

*U.S. Department of Veterans Affairs*  
*Veterans Benefits Administration*

*VBA - AFGE Memorandum of Understanding*

**National Performance Plan for Journeyman VSRs**

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 national performance plan for journeyman Veteran Service Representatives (VSR). The national performance plan establishes minimum performance levels for journeyman VSRs. A journeyman VSR is defined as one who has 24+ months job experience and is a GS-10.

1. Implementation of the national performance plan will be monitored and assessed, and where necessary, adjustments made. A consolidated performance report will be developed to show aggregate employee performance data of each office by team and will indicate the specialized approach, if any, the office has employed. Reports will be provided to the mid term bargaining team on a monthly basis during the first six months and then quarterly through the end of the first year. Data for each facility will be provided to local presidents.
2. All employees affected by the National Performance Plan will attend or be provided a copy of the telecast presented by VBA Central Office to become informed and trained on the new performance floors and procedures. The Local will be informed of the telecast so a representative may attend.
3. Procedures will be developed locally to accommodate those situations where a facility specializes in a manner that prevents the VSR the opportunity to meet the national performance floors. The procedures will be shared with the Local in a timely fashion and parties will meet their labor-management obligation as appropriate.
4. Management at each facility is strongly encouraged to analyze data and consider factors influencing an individual VSR'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. Changes to the national performance floors resulting from organizational restructuring (e.g. VA Claims Processing Task Force) will be provided to the VBA mid term bargaining team prior to implementation. Accordingly, changes to the National Accuracy component will be reviewed and adjusted as appropriate.
6. 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, Section 2 and 3 of the Master Agreement.

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. Management will provide a copy of this agreement to the Local upon receipt.

/S/ Crystal D. Wiggins  
For VBA  
For AFGE

/S/ Alberta Franklin

Date: February 28, 2002

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