


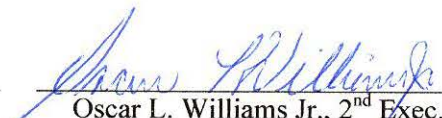
Memorandum of Understanding

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 Microsoft Dynamics Customer Relationship Management (CRM) Application implementation at VHA Call Centers.

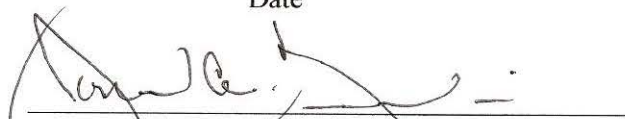
1. The national parties agree the following VHA Call Centers are affect by the Microsoft Dynamics CRM application: Health Resource Center (HRC) (Topeka, KS and Waco, TX); Veterans Crisis Line (VCL) Canandaigua, NY; National Call Center for Homeless Coordinators - VHA Facilities nationwide; Suicide Prevention Coordinators – VHA Facilities nationwide; VA Community Care Contact Center (CCCC) – Denver, CO; Voucher Examiners at each VISN and Fix the Phones (VAMC Call Centers Initiative).
2. Bargaining unit members (BUEs) can volunteer to serve as a train-the-trainer on CRM.
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 be purpose of taking the CRM training.
4. Prior to implementation, BUEs and AFGE Local representatives will be provided an orientation of CRM, 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 a week.
5. Bargaining unit employees may elect to repeat the CRM training so they may have a better understanding of the process. After initial training, all employees will have access to the CRM system via the training environment and supervisors shall allow them to practice in the training environment as requested on duty time.
6. AFGE Locals will be provided the phased implementation schedule of CRM, in VA CCCC, HRC and VCL, for the BUEs they represent.
7. NVAC reserves it right to address matters related to VHA Call Center 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.


Daniel Borichevsky, VA Labor Specialist
For the Department of Veterans Affairs (VA)

06/22/2016
Date


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

6/22/2016
Date


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

6/22/2016
Date