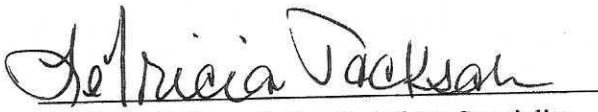


## Memorandum of Understanding

The following constitutes an agreement between the Department of Veterans Affairs, (VA) Veterans Health Administration (VHA) and the American Federation of Government Employees (AFL-CIO), National Veterans Affairs Council #53 concerning Veterans Crisis Line (VCL) Conversion of Chat Application to Salesforce.

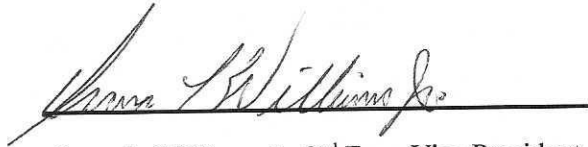
1. With supervisory approval, an employee may access on duty time training material available on SharePoint or Talent Management Service.
2. Any employee may use the alias feature of Chat to ensure anonymity, but their chosen alias must not be offensive or otherwise inappropriate for the workplace. If there are changes to the use of the alias feature, that triggers a duty to bargain under the Statute, the union will be notified and given an opportunity to bargain.
3. If the Department tests employees after initial training, an employee must receive a passing score. If the employee is unable to pass the test after the allotted number of tries, one-on-one training may be provided to assist the employee. If there are changes to testing, that triggers a duty to bargain under the Statute, the union will be notified and given an opportunity to bargain.
4. Upon the receipt the appropriate management official shall provide a copy of this MOU to the five AFGE VCL Local Presidents.



LeTricia Jackson, Labor Relations Specialist  
For the Department of Veterans Affairs (VA)

4/19/2024

Date



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

4/19/2024

Date

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Anne Burnham, WMC Labor Consultant  
For Veterans Health Administration (VHA)

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Date