

MEMORANDUM OF UNDERSTANDING

National VSR, RVSR, SVSR Performance Standards

Pension Maintenance Center

The following constitutes an agreement between the Department of Veterans Affairs and the American Federation of Government Employees, AFL-CIO, National VA Council #53, concerning the implementation of the National Performance Plan for Veteran Service Representatives (VSR), Rating Veteran Service Representatives (RVSR), and Senior Veteran Service Representatives (SVSR) in the Pension Maintenance Centers.

1. On a monthly basis for the first six months, and then quarterly through the end of the first year, a consolidated production report showing aggregate employee performance data by office, will be provided to the mid-term bargaining team. This information will be provided within two weeks of the end of the month and/or quarter, provided the information is available at that time. Management will brief the union on the process used to establish these standards.
2. Management will comply with Article 26, Section 6(E), in communicating performance expectations to employees.
3. Consistent with Article 26, Section 2(E), employees will not receive a performance rating under these national PMC performance standards (referenced above) until the standards have been in place for at least ninety (90) days.
4. Management will conduct an all-hands meeting at each PMC to announce the new Performance Standards. AFGE will be invited to attend.
5. Management will comply with Article 26, Section 8(E), in considering factors beyond an employee's control.
6. Upon employee request, their supervisor will meet with them to review the results of the quality review of their work as recorded in ASPEN, including the nature of errors, applicable manual references or other authoritative citations, and any action necessary to correct or rectify any error documented in ASPEN.
7. Management will provide a copy of this Agreement to the Local President upon receipt.

William Carson

Alberta Franklin

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For Management

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For NVAC

