

MEMORANDUM OF UNDERSTANDING
SOUTHERN AREA VETSNET INITIATIVE (PILOT)

The following constitutes agreement between the US Department of Veterans Affairs, Veterans Benefits Administration (VBA) and the American Federation of Government Employees, AFL-CIO National VA Council #53 (NVAC) concerning implementation of the Southern Area VETSNET Initiative (SAVI) *Pilot*.

1. Management and AFGE agree the purpose of SAVI is to improve the quality of service rendered to veterans and their dependents by personnel tasked with responding to queries from these clientele.
2. Prior to the implementation of SAVI, Management will provide the AFGE VBA Mid-Term Bargaining Committee with a list of all Stations and National Call Centers (NCC) who will participate in the initiative.
3. Prior to implementation, all affected bargaining unit employees (BUE) will be provided training on the initiative. This training will be certified and tracked in the Talent Management System (TMS). Following implementation, Management will consider employee requests for additional training/retraining. Such requests will be submitted in writing or via email. If the request is not granted, the employee and Local Union will be provided the reason for the denial in writing. With respect to training requirements, the parties will adhere to Article 37, Section 1(A) of the Master Agreement between the Department of Veterans Affairs and the American Federation of Government Employees.
4. If SAVI Super-Users are to be implemented, Management will establish the criteria for this position and canvass qualified candidates for volunteers in accordance with Article 13. If there are more volunteers than positions available, seniority will be the deciding factor. If there are fewer volunteers than positions available, Management

will select the least senior qualified candidate. Previous local agreements should apply.

5. The parties agree that the use of technology to administer or monitor SAVI will be in accordance with Article 66.
6. With respect to validation of SAVI participation, the Parties agree any and all validations, outside of the standard employee performance review, will be completed in a non-punitive fashion. Information acquired from this non-punitive validation process shall be collected and utilized for establishing individual and/or station training items.
7. An employee's production/timeliness performance measures will not be impacted provided the inability to meet the production/timeliness measure is attributed to the time necessary for SAVI-related training and to complete SAVI compliance checklist.
8. Management will monitor and assess the implementation of SAVI and provide AFGE with aggregate data by Station, to include NCC. AFGE will be provided aggregate data by station, prior to implementation, and quarterly thereafter beginning 90 days following implementation through conclusion of this pilot.
9. If it is shown that SAVI has a negative impact on performance standards of BUE's the parties agree that AFGE may elevate their concerns to the VBA Mid-Term Committee for consideration.
10. Should changes to conditions of employment be made during the SAVI pilot, Management agrees to notify the AFGE/VBA Mid-Term bargaining team and fulfill its bargaining obligation.
11. The parties agree that SAVI is being piloted exclusively in the Southern Area.

- 12. Should management determine SAVI is to be expanded or become permanent, AFGE will be provided advance notification at the earliest possible date. The parties agree to bargain fully, upon request of the AFGE/VBA Midterm Bargaining Committee, changes in conditions of employment that were made as a result of SAVI.

- 13. Management will comply with Article 49 of the Master Agreement.

- 14. If there are concerns from AFGE regarding the SAVI pilot that adversely affect BUE in relationship to the SAVI pilot, the concerns will be elevated to the VBA Mid-Term Committee for evaluation. Management also agrees to set-up a call with VBA Senior leadership and the VBA Mid-Term Bargaining Committee to address these identified concerns.

- 15. Recognizing that SAVI may have unforeseen effects, if after implementation either party is made aware of issues that have an impact or adversely affect employee's performance elements or working conditions, both parties agree to discuss the issue(s) and work to mutually resolve the issue(s) for the VBA employees. Should the discussions not resolve the issue(s), the parties will continue through the negotiating process.

- 16. The parties agree to comply with Article 47 as pertaining to local bargaining.

- 17. Management will provide a copy of this MOU to each local Union president.



For Management



For AFGE

01/29/13

Date