

1 **Memorandum of Understanding**  
2 **Veterans Claims Intake Processing**  
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4 The following constitutes an agreement between the Department of Veterans Affairs and  
5 the American Federation of Government Employees, AFL-CIO, National VA Council  
6 #53, regarding implementation of Veterans Claims Intake Processing (VCIP) in the  
7 Veterans Benefits Administration (VBA).  
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- 9 1. This Agreement was initiated, in accordance with Article 47 of the Master Agreement  
10 between DVA and AFGE, following receipt by the Union of notification of proposed  
11 implementation of VCIP on May 15, 2012.  
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- 13 2. The Agency and Union are committed to providing quality government service. The  
14 ~~VCIP mission is to deliver solutions for intake of source material, documentation,~~  
15 electronic records, and data in direct support of the VBA claims process, while  
16 working collaboratively with the Union to manage VBA's transition from the paper  
17 environment to the digital operating environment. VCIP is responsible for  
18 implementing plans and procedures relating to the intake capabilities and  
19 execution/management of document conversion services contracts on behalf of  
20 support of VBA Transformation.  
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- 22 3. The Union will review the plan for impact on the conditions of employment to  
23 include but not limited to the policies and past practices of the Bargaining Unit  
24 Employees and give input that will be considered by the Agency. Any changes to the  
25 VCIP process following implementation will be provided to AFGE VBA Mid-Term  
26 Bargaining Committee for further input. The Agency agrees to fulfill all bargaining  
27 obligations.  
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- 29 4. Prior to implementation of VCIP at a VBA facility, all affected Bargaining Unit  
30 Employees will be provided an orientation to the implementation, functions, and  
31 duties under VCIP. Employees will be provided a written or electronic copy of all

32 training materials. The Local Union will be informed of the orientation meetings and  
33 invited to attend.

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35 5. Management will comply with Article 37 of the Master Agreement between  
36 Department of Veterans Affairs (DVA) and the American Federation of Government  
37 Employees (AFGE) regarding training on VCIP changes or new processes and  
38 procedures; new equipment or software programs; and/or automation implemented as  
39 part of VCIP. Management will consider individual employee requests for additional  
40 training/retraining in accordance with Article 37, Section 7. Such requests will be  
41 submitted in writing/email. If requests are not granted, the BUE and Local Union  
42 President (or designee) will be notified of the denial reasons in writing. Denials may  
43 be addressed at the local level in accordance with Article 43, or any other applicable  
44 appeal process.

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46 6. Management will comply with Article 27 of the Master Agreement. Should the  
47 Agency decide that under VCIP responsibilities are to be elements of an employee's  
48 performance standards, management shall ensure the revised standards are provided  
49 to the employee in writing. The employee shall acknowledge receipt in writing. No  
50 employee will be evaluated on work performed which is outside of his/her  
51 performance standards. Employees will not be held responsible for errors or delays  
52 created by a vendor's actions.

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54 7. Management will comply with Article 12, Section 2 of the Master Agreement between  
55 DVA and AFGE.

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57 8. Management will ensure employees have the necessary equipment and supplies for  
58 completion of their assigned duties under VCIP. Equipment malfunctions and  
59 unavailability of supplies shall not adversely impact the performance evaluation of  
60 employees.

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62 9. Management agrees to provide AFGE with copies of routine quality reviews.  
 63 Management agrees to provide quarterly updates on the following beginning with the  
 64 date of implementation, by station: total claims received; number of claims pending  
 65 conversion; number of conversions completed by vendor; and, number of converted  
 66 claims returned to VBA and timeliness statistics provided to VBA.

67  
 68 10. Both parties agree that this initiative is being implemented to better serve the Nation's  
 69 Veterans and should have no adverse affects on VBA employees to include but not  
 70 limited to their ability to meet their local performance standards. However, if after  
 71 implementation either party is made aware of issues that may adversely affect  
 72 employees, both parties agree to discuss the issue(s) and work to mutually resolve the  
 73 issue(s) for the VBA employees. Should the discussions not resolve the issues, *the parties will implement*  
 74 *the negotiating process.*

*for*  
*KN*

*for*  
*KN*

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 76 11. The parties agree to comply with Article 47 as it applies to local bargaining.

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78 12. Management will provide a copy of this MOU to each Local President upon receipt.

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80 *[Signature]*  
 81 For Management

*[Signature]*  
 For AFGE / NVAC

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10/16/12  
 Date

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