

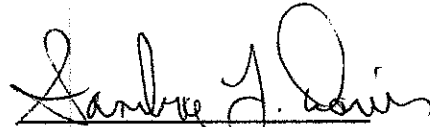
**MEMORANDUM OF UNDERSTANDING  
NATIONAL WORKFLOW PROCESS FOR CERTIFICATE OF ELIGIBILITY (COE)**

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 the national workflow process for certificate of eligibility (COE) at all Regional Loan Centers (RLCs).

1. The purpose of the National Workflow Process for the certificate of eligibility (COE) is to improve the response time to veterans waiting for a decision on eligibility for this benefit, while balancing the workload for all Regional Loan Center (RLC) Loan Specialists to perform all of their required job responsibilities.
2. Since the processing of COEs have been concentrated at one station; prior to implementation, management will provide sufficient training to Loan Specialists to ensure that they are proficient in processing certificates of eligibility and answering telephone inquiries about certificates of eligibility.
3. Loan Guaranty Services will continue to work towards even and consistent distribution of COE work.
4. A 90 day adjustment period will be allowed for Loan Production employees to develop full proficiency before performance is evaluated.
5. The Agency shall not hold employees accountable for factors or extenuating circumstances which affect performance that are beyond the control of the employee.
6. Management will ensure that affected employees are trained on any system updates used in the performance of this work. Changes in working procedures involving COEs must be communicated to the affected employees before charging with errors.
7. Management will monitor and assess results of the National Workflow Process for one year. For one year from the date of implementation, the VBA Midterm Bargaining Committee will be provided with quarterly updates of the impact this process has on COE timeliness and inventory.
8. In accordance with Article 47, Section 4A 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.

9. Management will provide a copy of this MOU to each local President at each Regional Loan Center.
10. Both parties agree that the national workflow process for COE at all Regional Loan Centers is being implemented to better serve the Nation's Veterans. This should have no adverse impact on the employees. However, 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.

  
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For Management

  
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For NVAC

Date: 12/09/14