



**AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES
NATIONAL VETERANS AFFAIRS COUNCIL #53
Affiliated with the AFL - CIO
Mid-Term Bargaining Committee**

Oscar L. Williams Jr., Chair
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29 Lake Street
Danville, IL 61832-6101

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Stephanie Starks, Member
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VAMC Philadelphia
Philadelphia, PA 19104

January 9, 2013

Michael W. Fisher, Acting Director
VISN 20 Northwest Network
1601 4th Plain Boulevard
Building 17, Suite B440
Vancouver, WA 98661

Subject: VISN 20 – VHA Pilot Fix the Phones Virtual Call Center

Dear Mr. Fisher:

In accordance with Article 47, Section 2 of the VA/AFGE Master Agreement the National VA Council #53 is formally demanding to bargain on the cited subject above in VISN 20 within the Department. Alma L. Lee, President NVAC will be naming the Union's Chief Negotiator and team members, please provide them with any information and/or data concerning the above subject. The negotiations of this matter should normally begin no later than twenty (20) workdays after the management chief negotiator in this matter receives our demand to bargain.

Please cease and desist with any implementation until after the bargaining obligation has been met. The named bargaining team may request a briefing over the cited subject above, before sending any proposals.

If you have any questions please contact me at (217) 554-4866.

Sincerely,

Oscar L. Williams, Jr.
Chairperson, Mid-Term Bargaining Committee
2nd Executive Vice President
National VA Council #53

cc: Alma L. Lee, President National VA Council #53
Mike Kepner, 11th District Representative NVAC

AFGE: Good Government We Are Ready



VISN 20 NORHTWEST NETWORK
1601 4th Plain Boulevard
Building 17, Suite B440
Vancouver, Washington, 98661

January 4, 2013

Oscar L. Williams Jr., 2nd Executive Vice President AFGE
29 Lake Street
Danville, IL 61832

Dear Mr. Williams,

VISN 20 has been accepted as a pilot in the national Fix the Phones (FtP) collaboration. The goal of the pilot is to deploy a virtual call center that can support the PACT principles. The basis for a virtual call center is to provide a larger pool of resources (economies of scale) to all VA facilities within VISN 20 and increase our telephone access and customer service to our veterans.

The pilot has three tracks, Telephony Infrastructure, Call Flow Process and Contact Representative (CR) Environment. The CR Track team's goal was to complete a customer relationship management tool and create standardized scripting for our patients concerns. These scripts will be available thru a web based software resource known as Knowledge Base (KB). Training will be arranged for all call center staff thru both live meetings and hands on experience. This new tool will be incorporated into their performance standards and competencies and will be a requirement in their current positions.

The employees impacted are at the Portland and Puget Sound facilities and will not be required to physically relocate, and their current salaries will not be impacted. See attached listing of facilities and bargaining unit employee's affected by this change.

Duties and responsibilities will be similar to what is currently being performed, however there will be a need to understand and support other facilities in the network and introduction and training on this new software tool will ensure success. Therefore, performance standards will need to be modified. Those have also been attached for your review.

Please let me know if you have any questions. Absent a letter of inquiry or demand to bargain on or before January 18, 2013 will be accepted as concurrence and further, is deemed as management satisfying any bargaining obligations.


Timothy McGuigan
VISN 20 Human Resources Officer
(360) 567-4673

Received

JAN - 7 REC'D 2013 

Nat'l VA Council
Midterm Bargaining Committee