

MEMORANDUM OF UNDERSTANDING
VETERANS BENEFITS MANAGEMENT ASSISTANCE PROGRAM (VBMAP)

The following constitutes agreement between the Veterans Benefits Administration (VBA) and the American Federation of Government Employees AFL-CIO National VA Council #53 (NVAC). The purpose of this agreement is to address VBA's plan to focus on a temporary contract to assist VBA with claims development to improve timeliness.

1. The Veterans Benefits Management Assistance Program (VBMAP) is implemented to improve the claims process. This agreement will remain in effect through the life of the VBMAP project. The Agency estimates that all remaining VBMAP claims will be returned to VBA by December 31, 2012. The Parties understand that quality review by VBA of these VBMAP claims may continue for up to 90 days following receipt by VBA of the last VBMAP claim.
2. The Agency agrees to provide an exit briefing following receipt of the last VBMAP claim and completion of quality review by VBA.
3. VBMAP is not intended to adversely impact an employee's performance. In accordance with Article 27, Section 8 E, when evaluating performance, the Department shall not hold employees accountable for factors which affect performance that are beyond the control of the employee.

An employee's production/timeliness performance measures will not be impacted provided the inability to meet the production/timeliness measure is attributed to claims processed through the VBMAP project.

The Parties further agree that the above language includes claims processing employees who assist with the preparation and/or correction of the claims in the VBMAP project.

4. Management will provide AFGE with a link to the intranet site established for this initiative. The intranet site provides copies of the communications disseminated to the field.

Furthermore, VBA agrees to provide the AFGE VBA Mid-Term Bargaining Committee with the vendor-generated dashboard.

5. Errors by the VBMAP Contractor found by a Regional Office review, which have been overturned by Central Office or their designee, will not result in station or individual error calls.
6. Management will monitor and assess the progress of the VBMAP contract. The Agency agrees to provide AFGE VBA Mid-Term Bargaining Committee with aggregate data to include production, quality and timeliness of each station at the time of implementation. The Agency agrees to provide quarterly updates beginning with the first

fiscal quarter following implementation through the end of the VBMAP project. The update will include production, quality and timeliness of each station along with target goals.

7. Management will comply with Article 49 of the Master Agreement. If there are concerns from AFGE regarding VBMAP, the concerns will be elevated to the VBA Mid-Term Committee for consideration. Should there be a change in conditions of employment that triggers a duty to bargain, Management will fulfill its bargaining obligation.

8. The parties agree to comply with Article 47 as pertains to local bargaining.

9. Management will provide copies of this MOU to all local presidents.

William Connor
For Management

Jan Avant
For NVAC

7/18/2012
Date