			
<b>Description/Definition: Familiarity with health and medical termination, medical documentation, practices and procedures as well as the risk factors, symptoms, and characteristics of disabilities covered by VA.</b>			
<b>Competency Proficiency Ratings</b>	<b>Behavioral Indicators</b>	<b>Competency Proficiency Levels</b>	
		<b>A</b>	<b>J</b>
3 – Intermediate	Determine the appropriate exam based upon knowledge of general medical principals, functions, anatomy, and physiology.	✓	✓
	Determine the need for a medical exam.	✓	✓

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: FE – VBA Applications**

<b>VBA Applications</b>			
<b>Description/Definition: The use of C&amp;P computer systems to carry out all necessary FE related tasks.</b>			
<b>Competency Proficiency Ratings</b>	<b>Behavioral Indicators</b>	<b>Competency Proficiency Levels</b>	
		<b>A</b>	<b>J</b>
3 – Intermediate	Apply applications to perform complex tasks (e.g., verification of benefits, recent changes in identity of payee).	✓	✓
	Develop reporting tools (e.g., H-drive database).	✓	✓

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: FE – Veteran's Benefits Laws and Regulations**

Veteran's Benefits Laws and Regulations			
Description/Definition: The collection of laws, guidelines, regulations, and precedents that determine the governance, policy, and procedure of VA benefits programs.			
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels	
		A	J
4 – Advanced	Support field examination activities to ensure adequate protection of beneficiary and his/her entitlements.	✓	
	Explain to individuals the pertinent legal provisions, regulations, and related administrative practices and their application to specific cases.	✓	
	Determine whether there are any funds to recover for the government and takes action to recover such funds.	✓	
	Enforce accounting requirements to ensure Fiduciary compliance with Title 38 CFR, Part 13.104 and US Code 6107	✓	
	Conduct estate administration to ensure oversight and compliance with Title 38 CFR, Part 13.104.	✓	
	Contact the payee in SOA cases to ensure compliance with accounting regulations or appoint a new payee.	✓	
5 – Expert	Make determinations involved in the administration of all types of beneficiary estates, the protection of beneficiary rights, and the identification of legal problems for action by agency legal counsel.		✓
	Interact with beneficiaries, fiduciaries, and other concerned parties to ensure that the beneficiary's welfare and needs are being met in an appropriate manner.		✓
	Spot any possible embezzlement or misappropriation by the guardian or fiduciary and make recommendations to agency counsel and/or the Inspector General.		✓
	Appointment of appropriate party to serve as payee based on manual criteria.		✓
	Conduct misuse or misappropriation investigation when federal laws or regulations concerning financial management have potentially been violated.		✓

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

