


Memorandum of Understanding

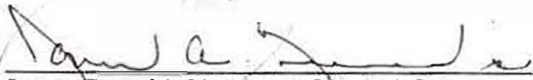
The following constitutes an agreement with the Department of Veterans Affairs, Veterans Health Administration and the American Federation of Government Employees, (AFL-CIO) National Veterans Affairs Council #53 concerning VHA Directive 1006.04 Clinical Contact Centers.

1. The purpose of the VHA Clinical Contact Centers Modernization is to provide safe, timely and seamless virtual same-day care and support via phone, video, chat and email within VA Health Connect 24 hours
2. Bargaining unit employee will be provided the necessary training that will allow them to fulfill the requirements of VHA Directive 1006.04 Clinical Contact Centers. Such training will be available in different forums and times to allow all affected employees to attend.
3. All training must be accomplished during duty time. No approved leave may be canceled solely due to scheduled training. No performance standards will be applied during the time an employee is in training.
4. Bargaining unit employees assigned to a Clinical Contact Centers must not be removed from the local they currently are represented by.
5. All subsequent hires who become AFGE bargaining unit employees will be assigned to the AFGE Local closest to their duty location, if they are virtual, or to the facility where they are to report if they are return to a VA workstation.
6. Staffing of Clinical Contact Centers shall be consistent with National Collective Bargaining Agreements and any local agreements in


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For the Department of Veterans Affairs (VA)

01/26/2022

Date


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For Veterans Health Administration (VHA)

1/24/2022

Date


Oscar L. Williams Jr. 2nd Exec Vice President
AFGE National Veterans Affairs Council #53

01/26/2022

Date