

## MEMORANDUM OF UNDERSTANDING

### VBA Letter Improvement Project—Veteran's Experience Changes

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 requirements in implementing the VBA Letter Improvement Project for Veteran's Experience Changes.

1. Utilizing these three letters is meant to provide veterans with general and individualized exam-related information, so that a greater percentage of veterans will report for their scheduled examinations.
2. The Claim Acknowledgment letter will be automatically generated. The claims processor who submits the exam request will create either the Exam Informational or Review Exam Informational letter using Letter Creator program or an assigned successor program.
3. Management agrees that all affected employees, to include even occasional overtime workers, will be provided training on the use of the technology involved with the Letter Creator program. Employee requests for additional training/retraining will be provided if use of this letter is required in any duties assigned, or if they later arise. Such requests will be submitted in writing or via email. If the request is not granted, the employee and Local Union will be provided, in writing, the reason for the denial, with supporting rationale, within 10 workdays of the written request. Denials may be addressed at the local level in accordance with the negotiated grievance procedure, or any other applicable appeal process.
4. The training will be effective so as to accurately complete the required task. Training will include a TMS number so that credit for training counts toward an employee's required training hours for the fiscal year.
5. The training will be reproducible for any new, newly promoted, or absent employees who are unable to participate during the initial training period. A point-of-contact will be provided to each attendee for any questions that may arise while experiencing hands-on generation of the exam-related letters. Questions and discussion will also be on VA Pulse.
6. If training was provided prior to completion of this agreement, it will be conducted again and employees are required to attend if applicable to their position.
7. If deductible time is necessary and appropriate, it will be requested in accordance with the local deductible time policy.

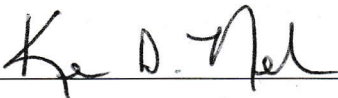
8. Management will ensure that procedures are in place to have system corrections and improvements made as soon as possible.

9. Local bargaining shall take place at individual facilities and may include substantive bargaining that does not conflict with negotiated National policies or agreements.

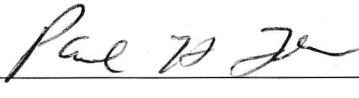
10. Management will not hold employees accountable for factors or extenuating circumstances which affect performance that are beyond the employees' control in compliance with Article 27.

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 together to mutually resolve the issues for the employees. Should discussions not resolve the issues, the parties will implement the negotiating process.

12. Management will 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 VBA Agency



Paul Fleming  
for AFGE/NVAC

07/26/17  
Date