

KNIGHTS OF COLUMBUS



VA Voluntary Service (VAVS) Representative and Deputy Representative Volunteer Training



VAVS- WHAT IS IT?

Department of Veterans Affairs Voluntary Service

V= Veterans

A = Affairs

V = Voluntary

S = Service

www.va.gov/volunteer



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THE VAVS MISSION

- Provide a structured volunteer program under the management of VA compensated employees in cooperation with community resources to serve America's veterans and their families with dignity and compassion.
- VAVS supports VA and VA Healthcare strategic goals by recruiting, supporting and retaining a knowledgeable, diverse and engaged supplemental workforce of volunteers.
- The volunteer program throughout the country assists management in the delivery of VA healthcare by improving access to care, assisting with long-term care, improving patient satisfaction and much more.

FINAL FY 2013 STATISTICS

➤ **FY2013 KofC VAVS Status (30 Sep 2013)**

--VA Medical Center Representation: 139 facilities (+3)

--RS Volunteers: 1,221 (-19)

--RS Hours: 76,219 (-7,515)

--OCC Hours: 15,003 (-2,266)

--Total Hours: 91,222 (-10,141)

- **KofC presence increased in VA Medical Centers served but downward trend in RS volunteers and total hours from 2012**

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FY 2014 VAVS GOALS

- Expand presence to all 153 VAMCs
- Increase RS volunteers and hours by 20%
- Increase Occasional hours by 20%
- Create a of minimum 2 KofC distinctive programs in all VAMCs
- **100% Rep/Dep Rep attendance at VAVS quarterly meetings**
- Continue to enhance Veterans Affairs/VAVS page on www.kofc.org

PURPOSE OF THE VAVS NATIONAL ADVISORY COMMITTEE (NAC)

The committee advises the Secretary of Veterans Affairs, through the Under Secretary for Health, on matters pertaining to the participation of volunteers in VA medical facilities, assists in the recruitment and orientation of volunteers, and keeps the officers and members of participating organizations informed of volunteer needs and accomplishments.

NATIONAL VAVS REPRESENTATIVE

- Is the official liaison between VHA Headquarters and the organization in all aspects of the VAVS program
- Assists the District Masters in the selection and certification of local VAVS Representatives
- Is responsible for providing initial guidance and information to local Representatives and Deputy Representatives
- Is the Certifying Official for all KofC Representatives and Deputy Representatives

LOCAL VAVS CHIEF OR PROGRAM MANAGER RESPONSIBILITIES

- Contact all newly appointed local Reps and Deputies
- Provide general orientation and training to include:
 - Finger printing and other local requirements
 - Providing hospital volunteer badge
 - Registering individual into the Voluntary Service System
 - Establishing and communicating a calendar of VAVS Committee meeting dates

LOCAL VAVS REP/DEP RESPONSIBILITIES

- Contact the local VAVS Chief or designee upon receiving certification
- Complete the orientation at the earliest opportunity to include getting registered in the VSS System
- Attend **ALL** local VAVS Committee quarterly meetings; set up a VAVS point of contact at every council, assembly, and circle to distribute meeting information (e.g. donation needs list, volunteer assignments, VAMC special programs, etc.)
- Initiate and conduct an Annual Joint Review (AJR)

LOCAL VAVS COMMITTEE PURPOSE AND STRUCTURE

- Purpose: To assist with the coordination of plans and policies for community participation in the VAVS Program
- Chair: VA Medical Center Associate Director or other senior management official
- Deputy Chair: VA Medical Center Voluntary Service Program Manager
- Membership: One organizational VAVS Rep and up to three organizational VAVS Dep Reps
- VAVS Committee Meetings held quarterly



LOCAL VAVS REPS AND DEP REPS DUTIES AND RESPONSIBILITIES

“MANAGE THE KOFC VOLUNTEERS”

- **Assist** with improving the VAVS Program
- **Provide** input/feedback to VA staff and VAVS Committee
- **Recruit** volunteers
- **Promote** donations of financial and material goods
- **Advise** and inform organizational leadership of VAVS/VA issues and concerns
- **Attend/participate** in VAVS meetings; distribute information to all in the community
- **Assist** in the removal of local volunteers when necessary
- **Serve** on subcommittees and task groups
- **Maintain** records (hours and donations)
- **Coordinate** facility activities and projects
- **Conduct** Annual Joint Review
- **Register** as a Regularly Scheduled Volunteer



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VAVS REPS AND DEP REPS QUALIFICATIONS

- Must show a sincere desire to assist veterans, i.e. patients on hospital wards, in community living centers, at outpatient clinics, through community-based volunteer programs, end-of-life care programs, in respite care, at Veterans Outreach Centers, at National Cemeteries, and in Veterans benefits offices
- Must exhibit the ability to work with others
- Must demonstrate leadership: *Most essential* trait for selecting Reps/Dep Reps
- Must gain knowledge of Organization and VA
- Must effectively communicate and disseminate information
- **Must commit to attend the quarterly Regularly Scheduled VAVS Meetings--CRITICAL/MANDATORY**



ANNUAL JOINT REVIEWS

- Purpose: Assess organization's participation in the VAVS program during the preceding year and develop goals for the next year

- VAVS Rep Responsibilities:
 - Know the month the AJR is scheduled
 - Make an appointment with the VAVS Chief or Program Manager
 - Discuss organization's achievements, issues, concerns and goals; make suggestions for improvement

WHY VOLUNTEER

To:

- Gain work experience
- Learn new skills
- Meet new people
- Give something back
- Be of service to others
- Social interaction

WHAT VOLUNTEERS DO

(Traditional)

- Patient Escort
- Volunteer Drivers
- Clerical Positions
- Information Desk
- Ambassador Program
- Chaplain Service
- Pharmacy
- Nursing
- Guest Relations Program
- Outpatient Assistance
- New assignments based on need



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WHAT VOLUNTEERS DO

(Non-traditional)

- Virtual Volunteers
- Fundraisers for cash, non-cash donations
- Managers
- Recruiters
- Corporate Representatives
- Trainers and Educators
- Writers (newsletters, recruitment ads)
- Community Liaisons
- Respite/Hospice Volunteers

WHERE TO VOLUNTEER

- **VA Medical Centers-** www.va.gov/volunteer
- **VA Community-Based Outpatient Clinic**
- **VA Poly Trauma Centers-** <http://www.polytrauma.va.gov>
- **Fisher House Foundation-** <http://www.fisherhouse.org>
- **State Veterans Homes-**
<http://www.nasvh.org/home/index.cfm>
- **Vet Centers-** <http://www.vetcenter.va.gov>
- **VA Youth Volunteering-**
www1.va.gov/volunteer/studentprgm.cfm



TYPES OF VOLUNTEERS

- **Regularly Scheduled (RS) Volunteers-** work for the VA on a scheduled basis. RS volunteers are considered employees who work on a “without compensation” basis. These volunteers go through a formal VA orientation and receive individual rewards for hours and service given.
- **Occasional Volunteers-** work with VA on an infrequent basis and do not have a regular schedule. Organization receives credit for volunteer service given, rather than individually.
- **VA Special Event Volunteers-** VA has many annual events that volunteer support is needed. Some of these include: National Wheelchair Games, National Golden Age Games, National Creative Arts Festival, National Winter Sports Clinic, Homeless Stand Downs, Annual Red Cross Blood Drive and Operation Enduring Freedom (OEF) and Operation Iraqi Freedom (OIF) Welcome Home Event Celebrations.



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VOLUNTEER NOW

- For information about volunteering contact the Chief of Voluntary Service at your nearest VA Medical Center.
- Make an “Initial Screening” appointment with the Chief of Voluntary Service.
- Information is also available on the Internet at www.va.gov/volunteer.

COMMITMENT

- **To Duties: Manage our KofC volunteers**
- **To Recruitment and Retention: The Frontline Recruiters!!**
- **To attendance at ALL quarterly meetings: **CRITICAL/MANDATORY****
- **To establishing and maintaining close, continuous partnership with VAVS Chief/Staff**
- **To the PATIENTS we serve: The Ultimate Commitment**

VAVS POINTS OF CONTACT

➤ **Colonel Charles H. Gallina, USMC/RET**

- Assistant for Military and Veterans Affairs
- National VAVS Representative
- Supreme Office : (203) 752-4511
- Cell phone: (202) 256-1321
- Email: chuck.gallina@kofc.org, cgallina@att.net

➤ **MaryBeth Stankiewicz**

- Administrative Assistant
- Telephone: (203) 800-4857
- Fax: (203) 752-4108
- Email: marybeth.stankiewicz@kofc.org

➤ **Mailing Address:**

- Knights Of Columbus
- Department of Fraternal Services
- One Columbus Plaza
- New Haven CT 06510-3326



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