

## Memorandum of Understanding

The following agreement is between the Department of Veterans Affairs (VA), Veterans Health Administration (VHA) (Employer) and the National Federation of Federal Employees (NFFE), VA Council of Consolidated Locals (Union) regarding *VHA Directive 1006.04 Clinical Contact Centers (CCC) Modernization VA Health Connect*.

1. Should training be required of bargaining unit employees this will occur on duty time. Training will be aligned to sufficiently allow employees to demonstrate satisfactory performance.
2. Any changes to bargaining unit employee's performance standards will follow Article 24 of the CBA and VA Handbook 5013 and other VA/VHA policy.
3. NFFE will be provided notice prior to any organizational changes affecting NFFE bargaining unit employees which involve unit clarification or changes to bargaining unit status of BUE's.
4. NFFE will be provided notice of changes to working conditions affecting bargain unit employees to the extent required by the parties' CBA and the Statute.
5. The Department will provide NFFE notice of any changes of virtual or teleworking NFFE bargaining unit employees within the CCC's and such changes will only occur in accordance with the NFFE CBA and VA/VHA policy.
6. Management will notify in advance, NFFE bargaining unit employees before making changes to their current rate of pay, including locality pay.
7. Reasonable effort will be made so that bargaining unit employees affected by a re-structure or establishment of CCC will not lose leave approved prior to the change.
8. By mutual agreement, this MOU may be reopened by providing a minimum of 30 days advance written notice requesting negotiation. The terms of this MOU will remain in effect until a new agreement is made and will be subject to review upon its anniversary annually.
9. Upon their receipt, copies of this MOU will be distributed by the appropriate local Management official to the NFFE local president.
10. This MOU will be posted on the VA LMR website.

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Labor Relations Specialist  
Department of Veterans Affairs (VA)  
March 31, 2022

Date

Jeffrey J. Shapiro  
535490

Digitally signed by Jeffrey J.  
Shapiro 535490  
Date: 2022.03.31 10:14:54 -04'00'

Jeffrey Shapiro  
President, NFFE-IAM, VA Council

Date

*[Handwritten Signature]*  
Labor Consultant  
Veterans Health Administration (VHA)

*03/31/2022*  
Date