

MEMORANDUM OF UNDERSTANDING
Upgrade/Enhancement to the CWINRS System to use Subsistence
Allowance Module (SAM) for Subsistence and Employment Assistance
Awards

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Benefits Administration (VBA) and the American Federation of Government Employees (AFGE), AFL-CIO National VA Council (NVAC) #53, (Union) regarding the VR&E enhancement of CWINRS Subsistence Allowance Module (SAM) in FAS to make Subsistence Allowance and Employment Assistance Awards.

1. The goal of utilizing CWINRS SAM processing is to standardize, update, and automate Subsistence and Employment Assistance award processing so that the execution is using a single system at all Regional Offices to process these awards; thus, increasing the productivity capacity of VR&E employees.
2. SAMs has been piloted in approximately 22 Regional Offices and this graduated deployment will introduce SAM processing to the remaining stations by the end of May 2015. The first group of stations participating in training will be St. Paul, Little Rock, Wichita, Fargo, Buffalo, Cleveland and Washington.
3. Training of the remaining Regional Offices will be conducted via Microsoft Lync and began the last week in February 2015. Training will include a video training in TMS, with the second portion being case entry, provided live, and using Microsoft Lync. All training time will be recorded in the Talent Management System (TMS).
4. Selected stations, based on a variety of all sizes, will conduct a one-month pilot of 100 percent of all cases during April 2015 to determine the effectiveness and target found problems. The remaining stations will work from 50 to 250 a month using SAM until results of the pilot are determined; with the expectation of adding

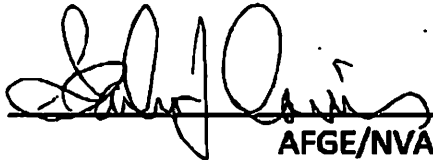
these other stations to the 100 percent capacity in June, July, and August 2015.

5. Management will consider individual employee requests for additional training or re-training on the new features of CWINRS SAM and will adhere to Article 37 and Article 66. If additional training/retraining requests are not granted, the Bargaining Unit Employee (BUE) and Local president will be notified of the denial reasons in writing.
6. Any additional training, updates and/or new additions or changes to the system or work assignments will be timely communicated to employees and local Unions.
7. Management will not hold employees accountable for factors, system functionality, or extenuating circumstances which affect performance that are beyond the employees' control in compliance with Article 27, i.e. especially initial conversion of cases.
8. Management will adhere to the procedures set forth in Article 29, Section 20F, regarding VDT breaks.
9. Within 30 days of completion of the test period, the results, data analysis, and any recommendations will be provided to the AFGE VBA Mid-Term Bargaining Committee to meet bargaining obligations at the national level and comply with Article 47.
10. In accordance with Article 47 of the Master Agreement, Local bargaining shall take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
11. If after implementation either party is made aware of issues that may adversely affect employees, both parties agree to discuss the issues and work to mutually resolve the issues for the employees. Should discussions not resolve the issues; the parties will implement the negotiating process.

12. Management will provide a copy of the MOU to each local President at the affected stations upon receipt.



Management



AFGE/NVAC

03/31/15
Date