


MEMORANDUM OF UNDERSTANDING**Temporary surge for the reassignment of work on the Quality Review Teams**

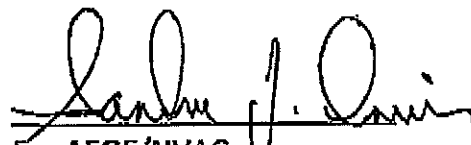
The following constitutes an agreement between the Department of Veterans Affairs, Veterans Benefits Administration (VBA) and the American Federation of Government Employees (AFGE), AFL-CIO National VA Council (NVAC) #53, regarding the temporary surge for the reassignment of work on the Quality Review Teams (QRTs).

1. The focus of the temporary surge is to utilize QRT employees to process claims. This will provide the highest level of service to Veterans and meet VBA's the service delivery requirements.
2. Applicable management staff will be trained and utilized to conduct Individual Quality Reviews (IQRs) on employees during the surge.
3. In accordance with FAST Letter 13-18 and its associated attachments, and any local agreements dealing with rebuttal processes, applicable management staff which call errors on employees will have those cases reviewed by an Authorization Quality Review Specialist (AQRS) or a Rating Quality Review Specialist (RQRS). If the applicable management staff have previously called errors which were not evaluated by an AQRS / RQRS, those errors will be re-reviewed by an AQRS / RQRS to ensure validity of the error called.
4. Unless excluded, QRT employees will work mandatory Overtime in compliance with the Mandatory Overtime MOU dated January 5, 2015.
5. QRT employees who are assigned this production work will continue to be evaluated under their current performance standards.
6. During the surge, management will ensure any applicable local workload management plan is communicated to the QRT employees and will identify the elements in the plan for which they are responsible.

7. Management will notify the VBA Mid Term Bargaining Committee if any extension beyond September 30, 2015, is required to complete this temporary surge.
8. All leave previously requested and approved will remain in effect.
9. Management will adhere to the procedures set forth in Article 29, Section 20F, regarding VDT breaks.
10. In accordance with Article 27, management will not hold employees accountable for factors or extenuating circumstances which affect performance that are beyond the employees' control.
11. 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 negotiating process.
12. 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.
13. Management will provide a copy of this MOU to the President of each AFGE local affected by this Surge.



For the Agency



For AFGE/NVAC

04/13/15
Date