

U.S. Department of Veterans Affairs
Veterans Benefits Administration

VBA - AFGE Memorandum of Understanding

Decision Review Officer (DRO) National Performance Plan

The following constitutes an agreement between the Department of Veterans Affairs and the American Federation of Government Employees, AFL-CIO, National VA Council #53 (NVAC) regarding a national performance plan for Decision Review Officers (DRO). The national performance plan establishes minimum performance levels for DROs.

1. Management will monitor and assess the implementation of the national performance plan and make adjustments where necessary. On a monthly basis during the first six months and then quarterly through the end of the first year, a consolidated production report showing aggregate employee performance data, by office, will be provided to the mid term bargaining team. Data for each facility will be provided to local presidents.
2. All management officials and DROs affected by the National Performance Plan will attend a telecast presented by VBA Central Office so they will become informed and trained on the new performance plan and procedures. This telecast will be aired as soon as possible but not later than 90 days of implementation of the national performance plans for DROs. Local Unions will be informed of the telecast so a representative may attend.
3. Local management will develop procedures to accommodate those situations where a facility specializes in a manner that does not give the DRO the opportunity to meet the national performance plan. Management will share the procedures with the Local Union for an opportunity to comment and, or bargain as appropriate.
4. Management at each facility is strongly encouraged to analyze data and consider factors influencing an individual DRO's ability to meet performance standards prior to placing him or her on a Pre-Improvement Assistance Plan (PAP) or on a Performance

Improvement Plan (PIP) as outlined in Article 26.

5. Stations wanting to establish local standards that exceed the minimum national performance floors are encouraged to use objective criteria and data and comply with Article 26, Sections 2 and 3 of the Master Agreement.
6. A copy of this MOU shall be provided to the local union president by the appropriate management official upon receipt at the facility.
7. The parties may negotiate locally on this subject provided it does not conflict, interfere with, or impair the implementation of this MOU and the Master Agreement.

/S/ Jennifer Long
for Crystal Wiggins
For Management
AFGE/NVAC

/S/ Alberta Franklin

Date: December 31, 2002

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