



**AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES  
NATIONAL VETERANS AFFAIRS COUNCIL #53  
Affiliated with the AFL - CIO  
Mid-Term Bargaining Committee**

Oscar L. Williams Jr., Chair  
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Tucson, AZ 85723

October 25, 2010

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

Subject: Veterans Relations Management (VRM) and Virtual Call Centers (VCC) Pilots

Dear Ms. Wiggins:

In accordance with Article 44, Section C., of the Master Agreement the National VA Council #53 is formally demand to bargain on Veteran Relations Management (VRM) and Virtual Call Centers (VCC) Pilots within the Department. Please provide the above named Bargaining Committee with all information and/or data related to this subject. The negotiations of this matter should normally begin no later than ten (10) 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 bargaining committee may request a briefing over the cited subject above, before sending any proposals. 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

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