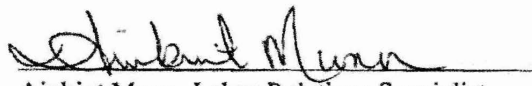


Memorandum of Understanding

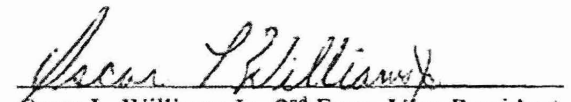
The following is an agreement between the Department of Veterans Affairs, Veterans Health Administration and the American Federation of Government Employees (AFL-CIO), National Veterans Affairs Council #53 concerning VHA Member Services Call Center Business Lines Tour of Duty.

1. The national parties agree this MOU applies to tours of duty for Contact Representatives, Lead Contact Representatives, and Pharmacy Technicians within the Health Resource Center (HRC) and Health Eligibility Center (HEC) excluding the following business lines in the HRC, Clinical Pharmacy Resources and National Call Center for Homeless Veterans.
2. The national parties agree that the determination of a Tour of Duty is a permissive management right. Therefore, the appropriate VHA Member Services management officials shall proscribe the necessary tours of duty for all Bargaining Unit Employees covered by AFGE in accordance with the VA/AFGE Master Agreement Dated March 15, 2011.
3. Tours of duty shall be done in accordance with the following Articles:
 - Article 13 – Reassignment Shift Changes and Relocation, Section 4, Section 5 and Section 6;
 - Article 21 – Hours of Work and Overtime Section 2 C and E and Section 3 - Tour of Duty/Scheduling; and
 - Article 23 – Merit Promotion Section 8. F. and H.
4. A onetime tour of duties process will occur at the aforementioned business lines located at each campus (Topeka, KS, Fort. Riley, KS, Atlanta, GA, Canandaigua, NY, Hot Springs, SD, & Waco, TX) to include virtual and telework employees. This process will allow for bargaining unit employees to establish their tour of duty, as proposed by management officials of the current Member Service Business Lines. Tours of duties for any business lines can be adjusted, by providing notice to the Union at the appropriate level, in accordance with the Article 47- Mid-Term Bargaining and the Articles as listed above in the VA/AFGE Master Agreement. Tours may be determined based on valid operational needs at specific locations.
5. The subject of tour bids is a proper subject for national term negotiations. All prior MOUs regarding all tour bid processes and procedures for AFGE bargaining unit employees within Member Services are hereby rescinded and superseded upon the signing and effective date of this MOU.
6. Seniority is defined by the local Parties and may be memorialized in an existing local supplemental agreement or MOU. If there is no local supplemental agreement or MOU currently in place, the local Parties shall negotiate over how seniority is determined in accordance with the Master Agreement.
7. Employees that operate bilingual calls will be placed on tours of duties to support bilingual hours of operation.
8. Any current bargaining unit employee can voluntarily submit a request to change their current tour of duty in accordance with Article 13, Section 3 and Section 4, of the Master Agreement.
9. If operational needs require a change in tours of duty for specific locations the business line will offer, available tours to current BUEs in the associated business line. Interested employees will provide notice of their interest in accordance with Article 13, Section 4 and selection will be based on seniority. Tours may be determined based on valid operational needs at specific locations.

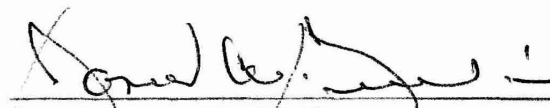
10. Bargaining unit employees may voluntarily request to work a compressed work schedule in accordance with Article 21 Section 2. C., of the Master Agreement.
11. In accordance with Article 21, Hours of Work and Overtime, the department will make every practicable effort to ensure bargaining unit employees have two consecutive days off.
12. An established tour of duty, outlined in Article 21 Hours of Work and Overtime, Section 3 of the Master Agreement, shall be offered to new employees, within the bargaining unit.
13. AFGE Locals may bargain on other related matters not covered by this MOU, so long as there is no conflict with this MOU or the VA/AFGE Master Agreement.
14. Upon the receipt the appropriate management official shall provide a copy to the following AFGE Local Presidents: Local 518, Local 906, Local 1822, Local 1539 and Local 3306.


Ainbint Munn, Labor Relations Specialist
For the Department of Veterans Affairs (VA)

2/14/2019
Date


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

02/14/2019
Date


James Zeyeski, VHA WMC Labor Consultant
For Veterans Health Administration (VHA)

2/14/2019
Date