

MEMORANDUM OF UNDERSTANDING (MOU)

Fiduciary Transition from Beneficiary Fiduciary Field System (BFFS) to Veterans Benefits Management System (VBMS)

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 Fiduciary transition from BFFS to VBMS.

1. The VBA AFGE Mid Term Bargaining Committee will monitor and assess the transition to VBMS. The parties agree to gather production, data regarding FSR, LIE and FE performance after the implementation. The AFGE Mid-Term bargaining committee will be provided this data each month for the preceding month, for a minimum of 12 months. If at any point during this 12-month period, the Union has concerns with this information, they can elevate these concerns to the Mid-Term Bargaining Committee for consideration.
2. Following transition from BFFS to VBMS, employees will be trained on new tools and systems. This training will be on excluded time and no leave shall be cancelled for this training. The union will be invited to the training and provided access to playbooks, user manuals, and training materials as they are provided to 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. 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 affect employees, both parties agree to discuss the issues and work to mutually resolve the issues for the employees. If the parties are unable to resolve the issue(s) by discussion, the parties will implement the negotiating process to the extent required by the statute.
6. Management shall provide a copy of this MOU to the local president and/or designee at each AFGE local within (10) ten days of the date this MOU is signed.

Kevin D. Nelson

Kevin D. Nelson
For the Agency

Paul H. Fleming
For AFGE/NVAC

01/13/2022

Date