



**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	Willie Haywood, Member 6 th Dist. Rep., NVAC 17705 Garden Blvd. Cleveland, OH 44128	Jeff Sladek, Member 13 th Dist. Rep., NVAC VAMC 3601 S. 6 th Ave. Tucson, AZ 85723	Terence J Watts, Member President, AFGE Local 559 VAMC Orlando Orlando, FL 32803
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October 3, 2017

Janet P. Murphy, Network Director
2805 Dodd Road, Suite 250
Egan, MN 55121

Subject: VISN 23 – Consolidated Call Centers, Standard Operating Procedures (SOP) (Black Hills, SD, Minneapolis, MN and Omaha, NE)

Dear Ms. Murphy:

In accordance with Article 47, Section 2 C, of the Master Agreement, the National VA Council #53 formally is demanding to bargain on VISN 23 Consolidated Call Centers SOPs as cited above within the Department. Ms. Alma L. Lee will be naming the Union's Chief Negotiator and negotiating team members. Please provide the named union negotiating team members with any information and/or data concerning the cited subject. The negotiations of 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 union negotiating team may request a briefing over the cited subject above, before sending any proposals. If you have any questions please contact me at (217) 554-4866.

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
Jennifer Luther Olson, 8th District Representative NVAC

AFGE: Good Government We Are Ready