

MEMORANDUM OF UNDERSTANDING

National Call Center Legal Administrative Specialist (LAS) National Performance Standards

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 Call Center Legal Administrative Specialist (LAS) National Performance Standards.

1. The parties agree to a 90-day acclimation period from the date these new standards are implemented. No adverse performance actions will be taken during this 90-day period. Both parties recognize the significant change in these standards and local management is encouraged to consider this and analyze data prior to taking any adverse action.
2. The VBA AFGE Mid-Term Bargaining Committee will monitor and assess the implementation of the national performance standards. The parties agree to gather availability, and quality data regarding National Call Center Legal Administrative Specialist (LAS) performance under the new performance standards throughout the 90-day acclimation period. The AFGE Mid-Term bargaining committee will be provided this data each month for the preceding month, for up to 12 months. The data gathered and provided will follow the performance data already being provided for RVSRs and VSRs by station. Local Presidents will be provided the same data for their office, upon request, from their local management. If at any point during this 12-month period the Union has concerns with this information, they can elevate these concerns to the Mid-Term Bargaining Committee for consideration.
3. Performance standards and elements, to the maximum extent feasible shall be reasonable, realistic, attainable, and sufficient under the circumstances to permit accurate measurement of an employee's performance. When quality, timeliness, and/or output are expressed in a standard, there must be a clear means of assessing whether objectives have been met.
4. Management will meet with the employees to discuss the critical and non-critical elements in these national standards. They should communicate and provide written national performance standards and conduct group meetings to address employee questions and concerns to all affected employees. The local union will be invited to attend the meetings.
5. When an employee moves from one level in a career ladder position to another level, the supervisory personnel shall meet with the employee to discuss the effective date and change in critical and non-critical elements. All questions should be answered within one week of the meeting or after receipt of the question.

