

MEMORANDUM OF UNDERSTANDING

National VSR Performance Standards

Pension Maintenance Center

The following constitutes an agreement between the Department of Veterans Affairs and the American Federation of Government Employees, AFL-CIO, National VA Council #53 concerning the implementation of the National Performance Standards for Veteran Service Representatives (VSR) in the Pension Maintenance Centers.

1. Management will monitor and assess the implementation of this new national PMC performance plan and make adjustments where necessary. After three months and then quarterly through the end of the first year, a consolidated production report showing aggregate employee performance data, delineated monthly by office, will be provided to the mid term bargaining team.
2. Copies of the station's PMC Workload Management Plan and station's PMC goals will be provided to employees and to the Union prior to implementing this new national performance plan. Copies of this information will be disseminated at the start of each new performance year, each time the stations PMC Workload Management Plan is revised and each time the station's PMC Goals are revised.
3. No adverse or punitive actions will be taken against an employee based on these standards for the first 90 days after they are implemented. Employees on a PAP or PIP at the time of the implementation of the new standards will continue to be assessed for the duration of their PAP/PIP period under the existing performance plan.
4. The PMC VSR performance plan will be presented to all affected VSR's during a meeting conducted by a PMC management representative. This can be accomplished in one division meeting or several team meetings. These meetings will take place before the implementation of these new national standards. The Local Union will be invited to attend the meeting(s) in compliance with Article 46, Section 3 of the Master Agreement.
5. Deductible time is addressed in the performance plan. This list is not exhaustive as there may be other reasons for deductible time to be considered by management.
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, Sections 2 and 3 of the Master Agreement.

7. Mitigating circumstances and any issues outside the control of the employee will be considered regarding the new national performance standards for Veteran Service Representatives (VSR) in the Pension Maintenance Centers.

8. 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 President upon receipt.

 /s/
William Carson

For Management

 /s/
Alberta Franklin

For NVAC

 June 28 , 2005
Date