


Memorandum of Understanding

VBA Capacity Management Working Group (CMWG)-Claims Processing Time Assessment

The following constitutes an agreement between the Department of Veterans Affairs and the American Federation of Government Employees, AFL-CIO, National VA Council #53, regarding implementation of the VBA Capacity Management Working Group- Claims Processing Time Assessment Overview. The Time Assessments are to be at offices in Philadelphia, Atlanta, St. Louis, New Orleans, Salt Lake City and Portland.

- 1. The claims processing time assessment testing will be conducted over a six week period at the six stations listed above using two teams deployed concurrently at each station. The implementation of the Time Assessment Test will not exceed six weeks.**
- 2. Management agrees that a team of 6 will observe 12 staff at selected Regional Offices. Staff will consist of 4 CAs, VSRs, and RVSRs selected at random at each of the six Regional Offices. VSRs and RVSRs will be selected until all three lanes are represented.**
- 3. The CMWG will apply a 4-step technical approach to implement the claims processing time assessment that includes data integration and analysis, time recording, activity based analysis and capacity modeling.**
- 4. Management will use the time recording Excel templates presented to and approved by the VBA Mid-Term Bargaining Committee to record time and then map transaction data in the PA & I cycle-time database.**
- 5. The local union President and/or designee will ensure that staff availability and current assignments will be verified with RO management. Selectees will be working a typical schedule (e.g. are not scheduled for leave, training, or a unique or special job assignment) during the period, and are not the subject of disciplinary actions or are currently on performance improvement plans.**
- 6. The Local President and/or designee shall be included in all briefings conducted by the survey team and will receive all requisite information, data, etc., provided to the station Director by CMWG.**
- 7. An employee's performance measures will not be negatively impacted during this claims processing time assessment. If, during the study, the task performed is not reflected on the task template, the team conducting the study will take note of the activity and record the amount of time the activity took to complete under "Other". This is in order to establish with greater precision how time is allocated for claims processing specific activities not listed.**

8. The randomly selected staff will be working claims from their regular workload during the Claims Processing Assessment study. Team members will observe staff working claims identified by type, but not screened, in advance from their regular workload.
9. The VBA Mid-Term Bargaining Committee will be provided the data resulting from the Claims Processing Time Assessment upon completion, along with any associated information such as a task analysis, if conducted. Further, this information should include all methods and procedures used in the study of these jobs.
10. Should any changes occur to the work processes of CAs, VSRs, and/or RVSRs, as a result of this Claims Processing Assessment study, AFGE will be provided advance notification at the earliest possible date. The parties agree to bargain fully, upon request of the AFGE/VBA Mid-Term Bargaining Committee.
11. The parties agree that the use of technology to administer the Claims Processing Time Assessment will be in accordance with Article 66.
12. The parties agree to comply with Article 47 as pertaining to local bargaining.
13. Management will provide a copy of this MOU to each local Union President.



For the Agency



For AFGE-NVAC

02/08/13
Date