
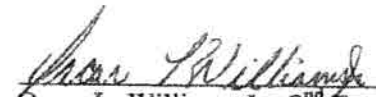


Memorandum of Understanding

The following constitutes an agreement between the Department of Veterans Affairs, and the American Federation of Government Employees (AFL-CIO) National Veterans Affairs Council #53 concerning the Veterans Experience Office (VEO) VE Feedback Tool.

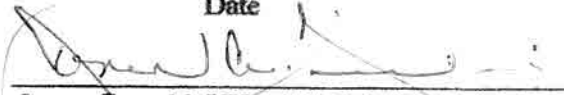
1. The first phase of the implementation of the VEO VE Feedback Tool will be at the following five (5) national VHA sites: Baltimore VAMC; Minneapolis, VAMC; New Orleans, VAMC; Orlando, VAMC and Palo Alto, VAMC.
2. The NVAC and the phase I locals shall receive the results of the implementation, including an the Executive Summary once completed.
3. The feedback tool will be used to gather Veteran feedback. Along with the new manner of gathering feedback, a platform to modernize collection of feedback information is being developed. All employees (Patient advocates and other first-line staff in public contact position) will utilize the VA Feedback Tool and new feedback tracking system. The Veterans Feedback Tool will not be used punitively.
4. The VE Feedback tool is being deployed in a phased implementation. NVAC shall be notified before deployment of phase two the VE Feedback Tool commences at other VHA facilities, or before deployment at other VA Administrations. The notice shall provide the NVAC with enough information and/data to fulfill the bargaining obligation.
5. AFGE bargaining unit employees will be on duty time for the VE Veterans Feedback Interviews and any related training.
6. Upon receipt of the final agreement, the appropriate management official shall provide of copy of this MOU to the AFGE Local Presidents involved at the phase I implementation sites listed above.


Larry Bennett, Staff Director VA LMR
For the Department of Veterans Affairs (VA)


Oscar L. Williams Jr., 2nd Exec Vice President
AFGE National Veterans Affairs Council #53

4/4/2017
Date

04/04/2017
Date


James Zeveski, VHA WMC Labor Consultant
For Veterans Health Administration (VHA)

04/04/2017
Date