



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

Oscar L. Williams Jr., Chair 2 nd Exec. V-President 29 Lake Street Danville, IL 61832-6101	Bill Wetmore, Member 3 rd Exec. V-President 2319 Alava Court Waldorf, MD 20603	Tinita Cole, Member 6 th District Rep., VAMC Dayton. Dayton, OH 45428	Nicholas Keogh, Member National Rep. 811 Vermont Ave Washington, DC 20420	Linda Ward-Smith, Member President AFGE Local 1224 6900 North Pecos Rd North Las Vegas 89086
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September 1, 2023

Wendell Jones, Network Director
Veterans Integrated Service Network 17
Heart of Texas, HCS
2301 East Lamar Blvd. Ste 650
Arlington, TX 76006

Subject: VISN 17 – Clinical Contact Center Scheduling & Administration Scheduling Agent Call
Out Standard Operating Procedure (SOP)

Dear Mr. Jones:

In accordance with Article 47 Section 4 B, of the Master Agreement the National VA Council #53 formally demands to bargain on VISN 17 Clinical Contact Center Scheduling & Administration Call Out SOP as cited above in VISN 17 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 on 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 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) 554-4979.

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
Derrick Mathis Jr., 10th District Representative, NVAC

AFGE: Good Government We Are Ready