

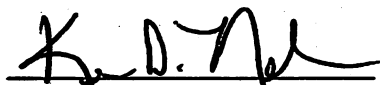
## **MEMORANDUM OF UNDERSTANDING**

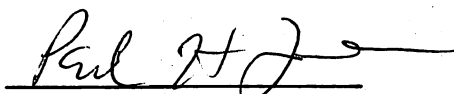
### **Claims Assistant National Performance Standards Pilot - 2017**

**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 Claims Assistant National Performance Standards Pilot**

- 1. The proposed Claims Assistant (CA) standards will be tested through a 30-day pilot program. This pilot program will be conducted at the Togus, Providence, Nashville, Montgomery, Des Moines, Lincoln, Milwaukee PMC, Muskogee, Salt Lake City, Albuquerque and San Diego.**
- 2. Prior to the pilot, all participating employees and their supervisors will receive training that explains the standards, credits for work items, and the use of ASPEN. No employee will have leave cancelled or denied due to this training. If an employee cannot attend the scheduled training due to leave, upon their return to work and prior to implementing the standards, they will receive the training by viewing a recorded training session. Participation in the pilot will be delayed, for any such employee who missed the initial training, until they complete the make-up training. Employees will receive deductible time for this training. The local union will receive an invitation to the training sessions. The CA performance standards workgroup will compile all questions not answered during the training sessions, provide a written response to each question, and submit the document to the VBA Mid-Term Bargaining Committee co-chairs.**
- 3. During the pilot all quality reviews will be completed as outlined in the proposed standards.**
- 4. During this pilot, no CA will be placed on a performance improvement plan (PIP). No CA on a PIP at the onset of the pilot will be allowed to participate in the pilot.**
- 5. Upon completion of the pilot, the VBA Mid-Term Bargaining Committee will receive the results of the pilot broken down by station and employee with the executive summary. Additionally, the VBA Mid-Term Bargaining Committee will receive all data and documents used to measure the outcome of the pilot.**
- 6. Prior to continuation, expansion or national roll out, the VBA Mid-Term Bargaining Committee will receive the updated CA standards and will meet all bargaining obligations at the national level.**
- 7. Management will not hold employees accountable for either factors or extenuating circumstances which affect performance that are beyond the employees' control in compliance with Article 27.**

8. 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.
9. Management shall provide a copy of this MOU to the local president and/or designee at each AFGE local within 10 days of the date this MOU is signed.

  
Kevin D. Nelson  
for the Agency

  
Paul Fleming  
for AFGE/NVAC

03/31/17  
Date