

MEMORANDUM OF UNDERSTANDING

Loan Guaranty Service (LGY) Changes to the Loan Technician and Senior Loan Technician Performance Standards

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 Loan Guaranty Service (LGY) Changes to the Loan Technician and Senior Loan Technician Performance Standards.

1. For annual performance appraisal purposes, Loan Technicians and Senior Loan Technicians (GS-7/9/11/12) will be evaluated from October 1, 2018 to April 30, 2019 for Critical Element 1 (QUALITY) and Critical Element 2 (TIMELINESS).
2. To allow employees to acclimate to the redesigned VALERI, GS-7/9/11/ Loan Technicians and GS-12 Senior Loan Technician's Critical Element 1 (QUALITY) and Critical Element 2 (TIMELINESS) will be mitigated from May 1, 2019, through September 30, 2019. Monthly progress reviews will continue to be completed from May through September 2019, to provide feedback to staff on their progress and performance.
3. Loan Technicians (GS-7/9/11) will be rated on Critical Element 3 (CUSTOMER SERVICE) and Non-Critical Element 4 (COOPERATION AND ORGANIZATIONAL SUPPORT) for the entirety of the annual performance appraisal period from October 1, 2018, through September 30, 2019.
4. Senior Loan Technicians (GS-12) will be rated on Critical Element 3 (REVIEWING AND REPORTING), Critical Element 4 (TRAINING), Critical Element 5 (CUSTOMER SERVICE) and Non-Critical Element 6 (COOPERATION AND ORGANIZATIONAL SUPPORT) for the entirety of the annual performance appraisal period from October 1, 2018, through September 30, 2019.
5. Local bargaining shall take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
6. 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.
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

Kevin D. Nelson
For the Agency

Paul H. Fleming

Paul H. Fleming
For AFGE/NVAC

07/23/19

Date