

MEMORANDUM OF UNDERSTANDING

Claims Automation – Automated Decision Support National Implementation

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 Claims Automation – Automated Decision Support National Implementation including the Automated Review Summary Document (ARSD) and automated exam requests.

1. All affected employees will receive training on Automated Decision Support. Employees will be on excluded time for this training.
2. AFGE VBA Mid-Term Bargaining Committee will be notified when additional contentions of claim types are added to the Claims Automation.
3. AFGE VBA Mid-Term Bargaining Committee will be notified prior to the implementation of additional functionalities that change working conditions/change conditions of employment, and all bargaining obligations will be met.
4. The Automated Review Summary Document (ARSD) is a tool for the decision maker to use as a reference that indexes the evidence of record. Decisions must be based on the full evidence of record.
5. Management will not hold an employee accountable for factors or extenuating circumstances which affect performance that are beyond the employee's control.
6. Consistent with Article 47, Section 4(A) of the 2011 Master Agreement, appropriate local bargaining shall take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
7. 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. Should discussions not resolve the issues, the parties will implement the negotiating process to the extent allowed by statute.
8. 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.

Jessica R. Minnich
For the Agency

Paul H. Fleming
For AFGE/NVAC

June 28, 2023

Date