

**Memorandum of Understanding
Vocational Rehabilitation & Employment Video Telecounseling Pilot**

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 implementation of the Vocational Rehabilitation & Employment (VR&E) Video Telecounseling Pilot (VTC). The pilots are to be at offices in Oakland, CA, Des Moines, IA, Indianapolis, IN, Los Angeles, CA, Detroit, MI, Huntington, WV, and Atlanta, GA.

1. The parties agree that Video Telecounseling (VTC) is designed to assist with delivery of services for veterans participating in the Chapter 31 program. VTC is not designed to replace face-to-face meetings when determined necessary by Agency personnel.
2. Prior to implementation of the VTC Pilot, which is not to exceed six weeks, the Agency will provide AFGE VBA Mid-Term Bargaining Committee with a copy of the pilot plan.
3. The Agency will provide the AFGE VBA Mid-Term Bargaining Committee with a briefing on the national implementation plan, and a copy of the plan, prior to national implementation.
4. As per the briefing given to AFGE, Employment Coordinators (EC) at the participating ROs will be included in the Pilot and the following sections also apply to these employees.
5. Prior to implementation of the VTC Pilot, all applicable employees will be provided training on the use of the technology involved. This training will be recorded in the Talent Management System (TMS).
6. The parties agree that no employee's performance shall be adversely impacted by a veteran's choice to participate or not in VTC. VTC participation by employees or veterans during the pilot is optional.
7. Management will comply with Article 37 regarding training on changed or new processes, new equipment, or software programs as part of this VTC pilot.
8. Should Management institute silent monitoring, the parties agree to comply with Master Agreement between the Department of Veterans Affairs and the American Federation of Government Employees, Article 31, Section 1(b).
9. Management will monitor and assess the progress of the VTC Pilot and provide AFGE VBA Mid-Term Bargaining Committee with a briefing with written aggregate data to include quality, VRC user satisfaction, and VRC

user estimate of VTC's impact (positive or negative) upon timeliness upon completion of the pilot. Prior to National implementation, the Agency will provide AFGE VBA Mid-Term Bargaining Committee a briefing on the accomplishments and expenses/savings associated with this program and meet bargaining obligations.

10. 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' performance elements or working conditions, both parties agree to discuss the issue(s) and work to mutually resolve the issue(s) for the VBA employees, and continue through the negotiating process should discussions not resolve the issues.
11. The parties agree to comply with Article 47 as it applies to local bargaining.
12. Management will provide a copy of this MOU to each local President at stations participating in this VTC pilot.



For Management



For NVAC

11-16-12
Date