

September 16, 2024

**To: VA Leadership**  
**From: National Partnership Council**  
**Re: SIVBA and Quality Standdown and Wellness Day**

The National Partnership Council (NPC) is comprised of management officials in all three Administrations and select staff offices and union representatives from AFGE, NAGE, NFFE, NNOC-NUU, and SEIU. Two of the overarching objectives of the NPC are to provide recommendations on program initiatives that impact employees and to promote cooperative labor-management relations, including partnership, within the VA community.

#### Stay in VBA

Stay in VBA (SIVBA) is a strategic, proactive approach focusing on strengthening employee retention through employee engagement. It promotes a trusting environment for employees to express their ideas and experiences to supervisors, managers, and leadership. SIVBA is designed around key "Stay Touchpoints" that allow dedicated time for supervisors to interact directly with employees, building trusting relationships to enhance employee engagement.

The National Partnership Council endorses this voluntary initiative for all VBA employees, supervisors and managers. Additional information on SIVBA can be found at [Stay in VBA \(sharepoint.com\)](#)

#### Quality Standdown and Employee Wellness Day

On June 6, 2024, the Veterans Benefits Administration hosted an organizational wide Quality Standdown and Employee Wellness Day to focus every echelon of the Administration on the quality of decisions and customer service delivered to Veterans, caregivers, and survivors, as well as the quality of the employee work experience. Led by the Office of Field Operations (OFO), in partnership with Office of Policy and Oversight (OPO), Automated Benefits Delivery (ABD), and Human Capital Service (HCS), the event was comprised of two hours of a nationwide wellness training provided by HCS, two hours of national content provided by business lines to field employees, and dedicated time customized to address local quality and improvement topics in all divisions.

VBA highlighted the agency's commitment on not just producing more outcomes, but accurate and meaningful outcomes on behalf of those we serve and serve alongside, by creating a connection between employees through live engagement, small group discussions, and focused communication from VBA leadership to front line employees.

The National Partnership Council endorses this VBA initiative. Additional information on the Quality Standdown and Employee Wellness Day can be found at: [VBA Quality Standdown and Employee Wellness Day \(sharepoint.com\)](#)

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By the Co-Chairs of the VA Partnership Council on behalf  
of the Partnership Council members:

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Denise Biaggi-Ayer, Co-Chair  
Executive Director,  
Office of Labor-Management Relations

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MJ Burke, Acting Co-Chair  
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