

**MEMORANDUM OF UNDERSTANDING
NATIONAL WORK QUEUE (NWQ) DISTRIBUTION CHANGE
PENSION MANAGEMENT CENTERS**

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 NWQ Distribution Change – PMCs.

1. All affected employees will be provided training on the National Work Queue (NWQ) Playbook sections relevant to the Pension Maintenance Centers. Employees will receive excluded time and proper TMS credit. The local union will be provided access to the NWQ playbook.
2. Employees' work will not be considered in error if the basis for that error is a conflict between the NWQ Playbook and a regulation or manual provision.
3. Stations will ensure employees are properly trained for the type of work they receive prior to that work being used for performance evaluation purposes.
4. Management will collect feedback from employees.
5. Local bargaining shall take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
6. Management will not hold employees accountable for factors or extenuating circumstances that affect performance and are beyond the employees' control.
7. 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.
8. 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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07/24/19

Date