



**CPC and NFFE Local 1998  
Negotiated Agreement Regarding  
Outreach/Volunteer List and Selection Process**



This local agreement is entered into pursuant to Article 12 of the Master Agreement between Passport Services and the National Federation of Federal Employees – Local 1998, dated July 20, 2009 (hereafter referred to as the “Master Agreement”). This local agreement is subject to all provisions of the Master Agreement. This local agreement addresses BUE participation in Outreach events, which include: Acceptance Facility Meet & Greet; Acceptance Facility Training; Information Events; Elementary School Program; Naturalization Ceremonies; and Passport Acceptance days.

1. Seeking Outreach Volunteers

There shall be an open season every year from April 1<sup>st</sup> through April 30<sup>th</sup> to volunteer for the Outreach Program. The Customer Service Manager (CSM) or assigned designee will email all BUE’s on April 1<sup>st</sup> and occasionally throughout the month of April, asking for qualified volunteers for the Outreach Program. By March 31<sup>st</sup> of the following year the previous list will be discarded, and the CSM or assigned designee will seek new volunteers so long as each employee has been afforded at least one opportunity during the previous year. However, if it has been determined that an employee or group of employees have not been afforded at least one opportunity during the previous year, then the list shall be re-used until all volunteers have had the opportunity to go – these employees will remain at the top of the list for the next April 1<sup>st</sup> through March 31<sup>st</sup> period until they choose to be removed or attend an outreach event. Employees who transfer to CPC after April 30<sup>th</sup> will be allowed to volunteer but will be ranked at the bottom of the volunteer list.

2. Order of Names on the Volunteer List

The names of those qualified employees volunteering for the Outreach Program will be compiled in a public list in order of their Government EOD with CPC. Management is responsible for verifying employee CPC Government EOD. This list will be publicly posted on the CPC Share Point site ranking employees by CPC Government EOD. CPC Government EOD will not be shown; only the ranked names of volunteers. All time spent as a government employee at CPC shall count (supervisor, intern, BUE).

3. Selection Process

Management will notify all of the volunteers by the end of April of all events that have been planned for the year (also indicating which events shall be compensated with comp time and which shall be compensated with premium/overtime pay). The BUE on the volunteer list will be queried, in rank order, which event they would prefer to participate in. Employees may choose one event at this stage, or they may choose to wait for other opportunities to open up. If a BUE chooses to wait, then Management shall continue going down the seniority list and a BUE with less seniority who picks a planned event cannot be later bumped from that event by a BUE who chooses to wait.

When other Outreach events are planned during the year, Management shall notify the volunteers about the event and the number (slots) of volunteers needed (and also indicate comp time or OT pay). If there are more BUE who express interest than slots available, then those with most seniority shall be selected.

Upon completion, the BUE's name will be noted as having participated and they cannot participate again until the list has been fully exhausted. Volunteers from the previous outreach events shall not be selected unless the number of volunteers is less than the number of slots available.

The Parties agree that in situations where there are ties between two or more volunteers having the same seniority (CPC EOD) when there are more volunteers than slots, the Employer shall use a random method to break the tie, and have a Union Representative to witness the tie break (if no Union Rep is available, then the Union will be notified that the tie break will be witnessed by the affected bargaining unit employees).

4. "Special Outreach Projects"

The Union and Management understand that there are certain events where it may be helpful to have employees already assigned to the CSM or FPM rotations perform the outreach event. These volunteers may be added to the list outside of the April 1 – 30 open season noted above. Management will ensure a fair and equitable rotation of BUE through the FPM and CSM assignments.

Management requires that some CPC Outreach events, such as Acceptance Facility Training, will be restricted to GS-11 participants only. Acceptance Facility Training events will consist of BUEs acting as trainers and BUEs acting as observers. Management requires that a BUE must observe an Acceptance Facility Training before conducting one him/herself. Time spent observing an acceptance facility training event will not count as participating in an outreach event.

The selection process from that pool of "seasoned/qualified" employees will be as noted above in Section 3.

Management may select a volunteer for participation in an outreach event regardless of seniority if the volunteer has developed a particular CPC Outreach event. The development of the Outreach Event by the BUE must be done with prior approval and in coordination with CPC Management.


5. Ineligibly for CPC Outreach


Employees who volunteer but are deemed not qualified for any event, or not qualified for particular events, will be notified of their ineligibility as soon as possible. If requested by the employee, the official making the determination will meet with the employee to explain what development they need in order to be considered qualified. In accordance with the Master Agreement and applicable caselaw, employees may grieve this determination.

6. Notification

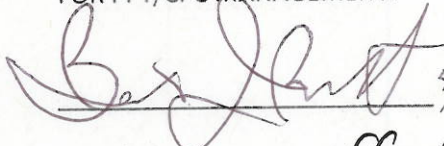
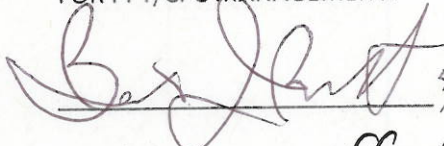
Management agrees to notify the Union of the results after all slots have been filled during the completion for each CPC Outreach Project.

FOR NFFE Local 1998:

  
Boyd Hinton – CPC Senior Steward

  
Colin Patrick Walle – Union President

FOR PPT/CPC MANAGEMENT:

  
4/19/2010  4/20/2010  
*effective*  
4/26/2010