

Memorandum of Understanding
Veterans Benefits Administration Rules Based Process System

The following constitutes agreement between the Veterans Benefits Administration (VBA) and the American Federation of Government Employees AFL-CIO National VA Council #53 (NVAC) concerning implementation of the VBA Rules Based Process System (RBPS).

1. Management will notify AFGE VBA Mid-Term Bargaining Committee of all pertinent information involving implementation of the VBA RBPS, including the VBA Level plan for implementation, Standard Operating Procedures (SOP), and Training Plans, in accordance with all pertinent articles of the Master Agreement, pertaining to this subject.
2. Local Management will provide copies of the VBA RBPS implementation plan, SOP, and Training plans to their respective local union. Management will comply with Article 47 of the Master Agreement between the DVA and AFGE and meet all local bargaining obligations.
3. Prior to implementation of RBPS, all affected Bargaining Unit Employees will be provided an orientation to the implementation of the functions, duties, and how RBPS fit into the organizational structure. The Local Union will be informed of the meetings and invited to attend.
4. Management will comply with Article 37 regarding training on changed or new processes; new equipment or software programs; and/or automation implemented as part of the RBPS. Management will consider individual employee requests for additional training/retraining. Such requests will be submitted in writing/email. If requests are not granted, the BUE and Local Union President (or designee) will be notified of the denial reasons in writing. Denials may be addressed at the local level in accordance with Article 43 of the Master Agreement between Department of Veterans Affairs (DVA) and the

American Federation of Government Employees (AFGE), or any other applicable appeal process.

5. Management will monitor and assess the impact of the RBPS on the elements of the affected employees. Should RBPS have an adverse impact on any element of the performance standards of an affected employee whose performance in the element was at or above fully successful, management will take this into consideration when evaluating employees' performance and in accordance with Article 27 of the Master Agreement.
6. Management will assess the impact of the RBPS on the elements of National Performance Plans for affected positions. If the associated data demonstrates an adverse impact on any element of the performance standards of affected employees, Management will address this impact and notify the AFGE VBA Mid-Term Bargaining Committee of action to be taken to alleviate this impact. Management agrees to bargain fully on any proposed changes, prior to implementation.
7. Both parties agree that this initiative is being implemented to better serve the Nation's Veterans and should have no adverse affects on VBA employees and their ability to meet their local performance standards. However, if after implementation either party is made aware of issues that have an impact or adversely affect employees' production or working conditions, both parties agree to discuss the issue(s) and work to mutually resolve the issue(s) for the VBA employees, and through the negotiating process should discussions not resolve the issues. Any current process agreed upon remains in effect until negotiations are complete, should a reopening of this MOU occur.
8. Management will monitor and assess the progress of implementation of the RBPS. Management agrees to provide the AFGE VBA Mid-Term Bargaining Committee with aggregate data quarterly, beginning from date of implementation, to include total claims submitted, processed, rejected and timeliness of the RBPS by station.

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

Kevin Nelson
For Management

Jon Avant
For AFGE/NVAC

10/12/12
Date