

**MEMORANDUM OF UNDERSTANDING**  
**Local Flexi-Place Supplement**  
**Between**  
**Cleveland VA Regional Office**  
**And**  
**AFGE-Local 2823**

September 15, 2014

The following constitutes an agreement between the Department of Veterans Affairs Cleveland Regional Office (Agency) and American Federation of Government Employees, Local 2823 (Union) for the purpose of supplementing the National Flexi-Place Program; more specifically, this local supplement provides clarification for the Decision Review Officer position (hereinafter referred to as DRO).

**1. Eligibility**

- Only DROs meeting all elements of the applicable performance standard are eligible for a Flexi-place agreement;
- If the DRO has an existing flexi-place agreement and performance falls below the successful level for 60 days or more, management may withdraw the flexi-place agreement;
- Management may withdraw this agreement for conduct resulting in an adverse or disciplinary action;

**2. Claims Folder Management**

- Claims folders must be traceable via COVERS, consequently, DROs are responsible for the accurate updating of COVERS when claims folders are removed from the Cleveland Regional Office to their AWS and vice-versa. Failure to accurately update COVERS to reflect the AWS may result in termination of the flexi-place agreement;
- Claims folders may not remain at the DROs AWS for more than five consecutive workdays without being returned to the Cleveland Regional Office without notification to their coach. Once a claims folder is returned to the Cleveland Regional Office, it must be scanned via COVERS to its appropriate location by the DRO;

**3. Official Work-Site (Cleveland Regional Office)**

- The DRO is required to report to the Cleveland Regional Office, at least 1 day a week; and
- The QRS must report to the Cleveland Regional Office, upon request from a supervisor (Coach) or manager for meetings, impromptu training, or performance & conduct related-issues; however, 24 hours advance notice is required. The 24 hour notice does not apply to regularly scheduled training outlined on the monthly training calendar.

Cleveland Regional Quality Review Team MOU

**4. DURATION**

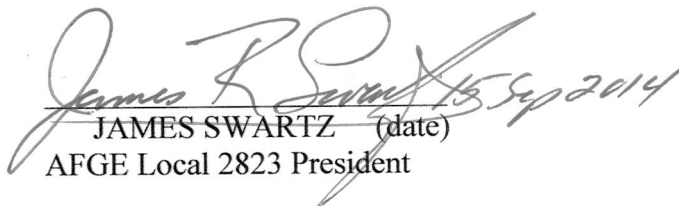
This Agreement is effective upon the signature of both parties below. It shall remain in effect for 12 months and is automatically renewed for twelve-month increments, unless either party requests to reopen the Agreement.

For the Agency:

For the Union:



CHARLES L. MOORE (date)  
Veterans Service Center Manager



JAMES SWARTZ (date)  
AFGE Local 2823 President