



**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 <sup>nd</sup> Exec. V-President 29 Lake Street Danville, IL 61832-6101	Bill Wetmore, Member 3 <sup>rd</sup> Exec. V-President 2319 Alava Court Waldorf, MD 20603	Tinita Cole, Member 6 <sup>th</sup> Dist. Representative VAMC Dayton Dayton, OH 45428	Nickolas Keogh, Member National Representative 811 Vermont Ave, NW Washington, DC 20420	Linda Ward-Smith, Member President AFGE Local 1224 6900 North Pecos Rd. North Las Vegas, NV 89086
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June 6, 2024

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

Subject: VHA Member Services Health Resource Center Performance Standards Updates: (Help Desk, Lead Contact Reps & Contact Reps; First Party Lead Contact Reps, & Contact Reps and National Call Center for Homeless Veterans- Social Services Reps)

Dear Ms. Biaggi-Ayer:

In accordance with Article 47, Section 2, C, of the Master Agreement, the National VA Council #53 formally demands to bargain on the VHA Member Services Health Resource Center Performance Standards Updates as cited above within the Department. Please provide the NVAC's Member Service Sub-Committee with any/all information/data concerning the cited subject above. The negotiations on 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 NVAC's Member Services Sub-Committee 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  
2<sup>nd</sup> Executive Vice President  
National VA Council #53

cc: Alma L. Lee, President National VA Council #53  
NVAC Executive Committee  
Member Service Sub-Committee Team

**AFGE: Good Government We Are Ready**