

MEMORANDUM OF UNDERSTANDING
HIGH LEVERAGE REGIONAL OFFICE (HLRO)

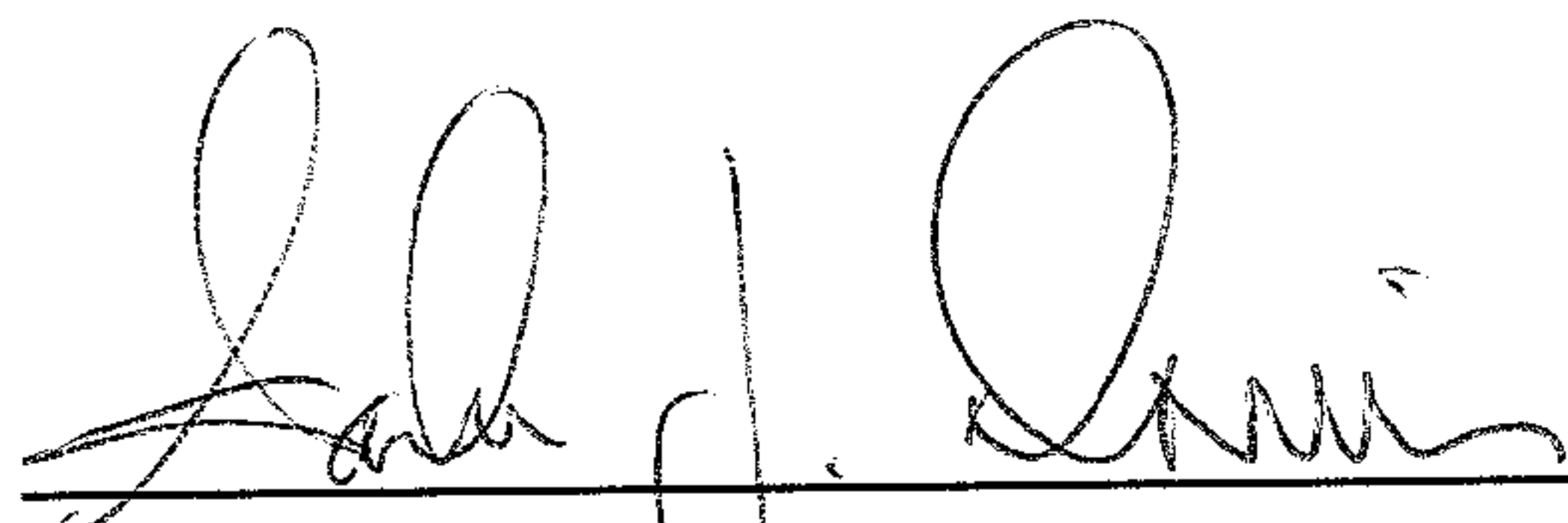
The following constitutes an agreement between the Department of Veterans Affairs, Veterans Benefits Administration (VBA) and the American Federation of Government Employees (AFGE), AFL-CIO National VA council (NVAC) #53, (Union) regarding the High Leverage Regional Office (HLRO) at San Diego, St. Petersburg, Seattle, Waco, Winston-Salem, Philadelphia, Columbia, Atlanta, Houston, Muskogee, Phoenix and Cleveland.

1. The focus of the HLRO as outlined in FY 2015 Target Guidance is to improve the productivity of the aforementioned Regional Offices in generating rating decisions. Appeals and non-rating will not be affected as VBA can reach organizational goals without drawing down on resources dedicated to their responsibilities.
2. Local Management will communicate and provide the applicable information and implementation procedures with all affected employees to address employee questions and concerns. The local union will be invited to attend the meetings.
3. The Agency will ensure that the local workload management plan is communicated to these employees and will identify the elements in the plan for which they are responsible. Whenever the local workload management plan is revised, an electronic copy will be provided to employees and the local union.
4. Employees will be provided notice of all training requirements. Employees will be provided any applicable training schedules.
5. Any updates and/or new additions regarding work assignments will be timely communicated to employees.
6. Specific Regional Offices included in the HLRO efforts will be informed that the request to make a larger production increase in the number of Veterans served will be during fiscal year 2015.

7. Employees' only performance requirement is to meet their current performance standards. An employee's performance measures will not be increased during this HRLO effort.
8. Management will not hold employees accountable for factors or extenuating circumstances which affect performance that are beyond the employees' control in compliance with Article 27.
9. All leave previously requested and approved will remain in effect.
10. Management will adhere to the procedures set forth in Article 21, Section 2, regarding alternative work schedules (AWS).
11. Management will adhere to the procedures set forth in Article 29, Section 20F, regarding VDT breaks.
12. If after implementation either party is made aware of issues that may adversely affect employees, both parties agree to discuss the issues and work to mutually resolve the issues for the employees. Should discussions not resolve the issues, the parties will implement the negotiation process.
13. In accordance with Article 47 of the Master Agreement, Local bargaining shall take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
14. Management will provide a copy of the MOU to each local president upon receipt.



For the Agency



For AFGE/NVAC

01/15/15
Date