

## DAY-ONE-BROKERING CENTERS (D1BCs) TRANSITION

The following constitutes an agreement between the Veterans Benefits Administration (VBA) and the American Federation of Government Employees, AFL-CIO National VA Council #53 (NVAC) concerning the transitioning of the existing D1BC back into the Veterans Service Centers, at Togus, Cleveland, Hartford, Columbia, Huntington, Roanoke, St. Petersburg, Lincoln, St. Louis, Phoenix and San Diego (with the exception of Waco, Philadelphia, St. Paul and Seattle).

1. Upon return to the service center, local management will communicate and provide the applicable national performance standard and conduct a group meeting with all affected employees to address employee questions and concerns. The local union will be invited to attend the meetings.
2. The Agency will also 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.
3. Employees will be provided notice of all training requirements. Any updates and/or new additions will be timely communicated to the employee. Employees will be provided any applicable training schedule. This does not preclude the employee from requesting additional refresher training not listed on the training schedule.
4. The Agency is responsible for ensuring that all employees receive the training necessary for the performance of the employees' assigned duties. Additional training will be provided as training needs arise. Any updates and/or new additions regarding work assignments will be timely communicated to the employee. (Article 37, Section 1 (A)).
6. Once employees are reassigned from D1BC, any quality checks on tasks not previously performed on a daily basis will be used as a training opportunity and will be non-punitive until the employee is fully trained on the new processes and allowed to work those cases to become proficient.
7. Employees will be provided with appropriate notice of errors, including corrective action required. The Agency will consider the type(s) of errors called, timeliness of notice to the employee, and employee's opportunity to remedy errors. All changes in working procedures must be have been communicated to employees before they can be charged with errors.
8. Employees will receive deductible time as addressed in their performance plan. Management will ensure that affected employees are trained on any applicable application used for Workload Management. The appropriate deductible time will be granted. Any list of deductible time is not exhaustive as there may be other reasons for deductible time to be considered by local management (i.e. complex cases, unfamiliar EPs, no development training, no work assignments, system outages etc.)
9. During this transition, 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. Management will consider the impact of the transition in assessing employee performance.

10. Employees who are not on Performance Improvement Plans (PIPs) as of the day immediately prior to the implementation of the new VSR Performance Standards will transition to the new VSR performance standards on that implementation date. They will be provided with a 90-day acclimation period (starting the first day of the implementation of the new VSR Performance Standards) to adjust to these new standards.

11. Any time an employee disagrees with a record of his/her work that was obtained through or by technology; the employee may seek corrective action in accordance with the negotiated grievance procedure.

12. After being reassigned from D1BC, employees will not be adversely impacted in career ladder promotions or time calculations for within grade increases within the career ladder. If an employee is otherwise qualified and eligible, after time-in-grade and/or time required for within grade increase, the employee will be promoted to the next grade or receive the within grade increase.

13. Where an employee uses a VDT or other keying device for at least one hour, the employee shall receive a 10 minute break for every hour of utilization. Such breaks will be in addition to regularly scheduled rest periods (Article 29, Section 20F).

14. If either party is made aware of impact and implementation issues, the parties agree to discuss the issues and work to mutually resolve them. The parties agree to comply with Article 47 in this regard.

15. Locals may request to bargain on procedures and arrangements, in accordance with the Mid-Term Bargaining Article of the AFGE/VA Master Agreement, after the signing of this MOU as long as the changes do not conflict with, or interfere with, or impair the implementation of this MOU and the Master Agreement.

16. Management will provide a copy of the MOU to each local president upon receipt.

  
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For the Agency

  
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For AFGE-NVAC

04/17/14  
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Date