

## **Memorandum of Understanding**

### **Revised VSR Performance Standards**

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 a revised national performance plan for Veteran Service Representatives (VSR). The national performance plan establishes minimum performance levels for VSRs.

1. Copies of the Station's Workload management plan and Station Goals will be provided to employees and to the Union prior to implementing the Performance Plan; and each time the Station's Workload management is revised and each time the Station Goals are revised.
2. No adverse or punitive actions will be taken against an employee based on these standards for the first 90 days after they are implemented. Employees on a PAP or PIP at the time of the implementation of the new standards will continue to be assessed for the duration of their PAP/PIP period under the existing performance plan.
3. The revised VSR performance plan will be presented to all affected VSR's during a meeting conducted by a management representative. This can be accomplished in one division meeting or several team meetings. These meeting(s) will take place before the implementation of these revised standards. The Local Union will be invited to attend the meeting(s) in compliance with Article 46, Section 3 of the Master Agreement.
4. Stations wanting to establish local standards that exceed the minimum national performance floors are encouraged to use objective criteria and data consistent with Article 26, Sections 2 and 3 of the Master Agreement.
5. Mitigating circumstances and any issues outside the control of the employee will be considered when an employee does not meet the timeliness requirements of the workload management category.
6. Deductible time is addressed in the performance plan. This list is not exhaustive as there may be other reasons for deductible time to be considered by management.
7. 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,

