

Memorandum of Understanding (MOU)

This MOU is between Member Services, Department of Veterans Affairs (VA) and the National Veterans Affairs Council (NVAC), American Federation of Government Employees (AFGE) Locals 518 (Atlanta), 906 (Topeka), 1539 (Hot Springs), 1822 (Waco), and 3306 (Canandaigua), in the matter of the Member Services Pharmacy Customer Care (PCC) Deep Dive Sessions (DDS).

1. PCC Contact Representatives (CRs) must be notified at least a week before that they may volunteer to participate in DDS. That notice will include that their participation is anonymous and confidential. Further, only 10 will be selected in addition to alternates.
2. The notice will also advise PCC CRs that there will be multiple sessions of the DDS, with the commitment totaling between three and five hours. The DDS may involve creation of various tools such as fishbone diagrams that will be done by moderators with the aid of the participants.
3. Each DDS will have a moderator or moderators to guide and assist in the development of the session.
4. The selections will be made by the locals listed above. Each local may select one participant and one alternate provided that local has volunteers from PCC. MS will notify, if applicable, each local if they may select more than one and an alternate, in order to reach the full 10 participants excluding alternates.
5. The local union representatives involved in the selections, the moderators and the those involved in implementing the DDS must maintain strict confidentiality as to the identity and responses made by the participants.
6. Employees involved in the DDS as participants or moderators shall be on duty time.
7. Performance elements and standards may not be applied to the participants and moderators while participating or moderating in the DDS.
8. Management will excuse from duty a participant or moderator to attend a DDS .
9. DDS will be established with sufficient notice to create the greatest likelihood that employees may participate or moderate.
10. If an employee or moderator has approved leave that is schedule during DDS, an alternate may be selected to take that employee's place.



Recoverable Signature

X Scott Lander

Scott Lander
Director, Member Services Organizational M...
Signed by: Department of Veterans Affairs



Recoverable Signature

X WH Wetmore 5-28-24

William Wetmore
Chief Negotiator, NVAC
Signed by: 1ecb91ee-f4cd-485c-85d6-d6a874e95a3f

For:

Karen Carstens, AFGE Local 518

Bryan Harper, AFGE Local 906

Lucia Roda, AFGE Local 1539

Stephanie Glass, AFGE Local 1822

Ronnie Orłowski, AFGE Local 3306