

**MEMORANDUM OF UNDERSTANDING
REVISED NATIONAL PERFORMANCE PLAN
VETERANS SERVICE REPRESENTATIVE (VSR)**

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 revised national performance plan for Compensation Veteran Service Representatives (VSRs).

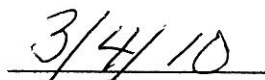
1. Consistent with Article 26, Section 2(E), employees will not receive a performance rating under these national performance standards (referenced above) until the standards have been in place for at least ninety (90) days.
2. Employees on a PIP at the time of implementation of the new standards will continue to be assessed for the duration of their PIP period under the existing (old) performance plan.
3. Management will comply with Article 26, Section 6 (E) of the VA/AFGE Master Agreement in communicating performance standards to employees.
4. The parties will adhere to Article 26 of the Master Agreement in applying these national standards.
5. Management will comply with Article 26, Section 8E of the VA/AFGE Master Agreement with respect to issues that are outside of the control of the employee.
6. Management will comply with Article 26, Section 9C and 9D of the VA/AFGE Master Agreement to allow employees to provide self-assessment.
7. Management will monitor and assess the implementation of the national performance plan. A consolidated production report showing aggregate employee performance data, by office, will be provided to the Midterm Bargaining Team in a timely manner, on a monthly basis during the first six (6) months and then quarterly through the end of the first year. Management will take into consideration comments and concerns raised by the union based on these results.
8. Copies of documentation referenced in the performance plan will be provided to each employee. If there are changes, revised/updated documentation will be provided.
9. The Agency will fulfill its statutory bargaining obligation prior to implementing any future changes in procedures and requirements related to these performance standards.
10. Employees will be provided notice of all training requirements. Any updates and/or new additions will be timely communicated to the employee.

11. Employees will be provided a training schedule as referenced in the performance plan. Management will provide training materials / information to employees.
12. Management will comply with Article 26 Section 5 C and all other applicable articles, laws and regulations.
13. Management will ensure that employees are trained on the VETSNET Operations Reports (VOR). Issues that are outside the control of the employee will be handled in accordance with number 5 of this MOU.
14. Any issues to be included in the Special Project & Duty category and/or Direct Services category will be communicated to employees at the start of the performance period and/or whenever an employee is assigned something under these categories.
15. Management will take into consideration assignments under Special Projects and/or Direct Services, when assessing performance under other sub-elements in this category.
16. Management will provide a copy of this MOU to their local union president.


For the Department (VA)


Date


For AFGE/NVAC Council #53


Date