

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

*VBA - AFGE Memorandum of Understanding*

**RBA 2000**

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 this agreement is RBA 2000 and Rating Redesign which is designed to improve the final rating product and make decisions more understandable.

1. Necessary training for Rating Veterans Service Representatives (RSVR) and Veterans Service Representatives (VSR) will be provided to employees as part of the implementation of this process. As needed, additional training will be provided to those employees having difficulty in understanding or implementing the new process.
2. VBA will continue to actively pursue information technology enhancements to improve the efficiency of this process including enhancements to the tool which will help employees utilize RBA2000.
3. Field stations having production standards included in the individual performance requirements of bargaining unit employees, shall work with the local union should there be a need to change the standards to make necessary allowances for any increased time requirements and complexity involved in the process. VBA acknowledges that the impact of the new approach with a renewed emphasis on quality may impact the number of rating decisions that can be made per rating specialist.
4. Keyboard training shall be provided to employees who request typing and word processing skills to effectively comply with the new process.
5. Local unions shall have the right to bargain further on this subject so long as they do not conflict, interfere with or impair the implementation of the MOU and Master Agreement.

The appropriate management official shall provide a copy of this MOU to the National and Local officials at their facility upon receipt of this MOU.

/S/ Jennifer Long  
For Management  
For AFGE NVAC

/S/ Alberta Franklin

Date: January 22, 2001

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