

MEMORANDUM OF UNDERSTANDING (MOU)

National Call Center (NCC) Transition to Remote Work

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 National Call Center (NCC) Transition to Remote Work.

1. NCC bargaining unit employees (BUEs) who are remotely managed will be supported by an appropriate VA facility that has geographical jurisdiction over their remote work location.
2. NCC BUEs may request workspace at an appropriate VA facility through their supervisor, subject to availability.
3. NCC BUEs who are remotely managed will be represented by the AFGE local associated with their employing office.
4. Remote employees of the NCC will be included in the first area of consideration for vacant positions of the duty station assigned. Management will provide employees with notice of the vacancy announcements for these positions.
5. When Management proposes a change relating to personnel policies, practices, and other conditions of employment at more than one (1) NCC for which there is a bargaining obligation, they will notify the AFGE VBA Mid-Term Bargaining Team in accordance with the Master Agreement.
6. After implementation, if either party is made aware of issues that may affect the NCC 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.
7. 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.

Jessica R. Minnich
For the Agency

Paul H. Fleming
For AFGE/NVAC

Date