

**65th Annual
VA Voluntary Service
National Advisory Committee Meeting**

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Director**



Value Convenience Service

Contents

- Introducing VCS – Program at a Glance
- Voluntary Service Partnership
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Program at a Glance

Mission

- To provide America's Veterans, enrolled in VA's Healthcare System, their families, caregivers, VA employees, volunteers, and visitors, reasonably priced merchandise and services essential to their comfort and well-being.

Establishment

- 1946, Public Law #109-461, 1946
- U.S.C. Title 38
 - Chapter 78
- Self-sustaining
- Independent Entity (VHA)
- Standardized services

VHA Handbook 1008.01

- VCS Operations
- Tenant Unit
- Defines VCS authority in MCs
- Defines MC Support:
 - Space
 - Maintenance
 - Necessary equipment
 - Services and utilities

Retains Operating Control

- Sales/Inventory
- Budget & Finance
- Contracts & Procurement
- Personnel Management



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Program at a Glance (continued)

VCS Operations

- Headquarters – St. Louis, MO
- 180 Store Locations
- 27 Contract Coffee Shops
- 80 VCS Operated Coffee Shops
- 97 CBOCs (Vending/ Coffee Shops)
- 91 Eye Clinics
- 1 CO Special Order Call Center
- 3 VBA Operations

VCS Business Lines

- PatriotStores (Retail)
- PatriotCafes (Food Courts)
- PatriotExpress (Vending)
- PatriotMart (Concessions)
- VA/VCS Online Exchange Catalog
- Outpatient Clinics
- Coffee Shops
- PatriotVision (Eye Clinics)
- PatriotClips (Barber Shops)
- PatriotStoreDirect (Special Order 1-800)

VA Partnerships

- Fisher House
- GEMS
- EMS
- SOARS
- WIN
- Voluntary Service
- Leadership VA
- NFS
- Partnership Council



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VCS meets your needs!

- Provide quality products/services
- At competitive prices
- Tax-free
- AND give back to Voluntary Service

HOW?



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VCS Gives Back: Voluntary Service Promotional Account (VSPA)

- **VSPA receives a % of bulk sales made directly to VSOs**
- **Receives 10% Credit for:**
 - Normal bulk retail, food, and catering sales
 - Sales tendered via 1-866 number
 - Sales made for Voluntary Service awards
- **Receives 5% Credit for:**
 - Patron Coupon Book Sales
 - ✓ Once coupon book sales exceed the prior year sales level
 - Electronics Sales



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VSPA Fund Guidelines

- Funds available to Chief, Voluntary Service, at each MC
- No restrictions on use of funds
- Only requirement: Merchandise and or caterings must be purchased from the VCS at regular VCS prices



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VSPA: How it Works

Is there a lot of PAPERWORK?

Absolutely Not!!

**All transactions are tracked by the Canteen Chief or at
VCS Central Office.**

Just Ask!!

**Your Canteen Chief will record your qualifying sales for
VSPA Credit!!**



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VSPA: How to order

- Call 1-866-256-0266 or email vcsvso@va.gov
- VCS agent takes your order
- VCS buyer obtains quotes and product
- Caterings: all information will be taken and provided to the local canteen for action
- And the best part is, your VSPA will get credit for the sales!



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VSPA: Sample Merchandise

Totes - Magnets - Apparel - Mugs - Pencils - Novelties



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VCS/Fisher House Partnership

- Annual Sales Event (Acosta)
 - ✓ Proceeds to Fisher House
 - ✓ 2010: \$46K
- Coca-Cola promotion
 - ✓ \$.05 for every \$1 sold
 - ✓ 2010: \$12K
- \$20 coupon to families first visit



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VCS/Fisher House Partnership: How You Can Help

VSOs can assist by:

- Providing household items, personal care items, clothing
- Cash donations to purchase necessities not readily in stock (i.e. feminine products, food, personal care items, etc.)



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VCS Homeless Initiative

- Established \$500K fund
- Future Plans
 - Free meal card
 - Provide employment opportunities
 - Offer training/skills (i.e. cooking classes)
 - Provide \$20 coupon for essential items (personal care, clothing, shoes, etc.)
 - ✓ Upon move to housing



Homeless Initiative: We Need Your Support!

VSOs can assist by:

- \$20 coupon purchased from VCS
- Providing household items, personal care items, clothing (especially men's, large sizes)
- Employment opportunities
- Cash donations for other necessities not readily in stock (i.e. feminine products, food, personal care items, etc.)



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THANK YOU



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