



**Veterans Affairs Volunteer Service**

**MOPH VAVS  
HANDBOOK FOR  
VOLUNTEERS,  
LEADERS AND  
COMMANDERS**

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## INTRODUCTION

Welcome to the Oldest Volunteer System in America!

Founded in 1946, the Veterans Affairs Voluntary Service (VAVS) is one of the largest and oldest formal volunteer systems for supporting wounded veterans and it is within the mission of the Military Order of the Purple Heart (MOPH) to not only participate in the program but to be a major contributor!

Your involvement with service to veterans is critical not only in a time of war but also in time of peace. You can make a difference by being a volunteer and providing caring support to our veteran population.

Many of you have asked we make this a simple system but that is not possible as we are dealing with government rules and regulations as we reach into military hospitals and military and civilian rehabilitation centers. They will have different rules and regulations for us to follow. The guidance in this *Handbook* will help you deliver practical and compassionate service to our wounded warriors, both men and women, who went in harm's way for our country.

This handbook will lay out the most critical elements for volunteerism with MOPH and you will find that the information found in succeeding pages will give you a head start in understanding the system that cares for our veterans.



Del "Bulldog" Turner  
VAVS Director

## **MISSION STATEMENT**

It is the purpose of the MOPH Veterans Affairs Voluntary Service (VAVS) Program to provide assistance to the VA with care and concern for all veterans.

In honoring the VA Mission of “caring for he who has born the battle,” we contribute to the betterment and improvement of all veterans being cared for by the VA and our State Veterans Homes, through volunteerism.

It is our stated purpose, through volunteerism, to provide increased visibility for the Order and our good works.

## **MOPH VAVS GOALS FOR 2012/2013**

### **VA Facilities**

- **Increase** the annual volunteer hours expended by at least 10 percent at each VA Facility we service.
- At VA Facilities where we are currently represented, **have at least one** VAVS Representative and, depending on the need, one to three Deputies, all certified by the Order.
- At Facilities where we are not represented, **recruit, certify, and assign** at least one Representative and, depending on the need, one to three Deputies this year.
- **Increase** Occasional Hours at each VA Facility by 100 hours this year. (This can easily be accomplished by Chapter member and family visitations.)
- **Establish** Deputy Representatives and volunteer positions at CBOCs, VAOPCs and OPCs in your Department.
- At a minimum, **sponsor** at least one Youth Program at a VA Facility in your Department.
- Get one percent (1%) of your Vietnam era membership involved with the VAVS Program as Regular Scheduled Volunteers.
- Get two percent (2%) of your OIF/OEF membership involved with the VAVS Program as Regular Scheduled Volunteers.
- Increase non member volunteers by two (2) volunteers per facility.

### **State Veterans Homes**

- Provide MOPH Regular Scheduled Volunteers equal to one percent of your membership.
- Provide at a minimum, 100 hours of Occasional Volunteer Hours to each State Home.
- Have a Representative and Deputy Representative appointed to each State Home.

**Note: Although these are lofty goals for MOPH, with leadership, direction and commitment, they can be attained.**

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## **PART ONE – GENERAL INFORMATION AND GUIDANCE**

### **MOST IMPORTANT MOPH ACTIVITY**

Of all the activities that involve MOPH membership, the **Veterans Affairs Volunteer Service (VAVS)** has top priority as it directly helps the wounded military men and women being treated in VA facilities across the country. Other Veteran Service Organizations (VSO), such as the Veterans of Foreign Wars and the American Legion, has similar programs and you will encounter their personnel on site. MOPH is not in competition with the other VSOs, but works with them to optimize support to the wounded, sometimes in concert, sometimes each doing a separate and coordinated service.

### **LACK OF INTERNAL SUPPORT**

If at any time, on any organizational level, a member or commander feels that his effort is not being supported as it should, please advise the MOPH VAVS Director (contact information is on the cover of this Handbook). While any Patriot can communicate directly with the Director, recommend that you initially use the chain of command – Chapter, Department, Region – as the problem or situation may be resolved at the next level, negating the need for VAVS Director’s attention.

### **VA CHIEF OF VOLUNTEER SERVICES NEGATIVE ABOUT MOPH EFFORT**

Even though the VA has officially recognized the Volunteer’s role in providing support to wounded veterans, from time to time, you may encounter a Chief of Volunteer Services (CVS) who is negative about your effort. Chapter Commanders should bring such incidents to the attention of their VAVS Representative who will facilitate a meeting between the Department Commander and the Director of the VA Facility to resolve the issue. Keep the National Service Officer (NSO) informed so he can help with the situation if practical.

### **VOLUNTEER BACKGROUND/SECURITY CHECK**

All volunteers 18 years old and over must go through a formal indoctrination process before serving at a VA facility (State Veteran Homes may or may not have similar procedures). This will include:

- A background check based on your Social Security Number and fingerprints.
- An orientation on VA rules and regulations as well as safety and personal conduct at the VA.
- At the conclusion of this process, you will be given an ID card/badge that must be worn whenever on VA property.
- Volunteers under the age of 18 are not required to go through a background check (see **Youth Volunteers**).

## **FACILITY SECURITY LEVELS**

The routine background/security check is sufficient for most of the VA assignments, but those volunteers, whether Regularly Scheduled or Occasional, dealing with data input or accessing veteran medical records will have a higher security clearance. Level of access is determined by the sensitivity of the work being performed, not the type of volunteer.

## **VOLUNTER RELATIONSHIPS WITH OTHER MOPH OFFICIALS ON SITE**

As a volunteer, your role at a facility is narrowly defined – you'll have the VA manager that you report to and your duties and hours of work will be detailed. But it is important that you meet the other MOPH representatives on site and understand their roles.

**National Service Officer (NSO).** NSOs are salaried professionals of MOPH who assist all veterans, whether in or outside the VA facility. They assist in the areas of medical claims, treatment, and documentation, including military awards. If you are asked questions that lie in those areas, refer them to the NSO. Introduce yourself to your NSO, describe what services you're providing and request any applicable guidance.

**VAVS Representative.** Representing the Department Commander, this is the key MOPH Official on site, working directly with the CVS, and overseeing all VAVS activity. He will be a prime contact, along with the Chapter Commander, if you have any problems.

**Department Commander.** From time to time, the Department Commander may visit the site for personal insight on how well the VAVS Volunteers are doing and may stop and chat with you.

## **TRAINING**

The VA Chief of Voluntary Service, the Program Manager of your assignment or a another designated VA staff member will provide the necessary training for both Regularly Scheduled and Occasional volunteers, probably during your initial time on job. Follow on training may be done by your first line supervisor.

## **SUPERVISION**

All volunteers will receive a basic level of supervision. In some areas this is greater than in other areas. Treat your assigned supervisor with respect and you'll be treated in the same way.

## **RECOGNITION**

The VA has a family of awards for deserving volunteers, ranging from service pins and certificates to plaques and crystal. Your VAVS Representative can get you a list of hours required to receive an item of recognition for your service from the Chief of Voluntary Service. The VAVS Director also has a list of MOPH awards for superior VAVS service that are presented at the Annual Convention.



## VAVS PROGRAMS

While VAVS programs run from the simple to the complex, involve different categories of volunteers, and require tailored funding, the goal of every program is to support wounded service men and women recovering in VA facilities. All of our programs must be briefed to and approved by the VA facility's CVS or State Home equivalent. Youth Volunteers, discussed above, can accomplish or assist in many of the programs.

Here are some examples:

**Food Cart Program** (This also can be an ice cream, coffee and hot chocolate or fruit cart).

- The first step is to buy a small, wheeled cart that can carry and display your items to the patients. One solution is a tool cart from a hardware store with two or more shelves that you can assemble. Spray paint the cart parts purple before assembly and that will save you \$200 plus dollars versus buying a commercial cart. After assembly, put a couple of MOPH decals on the sides and all you have to do is load it on the day of activity. You'll need thermal pitchers to keep the coffee and chocolate warm, hot beverage cups, wooden stirrers, and packets of sugar, creamers, and artificial sweeteners.
- Along with the hot drinks, you may want to add ice cream bars (kept in a container with dry ice), nutritious cereal bars, and individual packets of snack cracker and nuts, chewing gum, and life savers. Make sure many of the items are suitable for diabetic patients. Total expenses for a food cart or coffee cart can cost \$100 or less, with the cost of the cart a one-time expense.
- Soft fruit is the best. Apples are a challenge for patients with dentures.

**Heart Pillow Program.** These are small specially configured pillows that help ease the discomfort of surgery. If you know someone who has had heart surgery, ask them about the value of a heart pillow. Anyone who has used one is a very grateful patient. This is an easy program to implement because all you have to do is buy the pillows and get them to the nurses. They can advise you on quantity desired and when to deliver them.

**Bingo Program.** This is a great activity if your VA facility is providing long term or nursing home type care where residents eat in a dining center. You need a space where residents can put their bingo cards on stable surfaces and the dining room tables will suffice. Recommend you go to a gaming distributor and get the necessary supporting material – ball shuffler, markers, cards (with large print, if possible) Add some inexpensive prizes to award the winners.

If your facility is providing standard hospital care – emergency and in-patient – then the program would not be suitable as the patients are rarely in one location.

**Wii Program.** The Wii software driving large screens is proving to be very beneficial for physical therapy. First, determine if the facility's Recreation Therapist wants a Wii installation and the CVS approves. Then work with the therapist for a suitable space and provide whatever is needed. If the facility has a large screen television that can be used, then provide only the Wii equipment. If a large screen TV is not available, then provide that as well. Include the bowling, golf, and fishing features so that you can hold

tournaments on Friday nights and weekends. The prizes can be relatively inexpensive and purchased from the Canteen.

**Project Healing Waters Fly Fishing** ([www.projecthealingwaters.org](http://www.projecthealingwaters.org)). This program “serves military personnel who have been wounded, injured, or disabled to aid their physical and emotional recovery by introducing or rebuilding skills of fly fishing and fly tying and by using and enjoying these skills on fishing outings and as lifelong recreation.” Chapters can go the program’s website, click on “Contract Us,” and find the name/phone number of the program’s coordinator for your state. Contact him and offer the Chapter’s assistance in implementing the program at your assigned VA facility in cooperation with the CVS.

**Other Recreation Therapy Programs.** These can include taking veterans to ball games, bowling, out to dinner and shopping. Many times the Recreation Therapist has money for these programs, but needs extra people to support the activity. The Chapter can also help by being pro-active in soliciting contributions of tickets to local events and then advising the Therapist of their availability.

**Cook Outs.** Cook outs can be used to support Welcome Home Celebrations and Outreach Programs, another way to make a difference. To have a stand and cook hot dogs, brats and burgers is not a big deal and you will find that local food distributors and grocery stores will donate products to reduce your cost. Work with the CVS office to determine if and when such support is needed. These can make a difference to veterans and their families. (If you donate money to the VA for this area be sure that you specify on your check that you are giving money to the OIF/OEF GPF in support of Veterans and their families.)

Cook outs can also be an effective way to raise funds for VAVS, locating them at businesses that have a high volume of weekend customers, like building supply houses, shopping malls, etc.

**V-Note:** Occasional Volunteers can have a major impact on all the programs listed above so get your Chapter and non-Chapter Volunteers, together with their kids, grand-kids, wives, neighbors and so on to maximize participation.

**Canteens.** Each VA Facility usually has a canteen that offers food services – hot and cold entrees, beverages and deserts- and a small full services retail store (PX). The retail store sells “Canteen Books” that have dollar tickets that veterans can use to pay for purchases. You can purchase these books to be used as gifts during visits or as prizes for bingo and Wei winners. Volunteers can also use the retail store to provide veterans with some small item requested during a visit. The canteen can provide lots of needed items, such as new toothbrushes or deodorant that you may to give a way. Any problem with the retail store, such as lack of canteen books, should be referred to the assigned VAVS Representative who will work with the Canteen Manager and CVS on it resolution. Each Representative should know the name and phone number of his site’s canteen manager. (Go to [www.vacanteen.va.gov/CanteenLocations.php](http://www.vacanteen.va.gov/CanteenLocations.php) for locations of VA canteens in your state via an excellent interactive map.)

**Few Limits.** Veteran support programs are limited only by your imagination and approval of the Chief of Volunteer Services (CVS).

### **VOLUNTEER TRANSPORTATION NETWORK (VTN)**

This is another VA program that MOPH VAVS supports and both RSVs and OVAs can participate. (VA handbook 1620.2 provides the guidelines for the program)

#### **Driver Criteria**

- Proof of a safe driving record (Form from your local DMV)
- Valid driver's license
- Personal auto insurance that covers driving a non-owned vehicle (Copy of insurance policy)
- Sign a waiver of compensation (VA Form 10-7055) (When accepted in the Network)
- Pass VA health screening
- Complete driver orientation
- Complete all other training required by Voluntary Service, Engineering Services, Police and Security Services, Health Administration Services, Fiscal Services or Social worker Services
- Detailed information on this program can be found in VA *Handbook 1620.2, Appendix E.*

#### **How to Apply**

If a volunteer is interested in this program, he should request his VAVS Representative schedule an appointment with the target facility's CVS or VTN's program manager.

If the Volunteer is accepted into VTN, request that his hours be credited to MOPH's VAVS program.

## PART TWO – VOLUNTEERS

[This part provides volunteers with information on their roles in VAVS]

### REGULARLY SCHEDULED VOLUNTEERS (RSV)

**Definition:** A *Regularly Scheduled Volunteer* is one who agrees to work under the supervision of a VA employee on specific days at a specific time for a specific number of hours. Most of these volunteers will be at least 18 years of age. RSVs will come from two sources: members of the Chapter and interested citizens from the local community.

#### Assignments

Volunteer assignments are based on a match of the volunteer's preference, skills and experience with the needs of the VA or state facility. Once approved for the program, Volunteers will meet with their local Chapter Commander or Chapter VAVS Coordinator to be welcomed into the program and assigned to a facility. To help give a scope of the activities included in the VAVS program, you may want to show the prospective volunteer **Attachment A, Volunteer Assignment Guide.**

#### STEPS TO VOLUNTEER ASSIGNMENT

1. Provide volunteer with list and description of any Chapter initiated activities, such as those listed under **Programs** below and see if any meet his expectations.
2. Ask the volunteer if he or she has any particular service or project in mind not mentioned.
3. If the volunteer is interested in a VA or State Home assignment, then the VAVS Representative coordinates placement by:
  - Providing the volunteer's interest and/or qualifications to the target facility and getting approval for placement.
  - Providing the Chapter Commander/Chapter VAVS Coordinator details on the assignment: position title (if any), Division or Department assignment, name and telephone number of supervision, office location, details on work desired, days and hours of work, and date to report for processing.
4. If the volunteer is interested in a Chapter sponsored event, the Chapter VAVS Coordinator takes the appropriate action to integrate him in the activity.
5. If the volunteer proposes a service or activity not currently addressed but considered worthwhile, then the VAVS Representative can explore the idea with the CVS or State Home Volunteer Coordinator and advise the Chapter if the service is desired.
6. Volunteers from the Chapter membership will be matched to assignments in a similar manner.

### OCCASIONAL VOLUNTEERS (OV)

#### Definition

Occasional Volunteers are a single volunteer or any group of two or more that visit patients or perform a needed task at the local VA facility. They do not work at specific

times or on specific days like RSVs but perform services that augment the work of the scheduled volunteers.

### **Assignments**

The Chapter will control OV assignments to ensure integration with work of the RSVs. Just as with the RSVs, your VAVS Representative can liaison with the CVS Office and advise on facility requirements for support. See VAVS Programs on below for examples of activities that OVs might perform.

### **Escorts Required**

Since OVs will not have badges for access to the facility, they must be escorted by a VA employee or a VAVS Representative. Plan ahead and coordinate your visit with your VAVS Representative.

## **YOUTH VOLUNTEERS (YV)**

### **General**

Using local youths in your VAVS program is highly encouraged as it will be an effective way to increase the number of volunteers and thus your capacity to support veterans.

### **Definition**

Youth Volunteers must be at least 14 years old and can be recruited from your local schools and youth groups such as the Boy and Girl Scouts, church associations, etc. Children do not go through a background check and are not finger printed.

### **Assignments**

Youth Volunteers can be given any project in the VAVS program that is age appropriate and can be used in concert with the older RSVs and OVs who can provide leadership.

### **Recommended Start-Up Procedures**

- The first step is for the Chapter membership to approve establishment and funding of an YV Program. Funding should cover identifying T-shirts and a volunteer's banquet for awards.
- Then determine if your target VA facility or State Veterans Home is receptive to YVs providing services. Your VAVS Representative, who works with the VA CVS and State Home Volunteer coordinator, can provide that information. It is mandatory that the facility approves any youth participation in the program.
- The next and crucial step is recruitment of YVs. The best way to recruit is to address the potential candidates at their organization level, ie. Junior and senior students at an assembly or boy or girl scouts at their troop meetings. Briefing the VAVS program to Guidance Counselors in the local high schools could be of value in getting outstanding students into the program. Depending on availability, representatives from the VA or State Facilities could join the MOPH member in the briefings and presentations. The CVS' and State Home offices may also be of assistance, providing the name and contact information of any youth group that offered to be of service. In all your recruiting efforts, pass out the handout at Attachment A to encourage joining.

- *Parental Consent Form* must be completed for the VA site where the youth/student will be volunteering.

## **BENEFITS**

### **Without Compensation VA Employee**

All RSVs are considered *Without Compensation (WOC) VA Employees* for the purpose of compensation benefits, as provided under the injury compensation laws. Any Volunteer injured while on duty will be provided medical services in accordance with established policy for VA employees.

Meals may be furnished without charge to Volunteers, provided their scheduled assignment is at least 4 hours long. Meals may be provided to others at the discretion of the facility director.

Temporary Available Quarters may be furnished to volunteers at no charge, in case of an emergency.

Facilities will make every effort to provide parking without charge for regularly scheduled volunteers.

**V-Note:** Extent of VA Facility services available to Volunteers is determined by your local CVS Office.

### **VA, Employee Education System (EES)**

As a WOC employee, you will have access to the hundreds of courses offered by this computer based training system. Courses range from those for personal enhancement to those that are job related, providing an excellent way to gain tailored knowledge without leaving your computer at times of your choosing. Check with your CVS Office for guidance on using the system.

## **YOUTH VOLUNTEER SCHOLARSHIP GUIDELINES**

As an incentive to be a Youth Volunteer and reward for superior service, MOPH VAWS established a scholarship program that considers applications each year.

### **Eligibility**

- To be eligible, high school students must have:
  - (1) Completed their senior year with a GPA of 3.0. Copy of school transcript required.
  - (2) Been accepted at a college/university or trade school.
  - (3) Completed 100-150 hours of service for a \$500 dollar scholarship or 175-plus hours for a \$1000 scholarship. A print-out of their hours from the VA Center or the State Veterans Home must be submitted with the application.
- College students must be:
  - (1) Enrolled at a college/university or trade school with a GPA of 3.0 or better (school transcript required)

- (2) Same number of service hours required as for high school student, but all hours must have been earned as a college student. High school hours cannot be used for the college application.

### **Process**

- Student Volunteers tell the VAVS Representative assigned to their facility that they are interested in a scholarship and complete applicable portions of the Application – personal data, transcript of school record, work printout, and required essay. For an application, go to [www.purpleheart.org](http://www.purpleheart.org) and print the application form from the VAVS section.
- VAVS Representative and CVS office completes the application and ensures that it is complete.
- VAVS Representative forwards application and supporting documents, in triplicate, to the National VAVS Director, MOPH, 104 Shimmer Pond Court, Madison, AL 35757-7751, by May 31<sup>st</sup>.
- Decisions on awards will be made by July 1st and letters sent out notifying students of their selection. Once the students have been notified, they have 30 days to provide documentation of their enrollment. This should be in the form of a standard form/letter on letterhead from the school to be attended. The scholarship check will be issued only when proof of enrollment is received.

### **REMOVAL OF VOUNTEERS**

The VA Chief of Voluntary Service (or a VA Program Manager) can request that a VAVS Volunteer be removed for unsatisfactory performance, or violation of established policy and/or procedures.

## **PART THREE – MOPH VAVS ADMINISTRATION**

### **RESPONSIBILITIES**

#### **National VAVS Director/Representative**

The National VAVS Director/Representative (NVD/NVR) is appointed by the National Commander, but reports to the National Senior Vice Commander who has oversight of the program.

#### **NVD Responsibilities**

The NVD is responsible for the entire MOPH VAVS effort, from recruiting to program implementation. His specific responsibilities include:

- Setting the yearly goals for MOPH VAVS to inspire efforts by all concerned and facilitate planning.
- Approves Youth Volunteer Scholarships based on applicant's qualifications and availability of funds.
- Provides the National Senior Vice Commander with a yearly Report no later than June 30 that covers: highlights of program; number of volunteers – showing increase or decrease, number of volunteer hours expended and their monetary value; future plans, **estimated budget requirement for following year**, etc
- Issuing a Directory of all MOPH VAVS Representatives and their Deputies at appropriate intervals for distribution to key VAVS action officers.

#### **NVR Responsibilities**

Under his NVR title, the NVD represents MOPH on the VA National Advisory Committee (NAC) which is a federally chartered advisory committee. It advises VA leadership on how to coordinate and promote volunteer activities within the VA health care system. It meets on an annual basis. Prior to attending an NAC meeting, the NVD/NVR surveys Region and Department Commanders for appropriate issues to bring to the NAC's attention.

### **DEPARTMENT COMMANDER**

The Department Commander is responsible for VAVS activities at all Department echelons, particularly the appointment of competent, qualified assistant officers and the dissemination of important information on the program to all concerned. The Department Commander has the following assistants to help implement his VAVS program:

**VAVS Representatives and their Deputies** who provide primary interface with VA facilities and support Chapter Commanders in their service efforts.



**VAVS Coordinator** who serves as his primary staff officer on VAVS matters.

### **DEPARTMENT COMMANDER RESPONSIBILITIES**

- Nominate one VAVS Representative for each VA facility and State Veteran Home located in his Department.
- Nominate one to three Deputy Representatives for each VA facility and State Home.
- Nominate one Department VAVS Coordinator (internal)
- Keep the Region Commander informed on all significant activity, highlighting serious problems and recommended solutions.
- Ensure that all appointees for VA related positions comply with VA Regulations and Requirements and guidance contained in the VAVS Handbook.
- Manage VAVS funds allotted to the Department
- Make and forward required reports on time and to the proper entities.
- Conduct necessary meetings and reviews related to the VAVS program (See **Meetings and Reviews** below).
- Nominate deserving volunteers for annual awards (See below)

### **DEPARTMENT VAVS COORDINATOR**

The VAVS Coordinator is the Department Commander's staff member that monitors and coordinates VAVS activities throughout the Department. The Department Commander will appoint and train a member for this position. This person should be a Regularly Scheduled Volunteer at a VA facility and have experience as a VAVS Representative, if possible.

While this person can be helpful as a key assistant, the Coordinator will not relieve the Department Commander of any responsibility or accountability.

### **ANNUAL AWARDS**

The Department Commander should nominate outstanding volunteers (including VAVS Representatives and Deputy Representatives) for annual awards. These nominations should be mailed to the NVD 30 days prior to your Department Convention. Recommend you query your Chapter Commanders for any suitable candidates to add to your selection of Representatives.

### **GUIDANCE ON DEPARTMENT MEETINGS AND REVIEWS**

To keep informed on the details of the VAVS effort within your Department, to maintain effective communication with the VA Chiefs of Voluntary Services in your area, and to gather information for period reviews, conduct the following meetings and reviews:

- **Meet with VA CVS.** At least twice a year, together with your VAVS Coordinator and assigned VAVS Representative, you should meet with the VA CVS at each facility in your area. Of course, additional meetings can be held if required.
- **Annual Joint Review.** You should attend this Review, required in October for MOPH. See details in **Reports**. Below.
- **Mid Spring Review.** This review should be conducted before your budget meeting for your convention and should cover MOPH VAVS performance in your

Department for the year. Results of the review will be used in preparing the next year's budget.

**V-Note:** Don't be deterred by a VA CVS who doesn't want to get involved with Veteran Support as you desire. Work with the NSO assigned to the Facility and have the Department Commander raise the issue with the Facility Director.

### **THE MOPH VAVS REPRESENTATIVE**

Recommended by the Chapter Commander, nominated by the Department Commander, and appointed by the MOPH VAVS National Certifying Official, Representatives are the most important action officers in the program, reporting directly to their Department Commander. Due to their constant presence at a VA facility, or State Veterans Home, Representatives become the most visible face of MOPH in delivering support and comfort to wounded servicemen. They are normally assigned to only one VA facility, or State Home, although in times of short staffing, they could be responsible for more than one.

**Recruiting:** See *VAVS Recruiting Strategies & Tactics* at [www.purpleheart.org](http://www.purpleheart.org) under VAVS Programs.

**Qualifications:** Representatives must be members (not associate members) in good standing. It's important that Representatives be members because of involvement with monetary matters as well as committing MOPH to requested projects. Associate members can attend VA meetings as guests of the Representative, but do not have voting rights.

**Training:** See *VAVS Representative and Deputy Representative Training Guide* and *VAVS Training Presentation (PowerPoint)* at [www.purpleheart.org](http://www.purpleheart.org) under VAVS Programs

A Department Member at Large (DML) may be a volunteer but is not eligible to be a Representative or Deputy Representative.

Non-members of MOPH and VA employees cannot serve as Representatives or Deputy Representatives.

**Length of Appointment:** Representatives are initially appointed for a two year term, but can be reappointed in two year increments if the Department Commander and National Certifying Official concur that the performance level is satisfactory.

**Please note: Appointments of Representatives by any other official than the National Certifying Official are not recognized by the VA.**

### **RESPONSILITIES**

**Complete Orientation with assigned VA Facility within thirty days of being appointed.** See **Attachment B** for the check-in form. Once signed by the new

Representative and the CVS, keep the original on file at the Department VAVS office and forward copies to the NVD.

**Provide primary interface with VA's Office of Chief of Voluntary Services (CVS) as follows:**

- Keep the Chapter and Department Commanders informed on what is occurring in the facility.
- Meet with the CVS or his appropriate staff member at least once a month. Due to busy schedules of all concerned, recommend that this meeting be scheduled and that you come with an agenda, previously sent to the VA official to allow preparation of a response and to avoid any surprises.
- Serve on the VA Facility's VAVS Committee and any other Committee as requested. Be sure that either a Deputy or you make each meeting, prepared and on time.
- Make informal visits to the Facility from time to time to keep abreast of what's going on for information that's critical for MOPH to plan and successfully complete programs meaningful to veterans.
- Discuss performance of all MOPH volunteers with CVS on a regular basis as poor performance of a volunteer, regardless of cause, will reflect negatively on the Order.
- If you disagree with CVS on some specific program or overall direction of the VSVA efforts, then meet with your Department Commander, discuss the situation and receive guidance before meeting with the CVS on the matter. Report the results of the meeting to both Chapter and Department Commanders.

**Provide Primary Interface with State Veterans Homes as follows:**

- Establish close relations with the Volunteer Coordinator of the Home who acts in the same capacity as the CVS in a VA facility.
- Support the Chapter Commander responsible for volunteer services to the Home by providing lists of desired services. This list can be used in both recruiting and assigning volunteers. There will be similarities between the jobs at a VA Facility and a State Home. The Home will have different processes and security measures because the Home is a state, not Federal facility. Much will be common, but terminology may be different.
- Make sure all hours and funds expended by MOPH volunteers are captured by the Home Volunteer Coordinator each month. The Home Coordinator is responsible for reporting MOPH hours and expenditures to the VA facility with which it has a supporting Memorandum of Understanding.
- Keep the Department Commander apprised of any unusual situations or problems with a MOPH effort at a State Home.

**Train Your Deputy.** Each VAVS Representative will train any Deputies assigned and certify completion to the Department Commander.

**Track Funding.** Monitor expenditure of assigned funds and keep Chapter and Department Commanders informed as to the balance remaining of any MOPH budget allocation on a quarterly basis. See **Reports** below.

**Maintain a List of Current Open Assignments at their assigned Facility.** Using the internet access to VA data as outlined in **Attachment C, *Getting VA Information From Website***, and personal liaison with the CVS Office, maintain a list of job openings that shows title of position, description of work, hours required, and skills needed to accomplish the work. Recommend that this list be maintained on a computer to permit effective dissemination.

**Keep Chapter Commander apprised of current opportunities for use in recruiting and assignment.** By the most mutually convenient means (mail, FAX or e-mail) continually provide the Chapter Commander with a current list of open voluntary assignments at his target VA or State Facility.

**Assist in Matching Volunteers to Assignments.** Once a volunteer is linked to an opening, coordinate assignment with CVS, getting job supervisor's name, telephone number, and office location, reporting date and training schedule and passing the information to the volunteer via the Chapter Commander/VAVS Coordinator.

**Monitor assignments.** Visit the volunteer at the job site and talk to his supervisor from time to time and provide feedback to the Chapter Commander/VAVS Coordinator on both positive and negative findings. Try to ensure that job is valuable to the facility and satisfying to the volunteer.

#### **Promote the Program From Concept to Approval**

- Attend selective meetings of your participating Chapter and address the members on any pertinent VAVS news.
- Meet with the Welfare Officer (or whoever is running the Chapter VAVS effort) and offer any assistance, such as designing programs that benefit veterans. Push recruitment of volunteers as the prime task.
- As all programs should be explained and approved at both the Chapter and Department levels, take the necessary staffing actions to achieve such coordination.
- Get CVS approval of all MOPH VSVS programs and forward that approval to both Chapter and Department Commanders.

**Problems.** If a problem with a volunteer surfaces via a VA complaint or identified during a visit to the job site, arrange a meeting between the CVS (or his staff member), the Chapter Commander, and yourself to solve it – the solution can range from termination of the volunteer to job adjustments to counseling,

**Documentation.** Representatives must be familiar the following Directives/handbooks, available from the office of the CVS:

VHA Directive 1620 – Deals with Voluntary Service

VHA Directive 1620.1 – The “Bible” on VAVS Service procedures (know and understand this one)

VHA Directive 1620.2 – Deals with Volunteer Network (VTN)

VHA Directive 1620.3 – Deals with State Veterans Homes

VHA Handbook 4721 – Deals with General Post Fund Procedures

## **MOPH VAVS Representative and Deputy Representatives Appointment Process**

**1. Chapter Commanders** send their **Department Commander** the names of Patriots to be considered as new VAVS Representatives or Deputy Representatives by **1 April**. These names can include the Chapter's Welfare Officer if appropriate. Use the letter form in **Attachment D** to send information on new Patriots as well as the Patriots being replaced. In some instances, the **Chapter Commander** may recommend that an incumbent's assignment be extended if requested by the VA Chief of Volunteer Services. The Patriots recommended for VAVS Representative positions should be Regularly Scheduled Volunteers or willing to become one to qualify for nomination.

**Due Date: No later than April 30<sup>th</sup> of each year.**

2. Using the inputs from his Chapters, the **Department Commander** formally nominates VAVS Representatives and Deputy Representatives for each facility being serviced by his Department, using the letter form in **Attachment E**. He also includes the data on Patriots being replaced. He then mails the letter the **National VAVS Certifying Official** who will make the formal appointments.

**Due Date: Letter/s must be sent between May 1 and June 30 – the time frame of the Department Conventions.**

3. The **Certifying Official** completes the appointment process by signing the certification and forwarding the letter to the indicated VA facility or State Veteran's Home, confirming the appointment of each Representative, with copies to the individual concerned, the appropriate Chapter & Department, and the VAVS Director.

4. At appropriate intervals, the National VAVS Director will publish a directory of VAVS Representatives and Deputy Representatives for distribution to key VAVS entities.

### **VAVS DEPUTY REPRESENTATIVE**

Each VAVS Representative can have a Deputy Representative, certified in same way as Representatives are certified, who will fill in for the Representative when requested. These Deputies, if available, should be included in all appropriate meetings and considered partners in your endeavors (remember they also are volunteers and will provide better support if treated properly. In the past, some were treated as underlings, causing problems). As Deputies will perform the same functions as Representatives when acting as substitutes, each Representative is responsible for training his Deputy. Just as with Representatives, Deputies will perform duties as agreed upon by the Representative and the facility's CVS.

## **RESPONSIBILITIES FOR SERVICE NEAR STATE LINES**

For VA or State facilities near state lines, the Department with the nearest Chapter, regardless of State, will be responsible for its support, using its roster of approved VAVS Representatives and their Deputies. Representatives will service State Facilities with the same agenda as for VA facilities. This means that some Departments may be supporting facilities that are not in their geographic areas of responsibility. If this occurs, the Servicing Department will keep the Department responsible for the area informed of its activities, but will report hours and funding in its own Chapter reports.

*[COMMENT: By using approved corps of Department VAVS Representatives to service both VA and State facilities, you can eliminate the positions of VAVS Associate Representative and Deputy and reduce the number of personnel required to run the program, without impacting on service.]*

## **SERVICING STATE VETERANS HOMES**

Department Commanders will use its corps of VAVS Representatives to service State Veterans Home in his geographic area just as he would a VA Facility, keeping track of hours and funds expended so the Department gets credit in the VA Reporting System.

Rather than working with a CVS as you would at a VA facility, you will work with a Volunteer Coordinator at the State Facility. That coordinator is responsible for reporting your hours and dollars effort to the VA Facility that has a supporting Memorandum of Understanding (MOU) with that specific State Veterans Home. However, you need to keep an independent record on your efforts that may be needed if the Volunteer Coordinator doesn't report your work.

You will find that many of the same jobs are available that would be available in a VA Facility. They will have a different process and security system because it is a State Facility rather than a Federal Facility (so we are dealing with State Law not Federal Law). You will find that there is much in common, yet terminology may be different. See Attachment

**V-Note:** Recommend that you do not appoint a "Hospital Chairman" for your Department as some Departments have done in the past. The VA does not recognize this position nor does the National Advisory Committee. Use your registered VAVS Representatives for all action associated with the VA.

## **CHAPTER COMMANDER**

The Chapter Commander is the major key to a successful VAVS effort as he must establish a successful recruiting program as part of his overall mission of supporting veteran activities in his area. Support of veterans is one of the corner stones of MOPH.

### **Responsibilities:**

- Recruiting volunteers to man the program – a critical role.

- Matching volunteers with available job assignments in the VA or State facility
- Maintaining informal liaison with veteran facilities in immediate area
- Identifying members to be VAVS Representatives and Deputies
- Working closely with appropriate VAVS Representative on volunteer assignment and on the job performance.
- Keeping Department Commander and/or his VAVS Coordinator advised of all significant VAVS associated events.
- Maintaining liaison with other VSO volunteers working the same facilities, cooperating with and supporting their efforts.

**Recruiting**

Recruitment of volunteers continues to be the most critical phase of our Program – without volunteers; we cannot deliver the needed services to VA facilities and their veterans. Your target population for volunteers should include:

Patriots in your Chapter	Church Groups (put ad in their bulletins)
Associate Patriots	Masons
Patriot’s family	Boy & Girl Scouts (merit badges)
Local schools & colleges	Business acquaintances
Members of your local Ladies Auxiliary	Friends of Patriots
YMCA & YWCA	Neighbors
Community Groups (Elks, Moose, etc.)	Relatives

Remember, anyone who desires to help our veterans can be a MOPH volunteer – age is not a barrier. The more volunteers you can recruit, the greater the service to our veterans and a more heightened visibility for MOPH.

**Veterans’ Facilities**

Chapter Commanders should be knowledgeable about installations serving veterans in their areas, such as VA hospitals, outpatient clinics, community based outpatient clinics, VA Nursing Homes, or State Veterans Homes. For details on such facilities, see **Attachment H** for step by step computer strokes to find data on the VA Website ([www.va.gov](http://www.va.gov)).

**Project Management**

The Chapter Commander needs a member to coordinate VAVS activities by the Chapter. Some units give the Welfare Officer, a formal position, the additional duty of being the Chapter VAVS Coordinator. Others pick another volunteer to take that job as an ad-hoc officer in the Chapter.

The Chapter will be managing two major veteran support efforts – the external VAVS program with all its phases from recruitment to assignment and an internal program of fund raising and project execution.

In both efforts, the Chapter Commander will have to prioritize projects due to limited resources, both financial and personnel. Once you get your share of the VAVS funding

from the Department, you should add the amount expected from local fund raising and use that total for planning.

### **Visibility**

Visibility of your involvement in VAVS activities is important to both your Chapter and MOPH. Give periodic press releases to local media on one-time significant events or long term collective activity. Appendix B of the MOPH Procedures Manual gives guidance on the format and issue of press releases.

### **Matching Volunteers with Facility Needs**

The Chapter Commander and members who are recruiting need to know the volunteer assignments open at the target facility to help in attracting volunteers. The Department VAVS Representative to each facility can provide that open assignment data on request, getting it from the facility's CVS Office or from the VA website – see **Attachment C**. Position specifics such as office, supervisor, hour of work, etc. can also be provided by the Representative to be passed on to the volunteer. Once the volunteer is on the job, the Chapter Commander's role will switch to a monitoring & support.

Respite care, care that relieves a patient caregiver from the intensive day to day care, is one of the most needed services.

#### **STEPS TO VOLUNTEER ASSIGNMENT**

1. Compare volunteer's skills and assignment preferences from his Application Form with the list of volunteer assignments at the target facility, provided by the VAVS Representative, for any matches.
2. Provide volunteer with list and description of any Chapter initiated activities, such as listed in **Programs** below and see if any meet his expectations.
3. Ask the volunteer if he or she has any particular service or project in mind not mentioned not briefed.
4. If the volunteer is interested in a VA assignment, then the VAVS Representative coordinates his placement by:
  - Providing the qualifications of the volunteer to the CVS and getting approval for placement.
  - Providing the Chapter Commander/Chapter VAVS Coordinator and volunteer with details on the assignment: position title (if any), Division or Department of assignment, name and telephone number of supervision, office location, details on work, days and hours of work, and the date and place to report for work.
5. If the volunteer is interested in an existing Chapter sponsored event, the Chapter Coordinator takes the appropriate action to integrate him in the activity.
6. If the volunteer proposes a service or activity not currently addressed, but considered worthwhile, then the VAVA Representative can explore the idea with the CVS if it concerns the VA or the Volunteer Coordinator if it concerns a State Home. If it pertains to a Chapter action, then the Chapter Coordinator can make a decision.
7. Volunteers from Chapter membership can be matched to assignments in a similar manner.



## NOMINATIONS

### **For VAVS and VAVS Deputy Representatives.**

Chapter Commanders will identify appropriate Chapter members to the Department Commander for nomination as Department VAVS Representatives and Deputy Representatives by **1 April**. These individuals must have skills that will contribute to successful interface with facility personnel.

### **For Awards**

Chapter Commanders will recommend appropriate Chapter members for annual VAVS awards based on their contributions to the program. Submit 15 days prior to the start of your Department's convention.

### **Reports**

See **Reports** section below.

## CHAPTER PROCEDURES FOR GIFTS AND DONATIONS

As VAVS is our prime program to support wounded veterans and all veterans within the VA Health Care System and State Homes, it's important to track distribution of funds allotted for supporting these facilities. Chapters will have two main sources for VAVS funds – those provided by the Department (obtained from the Foundation) and those generated locally by fund raising activities and solicitations from businesses and civic associations by the Chapter.

1. Determine what your target facilities need to enhance support for their veteran patients. Cash will always be welcome, but you need specifics on material contributions (clothing, cosmetics, footgear, books, records, telephone calling cards, computer games, etc.) Since your VAVS Rep is in constant contact with the CVS Office, request he provide monthly updates on gift requirements so you can accurately tailor your efforts.
2. Deposit cash and check contributions to your Chapter checking account, adding to the budgetary input from the Department. Since the VA only tracks contributions from major organizations such MOPH, American Legion, VFW, etc, it is important that official MOPH checks be used for cash contributions to VA or State Home facilities.
3. Decide how to expend the funds, with input from your VAVS officer and the VAVS Representative and feedback from assigned volunteers who will have real-time suggestions based on their presence at the facilities.
4. Disburse funds as soon as possible, buying desired items or providing a cash donation. Checks should be made out to *VAHCS*, with the appropriate facility name and Post Fund Code annotated at the bottom. *General Post Funds* are established at each VA Facility to support the needs of veteran patients through volunteer donations.
- 5. All donations cash or in kind, must be delivered to the VA Facilities Voluntary Service Office for processing and distribution.**
6. Keep a simple journal on your charitable actions – list the inputs (amount, date & source on one side and the disbursement (amount, date, & reason – cash donation, purchase of socks, etc.) on the other.

[If goods are donated, add the estimated price of the goods to your disbursement side.]

You'll need this data on incoming and outgoing funds for your quarterly report to the Department Commander that he will use for his quarterly report to the National VAVS Director. The VAVS Representative will use in the data in his annual review with the CVS, and to complete the Department's annual IRS 990. The VAVS Department Coordinator will keep totals on Chapter contributions to ensure proper credit is given for outstanding performance. Chapters will use the data to prepare their budget requests each year.

## **REQUIRED REPORTS**

### **DEPARTMENT COMMANDER**

#### **Department VAVS Report**

**Description:** Consolidation of Chapter reports

**Due Date:** 30 June

**Distribution:** National VAVS Director, information to Region Commander

**Get Form:** Go to [www.purpleheart.org/Members/Download Forms and Documents/Blank Chapter & Department Forms/](http://www.purpleheart.org/Members/DownloadFormsandDocuments/BlankChapter&DepartmentForms/VAVSForm) "VAVS Form" (fillable)

### **VAVS REPRESENTATIVE**

#### **VAVS Summary of Annual Joint Review (VA Form 10-1240)**

**Description:** This annual summary is one of the program's most important documents as it identifies the contribution of MOPH volunteers to each VA facility being serviced. It covers the number of hours provided, cash funds donated, donated material (cash value), and includes key programs and goals for the next year.

**Due date:** Review takes place in October – a month designated by the VA Central VAVS Office – on a date negotiated between the Facility's VA CVS and the assigned MOPH VAVS Representative.

**Attendees:** The Review Team consists of the CVS, MOPH VAVS Representative, and MOPH Deputy Representative. However, the Department Commander, Department VAVS Coordinator, and the supporting Chapter Commander can attend as observers.

The CVS have his Program Managers attend. Since this review is extremely important to documenting the MOPH VAVS effort, recommend that Department Commander or his Senior Vice or Junior Vice attends at a minimum.

#### **Sequence:**

- Based on quarterly Chapter reports, VAVS Representative prepares a draft VA Form 10-1240, *VAVS Summary of Annual Joint Review*, (See **Attachments G & H** for a blank and sample form) for consideration by the Review Team. [Representative must be pro-active in getting needed reports on time.]
- Review Team approves or makes revisions to the *Summary*.

- Representative prepares final version of *Summary*, signs it, and then gets the CVS to sign.

**Distribution:**

- Original to CVS; file copy for VAVS Representative.
- VAVS Representative then sends copy to National VAVS Director with VA Form 10-1240a, *Response to VAVS Summary Annual Joint Review*, attached.

**State Veterans Home Report**

**Description:** This report has similar data as the VA Annual Review above, but requires less administrative processing. It's submitted with the VA Annual Review.

**Due date:** 15 September.

**Attendees:** This review team will have a smaller number of participants – the State Home Volunteers Coordinator, the VAVS Representative assigned to the State Home, and the supporting Chapter Commander,

**Sequence:**

- VAVS Representative drafts report along lines of above summary based on quarterly Chapter reporting and times completion to match Summary submission.
- Review Team meets to discuss overall support and approve the annual report.
- VAVS Representative adds report as an enclosure to the VA Annual Review.

**State Veterans Home Reporting to VA Facility**

Each State Veterans Home is associated with a VA Facility and reports volunteer hours received at the facility. The totals should match the hours on the printouts. If possible, the VAVS Representative to the Home should get a copy of this report and include it as an enclosure to the annual reports. The Home report is important as it helps validate requests for future program support.

## **GLOSSARY**

**CBOC** (Community Based Outpatient Clinic). Primary care facilities offering limited care that send their complex cases to their sponsoring VAMC.

**CVS** (Chief of Voluntary Services). VA official responsible for approving/coordinating voluntary services at his VAMC. Alternate title: Voluntary Service Program Manager.

**DML** (Department Member at Large)

**DMV** (Department of Motor Vehicles)

**EES** (VA Employee Education System)

**HCS** (Health Care System). This usually consists of a full service VAMC, sent patients from outlying community based outpatient clinics and VA Outpatient Clinics

**NAC** (National Advisory Committee). VA Committee that advises VA leadership on volunteer support to VA facilities.

**NVD** (MOPH National VAVS Director). Responsible for the overall MOPH VAVS program.

**NSO** (National Service Officer) Salaried action officers of Veterans Service Organization (VSO) who provide first line support to veterans, usually working near or in a VA facility.

**OV** (Occasional Volunteer) Works on non-scheduled basis.

**OPC** (Outpatient Clinic). Has a similar role as VA Outpatient Clinics (VAOPCs), but are located outside metropolitan veteran areas.

**RSV** (Regularly Scheduled Volunteer) Works regularly hours at an established position.

**VAMC** (Veterans Affairs Medical Center). Provides full services to veterans; any medical or mental health problem can be addressed at a VAMC. Some have domiciliary and nursing homes (long term care) contracted out by the VA, but most do not.

**VAOPC** (VA Outpatient Clinic). Provides primary care to veterans under the umbrella of a VAMC and are located on State or Federal property as well as in leased commercial space.

**VAVS** (Veterans Affairs Voluntary Service). Founded in 1946 to provide for veterans in VA healthcare facilities, VAVS is the largest volunteer program in the Federal government, significantly contributing to the care and comfort of military patients.

**VET CENTER** (Veteran Center). Provide individual, group and family counseling to all veterans who served in any combat zone. Services are also available for their family members. Veterans have earned these benefits through their combat service which are provided at no cost to the veteran or family. These Centers are fully staffed by VA employees and do not involve volunteer services. A veteran can file a claim at a Center, but it will be handled by a VA employee, not a member of a Veterans Service Organization (VSO) like our National Service Officers (NSOs).

**VISN** (Veterans Integrated Service Networks). VA has divided its mix of hospitals and clinics into 22 health system networks called VISNs. Go to [www.vacareers.va.gov/networks.cfm](http://www.vacareers.va.gov/networks.cfm) for details.

**VSO** (Veteran Service Organization). Fraternal organizations of active and retired military members who support the VA via salaried NSOs and Veterans Affairs Volunteer Services. Examples: MOPH, VFW, American Legion, etc.

**VSPM** (Voluntary Service Program Manager). Alternate title for CVS (Chief of Volunteer Services)

**VTN** (Volunteer Transportation Network). Provides needed transportation by volunteer drivers for veterans seeking services from a VA facility.

**YV** (Youth Volunteer). Must be at least 14 years old and can be given any project in the VAWS program that is age appropriate.

**WOC** (Without compensation)

# ATTACHMENTS

## ATTACHMENT A

### VOLUNTEER ASSIGNMENT GUIDE

This Guide will be useful in both recruiting and assigning Volunteers to jobs at VA facilities. Not all VA facilities produce this in handbook form, but maintain lists of needed services. The MOPH VAVS Representative or his Deputy should get the handbook from the office of the Chief of Voluntary Services as well as any lists of services desired and send these to appropriate Chapter Commanders on a continuous basis.

The Guides have descriptions of all jobs needed to be filled by volunteers at the VA facility. But if you have a volunteer who wants a job not in the Guide or on a current list, the Chapter Commander should work with the VAVS Representative and try to get approval for the requested job from the facility's CVS.

Jobs, since they are tailored for each facility, will vary from one location to another. The following is a sample of available jobs to show their variety, but you still have to determine specific jobs - facility by facility:

Acquisition & Material Management, Clerical Support  
Ambulatory Care, Clinical Assistant  
    Receptionist  
    C & P Customer Service Representative  
Quality Management, Phone Solicitor  
Canteen, Food Service Volunteer  
Chaplain Clerical Assistant  
    Escort  
    Musicians and Singers  
    Supervision of Escort Service  
QM/Customer Service Office Clerk  
Chief of Staff Assistant, Hospital  
Assistant to the Chief of Staff and Director of Nursing  
Customer Service Center info Desk Receptionist  
    Volunteer  
Education Service, Office Assistant  
    Data Entry  
Engineering  
    TV Repair  
    Clerical Assistants  
    Wheel Chair Repair  
Environmental Management Assistants  
Assistant to Women Veterans Coordinator  
IMS, Computer Assistants and Support Assistants  
    File Shifters

Medical Records Clerks  
 Laboratory Service, Aides  
 Library Service Aides  
 Medicine Service, Outreach Volunteer  
     Clinical Shadow Experience  
     Volunteer Clerk  
     Clerical Assistant  
     Clerical Assistant to Rheumatology  
     Clerical Assistant to Cardiology Section  
     Endocrine Aide  
     Assistant for Research and Copying Reference Material  
 Neurology Clerical and other Assistants  
 Nursing/Clinical Assistant, Clerical  
     Feeding Aide and Food Transport  
     Information Clerk  
     MICU Information Desk  
     Patient Visitors  
     Triage Information  
     Admitting  
     Emergency  
 Community Based Extended Care Clerical Support Unit  
     Ambassador for Contract Nursing Homes  
     Senior Companions  
 Nutrition and Food, Patient Satisfaction Survey Assistant  
 Pharmacy Aide  
 Physical Medicine and Rehabilitation  
     Off Station Trips  
     Occupational Therapy Aide  
     Pet Therapy  
     Physical Therapy Aide  
     Ward Activities and Entertainment Asst.  
 Police and Security Dispatcher  
 Prosthetics and Sensory Aides Service  
 Psychiatry and Mental Health Services, File Clerks  
     Family Education  
     Vet to Vet Coordinator  
     Vet to Vet Group Leader

**V-Note:** State Veterans Homes may have a similar Guide or a list of requirements. If not, the MOPH State Veterans Home Coordinator can show the Guide from the VA Facility that supports the Veterans Home under an MOU and get the Home Volunteer Coordinator to identify available jobs. This information can then be passed to appropriate Chapter Commander for use in recruiting and assigning Volunteers.

ATTACHMENT B

**VAVS Representative’s Check List for VA Facility Orientation**

(To be completed within 30 Days of Appointment)

Name of VA Facility Station Number \_\_\_\_\_

Completed Application for Voluntary Service- VA Form 10-7055. Date \_\_\_\_\_

Completed Medical History Form. Date \_\_\_\_\_

] ID Badge, Vehicle Registration, Fingerprint Information. Date \_\_\_\_\_

Completed general orientation including VSS procedures for recording hours. Date \_\_\_\_\_

Additional Voluntary Work Site Training. Specify \_\_\_\_\_ Date \_\_\_\_\_

Received Calendar of Quarterly VAVS Committee Meetings and date for Annul Joint Review. Date \_\_\_\_\_

\_\_\_\_\_  
MOPH VAVS Rep/ Dep. (Print Name) Chief, Voluntary Service or Designee (Sig.)

\_\_\_\_\_  
MOPH VAVS Rep//Dep. Signature Date

Distribution:

- Original – Patriot Sydney “Sid” Staton, MOPH, VAVS National Certifying Official, 73 Sparrow Point Circle, Fenton MO 63026
- 1 Copy – Dir, VAVS
- 1 Copy – Department VAVS files

[COMMENT: If you accept the concept of the VAVS Reps servicing both VA and State facilities, WILL WE ALSO NEED A CHECK OFF LIST TAILORED TO THE STATE FACILITY?]



## ATTACHMENT C

### **HOW TO GET INFORMATION ON VA FACILITIES FROM THE WEBSITE**

- 1) GO TO: [www.va.gov](http://www.va.gov)  
[This brings up the VA Home page]
- 2) GO ACROSS THE TOP and CLICK on “Locations”  
[This brings up a box with choices, such as hospitals, vet center, etc., and you just click on the one you want to see an interactive map. You then can enter your zip code and see all the VA facilities in your particular area or click on a state and see all the facilities in that state. You can find addresses, contact names and phone numbers, and special needs of the facility – all data required for sound VAVS planning. All data can be printed for reference.]
- 3) Recommend each Chapter or Department VAVS action officer use this site for planning and conducting VAVS activities either on his own or with assistance from a fellow Patriot with appropriate computer skills. Using the site will give you accurately and timely information at any time.

**[See next page for a sample screen.]**



**Locations**

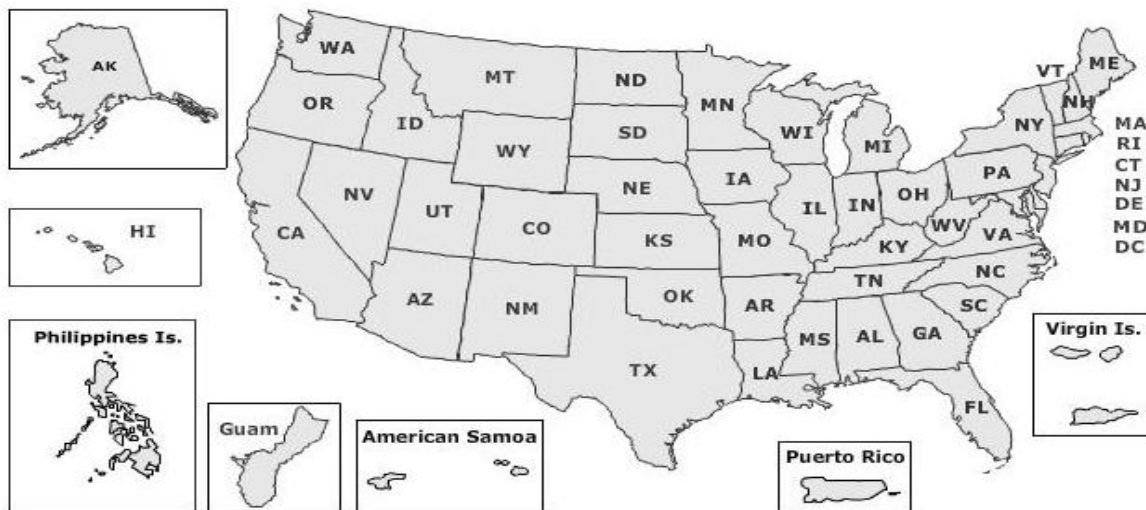
Vet Centers

Search in Facility Directory:

**Vet Centers**

Find Vet Center By Zip Code:

- Home
- Veterans Health Administration (VHA)
- Veterans Benefits Administration (VBA)
- National Cemetery Administration (NCA)
- Vet Centers
- VA Central Offices
- PTSD Program Locator
- Gravesite Locator
- Facilities by State
- Interactive US Map
- Facility Listing



**Vet Centers in:**

- |                                      |                               |                                |                                |                                |
|--------------------------------------|-------------------------------|--------------------------------|--------------------------------|--------------------------------|
| <a href="#">Alabama</a>              | <a href="#">Illinois</a>      | <a href="#">Montana</a>        | <a href="#">Rhode Island</a>   | <a href="#">American Samoa</a> |
| <a href="#">Alaska</a>               | <a href="#">Indiana</a>       | <a href="#">Nebraska</a>       | <a href="#">South Carolina</a> | <a href="#">Guam</a>           |
| <a href="#">Arizona</a>              | <a href="#">Iowa</a>          | <a href="#">Nevada</a>         | <a href="#">South Dakota</a>   | <a href="#">Philippines</a>    |
| <a href="#">Arkansas</a>             | <a href="#">Kansas</a>        | <a href="#">New Hampshire</a>  | <a href="#">Tennessee</a>      | <a href="#">Puerto Rico</a>    |
| <a href="#">California</a>           | <a href="#">Kentucky</a>      | <a href="#">New Jersey</a>     | <a href="#">Texas</a>          | <a href="#">Virgin Islands</a> |
| <a href="#">Colorado</a>             | <a href="#">Louisiana</a>     | <a href="#">New Mexico</a>     | <a href="#">Utah</a>           |                                |
| <a href="#">Connecticut</a>          | <a href="#">Maine</a>         | <a href="#">New York</a>       | <a href="#">Vermont</a>        |                                |
| <a href="#">Delaware</a>             | <a href="#">Maryland</a>      | <a href="#">North Carolina</a> | <a href="#">Virginia</a>       |                                |
| <a href="#">District of Columbia</a> | <a href="#">Massachusetts</a> | <a href="#">North Dakota</a>   | <a href="#">Washington</a>     |                                |
| <a href="#">Florida</a>              | <a href="#">Michigan</a>      | <a href="#">Ohio</a>           | <a href="#">West Virginia</a>  |                                |
| <a href="#">Georgia</a>              | <a href="#">Minnesota</a>     | <a href="#">Oklahoma</a>       | <a href="#">Wisconsin</a>      |                                |
| <a href="#">Hawaii</a>               | <a href="#">Mississippi</a>   | <a href="#">Oregon</a>         | <a href="#">Wyoming</a>        |                                |
| <a href="#">Idaho</a>                | <a href="#">Missouri</a>      | <a href="#">Pennsylvania</a>   |                                |                                |

[This is an example of one of the interactive maps. If you enter your zip code, you'll see all the VA Vet Centers near your Chapter. If you click on the name of the Center, then you'll see more details. If you click on a state, then you'll see all the VA sites in the State and by clicking on the facilities' name, you see related details.]

ATTACHMENT D

**FORMAT FOR CHAPTERS TO IDENTIFY PATRIOTS AS VAVS  
REPRESENTATIVES OR DEPUTY REPRESENTATIVES.**

[CHAPTER LETTERHEAD]

[Date]

From: Patriot [Full Name]  
Commander  
Chapter [Number]  
MOPH  
[Street Address]  
[City, State, Zip Code+4]  
Home: [Telephone Number]  
E-mail: [E-mail Address]

To: Patriot [Full Name]  
Commander  
Department of [Department Name]  
MOPH  
[Street Address]  
[City, State, Zip Code+4]  
Home: [Telephone Number]  
E-mail: [E-mail Address]

Subject: Patriots Recommended for Consideration as VAVS Representatives or Deputies

The following Patriot/s meet the high standards required to be a VAVS Representative or Deputy Representative and are recommended for nomination to either position:

Patriot [Full Name]  
[Street Address]  
[City, State, Zip Code+4]  
Home: [Telephone Number]  
E-mail: [E-mail Address]  
[MOPH Membership Number]  
[MOPH Chapter Number]  
VA or State Facility of Interest:  
Name:  
Address:

[Provide same data for each additional name]

Yours in Patriotism,

[Signature]

ATTACHMENT E

**FORMAT FOR DEPARTMENT CERTIFICATION REQUEST FOR  
VAVS REPRESENTATIVE OR DEPUTY REPRESENTATIVE**

[MOPH DEPARTMENT LETTERHEAD]

[Date: Month, Day, Year]

From: Patriot [Full Name]  
Commander  
Department of [Department Name]  
MOPH  
[Street Address]  
[City, State, Zip Code+4]  
Home: [Telephone Number]  
E-mail: [E-mail Address]

Via: Patriot Sydney "Sid" Staton  
MOPH, VAVS National Certifying Official  
73 Sparrow Point Circle  
Fenton MO 63026  
Home: 636-600-8374  
E-mail: junglewarrriors44@yahoo.com

To: Director [Full Name]  
[Name] VAMC  
[Street address, City, State, ZIP code]  
Or  
Director [Full Name]  
[Name] State Veterans Home  
[Street address, City, State, ZIP code]

Subject: Request for Certification of VAVS Representative (and/or Deputy Representative)

It is requested that the following Patriot(s) be certified to serve at the [VAMC Facility], [Street Address, City, State, Zip Code].or [State Veterans Home], [Street Address, City, State, Zip Code].

**New VAVS Representative:**

Patriot [Full Name]  
[Street Address]  
[City, State, Zip Code+4]  
Home: [Telephone Number]  
E-mail: [E-mail Address]  
[MOPH Membership Number]  
[MOPH Chapter Number]  
Estimated assignment period:

**Replaces (Former VAVS Representative)**

Patriot [Full Name]  
[Street Address]  
[City, State, Zip Code+4]  
Home: [Telephone Number]  
E-mail: [E-mail Address]  
[MOPH Membership Number]  
[MOPH Chapter Number]

**New VAVS Deputy Representative:**

Patriot [Full Name]

**Replaces (Former VAVS Deputy Rep.:**

Patriot [Full Name]

[Street Address]  
[City, State, Zip Code+4]  
Home: [Telephone Number]  
E-mail: [E-mail Address]  
[MOPH Membership Number]  
[MOPH Chapter Number]  
Estimated assignment period:

[Street Address]  
[City, State, Zip Code+4]  
Home: [Telephone Number]  
E-mail: [E-mail Address]  
[MOPH Membership Number]  
[MOPH Chapter Number]

Yours in Patriotism,  
[Department Commander's Signature]

[Full Name]  
Commander Department of [Department Name]

### **CERTIFICATION**

I certify that the above proposed MOPH Representative/s are fully qualified and meet the high moral and professional standards required by the VAVS Program.  
Request the VA CVS provide each MOPH Representative with the current VA Directives and instructions applicable to his function.

[Signature] [Date]  
Sydney "Sid" Staton  
MOPH, VAVS National Certifying Official

Cc:  
MOPH National VAVS Director/Representative  
Commander, Chapter [number]  
Commander, Department of [name]  
Patriot [name being certified]

[Note: To mitigate any administrative burden on Patriot Staton, certification package forwarded for signature will include all copies and stamped addressed envelopes.]

**ATTACHMENT F  
[SAMPLE]**

<b>DEPARTMENT OF VETERANS AFFAIRS</b>		<b>VAVS SUMMARY OF ANNUAL JOINT REVIEW</b>			
NAME OF FACILITY/STATION NBR/ADDRESS:		NAME OF ORGANIZATION:		REVIEW DATE	
<b>I. STATISTICS (From Representative)</b>		<b>THIS YEAR</b>	<b>LAST YEAR</b>	<b>GROWTH RATE + -</b>	
A. 1. NUMBER OF RS VOLUNTEERS					
2. NUMBER OF RS VOLUNTEER HOURS					
3. NUMBER OF OCC VOLUNTEER HOURS					
4. NUMBER OF ALL VOLUNTEER HOURS					
5. NUMBER OF YOUTH VOLUNTEERS					
6. NUMBER OF NEW VOLUNTEERS					
7. NUMBER OF NEW RS VOL ASSIGNMENTS					
8. TOTAL CASH DONATIONS					
9. TOTAL EST VALUE 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:					
<b>II. ANNUAL REVIEW (From Representative)</b>		<b>EXCELLENT</b>	<b>GOOD</b>	<b>FAIR</b>	<b>POOR</b>
A. QUALITY OF VA STAFF SUPERVISION (NOT VAVS)					
B. QUALITY OF VOLUNTARY SERVICE SUPPORT					
C. QUALITY OF OFRGANIZATION SUPPORT					
<b>III. GOALS AND OBJECTIVES.</b> (Evaluate last year's progress; Set next year's goals) (From Representative and Chief)					
<b>IV. COMMENTS:</b> Concerns/Extra Efforts/Retention/Fund Raising/Special Events/Media Use/Volunteer assignments/Recruitment (from Representative and Chief)					
VAVS Representative _____ Chief, Voluntary Service _____					

**ATTACHMENT G**  
**[SAMPLE]**

<b>DEPARTMENT OF VETERANS AFFAIRS</b>		<b>VAVS SUMMARY OF ANNUAL JOINT REVIEW</b>			
NAME OF FACILITY/STATION NBR/ADDRESS: E. Kansas Health Care System – Topeka Division 889A5 Topeka, Kansas 66622		NAME OF ORGANIZATION: MOPH		REVIEW DATE 10/26/2013	
<b>I. STATISTICS (From Representative)</b>		<b>THIS YEAR</b>	<b>LAST YEAR</b>	<b>GROWTH RATE + -</b>	
A. 1. NUMBER OF RS VOLUNTEERS		4	4		
2. NUMBER OF RS VOLUNTEER HOURS		35	93	- 0.62%	
3. NUMBER OF OCC VOLUNTEER HOURS		0	0		
4. NUMBER OF ALL VOLUNTEER HOURS		35	93	0.62%	
5. NUMBER OF YOUTH VOLUNTEERS		20	10	+ 0.50%	
6. NUMBER OF NEW VOLUNTEERS		5	2	+ 0.40%	
7. NUMBER OF NEW RS VOL ASSIGNMENTS		0	0		
8. TOTAL CASH DONATIONS		125	100	+ 0.8%	
9 TOTAL EST VALUE NON-CASH DONATIONS		2387.40	812.00	+ 0.99%	
B 1. ESTIMATED NUMBER OF LOCAL ORGANIZATIONAL UNITS WITHIN VAMC AREA: 4					
2. ESTIMATED TOTAL MEMBERSHIP: 250					
3. NUMBER OF UNITS CONTACTED: ALL					
4. NUMBER OF UNITS VOLUNTEERING: ALL					
<b>II. ANNUAL REVIEW (From Representative)</b>		<b>EXCELLENT</b>	<b>GOOD</b>	<b>FAIR</b>	<b>POOR</b>
A. QUALITY OF VA STAFF SUPERVISION (NOT VAVS)		X			
B. QUALITY OF VOLUNTARY SERVICE SUPPORT		X			
C. QUALITY OF OFRGANIZATION SUPPORT			X		
<b>III. GOALS AND OBJECTIVES.</b> (Evaluate last year's progress; Set next year's goals) (From Representative and Chief) Last year's goals: Continued support of the Carnival as escorts, Golden Age games, National salute, snack boxes for 4 <sup>th</sup> of July, patient clothing bank, reading room, meat and cheese trays, coffee. FY ___ goals: Ensure volunteer time credited to Purple Heart. Continued support of patients, clothing bank, reading room, and special events. Maintain partnership with local schools in Emporia to provide homemade valentines for veterans.					
<b>IV. COMMENTS:</b> Concerns/Extra Efforts/Retention/Fund Raising/Special Events/Media Use/Volunteer assignments/Recruitment (from Representative and Chief) Excellent communication and understanding between Representative and Deputies with the CVS staff. Organization had 100 % attendance at the VAVS meetings this past FY. Discussed enlisting the MOPH Honor guard as RS volunteers. Many MOPH members provide volunteer support to other service organizations.					
VAVS Representative _____ Chief, Voluntary Service _____					