



DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington, D.C. 20420

November 13, 2015

Director (00)
All VA Regional Offices, Fiduciary Hubs and
Centers

In Reply Refer To: 21F1
Fast Letter 15-02

ATTN: All Fiduciary Hub, Veterans Service Center and Pension Management Center
Personnel

SUBJ: Fiduciary Hub End Product Control Guidance

Purpose

This fast letter introduces a new end product (EP) to control benefit awards when the record indicates that a beneficiary cannot manage his or her own VA benefits. The EP will improve VBA's internal identification of this workload through VETSNET Operations Reports (VOR) and Customer Operational Report Environment (MyCORE), thereby improving the delivery of benefits to individuals who may require the assistance of a fiduciary.

Background

Fast letter 14-07, *Fiduciary Hub Promulgation Teams*, transferred jurisdiction over due process periods for incompetency and final ratings of incompetency (with exceptions) from the Veterans Service Centers (VSCs) and Pension Management Centers (PMCs) to promulgation teams in the fiduciary hubs. It also instructed the VSCs, PMCs, and fiduciary hub promulgation teams to control and track the due-process period for proposed incompetency decisions using EP 600. However, after the issuance of the fast letter, the fiduciary hubs notified Pension and Fiduciary (P&F) Service that it had become increasingly difficult to accurately manage the new promulgation teams' workload using the same EP as the VSCs and PMCs. P&F Service confirmed that the joint use of EP 600 has made it difficult for the fiduciary hubs to determine whether they have jurisdiction over a pending incompetency matter. The Service also determined that a fiduciary-specific EP would allow district directors, regional office directors and management analysts to monitor the fiduciary workload via VOR and MyCORE reports without the need to access this information in the Beneficiary Fiduciary Field System.

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Policy

To increase efficiency and create clarity, the fiduciary hubs will use new EP 590 to control and track the fiduciary workload and distinguish it from the VSC and PMC workload. This fast letter changes the guidance issued in Fast Letter 14-07 only as it relates to the EP that the fiduciary hubs use to control proposed incompetency determinations.

Procedures

Effective the day following the release of this fast letter, fiduciary hubs will establish an EP 590 with claim label “Due Process for Incompetency” for incompetency proposals for which fiduciary hubs have jurisdiction. Due-process periods for incompetency under the jurisdiction of the PMCs and VSCs will continue to be controlled under EP 600 – Competency Issue.

If the fiduciary hub receives a request for a hearing on a proposed incompetency decision or receives additional evidence during the due-process period, the responsible fiduciary hub employee will complete a pending issue change (PCHG) of the EP 590 to an EP 600 with claim label “Competency Issue” and update the claim status to “Inter-office action required: Additional Competency Evidence to VSC” in the appropriate system.

Questions

Submit questions regarding claim establishment for incompetency determinations under this fast letter to Pension & Fiduciary Service at [VAVBAWAS/CO/F&FE](#).

/S/
David R. McLenachen
Acting Director
Pension and Fiduciary Service