

**Department of Veterans Affairs Voluntary Service (VAVS)
National Advisory Committee (NAC) Executive Committee (EC) Meeting
Wednesday, May 1, 2019 - 9:00 a.m. - 11:30 a.m.**

Call to Order: Charles H. Gallina, National Representative for the Knights of Columbus and Executive Committee (EC) Chairperson, called the meeting to order at 9:00 a.m.

Invocation & Pledge of Allegiance: Ron Rolfes, Jr., Forty and Eight, gave the invocation, and EC Chairperson Gallina led participants in the Pledge of Allegiance.

Opening Remarks & Agenda Review/Calls for Revisions: There were no proposed revisions to the agenda.

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

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

VA and Other Staff Present:

Mary Barcikowski, Administrative Officer/NAC Meeting Planner, VA Voluntary Service,
VA Central Office

Jonathan Barczyk, Chief, Voluntary Service/NAC Meeting Planner, VA Maine
Healthcare System

John P. Brown, III, President, James H. Parke Memorial Fund Board

Joyce G. Brown, FACHE, Chief, Voluntary Service, South Texas Veterans Health Care
System

Elizabeth Cazares, Voluntary Service Specialist/NAC Meeting Planner, South Texas
Veterans Health Care System

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Sabrina C. Clark, Director/NAC Designated Federal Officer, VA Voluntary Service,
VA Central Office

Virginia Hoover, Voluntary Service Specialist, VA Voluntary Service, VA Central Office

Jeffrey Moragne, Director, VA Advisory Committee Management Office, VA Central
Office

Karen O'Neal, Chief, Voluntary Service, Erie VA Medical Center, and Co-Chair,
Partnership Subcommittee

Thomas J. Seaman, Supervisory Program Analyst, Access and Identity Management,
Office of Operations, Security & Preparedness, VA Central Office

Christopher Slawinski, Treasurer, James H. Parke Memorial Fund Board

Prince Taylor, Deputy Director, VA Voluntary Service, VA Central Office

Rebecca Wischmeyer, Treasurer, VAVS Partners, Inc.

Goals and Objectives: EC Chairperson Gallina asked participants to review the goals and objectives for the 73rd Annual VA Voluntary Service (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, **Daniel Finney**, Student Volunteer, Columbia VA Health Care System, Columbia, South Carolina.
- Recognize **William Talcott**, Veterans of Foreign Wars of the U.S., Phoenix VA Health Care System, as the NAC Male Volunteer of the Year, and **Mariann Hamann**, Veterans of Foreign Wars Auxiliary, VA Ann Arbor Healthcare System, as the NAC Female Volunteer of the Year.

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- Recognize **William Browning**, Chief, Voluntary Service, John D. Dingell VA Medical Center, Detroit, Michigan, as the recipient of the Voluntary Service Award for Excellence.
- Recognize the following award recipients for the American Spirit Awards: **Jessica Majano**, VA Southern Oregon Rehabilitation Center & Clinic, White City, Oregon, for Civic Organization Recruitment; **Lynn Dinehart**, Bath VA Medical Center, Bath, New York, for Corporate Recruitment; **William Browning**, John D. Dingell VA Medical Center, Detroit, Michigan, for Senior Recruitment; **James Keller**, Albany Stratton VA Medical Center, Albany, New York, for Student Recruitment; and **Stacie Litsenberger**, Occupational Therapist, Charles George VA Medical Center, Asheville, North Carolina, as Volunteer Supervisor of the Year.

Additions/Revisions to Minutes of the EC Meeting Held October 2018: There being no proposed additions or revisions, Mr. Rolfes moved to approve the October 2018 EC meeting minutes as submitted. Melvin J. Brown, American Legion, seconded. The motion passed unanimously.

Host's Welcome: Ms. Joyce Brown welcomed the participants to San Antonio.

73rd Annual Meeting Agenda Overview: NAC meeting planners provided the overview.

Educational Program/Workshop: Ms. Clark outlined the programs and workshops available at the conference:

Experience Whole Health: This interactive workshop on whole health will provide an overview of whole health and allow participants to experience many of the components of proactive health care, such as sleep, nutrition, physical activity, and personal development. The workshop will include a personal health inventory, facilitated group discussions, and a health coach demonstration.

New Rep/Dep & New VAVS Staff Training: This session is designed to provide orientation for new VAVS NAC representatives and deputy representatives, and new VAVS staff; as well as updated information to seasoned VAVS NAC representatives and deputies. VAVS representatives and deputy representatives serving on local VAVS committees will also benefit and learn by attending this session.

Gifts, Donations, and Public-Private Partnerships: This workshop will provide an overview of federal appropriations and VA's authority to accept gifts and donations. Such donations offer the opportunity for the Department of Veterans Affairs to expand its resources beyond federal appropriations. This session will also highlight how Veterans Service Organizations (VSOs) and other private sector entities can engage with the Department to facilitate strategic partnerships.

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My Life, My Story: This program will discuss a VA program that conducts interviews of Veterans to provide a more personalized approach to healthcare. The stories are written up and included as part of the Veteran's medical record. In the workshop, attendees will learn about **My Life, My Story** and the role that volunteers play in the program. Attendees will also conduct practice interviews, write up stories and reflect on the experience.

How to Apply for Awards – and Win Them!: This workshop will discuss the importance of validating great work with awards, especially the great work done in VA Voluntary Service. Participants would learn about using a clear, direct writing style; the ABCs of good writing (accuracy, brevity and clarity); important vs. unimportant facts to include; and the need to read and carefully follow the instructions given. Attendees would also get a judge's eye view of recent Voluntary Service award competition submissions and how to avoid common pitfalls.

Leading Change in a Changing Environment: Status quo was not an option for ensuring the health and vitality of preparing for the future's public service. This session will discuss internal and external drivers for change, building teams, diversity and inclusion, understanding the dynamics of conflict and using business chemistry to build a workforce for the future.

VAVS Strategic Direction: Mr. Taylor reported the following:

VAVS recently partnered with Technology, Entertainment and Design (TED) to organize a series of TEDx events specifically licensed for VA.

The volunteer caregiver support program is seeking to transition out of pilot status in hopes of expanding capacity more broadly.

VAVS leadership had been meeting biweekly with the director of VA's Personnel Security Credentialing Management Office to strategize ways to ensure quicker and more efficient processing of new volunteers.

Volunteer Onboarding Update: Mr. Seaman briefed the EC. The VA onboarding solution for volunteers is continuing its development and is intended to provide the capability to centrally manage the onboarding and off-boarding of volunteers through planned integrations with various systems. The current phased implementation date remains has not be determined; however the anticipated benefits of this new system include a single digital identity, an authoritative system of record for all volunteers, and enterprise-wide standardization and automation. VA intends to make the process as efficient as possible while also maintaining appropriate security standards.

Volunteer onboarding user interface (UI) design sessions were currently being conducted between VAVS and its development partner. Voluntary Service Program Managers will have capability to verify that potential volunteers are not present on a list of excluded individuals/entities, enter the initial volunteer data within the UI to create the

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profile, and track the volunteer's onboarding process through a dashboard delete the volunteer record when s/he left the program.

The VA centralized adjudication & background investigation system is a VA enterprise-wide solution which serves as the VA's authoritative source of a VA user's suitability data. The VA onboarding solution would need to be integrated with this system before being released.

The onboarding solution will be integrated with VA's Talent Management System (TMS) and will be modified to support volunteers who required training for VA computer access.

The solution will automate the creation and maintenance of a volunteer's email and Skype account. An email account is required to support personal identity verification (PIV) issuance.

Challenges and key considerations included:

- Lack of funding to support integration of the new onboarding solution with the Voluntary Service System (VSS)
- Significant process change for VAVS staff and volunteers that would require thorough strategic communications

VAVS Classification Update: Ms. Clark reported that the VA Workforce Management and Consulting Office (WMC) recently released a memorandum announcing that WMC would continue to work with VAVS to monitor the impact of the directives and guidance. The memo highlighted the responsibility of the VA Medical Center and the facility Voluntary Service program and was distributed to all classification officers in the Veterans Health Administration (VHA).

One reason for the recent downgrading trend in classification was linked to poorly written position descriptions (PDs). VAVS has developed a guide to train Voluntary Service Officers to write better PDs to support appropriate classification and the recruitment of highly qualified candidates for vacancies.

EC Chairperson Gallina was pleased with the progress, but felt that more work was necessary on this issue.

Subcommittee Reports:

Recommendations: Joseph Dooley, United Veterans Services, reported that the Subcommittee had circulated a call for recommendations in May and conducted three conference calls. It presented one recommendation to the EC in October regarding the Voluntary Service System (VSS). The EC deemed the recommendation insufficiently comprehensive and advised the subcommittee to cooperate with the Partnership Subcommittee in developing a revision, to be presented to the full NAC on following

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day. The 2nd recommendation from the Partnership Subcommittee regarding volunteer recognition as supported by the subcommittee.

The subcommittee reviewed the Secretary's response to the previous year's recommendation regarding classification. Although he felt there was some positive forward motion, Mr. Dooley expressed overall dissatisfaction with the response.

There were two recommendations held in abeyance at the April meeting regarding the Red Coat Ambassador program and the adapted sports therapists staffing level. These recommendations were dismissed in October.

The subcommittee had been advised to explore a recommendation on increased online training, to potentially include VA's corporate TMS training platform.

NAC Volunteer of the Year: EC Chairperson Gallina stressed the importance of submitting a well written nomination on time.

Recruitment: Vicki Sarracino, Soldiers' Angels, reported that volunteer hours continued to fall. It was unclear whether this was due to a lack of recruitment or a failure to properly track time. The subcommittee assembled a guide to recruit, retain and recognize volunteers in an effort to reverse this trend.

Membership: John Kleindienst, Disabled American Veterans, and EC Vice Chairperson, reported that National Society U.S. Daughters of 1812 had been invited to join the NAC. Jewish War Veterans of the USA had missed two consecutive meetings and would be eligible to be dropped pending their participation at this 73rd Annual NAC Meeting.

Partnership: Mr. Rolfes reported that the subcommittee was submitting two recommendations. Karen O'Neal added that the subcommittee had discussed a recommendation to make the rule where local VAVS committee representatives and deputy representatives could only be excused from a local VAVS meeting if they were attending a state or national meeting for their organization more flexible. Since VHA Handbook Directive 1620 was currently being revised, this change could simply be incorporated into the revision. The subcommittee sent this amendment to VACO and hoped to see it included.

Mr. Rolfes moved to forward the subcommittee's recommendations to the NAC for presentation and approval at the general meeting. Mr. Brown seconded. The motion passed unanimously.

NAC Standard Operating Procedures (SOP) Revisions: Patricia Kranzow, American Legion Auxiliary, presented a series of proposed revisions. The most significant amendment would drop the requirement that the EC be selected from among Service Member organizations and allow all NAC member organizations the opportunity to serve

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on the EC. Mr. Rolfes moved to forward the revisions to the NAC for approval. Ms. Sarracino seconded the motion. The motion passed unanimously.

Ms. Kranzow reminded attendees that the NAC would also be voting on the EC's recommendation from its October meeting, to change page 3, paragraph 6 of the SOP to read, "The NAC Chairperson is the Director of Voluntary Service Office, Veterans Health Administration, Central Office, Washington, D.C. The Deputy Director, Voluntary Service Office will be the Deputy Chairperson."

Parke Board Update: John P. Brown, III, President, Parke Memorial Fund Board, announced that the Board had raised enough money to continue and increase its scholarships. It had heeded a recommendation from the previous year to add summer scholarships and had received numerous applications. Unfortunately, the overall number of scholarship applications remained low, even though the Board extended the deadline. Mr. Brown said he hoped to reverse that trend in the coming year and urged them to recommend qualified candidates.

Mr. Brown reminded the EC that the Board was hosting a luncheon the following day, at which scholarship winner Daniel Finney would discuss his work at the VA hospital in Columbia, South Carolina.

Parke Board Treasurer's Report: In 2018, the Board collected \$30,747 in donations, with collections by this date in 2019 totaling \$2,100. Total securities were \$1,164,606.

VAVS Partners, Inc. Treasurer's Report: Rebecca Wischmeyer reported that on September 30, 2018, VAVS Partners' bank balance was \$53,492.10. Donations of the service organizations totaled \$15,895. Registration deposits through PayPal and checks totaled \$30,574.78. The Omni Hotel charged \$24,400 to host the conference. Accounting services for the past two years cost \$50. Ms. Wischmeyer believed all bills had been paid because the printing bill was going in the mail that day. Expenses totaled \$30,428.11. The current bank balance was \$53,640.77.

Unfinished Business: There was no unfinished business.

New Business:

Fall 2019 EC Meeting: Ms. Clark asked the EC where it wished to hold its fall meeting. Mr. Rolfes suggested the DAV Headquarters in Washington, D.C., where the Fall 2018 was held. Mr. Jeffrey Moragne announced that the VA Secretary was tentatively committed to attend the meeting. EC Chairperson Gallina requested that EC Vice Chairperson Kleindienst try to negotiate a lodging rate with the nearby Hyatt House.

Good of the Order: Ms. Clark acknowledged the work of the planning team. She thanked Todd Desgrosseilliers, Project Healing Waters Fly Fishing, Inc., for introducing the NAC to Justin Constantine, who would be giving the opening keynote address that evening. She encouraged member organizations to see her if they were interested in

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co-sponsoring a Vietnam Veterans Tribute Concert at this year's Golden Age Games to be held in Anchorage, Alaska.

Adjournment: Chairperson Gallina adjourned the meeting at 10:45 a.m.

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**Department of Veterans Affairs Voluntary Service (VAVS)
National Advisory Committee (NAC) Business Session
Thursday, May 2, 2019 - 8:30 a.m. - 11:30 a.m.**

Call to Order: EC Chairperson Gallina called the meeting to order at 8:29 a.m.

Presentation of Colors: The John Marshall High School Junior Reserve Officer Training Corps (JROTC) Color Guard presented the colors.

National Anthem: Heather Hatchett performed the National Anthem.

Pledge of Allegiance: Victoria Panzer, National Deputy Representative, National Society U.S. Daughters of 1812, led participants in the Pledge of Allegiance.

Invocation: Kerry Haynes, Chaplain, gave the invocation.

Welcome: Trisha Lodde, Assistant Director, South Texas Veteran Health Care System, welcomed the participants to San Antonio.

Opening Remarks and Meeting Objectives: EC Chairperson Gallina asked participants to review the goals and objectives for NAC at the meeting (see pages 2-3).

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	P	
Knights of Columbus	P	
Korean War Veterans Association	P	
Marine Corps League	P	
Marine Corps League Auxiliary	P	
Masonic Service Association of North America	P	
Military Order of the Cootie		A
Military Order of the Cootie Auxiliary	P	

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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	
Salvation Army	P	
Soldiers' Angels	P	
Sons of the American Legion	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.		A

Associate Service Member Organizations

Corporation for National and Community Service	P	
Daughters of Union Veterans of the Civil War, (1861-1865)		A
Fleet Reserve Association	P	
Gold Star Wives of America, Inc.	P	
I.B.P.O.E. of the World, Inc.	P	
Ladies Auxiliary, Polish Legion of American Veterans, U.S.A.	P	
National Society U.S. Daughters of 1812	P	
Women's Army Corps Veterans' Association		A

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	P	
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	

VA and Other Staff Present:

Mary Barcikowski, Administrative Officer/NAC Meeting Planner, VA Voluntary Service,
VA Central Office

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Jonathan Barczyk, Chief, Voluntary Service/NAC Meeting Planner, VA Maine Healthcare System
Joyce Brown, Chief, Voluntary Service, South Texas Veterans Health Care System
Elizabeth Cazares, Voluntary Service Specialist/NAC Meeting Planner, South Texas Veterans Health Care System
Sabrina C. Clark, Director, VA Voluntary Service, VA Central Office
Vicki Eatmon, Voluntary Service Specialist/NAC Registration Coordinator, Charles George VA Medical Center
Steven Goetsch, Public Affairs Specialist, South Texas Veterans Health Care System
Lupe Gonzalez, Photographer, South Texas Veterans Health Care System
Tyrone Green, Program Analyst, VA Voluntary Service, VA Central Office
Virginia Hoover, Voluntary Service Specialist, VA Voluntary Service, VA Central Office
Tabitha Ingram, Chief, Voluntary Service/NAC Registration, Richard L. Roudebush VA Medical Center
Karen O'Neal, Chief, Voluntary Service, Erie VA Medical Center, and Co-Chair, Partnership Subcommittee
Harry Robinson, Assistant Chief, Voluntary Service, South Texas Veterans Health Care System
Kevin Stanford, Health Systems Specialist, VA Voluntary Service, VA Central Office
Prince Taylor, Deputy Director, VA Voluntary Service, VA Central Office
Rebecca Wischmeyer, Treasurer, VAVS Partners, Inc.

Subcommittee Reports:

Recommendations: Mr. Dooley, United Veterans Services, reported that the Subcommittee, with the assistance of VAVS VACO, sent out a call for recommendations in May 2018. It would send out a similar call electronically in May 2019. The call would include guidance for making SMART (specific, measurable, achievable, realistic and time-oriented) recommendations, and a copy of the Secretary's goals. Any recommendation should be directly related to at least one of those goals. Mr. Dooley promised to follow up with every member organization to ensure the subcommittee received recommendations. As part of its report, the subcommittee asked for a recommendation to mandate that every service organization commit to making minimally, one recommendation. Although the EC denied this recommendation stating that the request for input is optional for all member organizations, Mr. Dooley reiterated the subcommittee's desire for a robust set of recommendations to ensure that they represented the thoughts and concerns of each NAC organization.

Recommendations concerning the Red Coat Ambassador and adapted sports programs that had been held in abeyance were dismissed at the October EC meeting.

The EC deemed a recommendation put forward in October regarding time, recordkeeping and the VSS not all-encompassing, and advised the Recommendations Subcommittee work with the Partnership Subcommittee on this issue.

Mr. Dooley presented NAC with two recommendations:

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1. The NAC membership recommends that the Secretary of Veterans Affairs recognize the Voluntary Service System as a high-level information technology priority, and provide the necessary funding of \$8.64 million for needed development enhancements to VSS. The EC recommended approval. AMVETS moved to approve the recommendation, and Polish Legion of American Veterans, U.S.A. seconded. The motion passed unanimously.
2. The National Advisory Committee recommends that the Secretary of Veterans Affairs approve VAVS to design and implement a new 5,500-hour Lifetime Secretary, Veterans Affairs Voluntary Service Award for volunteer recognition. The EC recommended approval. Military Order of the Purple Heart, U.S.A. moved to approve the recommendation, and American Legion seconded. The motion passed unanimously.

NAC Volunteer of the Year: EC Chairperson Gallina encouraged each member organization to annually nominate individuals for both the Male and Female Volunteer of the Year. The subcommittee circulated guidelines and criteria for nomination each October. EC Chairperson Gallina stressed the importance of following the proper format and submitting nominations on the organization's letterhead before the December 31st deadline.

Recruitment: Ms. Sarracino reported a continued decrease in volunteers, both regularly scheduled (RS) and occasional (OCC). RS volunteers for fiscal year (FY) 2018 totaled 64,464, a decrease of 3,448 from FY 2017. For the first two quarters of FY 2019, the number of RS volunteers was down 2,419 from the first two quarters of FY 2018.

The number of RS volunteers decreased for all age ranges from FY 2018 to FY 2019, except 0-17, 65-74, and 75 and over.

In FY 2018, there was a drop of 209,033 volunteer hours from FY 2017. The number of volunteer hours for the first two quarters of FY 2019 was down 482,423 from the first two quarters of FY 2018.

RS hours had declined by 305,080 hours in FY 2018 than FY 2017. In the first two quarters of FY 2019, they were 305,563 fewer hours than the first two quarters of FY 2018.

OCC hours had been rising in FY 2017, but in FY 2018 resumed their decline.

To combat the fall in recruitment, the subcommittee recommended:

- Determining where volunteers were most needed
- Using volunteer recruitment platforms
- Posting announcements on bulletin boards
- Making sure volunteers were reporting hours

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Polish Legion of American Veterans, U.S.A. made a motion to accept the report as presented. American Red Cross seconded. The motion passed unanimously.

Membership: EC Vice Chairperson Kleindienst, Disabled American Veterans, reported that the National Advisory Committee had seven categories of membership: Service Member, Associate Service Member, Donor Member, Associate Donor Member, Adjunct Member, Strategic Engagement Member and Honorary Member.

National Society U.S. Daughters of 1812 had been invited to join the NAC.

Jewish War Veterans of the U.S.A. had missed two consecutive meetings and would be eligible to be dropped if absent from this one.

EC Vice Chairperson Kleindienst asked those in attendance for their help in identifying potential member organizations.

American Gold Star Mothers made a motion to accept the report as presented. Sons of the American Legion seconded. The motion passed unanimously.

Partnership: Mr. Rolfes, reported that the subcommittee was comprised of VA staff as well as Service Member organizations to provide recommendations at a strategic level to the NAC. It had submitted two recommendations, which had been approved during the Recommendations Subcommittee's report.

VHA Handbook Directive 1620 was being revised, and the subcommittee wanted the revisions to address excused absences. Currently, members were excused only if meetings conflicted with their affiliated organization's state or national convention. The subcommittee sought to give chiefs more latitude on this issue, and to offer teleconferencing opportunities whenever possible.

Ms. O'Neal reported on the status of a recommendation approved and submitted in 2017 on streamlining the process of onboarding volunteers. There were four components to the recommendation:

1. Allow volunteers to utilize VA's national partnerships, such as Walgreen's or the volunteer's private physicians to offset delays in certain steps of the onboarding process like TB testing and physicals (where required) with proper documentation.
2. Train and certify VAVS staff in areas such as fingerprinting and PIV badging to minimize delays and to centralize the onboarding process.
3. Provide funding for equipment necessary for VAVS staff at each site to print PIV badges.
4. Provide funding for equipment and training necessary for VAVS staff at each site to complete the fingerprinting process.

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VA Concurred with 1, and **Concurred in Principle** with 2, 3, and 4. VAVS was working with Access and Identity Management Office of Operations, Security and Preparedness regarding the development cycle to integrate volunteers in the enterprise-wide onboarding, monitoring and off-boarding solution. The system was in the final development stages.

The previous year, NAC had approved and submitted a recommendation regarding position classification. This recommendation also had four components:

1. Approve VAVS to publish an updated classification guide for VAVS officers and program managers in concert with the human resources classification workgroup that would allow growth to General Schedule (GS)-14. **VA Concurred in Principle.** VHA Handbook (Directive) 1620 was being rewritten to accurately reflect the roles and responsibilities of VAVS staff.
2. Mandate that Medical Center directors seek input/guidance from the Director, Voluntary Service when selecting candidates for VAVS officer/program manager positions. **VA Concurred in Principle**, believing it was sufficient to recommend the Director, Voluntary Service as an advisory resource without mandating it.
3. Mandate Certified Administrator of Volunteer Services (CAVS) or Certified in Volunteer Administration (CVA) certification to be eligible for a VAVS officer/program manager position. **VA Non-concurred**, stating that mandating such certification would narrow the scope of training and risk losing opportunities. VA did state that they would offer and fund training for VAVS officers/program managers to receive CAVS or CVA certification.
4. Support the ongoing education and training of VAVS staff through the American Hospital Association's Association for Healthcare Volunteer Resource Professionals organization. **VA concurred.**

Ms. O'Neal added that the Office of Workforce Management and Consulting recently issued a memo announcing a partnership with VAVS to improve the quality of PDs.

United Veterans Services made a motion to approve the report as presented. Veterans of Foreign Wars of the U.S. seconded. The motion passed unanimously.

Standard Operating Procedures (SOP): Ms. Kranzow, American Legion Auxiliary, presented the proposed revisions:

1. On page 1, identify categories of membership by numbers instead of letters.
2. On page 3, paragraph 6; replace the Chief Communications Officer with Director, Voluntary Service as NAC Chairperson.

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3. On page 4, paragraph 1; delete the word “Service” and spell “Member” with all lowercase letters to allow member organizations that were not Service Members to serve on the EC.
4. On page 4, paragraph 5; edit the paragraph to make it more readable, allow for the involvement of Strategic Engagement Members, and correct a typo to read “All qualifying organizations will be given fair consideration.”
5. On page 4, paragraph 6; eliminate a redundancy to read “Subcommittee members will be appointed by the respective Subcommittee Chairperson from qualifying EC organizations.”
6. On page 8, paragraph 2; no change, but it was necessary to identify the Voluntary Service Office staff member on the actual subcommittee listing to comply with the SOP.
7. On page 9, paragraph 2; correct a typo and delete the word “Service.”
8. On page 9, paragraph 3; no change, but add the name of the person in question to the subcommittee listing.
9. On page 10, paragraph 2; remove the word “Service.”
10. On page 10, paragraphs 3-4; change the dates to coincide with NAC membership, January 1-December 31.
11. On page 11, paragraph 2; remove the requirement for notification to be sent on VAVS letterhead and add VAVS Central Office as an option for notification.
12. On page 11, paragraph 3; remove the requirement for notification to be sent on VAVS letterhead and add VAVS Central Office as an option for notification.

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. American Legion seconded the motion. The motion passed unanimously.

The Committee recessed from 9:46 a.m. to 10:03 a.m.

Federal Advisory Committee Act 101: Jeffrey Moragne, Director, VA Advisory Committee Management Office, explained that the Federal Advisory Committee Act (FACA) was a federal statute that governed the establishment, termination, and management of federal advisory committees (FACs). FAC requirements included:

- A signed and filed charter
- A designated federal officer (DFO)

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- Public meetings announced in the Federal Register 15 days in advance with an agenda
- Balanced membership
- Records maintained and available for public inspection

NAC was different from other VA FACs in that it had a unique charter. Its membership was composed of VSO representatives who could speak openly about the value of their organizations. The charter allowed VSOs to fund NAC events and activities during the Committee's meeting.

Committee members could testify or speak on FAC matters only in their personal capacity. They were expected to clarify that they were providing their personal opinion and not speaking on behalf of VA or the FAC.

VA FAC best practices included:

- Mastering the Committee calendar
- Understanding the role of a Committee member
- More effective use of Subcommittees
- Dedicating meeting time for Committee discussion
- Cross-committee collaboration
- Using the SMART template to craft recommendations
- Using VA Library Services for data and information services
- Conducting annual field visits
- Engaging subject matter experts
- Consulting the DFO on FACA and ethics questions

The Transformation of Healthcare: The Essential Role of Volunteers: Tracy Gaudet, M.D., Executive Director, National Office of Patient Centered Care & Cultural Transformation, Veterans Health Administration, presented the aspirations model. Most systems responded to issues by starting with circumstances. Efforts to change behaviors often led to a sense of overwhelmed helplessness, which in turn led to an exhaust cloud of rationalization, explanation, blame and justification. The aspirations model, on the other hand, started with a focus on one's goals and allowed that to drive behaviors and circumstances.

The whole health system creates a personal health plan that helps Veterans explore what matters most to them. With assistance from peer facilitators and whole health clinicians, these programs equip patients with the knowledge, skills and tools to provide more self-care care and informed participation in their health care.

Veterans' response to whole health was overwhelmingly positive, with many Veterans reporting an improved outlook on life and fewer trips to the doctor.

The Committee recessed for the day at 10:59 a.m.

Friday, May 3, 2019 - 1:00 p.m. - 3:30 p.m.

Call to Order: EC Chairperson Gallina called the meeting back to order at 1:00 p.m.

VA Voluntary Service Report: Ms. Clark spoke of the importance of linking VAVS to VHA priorities, connecting with VHA and VA leadership, getting to the table, and authentic collaboration. VAVS should be prepared to enhance training, focus on competencies, stay alert and engaged, and commit to personal and professional growth. It needed to do a better job storytelling to preserve its brand. Ms. Clark proposed that it might be time to retire the name VA Voluntary Service because it did not necessarily encompass everything VAVS did. She encouraged attendees to think about possible alternative names.

VAVS Award Presentations: EC Chairperson Gallina and Ms. Clark presented VAVS awards as follows.

NAC Male Volunteer of the Year:

William Talcott, Veterans of Foreign Wars of the U.S.
Phoenix VA Health Care System

NAC Female Volunteer of the Year:

Mariann Hamann, Veterans of Foreign Wars Auxiliary
VA Ann Arbor Healthcare System

American Spirit Awards

Civic Organization Recruitment:

Jessica Majano, VA Southern Oregon Rehabilitation, Center & Clinic
White City, Oregon

Corporate Recruitment:

Lynn Dinehart, Bath VA Medical Center
Bath, New York

Senior Recruitment:

William Browning, John D. Dingell VA Medical Center
Detroit, Michigan

Student Recruitment:

James Keller, Albany Stratton VA Medical Center
Albany, New York

Volunteer Supervisor of the Year:

Stacie Litsenberger, Occupational Therapist
Charles George VA Medical Center
Asheville, North Carolina

18.

Improving Experiences with Our Customers: Paula Stokes, CTRS, M.Ed., J.D., PD Division Chief, Research and Design, Veterans Experience Office (VEO), reminded attendees that VEO was established in January 2015, with a direct reporting line to the VA Secretary, and featuring both local field and VACO components. VA's vision was to be the leading customer experience (CX) organization in government, so that Servicemembers, their families, caregivers and survivors chose VA. To that end, it sought to enable VA administrations and staff offices to provide the highest quality CX in the delivery of care, benefits and memorial services.

VA was implementing CX with four core capabilities:

- Data
- Tools
- Technology
- Engagement

One way of understanding the Veteran's perspective was through Veteran journey maps, which identified VA care and benefits services available to Veterans, their families, caregivers and survivors at different stages of their lives. Based on interviews with Veterans, the journey maps captured moments that mattered to Veterans, both bright spots and pain points. VEO had received over two million survey responses to date.

Currently featured VA patient experience initiatives included:

- WECARE rounding
- Standard phone greetings
- Red Coat Ambassadors
- Own the Moment training
- "I Choose VA" employee badges
- Green Glove Initiative

The Committee recessed from 2:43 p.m. to 3:00 p.m.

Veterans Health Administration Update: Jon Jensen, Acting VHA Deputy Chief of Staff, briefed the Committee. VHA leadership's top priorities focused on three broad objectives:

- Restoring trust
- Constructing a learning organization
- Modernizing systems

To achieve those objectives, VHA was focusing on ten lanes of effort:

- Committing to zero harm

19.

- Streamlining VHA Central Office organization
- Reducing unwarranted variation across integrated clinical and operational service lines
- Delivering 21st century whole health and mental health programs
- Revising governance processes and aligning decision rights
- Developing responsive shared services
- Implementing the VA Maintaining Internal Systems and Strengthening Integrated Outside Networks (MISSION) Act
- Modernizing electronic health records
- Transforming the financial management system
- Transforming the supply chain

Mr. Jensen promised that VHA would support additional funding for VSS. It would stay engaged with Workforce Management & Consulting to be more diligent about not arbitrarily downgrading positions and would support VAVS efforts on improving PDs. Mr. Jensen encouraged VAVS to stay connected to professional communities and embrace training, especially leadership training. He assured attendees that VHA was well aware of VAVS' value.

VAVS Award for Excellence: Ms. Clark presented the award to **William Browning**, John D. Dingell VA Medical Center, Detroit, Michigan.

Serving the Spiritual Needs of our Veterans: Juliana Leshar, M.Div., Ph.D., BCC, National Director of Chaplain Service, Office of Patient Care Services for Care Management, Chaplain, and Social Work, Veterans Health Administration

Dr. Leshar explained that the VA National Chaplain Service envisioned that Veterans and families would have access to the highest quality of spiritual care. VA employed clinically educated and skilled chaplains who were fully integrated as members of the VHA interdisciplinary health care teams. Chaplains ensured free exercise of religion for Veterans enterprise-wide.

In June 2018, VA employed 854 chaplains with slightly over fifty percent of VA chaplains being Veterans themselves.

Dr. Leshar outlined the profile of a VA chaplain: someone not only called to the ministry but called to minister to Veterans. She discussed various VA chaplaincy programs, including:

- Community Clergy Training Program
- Telechaplaincy
- Warrior to Soul Mate (W2SM) program

20.

74th Annual VAVS NAC Meeting & Conference Host City Presentation: Ms. Brown gave the presentation. The 74th Annual NAC Meeting and Conference was scheduled for April 29, through May 1, 2020, in San Antonio, Texas.

Closing Remarks: EC Chairperson Gallina adjourned the meeting at 4:02 p.m.



9-10-2019

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

Date