

68th Annual
VA Voluntary Service

National Advisory Committee Meeting and Conference

April 23-25, 2014
Durham, NC



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MESSAGE FROM THE SECRETARY

In 1930, President Herbert Hoover created the Veterans Administration by consolidating three existent organizations—the U.S. Veterans Bureau, the National Homes for Disabled Soldiers, and the Bureau of Pensions—into an organization of 54 hospitals, 31,600 employees, and 4.7 million Veterans, many of whom had served in World War I, others who had fought in the Spanish-American War, and some even in the Civil War.

Nearly 60 years later, President Ronald Reagan signed the Department of Veterans Affairs Act of 1988, elevating the former administration to a cabinet-level Department of Veterans Affairs. President Reagan explained, then, that the “bill gives those who have borne America's battles, who have defended the borders of freedom, who have protected our Nation's security in war and in peace—it gives them what they have deserved for so long: a seat at the table in our national affairs.”

Saturday, March 15, we celebrate the 25th anniversary of President Reagan's executive action. This year's celebration coincides with our ongoing commemoration of the American Civil War—the most divisive and devastating conflict in our Nation's history. President Abraham Lincoln's charge to all Americans in 1865 has defined America's covenant with its Veterans—“to care for [those] who shall have borne the battle, and for [their families and survivors].”

Today, we operate 151 medical centers, 135 community living centers, 103 residential rehabilitation treatment programs, 820 community-based outpatient clinics, 300 Vet Centers, 70 mobile Vet Centers, 56 benefits Regional Offices, and 131 national cemeteries. We keep faith with Lincoln's covenant by serving those whose lifetimes connect us through the centuries—from the last surviving child of a Civil War Veteran, to those of the Spanish-American War, to the families of World War I, to the “lions” of our greatest generation, to the youngest Veterans of our latest generation.

All of our resources—high-quality and safe health care, disability compensation and pensions, education and training, home mortgages, life insurance, and jobs that allow them to realize the American Dream—are dedicated to honoring Lincoln's charge to serve, without hesitation or equivocation, the 7 percent of Americans, who have safeguarded our way of life. They have earned our unwavering commitment through selfless service and immense sacrifice.

Thanks to the leadership of President Obama, the support of the Congress, the advice and assistance of Veterans Service Organizations as well as other Veterans stakeholders, and the devotion and advocacy of our 321,000 VA employees, 32 percent of whom are Veterans themselves, we have achieved remarkable results over the last 5 years.

We continue to pursue excellence in this noble mission. Our work is far from done. We must continue to envision future requirements and ensure that all generations of Veterans receive the best possible care and services in the decades ahead.

On this, our 25th anniversary as a cabinet-level Department, I am proud to serve with all of you as we achieve President Obama's vision for transforming this Department into a 21st century organization.

For all that you have done to make this anniversary possible, and for all that we will continue to do together, you have my deepest respect and appreciation.

Eric K. Shinseki



DEPARTMENT OF VETERANS AFFAIRS
VETERANS INTEGRATED SERVICE NETWORK SIX
Durham Centre
300 West Morgan Street, Suite 700
Durham, N.C. 27701

January 30, 2014

In Reply Refer To: 10N6

Dear Voluntary Services Representative:

On behalf of the entire VISN 6 team, welcome to North Carolina. For those who were here last year, welcome back!

You've come to the right place to share ideas and best practices about this very important aspect of our Veterans health and well-being as VISN 6 takes great pride in our Voluntary Services.

Voluntary Service is a major player in providing the care that contributes to the health and wellness of each of our Veterans. You, and the legions of volunteers you represent, play a crucial role in our health care program and we could not provide the superior health care services America's Veterans deserve without you.

I'm proud to share that VISN 6 has seen continuous growth in our Veteran population. In fact, this VISN has been the fastest growing VISN in VHA for more than a decade!

Our region is home to some of America's premier military installations including Fort Bragg, Camp Lejeune, Portsmouth Naval Station Norfolk, Langley and Seymour Johnson Air Force Bases and Coast Guard Air Station Elizabeth City.

These assignments may have brought many Soldiers, Sailors, Airmen, Marines and Coast Guardsmen to our area, but I like to think that the services we provide have had something to do with their decision to stay after they leave the active duty status. With our Volunteer partners, we are committed to living up to our motto: Excellent Service – Earned by Veterans – Delivered Here.

I hope this meeting is productive and that your stay in the Triangle is pleasant and memorable.

Thank you all for what you do across this great Nation and again, welcome to VISN 6.

Sincerely,



DANIEL F. HOFFMANN, FACHE
Network Director, VISN 6



DEPARTMENT OF VETERANS AFFAIRS
Durham VA Medical Center
508 Fulton Street
Durham NC 27705

558/135

January 17, 2014

Dear VAVS Volunteers and Staff,

It is an honor and a privilege to welcome you to the 68th Annual VAVS National Advisory Committee Meeting. The staff and volunteers of the Durham VA Medical Center have worked hard to ensure your visit to North Carolina is a memorable one.

It is our honor to host the VAVS National Advisory Committee Meeting for the second consecutive year. The time you spend over the next few days setting priorities, collaborating and developing future plans toward the VAVS mission is invaluable. We have worked tirelessly to ensure that you are accommodated and supported adequately, so that you can focus on the work at hand and also have a little fun while you are here.

We value the hard work of the Committee and know that we could not provide the high quality care, service and support for our Veteran's without the remarkable service of volunteers throughout the VA, but, especially here at the Durham VA Medical Center. Last year, the greater than 1,100 volunteers at the Durham VA Medical Center accounted for more than 180,000 hours of service and \$600,000 in monetary and in-kind donations. Every hour of service and every dollar donated aids and supports our continuing mission "to care for him who shall have borne the battle and for his widow, and his orphan."

On behalf of the staff and volunteers of the Durham VA Medical Center, I want to personally thank each of you for your outstanding dedication in service to our Veterans. You are valued by the Durham VAMC and by VA Medical Centers across our great nation. It is our hope that North Carolina will again provide the perfect setting for you to have a wonderful and productive meeting.

Sincerely,

A handwritten signature in blue ink that reads "DeAnne M. Seekins".

DeAnne M. Seekins, MBA
Director, Durham VA Medical Center

2014 VAVS National Advisory Committee (NAC)

Chairperson: Sean Foertsch
Acting Executive Director, VHA Office of Communications

Deputy Chairperson: Sabrina C. Clark
Director, Voluntary Service Office

2014 VAVS NAC Executive Committee (EC)

Chairperson: W. G. "Bill" Kilgore, AMVETS

Vice-Chairperson: Robert Hennings, Benevolent and Protective Order of Elks

The American Legion
American Legion Auxiliary
American Red Cross
AMVETS
AMVETS Auxiliary
Benevolent and Protective Order of Elks
Disabled American Veterans
Disabled American Veterans Auxiliary
Forty & Eight
Knights of Columbus
Ladies Auxiliary to the Veterans of Foreign Wars of the U.S., Inc.
Marine Corps League
Masonic Service Association of North America
Military Order of the Cootie of the U.S.
Military Order of the Purple Heart of the U.S.A., Inc.
National Society of Daughters of the American Revolution
Paralyzed Veterans of America
The Salvation Army
Veterans of Foreign Wars of the U.S.
Vietnam Veterans of America, Inc.

EC Sub-Committees

Recommendations

Ron Rolfes, Jr., Chair
Patty Piening
George Braatz

Recruitment

Charles Gallina, Chair
Emil Franz
James Moss

Volunteer of the Year

W. G. "Bill" Kilgore, Chair
Robert Hennings
Judith McCombs

Membership

Del Turner, Chair
Gary Thomas
Roscoe Butler

2014 NAC Annual Meeting and Conference Host:

Durham Veterans Affairs Medical Center
Durham, North Carolina

2014 NAC Annual Meeting and Conference Planners:

Sabrina C. Clark, Director, Voluntary Service Office, Veterans Affairs Central Office

Lorna Hatch, Chief, VA Voluntary Service, VA Maine Healthcare System, Togus, ME

Ronni Miller, Chief, Voluntary Service, Durham VA Medical Center, Durham, NC

VAVS Staff & NAC Planning Committee at the Durham VA Medical Center, Durham, NC

VA Voluntary Service Central Office:

Sabrina C. Clark, Director
Mary Jo Munnelly, Lead Staff Assistant
Ashley Bigelow, Program Support Assistant
Tony Burtley, Voluntary Service Specialist
Christine Feeser, Program Specialist
Tyrone Green, Program Analyst
Ginny Hoover, Voluntary Service Specialist
Ryan Steinbach, Assistant VSO Liaison/VHA

Registration Staff:

Coordinator - Vicki Eatmon, Voluntary Service Specialist,
Charles George VA Medical Center, Asheville, NC

Gina Petrino, Administrative Officer, VA Boston Healthcare System, Boston, MA

Conference Photographer:

Linnie Skidmore, Senior Photographer, Durham VA Medical Center, Durham, NC

2014 VAVS National Advisory Committee Member Organizations

(As of March 12, 2014)

Service Member Organizations

Organization Name	Position	Name
American Ex-Prisoners of War	R	Morris Barker
American Gold Star Mothers	R	Jennifer Jackman
	D	Georgian Davis
The American Legion	R	Verna L. Jones
	D	Roscoe Butler
	D	Warren Goldstein
	D	Jacob Gadd
American Legion Auxiliary	R	Patricia "Pat" Kranzow
	D	Rosemarie Hauck
American Red Cross	R	Joyce Parke
	D	Ruth Walters
	D	Julie Myers
	D	John Shisko
	D	Louis Wagner III
AMVETS	R	W. G. "Bill" Kilgore
	D	Beryl Love
	D	Tony Altieri
	D	John P. Brown, III
AMVETS Auxiliary	R	Patty A. Piening
	D	Lynda Taylor
	D	Marie Rorrio
	D	Sylvia Rowland
Benevolent and Protective Order of Elks	R	Robert Hennings
	D	Stewart Israel
	D	Tom Jamison
	D	Dennis McAleese
Blinded Veterans Association	R	Edward Eckroth
	D	Michael Doyle
	D	Thomas Zampieri

Organization Name	Position	Name
Blue Star Mothers of America, Inc.	R	Marilyn Steichen
	D	Anne Parker
Disabled American Veterans	R	Ron B. Minter
	D	Edward E. Hartman
Disabled American Veterans Auxiliary	R	Ann Glende
	D	Patricia Davis
	D	Melody Whitaker
Forty and Eight	R	Ron Rolfes, Jr.
	D	David J. Balduf
	D	Hubert Bertrand
	D	Charles Erwin
	D	Roger Gowen
	D	Leo Hoag
	D	Bernie Sampson
Jewish War Veterans of the USA	R	Jerome Berns
Knights of Columbus	R	Charles H. Gallina
	D	Gary L. Thomas
	D	James Weaver
Korean War Veterans Association	R	J. D. Randolph
	D	Arthur E. Hills
Ladies Auxiliary to the Veterans of Foreign Wars of the U.S., Inc.	R	Judith Millick
Ladies Auxiliary, Military Order of the Purple Heart of the U.S.A., Inc.	R	Ouida Ann Turner
	D	Trish A. Rosie
Marine Corps League	R	Emil A. Franz
	D	Phil Ruhmshottel
Marine Corps League Auxiliary	R	Rosemary Bressler
	D	Inda Adams
	D	Nancy Calleja
Masonic Service Association of North America	R	George O. Braatz
	D	Raymond J. Vanden Berghe, Sr.

Organization Name	Position	Name
Military Order of the Cootie	R	Terrance P. "Shorty" Lyons
	D	W. R. "Hutch" Hutchison
Military Order of the Cootie Auxiliary	R	Rebecca Strauss
	D	Jane Channell
	D	Geraldean Hunter-Vautherot
Military Order of the Purple Heart of the U.S.A., Inc	R	Del "Bulldog" Turner
	D	Greg Lutes
	D	Sydney Staton
	D	William Ware
National Society Daughters of the American Revolution	R	Marjorie "Margie" S. Shelton
	D	Cynthia Allen
	D	Deborah Carlson
	D	Mary Hines
	D	Marianne Hughes
	D	Joy Linn
National Society Sons of the American Revolution	D	Rani Waddell
	R	Lyman R. Brenner
	D	Stanley A. Evans, Sr.
	D	Richard E. Friberg
Paralyzed Veterans of America	D	Douglas H. Stansberry
	R	Christi Hillman
	D	Rachel White
Polish Legion of American Veterans, U.S.A.	R	Allen Koshgarian
The Salvation Army	R	Sue Harfoot
	D	Susan Ellis
	D	Diane O'Brien
	D	Brenda R. Herivel
	D	Edelweiss Diaz
	D	Sandra Smith
Sons of the American Legion	R	Jeff Frain
	D	Clint Bolt
	D	Gary Crockett
	D	Bruno T. Williamson
	D	James "Jimmy" Hunter
	D	Steven Tansel
	D	Thomas Glander
	D	Thomas Kurk
	D	Douglas Murphy

Organization Name	Position	Name
United Voluntary Services	R	Mary Lee
	D	George A. Beadles, Jr.
	D	Richard Walters
Veterans of Foreign Wars of the U.S.	R	William L. Bradshaw
	D	James W. Moss
Vietnam Veterans of America, Inc.	R	Judith McCombs
	D	Roger D. Lewison
	D	Kenneth Rose
WAVES National	R	Kathryn Hare
	D	Jo Anne Teel

Associate Service Member Organizations

Catholic War Veterans	R	John R. Dubay
	D	Jose M. Garcia
	D	Samuel Miller, Jr.
	D	Joseph Raimo
	D	Susan Reith
Catholic War Veterans Ladies' Auxiliary	R	Elaine A. Diaczun
	D	Concetta Provenza
Corporation for National and Community Service	R	Koby J. Langley
	D	Joanne Newsome
	D	Theresa Long
Fleet Reserve Association	R	Christopher Slawinski
	D	Jerry Butler
	D	Richard S. McKee
Gold Star Wives of America, Inc.	R	Alma Birchett
	D	Ada McArthur
	D	Augustine Chapman
	D	Audrey Easterling
	D	Carolyn S. Edwards
Ladies Auxiliary of the Fleet Reserve Association	R	Cecile Butler
	D	Val Larsen
	D	Rozena McVey
Ladies Auxiliary, Polish Legion of American Veterans, U.S.A.	R	Kathy Boll
	D	Audrey Newlin

Organization Name	Position	Name
National Ladies Auxiliary, Jewish War Veterans of the U.S.A.	R	Dorothy Katz
	D	Marion E. Friedman
	D	Bella Westerman
National Society Colonial Dames XVII Century	R	Virginia Layman
	D	Nancy Barber
	D	Betty Fogarty
	D	Naomi Mangum
	D	Mary Neumaier
Soldiers' Angels	R	Ann Davidson
	D	Lance Dowd
	D	Ricky John
	D	Martha Neyman
United Auto Workers	R	Joe Ashton
	D	Garry Bernath
	D	Darrel Martin
	D	Anita L. Myers
	D	Kris "Buffalo" Owen
	D	Doug Tiderington
United Daughters of the Confederacy	R	Charlotte J. Clinger
	D	Sherry Davis
	D	Janet W. Grams
Women's Army Corps Veterans Association	R	Anna Hoffman
	D	Irene Castro
Donor Member Organizations		
Air Compassion for Veterans	R	Ivey West
	D	Stephen Craven
	D	Edward Boyer
	D	John W. Hoffman
	D	James Smith
The Bowlers to Veterans Link (BVL), Inc.	R	Elizabeth Montanya
Hospitalized Veterans Writing Project	R	Jerry D. Brown
	D	Bill Byrnes
	D	Priscilla Chansky
	D	Dorothy Van Hoy

Organization Name	Position	Name
The Silver Star Families of America	R	Diana Creed-Newton
	D	Kathleen Landess

Associate Donor Organizations

N/A

Honorary Members

Sons of AMVETS	R	William "Bill" Gerry
	D	Daniel Briggs
	D	William Chiddister
	D	Charlie Summerall
Women Marines Association	R	Kay Croll
	D	Laurel Hull

Goals and Objectives

The following are goals and objectives for the 68th Annual Department of Veterans Affairs Voluntary Service (VAVS) National Advisory Committee (NAC) Meeting and Conference:

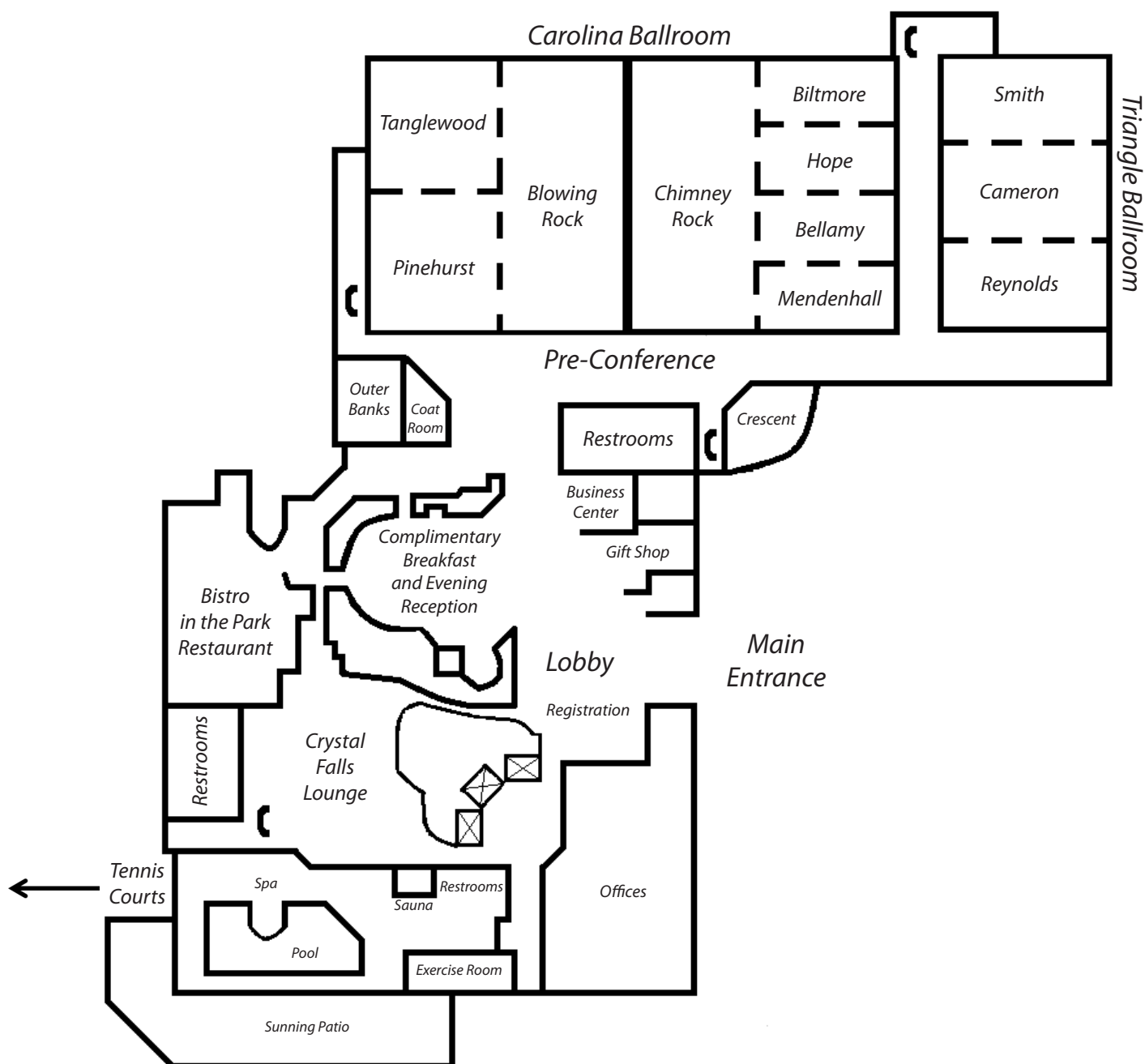
1. Provide the VAVS NAC an opportunity to conduct its business in a manner that assures achievement of all responsibilities mandated by its charter.
2. Provide NAC orientation to new local and national VAVS Representatives and Deputies and new VAVS staff.
3. Present to all member organization representatives an overview of current and pending VAVS policies and procedures.
4. Foster full and open communications among the member organizations, their representatives, and the Voluntary Service Central Office and field staff.
5. Provide the NAC member organizations with the educational and training programs designed to share information geared towards improving volunteer programs with special emphasis on methods to recruit, retain, motivate, and recognize volunteers.
6. Furnish the NAC member organizations the opportunity to hear from VA leadership concerning key issues within the Department of Veterans Affairs.
7. Arrange for the NAC review of, and action on, recommendations.
8. Honor the national recipient of the James H. Parke Memorial Youth Scholarship Award, **Shannon Mathew**, student volunteer at the Miami VA Healthcare System, Miami, Florida.
9. Recognize **Darlene Laughter**, Chief, Voluntary Service, at the Charles George VA Medical Center, Asheville, North Carolina as the recipient of the Voluntary Service Award for Excellence.
10. Recognize **Alyce Knafllich**, VAVS Representative, AMVETS, Charles George VA Medical Center, Asheville, North Carolina, as the VAVS NAC Female Volunteer of the Year and **James Fortune**, VAVS Representative, Veterans of Foreign Wars, Dayton VA Medical Center, Dayton, Ohio, as the VAVS NAC Male Volunteer of the Year.
11. Recognize the following award recipients for the American Spirit Awards: **Fred Lesinski**, Ralph H. Johnson VA Medical Center, Charleston, South Carolina, for Student Recruitment Category and **Deborah Brookshire**, Southern Arizona VA Health Care System, Tucson, Arizona, for Corporate Recruitment Category.

VAVS NAC 2014 Recommendations

As submitted by the Recommendations Sub-Committee

Recommendations will be handed out and processed at the NAC Business Session.

Hotel Map



Registration Information

The Durham VA Medical Center, Durham, North Carolina
welcomes you to the
68th Annual VAVS National Advisory Committee
Meeting and Conference!

The Registration Desk will be open in the Pre-Function B area on the following schedule:

Tuesday, April 22 - 12 Noon to 4 p.m.

Wednesday, April 23 - 7 a.m. to 4 p.m.

Thursday, April 24 - 8 a.m. to 5 p.m.

Friday, April 25 - 8 a.m. to 12 Noon (Information Only)

If you have any questions or concerns during your visit, please see Jerry Butler, Vicki Eatmon, Gina Petrino, or one of the Registration Volunteers.



Many thanks to the leadership in VISN 6 and at the Durham VA Medical Center, the members of the Durham VA Medical Center's NAC Planning Committee, their VAVS Committee, and all the VAVS volunteers for their outstanding efforts on the 68th VAVS National Advisory Committee Annual Meeting and Conference.

Thank you!

68th VAVS National Advisory Committee Annual Meeting

Daily Agenda

Pre-Meeting Activities

TUESDAY, April 22, 2014

12:00 PM - 4:00 PM	REGISTRATION	Registry/Pre-Function B
4:00 PM - 6:00 PM	VAVS STAFF MEETING	Chimney Rock/Biltmore/ Hope/Bellamy/Mendenhall
Veterans History Project Award Monica Mohindra, Head, Program Coordination and Communication, Veterans History Project, Library of Congress		

WEDNESDAY, April 23, 2014

7:00 AM - 4:00 PM	REGISTRATION	Registry/Pre-Function B
8:00 AM - 11:30 AM	EXECUTIVE COMMITTEE MEETING	Triangle Ballroom
9:00 AM - 2:00 PM	HEALTH AND INFORMATION FAIR	Pre-Function B
11:30 AM - 1:00 PM	LUNCH ON YOUR OWN	
1:00 PM - 2:30 PM	NEW REP/DEP & NEW VAVS STAFF TRAINING <i>Faculty: Nathan Witt, Chief, Voluntary Service, Bay Pines VA Healthcare System, Bay Pines, FL and Colonel Charles H. Gallina, VAVS National Representative, Knights of Columbus</i>	Tanglewood/Pinehurst/ Blowing Rock
3:00 PM - 4:30 PM	OPEN FORUM <i>Keynote: Lin Mitchell, FranklinCovey Consultant</i>	Tanglewood/Pinehurst/ Blowing Rock
7:00 PM - 9:00PM	RECOGNITION EVENT <i>Sponsored by: Federated Wholesale</i>	Chimney Rock

THURSDAY, April 24, 2014

8:00 AM - 5:00 PM	REGISTRATION	Registry/Pre-Function B
8:30 AM - 11:30 AM	BUSINESS SESSION	Tanglewood/Pinehurst/ Blowing Rock
Call to Order	<i>Robert Hennings</i>	
Invocation	<i>Chaplain John Oliver, Chief, Chaplain Service, Durham VA Medical Center</i>	
National Anthem	<i>Chaplain John Oliver, Chief, Chaplain Service, Durham VA Medical Center</i>	
Pledge of Allegiance	<i>Kathryn Hare, VAVS National Representative, WAVES National</i>	
Welcome	<i>DeAnne M. Seekins, Director, Durham VA Medical Center</i> <i>Daniel F. Hoffman, FACHE, Network Director, Veterans Integrated Service Network Six, Durham, NC</i>	
Roll Call	<i>Robert Hennings</i>	
Opening Remarks and Meeting Objectives	<i>Robert Hennings</i>	
Veterans Health Administration Update	<i>Sean Foertsch, Acting Executive Director, VHA Office of Communications</i>	
VA Cabinet Department Status 25th Anniversary	<i>Darlene Richardson, Historian, Office of Health Systems Communications</i>	
9:45 AM – 10:00 AM	BREAK <i>Sponsored by: Disabled American Veterans</i>	Pre-Function B
HP Home of the Brave Celebrate Veterans Day 2014	<i>Katie Bowen, HP Veterans Program Manager, Hewlett Packard; Danielle Zopf, Director of Corporate Responsibility, Boot Campaign</i>	
Update: Homeless Initiative	<i>Dr. Roger J. Casey, Director, Education/Dissemination, National Center on Homelessness among Veterans</i>	
VAVS Award Presentations	<i>Robert Hennings and Sabrina Clark</i> <i>NAC Female and Male Volunteer of the Year, American Spirit Awards, VAVS Award for Excellence</i>	

12:00 PM	PARKE LUNCHEON	Chimney Rock/Biltmore/ Hope/Bellamy/Mendenhall
Invocation	<i>Chaplain John Oliver, Chief, Chaplain Service, Durham VAMC</i>	
Pledge of Allegiance	<i>Helen Carter, VAVS Deputy Representative, Military Order of the Cootie Auxiliary, Durham VAMC</i>	
Pianist	<i>Irem Ozay, Music Therapy Intern, Durham VAMC</i>	
Lunch		
Video Presentation of Award Winner		
Presentation and Acceptance of Award		
Acceptance of Donations		

1:45 PM – 3:00 PM	EDUCATIONAL WORKSHOPS	
1 - 7 Habits of Highly Effective People <i>Ruth Williams, FranklinCovey Associate</i>		Smith Room
2 - Innovative Volunteer Assignments <i>David James, RN; Paula Torti, RN, VAVS Volunteer; Bill McEvoy, VAVS Volunteer; Joseph Dooley, Chief, VAVS, Edith Nourse Rogers Memorial Veterans Hospital, Bedford, MA</i>		Cameron Room
3 - Engaging Students, Volunteers, and Congress with the Veterans History Project <i>Monica Mohindra, Section Head, Program Coordination and Communication, Veterans History Project, Library of Congress</i>		Reynolds Room
4 - Successful Community Engagement <i>Ryan Steinbach, Assistant VSO Liaison/VHA, VA Central Office</i>		Tanglewood/Pinehurst
3:00 PM – 3:15 PM	BREAK <i>Sponsored by: American Red Cross</i>	Pre-Function B

3:15 PM – 4:30 PM	EDUCATIONAL WORKSHOPS	
1 - 7 Habits of Highly Effective People		Smith Room
2 - Innovative Volunteer Assignments		Cameron Room
3 - Engaging Students, Volunteers, and Congress with the Veterans History Project		Reynolds Room
4 - Successful Community Engagement		Tanglewood/Pinehurst

DINNER ON YOUR OWN

FRIDAY, April 25, 2014

8:00 AM – 12:00 NOON	INFORMATION	Pre-Function B
8:30 AM - 11:30 AM	BUSINESS SESSION	Tanglewood/Pinehurst/ Blowing Rock
Call to Order	<i>Robert Hennings</i>	
Pledge of Allegiance	<i>Tom Dupree, VAVS Representative, Knights of Columbus, Durham VAMC</i>	
Sub-Committee Reports		
Recommendations	<i>Ron Rolfes, Jr., Forty & Eight</i>	
NAC Volunteer of the Year	<i>Robert Hennings, Benevolent and Protective Order of Elks</i>	
Recruitment	<i>Charles Gallina, Knights of Columbus</i>	
Membership	<i>Del "Bulldog" Turner, Military Order of the Purple Heart of the U.S.A., Inc.</i>	
Standard Operating Procedures		
Ad Hoc Committee	<i>Patricia "Pat" Kranzow, American Legion Auxiliary</i>	
10:00 AM – 10:15 AM	BREAK	Pre-Function B
	<i>Sponsored by: Knights of Columbus</i>	
VA Chaplains and Our Vets	<i>Chaplain Michael J. Pollitt, National Director, VA National Chaplain Center</i>	
Warrior to Soul Mate Program	<i>Chaplain Clyde Angel, Chief, Chaplain Service, and James L. Todd, Chief, Voluntary Service, Richard Roudebush VAMC, Indianapolis, IN</i>	
VA Voluntary Service Presentation	<i>Sabrina C. Clark, Director, VA Voluntary Service Office</i>	
69th Annual NAC Meeting & Conference Presentation	<i>JoAnn Chavez, Voluntary Service Specialist, Albuquerque VAMC</i>	
Closing Remarks	<i>Robert Hennings</i>	
Closing Video	<i>Ginny Hoover, Voluntary Service Specialist, VA Central Office</i>	
11:30 AM - 1:00 PM	LUNCH ON YOUR OWN	

1:00 PM – 2:15 PM	EDUCATIONAL WORKSHOPS	
1 - 7 Habits of Highly Effective People		Smith Room
2 - Innovative Volunteer Assignments		Cameron Room
3 - Engaging Students, Volunteers, and Congress with the Veterans History Project		Reynolds Room
4 - Successful Community Engagement		Tanglewood/Pinehurst
2:15 PM – 2:30 PM	BREAK <i>Sponsored by: AMVETS</i>	Pre-Function B
2:30 PM – 3:45 PM	EDUCATIONAL WORKSHOPS	
1 - 7 Habits of Highly Effective People		Smith Room
2 - Innovative Volunteer Assignments		Cameron Room
3 - Engaging Students, Volunteers, and Congress with the Veterans History Project		Reynolds Room
4 - Successful Community Engagement		Tanglewood/Pinehurst
6:00 PM	CLOSING DINNER	Chimney Rock/Biltmore/ Hope/Bellamy/Mendenhall

The group Re-Creation will be performing at the Closing Dinner

Sponsored by: Benevolent and Protective Order of Elks

SATURDAY, APRIL 26, 2014

8:00 AM – 9:00 AM	EXECUTIVE COMMITTEE CRITIQUE	Tanglewood/Pinehurst
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Workshop Descriptions

New Rep/Dep & New VAVS Staff Training (Only 1 session, Wednesday, April 23, 1:00pm-2:30pm)

Faculty: Nathan Witt, Chief, Voluntary Service, Bay Pines VA Healthcare System, Bay Pines, FL, and Colonel Charles H. Gallina, VAVS National Representative, Knights of Columbus

This session is designed to provide orientation for new VAVS NAC Representatives and Deputy Representatives, and new VAVS staff, and will also offer current information to seasoned VAVS NAC Representatives and Deputies. The latest trends, statistics, and recommendations in VAVS volunteering will be presented and discussed. VAVS Representatives and Deputy Representatives serving on local VAVS Committees could also benefit and learn by attending this session.

7 Habits of Highly Effective People

Faculty: Ruth Williams, FranklinCovey Associate

Celebrating 25 years of helping millions of people around the world improve their effectiveness, the new 7 Habits of Highly Effective People Signature Edition 4.0 has been developed with an intense focus on helping participants internalize and sustain 20 behaviors that will change the way your teams work together. More relevant than ever, this new program contains the timeless principles you love with new tools, activities, and videos.

Innovative Volunteer Assignments

Faculty: David James, RN; Paula Torti, RN, VAVS Volunteer; Bill McEvoy, VAVS Volunteer; Joseph Dooley, Chief, VAVS, Edith Nourse Rogers Memorial Veterans Hospital, Bedford, MA

This session will identify volunteer assignments that make a difference in the care and treatment of Veterans served by the Department of Veterans Affairs. Volunteer programs involving hospice care, corporate volunteerism, interface with the Department of Defense, Rehabilitative Medicine, volunteer Veteran advisors, and Community Living Centers will be presented with a special emphasis on a “No Veteran Dies Alone” volunteer initiative with Hospice Clinicians.

Engaging Students, Volunteers, and Congress with the Veterans History Project

Faculty: Monica Mohindra, Section Head, Program Coordination and Communication, Veterans History Project, Library of Congress

Learn about the latest updates, free resources, and imaginative collaborations to implement the Veterans History Project; whether you're new to or already working with Veterans History Project. This workshop will also cover tips, tricks, and tools of the trade for conducting interviews, training volunteers to conduct interviews, and ensuring they are included at the Library of Congress.

Successful Community Engagement

Faculty: Ryan Steinbach, Assistant VSO Liaison/VHA, VA Central Office

This presentation will focus on what community engagement is, why it is important, and how VAVS program managers can initiate and foster successful community engagement. Information presented will also focus on how community partners can access VA information to gain and maintain a greater understanding of VA and where and how they can engage VA to broaden and strengthen partnerships.

Award Recipients

Honoring:

(1) Shannon Mathew, Student Volunteer,
Miami VA Healthcare System, Miami, Florida

(2) Alyce Knafllich, VAVS Representative, AMVETS,
Charles George VA Medical Center, Asheville, North Carolina

(3) James Fortune, VAVS Representative, Veterans of Foreign Wars,
Dayton VA Medical Center, Dayton, Ohio

(4) Darlene Laughter, Chief, Voluntary Service,
Charles George VA Medical Center, Asheville, North Carolina

(5) Fred Lesinski, Chief, Voluntary Service,
Ralph H. Johnson VA Medical Center, Charleston, South Carolina

(6) Deborah Brookshire, Chief, Voluntary Service,
Southern Arizona VA Health Care System, Tucson, Arizona

James H. Parke Memorial Scholarship

\$20,000 Scholarship Recipient



Shannon Mathew
Miami VA Healthcare System
Miami, Florida

Shannon Mathew has been a volunteer at the Broward VA Outpatient Clinic, part of the Miami VA Healthcare System, since 2010. During her time with Physical Medicine and Rehabilitation Service as a Volunteer Assistant, Shannon aided clinicians and Veterans during therapy treatments by preparing devices and modalities for the therapists, helped to keep the clinic clean and organized, and contributed to the patient care experience with her positive and encouraging interactions with Veterans.

Described as professional, responsible, and a self-starter, Shannon was singled out by her supervisors, not only for her exceptional leadership qualities and initiative, but more importantly for her polite demeanor and the high level of respect showed for the Veterans she served. During her interactions, Shannon displayed a welcoming attitude and was particularly encouraging to Veterans who demonstrated any indication of emotional distress. She was always empathetic to their needs and circumstances and continually motivated them with her encouragement and genuine admiration. Her willingness to learn, her devotion to helping others, and the humility in her actions set Shannon apart from others and serve as a shining example of the volunteer program she represents.

Shannon's experience as a VA Volunteer has made a profound impact on her life. She says, "I have not only learned from the Veterans themselves, but also from the hands which help guide them in rediscovering the norm. By observing [the physical therapists], I see the support that a hero needs to mend. I see the meaning of using one's profession as a way to give back to those who risked their lives for us. By witnessing this, I desire nothing more than to use my future career as a way to help those in need."

Of the Veterans that she so deeply respects and admires, Shannon says they "illustrated the meaning of healing. They were appreciative of the assistance they were given, but I couldn't help but feel as though I should be the one to feel indebted. I volunteered for them because they volunteered their life for me. No matter how many years I volunteer, I will always be amazed by these heroes."

Additional Scholarships

Samantha Stamey	Cincinnati VAMC	\$5,000
Lilit Kazazian	VA Ann Arbor HCS	\$1,000
Kaylee Leeman	VA Boston HCS	\$1,000
Annie Samuel	Michael E. DeBakey VAMC	\$1,000
Sarah Jacobs	VA Palo Alto HCS	\$1,000
Natalia Morales	James J. Peters VAMC	\$1,000

National Advisory Committee Female Volunteer of the Year



Alyce Knafllich

Charles George VA Medical Center
Asheville, North Carolina

Having served over 1,200 hours since she started volunteering in 2009, Ms. Knafllich distinguished herself immediately as a person who is filled with passion, enthusiasm, and excitement about quality service to Veterans. She is motivated and motivates others with her dedication and accountability. Alyce has been instrumental in helping to design and implement policy, as well as serving as a liaison on behalf of the AMVETS organization between Veterans and the Charles George VA Medical Center (CGVAMC). She actively communicates the needs of the facility and other pertinent information affecting Veterans.

As the AMVETS VAVS Representative for the Charles George VA Medical Center, Ms. Knafllich has faithfully attended all VAVS committee meetings since given this assignment. She also agreed to serve on the VAVS Executive Committee where she continues to assist in moving the VAVS Committee to its goals in service to Veterans. Ms. Knafllich coordinates AMVETS 'Because We Care' Day with visits to our hospitalized Veterans at bedside to distribute personal care kits and afghans, along with warm smiles and conversation of well wishes.

In addition to her VAVS duties at the Medical Center, Ms. Knafllich serves as the Chair for the Buncombe County Veterans Council and the Chairperson for the Veterans Day Ceremony program for the Medical Center. As an active member of the Medical Center's Parking Committee she has served by offering recommendations to improve and expand Patient Visitor Parking. She has also served on the facility's "Name that Building" Committee and participated in the Strategic Planning Meeting and the recently held Mental Health Summit. Ms. Knafllich participated along with other volunteers in the recently developed TV advertisement of the CGVAMC. Ms. Knafllich and other key local Veteran service representatives participated in a meeting with the Undersecretary sharing pertinent information while providing solicited feedback.

Alyce is a wonderful advocate for female Veterans at the Steadfast House and serves all female Veterans at the CGVAMC by helping them navigate the facility and escorting them to appointments. She was also responsible for the reimplementation of the Women Veterans Health Committee. Ms. Knafllich loyally works special events including Veterans Day Celebration, Christmas gift packing and distribution, National Salute to Veterans, Remember Hospitalized Veterans Hot Dog Cookout, Motorcycle Fund Run, Memorial Day and the Wheelchair Rodeo.

National Advisory Committee Male Volunteer of the Year



James Fortune
Dayton VA Medical Center
Dayton, Ohio

Mr. Fortune began volunteering at the Dayton VA Medical Center Campus in 2001, became a VAVS volunteer in 2006, and currently serves as the VAVS Committee Representative for the VFW. He has accumulated approximately 25,000 certified volunteer hours, to include being recognized as Volunteer of the Year for 2012. His span of care at the Dayton VA Medical Center includes, but is not limited to, Rehabilitation Programs, Intensive Care Unit, Hospice, Nursing Home, and all hospital wards to include the Psychiatric Ward. Specifically, he has prepared dinners for Hospice residents and their families, and meals for the homeless, nursing home, and mental health residents. Jim is a double amputee who, as a volunteer, uses his knowledge and experience to help other amputees with their rehabilitation process at the Medical Center. On a daily basis

he works to address a multitude of Veteran needs such as providing food, help with bills, emergency shelter, furniture, mobility equipment, medical needs, and orchestrating holiday parties for Veterans residing at the Medical Center.

Jim has held numerous positions in Veteran Service Organizations: VFW State Chairman for VAVS, VFW of Ohio Charities VAVS Representative, Disabled American Veterans (District, State and National level offices), life member of the AMVETS and American Legion, CEO of the Dayton National Cemetery Memorial Committee, and member of the American Veterans Heritage Center (AVHC). In the latter two capacities he successfully negotiated for 5,000 linear feet of iron fencing for the Dayton National Cemetery to bring it up to National Shrine status to include raising over \$60,000, and was a driving force for initiating the 3 day "Patriot Freedom Festival" Memorial Day celebration at the "soldiers home" historic area of the Dayton VA Campus attended by approximately 6,000 people a year. The AVHC sponsored "Patriot Freedom Festival" will enjoy its 10th year honoring Veterans during Memorial Day 2014!

Mr. Fortune's service before self, service to his country as a Vietnam Veteran, 5th Special Forces, First Special Forces Group and unwavering commitment to Veterans health and welfare in general, has garnered him recognition at many levels, most significant of which was to be inducted into the "Ohio Veterans Hall of Fame," Class of 2012.

Dayton VA Medical Center Director, Glenn Costie, said of Mr. Fortune that he "has set a goal of teaching, supporting and serving his community and has dedicated his life to serving family, Veterans, the community, and the state of Ohio and his Nation. Mr. Fortune is a man of outstanding leadership, high personal ethics, deeply felt humility and exemplary professional integrity."

VA Voluntary Service Award for Excellence



Darlene Laughter

Charles George VA Medical Center
Asheville, North Carolina

In her role as Chief of Voluntary Service Ms. Darlene Laughter continues to look for innovative ways to meet needs and wishes of Veterans. This year, the results achieved by Ms. Laughter's noteworthy leadership have been exceptionally outstanding and worthy of recognition through this award.

Ms. Laughter excels in the area of *Leading Change* as evidenced by her development and implementation of several state-of-the-art programs such as the Butterfly Wish Program. This program for Veterans served through Hospice and Palliative Care offers financial support that provides each dying Veteran a special wish. In addition, her ability to *Build Coalitions* has been demonstrated multiple times in such projects as her

direct coordination with the Asheville Transit Authority to bring the bus route back to the main entrance of the Medical Center, rather than at an adjacent stop further away. This critical change led to a substantial improvement in access to the medical center for patients, volunteers, families, and staff, especially in inclement weather.

Ms. Laughter's *Business Acumen* has been critical to the success of the financial status of the Medical Center. She actively sought opportunities to provide cost avoidance for Voluntary Services and this facility. With her development of the Wheelchair Management of Outpatient Services Program, which tracks the location of loaned wheelchairs and ensures appropriate return for the use of others, the facility has not had to purchase any new wheelchairs. Ms. Laughter's continuing dynamic development of the Veteran Transportation Network and proactive use of free community transport has aided in cost avoidance for Beneficiary Travel. The Lodging for Outpatient Services program which provides lodging at a local hotel, eliminating unnecessary hospital bed usage, is a signature accomplishment.

Ms. Laughter demonstrates *Customer Service* in every facet of her remarkable job performance. She is the "face" in the community for the Charles George VAMC, raising awareness of the value and service of Veterans, bridging gaps, building relationships, and connecting people and things. She coordinates and chairs the quarterly meeting of the North Carolina Division of Veterans Affairs County Service Officers and serves as the Liaison for the local VA Chapter by managing logistics for their monthly meetings and arranging for monthly CGVAMC special program presentations.

Ms. Laughter serves not only as Chief of Voluntary Service but also as the VISN 6 Voluntary Service Liaison and as a preceptor for the Technical Career Field Intern program. Throughout her career she has shown a true commitment to providing excellent service for Veterans.

VA Voluntary Service American Spirit Awards



Student Recruitment Category

Fred Lesinski, Ralph H. Johnson VA Medical Center, Charleston, South Carolina

The Ralph H. Johnson VA Medical Center partners with local colleges to recruit much needed volunteers to fill vital volunteer roles at their facility. Program Manager Fred Lesinski works closely with The Citadel, College of Charleston, Trident Technical College, Medical University of South Carolina, Miller Motte College, and Virginia College. Colleges and Universities from outside the state have also provided assistance to Veterans in Charleston. Most VAVS programs focus on high school student volunteers, but because of their unique ability to capitalize on the local college population they have been able to expand the student volunteer program to also include college-age students. Voluntary Service Staff work closely with VA employees to ensure that the volunteer experience is not only beneficial for the student but also provides a much welcomed “helping hand” to VA staff caring for our Nation’s Heroes.

Working around student class schedules, using the students as word-of-mouth recruiters on campus, and providing meaningful and interesting assignments with real world and career applications have been key components to the program’s success.

Corporate Recruitment Category

Deborah Brookshire, Southern Arizona VA Health Care System, Tucson, Arizona

The United Way of Tucson Days of Caring is the community’s single largest volunteer event. Each year thousands of people from area businesses, schools and community groups lend their time, talents, and energy volunteering for projects that make a difference in the community. Annually, Southern Arizona VA Health Care System (SAVAHCS) applies to be a project site.



The request for assistance attracted a major corporate employer in southern Arizona, Tucson Electric Power (TEP). TEP partnered with the SAVAHCS Voluntary Service (VAVS) program to develop several service projects. This resulted in awesome projects that provided much needed support for both outpatient and hospitalized populations, created new volunteer opportunities, and brought in substantial donations for our facility. Major projects include providing home repairs, clean-up, and yard work for Home Based Primary Care Veterans and supplying the SAVAHCS Homeless Veteran HUD/VASH program with new household goods to help establish permanent housing. Since their initial involvement in 2012, TEP has continued to support Veterans in the SAVAHCS Homeless Veteran HUD/VASH program with monetary and material donations.

NOTES

New Representative/Deputy Representative and New VAVS Staff Training

*Nathan Witt, Chief, Voluntary Service, Bay Pines VA Healthcare System, Bay Pines, FL,
and Colonel Charles H. Gallina, VAVS National Representative, Knights of Columbus*

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NOTES

Open Forum

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Veterans Health Administration Update

Sean Foertsch, Acting Executive Director, VHA Communications Office

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25th Anniversary of VA's Cabinet Department Status

Darlene Richardson, Historian, Office of Health Systems Communications

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Home of the Brave Celebrate Veterans Day 2014

Katie Bowen, Veterans Program Manager, Hewlett Packard;

Danielle Zopf, Director of Corporate Responsibility, Boot Campaign

[illegible]

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Update: Homeless Initiative

*Dr. Roger J. Casey, Director, Education/Dissemination,
National Center on Homelessness among Veterans*

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7 Habits of Highly Effective People - Ruth Williams, FranklinCovey Associate

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*Monica Mohindra, Section Head, Program Coordination and Communication,
Veterans History Project, Library of Congress*

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Successful Community Engagement

Ryan Steinbach, Assistant VSO Liaison/VHA, VA Central Office

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VA Chaplains and Our Vets

Chaplain Michael J. Pollitt, National Director, VA National Chaplain Center

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Warrior to Soul Mate Program

*Chaplain Clyde Angel, Chief, Chaplain Service, and
James L. Todd, Chief, Voluntary Service, Richard Roudebush VAMC, Indianapolis, IN*

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VA Voluntary Service Presentation

Sabrina C. Clark, Director, VA Voluntary Service Office

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