


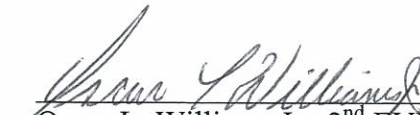
Memorandum of Understanding

The following constitutes an agreement between the Department of Veterans Affairs (VA), Office of Resolution Management (ORM) and American Federation of Government Employees (AFL-CIO) National VA Council #53 (NVAC) concerning the Pilot of the Resolution Support Center within the Department.

1. The national parties agree to a pilot program of the ORM Resolution Support Center (RSC) for a period not to exceed (18) months beginning no later than April 1, 2011.
2. NVAC Mid-Term Bargaining Committees and NVAC's Council President shall be provided with data and/or information as specified below concerning RSC activities, within 6 months after the beginning of pilot:
 - Total number of calls received during the pilot period
 - Number of bargaining unit employee calls received
 - How many calls were non-EEO related (ADR, Labor/Employee Relations or other employment issues)
 - How many of these calls were referred outside ORM
3. Appropriate bargaining on the terms of full implementation of the Resolution Support Center will take place prior to the end of the 18 month pilot. The NVAC shall be notified prior to the beginning of the full implementation within the ORM Resolution Support Center. ORM will quarterly provide the data listed above to NVAC, upon request, post implementation.
4. Upon their receipt, the appropriate management official shall provide a copy of this MOU to the Local President.
5. This MOU shall be effective when signed by authorized representatives of both parties.


Donald Stephen, VA LMR Consultant
For Department of Veterans Affairs (VA)

3-2-2011
(Date)


Oscar L. Williams Jr., 2nd EVP, NVAC
For National Veterans Affairs Council #53

3-2-2011
(Date)