

U.S. Department of Veterans Affairs
Veterans Benefits Administration

VBA - AFGE Memorandum of Understanding

STAR Program for C&P Claims Processing


The following constitutes agreement between the Veterans Benefits Administration (VBA) and the American Federation of Government Employees, National VA Council (NVAC). The subject of this agreement is the implementation of the Systematic Technical Accuracy Review (STAR) program for the Compensation and Pension claims processing.

1. Management and AFGE will negotiate at the local level regarding procedures and appropriate arrangements for employees adversely affected by implementation of the STAR program.
2. As part of the implementation of the STAR Program, VBA will not mandate national accuracy levels for individual employees. Managers at local facilities will be reminded that individual performance expectations will be obtainable, reasonable and achievable.
3. Local Management will assure persons conducting reviews of bargaining unit employees' work to determine single signature authority or as part of the performance evaluation system, will be technically qualified to make such evaluations.
4. Employees whose single signature authority is removed as part of the mandated national review, will receive adequate retraining, guidance, or appropriate remedies, in deficiency areas. Data from the initial single signature review will not adversely affect incentive awards. Ongoing local technical reviews may provide data utilized in awards and recognition programs developed in accordance with AFGE Master Agreement, Article 15.

The appropriate management official at the facility level will provide a copy of this MOU to the local president upon receipt.

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/S/ Veronica Wales
For VBA
For NVAC

/S/ Alberta Franklin



Date: 1/19/1999

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