

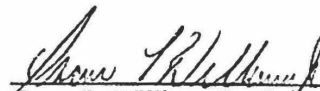
## Memorandum of Understanding

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Health Administration (VHA) and the American Federation of Government Employees, (AFL-CIO), National Veterans Affairs Council #53 (NVAC) concerning the Community Care Microsoft Dynamics Customer Relationship Management (CommCare CRM) Application being implemented during Phase II at all VHA Facilities and Call Centers.

1. The Phase I June 2016, MOU focused on capturing issues only. Phase II will incorporate enhancements to allow for easy capture of all interactions. These include all interactions with Veterans, beneficiaries, and community providers; Billing Inquiry routing capability and Patient Advocate Tracking System -Replacement (PATS-R) Integration.
2. During Phase II CommCare CRM Transition Implementation Billing inquiry routing is available but not activated for all sites; Staff begin to increase documenting all integrations within CommCare CRM and Customer and employee feedback captured.
3. Training for other bargaining unit employees shall be during duty time. Tours may be adjusted for training, with no loss of pay. The Bargaining unit employees leave shall not be canceled solely for the purpose of taking the Phase II CommCare CRM training. CommCare will not be required as part of the performance review process.
4. Prior to implementation, BUEs and AFGE Local representatives will be provided an orientation of CommCare CRM Phase II, at their duty location or by other means. Any questions and concerns will be addressed at that time and any follow-up questions and answers will be shared with the employee and the AFGE Local within two weeks.
5. AFGE locals will be given the opportunity to bargain the procedures and appropriate arrangements of the interaction request for billing issues as long as it does not conflict with this MOU.
6. AFGE Locals will be provided the Phase II implementation schedule of CommCare CRM, at their facility or duty location they represent.
7. NVAC reserves it's right to address matters related to Phase II CommCare CRM as they occur.
8. Upon their receipt, the appropriate management official shall provide a copy of this MOU to the AFGE Local Union President.

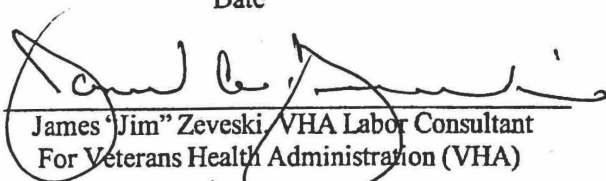
**LYNDSEY MILLER** Digitally signed by LYNDSEY MILLER  
Date: 2022.08.02 06:05:19 -05'00'

Lyndsey Miller, VA Labor Relations Specialist  
For the Department of Veterans Affairs (VA)

  
Oscar L. Williams Jr., 2<sup>nd</sup> Exec. Vice President  
AFGE National Veterans Affairs Council #53

\_\_\_\_\_  
Date

08/08/2022  
Date

  
James "Jim" Zeveski, VHA Labor Consultant  
For Veterans Health Administration (VHA)

08/08/2022  
Date