

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

*VBA - AFGE Memorandum of Understanding*

**Virtual Call Centers**

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) concerning Virtual Call Centers (VIC).

1. VBA will provide notice to the National VA Council thirty days prior to implementation of a VIC within a Service Delivery Network.
2. VBA will provide notice to all AFGE Local Presidents within a Service Delivery Network thirty days prior to implementation of a VIC within their SDN.
3. There will be no adverse impact on employees solely as a result of the implementation of the VIC within a Service Delivery Network.
4. Each Local President will receive, from his facility management, copies of all SDN data and reports concerning the performance of the VIC in the SDN.
5. Each Local President will receive copies of all SDN agreements which establish the number of employees required to answer the telephones per facility and copies of any changes or modifications to such agreements.
6. A copy of this MOU will be provided to all Local Presidents represented by AFGE. Local bargaining at each facility over appropriate issues not otherwise in conflict with this or other national level agreements will be completed prior to implementation of this program. Should implementation of the VIC in an SDN require any changes in business hours or tours of duty they would be subject to local bargaining over appropriate arrangements.

/S/ Jennifer Long  
For the Department  
For AFGE-NVAC

/S/ Alberta Franklin

Date: June 14, 2001



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