69th VA Voluntary Service National Advisory Committee Meeting & Conference

New VAVS Rep/Dep Training

Albuquerque Marriott Hotel

Albuquerque, New Mexico

April 22, 2015

Voluntary Service
DEPARTMENT OF VETERANS AFFAIRS

VA HEALTH CARE | Defining EXCELLENCE in the 21st Century

About the Presenters…

- **Charles H. Gallina, PSD/FVSM, KHS**
  - Colonel, U.S. Marine Corps/Retired
  - National VAVS Representative, Knights of Columbus
  - Chair, NAC Recruitment Subcommittee
  - Assistant for Military and Veterans Affairs
  - Liaison to the Archdiocese of the Military Services, USA
  - Co-Chair, NAC Partnership AD HOC Committee

About the Presenters…

- **Joseph P. Dooley, Jr**
  - Chief, Voluntary Service at the Edith Nourse Rogers Memorial VAMC
  - VISN 1 VAVS Liaison for the VA New England Healthcare System
  - Certified Administrator of Volunteer Services (AHA)
  - Voluntary Service Field Resource Team Member
  - Member, NAC Partnership Ad Hoc Committee to NAC EC

Intended Audience

- New National Advisory Committee Representatives & Deputy Representatives
- New local Reps & Deps
- Others in the room:
  - Seasoned National Reps & Deps
  - Seasoned local Reps & Deps
  - Other VAVS volunteers
  - Various VSO leadership & members
  - VAVS staff

A Few Ground Rules

- The experts are all around you… we will present the information but adult learning rarely results from lecture
- Despite the size of the audience we want to make this as interactive as possible
- Place phones on silent or vibrate
- Keep local policy in mind
- Complete evaluations

Acronyms & Abbreviations

Within VA

- VHA
- VBA
- NCA
- CO
- VISN
- VAMC
- CBOC
- WOC

Within VAVS

- VAVS
- NAC
- EC of the NAC
- Rep.
- Dep.
- NCO
- AJR
- RS
- VTN

A challenge for you…

What We'll Cover

- References and web resources
- The circular partnership within VAVS and the VAVS mission
- Organizational structure
- Purpose of the NAC
- Membership categories within the NAC
- Executive Committee of the NAC
- Subcommittees of the Executive Committee
- Responsibilities of various parties
- Local perspective & duties
- Snapshot of statistics within VAVS
- Priorities moving forward

References & Web Resources

- NAC Standard Operating Procedures
- National VAVS Rep & Dep Guidelines
- VHA Handbook 1620.01 – Voluntary Service Procedures
- VHA Handbook 1620.02 – Volunteer Transportation Network
- VHA Handbook 1620.03 – State Veterans Homes
- VHA Directive/Handbook 4721 – General Post Fund
- Annual Joint Review form
- Summary of the Annual Joint Review
- Cumulative Attendance Listing of VAVS Committee minutes
- Local VAVS policy (Consult your local VAVS Program Manager)
- Reference website: http://www.va.gov/vhapublications/
- Many Veteran, Civic, Fraternal and other organization websites provide great insight such as the Knights of Columbus at:
  - http://www.kofc.org/un/en/military/serving/support_materials.html

A Circular Partnership

"The VAVS plan is unique in government operations. I know of no other plan by which the national voluntary organizations participating in a government program advise with the government agency – and in turn, are advised by the agency on a continuing basis for the effective and purposeful use of the volunteer resources of the organizations in the agency's programs."

James H. Parke (1961)

VAVS – What is it?

V = Veterans

A = Affairs

V = Voluntary

S = Service

www.volunteer.va.gov

The VAVS Mission

- VA Voluntary Service's mission is to provide a structured Volunteer Program under the management of VA compensated employees in cooperation with community resources to **serve America's Veterans and their families** with dignity and compassion.

- VAVS supports VA and VHA strategic goals by recruiting, supporting and retaining a knowledgeable, diverse and engaged supplemental workforce of volunteers.

- The volunteer programs throughout the country assist management in the delivery of VA health care by improving access to care, assisting with long-term care, improving patient satisfaction and much more.

Definitions

- **Without Compensation (WOC) Volunteers**

  Volunteers accepted in the VAVS Program are considered WOC employees. WOC precludes monetary payments, or any form of compensation by VA not authorized by policy.

- **Regularly Scheduled (RS) Volunteers**

  RS volunteers are individuals who have registered to participate in the VAVS Program in a regularly scheduled assignment under VA supervision and who have completed a volunteer orientation. (Frequency of participation is determined locally.)

- **Occasional Volunteers (OV)**

  Occasional volunteers are those individuals serving under the VAVS Program who do not meet the requirements of RS volunteers. Individuals frequently volunteer with a group or organization on an occasional basis.

- **Student Volunteers (21 and under)**

  Student volunteers under the age of 18 must have written parental or guardian approval to participate in the VAVS Program. The minimum age for volunteers is determined by facility management.

VA Organizational Structure

Robert "Bob" McDonald

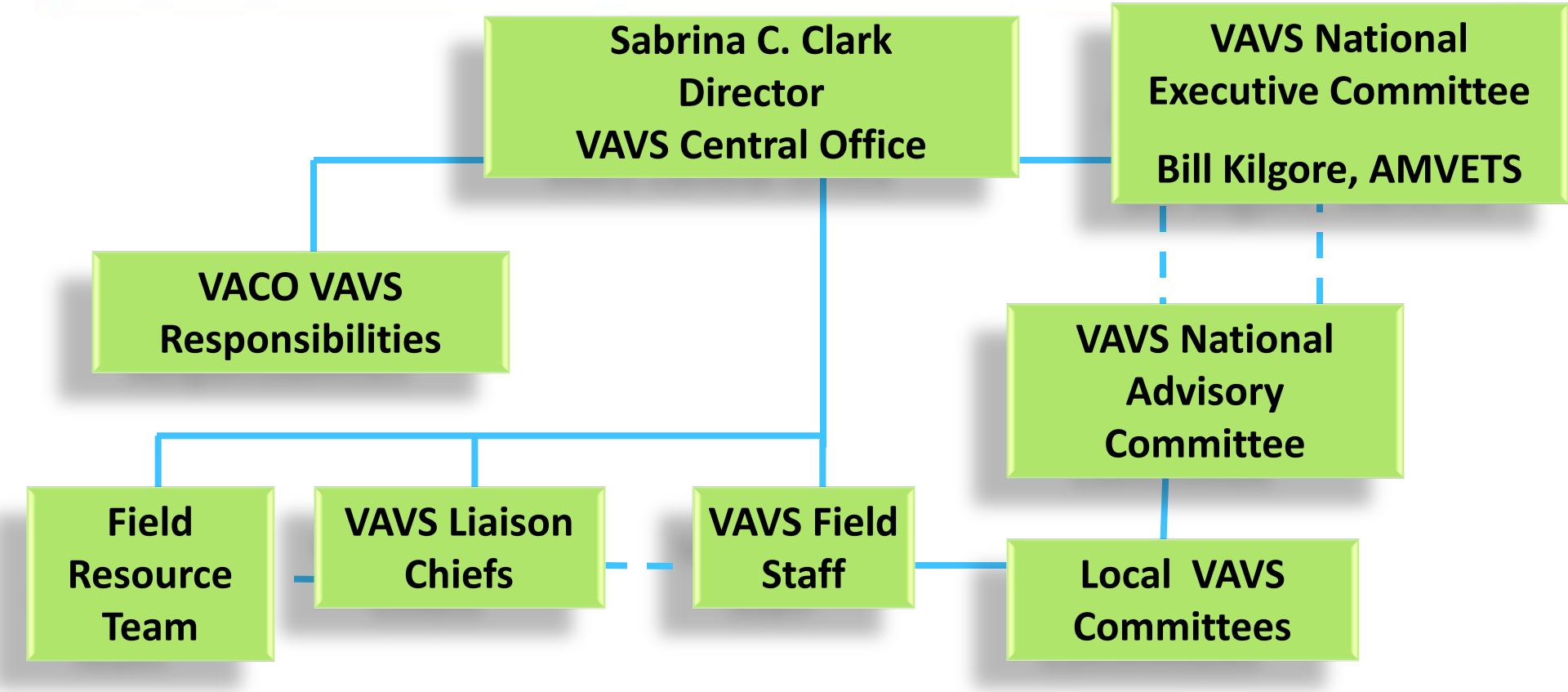
Secretary of Veterans Affairs

Allison Hickey
Under Secretary
Veterans Benefits Administration
VBA

Dr. Carolyn Clancy, Interim Under Secretary
Veterans Health Administration

Ronald Walters, Interim Under Secretary
National Cemetery Administration
NCA

VAVS Organizational Structure



VISN VAVS LIAISON CHIEFS

Purpose of the National Advisory Committee (NAC)

Provides advice to the Secretary of Veterans Affairs, through Dr. Carolyn Clancy, Acting VA Under Secretary for Health, on the coordination and promotion of volunteer activities within VA health care facilities, and on other matters relating to volunteerism; and keeps the officers and members of participating organizations informed of volunteer needs and accomplishments.

National Advisory Committee

- Established by VA Circular No. 117, May 17, 1947
- Became a federally chartered advisory committee on February 5, 1975
- Advises the Secretary of Veterans Affairs, through the Under Secretary for Health, on:
  - Matters relating to the coordination of volunteer activities
  - Matters relating to the promotion of volunteer activities
  - Other matters relating to volunteerism
  - And keeps officers and members of participating organizations informed of volunteer needs and accomplishments

NAC Membership Categories

- Service Member (Voting Member): 25+ facilities
- Associate Service Member: 15+ facilities
- Donor Member: 30+ facilities
- Associate Donor Member: 15+ facilities
- Adjunct Member Youth Organizations
- Honorary Member (10 consecutive years on National Advisory Committee)

NAC Composition

- Each member organization may appoint one (1) National Rep and up to two (2) Deputy National Reps
- Additional Deps, up to a maximum of eight (8) may be appointed when the need is justified and approved by the Director, Voluntary Service Office
- NAC Chairperson is the Chief Communications Officer, VHA, Central Office
- Deputy Chairperson is the Director, Voluntary Service, VHA, Central Office

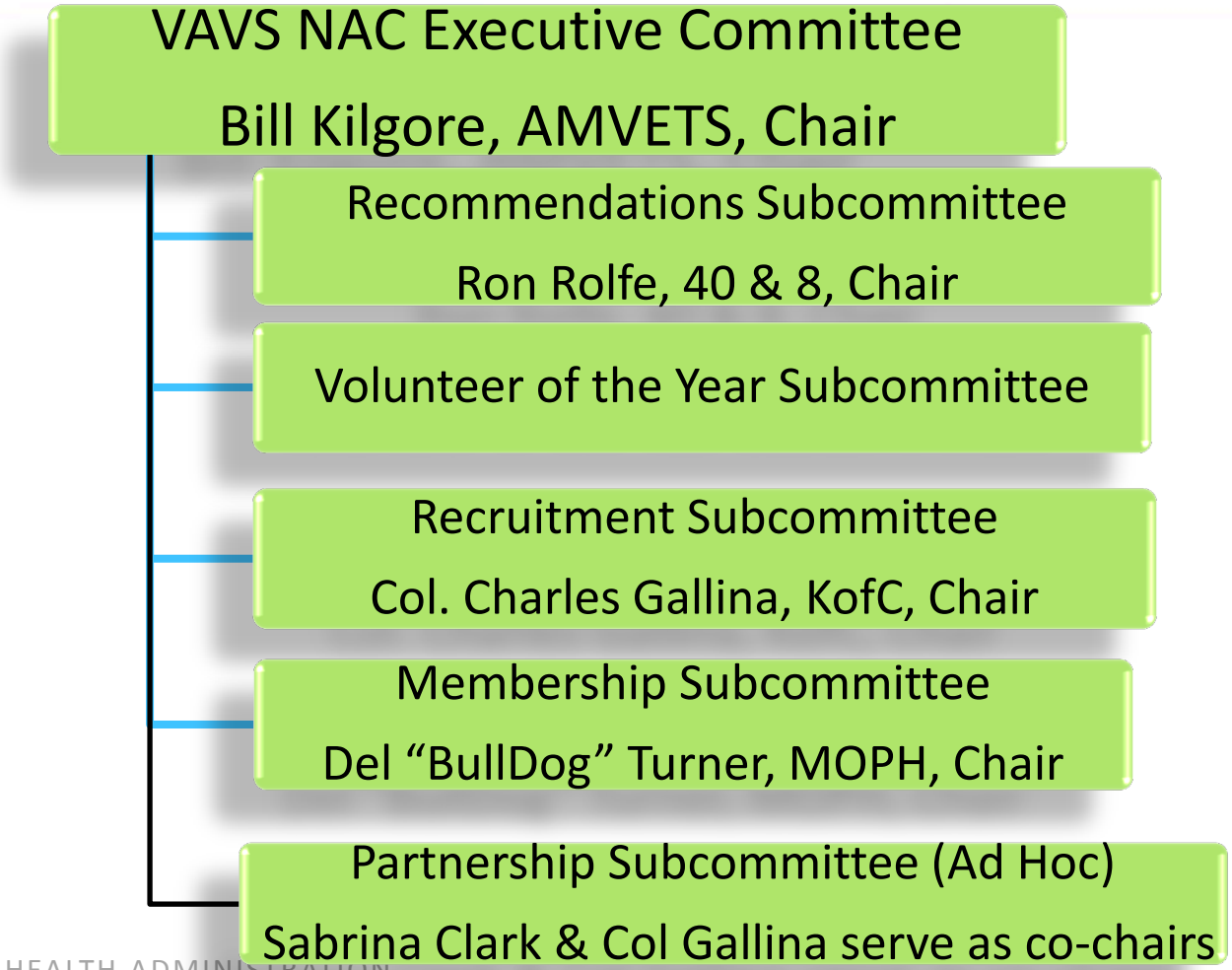
What is a NAC Recommendation?

- Recommendations are made by the NAC to the Secretary of VA (Secretary McDonald) through the (acting) Under Secretary for Health (Dr. Clancy)
- Recommendations call for improvements in VA Voluntary Service to Veteran patients on a national level
- **The primary duty of the NAC is to make recommendations to the Under Secretary of Health**
- Recommendations are why we are here !!!

VAVS National Executive Committee

- Is a working group selected from NAC Service Member organizations
- Make recommendations to the NAC on all areas of VAVS NAC business and activities
- Serves as the governing body between annual meetings of the NAC and is entrusted with the responsibility of fulfilling the NAC Charter
- Is charged with selecting the NAC annual meeting site
- Will be available to the Director, Voluntary Service Office for discussion, consultation, planning and coordination of VAVS NAC programs and activities

NAC Executive Committee Organizational Structure



Responsibilities

National VAVS Representative

- Official liaison between VHA CO and the organization in all aspects of the VAVS program
- Assists the State/Dept Commanders and the National Certifying Official in the selection and certification of local VAVS Reps/Deps
- Provides initial guidance and information to local Reps and Deps

Recommended Orientation Topics for New Local VAVS Reps / Deps

- Certification letter from National Certifying Official
- Welcome letter with enclosures
  - VAVS Rep & Dep Training Guide
  - VHA Handbook 1620.01 “VA Voluntary Service Procedures”
  - VHA Handbook 1620.02 “Volunteer Transportation Network”
  - VHA Handbook 1620.03 “Recognition for State Veterans Home Volunteers”
  - VAVS AJR and Summary of AJR Forms
  - Confirmation of VAVS local orientation - Acknowledged by Chief or Designee
  - Service Organization mission, goals & expectations for VAVS Rep

Responsibilities

Local VAVS Chief or Program Manager

- Contacting newly appointed local Reps & Deps
- Providing general orientation and training to include:
  - Background check based on assignment
  - Personal Identification Verification (PIV)
  - Providing identification badge
  - Entering individual into the Voluntary Service System utilizing the appropriate 135A code and other assignment code
  - Providing calendar of VAVS Committee meeting dates
  - Maintaining communication regarding activities of the local VAVS program

Responsibilities

Local VAVS Rep or Dep

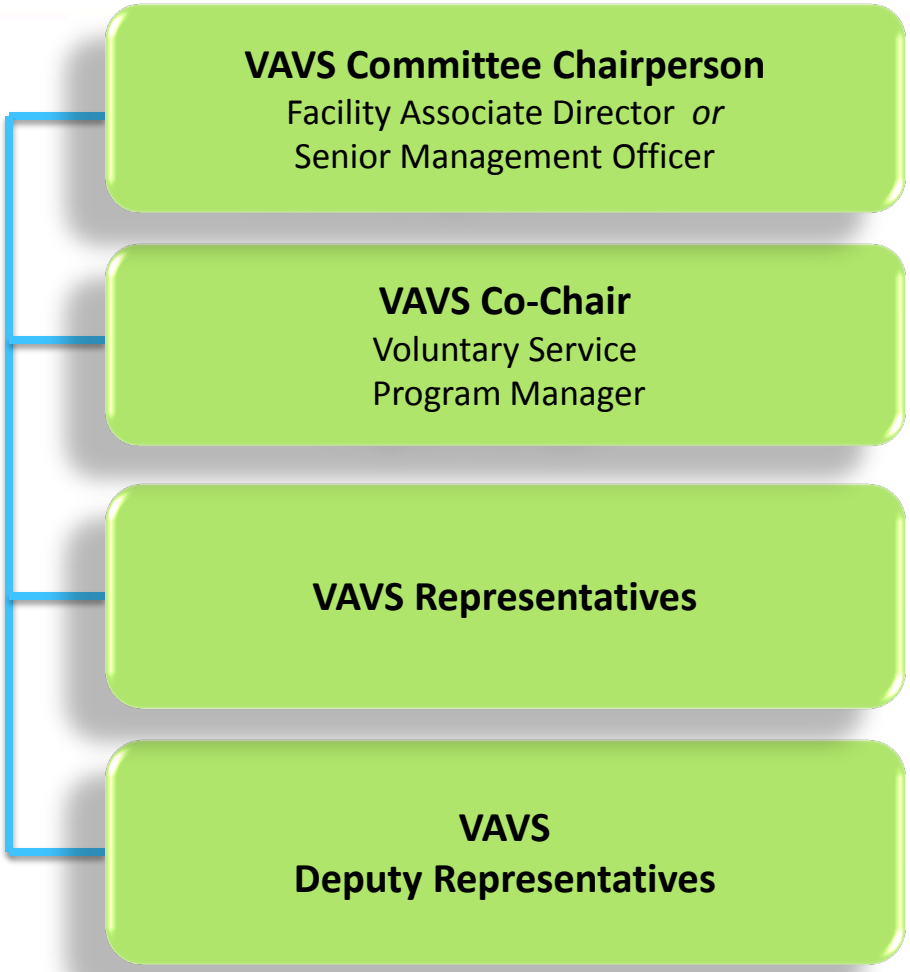
- Contacting the local VAVS Chief or designee upon receiving certification
- Completing the orientation at the earliest opportunity, to include placement into the Voluntary Service System
- Regularly attend local VAVS Committee meetings
- Initiate and conduct an Annual Joint Review (AJR)

Local VAVS Committee Purpose & Structure

- **Purpose:** To assist with the coordination of plans and policies for community participation in the VAVS Program
- **Chair**: VA Medical Center Associate Director or other senior management official
- **Deputy Chair**: Voluntary Service Program Manager
- **Membership**: 1 Representative
- Up to 3 Deputy Representatives*

*exclusive of satellite clinic appointments

Local VAVS Organizational Structure



Local VAVS Committee

Appointments

Source for nominees varies

- Certified by the National Certifying Official
- Nominated by the state-level unit of the organization and certified at the national level
- Nominated by the most official organizational unit (county, district, post, chapter, council, etc.)
- Nominated by the organization's other regularly scheduled volunteers at the medical facility through county, state, etc.
- Represents a non-affiliated or local organization (Board of Education, etc.)

VA not involved in the process unless nominee is known and is considered **unacceptable**

Local VAVS Committee Considerations for Appointment

- Interest, knowledge and experience of the nominee should be considered before appointed to ensure effective representation and participation in the local VAVS program
- Basic qualifications should be established for evaluating the nominee
- National Representative should provide assistance to the nominee, if needed
- Performance of the re-certified VAVS Representative should be considered before re-certification is approved

Local VAVS Representative Responsibilities

- Complete orientation & training to become an RS volunteer
- Assist with improving the VAVS program
- Provide input/feedback to VA staff & VAVS Committee
- Recruit volunteers
- Promote donations of financial & material goods
- Advise & inform organization of VAVS and VA issues and concerns
- Attend and participate in VAVS meetings
- Assist in the removal of organization's volunteers when necessary
- Serve on subcommittees and task groups
- Maintain organization's records (hours, donations)
- Coordinate facility activities and projects
- Conduct Annual Joint Reviews

What is defined as inadequate performance of a Rep or Dep being considered for re-certification?

- Poor attendance at VAVS Committee meetings
- No subcommittee involvement
- Lack of communication with local units in facility's coverage area
- Non-completion of Annual Joint Review
- Unable to resolve or deal with local program or personality problems
- No established goals
- No attempt arranging visits to the facility by organization's officers/members
- No attempt to involve VAVS at organization's state or local meetings
- Displays no initiative or evidence of leadership

Membership Qualifications

- Sincere interest in the welfare of Veteran patients and a desire to help them
- Ability to work with others
- Leadership – Most essential trait for selecting Reps/Deputy Reps
- Knowledge of organization (both the organization they represent and VA)
- Ability to communicate and disseminate information
- And the most important qualification…

Ability to attend…

Regularly Scheduled VAVS Committee Meetings!

What do you know about VAVS Committee Meetings?

Q. What is the minimum number of VAVS meetings that must be held a year?

A. Four

Q. When can a volunteer awards program be counted as a VAVS Meeting?

A. Never

What do you know about VAVS Committee Meetings?

Q. How many hours of volunteer service may be recorded for the meeting?

A. The number of hours the meeting actually took place

Q. For what reason may a member be excused from a regular scheduled meeting?

A. Only when the meeting conflicts with their presence at their affiliated organizations state or national convention

Q. How many days following the meeting must the meeting minutes be mailed within?

A. 30 days

What do you know about VAVS Committee Meetings?

Q. Who is to receive a copy of the minutes?

A. 1. Members of the VAVS Committee

2. Director, Voluntary Service Office

3. National Representatives of the organizations represented on the local VAVS Committee

Q. How many organizations may a VAVS Rep or a Dep be certified to represent?

A. One

Q. At how many VA facilities may a VAVS Rep represent their organization?

A. One, two or more….when the facility Director determines that accepting additional appointments is in the best interest of the facility

Annual Joint Reviews

Department of Veterans Affairs

VAVS SUMMARY OF ANNUAL JOINT REVIEW

NAME OF FACILITY/STATION NUMBER/ADDRESS	NAME OF ORGANIZATION	DATE OF REVIEW

I. STATISTICS (From Representative)	THIS YEAR	LAST YEAR	GROWTH RATE + -
A. 1. NUMBER OF R.S. VOLUNTEERS			
2. NUMBER OF R.S. VOLUNTEER HOURS			
3. NUMBER OF OCCASIONAL VOLUNTEER HOURS			
4. NUMBER OF ALL VOLUNTEER HOURS			
5. NUMBER OF YOUTH VOLUNTEERS			
6. NUMBER OF NEW VOLUNTEERS			
7. NUMBER OF NEW R.S. VOLUNTEER ASSIGNMENTS			
8. TOTAL CASH DONATIONS			
9. TOTAL ESTIMATED VALUE OF NON CASH DONATIONS			
B. 1. ESTIMATED NUMBER OF LOCAL ORGANIZATIONAL UNITS WITHIN VAMC AREA:			
2. ESTIMATED TOTAL MEMBERSHIP:			
3. NUMBER OF UNITS CONTACTED:			
4. NUMBER OF UNITS VOLUNTEERING:			

II. ANNUAL REVIEW (From Representative)	EXCELLENT	GOOD	FAIR	POOR
A. QUALITY OF VA STAFF SUPERVISION (NOT VAVS)				
B. QUALITY OF VOLUNTARY SERVICE SUPPORT				
C. QUALITY OF ORGANIZATION SUPPORT				

III. GOALS AND OBJECTIVES. (Evaluate last year's progress; Set next year's goals) (From Representative and Chief)

IV. COMMENTS: Concerns/Extra Efforts/Retention/Fund Raising Activities/Special Events/Media Use/Volunteer Assignments/Recruitment (From Representative and Chief)

VAVS Representative _____ Chief, Voluntary Service _____
(Signature) (Signature)

(Attach additional pages if needed)

VA FORM 10-1240

Annual Joint Review

Purpose:

- To assess organization's participation in the VAVS program during the preceding year and to develop goals for next year

Representative responsibilities:

- Know the month the organization is scheduled for AJR
- Make an appointment with Voluntary Service to conduct AJR
- Discuss organization's achievements
- Discuss issues & concerns
- Discuss goals
- Make suggestions for improvement

VAVS Statistics - Fiscal Year 2014

VA VOLUNTARY SERVICE STATISTICS FY 2014

131,739	Regularly Scheduled volunteers on rolls
76,391	Regularly Scheduled volunteers logging hours
10,048,656	Regularly Scheduled hours of service
1,073,081	Occasional hours of service
11,126,202	Total hours of service
$55,044,319	Total Donations (non-monetary)
$15,146,783	Total Donations (monetary)
$70,191,102	Total monetary & non-monetary donations
$325,801,438	Total Resource Impact – VAVS Program

We need you to be our…

VAVS Program Recruitment Wizards

Recruiting Wizard

What you need to know…

Volunteer Recruitment Trends

Opportunities mirror trends in VA health care:

- Shift from inpatient to outpatient care
- Care delivered closer to home whenever possible
- Inpatients are “sicker” than before
- More focus on wellness/preventive health
- More reliance on technology (TeleHealth, My Health*e*Vet)
- Focus on today’s needs and conditions

Volunteer Recruitment Trends

What's important to today's volunteers?

Short term projects

Evenings & weekends

FLEXIBILITY

Family Volunteering Opportunities

Community-based and "virtual" assignments

Why Volunteer?

- To gain work experience
- To learn new skills
- To meet new people
- To give something back
- To be of service to others
- Social Interaction

“THE POWER
IS IN
THE ASK!”

Generational Groups

- Matures (Born prior to 1946)
  - Motivated by duty, job security, longevity, frugality, loyalty and positive reinforcement.
- Baby Boomers (Born 1946-1964)
  - Motivated by community, team, pride of workmanship & purpose, credit extenders…
- Generation X (Born 1965-1980)
  - Motivated by WIIFM, challenge, change, technology, and time off. Good $avers$!!!
- Millennials (Born 1981-1999)
  - Motivated by technology, output, entitlement, different social skills, and great with electronic communications

What Do Volunteers Do?

- Patient escort
- Volunteer Drivers (DAV / VTN & Parking Lot Shuttle)
- Clerical positions
- Information desk
- Ambassador program
- Chaplain Service
- Pharmacy
- Nursing
- Guest relations / concierge program
- Outpatient assistance
- Patient meal assistance

Other Non-Traditional Volunteer Assignments

- Virtual Volunteers
- Fundraisers for monetary and non-monetary donations
- Team leaders
- Recruiters
- Corporate representatives
- Trainers & educators
- Writers (newsletters, recruitment ads, grants)
- Community Liaisons
- Respite/Hospice Volunteers

What You Can Do…

- Customer Service
- Ambassador & Greeter
- Courtesy Coffee
- Guest Service
- Hospice/Respite Care
- *MOVE!* Program
- My Health*e*Vet
- Recruit New Volunteers
- Offer New Ideas
- Information Desk

Get Involved!

What We Can Do Together…

- Seek out new areas for volunteer recruitment
- Create incentives that will attract various generational groups
- Use technology (Internet) to promote volunteer opportunities
- Develop new and diverse assignments
- Open communication with VAVS staff and services
- Make the process as “user friendly” as it can be

Challenges

- Retention (aging organization population, demographics, etc.)
- Recognition
- Recruitment (generational considerations)
- Staff & volunteer education
- New volunteer assignments & opportunities
  - Episodic assignments
  - Opportunities beyond… Mon – Fri, 8–4:30
- Staff accountability, responsibility & buy-in
- Training & orientation
- Joint Commission, HIPAA, background checks, drivers physicals, fingerprints, cyber security

Some Ideas to Take Home

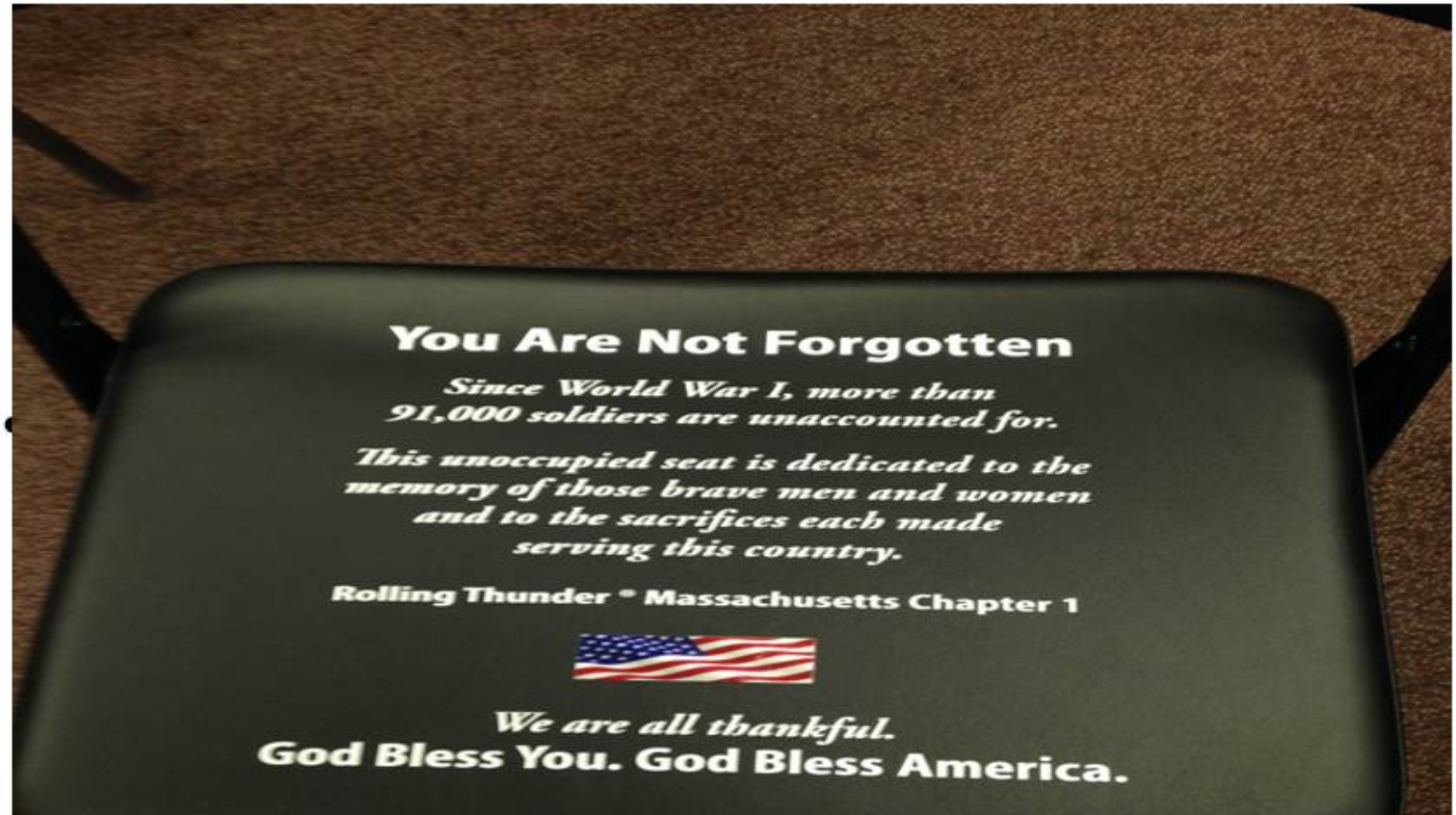
Speak to your local Volunteer Program Manager about…

- Friendly Visitor Programs
- "How Are You?" Calls
- Trainers:
  - Orientation
  - Timekeeping
  - Computers
- Veterans History Project
- Speakers Bureau
- Newsletter Writing
- Special Events
- Virtual Volunteering:
  - Email Contacts
  - Veteran Web Sites
  - Homebound Veterans
  - "Chat Rooms"
- Respite/Hospice Programs
- Corporate Liaison
- Recruitment Committee

And more… Your ideas and suggestions are needed!

NEVER FORGET!!!

QUESTIONS, COMMENTS, CONCERNS?



The future of VAVS *is not a* place we are *going to go,* it's a future that *we are* going to *create.*

GOD BLESS AMERICA