

MEMORANDUM OF UNDERSTANDING FOR THE IMPLEMENTATION OF THE TRANSFORMATION PROCESSING MODEL IN THE VETERANS BENEFITS ADMINISTRATION

The following constitutes agreement between the Veterans Benefits Administration (VBA) and the American Federation of Government Employees, AFL-CIO National VA Council #53 (NVAC) concerning implementation of the transformation Processing Model, consisting of Intake Processing Centers, Cross-Functional Teams, and Specialized Lanes, in the Veterans Benefits Administration.

1. Management will notify the AFGE VBA Mid-Term Team of all pertinent information involving implementation of the Processing Model, including the VBA-level plan for implementing Cross-Functional Teams, Intake Processing Centers, Specialized Lanes, and data to be gathered.
2. Local management will provide copies of the Processing Model implementation plan to their respective local union.
3. Prior to implementation of the Processing Model, all affected Bargaining Unit Employees will be provided an orientation to the implementation of the functions, duties, and how the Cross-Functional Teams, Intake Processing Centers, and Specialized Lanes fit into the organization structure. The Local Union will be informed of the meeting so a representative may attend.
4. Management will comply with Article 37 of the Master Agreement between DVA and AFGE, regarding training on changed or new processes; new equipment; and/or automation processes implemented as part of the Processing Model. Management will consider individual employee requests for additional training/retraining or reassignment. Such requests will be submitted in writing, or via email. If written requests are not granted, the BUE and local president will be notified of the denial reasons in writing.
5. Management will ensure that employees have the necessary equipment needed to accomplish their assignments under the Processing Model.
6. Management will comply with Articles 27 and 66.
7. The time spent in transformation to the Processing Model will not adversely impact the employee career ladder promotions or time calculations for within grade increases within the career ladder. If an employee is otherwise qualified and eligible, after time-in-grade and/or time required for within grade increase, the employee will be promoted to the next grade or receive the within grade increase.

8. Management will monitor and assess the implementation of the Processing Model. Management will provide the AFGE VBA Mid-Term with quarterly updates to include aggregate data, by station, from the implementation of transformation for one year following completion of transformation of the final station.
9. Management will comply with Article 47 as applies to local bargaining.
10. Management will provide a copy of this MOU to each Local President upon receipt.

William Carson
For Management

Jan Avant
For AFGE-NVAC

3/28/2012
Date