

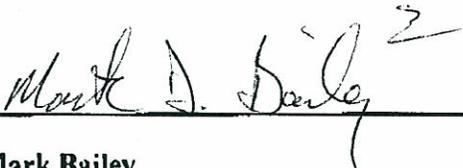
**Agreement between the National Association of Government Employees and the  
Department of Veterans Affairs' Office of Resolution Management (ORM) concerning the  
Resolution Support Center.**

**The following constitutes an agreement between the Department of Veterans Affairs (VA), Office of Resolution Management (ORM) and the National Association of Government Employees (NAGE) concerning the Pilot of the Resolution Support Center within the Department.**

- A. RSC Program Specialists will refer all appropriate calls from Bargaining Unit Employees (BUE) to the appropriate Union Official at the appropriate VAMC or NAGE National Office.**
- B. Any and all training provided to BUE regarding the RSC will be consistent with collective bargaining requirements under the CBA.**
- C. NAGE National will be provided quarterly with the following data:**
- Total number of calls received during the pilot period;**
  - Number of NAGE bargaining unit employee calls received;**
  - How many calls were non-EEO related (ADR, labor/employee Relations or other employment issues; and**
  - How many of these calls were referred outside ORM.**
- D. The RSC specialists will instruct the caller that it is their choice if they want to provide their name and Duty Station/Medical Center. The BUE who choose to call the RSC may elect to remain anonymous.**
- E. NAGE will be provided copies of any updated disclaimers.**
- F. Callers will have the right to refuse to have their call monitored. The RSC Specialist will provide the caller the opportunity to agree or to disagree with having their call monitored and/or recorded.**

- G. It is agreed that the Department of Veterans Affairs ORM, Resolution Support Center will not violate or infringe on any of NAGE exclusive rights to represent our BUEs'. In the spirit of Partnership, the parties will meet on a quarterly basis at the National level to discuss Program Data Trends, NAGE concerns, Updates, Inquiries and changes to the MOU, if needed.
  
- H. Appropriate bargaining on the terms of full implementation of the Resolution Support Center will take place prior to the end of the 18 month pilot. NAGE shall be notified prior to the beginning of the full implementation within the ORM Resolution Support Center. ORM will quarterly provide the data listed above to NAGE post implementation.
  
- I. One original and one electronic copy of this MOU shall be provided to NAGE at the national level. NAGE Local union presidents will be provided a copy of this MOU within five (5) working days of local management receiving a signed copy.
  
- J. Upon receipt, the appropriate management official shall provide a copy of this MOU to the Local Presidents.
  
- K. This MOU shall be effective when signed by authorized representatives of both parties.

For National Association of Government Employees:

  
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 Mark Bailey

2-10-11  
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 Date

National Association of  
Government Employees

For the Department of Veterans Affairs

  
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**Rosa Franco**

**Acting Deputy Assistant Secretary**

**For Resolution Management**

2/2/2012  
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**Date**

  
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**Douglas Huth**

**Office of Labor Management Relations**

2/1/2012  
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**Date**