

67th Annual VA Voluntary Service
National Advisory Committee
Meeting Report



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**Department of Veterans Affairs Voluntary Service (VAVS)
National Advisory Committee (NAC) Executive Committee (EC) Meeting
Monday, March 4, 2013 – 8:00am – 11:00am**

Call to Order: Mr. W.G. “Bill” Kilgore, AMVETS and National EC Chairperson, called the meeting to order.

Invocation: The invocation was delivered by Mr. Charles Gallina, Knights of Columbus.

Pledge of Allegiance: The pledge was led by Mr. Ron Rolfes, Forty and Eight.

Roll Call:

Present (P) / Absent (A)

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

VA Staff and Others Present:

Laura B. Balun, Deputy NAC Chairperson and Director, Voluntary Service Office, VA Central Office (VACO)
Lorna Hatch, Chief, Voluntary Service, VA Maine Health Care System, NAC Annual Meeting Planner
Ronni Miller, Chief, Voluntary Service, Durham VA Medical Center (VAMC)
Mary Jo Munnely, Lead Staff Assistant, VA Voluntary Service, VACO
Christine Feeser, Staff Assistant, VA Voluntary Service, VACO

Marty Naugher, Voluntary Service Specialist, VA Voluntary Service, VACO
Virginia Hoover, Voluntary Service Specialist, VA Voluntary Service, VACO
Jerry Butler, Treasurer, VAVS Partners, Inc.
John P. Brown, III, President, James H. Parke Memorial Fund
Christopher Slawinski, Treasurer, James H. Parke Memorial Fund Board

Additions or Revisions to Agenda: Mr. Kilgore asked if there were any additions or revisions to the agenda. Mr. Del Turner, Military Order of the Purple Heart, moved to accept the agenda as printed and the motion was seconded by Ms. Patty Piening, AMVETS Auxiliary. **The motion carried.**

Review of Goals & Objectives: Mr. Kilgore presented the goals and objectives of the VAVS NAC meeting as listed in the meeting booklet:

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 national and local VAVS Representatives and Deputy Representatives 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, **Ms. Krystal M. Shirrell**, student volunteer at the Richard L. Roudebush VAMC, Indianapolis, Indiana.
9. Recognize **Ms. Karen O'Neal**, Chief, Voluntary Service, at the Erie VAMC, Erie, Pennsylvania, as the recipient of the Voluntary Service Award for Excellence.
10. Recognize **Mr. Steven E. Leisure**, VAVS Representative, Knights of Columbus, Tuscaloosa VAMC, Tuscaloosa, Alabama, as the VAVS NAC Male Volunteer of the Year and **Ms. Miriam A. Daley**, VAVS Representative, DAV Auxiliary, Edith

Nourse Rogers Memorial Veterans Hospital, Bedford, Massachusetts, as the VAVS NAC Female Volunteer of the Year.

11. Recognize the following award recipients for the American Spirit Awards:
Voluntary Service, Edith Nourse Rogers Memorial Veterans Hospital, Bedford, Massachusetts, for Corporate Recruitment Category; **The VAVS Operation War Fighter Program**, Robley Rex VAMC, Louisville, Kentucky, for Military Recruitment Category; and **The VAVS Red Wave Program**, VA Central California Health Care System, Fresno, California, for Student Recruitment Category.

Additions or Revision to Minutes: Mr. Kilgore asked if there were additions or revisions to the minutes of the last meeting. Ms. Patricia Kranzow, American Legion Auxiliary, pointed out that on page 7, third full paragraph, the text reads “Mr. Kilgore nominated” and it should read “Mr. Kilgore appointed.” Mr. Brian Bertges, The American Legion, moved to accept the minutes with this amendment and the motion was seconded by Ms. Piening, AMVETS Auxiliary. **The motion carried.**

Host’s Welcome: Ms. Ronni Miller, Chief, Voluntary Service, Durham VAMC, welcomed everyone on behalf of the medical center and VISN 6. She expressed her honor at being chosen as the host for the meeting and said she hoped everyone enjoys a great time in North Carolina.

67th Annual Meeting Agenda Overview: Ms. Lorna Hatch, Chief, Voluntary Service, VA Maine Health Care System and NAC Annual Meeting Planner, spoke to the challenges of planning this year’s meeting due to new “VA conference oversight” and thanked everyone for their patience as everyone worked to provide the best possible meeting, despite these challenges.

Ms. Hatch highlighted some of the items on the agenda and activities planned for the week, including an opportunity for Veterans in attendance to share their stories with Monica Mohindra, Head, Program Coordination and Communication, Veterans History Project at the Library of Congress. Ms. Hatch urged attendees to visit the Health & Information Fair being presented by the Durham VAMC and to attend the VAVS Representative & Deputy Representative Training session, which is designed to provide orientation for new VAVS NAC Representatives and Deputy Representatives and new VAVS staff. She also encouraged attendees to take part in the open forum session, which is designed to give local and national Representatives, Deputy Representatives, and volunteers an opportunity to interact with VA staff.

Ms. Hatch mentioned that award recipients would be acknowledged at the closing dinner and announced that Re-Creation, a group that performs throughout the country at VAMCs and State Veterans Homes, will provide entertainment following dinner. Re-Creation’s performance will be sponsored by the Benevolent and Protected Order of Elks.

Ms. Laura Balun, Director, Voluntary Service Office pointed out that several of the agenda items this year were added as a direct response to feedback from previous NAC meetings. She urged attendees to provide open and honest feedback, both positive and negative, and assured everyone that this feedback is valued and will help the committee to plan the next meeting.

VAVS Update:

- Ms. Balun mentioned that this has been a challenging year in attempting to get approval to hold the 2013 NAC meeting. As a direct result of Congressional reviews of some recent federal government meetings, VAVS VACO had formed a new conference oversight office and issued extensive guidance and reporting requirements for all VA conferences. The concept for our conference was approved in January, but the full approval package did not get approved until a few weeks prior to the NAC Meeting. VAVS VACO had to reduce the number of VA travelers, which reduced the projected costs associated with the meeting, and helped to expedite the final approval. The new VA conference regulations and reporting requirements are here to stay and will have to be followed for all future VA conferences.
- Ms. Balun extended thanks and appreciation to Ronni Miller, Dave Grupy, and Christina Allison, VAVS staff at the Durham VAMC, for all they did in preparing for this year's meeting.
- In October 2012, an anonymous donor contributed over \$12 million dollars to 26 VAMCs throughout the nation.
- VAVS currently has approximately 84,000 RS volunteers, which is a loss of about 4,000 within the last year. Because of numerous requirements it is becoming more difficult and time consuming to onboard new volunteers.
- This year VA received \$87 million in cash and in-kind donations as compared to last year's \$90 million. The total volunteer impact of \$353 million includes monetary, in-kind, and volunteer time donations. In contrast, the cost to the VA for salaries, volunteer meals, travel, etc. is only \$60 million.
- 125 DAV vans were donated last year at a cost of over \$3 million.
- Appreciation was extended to all services, individuals, and organizations for their continuing support of VAVS and our Veterans.
- The E-Donate feature, or the ability to accept credit card donations, is now live in VISNs 2, 5, 8, and 16. The goal is to have all facilities able to accept credit cards by November 2013. Appreciation was extended to Ryan Steinbach for his assistance on working with this process.
- At the end of last fiscal year (FY), VAVS added 80-90 new My HealthVet Voluntary Service Assistants. These positions were made available exclusively to Veterans for the remainder of FY 12. Current salaries and additional funding to hire more Veterans at additional sites have been provided for through the end of FY 13.
- The respite program will help recruit volunteers who provide volunteer service to Veterans in the community.

- Ms. Balun announced that she will be retiring before the next NAC meeting. She also announced that Marty Naugher will be retiring at approximately the same time.
- Mr. Kilgore thanked both Ms. Balun and Mr. Naugher for their many years of service. He spoke to the many challenges and changes occurring in the VA and also announced the retirement of Mr. Steve Moynihan from his role as a volunteer on the NAC planning committee.

Subcommittee Reports:

Recommendations: Mr. Bertges requested to represent the recommendations during this meeting as they were done in an incorrect fashion at the October EC meeting. Mr. Bertges announced that there were seven recommendations to be proposed for a vote at the business session of the NAC meeting. Four of these are suggested for approval, and three for disapproval.

(Recess.)

(Whereupon, the meeting was resumed.)

NAC Volunteer of the Year: Mr. Kilgore announced the VAVS NAC Male Volunteer of the Year, Mr. Steven E. Leisure, VAVS Representative, Knights of Columbus, Tuscaloosa VAMC, Tuscaloosa, Alabama; and the VAVS NAC Female Volunteer of the Year, Ms. Miriam A. Daley, VAVS Representative, DAV Auxiliary, Edith Nourse Rogers Memorial Veterans Hospital, Bedford, Massachusetts. He thanked the members of the committee for their work on selecting these recipients. The awards are to be presented in the full business session meeting.

Recruitment: Mr. Charles Gallina, Knights of Columbus, reported a drop in the number of volunteer hours across all age groups. He also reported a drop of 36,000 RS volunteers logging hours from the end of FY 2012 to the end of 1st Quarter FY 2013. At this current rate, there is an anticipated a loss of 1 million hours in 2013. Some of this loss can be attributed to the current economic status, VA policies, and procedures. All organizations seem to be having a difficult time recruiting members and VAVS is no different. The above statistics reflect a retention issue in that those we recruit now will replace those that we have lost. Members were asked to review quarterly reports and Annual Joint Reviews, etc. to identify areas of concern and address the issues. Mr. Gallina suggested inviting VAVS chiefs to speak at local chapters, posts, etc. to discuss VAVS opportunities.

Mr. Gallina recommended using all avenues to recruit volunteers including social networking and also identifying benefits that are available to volunteers. He emphasized the need to address intergenerational volunteers at the level that will most affect them and tailor assignments that will most appeal to them. There is a need to concentrate the focus on retention and recognition. Recruitment initiatives should

include Homelessness programs; Veterans Crisis Hotline; Caregiver Support Services; Women Veterans programs.

Membership: Mr. Turner presented a list of new organizations that have the potential for NAC membership and detailed plans to encourage recruitment in these organizations to boost their numbers in order to be eligible for membership.

Membership Criteria Ad-hoc: Mr. Turner presented potential criteria for new membership to the NAC. There is a fear that some of the new organizations, especially those claiming to help “Wounded Warriors” are collecting a lot of revenue without established credentials. An established list of qualifications has been drafted for submission and consideration by the NAC to assure that new organizations applying for membership are legitimate. A motion was made by Mr. Turner, Military Order of the Purple Heart, for the findings of the ad-hoc committee regarding membership criteria to be considered by the EC to become a recommendation to the NAC. The motion was seconded by Mr. Emil Franz, Marine Corps League. **The motion carried.**

NAC SOP Revisions: Ms. Kranzow, American Legion Auxiliary, presented the following revision:

Rationale: As there are no provisions for conducting business between meetings of the Executive Committee, it is suggested that the following be added to the SOP as the last paragraph of the **Executive Committee of the VAVS National Advisory Committee:**

“When an issue occurs between meetings of the Executive Committee and a vote of the members is required, the vote and/or discussion may be held through electronic means.”

A motion was made by Ms. Kranzow to present this revision to the SOP to the NAC and was seconded by Mr. Bertges. **The motion carried.**

Discussion: In reference to donor members, there was a concern regarding the term “significant” in the SOP as not being a specific enough definition. It was recommended that the SOP Committee consider a change in the future of the term “significant” to identify a specific percentage (i.e., 5% of the total funds generated/revenue from cash and in-kind donations).

A motion was made by Ms. Kranzow to revise both the Donor Member and Associate Donor Member sections of the SOP to read as follows:

“Donor Member organizations are those which donate at least 5% of total revenue to assist or benefit Veterans at/to a minimum of thirty (30) VA facilities. Donor Members are expected to maintain such support at or above the thirty (30) VA facility minimum.”

Discussion: Mr. Bertges, The American Legion, suggested that the members may want to consider discussing the difference between large and small organizations and a Donor Member vs. an Associate Donor Member and whether or not there should be delineation in the percentage accordingly. No discussion resulted.

- c. "Associate Donor Member organizations are those which donate at least 5% of total revenue to assist or benefit Veterans at/to a minimum of fifteen (15) facilities."

The motion was seconded by Mr. Turner, Military Order of the Purple Heart. **The motion carried.**

Parke Board Update: Mr. John P. Brown, III, President, James H. Parke Memorial Fund Board, provided the update. Mr. Brown reported that the scholarships have increased in the past 6 years from \$5,000 per year to \$30,000. Mr. Brown thanked the VAVS chiefs for submission of nominees and noted that this year's recipient has an outstanding resume. Mr. Brown reiterated that recipients are selected by an independent board and the Parke Scholarship Board does not rate the submissions.

Mr. Brown reminded members that the James H. Parke Memorial Fund is a 501(c)3 charity and anyone can donate funds at any time during the year. He also announced two current board vacancies which will be voted upon following the Parke luncheon.

Treasurer's Report: Mr. Chris Slawinski, Treasurer, James H. Parke Memorial Fund Board, reported a balance of \$100,148 in its checking account, \$81,615 in outstanding scholarships, and \$856,841 in conservative growth securities for a total of \$956,989.

Mr. Slawinski noted that the board is able to recognize more outstanding youth and is able to do so by continued donations. Donations are accepted throughout the year and may be forwarded to Mr. Slawinski. There are expenses of \$81,615 of scholarship money not yet utilized that dates back to 2010. Winners are eligible until age 24 and they are asked to notify the Parke Board if funds are not being used. The Parke Board can accept waivers on a case-by-case basis.

VAVS Partners, Inc. Treasurer's Report: Jerry Butler, Treasurer, VAVS Partners, Inc. discussed the financial report that had been distributed to the NAC.

- 198 Participants Registered
- 150 Attendees for the Closing Ceremony
- 149 Attendees for the Parke Luncheon

Mr. Butler reports that VAVS Partners, Inc. is trying to get nonprofit status, and still waiting. Credit card payments are acceptable through Mr. Butler. New registration forms with the payment options will be out next year.

Old Business:

Future Plans for 2014 Annual NAC Meeting: Mr. Kilgore renounced the decision from October's EC meeting to host the 2014 Annual VAVS NAC Meeting in Portland, Oregon. He asked to resend the motion for re-approval. However, Ms. Lorna Hatch, Chief, VA Voluntary Service suggested that this issue be deferred regarding the final meeting location until Thursday's EC Critique.

National Salute Report: Current figures were not presented at the time; Ms. Balun said final National Salute Report will not be done until middle of March 2013. Ms. Balun announced that Mr. Charlie Murphy, Navy Veteran and brother to actor Eddie Murphy serves as this year's National Salute Chairperson. She reported that 15 cities held Valentines for Veterans Concerts with 25,000 concert attendees across the nation and more than 1,700 volunteer inquiries. The total cost of the concerts was \$374,000, but garnered \$458,000 in donations, 743 volunteers, and nearly 6,000 donated hours.

Ms. Balun reports that Mr. John Hale, VHA Chief Communications Officer, will not be present for the Veterans Health Administration Update during Tuesday's Business Session.

New Business:

Fall 2013 EC Meeting: Ms. Balun was still awaiting information and has moved the date for the upcoming meeting to be discussed at Thursday's EC Critique.

Appointments: Ms. Balun reports than Mr. Bertges has agreed to serve as Chairman of the Recommendations Subcommittee. Mr. Turner opens subcommittee positions for volunteers to serve. The motion was made by Mr. Turner and seconded by Mr. Kilgore. **The motion carried** and the subcommittee members will be announced at a later session.

Good of the Order: None.

The meeting adjourned.

VAVS REP/DEP TRAINING Monday March 4, 2013 – 1:00 p.m. – 2:30 p.m.

Faculty: Mr. Nathan Witt, Chief, Voluntary Service, Harry S. Truman Memorial Veterans' Hospital, Columbia, Missouri and Sarah Slagle, Voluntary Service Specialist, Edith Nourse Rogers Memorial Veterans Hospital, Bedford, Massachusetts.

Mr. Witt welcomed all attendees to the meeting, and introduced his VAVS background, along with Sarah Slagle and two TCF interns. He reassured everyone in the room will

have a copy of the PowerPoint slides and evaluations. Ms. Slagle briefly introduced herself and asked staff to sign in at the back of the room, and encouraged individuals to ask questions when needed.

Mr. Witt asked the audience how many of them attended the VAVS Representative/Deputy Representative Training in the previous years; and asked who were new or seasoned; and who were local or national VAVS Representatives and Deputy Representatives. He told the audience to keep their local policies in mind as they listen to the presentation; what one VA does – another VA may do differently. Mr. Witt explained the various abbreviations and acronyms used in the VA. He also briefly explained helpful resources, such as handbooks and online tools that are available.

An attendee commented that some of the handbooks and directives had not been updated for several years. Mr. Witt explained that although some have not recently been updated that the policy is still in effect until a new directive or handbook is reissued. He indicated the directives and handbooks are currently being updated and that policy is kept purposefully general to allow for local interpretation and application. He then discussed the history of the VAVS and its mission as well as military background of VA Secretary Eric K. Shinseki. He gave an overview of the VA organizational structure and responsibilities of each department, and explained the VA structure.

Mr. Witt explained the term without compensation (WOC), and informed the audience that volunteers are not paid employees. He explained that General Counsel spoke with Ms. Balun about the term WOC, in reference to having appointment and a signature for VAVS Representatives and Deputy Representatives. Mr. Witt also spoke about other VAVS terminology such as the Voluntary Service System (VSS) and the different types of volunteers that serve.

An audience member, Mr. George Beadles of United Voluntary Service, asked why if a volunteer failed a security check and could not become a regularly scheduled volunteer, would the individual be allowed to serve as an occasional volunteer. Mr. Witt responded by saying that situations such as this are handled on a case-by-case basis. For example, a volunteer will not be placed in the Pharmacy if s/he has a drug problem. Mr. Witt also explained that VAVS Program Managers are given the responsibility of deciding if a candidate is suitable for a given assignment as a regularly scheduled volunteer given the circumstances or if they might be an appropriate candidate for an occasional assignment under close supervision. Mr. Bertges added that there is a VA handbook that discussed the PIV process, but doesn't specifically explain volunteers. However there are directives that are addressed to volunteers saying that there is not a negative consequence for volunteers who fail security check.

Another question was asked about whether VAVS Representatives or a Deputy Representatives can be considered an occasional volunteer rather than a regularly scheduled volunteer. The audience member added that many individuals did not want to go through the security screening process. Mr. Witt said that VHA Handbook

1620.01 policy clearly states the requirement that local VAVS Representatives and Deputy Representatives will be a regularly scheduled volunteer and that they will not be added to the cumulative VAVS Committee meeting attendance until all requirements and orientations have been completed. Additionally all VAVS Representatives and Deputy Representatives should have at least one combination code in the Voluntary Service System other than the 135A VAVS Meeting code. This service must be used only for the recording of attendance hours for the local VAVS Committee meeting. VSS is set up so that a volunteer cannot log in their hours for this meeting on the VSS kiosk. The hours must be logged in manually by someone in the VAVS office. The 'day code' for these volunteer representatives will vary depending their type. If they are the local representative for their organization, then the day code will be 'R.' If they are the Deputy Representative, then the code will be 'D.' Honorary is 'H' and Associate is 'A.'

Ms. Slagle presented the mission of the VAVS to the audience, and explained the purpose and history of the NAC. Ms. Slagle engaged the audience by asking them questions about the NAC. Mr. Turner answered one of Ms. Slagle's question saying that the NAC provides advice to the Secretary of Veterans Affairs through the Under Secretary for Health.

A local VAVS Representative from Asheville asked whether honorary members who had served 10 years on the NAC had voting power. Mr. Witt clarified that only service members of the NAC only had voting proxy. Ms. Mitzi Manning of the Women Marines Association added that her organization is the only listed honorary member as a WWII organization and her organization is in the process of revamping and exploring new facilities.

Ms. Slagle asked the audience for any further questions. A member from The Salvation Army wanted to clarify if new Representatives needed to wait for a background check until after certification and if the background check for VA is any different from the Salvation Army. It was not known if VA's background check is the same as The Salvation Army's background check, but VA volunteers must have a VA background check. Another member from the Ladies Auxiliary to the Veterans of Foreign Wars said that many do not know if every VA outpatient clinic needs a VAVS Representative, and how many can each have. Mr. Witt explained that many community-based outpatient clinics do not need a VAVS Representative and to look at the location instead.

Mr. Kilgore addressed his concern regarding how to get "Indefinite" appointments off. Members of the audience responded that letters they have received from the National Representatives say "Indefinite" appointments and some organizations just appoint and certify their VAVS Representatives and Deputy Representatives as "indefinite." Mr. Chris Slawinski, National Representative for Fleet Reserve Association, stated that he is in charge of writing letters on behalf of his organization and the coordinating contact for certifying officials. Mr. Slawinski added that the Chiefs should also be looking at the letters.

A discussion question arose from an attendee about excused absences for local VAVS committee meetings. The national policy states that excused absences for VAVS committee meetings are for the VAVS Representatives and Deputy Representatives to attend their national or state convention. Ms. Slagle discussed the importance of the Annual Joint Review process, and presented volunteer statistics, recruitment strategies and 2013 priorities for the VAVS program, which are to 1) recruit drivers for the Volunteer Transportation Network; 2) develop a consistent template for official volunteer folders; 3) develop a consistent on-boarding process for volunteers; 4) develop the ability to accept credit card donations through E-Donate; and 5) enhance VSS to keep up with increasing demands for data.

An attendee asked about VSS and its purpose. Ms. Slagle and Mr. Witt explained the purpose of VSS and who has access. Ms. Slagle discussed trends, projects, and family volunteering opportunities in VAVS. Mr. Witt concluded the session with an ending quote: "VAVS is what it is because of you."

OPEN FORUM
Monday, March 4, 2013 – 2:45 p.m. – 3:45 p.m.

Mr. Kilgore and Ms. Balun commenced the Open Forum by asking the VAVS National and Local Representatives, and Chiefs to introduce themselves. The floor was then opened to participants' concerns.

Mr. George Beadles, United Voluntary Service, shared his concern regarding the VSS system being more electronically efficient instead of manually extracting paperwork from folders. He asked if VSS access could be granted to VAVS Representatives and Deputy Representatives so they can pull their organization's data directly from VSS, or this data could be put into electronic files for retrieval. Ms. Balun stated her staff has consistently been trying to upgrade the VSS system for the past six years, and has not seen any progress in the process. At this time VAVS Representatives and Deputy Representatives are not able to have access to VSS. Ms. Balun stated that a few facilities have put the data in electronic files and referred Mr. Beadles to communicate with the facilities directly.

An audience member expressed a previous concern regarding the difficulty for a new volunteer to identify individuals at the NAC, and thanked Ms. Balun for her assistance in coordinating color coding name badge holders used at the NAC to distinguish between VA staff, VAVS Representatives and Deputy Representatives, Executive Committee Members and other attendees.

Mr. Naugher discussed and re-emphasized with the staff present the different Representative/Deputy Representative service codes when entering them in VSS and asked them to please use the 135A code appropriately.

Ms. Joyce Parke, American Red Cross, asked how the VAVS Program works in a joint military-VA hospital such as Fort Belvoir in the Washington D.C. area. Ms. Balun stated that it successfully worked in Albuquerque, and volunteers are only eligible if the military site/facility is treating VA patients. However, if the facility is treating active duty and VA patients through a mutual agreement with the facility's management, then VA volunteers can be placed in that site.

Mr. Kilgore stated that volunteers can get hours at a State Veterans Home if it is affiliated with a local VAMC and that an MOU needs to be signed by both facilities. Another attendee from the Hampton VAMC stated that the DAV Department of Virginia adopt Veterans on a ward of a community living center or state Veteran home and the volunteers post their hours under the DAV program.

Ms. Martha Neyman, Soldiers' Angels, recommended that facility websites should have the VAVS Chief's name listed in addition to the correct phone number, so they will know who to contact. Ms. Balun stated that she can only suggest having the VAVS contact information on each website since the local websites are not controlled by VACO.

Ms. Kay Croll, Women Marines Association, referred back to the comment about State Homes, and said that there are seven State Homes in Pennsylvania that have gone through VA regulations between management at the State Veterans Home and with the local VAMC. Ms. Croll then remarked that she has not had any success. Mr. Kilgore said that it may take up to a year for it to be implemented, and that it is a persistent process that must be pursued. Ms. Balun referred Ms. Croll to the VISN 4 VAVS Liaison for further assistance. Mr. Turner added that in different states VAVS has to report to a State Veterans Affairs member, not the State Veterans Homes.

Ms. Ruth Walters, American Red Cross, asked if there were a minimum amount of hours required to be a volunteer. Ms. Balun replied that no requirement of hours is given, however every VA is different in how it handles this matter.

Mr. Jerry Brown, Veterans Voice, announced that an individual won the poster drawing contest. Ms. Balun told the audience to seek any VAVS staff member met at the open forum if you have further for further VAVS issues or discussion items. She also reminded the audience that Mr. Kilgore will open the Business Session tomorrow at 8:30 a.m.

BUSINESS SESSION

Tuesday, March 5, 2013 – 8:30 a.m. – 11:30 a.m.

Call to Order: Mr. Kilgore called the session to order.

Invocation: Given by Chaplain John Oliver, Chief, Chaplain Service, Durham VAMC, Durham, North Carolina.

Pledge of Allegiance: Led by Ms. Sylvia Rowland, VAVS Deputy National Representative, AMVETS Auxiliary.

National Anthem: Sung by Chaplain John Oliver, Chief, Chaplain Service, Durham VAMC, Durham, North Carolina.

Welcome: Mr. Kilgore thanked Chaplain Oliver and Ms. Rowland and welcomed everyone to the 67th NAC. He thanked and thanked VISN 6 for hosting the NAC this year and introduced Mr. Daniel Hoffman, VISN 6 Network Director. Mr. Hoffman welcomed everyone and gave a round of applause again to Chaplain Oliver for singing the National Anthem. He recognized the VACO staff, VAVS volunteers and Ronni Miller, VAVS Chief at the Durham VAMC. He stated that VA facilities could not run smoothly without volunteers who comfort and assist patients and their families and provide a tremendous support to staff.

Mr. Hoffman shared a brief background on VISN 6 and stated the region has some of the highest active duty military and Veteran populations in the country. Ms. Sara Haigh, Associate Director, Durham VAMC, welcomed everyone to the city and thanked the attendees for their efforts in serving Veterans every day. Ms. Haigh thanked Ronni Miller and her staff for their dedication and stated that Durham VAMC had more than 1,200 volunteers who donated 180,000 hours last year. She also thanked the staff who provided the Health and Information Fair at the NAC.

Roll Call: The VAVS NAC was established in 1946 and became a federally chartered advisory committee in 1973. A copy of the Committee's charter had been provided to the members. The purpose of the NAC is to advise the Secretary, through the Under Secretary of Health, and other members of the VHA Central Office staff, on how to coordinate and promote volunteer activities within the VA healthcare facilities and on matters pertaining to volunteerism.

The roll call of the NAC members was duly recorded as follows:

<u>Organization Name</u>	<u>Present (P)/ Absent (A)</u>
<u>Service Member Organizations</u>	
American Legion (The)	P
American Legion Auxiliary	P
American Red Cross	P
AMVETS	P
AMVETS Auxiliary	P
Benevolent and Protective Order of the Elks	P
Blue Star Mothers of America, Inc.	P
Disabled American Veterans	P
Disabled American Veterans Auxiliary	A
Forty and Eight	P
Jewish War Veterans of the USA	P

Knights of Columbus	P	
Korean War Veterans Association	P	
Ladies Auxiliary to the Veterans of Foreign Wars	P	
Ladies Auxiliary to the Order of the Purple Heart of the U.S.A.	P	
Marine Corps League	P	
Marine Corps League Auxiliary	P	
Masonic Service Association of North America	P	
Military Order of the Cootie of the U.S.	P	
Military Order of the Cootie Auxiliary	P	
Military Order of the Purple Heart of the U.S.A., Inc.	P	
National Society of Daughters of the American Revolution	P	
Paralyzed Veterans of America	P	
The Salvation Army	P	
Sons of the American Legion	P	
United Voluntary Services	P	
Veterans of Foreign Wars of the U.S.		A
Vietnam Veterans of America, Inc.		A
WAVES National	P	

Associate Service Member Organizations

American Gold Star Mothers	P	
Blinded Veterans Association	P	
Catholic War Veterans		A
Catholic War Veterans Ladies' Auxiliary	P	
Corporation for National and Community Service	P	
Fleet Reserve Association	P	
Gold Star Wives of America, Inc.	P	
Italian American War Veterans of the US	P	
Ladies Auxiliary of the Fleet Reserve Association	P	
Ladies Auxiliary, Polish Legion of American Veterans, U.S.A.	P	
National Ladies Auxiliary, Jewish War Veterans of the U.S.A.		A
National Society Colonial Dames XVII Century		A
National Society Sons of the American Revolution	P	
Polish Legion of American Veterans, U.S.A.	P	
Soldiers' Angels	P	
Sons of AMVETS	P	
United Auto Workers	P	
United Daughters of the Confederacy	P	
Women's Army Corps Veterans Association		A

Donor Member Organizations

Air Compassion for Veterans		A
The Bowlers to Veterans Link (BVL), Inc.	P	

Hospitalized Veterans Writing Project
The Silver Star Families of America

P
P

Honorary Member

Women Marines Association

P

Opening Remarks and Meeting Objectives: Mr. Kilgore provided opening remarks and asked the group to review the NAC meeting goals and objectives on page 11 of the meeting booklet. He also asked that voting members read and be prepared to vote on the 2013 VAVS NAC Recommendations that were handed out to the Service Member Organizations.

Mr. Kilgore stated that John S. Hale, NAC Chairperson and Veterans Health Administration Chief Communications Officer will not be presenting this year due to illness.

Mr. Kilgore recognized and announced this year's NAC Male and Female Volunteers of the Year, American Spirit Award recipients and the Award of Excellence recipient.

Male Volunteer of the Year: Mr. Steven Leisure of Tuscaloosa VAMC, Tuscaloosa, Alabama.

Female Volunteer of the Year: Ms. Miriam Daley of Edith Nourse Rogers Memorial Veterans Hospital, Bedford, Massachusetts.

American Spirit Awards: Ms. Mary Jo Munnelly recognized and announced this year's recipients as follows:

- Student Recruitment Category: VAVS Red Wave Program, VA California Healthcare System, Fresno, California.
- Military Recruitment Category: VAVS Operation War Fighter Program, Robley Rex VAMC, Louisville, Kentucky. Ms. Mary Jane Crowder, Chief, Voluntary Service receives award on behalf of the program.
- Corporate Recruitment Category: VAVS program of the Edith Nourse Rogers Memorial Veterans Hospital, Bedford, Massachusetts. Mr. Joseph Dooley, Chief, Voluntary Service and Ms. Sarah Slagle, Voluntary Service Specialist received the award on behalf of the program.

Ms. Balun thanked Ms. Munnelly for presenting the American Spirit Awards.

In honor of the VA Voluntary Service Award for Excellence, Ms. Balun recognized and presented it to Ms. Karen O'Neal, Chief, Voluntary Service, Erie VAMC, Erie, Pennsylvania. Ms. O'Neal thanked VAVS and presented a thank you statement to the audience. Ms. Balun thanked the committee that reviewed and selected the final awardees.

Mr. Kilgore introduced Theresa Hancock, Director of Veterans and Consumers Health Informatics Office, My HealtheVet.

MyHealtheVet: Ms. Hancock presented and updated the audience on MyHealtheVet (MHV) features including prescriptions, appointments, lab results, etc. Statistics were provided regarding usage in fiscal year 2012. She stated that over 2.1 million people are now registered with MHV, which represents growth of 227 percent from when the program was first initiated. There is also a tool to help you track your life/health issues. She explained Blue Button and its ability to read patient information about oneself. She expressed the importance of the MHV tool and how it will assist and enhance the provider and patient care relationship. Ms. Hancock concluded by recognizing the partnership between MHV and VAVS as part of the initiative to hire Veterans as temporary employees to assist with MHV in VA facilities. The initiative contributed to significant increases in volunteer recruitment, MHV registrations, MHV Premium accounts, and patients opting-in for Secure Messaging.

Mr. Kilgore thanked Ms. Hancock for the MyHealtheVet update and made an announcement regarding the Parke Board ballots for new members to be picked up and returned. He mentioned that there are three people nominated and two will be selected.

(Recess.)

(Whereupon, the meeting resumed.)

Mr. Kilgore called the meeting back in session and introduced Ms. Monica Mohindra, Project Coordinator and Communications, Veterans History Project.

Veterans History Project: Ms. Moindra gave a brief history about the Veterans History Project and stated that since the project began in 2000, more than 86,000 stories from WWI to present were recorded. She explained the project has three new efforts, which include: 1) use of share tools on the website and work with media; 2) use of the Real Simple Syndication feature for simple communication channel that can email directly to the Library of Congress; and 3) hyperlink records to refer users to additional information.

Mr. Kilgore thanked the DAV for sponsoring the break and introduced Ms. Laura P. Krejci, Associate Director, VHA Officer of Patient Central Care and Cultural Transformation.

Patient-Centered Care: Ms. Krejci shared the culture transformation process of “patient-driven” care. Ms. Krejci said that initially, patients were only treated to service connected related injuries. The three main goals in patient-driven care are: 1) moving beyond treating a patient’s specific disease to treating the entire person; 2) incentivizing measurable improvements in health outcomes; and 3) aligning resources to sustained value. The overall goal is to provide a healing environment starting with the information desk all the way through to the physician or other provider. She also explained the

eight different elements to self-care and to always have the patient at the center referred to as “Mindful Awareness,” and stated that the elements are all factors related to one’s personal care and well-being.

Ms. Krejci asserted that the number one priority is to listen to the Veterans. She mentioned that she and Ms. Balun created a toolkit so healthcare organizations can create Veteran Advisory Programs. Ms. Krejci identified five Centers of Innovation that show true leadership, and presented four VAMCs that are building new facilities in 4 regions across the country. She mentioned that all VA employees will receive patient care education, and for clinicians integrative health coaching.

A video was presented to the audience about patient-driven care.

Mr. Kilgore thanked Ms. Krejci and introduced Ms. Lisa Pape, National Director Mental Health, Homeless and Residential Rehabilitation Treatment Programs to speak on the Homeless Veterans program and initiatives.

Homelessness: Ms. Pape provided an overview of the homeless issues and current programs nationwide to help end homelessness. She stated that more than 62,000 homeless Veterans are living on the streets, in which 9.8 percent of them are adults that average 51 years old and 11 percent are women Veterans. Eleven percent of homeless Veterans are from the Iraq/Afghanistan wars. She provided the homeless hotline phone number (877) 424-3838 or VA Chat Line for Veterans, service organizations, social workers, or community members who know of a homeless Veteran who needs help. She mentioned the goal for 2013 is to have 60,000 Veterans housed, and with the assistance from the HUD/VASH Program, Veterans are able to receive a voucher for Section 8 housing. Other programs Ms. Pape acknowledged include Supportive Services for Veterans’ Families, outreach to prisons, Homeless Veterans Supported Employment, and public service announcements through public transportation.

Mr. Kilgore thanks Ms. Pape and announced the afternoon workshops and noted the rooms of each session. The business session was adjourned at 11:30 a.m.

Parke Luncheon
Tuesday, March 5, 2013 – 12:00 Noon – 1:45 p.m.

Call to Order: Mr. John P. Brown, III, President, James H. Parke Memorial Fund called the Parke Luncheon session to order.

Invocation: Given by Chaplain John Oliver, Chief, Chaplain Service, Durham VAMC, Durham, North Carolina.

Pledge of Allegiance: Led by Ms. Anne Morris, VAVS Representative, Asheville VAMC, Asheville, North Carolina.

Entertainment: Provided by Ms. Jillian M. Griego, Music Therapist, Durham VAMC, Durham, North Carolina.

Mr. Brown served as Master of Ceremonies for the Parke Luncheon and thanked Chaplain Oliver and Ms. Morris. He introduced a video presentation of the Parke scholarship award winner, Ms. Krystal M. Sherrill, student volunteer at the Richard L. Roudebush VAMC, Indianapolis, IN, who received the \$20,000 Parke scholarship award. Mr. Brown presented the award to Ms. Sherrill and she accepted it, thanked the Parke Board, and gave acceptance remarks. Mr. Brown and the Parke Board conducted the acceptance of donations, whereby organizations and individuals in attendance were welcomed to come forward to present donations to the Parke Memorial Fund. Mr. Brown thanked Ms. Griego for the beautiful background music she played prior to and during the luncheon.

BUSINESS SESSION

Wednesday, March 6, 2013 – 8:30 a.m. – 11:30 a.m.

Call to Order: Mr. Kilgore called the session to order.

Pledge of Allegiance: The pledge was led by Mr. Tom Dupree, Knights of Columbia, Durham VAMC, Durham, North Carolina.

Subcommittee Reports:

Recommendations: reported given by Mr. Brian Bertges, Chairperson, Recommendations subcommittee.

The proposed recommendations were summarized as follows:

1) that the VA reduce the requirements for NAC organizations from being represented at thirty facilities to 25 facilities for the purpose of voting privileges at the NAC while increasing the requirements to be represented on the NAC Executive Committee from being represented at 30 facilities to 50 facilities. By reducing the requirements by 25 facilities it will help maintain the percentage of facilities that an organization would need to be represented at as a voting member. Organizations that are represented on the Executive Committee should have higher commitment which representation at $\frac{1}{3}$ of the facilities shows a significant level of national participation.

The Executive Committee suggested approval. Polish Legion of American Veterans moved to accept this action, with a second from AMVETS. **The motion carried.**

2) that the VA implement a plan in order to transition the VA in steps to reach goals of Homeland Security Presidential Directive 12 (HSPD 12) – more specifically to create a manual of other agencies governmental ID cards in order to bring new volunteers on

board quicker and retain volunteers that qualify all eliminating the duplication of security treks and identification cards.

The Executive Committee suggested disapproval of the recommendation. The Knights of Columbus motioned disapproval, and the motion was seconded by Military of the Purple Heart. **The motion carried.**

3) that the VA designates only one department to handle personal identification verification (PIV) and non-PIV process a facility-level. The American Legion further recommends that the VA work with representatives from the NAC Executive Committee to draft a midst of the PIV/non-PIV process for distribution to the VAMCs and the NAC organizations. By creating a standardized process and educating the VA staff and volunteers on midst of PIV, the VA will have the ability to bring new volunteers on quicker.

The American Legion motioned approval for this action and George Beadles of United Voluntary Service seconded. **The motion carried.**

4) that the VA create a modified personal identification verification PIV badge in order to distinguish volunteers from employees, IE contractor PIV badges and ensure that all volunteers that have computer access undergo a national agency check and inquires investigation (NACII).

Mr. Bertges explained the intentions for not approving were located in the HSPD 12 and therefore the Executive Committee suggests disapproval for this recommendation. AMVETS Auxiliary motioned for disapproval and it was seconded by the Military Order of the Purple Heart. **The motion carried.**

5) that the VA add both VAVS Representatives and the Voluntary Service System (VSS) Program to VBA and NCA locations in order to provide better communication accounting our volunteer currently providing services to these locations.

The Executive Committee suggested approval. The Forty & Eight moved to accept this action, with a second from the Military Order of the Purple Heart. **The motion carried.**

6) that the VA creates national recognition awards for the volunteers of the VBA and NCA. The recommendations calls for additional wards of the volunteers at both locations as there are currently no national awards specifically for the administrations. However, they are able to apply and be recognized through the NAC Volunteer of the Year.

The Executive Committee suggested disapproval. The Paralyzed Veterans of America moved to accept this action, with a second from George Beatle of United Voluntary Services. **The motion carried.**

7) that the VA actively engage government facilities in order to establish memorandums of understanding for the purpose of parking voluntary transportation network (VTN) vehicles at places closer to the voluntary driver in order to increase efficiency of the VTN Program by increasing the longevity of the drivers.

The Executive Committee suggested approval for this recommendation. The Disabled American Veterans moved to accept this action, with a second by AMVETS Auxiliary.

The motion carried.

NAC Volunteer of the Year: reported by Mr. Kilgore, Chair. The NAC Volunteer of the Year award recipients were introduced and recognized. NAC Female Volunteer of the Year: Ms. Miriam A. Daley, VAVS Representative, DAV Auxiliary, Edith Nourse Rogers Memorial Veterans Hospital, Bedford, Massachusetts and to NAC Male Volunteer of the Year: Mr. Steven E. Leisure, VAVS Representative, Knights of Columbus, Tuscaloosa VAMC, Tuscaloosa, Alabama.

Mr. Kilgore encourage the organizations to nominate deserving individuals and reminded everyone to fill out the nomination package correctly so that their nominee could be considered.

Recruitment: reported by Mr. Gallina, Chair, Knights of Columbia. Volunteer hours have continued at a downward trend since last year by 36,000. He reported that hours are down due to several factors. In addition, Mr. Gallina reported that hours are lost and Chiefs are not cleaning out volunteers who have not been logging in hours. He mentioned that current policies and standard operating procedures are improving, which helps a great deal for recruitment and retention, but the economy and government budget cuts are still a big issue. Mr. Gallina mentioned that VAVS Representatives and Deputy Representatives have a big job in recruitment, but he is not seeing any progress from last year. Mr. Gallina reminded VAVS Chiefs to report and monitor absences (or even of deceased individuals) who have not been present at meetings in order to implement effective quarterly reports. He emphasized the intergenerational recruiting strategy to the audience regarding the age demographics and stated that volunteering can open many new opportunities in networking and skills. He encouraged the VAVS Representatives and Deputy Representatives to nominate volunteers for the American Spirit Awards and for individuals to take advantage of recruiting volunteers for programs like the Homeless Stand Downs, MyHealthVet initiative or patient-centered care.

Membership: reported by Mr. Turner, Chair. Mr. Turner acknowledged three NAC organizations for their input and assistance in creating the proposed criteria for new NAC members, and reviewed the criteria for organizations who want to become future NAC members. He stated a motion made to send the recommendations forward. The Executive Committee suggested approval and was seconded by Mr. Bertges, The American Legion. **The motion passed.**

Ms. Patricia Kranzow, American Legion Auxiliary reported the changes regarding the standard operating procedures voted on by the Executive Committee.

A motion was made by Ms. Kranzow to revise both the Donor Member and Associate Donor Member sections of the SOP to read as follows:

Donor Member organizations are those which donate at least 5% of total revenue to assist or benefit Veterans at/to a minimum of thirty (30) VA facilities. Donor Members are expected to maintain such support at or above the thirty (30) VA facility minimum.

The motion was seconded by United Voluntary Services. A question was asked regarding how to monitor non-cash donations. Ms. Laura Balun responded by saying that the total amount is regulated through the 990 form, Line 20 and 22. Mr. Bertges clarified that this was only for donor members and doesn't include service organizations or those who donate time. **The motion carried.**

Associate Donor Member organizations are those which donate at least 5% of total revenue to assist or benefit Veterans at/to a minimum of fifteen (15) facilities.

The motion was made and seconded by AMVETS Auxiliary. **The motion carried.**

There are no provisions for conducting business between meetings of the Executive Committee, therefore it is suggested that the following be added to the SOP as the last paragraph of the Executive Committee of the VAVS National Advisory Committee section.

When an issue occurs between the meetings of the Executive Committee and a vote of the members is required, the vote and/or discussion may be held through an electronic means.

The motion was made and seconded by Ms. Judith Millick, Ladies Auxiliary to VFW. A question asked concern regarding if immediate results were necessary or if someone can wait seven days. Mr. Kilgore said in reference to the time frame that most are not immediate pressing. **The motion carried.**

New Business:

A change in the SOP was brought to Ms. Kranzow's attention after the Executive Committee meeting. On the first page of the SOP, third paragraph Ms. Kranzow reads the passage.

The Executive Committee is in charge of the annual meeting site selection. Voluntary Service Office presents to the Executive Committee those site nominations to be considered with a concurrence of the local Voluntary Service Program Manager and the MC Director. Upon selection

of the Executive Committee, Voluntary Service Office will then negotiate the hotel contract in the approved city for the VAVS NAC Annual Meeting.

Ms. Kraznow amended a suggestion for the SOP by removing the entire paragraph shown above except the first sentence. **The motion carried.**

Ms. Balun gave a brief VAVS report (same as the VAVS Update from the NEC Meeting on March 4, 2013).

VAVS Report: presented by Ms. Balun included the following highlights:

- \$266 million in volunteer contribution of hours served;
- \$87 million in gifts and donations were donated to the VA, which combined with the volunteer hour contributions totals \$353 million dollars of resources;
- Cost to VA is \$60 million to provide for staff salaries, supplies, meal tickets, and travel;
- Priorities for FY 2012 included: support the Secretary's initiative to eliminate Veteran homelessness; improve access to care through the Volunteer Transportation Network; standardize and promote VISN volunteers statistics; assist with voter registration for Veteran patients; and focus on VSS training for VAVS staff;
- Priorities for FY 2013 included: develop a video with *The American Veteran* in order to recruit volunteer drivers for the Volunteer Transportation Network (Ms. Balun showed a Recruitment video for volunteer drivers); develop a consistent template for official volunteer folders; develop a consistent on-boarding process for volunteers; develop the ability to accept credit card donations through E-Donate; and enhance VSS to increase the demands for data;
- VAVS 2013 accomplishments included: VISNs 2, 5, 8 and 16 have online credit card donations available; VISNs 4, 9, 10 and 18 are currently ready to go online; GOV delivery on the VAVS website; added MyHealthVet assistance by recruiting 80 to 90 Veterans;
- Ms. Balun announced that VA received an anonymous donation of more than \$12 million dollars this year.
- Ms. Balun showed a video about the National Salute to Veteran Patients and the many activities for this program across the country.

(Recess.)

(Whereupon, the meeting resumed.)

Mr. Kilgore thanked the Knights of Columbus for sponsoring the the break. Mr. Kilgore introduced Mr. Gary Kuna, fellow U.S. Marine, licensed clinical social worker, and currently the Suicide Prevention Coordinator, Durham VAMC, Durham, North Carolina.

Suicide Prevention and Make the Connection: Mr. Kuna spoke in absence of Dr. Jan Kemp, Director, Suicide Prevention and National Mental Health Program, due to her

flight delay. He stated that “one suicide is one too many,” and gave a brief overview of the campaign background, and statistics about Veteran suicide. He reported that the absolute number of non-fatal suicide events among VHA users has increased since the suicide prevention and application network started back in 2008. However, he said those events have now been trending downward. There are more than 300 VA Suicide Prevention Coordinators nationwide. VA has an integrated approach to suicide prevention, which includes: awareness and outreach; access to care; enhanced care delivery; training and collaboration; and research.

Mr. Kuna briefly reviewed VA’s integrated approach to suicide prevention which included awareness and outreach; access; enhance care delivery; training and collaboration; and research. He stated that the crisis hotline launched in 2007, provides confidential support 24 hour a day, 7 days a week, 365 days a year. He informed the audience of the warning signs and symptoms of suicide. Since then it has added an online chat for the technology-savvy and younger generation Veterans to remain confidentiality and the hotline is also open to the general public.

Mr. Kuna presented a video about behind-the-scene suicide prevention hotline calls.

He talked about the duties of the more than 300 Suicide Prevention Coordinators nationwide and their awareness and outreach effort at both national and local levels.

Mr. Kuna then showed the audience a series of Public Service Announcements (PSA) including the Make the Connection PSA and shared some Veteran Suicide Prevention promotional materials. He encouraged individuals to visit www.VeteransCrisisline.net to learn more about the program and other outreach efforts for suicide prevention.

Mr. Kilgore thanked Mr. Kuna and introduced Ms. Beverly Leneski, Chief, Voluntary Service, VA Ann Arbor Healthcare System to speak on the No Veteran Dies Alone Program.

No Veteran Dies Alone: Ms. Beverly Leneski, Chief, Voluntary Service, VA Ann Arbor Healthcare System thanked Ms. Balun for inviting her to speak on this topic. She explained the No Veteran Dies Alone (NVDA) program and its relation to palliative care and how that is different from hospice care. She briefly stated some statistics about deaths provided by the National Institute of Health. Ms. Leneski provided an overview of the NVDA volunteer program including the responsibilities and required training of the NVDA volunteers. Volunteers support the program by providing companionship and assistance to the Veteran and help to ensure that no one faces these end-of-life challenges alone. She described all of the volunteer responsibilities and activities that engage the Veteran patients, which may include holding their hands, talking to them with the chaplain, playing music, reading to them, etc.

Ms. Leneski said that at Ann Arbor this assignment is not for every individual, and quarterly training is conducted by the palliative care unit followed by the Voluntary Service orientation.

Closing Video: The business session concluded with Mr. Marty Naugher's video presentation celebrating Ms. Balun's career in honor of her upcoming retirement.

Mr. Kilgore thanked Mr. Naugher and reminded attendees that the decision concerning the location and dates for 2014 Annual NAC Meeting will be deferred until the EC Critique on Thursday, March 7, 2013, as decided at the March 4, 2013, EC Meeting.

EDUCATIONAL WORKSHOPS

The Hip Hop Generation

Faculty: Ms. Deborah P. Jackson, Chief Voluntary Service and Mr. Embra Jackson, Voluntary Service Specialist TCF Intern, G.V. (Sonny) Montgomery VAMC

VAVS staff from the G.V. (Sonny) Montgomery VAMC in Jackson, Mississippi have a unique and thriving youth volunteer program. This workshop addressed the challenges of recruiting, managing, and mentoring the youth of today and making volunteering at VA an appealing choice for the "Hip Hop" generation. Participants were given ideas to increase interest among younger volunteers and foster a sense of ownership in their volunteer program. Generational differences were discussed in terms of what different age groups expect from a volunteer experience and how best to capitalize on the talents each group brings to the overall Voluntary Service program.

Volunteers Knock It Out of the Park – Developing Adaptive Sports Programs at Your Facility and Getting Your Volunteers Involved

Faculty: Ms. Kendra Monden, Chief, Recreation Therapy, Durham VAMC

With an increasingly younger Veteran population, adaptive sports have become a vital part of many VA Recreation Therapy programs. This workshop provided participants with ideas and tools to develop, implement, and enhance sports and recreation programs for Veterans with disabilities. Strategies were discussed such as involving existing sports and recreation organizations in the community and increasing volunteer involvement.

Volunteers: The Key to My HealtheVet Success

Faculty: Mr. Randy D. McCracken, Communications Specialist, Charles George VAMC

My HealtheVet has become a valuable tool in VA health care, but as a new program that involves computer use, it has been a challenge to orient older Veterans to this new technology. This workshop detailed the MyHealtheVet program and features and demonstrated several features such as Blue Button and Secure Messaging. The presentation also highlighted the use of volunteers in the MyHealtheVet office and stressed that they are an essential component in implementing a successful program.

Building Relationships with the National Cemetery Administration

Faculty: Ms. Mary Badame, Voluntary Service Specialist, Philadelphia VAMC

VAVS has made it a priority to diversify the types of assignments offered to volunteers and at the same time extend its support beyond the walls of VAMC to include assignments in the Veterans Benefits Administration and the National Cemetery Administration. This workshop provided a model for using individual volunteers and groups in a national cemetery setting and stressed the importance of building a relationship between VAVS and the national cemeteries. Participants learned about best practices from the Philadelphia National Cemetery including day to day assignments, ceremonial honor guard, and special events and projects that can be implemented at other national cemeteries.

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