



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

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July 12, 2018

Kimberly McLeod, Executive Director
Department of Veterans Affairs
Office of Labor Management Relations (LMR)
810 Vermont Avenue, NW
Washington, DC 20420

Subject: Office of Community Care Contact Center Survey (Customer Service Representatives, Leads and Quality Analytics) Batavia, NY; Denver, CO; Jackson, MS; Portland, OR and Salem, VA

Dear Ms. McLeod:

The National VA Council #53 is approving the OCC Contact Center Survey for AFGE VHA bargaining unit employees within the Department. Please provide the National VA Council #53 with a copy of the survey results once completed.

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
NVAC Executive Committee

AFGE: Good Government We Are Ready