



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

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September 14, 2023

Teresa D. Boyd, Network Director
VA Northwest Health Network (VISN 20)
1601 E. Fourth Plain BLVD
Building 16, Suite C-403
Vancouver, WA 98661

Subject: VISN 20 - Clinical Contact Center SOP 3 Answering the Phone & Using Cisco Finesse

Dear Dr. Boyd:

In accordance with Article 47, Section 2 C and Section 3, of the Master Agreement, the National VA Council #53 formally demands to bargain on the CCC SOP 3 Answering the Phone & Using Cisco Finesse in VISN 20 within the Department. Ms. Alma L. Lee will be naming the Union's Chief Negotiator and negotiating team. Please provide the named bargaining team with any information and/or data concerning the cited subject. The negotiations on this matter should normally begin no later than twenty (20) workdays after the management chief negotiator in this matter 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
Denise Lieb, NVAC 11th District Representative

AFGE: Good Government We Are Ready