

MEMORANDUM OF UNDERSTANDING

VR&E Service Modernization: New Platform – Case Management Solutions

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 VR&E Service Modernization: New Platform – Case Management Solutions.

1. All affected employees will be provided training on Case Management Solution (CMS). No employee will have leave cancelled or denied due to this training.
2. Management will monitor and assess the implementation of CMS. Management will provide the AFBE VBA Mid-Term committee with quarterly updates on the implementation of CMS to include any issues that have arisen, and any lessons learned.
3. Management agrees to meet its bargaining obligations regarding changes to or utilization of the CMS.
4. Consistent with the procedures set forth in the Master Agreement, local bargaining shall take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
5. Management will not hold employees accountable for factors or extenuating circumstances that affect performance and are beyond the employees' control.
6. 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.
7. Both parties will communicate the MOU.

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08/21/2020

Date