

MEMORANDUM OF UNDERSTANDING
Appeals Management Office VA Video Connect Pilot 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 Appeals Management Office VA Video Connect Pilot Program.

1. All effected employees will be provided training on how to utilize the video connect system. No leave will be canceled due to this training. This training will be on excluded time. Employees will be given specific instructions on what categories to utilize in ASPEN/WATRS. The local union will be invited to this training and also informed of how to categorize the excluded time.
2. Prior to expansion of national roll out of this pilot, all bargaining obligations will be met at the national level.
3. Where possible, employees participating in this pilot may do so in a telework environment as long as the employee is telework ready and their station's policy will allow it.
4. The AFGE VBA Midterm will be provide with the link to the user guide, FAQs, training materials or any other published materials provided to the users.
5. Management will not hold employees accountable for factors or extenuating circumstances which affect performance that are beyond the employees' control.
6. Local bargaining shall take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
7. After implementation, if either party is made aware of issues that may 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 to the extent required by the statute.
8. 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.

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For the Agency

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Date