



Memorandum of Understanding

The parties to this Memorandum of Understanding (MOU) are the National Federation of Federal Employees, Local 1998 (NFFE) and the Department of State, Bureau of Consular Affairs, Passport Services (PPT). The parties have exchanged proposals on parts of 7 FAM 1340 that have been updated. This agreement settles all outstanding issues related to 7 FAM 1340 proposals submitted prior to 6/12/2015, but does not supersede the 1350 MOU of 6/11/2015 (other than item #1 of that settlement).

- 1) The Agency will ensure that training is provided to passport specialists on the following topics covered in 7 FAM 1340/7 FAM 1350:
 - a. As agreed to in the 06/11/2015 settlement on 7 FAM 1350:
 - i. Court Orders
 - ii. How to use the Manual of the Judge Advocate General
 - iii. Voidable Marriages
 - b. Letters of Guardianship
 - c. Power of Attorney

This training will be developed nationally and will be provided to the Union, which will be given the opportunity to comment on the training module within six months. Once those comments are received, the Agency will have two months to consider them and provide the training to local agencies/centers.

- 2) The Agency will ensure that there is an appropriate IRL to address situations in which the applicant's signature is not consistent with the signature on their identification (e.g. 7 FAM 1345.3-4(c)).
- 3) In order to ensure that specialists are not writing the word "suspect" on the application in front of the applicant, and to help ensure that the notation is not missed once the applicant leaves the counter window, the Agency will modify the notation to read "ID-SP". This notation can be made as soon as the ID reader (currently Assuretec) process is completed (e.g. 1344.3-3(f)(8)(b)(iii)).
- 4) The Agency affirms that use of the Secondary Birth Evidence worksheet is only required when the applicant provides more secondary birth evidence than can be legibly recorded on the second page of the DS-11 (e.g 7 FAM 1349.2).
- 5) The Union will choose two participants for the Forms Working Group. The participants will be included in meetings and the Union's input will be considered by the Agency as changes are proposed to PPT forms.
- 6) The Agency will clarify 7 FAM 1321.1(b)(1) so that it is clear that every tool and resource available to a specialist does not have to be used prior to consulting with a mentor or

supervisor, unless such tool or resources (e.g. database checks) are otherwise specified by national policy (e.g. FAM, memorandum).

- 7) The Agency will provide details of the various state license/ID encoding on the CA WEB (e.g. how to decode original issue dates, where applicable)
- 8) The Agency will ensure that specialists performing counter inspection work will have access to a means (e.g. stickers) to cover or obscure previous stamped approvals, when appropriate (e.g. 7 FAM 1344.3-7).
- 9) The Agency will ensure that there is a hyperlink between 7 FAM 1344.3-7 and 7 FAM 1324.6 so that reasonable explanations for recently issued ID are readily available and evident to employees using 7 FAM 1340.
- 10) The Agency affirms that the exceptions listed in 7 FAM 1349.2(d)(1-3) are the cases where a photocopy of secondary birth evidence can be accepted.
- 11) The Agency will clarify when marriage certificates are or are not required for derivative citizenship cases.
- 12) The Agency will clearly define the term "inexplicable fraud indicators" in 7 FAM 1343.
- 13) Passport Specialists will be provided up to 45 minutes to review this settlement, its terms, and research corresponding FAM provisions. Specialists must coordinate the use of this time with their supervisor.
- 14) All provisions of this agreement above this provision will be satisfied within eight months.
- 15) The Agency will provide the time and motion study data that it normally provides to the Union before the end of 2017. If the data is provided by Deloitte in ~~excel~~ sheets, NFFE will be provided with the data in excel.

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FAM (M)

For the Union:

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Date:

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[Signature]

For the Agency:

[Signature]

Date: 01/25/17