

## Memorandum of Understanding (MOU)

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Health Administration (VHA) and the American Federation of Government Employees (AFGE), (AFL-CIO), National Veterans Affairs Council #53 (NVAC) concerning the Microsoft Dynamics Customer Relationship Management (CRM) Application implementation at Member Services (MS) Health Eligibility Center (HEC) VHA Call Centers.

1. The national parties agree the prior June 22, 2016, MOU related to a similar matter will remain in effect. This MOU concerns VHA Member Services transitioning from the Workload Report and Productivity (WRAP) database to the CRM database for daily workload processing.
2. The following business lines in the MS HEC are affected by this transition Enrollment and Eligibility Division (EED), Income Verification Division (IVD) and Quality Assurance Division (QAD).
3. Bargaining unit employees (BUEs) represented by AFGE Local 518 and AFGE Local 1539 can volunteer to serve as a train-the-trainer on CRM.
4. Training for BUEs shall be during duty time. Tours may be adjusted for training, with no loss of pay. BUE's leave shall not be canceled solely for the purpose of taking the CRM training.
5. Prior to implementation, BUEs and AFGE Local representatives will be provided an orientation of CRM, at their duty location or by other means. Any questions and concerns will be addressed at that time and any follow-up questions and answers will be shared with the employee and the AFGE Locals within a week.
6. BUEs may elect to repeat the CRM training so they may have a better understanding of the process. After initial training, all employees will have access to the CRM system via the training environment and supervisors shall allow them to practice in the training environment as requested on duty time.
7. NVAC reserves its right to address matters related to VHA Call Center CRM as they occur.
8. Upon their receipt, the appropriate management official shall provide a copy of this MOU to the AFGE Local 518 and AFGE Local 1539 Union Presidents.

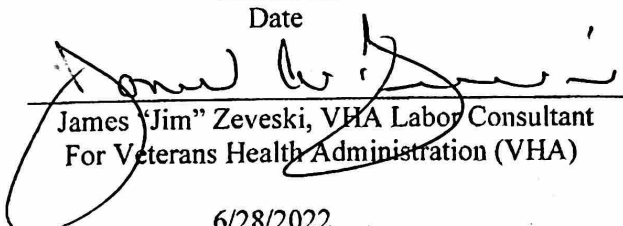
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Roy E. Ferguson, Staff Director, VA LMR  
For the Department of Veterans Affairs (VA)

6/28/2022

Date

  
James "Jim" Zeveski, VHA Labor Consultant  
For Veterans Health Administration (VHA)

6/28/2022

Date



Oscar L. Williams Jr., 2<sup>nd</sup> Exec. Vice President  
AFGE National Veterans Affairs Council #53

6/29/2022

Date