

MEMORANDUM OF UNDERSTANDING

Pension Call Center Transition to the National Call 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 Veterans Affairs Council (NVAC) #53, (Union) regarding the Pension Call Center Transition to the National Call Centers.

1. Pension Maintenance Call (PMC) Center employees will receive a minimum of 2 hours of refresher training. For employees who are not available, make up training will be provided. Employees will be granted excluded time for this training.
2. After the transition, PMC call center employees will receive the same training that is provided to National Call Center (NCC) employees.
3. Local bargaining shall take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
4. 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.
5. 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