



**AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES  
NATIONAL VETERANS AFFAIRS COUNCIL #53**

**Affiliated with the AFL - CIO  
Mid-Term Bargaining Committee**

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Orlando, FL 32803

December 10, 2017

Sallie A. Houser-Hanfelder, Director  
VA Eastern Colorado Health Care System  
1055 Clermont Street  
Denver, CO 80220

Subject: VISN 19 – VA Eastern Colorado, HCS Call Center Scheduling Queue  
Centralization Proposal (AFGE Local 2241 and AFGE Local 2430)

Dear Ms. Houser-Hanfelder:

In accordance with Article 47 Section 2 C., of the Master Agreement the National VA Council #53 is formally demanding to bargain on the VAECHCS Call Center Scheduling Queue Centralization Proposal as cited above in VISN 19 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 of 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 above named bargaining team my 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  
2<sup>nd</sup> Executive Vice President  
National VA Council #53

cc: Alma L. Lee, President National VA Council #53  
Jeffrey C. Sladek, 13<sup>th</sup> District Representative NVAC

**AFGE: Good Government We Are Ready**