

MEMORANDUM OF UNDERSTANDING FOR THE IMPLEMENTATION OF THE
NATIONAL PERFORMANCE STANDARDS FOR THE LEGAL ADMINISTRATIVE
SPECIALIST (LAS) AND LAS IRIS RESPONSE CENTER

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 National Performance Standards for the Legal Administrative Specialist (LAS) at National Call Centers, to include the IRIS Response Centers and Pension Call Centers, within the Veterans Benefits Administration.

1. This is a National Performance Standard for Legal Administrative Specialist (LAS) and LAS IRIS Response Center. It will be adhered to at all National Call Centers to include the IRIS Response Centers and Pension Call Centers. This national MOU is agreed to by both parties at the national level and is not subject to change at the local level without approval from both parties at the national level per Article 27, Section 5 (I) of the VA/AFGE Master Agreement.
2. Consistent with Article 27, an employee will not receive a performance rating under the LAS/LAS IRIS national performance standards until the employee has operated under these standards for at least ninety (90) days. Employees on a Performance Improvement Plan (PIP) at the time of implementation of these new standards will continue to be assessed for the duration of their PIP period under the existing (old) performance plan.
3. Management will comply with Article 27, Sections 5 and 6 of the VA/AFGE Master Agreement.
4. The Legal Administrative Specialist national performance standards will be presented to all affected LAS's prior to implementation. The Agency will conduct group meetings to address employee questions and concerns. The Local Union will be invited to attend the meetings. Upon request of the employee, management will provide a link to a copy of this MOU.
5. Stations will adhere to Article 27 of the Master Agreement in applying these national standards.
6. Management will comply with Article 27, Section 8 (E) of the VA/AFGE Master Agreement in considering factors beyond an employee's control.
7. Management will comply with Article 27, Section 9 (C) with regard to providing an opportunity for the supervisor and employee to exchange information concerning employee performance.
8. Management will monitor and assess the implementation of the national performance plan. A consolidated production report showing aggregate performance data, by National Call Center, will be provided to the AFGE VBA

Midterm Bargaining Team in a timely manner, on a quarterly basis for the first year following implementation. VBA Mid-Term Committee will take into consideration comments and concerns raised by this data. Should management make any future changes to the LAS/LAS IRIS national performance standards that trigger a duty to bargain, Management will fulfill its bargaining obligation.

9. If requested by the AFGE VBA Mid-Term Bargaining Committee, the parties will schedule a conference call briefing with NCC management. The initial briefing will be held at least six months after implementation of the performance standards.
10. Management will comply with Articles 37 and 66.
11. Employees will be notified in writing within 2 working days after the date the quality review is completed of the number and type of errors charged under the quality review element. Management will provide the employee with appropriate notice of errors, including corrective action required, updates on any procedures and / or training / retraining as necessary in the areas where weakness was / is noted. Subsequent to the notification of an error to an employee, said employee has 5 work days to submit in written rebuttal citing pertinent laws regulation and manual citations to support action originally taken.
12. Management will comply with Article 31 with respect to Silent Monitoring.
13. Management will comply with Article 23, Section 4 concerning career ladder advancement.
14. Management will provide a copy of this MOU to each local President at facilities with National Call Centers.

William Carson
For Management

L. Jan Avant
For the NVAC

Date: 4/18/2012