

**MEMORANDUM OF UNDERSTANDING**

**Support Service Division (SSD) Revolving Fund Loan Process Standardization Pilot**

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 Support Service Division (SSD) Revolving Fund Loan Process Standardization Pilot.

1. This pilot is intended to run for 60 days at the Lincoln, Salt Lake City, Huntington, Togus, Philadelphia, and New Orleans Regional Offices. The results of this pilot and any recommendations will be shared with the AFGE VBA Mid-Term Bargaining Committee. These results should include all data and documents relied upon to measure the outcome of the pilot.
2. Prior to extension, expansion or national rollout of this pilot, management will meet its bargaining obligations at the national level.
3. Local bargaining shall take place at the individual facilities and many include substantive bargaining that does not conflict with negotiated national policy agreements.
4. Management will not hold employees accountable for factors or extenuating circumstances that affect performance and are beyond the employees' control.
5. After implementation, if 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.
6. Management shall provide a copy of this MOU to the local president and/or designee at each AFGE local within 10 days of the date this MOU is signed.

*Kevin D. Nelson*

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For the Agency

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07/23/19

Date