


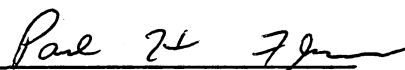
# MEMORANDUM OF UNDERSTANDING

## BFFS Work Items

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 BFFS issue on not creating work items for follow up exam.

1. On December 15, 2016, BFFS placed over 8000 work items for follow up exams in field examiners work queue.
2. These additional items will be identified and backed out of the matrix used to evaluate employee performance standards.
3. Employee timeliness will not be negatively affected because these work items were assigned to the employee.
4. The Field Examiner timeliness standard begins from the day the case is assigned to the field examiner.
5. 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.
6. 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.
7. 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.

  
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Kevin D. Nelson  
for the Agency

  
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Paul Fleming  
for AFGE/NVAC

03/31/17  
Date