

MEMORANDUM OF UNDERSTANDING

National Call Center Telework Pilot Program for Call Center Agents

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 National Transactions Reports.

1. This pilot will run for a minimum of 60 days. During this period Agents will Work at home 2 days a week contingent upon system performance. The pilot will consist of at least 5 agents per call center.
2. All Pilot Agents will spend the first week familiarizing and training on equipment and processes needed for pilot.
3. Employees will receive at least the same equipment for this Telework pilot as they have in the National Call Center.
4. If a call agent experiences technical issues such as phones, computer, applications, they must enter it into the exclusion database within 1 hour of gaining access and must notify their leadership, Lead or Coach, Via email, telephone, or instant messenger.
5. Once an agent begins to have connectivity issues, the employee has 1 hour to fix the issue or notify their Supervisor if they are going to report to the office for duty or take leave. Time spent trying to correct the issue will be entered into the exclusion database as soon as practical.
6. The criteria used to select the call agents who will participate in the program is a subject for local bargaining at each call center.
7. At the conclusion of the pilot, the data and determination will be presented to the VBA Mid-Term team.
8. Prior to VBA national rollout or expansion of the pilot, permeant implementation/expansion, all bargaining obligations will be met at the national level.

9. 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.

10. Management shall provide a copy of this MOU to the local president and the highest elected or, in the alternative, appointed representative at each Local represented by AFGE within 10 days of the date this MOU is signed.


For the Agency


For AFGE/NVAC

04/06/16
Date