

# MEMORANDUM OF UNDERSTANDING

## Fiduciary Hubs Transition Plan to the National Call Centers

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 Veterans Affairs Council (NVAC) #53, (Union) regarding the Fiduciary Hubs Transition Plan to the National Call Centers.

1. All affected employees will receive training on this new initiative. For employees who are not available, make up training will be provided. Employees will be on excluded time for this training.
2. Local leadership will solicit volunteers. If more employees volunteer than vacancies exist, the Department will select from the qualified volunteers. Local seniority will be the selection criterion. If there are insufficient number of volunteers, then the least senior qualified employee(s) will be selected.
3. Local bargaining may take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
4. After implementation, if 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.
5. 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*

Kevin D. Nelson  
For the Agency

*Paul H. Fleming*

Paul H. Fleming  
For AFGE/NVAC

06/14/19

Date