

MEMORANDUM OF UNDERSTANDING (MOU)

Military Service Coordinator (MSC) Quality Checklist

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 Military Service Coordinator (MSC) Quality Checklist.

1. Military Service Coordinators and those who perform quality reviews utilizing the Quality Checklist will be provided a copy of the Quality Checklist.
2. Any performance-related changes to the Quality Review Checklist will be communicated to the Mid-Term Bargaining Committee. Management will meet any bargaining obligations prior to implementation.
3. Management will not hold an employee accountable for factors or extenuating circumstances which affect performance that are beyond the employee's control.
4. 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.
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 allowed 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.

Jessica R. Minnich
For the Agency

Paul H. Fleming
For AFGE/NVAC

June 28, 2023

Date