

Memorandum of Understanding
Data Gathering for National Performance Plan for Veterans Service
Representatives (VSRs, excluding PMC and PCT)

The following constitutes an agreement between the Department of Veterans Affairs and the American Federation of Government Employees, AFL-CIO, National VA Council #53, regarding data gathering to utilize in development of national performance standards for Veterans Service Representatives (VSR).

1. VBA will obtain Output data from VSRs in Portland, Denver, Winston-Salem, Newark, Little Rock, and Sioux Falls. VBA will obtain Quality and Systems Compliance data from Authorization Quality Review Specialists from Seattle, Salt Lake City, Albuquerque, Jackson, Montgomery, San Juan, Manchester, Indianapolis, Philadelphia, Houston, New Orleans, and Des Moines.
2. Data is to be collected from all VSRs at the above listed stations.
3. Data collected will be for five business days, with all stations collecting data on the same days. AFGE/NVAC Mid-Term Committee will be informed of the dates data collection will be accomplished. Management will ensure the data collection will not take place during overtime, or include work normally performed during overtime.
4. Management agrees that all employees involved in the data collection will be provided training on the use of the output tool in a virtual demonstration via Lync or similar tool, so that questions may be addressed; a follow-up e-mail with references will be provided to the employees as indicated in the Standard Operating Procedures (SOP). Upon request, employees will be provided face-to-face training.

5. Proposed changes to the Quality and Compliance checklists used in the data review will be provided to the AFGE Mid-Term Bargaining Committee. If changes are made to the current checklists, written evidence of agreement by STAR for national usage will be provided, after data collection.
6. Authorization Quality Review Specialists (AQRS) will not be negatively impacted individually or at the station level by conducting a concurrent checklist along with current checklists for Quality data.
7. Management agrees that all AQRS employees involved will be provided training on the use of the quality tool in a virtual demonstration via Lync or a similar tool, so that questions may be addressed; a follow-up e-mail with references will be provided. Compensation Service's Quality Assurance staff will be available for questions.
8. In completion of the Quality checklist, AQRS's will provide comments of issues noted; the actual time to complete the additional review; findings that could not be adequately captured in the review; and impressions on use of the checklist.
9. When requesting volunteers to participate in the AQRS review, management will follow any previously negotiated agreements at their local facility. If a facility does not have a locally negotiated agreement, the provisions in the Master Collective Bargaining Agreement (MCBA) will apply.
10. Management will provide a copy of this MOU to each local President at the sites affected by this data gathering as noted above.


For Management


For AFGE-NVAC

11/15/13
Date