



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

**Oscar L. Williams Jr., Chair
2nd Exec. V-President
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Danville, IL 61832-6101**

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April 20, 2022

Denise A. Biaggi-Ayer, Executive Director
Office of Labor Management Relations (LMR)
Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420

Subject: Community Care Customer Relationship Management (CRM) Phase II Pilot Project

Dear Ms. Biaggi-Ayer:

In accordance with Article 47, Section 2, C, of the Master Agreement, the National VA Council #53 is formally demanding to bargain on the Community Care Customer Relationship Management Phase II Pilot Project as cited above within the Department. Please provide the NVAC's Mid-Term Bargaining Committee with any/all information/data concerning the cited subject above. The negotiations of this subject should normally begin no later than twenty (20) workdays after the Management's Chief Negotiator in this matter receives NVAC's demand to bargain.

Please cease and desist any implementation until the bargaining obligation has been met. The above named NVAC's Mid-Term Bargaining Team may request a briefing over the cited subject above, before sending any proposals. If you have any questions, please call me at (217) 554-4979.

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