

**Department of Veterans Affairs (VA)
Response to the VA Voluntary Service (VAVS)
National Advisory Committee (NAC) 2019 Recommendations**

Recommendation: VAVS NAC recommends the Secretary of VA:

Approve VAVS to design and implement a new 5,500-Hour "Lifetime Secretary, Veterans Affairs Voluntary Service" award for volunteer recognition.

VA Response:

VA concurs with this recommendation. VA supports VAVS to design and implement this new volunteer award. VAVS will create a team of field experts to develop the process of obtaining this award for VA Secretary's signature. The custom-designed award will consist of a signed letter and certificate from the Secretary of VA and a lapel pin (or something comparable in size and price). VAVS will utilize the VA enterprise-wide volunteer tracking system to determine eligibility. All efforts for this award will be managed by VA Central Office (VACO) VAVS.

Actions to implement

VA Action Plan – VAVS to design and implement the new Secretary of VA Volunteer Award						
Steps to Implement	Lead Office	Other Offices	Tasks	Due Date	Current Status	Contact Person
Create official letter and certificate from the Secretary.	VAVS	Veterans Health Administration's (VHA) Office of Communications and The Office of Public Intergovernmental Affairs	<ul style="list-style-type: none"> Draft official letter for Secretary signature; and Draft official certificate for Secretary signature. 		Open	Sabrina Clark (202) 461-7300 Sabrina.Clark@va.gov
Design Award.	VAVS	VHA Office of Communications	<ul style="list-style-type: none"> Design award; and Research possible vendor for acquisition. 		Open	Sabrina Clark (202) 461-7300 Sabrina.Clark@va.gov

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Steps to Implement	Lead Office	Other Offices	Tasks	Due Date	Current Status	Contact Person
Create Award Level in Voluntary Service System (VSS).	VAVS	None	<ul style="list-style-type: none"> • Create award level in VSS; and • Educate VAVS Field Staff on using new award level. 		Open	Virginia Hoover (540) 982-2463, extension 1337 Virginia.Hoover@va.gov
Create process for submitting award through VACO VAVS.	VAVS	VAVS Field Staff	<ul style="list-style-type: none"> • Implement award level in VSS; • Educate VAVS Field Staff on process for submitting award; and <ul style="list-style-type: none"> ○ Verify award level met in VSS; and ○ Submit name, facility, total number of volunteer hours, and point of contact to VACO VAVS • VACO VAVS to submit award for signature via proper channels. 		Open	Sabrina Clark (202) 461-7300 Sabrina.Clark@va.gov
Develop Communications Plan.	VAVS	VHA Office of Communications	<ul style="list-style-type: none"> • Create field toolkit to include process and communication tools. 		Open	Sabrina Clark (202) 461-7300 Sabrina.Clark@va.gov