

MEMORANDUM OF UNDERSTANDING
National Call Center Exclusion Category
For Special Care Calls

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 implementation of the National Call Center's New Exclusion Time Category for Special Care Calls (SCC).

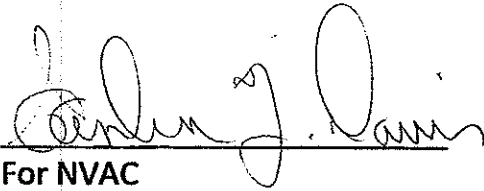
1. A Special Care Call is defined as a phone call that has exceeded a 30 minute talk time and extra time was required to continue to provide a high level of service to the caller.
2. These specific call types will be excluded from the timeliness of client management/ talk time monthly average.
3. Use of the SCC exclusion will not negatively impact any employee's performance evaluations.
4. All employees utilizing this special exclusion will receive appropriate training prior to implementation.
5. The parties agree that the use of technology used to capture these specific call types will be in accordance with Article 66.
6. The parties agree to comply with Article 47 as it pertains to Local bargaining.
7. Management will provide a copy of this MOU to each Local President at each National Call Center.
8. Both parties agree that the National Call Center's New Exclusion Time Category for Special Care Calls is being implemented to better serve the Nation's Veterans and should have no adverse impact on the employees. The National Call Center's New Exclusion Time Category for Special Care Calls will balance the needs of employee's telephone

demands while providing proper and compassionate service to the Veteran.

9. 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.



For Management



For NVAC

12/09/14

Date