

**Department of Veterans Affairs Voluntary (VAVS)
National Advisory Committee (NAC) Meeting
Tampa Hilton, Downtown, Tampa, Florida
April 11-13, 2018**

**VAVS NAC Executive Committee (EC) Meeting
Wednesday, April 11, 2018 - 8:00 a.m. - 11:30 a.m.**

Call to Order: Charles H. Gallina, National Representative, Knights of Columbus, and Executive Committee (EC) Chairperson, called the meeting to order at 8:01 a.m.

Invocation & Pledge of Allegiance: John Kleindienst, National Representative, Disabled American Veterans, and EC Vice Chairperson, gave the invocation and led participants in the Pledge of Allegiance.

Opening Remarks & Agenda Review/Call for Revisions: Chairperson Gallina went over the ground rules: only representatives at the table would be recognized; all representatives should be actively engaged; and any representative wishing to speak should use the microphone and state their name and organization. He asked participants if there were any proposed revisions to the agenda. There were none.

Roll Call: Executive Committee attendance was duly recorded as follows:

	<u>Present (P)/ Absent (A)</u>
American Gold Star Mothers	P
The American Legion	P
American Legion Auxiliary	P
American Red Cross	P
Benevolent and Protective Order of the Elks	P
Blinded Veterans Association	P
Blue Star Mothers of America, Inc.	P
Disabled American Veterans	P
Disabled American Veterans Auxiliary	P
Forty & Eight	P
Knights of Columbus	P
Military Women Across the Nation	P
National Society Daughters of the American Revolution	P
Polish Legion of American Veterans, U.S.A.	A
Soldiers' Angels	P
Sons of the American Legion	P
The Salvation Army	P
United Veterans Services	P
Veterans of Foreign Wars Auxiliary	P
Veterans of Foreign Wars of the U.S.	P

VA and Other Staff Present:

Mary Barcikowski, NAC Meeting Planner and Business Manager, Public & Community Relations, VA Maryland Healthcare System, Baltimore, Maryland
Jonathan Barczyk, NAC Meeting Planner and Chief, Voluntary Service, VA Maine Healthcare System, Augusta, Maine
Joyce Brown, Chief, Voluntary Service, South Texas Health Care System, San Antonio, Texas
Alicia Burden, Public Affairs Specialist, TCF Intern, James A. Haley Veterans' Hospital, Tampa, Florida, Photographer
Tony Burtley, Voluntary Service Specialist, VA Voluntary Service Central Office
Elizabeth Cazares, NAC Meeting Planner and Voluntary Service Specialist, South Texas Veterans Health Care System, San Antonio, Texas
Sabrina C. Clark, Director, VA Voluntary Service Office, Central Office
Vicki Eatmon, Voluntary Service Specialist, Charles George VA Medical Center, Asheville, North Carolina, Coordinator, Registration Staff
Tyrone Green, Program Analyst, VA Voluntary Service Central Office
Virginia "Ginny" Hoover, Voluntary Service Specialist, VA Voluntary Service Office, Central Office
Tabitha Ingram, Chief, Voluntary Service, Richard L. Roudebush VA Medical Center, Indianapolis, IN, Registration Staff
Mary Jo Munnely, Lead Staff Assistant, VA Voluntary Service Office, Central Office
Karen O'Neal, Chief, Voluntary Service, Erie VAMC, Erie, Pennsylvania, and Co-Chair, Partnership Subcommittee
Christopher Slawinski, Fleet Reserve Association; Treasurer, Parke Board
Kevin Stanford, Health Systems Specialist, VA Voluntary Service Central Office
Cathy Williams, Chief, Voluntary Service, James A. Haley Veterans' Hospital, Tampa, Florida
Nathan Witt, Chief, Voluntary Service, Bay Pines VA Healthcare System, Bay Pines, Florida

Goals and Objectives: Chairperson Gallina asked participants to review the goals and objectives for the 72nd Annual VAVS NAC Meeting and Conference:

Provide the VAVS NAC an opportunity to conduct its business in a manner that assures achievement of all responsibilities mandated by its charter.

Provide NAC orientation to new local and national VAVS representatives and deputies and VAVS staff.

Present to all member organization representatives an overview of current and pending VAVS policies and procedures.

Foster full and open communications among the member organizations, their representatives, and the Voluntary Service Central Office and field staff.

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.

Furnish the NAC member organizations the opportunity to hear from VA leadership concerning key issues within the Department of Veterans Affairs.

Arrange for the NAC review of, and action on, recommendations.

Honor the national recipient of the James H. Parke Memorial Youth Scholarship Award, **Leanna Edwards**, Student Volunteer, Alvin C. York Medical Center, Tennessee Valley Healthcare System, Murfreesboro, TN.

Recognize **Roland C. Ransom II**, Knights of Columbus, Clement C. Zablocki VA Medical Center (VAMC), as the VAVS NAC Male Volunteer of the Year, and **Susan Cookus**, Soldiers' Angels, Central Arkansas Veterans Healthcare System as the VAVS NAC Female Volunteer of the Year.

Recognize **William Ball**, Chief, Voluntary & Hospitality Services, VA Palo Alto Health Care System, as the recipient of the Voluntary Service Award for Excellence.

Recognize the following award recipients for the American Spirit Awards: **Stephanie Torian**, VA Sierra Nevada Health Care System, for Student Recruitment; **Susan Kern**, VA Maryland Health Care System, for Military Recruitment; **Reginald Hardy**, Central Texas Veterans Health Care System, for Corporate Recruitment; **Craig Doane**, Charles George VA Medical Center, and **Ryan Pleasants**, Dayton VA Medical Center, for Community/Civic Organization Recruitment; and **Tracy Butts**, Cincinnati VA Medical Center, for Veteran Service Organization Recruitment.

Recognize **Cynthia Shum**, Director of Education and Operations, Simulation Center, VA Palo Alto Health Care System, as the recipient of the American Spirit Award: Volunteer Supervisor of the Year.

Additions/Revisions to Minutes of the EC Meeting Held October 2017: There being no proposed additions or revisions, the October 2017 EC meeting minutes were approved as submitted.

Host's Welcome: Cathy C. Williams, Chief, Voluntary Service Office, James A. Haley Veterans' Hospital, welcomed the participants to Tampa.

72nd Annual Meeting Agenda Overview/Future NAC Conferences & 75th NAC Update: Mary Barcikowski, Voluntary Service Specialist and NAC Meeting Planner, VA Maryland Health Care System, gave an overview of the agenda for the 72nd Annual Meeting. The 73rd and 74th Annual NAC Meetings and Conferences will be held in San Antonio, Texas, at the Omni Hotels & Resorts/Colonnade.

The 73rd Annual Meeting is scheduled for May 1-3, 2019, the 74th for April 29-May 1, 2020. The 75th Annual NAC Meeting and Conference will be held in Grand Rapids, Michigan, at the Amway Grand Plaza Hotel. It is scheduled for May 26-28, 2021.

VAVS Strategic Direction: Sabrina C. Clark, CAVS, Director, VA Voluntary Service Office, gave the presentation. She highlighted the strategic framework for voluntary service: leadership, collaboration, and impact (LCI). In the midst of all the changes at VA, that framework remains constant. She called representatives' attention to the educational workshops to be held Thursday afternoon and how they relate to the framework. She urged VA volunteers to be bold about telling better stories. More is not better; better is better. She stressed the danger of rushing to the wrong goal. Aligning with the priorities of the Department is imperative.

VA Advisory Committee Management Office: Jeffrey Moragne, Director, Advisory Committee Management Office, praised VAVS NAC for staying focused on its mission during a time of change. He recalled attending a NAC meeting four years previously, in which members were forthright about the challenges they faced and the resources needed. He acknowledged those challenges were genuine and urged NAC to bring new talent to the table. He was pleased to see NAC had changed for the better, particularly in its embrace of specific, measurable, actionable, realistic, and time-based (SMART) recommendations. Consequently, the Secretary was able to approve all ten of NAC's recommendations in a recent report. On January 11, the Secretary held a summit with the chairpersons and designated federal officers of all 28 VA advisory committees. Mrs. Clark was one of two briefers at the summit, where she addressed the efficiency of SMART recommendations. Mr. Moragne held up NAC as an example to VA's other advisory committees. He encouraged members to stay focused, and assured them that he would be available for most of the conference.

Presentations:

The Committee received a presentation, *Measuring What Matters* from Margaret Harrell, Ph.D., Director of Partnerships, Bob Woodruff Foundation.

Jared Lyon, President & CEO, Student Veterans of America (SVA), briefed the EC members on *SVA*, a student-centric, chapter-based organization focused on Veterans in higher education.

<http://studentveterans.org/index.php>

Bryce Carpenter, Ph.D., Educational Outreach Programs Officer, National Cemetery Administration, presented on the *NCA Legacy Project* which engages students, educators, and the American public with their local history through the stories of Veterans.

The Committee recessed from 9:49 a.m. to 10:16 a.m.

Jacob Gadd, Acting Special Assistant to the Secretary, Margarita Devlin, Executive Director, Benefits Assistance Service, and Laura P. Krejci, Associate Director, Office of Patient Centered Care & Cultural Transformation, gave the *Mental Health Executive Order Update*.

Subcommittee Reports:

Recommendations: Joseph Dooley, Deputy Representative, United Veterans Services, and Recommendations Subcommittee Chairperson, shared that the Subcommittee sent out a Call for Recommendations letter on May 24, 2017, and conducted four conference calls between July 2017 and February 2018. Mr. Dooley reiterated his concern about the dearth of recommendations forwarded to the Subcommittee for review. The Subcommittee feels that VAVS could develop and support at least one recommendation relating to each of the VA's top five priorities, and will continue to elicit recommendations.

Mr. Dooley reminded EC members that the Subcommittee had received two recommendations from United Veterans Services which were reviewed and discussed at the October EC meeting. The first called on the Secretary of Veterans Affairs (SECVA) to take appropriate action to support the full implementation of VAVS-sponsored Ambassador/Greeter/Information Desk programs at all appropriate sites of care. The EC supported the recommendation in principle in October, suggesting that it specify that the SECVA support should include adequate space, equipment, training, supplies, and supervision. Mrs. Clark felt that VA was already moving in this direction, and that a recommendation was unnecessary as long as it continued to do so. Vice Chairperson Kleindienst moved to table the recommendation. Janice Holm, Veterans of Foreign Wars Auxiliary, seconded the motion. The motion passed unanimously.

The second recommendation called for VA to (1) provide a report to the VAVS on the location and components of Adaptive Sports and recreation-type programs along with organizations providing the services by the end of fiscal year (FY) 2018 and (2) identify at least one individual staff person per site to coordinate such community actions and provide a list with phone numbers to enable organizations to reach out and provide such support services by the end of 2018. At its October 2017 meeting, the EC advised eliminating the first part of the recommendation, as those reports were already available online, and amending the second part to recommend that SECVA take action to expand the Adaptive Sports Programs well beyond the current staffing of 15 Adaptive Sports Therapists employed by VAMCs. Vice Chairperson Kleindienst supported the recommendation in theory, but felt it needed to be tightened up. He moved to table the recommendation. Mrs. Clark noted that VA was hiring a new National Director of Recreation Therapy, and urged the EC to hold off on a recommendation until it had this individual's input. Mona Gunn, American Gold Star Mothers, seconded Vice Chairperson Kleindienst's motion.

A third recommendation was submitted by the Partnership Subcommittee, and called on SECVA to (1) approve VAVS to publish an updated Position Classification Guide for VAVS Officers and Program Managers in concert with the Human Resources Classification Workgroup, signed by the Under Secretary for Health or designated official, or have VA or VHA implement policy to allow VAVS Officers and Program Managers to be classified in a job series that would allow growth to General Schedule (GS)-14; (2) mandate that Medical Center Directors and Associate Directors seek input and guidance from the Director, Voluntary Service when selecting candidates for a VAVS Officer or Program Manager position; (3) mandate Certified Administrator of Volunteer Services (CAVS) or Certification in Volunteer Administration

(CVA) certifications to be eligible for a VAVS Officer or Program Manager position; and (4) support the ongoing education and training of VAVS staff through the American Hospital Association's Healthcare Volunteer Resource Professionals organization. Chairperson Gallina moved that the recommendation be accepted as written and presented to the NAC for approval. Ruth Walters, American Red Cross, and Frank Schleifer, United Veterans Services, seconded. The motion passed unanimously.

NAC Volunteer of the Year: Chairperson Gallina said the Subcommittee selected strong candidates for male and female volunteer of the year. He stressed the importance of following directions in submitting nominations. Recommendations must be on the member organization's letterhead and signed by the national representative. The worksheet must be filled out. The deadline to submit nominations to VA Central Office is December 31. Several nominations were rejected because the proper process was not followed. Chairperson Gallina urged chiefs and national representatives to attend the workshop on award writing.

Recruitment: Vicki Sarracino, National Representative, Soldiers' Angels and Recruitment Subcommittee Chairperson, gave the report. FY2017 saw a decrease in regularly scheduled (RS) volunteers, a decrease in RS hours, and an increase in occasional hours. There is a continued decrease in RS volunteers logging hours. For FY2017, there were 66,361 volunteers, a decrease of 6,973 from the previous year. In the first and second quarter of FY2017 there were 51,075 volunteers; in the first and second quarter of FY2018 there were 47,139.

In FY2017 there were 1,091 volunteers aged 0-17, 4,699 aged 18-24, 2,321 aged 25-34, 1,884 aged 35-44, 3,372 aged 45-54, 7,852 aged 55-64, 18,777 aged 65-74, and 11,078 aged 75 and over. In FY2018 there were 1,722 aged 0-17, 3,962 aged 18-24, 1,950 aged 25-34, 1,758 aged 35-44, 3,149 aged 45-54, 7,623 aged 55-64, 17,801 aged 65-74, and 9,174 aged 75 and over. Total hours continued their downward trend from FY2017 to FY2018. In FY2017 the number of total volunteer hours was 9,621,595, a decrease of 1,065,553 from FY2016. For the first and second quarter of FY2017 the number of total volunteer hours was 4,846,627; for the first and second quarter of FY2018 it was 4,391,924, a decrease of 454,704. RS hours for FY2017 totaled 8,660,712; factoring in the adjustment of hours of -118,708, that total was 8,542,004, a decrease of 1,107,988 from the prior year. For the first and second quarter of FY2017, RS hours totaled 4,238,877; for the first and second quarter of FY2018, they totaled 3,823,434, a decrease of 415,443.

Occasional hours for FY2017 totaled 1,079,591, an increase of 50,683 from FY2016. For the first and second quarter of FY2017, occasional hours totaled 574,549; for the first and second quarter of FY2018, they totaled 462,254, a decrease of 112,296.

It is unclear whether the overall decrease is the result of an actual lack of recruitment or reporting. The Subcommittee listed several ways member organizations could address this issue, to include:

- request a report quarterly of volunteer hours and occasional hours for review and correction if needed

- express to volunteers that reporting is important for recognition purposes and because many times consider the volunteer numbers and hours of an organization when considering donating to VA
- target volunteer opportunities when recruiting
- work with VAVS to determine their needs, have position or “opportunity” descriptions available
- keep volunteers actively engaged
- host a Volunteer Meet & Greet for new and occasional volunteers
- have flexible scheduling available for volunteers
- make sure to reward occasional as well as regular volunteers for their hours of volunteer service

Membership: Mr. Kleindienst, National Representative, Disabled American Veterans, and Membership Subcommittee Chairperson gave the report. The National Advisory Committee has six categories for membership: Service Member, Associate Service Member, Donor Member, Associate Donor Member, Adjunct Member, and Strategic Engagement Member.

The NAC has an additional non-voting membership category known as Honorary Member. The purpose of this membership category is to recognize past VAVS NAC service of those member organizations no longer able to meet current minimum criteria for active membership. The American Legion Auxiliary proposed changing membership categories from six to seven, with Honorary Membership as the seventh category. This will be presented to the NAC for a vote during Friday’s business session.

NAC Strategic Engagement Members join by invitation only, must complete a due diligence worksheet, are allowed a representative and up to one deputy, serve two-year terms, and are non-voting. Organizations that have been invited to be Strategic Engagement Members of the NAC include Home of the Brave, Project Healing Waters Fly Fishing, Team Rubicon, Team Red, White, and Blue, and YMCA Youth Development. Home of the Brave, Project Healing Waters Fly Fishing, and the YMCA have completed the NAC membership application and have been added to the NAC under this new category.

Partnership: Ron Rolfes, Jr., National Representative, Forty and Eight, and Karen O’Neal, Chief, Voluntary Service, Erie, Pennsylvania gave the report as Co-Chairs. At the end of FY2017 the total number of regularly scheduled (RS) volunteers was 68,844, including 24,264 that were recruited, for a total of 9,785,138 volunteer hours, which equates to 5,205 full-time equivalents (FTEs). Donations totaled \$76,973,072. As of the second quarter of FY2018, there were 47,323 RS volunteers, including 9,888 volunteers recruited, for a total of 4,422,597 volunteer hours, which equates to 2,352 FTEs. Donations totaled \$43,627,119.

NAC Standard Operating Procedures (SOP) Revisions: Patricia Kranzow, National Representative, American Legion Auxiliary, presented the proposed revisions. The first changes the number of membership categories from six to seven, with Honorary Membership as the seventh category.

Currently all Service Member organizations of the VAVS National Advisory Committee represented on 150 or more local VA facility VAVS committees are represented on the Executive Committee for a one-year term. A proposed revision lowers that threshold to 125.

The last revision alters the description of the Partnership Subcommittee. According to the current description the Subcommittee reports National Performance Measures at the spring NAC meeting, and does not prepare recommendations. Under the proposed changes, the Subcommittee would prepare strategic level recommendations for submission to the Recommendations Subcommittee.

Ms. Kranzow moved to recommend these changes to the voting body. Frank Schleifer, United Veterans Services, seconded the motion. The motion passed unanimously.

Parke Board Update was presented by Christopher Slawinski, National Representative, Fleet Reserve Association, and Treasurer, James H. Parke Memorial Fund Board.

VAVS Partners, Inc. Treasurer's Report was presented by Rebecca Wischmeyer, National Representative, Military Order of the Cootie Auxiliary, and Treasurer, VAVS Partners, Inc.

Unfinished Business: There was no unfinished business.

New Business:

Fall 2018 EC Meeting: Mrs. Clark asked whether the EC wished to hold its fall meeting in San Antonio, Texas or Washington, D.C. Mr. Rolfes, Jr., Forty and Eight, moved that the Committee meet in D.C. Chairperson Gallina seconded the motion. Vice Chairperson Kleindienst proposed that the EC meet at Disabled American Veterans' national headquarters. He has negotiated lodging rates with the nearby Hyatt House. The Committee will meet all day October 17 and half a day on October 18. Mr. Rolfes' motion passed unanimously.

Appointments:

Recommendations Subcommittee: Mr. Dooley agreed to stay on as Chair of the Recommendations Subcommittee.

Good of the Order: Chairperson Gallina noted the coldness of the meeting room, and that he would wrap things up.

Adjournment: Chairperson Gallina adjourned the meeting at 11:45 a.m.

**National Advisory Committee (NAC) Business Session
Thursday, April 12, 2018**

Call to Order: Colonel Charles H. Gallina, USMC (Ret.), National Representative, Knights of Columbus, and Master of Ceremonies, called the meeting to order at 8:30 a.m.

Presentation of Colors: Knights of Columbus, Florida District Fourth Degree, Veterans Affairs Voluntary Service, Assembly 1774 Color Guard, presented the colors.

National Anthem: Claudia A. Cox, Voluntary Service Specialist, Tennessee Valley Healthcare System, performed the National Anthem.

Pledge of Allegiance: Mary Ellen Harlan, Military Officers Wives, MacDill Air Force Base, James A. Haley Veterans' Hospital (JAHVH), led participants in the Pledge of Allegiance.

Invocation: Ms. Harlan gave the invocation.

Host's Welcome: Suzanne M. Tate, RN, MHA, Assistant Director, JAHVH, welcomed the participants to Tampa.

Roll Call: National Advisory Committee attendance was duly recorded as follows:

	<u>Present (P)/ Absent (A)</u>	
Service Member Organizations		
American Gold Star Mothers	P	
The American Legion	P	
American Legion Auxiliary	P	
American Red Cross	P	
AMVETS	P	
AMVETS Auxiliary	P	
Benevolent and Protective Order of Elks	P	
Blinded Veterans Association	P	
Blue Star Mothers of America, Inc.	P	
Disabled American Veterans	P	
Disabled American Veterans Auxiliary	P	
Forty & Eight	P	
Jewish War Veterans of the USA		A
Knights of Columbus	P	
Korean War Veterans Association		A
Marine Corps League		A
Marine Corps League Auxiliary	P	
Masonic Service Association of North America	P	
Military Order of the Cootie	P	
Military Order of the Cootie Auxiliary	P	
Military Order of the Purple Heart Auxiliary	P	
Military Order of the Purple Heart of the U.S.A., Inc.	P	
Military Women Across the Nation	P	
National Society Daughters of the American Revolution		A
National Society Sons of the American Revolution		A

Paralyzed Veterans of America	P
Polish Legion of American Veterans, U.S.A.	P
Soldiers' Angels	P
Sons of the American Legion	P
The Salvation Army	P
United Daughters of the Confederacy	P
United Veterans Services	P
Veterans of Foreign Wars Auxiliary	P
Veterans of Foreign Wars of the U.S.	P
Vietnam Veterans of America, Inc.	P

Associate Service Member Organizations

Catholic War Veterans Auxiliary		A
Corporation for National and Community Service	P	
Daughters of Union Veterans of the Civil War, (1861-1865)	P	
Fleet Reserve Association	P	
Gold Star Wives of America, Inc.	P	
I.B.P.O. Elks of the World, Inc.	P	
Ladies Auxiliary, Polish Legion of American Veterans, U.S.A.		A
Women's Army Corps Veterans' Association	P	

Donor Member Organizations

The Bowlers to Veterans Link (BVL), Inc.		A
Veterans Voices Writing Project, Inc.	P	

Strategic Engagement Members

Home of the Brave	P	
Project Healing Waters Fly Fishing, Inc.	P	
YMCA of the USA		A

Honorary Members

Ladies Auxiliary of the Fleet Reserve Association		A
National Ladies Auxiliary, Jewish War Veterans of the U.S.A., Inc.		A
Sons of AMVETS	P	
The Silver Star Families of America		A
Women Marines Association	P	

Opening Remarks and Meeting Objectives: Colonel Gallina asked participants to review the goals and objectives for the annual NAC meeting found on page 12 of the conference booklet.

Colonel Gallina informed attendees that the 2018 recommendation that was passed by the Executive Committee had been handed out to the Service Member organizations. He asked attendees to review and be prepared to vote on it during the subcommittee reports the following day. He reminded attendees that in lieu of handouts, the presentations would be uploaded to the VAWS website following the conference.

Colonel Gallina noted the tightness of the schedule and asked speakers to adhere to the time allotted and that attendees return to their seats promptly at the end of a break.

Presentations:

VA Strategic Partnership Update was presented by Deborah Scher, Executive Director, Center for Strategic Partnerships.

Business/Corporate Recruitment Initiative was presented by Bob Southard, National Solutions Team, HALO Branded Solutions, and Tommy Lewis, Vice President, Enterprise and Program Solutions, HALO Branded Solutions.

The Committee recessed from 9:31 a.m. to 9:47 a.m.

Fisher House Update was presented by Jennifer Koget, M.S., LCSW, National Program Manager.

VAVS Award Presentations: Colonel Gallina and Sabrina C. Clark, Director, VA Voluntary Service Central Office, presented VAVS awards as follows.

NAC Male Volunteer of the Year: **Roland C. Ransom II**, Knights of Columbus, Clement J. Zablocki VAMC, Milwaukee, Wisconsin. Carrie Lodi, Chief, Volunteer Service, Clement J. Zablocki VAMC, and Colonel Gallina, Knights of Columbus, accepted the award on Mr. Ransom's behalf.

NAC Female Volunteer of the Year: **Susan Cookus**, Soldiers' Angels, Central Arkansas Veterans Healthcare System, Little Rock, Arkansas.

American Spirit Awards

Student Recruitment: **Stephanie Torian**, Chief, Voluntary Service, VA Sierra Nevada Health Care System, Reno, Nevada.

Military Recruitment: **Susan Kern**, Voluntary Service Program Manager, VA Maryland Health Care System, Baltimore, Maryland.

Corporate Recruitment: **Reginald Hardy**, Chief, Voluntary Service, Central Texas Veterans Health Care System, Temple, Texas.

Community/Civic Organization Recruitment: **Craig Doane**, Chief, Voluntary Service, Charles George VA Medical Center, Asheville, North Carolina; **Ryan Pleasants**, Chief, Voluntary Service, Dayton VA Medical Center, Dayton, Ohio. Kimberly Frisco, Chief, Community and Public Relations, Dayton VA Medical Center, and Robert Neff, VAVS Volunteer, The Ohio State University, accepted the award on Mr. Pleasants' behalf.

Veteran Service Organization Recruitment: **Tracy Butts**, Chief, Voluntary Service, Cincinnati VA Medical Center, Cincinnati, Ohio.

Volunteer Supervisor of the Year: **Cynthia Shum**, Director of Education and Operations, Simulation Center, VA Palo Alto Health Care System, Palo Alto, California.

VAVS Award for Excellence: **William Ball**, Chief, Voluntary & Hospitality Services,
VA Palo Alto Health Care System, Palo Alto, California.

The Committee recessed for the day at 11:15 a.m.

Friday, April 13, 2018 - 8:30 a.m. - 11:30 a.m.

Call to Order: Colonel Gallina called the meeting back to order at 8:30 a.m.

Pledge of Allegiance: Mary Ann Keckler, Senior Vice Commander, Disabled American Veterans, Department of Florida, VA Voluntary Service Chair, JAHVH, led participants in the Pledge of Allegiance.

VAVS NAC Subcommittee Reports:

Recommendations Subcommittee Report was presented by Mr. Dooley, Deputy National Representative for United Veterans Services. Mr. Dooley reiterated his concern about the dearth of recommendations forwarded to the Subcommittee for review. The Subcommittee felt that VAVS could develop and support at least one recommendation relating to each of the VA's top five priorities, and would continue to elicit recommendations. He reminded the NAC organizations that the call for 2019 Recommendations would be sent out immediately after the Annual Meeting with a deadline of August 31st.

Mr. Dooley read the recommendation approved by the EC to come forward to the full NAC. This recommendation called on SECVA to (1) approve VAVS to publish an updated Position Classification Guide for VAVS Officers and Program Managers in concert with the Human Resources Classification Workgroup, signed by the Under Secretary for Health or designated official, or have VA or VHA implement policy to allow VAVS Officers and Program Managers to be classified in a job series that would allow growth to General Schedule (GS)-14; (2) mandate that Medical Center Directors and Associate Directors seek input and guidance from the Director, Voluntary Service when selecting candidates for a VAVS Officer or Program Manager position; (3) mandate Certified Administrator of Volunteer Services or Certification in Volunteer Administration certifications to be eligible for a VAVS Officer or Program Manager position; and (4) support the ongoing education and training of VAVS staff through the American Hospital Association's Healthcare Volunteer Resource Professionals organization. Multiple NAC members moved that the recommendation be approved. Multiple NAC members seconded the motion. The motion passed unanimously.

NAC Volunteer of the Year Subcommittee was presented by Colonel Gallina. He stressed the importance of following directions in submitting nominations. Nominations must be on the member organization's letterhead, and signed by the national representative. No more than one nomination per organization will be considered. The deadline to submit nominations to VA Central Office is December 31. Several nominations were rejected because the proper process was not followed. Colonel Gallina urged chiefs and national representatives to attend the workshop on award writing.

Recruitment Subcommittee Report was presented by Amy Palmer, Deputy National Representative for Soldiers' Angels. Ms. Palmer provided an overview of regularly scheduled (RS) volunteers for FY2017 by age group. She noted an overall decrease in RS volunteers, a decrease in RS hours, and an increase in occasional hours. It is unclear whether the overall decrease is the result of an actual lack of recruitment or reporting. The Recruitment Subcommittee report provided resources and strategies to address the issue and suggestions to ensure volunteer hours are being recorded properly and that organizations are working with VAVS and recruiting for the needed assignments.

Membership Subcommittee Report was presented by Mr. Kleindienst, Disabled American Veterans. He noted that the National Advisory Committee has six categories for membership: Service Member, Associate Service Member, Donor Member, Associate Donor Member, Adjunct Member, and Strategic Engagement Member. The NAC has an additional non-voting membership category known as Honorary Member. The purpose of this membership category is to recognize past VAVS NAC service of those member organizations no longer able to meet current minimum criteria for active membership. The American Legion Auxiliary proposed changing membership categories from six to seven, with Honorary Membership as the seventh category.

NAC Strategic Engagement Members join by invitation only, must complete a due diligence worksheet, are allowed a representative and up to one deputy, serve two-year terms, and are non-voting. Organizations that have been invited to be Strategic Engagement Members of the NAC include Home of the Brave, Project Healing Waters Fly Fishing, Team Rubicon, Team Red, White, and Blue, and the YMCA Youth Development. Home of the Brave, Project Healing Waters Fly Fishing, and the YMCA have completed the NAC membership application and have been added to the NAC under this new category.

Partnership Subcommittee Report was presented by Mr. Rolfes, Jr., Forty and Eight, and Ms. O'Neal, Chief, Voluntary Service, Erie, PA. The Subcommittee is tasked with increasing communications and enhancing overall effectiveness of the National Advisory Committee and the Voluntary Service Program. An example of the collaboration of this Subcommittee is the NAC recommendation to address the downgrading of VAVS positions.

Standard Operating Procedures (SOP) proposed revisions were presented by Ms. Kranzow. The first changes the number of membership categories from six to seven, with Honorary Membership as the seventh category. Currently all Service Member organizations of the VAVS National Advisory Committee represented on 150 or more local VA facility VAVS committees are represented on the Executive Committee for a one-year term. A proposed revision lowers that threshold to 125. The last revision alters the description of the Partnership Subcommittee. According to the current description, the Subcommittee reports National Performance Measures at the spring NAC meeting, and does not prepare recommendations. Under the proposed changes the Subcommittee would prepare strategic level recommendations for submission to the Recommendations Subcommittee.

The EC passed a motion to recommend these changes to the NAC. Ms. Kranzow moved the adoption of the EC recommendation to make the proposed changes to the SOP. A NAC member seconded the motion. The motion passed unanimously.

Veterans Canteen Service Presentation was presented by Ray Tober, Director, Veterans Canteen Service (VCS).

The Committee recessed from 9:26 a.m. to 9:43 a.m.

Presentations:

VA Voluntary Service Report was presented by Sabrina C. Clark, Director, VA Voluntary Service Office.

VHA Leadership Briefing was presented by Barbara Hydeuke, Deputy Chief of Staff, Veterans Health Administration.

73rd Annual VAVS NAC Meeting & Conference Host City Presentation: Joyce G. Brown, FACHE, Chief, Voluntary Service, South Texas Veterans Health Care System, gave the presentation. The 73rd Annual NAC Meeting and Conference is scheduled for May 1-3, 2019, in San Antonio, Texas.

VAVS Video Presentation: Attendees viewed a video presentation on VA volunteers.

Closing Remarks: Colonel Gallina adjourned the meeting at 11:05 a.m.

The following Training Sessions and Workshops were offered during the 72nd Annual NAC Meeting and Conference:

New Rep/Dep & New VAVS Staff Training: *Faculty: Nathan Witt, Chief, Voluntary Service, Bay Pines VA HCS, Bay Pines, Florida and 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. VAVS Representatives and Deputy Representatives serving on local VAVS Committees could also benefit and learn by attending this session.

Sharing Your Accolades: Award Writing 101: *Faculty: Carole Ricks, Advisor, Service Engagement, AARP and William Ball, Chief, Voluntary & Hospitality Service, Palo Alto VA Medical Center.* Awards are a great way to share the good work of your team, staff, and volunteers both internally and externally. This workshop will cover identifying awards and the accolades to submit, tips on creating the best submission, and combating the challenges that hinder getting started in the first place.

Turning One Day into Many Days: The Value of Episodic Volunteers: *Faculty: Melissa A. Heinlein, PhD, CAVS, Chief, Voluntary Service, Corporal Michael J. Crescenz VAMC.* In today's society, many individuals are seeking short-term volunteer opportunities. How do we encourage and inspire people to take a leap in making a longer commitment to your organization? This interactive presentation includes current research on episodic volunteering and ways to transition this group of volunteers from saying "I don't have the time" to "I have the time."

Operation SAVE: *Faculty: Carmen R. Genovese, MS, NCC, Licensed Professional Mental Health Counselor and Stephanie N. Miller, PhD, Suicide Prevention Psychologist, James A. Haley Veterans' Hospital.* Though Veterans comprise of less than 10% of the U.S. Population, nearly 20% of the people who die by suicide in the United States are Veterans. Operation SAVE helps individuals learn to identify and provide assistance to a Veteran who may be at risk for suicide. This training will help participants raise their awareness about suicide as a public health problem, understanding of unique factors that may contribute to a Veteran experiencing a mental health crisis, knowledge about myths and realities regarding suicide, and competence in helping a Veteran in mental health crisis. Additional information will be provided about VA services and initiatives being implemented to reduce the number of Veterans who die by suicide.

Voluntary Service System: Keys to Organizational Reporting: *Faculty: Ginny Hoover, Voluntary Service Specialist, VA Central Office, and Nathan Witt, Chief, Voluntary Service, Bay Pines VA Healthcare System.* After a year of use in our VA Medical Centers, take a peek under the hood of the enhanced Voluntary Service System and learn the ins and outs of your new Organizational Reports. Discover what has changed (and what hasn't), why the numbers might not quite add up, and the collaborative role that VAVS staff, Organization Representatives, and Volunteers play in ensuring reporting accuracy.

The 72nd Annual NAC Meeting and Conference also included a Health and Information Fair, a Keynote address by Operation Song™ is a 501(c)(3) non-profit based in Nashville, Tennessee, and a closing Dinner Special Guest address by Earnest Byner, NFL Hall of Fame Nominee, National Salute Board Member.



Sabrina C. Clark
Director, Voluntary Service Office
Chairperson, National Advisory Committee

6/25/18

Date