

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

VBA - AFGE Memorandum of Understanding

ProSTAR

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Benefits Administration (VBA) and the American Federation of Government Employees, AFL-CIO, National VA Council #53 (NVAC). The subject of the agreement is national implementation of ProSTAR computer application to collect performance data for Decision Review Officers (DRO), Veterans Service Representatives (VSR) and Rating Veterans Service Representatives (RVSR).

1. ProSTAR is an application designed to assist in the management of employee performance as well as to assess overall station quality and productivity.
2. Prior to implementation, field offices will adhere to the national agreement of December 14, 1999, regarding implementation of employee user computer programs.
3. Since ProSTAR is based on pay periods, local management will work with local union officials to develop a method for employees to report excluded time (ex: annual leave, sick leave, training time, deductible time, mitigating circumstances). If there is a disagreement about the type of or amount of reported excluded time, the supervisor will enter the time after review and discussion with the employee.
4. To maintain consistency by all stations with the national performance standards, overtime hours will not be recorded for individual productivity.
5. Individual statistics and reports will only be accessed by the employee and the appropriate management official.
6. When an error is recorded for an employee, the employee will be furnished a hard copy of the called error.
7. Employees in the Public Contact Team will not be required to enter individual claim numbers in ProSTAR for each phone call received.

8. ProSTAR currently counts only one error per case. If ProSTAR is redesigned in the future to accommodate measurement under SIPA issue based quality for DROs, RVSRs and VSRs, NVAC reserves the right to bargain as appropriate.
9. OFO will provide guidance to field stations that delineates monthly reporting schedules by pay periods to ensure consistency in the data collection.
10. 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
Crystal Wiggins
For VBA Management
Alberta Franklin
For NVAC

/S/ Richard Zimnoch for

Date: August 16, 2002

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