

U.S. Department of Veterans Affairs
Veterans Benefits Administration

VBA - AFGE Memorandum of Understanding

National Revised Hours of Telephone Operations


The following constitutes an agreement between the Department of Veterans Affairs, Veterans Benefits Administration and the American Federation of Government Employees, AFL-CIO, National VA Council # 53 (NVAC) concerning the implementation of national revised hours of telephone operations as directed in OFO Letter 00-1, November 23, 1999.

1. The purpose of the cited directive is to improve veteran's access to benefits information and services through the establishment of a specified minimum of eight hours for phone operations as of January, 2000, and nine hours as of January, 2001.
2. Regional offices will be encouraged to develop methods to meet these increased demands, such as implementation of Alternate Work Schedules (AWS) to include Compressed Work Schedules (CWS), Flextime, and Credit Hours as described in Article 20 of the VA/AFGE Master Agreement.
3. Management will notify the Local President and will negotiate or resolve in partnership appropriate arrangements for employees affected when requested by the union.
4. Should future changes in telephone operations be proposed whether or not as the result of the SDN 2 Virtual Call Center Study, the NVAC will be afforded the opportunity to comment and to bargain as appropriate prior to implementation of any such changes at AFGE represented field offices.
5. A copy of this MOU will be furnished to Local Presidents of all AFGE represented facilities nationwide. Local bargaining at each facility over appropriate issues not otherwise in conflict with this or other national level agreements will be completed prior to implementation of this program.

/S/ Jennifer Long
For the Department
NVAC

/S/ Alberta Franklin

Date: June 12, 2000



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