

MEMORANDUM OF UNDERSTANDING

Pension Management Center (PMC) Veterans Service Representatives (VSR) 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 VA Council (NVAC) #53, (Union) regarding the Pension Management Center (PMC) Veterans Service Representatives (VSR) Performance Standards.

1. The VBA AFGE Mid-Term Bargaining Committee will monitor and assess the implementation of the national performance standards. The parties agree to gather availability, output, and quality data regarding PMC VSR performance under the new performance standards throughout the 90-day acclimation period. The AFGE Mid-Term bargaining committee will be provided this data each month for the preceding month, for up to 12 months. The data gathered and provided will follow the performance data already being provided for RVSRs and VSRs by station. Local Presidents will be provided the same data for their office, upon request, from their local management. If at any point during this 12-month period the Union has concerns with this information, they can elevate these concerns to the Mid-Term Bargaining Committee for consideration.
2. Bargaining unit employees, who spend unreasonable time performing uncredited work, may bring the matter to the attention of their supervisor. The supervisor will consider whether the uncredited time is fairly and equitably accounted for in the weighted action calculation and either, allow excluded time or inform the employee that excluded time is not warranted. The employee may grieve the decision of the supervisor.
3. Performance standards and elements, to the maximum extent feasible shall be reasonable, realistic, attainable, and sufficient under the circumstances to permit accurate measurement of an employee's performance. When quality, timeliness, and/or output are expressed in a standard, there must be a clear means of assessing whether objectives have been met.
4. The Frequently Asked Questions (FAQ) will be prepared and presented to the employees at the same time as the performance standards.
5. Management will meet with the employees to discuss the critical and non-critical elements in these national standards. They should communicate and provide written national performance standards and conduct group meetings to address employee questions and concerns to all affected employees. The local union will be invited to attend the meetings.
6. When an employee moves from one level in a career ladder position to another level, the supervisory personnel shall meet with the employee to discuss the effective date and

