

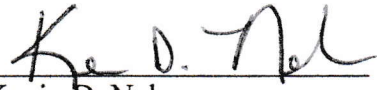
MEMORANDUM OF UNDERSTANDING

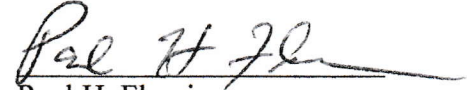
Decision Ready Claims Program

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 Decision Ready Claims Program.

1. All affected employees will be provided training on the Decision Ready Claims process. No employee will have leave cancelled or denied due to this training. Employees will be on deductible time for this training. The local union will be invited to these trainings. Once an employee finishes training, it will be recorded as completed in the employees TMS.
2. If management makes any changes to the Decision Ready Claims Program that impact employee working conditions, the VBA Mid-Term Bargaining Team will be notified and all bargaining obligations at the national level will be met prior to implementation of changes.
3. 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.
4. Centralized Mail Portal Super Users on a performance standard containing a production/output element will receive appropriate work credit for all work done in connection with this program. If an appropriate work credit does not exist in the performance standard, management will assess the amount of time actually necessary to perform the work done in connection with this program. The local union will be notified of this assessment and allowed to provide input.
5. Management will collect and provide exclusion data identifying where the claim was initiated, why it was excluded and how many days passed from submission to exclusion on a monthly basis to the AFGE Midterm Bargaining Committee for one year from the signing of this MOU.
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.


Kevin D. Nelson
For the Agency


Paul H. Fleming
For AFGE/NVAC

10/19/17
Date