



# Compensation Service Decision Review Officer (DRO) Technical Competencies

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*Extracted from the Compensation and Pension Service Competency Model Report, Dated March 2011*



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



An HR&A Initiative to invest in people development, talent acquisition and workforce engagement for the delivery of high-quality healthcare, benefits and other services to Veterans and their families.



## Table of Contents

Overview .....	3
DRO Technical Competencies .....	4
Table 8: DRO Technical Competencies .....	4
DRO Technical Competency Profiles .....	5
Table 70: DRO – Appeals Processing .....	5
Table 71: DRO – Health and Medical Processes .....	6
Table 72: DRO – VBA Applications .....	6
Table 73: DRO – Veteran's Benefits and Eligibility .....	7



## 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



## DRO Technical Competencies

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

**Table 1: DRO Technical Competencies**

Decision Review Officer (DRO) Technical Competencies	
1.	Appeals Processing
2.	Health and Medical Processes
3.	VBA Applications
4.	Veteran's Benefits and Eligibility



## DRO Technical Competency Profiles

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

**Table 2: DRO – Appeals Processing**

Appeals Processing				
Description/Definition: Analyze, evaluate, and settle C&P related Appeals, applying technical knowledge and interpersonal skills to effect fair and prompt resolution of Appeals.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
1 - Basic	RVSR Content above	✓		
3 - Intermediate	Conduct legal research to address new arguments		✓	
	Interact with Veteran, their representative, or their attorney to resolve the appeal		✓	
	Resolve appeals at the lowest level		✓	
4 - Advanced	Recognize rating trends, problems, and/or areas where additional training or procedural changes are needed			✓
	Provide solutions to appeals that require creative problem solving in the evaluation of disabilities and establishment of entitlement to benefits pursuant to VA laws and regulations			✓

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: DRO – Health and Medical Processes**

Health and Medical Processes				
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.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
3 - Intermediate	Develop case for medical evidence.	✓		
	Determine the need for a medical exam.	✓		
	Research health and medical issues using medical references and treatises.	✓		
4 - Advanced	Recognize plausible relationships between various medical conditions		✓	
	Become a subject matter expert (SME) in a particular disease or disease process.		✓	
5 - Expert	Provide creative solutions to the application of the medical rating schedule that pertain to more difficult medical conditions (e.g., TBI)			✓
	Process medical claims regardless of medical condition.			✓

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: DRO – VBA Applications**

VBA Applications				
Description/Definition: The use of C&P (DRO) computer systems to carry out appeals processing tasks.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
3 - Intermediate	Use applications to independently manage workload.	✓		
4 - Advanced	Apply applications as station coordinator for specific groups of claims (e.g., POW claims, sexual trauma claims, homeless Veterans, SI/VSI).		✓	
5 - Expert	Develop reporting tools (e.g., templates, 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: DRO – Veteran's Benefits and Eligibility**

<b>Veteran's Benefits and Eligibility</b>				
<b>Description/Definition: Properly apply laws, regulations, and manuals to the decision process.</b>				
<b>Competency Proficiency Ratings</b>	<b>Behavioral Indicators</b>	<b>Competency Proficiency Levels</b>		
		<b>E</b>	<b>A</b>	<b>J</b>
2 - Foundational	Complete decision review officer decision, statement of the case, and supplemental statement of the case with the correct issue, evidence, decision, and reasons and bases.	✓		
	Make the correct decision on appeals.	✓		
	Address the concepts that are decided in the commonly cited court cases (e.g., Deluca, Nehmar).	✓		
3 - Intermediate	Communicate the reasons for decision clearly and concisely.		✓	✓
	Properly identify and address all ancillary benefits.		✓	✓
	Assign appropriate effective dates to granted claims.		✓	✓

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

