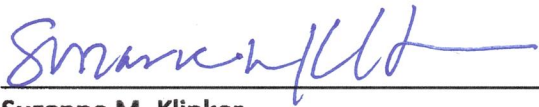


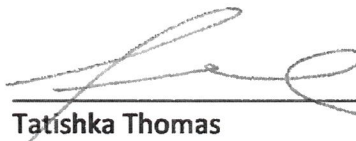
Memorandum of Understanding

The following constitutes an agreement between the Department of Veterans Affairs, VA Sunshine Healthcare Network (VISN 8) and the American Federation of Government Employees (AFL-CIO) (AFGE), National Veterans affairs Council #53, regarding the Implementation of Calabrio Software in VISN 8 Clinical Contact Centers (CCC).

1. The parties agree that Calabrio training for bargaining unit employees will be on duty time.
2. The parties agree that the call recording features of the Calabrio software will be utilized for training and coaching purposes to aid in the performance of the employee and to enhance the Veteran experience through customer service.
3. The parties agree that the call recording feature of Calabrio will normally not be used as the sole instrument for conducting an employee's performance appraisal. When monitoring is used as the sole or primary instrument to evaluate performance, employees will be notified in writing and in advance of the period of which monitoring of recorded calls will occur for this purpose.
4. The parties agree that supervisors within the VISN 8 Clinical Contact Center will not include any Calabrio-related performance standards in performance plans until after draft plans have been shared with AFGE and bargaining obligations have been met regarding the updated performance plans.
5. Recording of calls in the VISN 8 Clinical Contact Center utilizing Calabrio will not begin before December 13, 2021, following notice to all bargaining unit employees.
6. A copy of this MOU shall be provided to all VISN 8 AFGE Local Presidents.



Suzanne M. Klinker
Deputy Network Director for Clinical Contact
Center, VISN 8
For the Department of Veterans Affairs (VA)



Tatishka Thomas
AFGE 5th District Representative
AFGE National Veterans Affairs Council #53

12/3/2021
Date

12/2/2021
Date