

## *U.S. Department of Veterans Affairs* *Veterans Benefits Administration*

### *VBA - AFGE Memorandum of Understanding*

#### **National Performance Plan for Journeyman RVSRs**

The following constitutes an agreement between the Department of Veterans Affairs and the American Federation of Government Employees, AFL-CIO, National VA Council #53 (NVAC) regarding a national performance plan for journeyman Rating Veterans Service Representatives (RVSR). The national performance plan establishes minimum performance levels for journeyman RVSRs. A journeyman RVSR is defined as one who has 24+ months job experience and is a GS-12.

1. Management will monitor and assess the implementation of the national performance plan and make adjustments where necessary. On a monthly basis during 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. Data for each facility will be provided to local presidents.
2. All management officials and RVSRs affected by the National Performance Plan will attend a telecast presented by VBA Central Office so they will become informed and trained on the new performance floors and procedures. This telecast will be aired as soon as possible but not later than 90 days of implementing the national performance plans for journeyman RVSRs. The Local will be informed of the telecast so a representative may attend.
3. Local management will develop procedures to accommodate those situations where a facility specializes in a manner that does not give the RVSR the opportunity to meet the national performance floors. Management will share the procedures with the Local Union for an opportunity to comment and, or bargain as appropriate.
4. Management at each facility is strongly encouraged to analyze data and consider factors influencing an individual RVSR's ability to meet performance standards prior to placing him or her on a Pre-Improvement Assistance Plan (PAP) or on a Performance Improvement Plan (PIP) as outlined in Article 26.
5. Changes to the national performance floors, resulting from organizational restructuring (e.g. VA Claims Processing Task Force) will be provided to the VBA mid-term bargaining team for comment and, or bargaining as appropriate prior to implementation. Management agrees to review and adjust accordingly any changes to the National Accuracy component.
6. Stations not able to meet the minimum production floor may request an exemption according to OFO guidelines.
7. Stations wanting to establish local standards that exceed the minimum

national performance floors are encouraged to use objective criteria and data and comply with Article 26, Sections 2 and 3 of the Master Agreement.

8. The parties may negotiate locally on this subject provided it does not conflict, interfere with, or impair the implementation of this MOU and the Master Agreement. Management will provide a copy of this agreement to the Local upon receipt.

/S/ Jennifer Long  
For VBA  
AFGE/NVAC

/S/ Alberta Franklin

Date: December 20, 2002

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