



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

<b>Oscar L. Williams Jr., Chair</b>	<b>Bill Wetmore, Member</b>	<b>Willie Haywood, Member</b>	<b>Tinita Cole, Member</b>	<b>Nickloas Keogh, Member</b>
<b>2<sup>nd</sup> Exec. V-President</b>	<b>3<sup>rd</sup> Exec. V-President</b>	<b>6<sup>th</sup> Dist. Rep., NVAC</b>	<b>NVAC Nat., Rep.</b>	<b>NVAC Nat., Rep</b>
<b>29 Lake Street</b>	<b>2319 Alava Court</b>	<b>17705 Garden Blvd.</b>	<b>VAMC Dayton</b>	<b>VACO 811 Vermont AVE</b>
<b>Danville, IL 61832-6101</b>	<b>Waldorf, MD 20603</b>	<b>Cleveland, OH 44128</b>	<b>Dayton, OH 45428</b>	<b>Washington, DC 20420</b>

February 14, 2023

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

Subject: Member Services Health Resources Center Help Desk Lead Contact Representative  
Performance Standards

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 Member Services Health Resources Center Help Desk Lead Contact Representative Performance Standards as cited above within the Department. Please provide the NVAC's Mid-Term Bargaining Team 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 requesting 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  
2<sup>nd</sup> 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**