



**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> 2 <sup>nd</sup> Exec. V-President 29 Lake Street Danville, IL 61832-6101	<b>Bill Wetmore, Member</b> 3 <sup>rd</sup> Exec. V-President 2319 Alava Court Waldorf, MD 20603	<b>Patrick Russell, Member</b> 8 <sup>th</sup> Dist. Rep., NVAC VA Blacks Hills, HCS Hot Springs, SD 57747	<b>Willie Haywood, Member</b> 6 <sup>th</sup> Dist. Rep., NVAC 17705 Garden Blvd. Cleveland, OH 44128
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March 7, 2011

Leslie Wiggins, Deputy Assistant Secretary  
Office of Labor Management Relations (LMR)  
Department of Veterans Affairs  
810 Vermont Avenue, NW  
Washington, DC 20420

Subject: VA Telephone Transformation Project Team

Dear Ms. Wiggins:

In our letter date October 25, 2010 the National VA Council #53 is formally demanded to bargaining on Veterans Relationship Management (VRM) and the Telephone Call Centers in the Department. Since that time our demand to bargain has not been adhered to by VBA which has begun to implement the changes in call centers Cleveland, Nashville and Philadelphia. Please cease and desist any implementation until the bargaining obligation has been met.

In your letter dated February 24, 2011 received by me on February 28, 2011, the Department requests a representative from the largest union within the Department. Such request must be made by the Ms. Lee, Council President, National VA Council #53. If you have any questions please call me at (217) 554-4866.

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**