



**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	Willie Haywood, Member 6 <sup>th</sup> Dist. Rep., NVAC 17705 Garden Blvd. Cleveland, OH 44128	Tinita Cole, Member NVAC Nat., Rep. VAMC Dayton Dayton, OH 45428	Harold Robbins, Member AFGE President Local 559 VAMC Orlando Orlando, FL 32803
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April 23, 2021

Ophelia A. Vicks, Acting Executive Director  
Office of Labor Management Relations (LMR)  
Department of Veterans Affairs  
810 Vermont Avenue, NW  
Washington, DC 20420

Subject: Office of Community Care Customer Experience, Delivery Operations Self-Service Annual Leave Policy Pilot

Dear Ms. Vicks:

In accordance with Duration of Agreement, Section 3 – Reopener “Negotiation initiated by either party during the term to add to, amend, or modify this Agreement may be conducted only by mutual consent of the parties.” The National VA Council #53 does not consent to amend or modify the VA/AFGE Master Agreement (dated March 15, 2011) by allowing the Office of Community Care Customer Experience – Delivery Operations to implement a Self-Service Annual Leave Pilot in Denver, CO with AFGE Local 1117.

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

**AFGE: Good Government We Are Ready**

**Williams, Oscar L Jr.**

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**From:** Kilbride, Thomas (WMC)  
**Sent:** Wednesday, April 21, 2021 9:45 AM  
**To:** PresidentLee@afgenvac.org  
**Cc:** Williams, Oscar L Jr.; Barnett, Kimberly (WMC)  
**Subject:** Notification of the Self-Service Annual Leave Policy Pilot - Office of Community Care, Delivery Operations - Customer Experience  
**Attachments:** 135 CX - Intermediate Notice of the Self-Service Annual Leave Policy Pilot - Final.pdf

Good morning,

This email is to notify you the Office of Community Care, Delivery Operations, Customer Experience in Denver, Colorado wants to implement a Self-Service Annual Leave Policy Pilot. The program would utilize the Avaya Request Manager system to automate the Annual Leave approvals and wait listings. Additionally, the pilot intends to determine the effectiveness of the program by testing the system with a small group of remote Denver employees.

The notification letter is attached. If you have any additional questions regarding the notification letter, please reach out to Geoff Davies at [Geoffrey.Davies@va.gov](mailto:Geoffrey.Davies@va.gov), as he is the P.O.C. for this program.

If you have any specific labor relations questions or concerns, please feel free to reach out to me.

Thank you,

**Thomas "TJ" Kilbride**

HR Specialist (TCF Program) – Employee Relations  
Workforce Management, WFM  
Human Resources Operations Office, HROO (106A6)  
Workforce Management and Consulting (106A)  
Veterans Health Administration  
US Department of Veterans Affairs

How was my service today? We value your feedback – please click on the link to take the [WMC Quick Card Survey](#)

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**APR 21 2021**

AFGE National VA Council #53  
Mid-Term Bargaining Committee



Department of Veterans Affairs  
Office of Community Care Customer Experience  
3773 Cherry Creek North Drive, Suite 450 Denver, CO 80209

April 9, 2021

Alma L. Lee, President  
National VA Council  
Salem VAMC  
1970 Roanoke Blvd.  
Salem, VA 24153

This letter is to notify AFGE that the Office of Community Care, Delivery Operations, Customer Experience wants to implement a Self-Service Annual Leave Policy Pilot. This program would utilize the Avaya Request Manager system to automate Annual Leave approvals and wait listings. The pilot intends to determine the effectiveness of the program by testing the system with a small group of remote Denver employees.

The Self-Service Annual Leave Policy Pilot will provide the Customer Service Representatives (CSRs) with the option to submit annual leave requests directly into Workforce Management (WFM) systems using Avaya Request Manager. The new policy and program should improve annual leave (AL) response rates, create better visibility into the current amount of AL available to CSRs, and limit the hands that requests must pass through to be approved or denied. Furthermore, the program would be optional to all identified employees and is not required to be used. Employees would continue to submit their leave requests through VATAS and the current method of routing leave requests through supervisors would still be available to the CSRs.

Please contact Geoff Davies at [Geoffrey.Davies@va.gov](mailto:Geoffrey.Davies@va.gov) or 303-372-3543 for any questions or concerns regarding this notification.

The Labor Relations POC for this notice is Thomas Kilbride at [Thomas.Kilbride@va.gov](mailto:Thomas.Kilbride@va.gov).

Sharon L. Smith  
186948

Digitally signed by Sharon L.  
Smith 186948  
Date: 2021.04.09 15:02:42 -06'00'

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SHARON SMITH  
Acting Director  
Customer Experience  
Office of Community Care – Delivery Operations

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**APR 21 2021**

AFGE National VA Council #53  
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