

**NATIONAL SUPPLEMENT**  
**Between**  
**U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT**  
**And**  
**AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES**  
**NATIONAL COUNCIL OF HUD LOCALS 222**

**Subject:** Service Level Agreements (SLAs) Pilot Program

**Scope:** The scope of this Supplement encompasses the impact of implementation of a pilot project for implementation of Service Level Agreements between the Office of Administration and the Offices of Community Planning and Development and Healthy Homes and Lead Hazard Control on bargaining unit employees.

1. **Pilot Project Term:** For the purpose of this Supplement, the parties agree that the Pilot Project period began on March 19, 2007. The term of the Pilot Project shall be 120 days, or until July 19, 2007, but may be extended if the parties are actively negotiating an extension or expansion of the Pilot.
2. **Extension or Cancellation of Pilot:** Management may cancel or terminate this pilot at any time prior to its conclusion. Management shall provide notice to the Council of its decision to extend, expand or cancel the Pilot. If the decision is to extend and/or expand, Management's notice shall include updated Memoranda of Understanding and Service Level Agreements for Centralized Business Service Functions, or their successor documents. Bargaining shall begin within thirty days of notice. The SLAs may not be expanded to other organizations until negotiations are complete.
3. **Details of Employees:** The details of bargaining unit employees will not begin until completion of Local bargaining. Detailed employees will be returned to their previously encumbered positions at the end of the Pilot/extension. Details of bargaining unit employees may be extended by Local impact and implementation bargaining.
4. **Monthly Service Level Monitoring Reports:**
  - a. Monthly Service Level Monitoring Report (Monthly Report) may include, to the extent necessary, the results of customer satisfaction surveys, as well as the information set forth in Sections 1.7 and 1.8 of the SLA (i.e., expected level of support; actual support offered and delivered; if discrepancy, identification and resolution of the reasons for any discrepancies; etc.).
  - b. Management shall provide the Union with a sanitized, electronic copy of the Monthly Service Level Monitoring Report (Monthly Report) for the first month by April 26, 2007. Thereafter, Monthly Reports shall be provided electronically to the Union within 48 hours of their date of issuance.

5. Customer Surveys: By April 19, 2007, Management shall provide the Union with a copy of the customer surveys Administration Account Managers are sending to all recipients of services under the SLA.
6. Information: Should a decision be made to extend or expand the SLAs, Management shall provide the union with an informational briefing which will be responsive to any Union concerns on individual Business Functions, as well as the processes used by the Administrative Account Managers and the CPD and Healthy Homes Representatives to track each Business Function (i.e. ACRS, HIHRTS, other specified method). This briefing will be considered a part of the negotiations and will not count against the Union Representatives official time allocation. These briefings will occur a minimum of two weeks before negotiations on the extension/expansion of the pilot.
7. No Waiver: Management agrees that this pilot does not supersede any provisions of law, rule, regulation, policies or the parties' collective bargaining agreement, including supplement and MOUs. Nor can the SLA be used to indicate consent by the Union to an interpretation of law, rule, regulation, policies or the parties' collective bargaining agreement, including supplement and MOUs.
8. Relocation, Separation Downgrade: No employee will be involuntarily relocated, separated, or downgraded as a result of this pilot.
9. Bargaining Unit Status: No employee will be removed from the bargaining unit as a result of this pilot.
10. Positions and Promotions: There will be no adverse impact on employees' upward mobility or career ladder positions or promotions.
11. Reasonable Accommodations: Any reasonable accommodation request that has been previously approved will remain in effect.
12. Local Bargaining: In accordance with Article 5 of the HUD/AFGE Agreement, bargaining shall be conducted at the local level concerning appropriate local issues related to this pilot project.
13. Copies of Supplements: A copy of this signed supplement will be provided to the Council President and the Council Web Manager within 30 days of the conclusion of these negotiations.

FOR MANAGEMENT

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Date Signed 5/11/07

APPROVED:

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President, AFGE National Council  
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Date Signed 4/19/07