

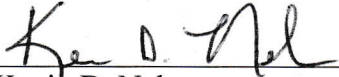
MEMORANDUM OF UNDERSTANDING

National Work Queue Phase 2

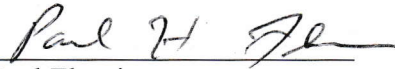
The following constitutes an agreement between the Department of Veterans Affairs, Veterans Benefits Administration (VBA) and the American Federation of Government Employees (AFGE), AFL-CIO National VA Council (NVAC) #53, (Union) regarding National Work Queue Phase 2

1. All affected employees will be provided the NWQ playbook with the appropriate updates related to National Work Queue, phase 2. All employees who have not received the NWQ playbook will receive a copy of the playbook. Employees will receive deductible time and proper TMS credit for reading the NWQ playbook. The local union will receive a copy of the NWQ playbook with the appropriate updates related to NWQ phase 2.
2. Work processes in the NWQ Playbook will not supersede directions in the VA regulations and manuals.
3. Stations will ensure employees are properly trained for the type of work they receive, prior to that work being used for performance evaluation purpose under Article 27.
4. Employees will have a sufficient workload at all times in order to enable them to achieve the output element of the performance standard. Employees will notify a supervisor if they do not have sufficient claims in their queue. If an employee runs out of work in their queue before more is provided and they do not have any other work to perform or training to take, deductible time is appropriate.
5. If an employee is either assigned more cases in their queue or is given additional cases in a work list exceeding the expectations of the output element for his/her experience level, and the employee cannot complete them, the employee will not have a documented instance of failure to complete assigned work under the Timeliness element of the standard.
6. Management will monitor and assess the implementation of phase 2 of the NWQ. Management will provide the AFGE VBA Mid-term Committee with quarterly updates, or sooner if needed, to include aggregate data by station, for the duration of phase 2.
7. Management will not hold employees accountable for factors or extenuating circumstances which affect performance that are beyond the employees' control in compliance with Article 27.
8. 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.

9. If after implementation 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.
10. 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
for the Agency



Paul Fleming
for AFGE/NVAC

07/26/17
Date