



**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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6900 North Pecos Rd.
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July 19, 2023

Lisa R. Curnes, Director
VA Black Hills, HCS
113 Comanche Road
Ft. Meade, SD 57741

Subject: VISN 23 – VA Black Hills, HCS Call Center Software Cisco Finesse in
Community Care (AFGE Locals 1539 and AFGE Local 2342)

Dear Ms. Curnes:

In accordance with Article 47 Section 2 C., of the Master Agreement the National VA Council #53 is formally demanding to bargain on Black Hills, HCS Call Center Software Cisco Finesse in Community Care as cited above in VISN 23 within the Department. Ms. Alma L. Lee, President of the National VA Council #53, will be naming the Union's Chief Negotiator and team members. Please provide the named bargaining team with all information and/or data related to the cited subject. The negotiation of this matter should normally begin no later than twenty (20) workdays after the Management's Chief Negotiator receives our demand to bargain.

Please cease and desist any implementation until the bargaining obligation has been met. The above named NVAC's 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) 554-4979.

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
Barbara Galle, RN, 8th District Representative NVAC

AFGE: Good Government We Are Ready