



**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	Patrick Russell, Member 8 th Dist. Rep., NVAC VA Blacks Hills, HCS Hot Springs, SD 57747	Willie Haywood, Member 6 th 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
2nd 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