

Department of Veterans Affairs Voluntary Service (VAVS)
National Advisory Committee (NAC)
April 19-21, 2017

Executive Committee (EC) Meeting
Wednesday, April 19, 2017 - 8:00 a.m.-11:30 a.m.

Call to Order

Ron Rolfes, Jr., Chairperson, EC and National Representative, Forty and Eight, called the meeting to order at 8:00 a.m. and welcomed the participants to Tampa.

Invocation & Pledge of Allegiance

Charles Gallina, Vice Chairperson, EC, and National Representative, Knights of Columbus, provided the invocation, and Del "Bulldog" Turner, National Representative, Military Order of the Purple Heart, led the Pledge of Allegiance.

Review Goals and Objectives

Chair Rolfes began by reviewing the goals and objectives of the National Advisory Committee:

1. Provide VAVS NAC an opportunity to conduct its business in a manner that assures achievement of all responsibilities mandated by its charter.
2. Provide NAC orientation to new local and national VAVS representatives, deputies, and staff.
3. Present an overview of current impending VAVS policies and procedures.
4. Foster full and open communication among member organizations, representatives, and staff.
5. Provide NAC member organizations with education training programs designed to share information that is geared toward improving volunteer programs.
6. Furnish NAC member organizations the opportunity to hear from VA leadership.
7. Arrange for the NAC review of and action on recommendations.
8. Honor the national recipient of the James H. Parke Memorial Youth Scholarship Award, **Katie Gardner**, student volunteer at the Veterans Health Care System of the Ozarks, Fayetteville, Arkansas.

9. Recognize **David C. Miller**, American Legion, Bay Pines VA Healthcare System, as the VAVS NAC Male Volunteer of the Year and **Lilo Saenz**, Ladies Auxiliary, Military Order of the Purple Heart, Central Texas VA Healthcare System as the VAVS NAC Female Volunteer of the Year.
10. Recognize **Ronni Miller**, Chief, Voluntary Service, at the Durham VA Healthcare System, Durham, NC, as the recipient of the Voluntary Service Award for Excellence.
11. Recognize the following award recipients for the American Spirit Awards: **Beverly Conatser**, VA Ann Arbor Healthcare System, Ann Arbor, MI for Military; **Bill Browning**, John D. Dingell VA Medical Center, Detroit, MI for Community; and **Reginald Hardy**, Central Texas Veterans Health Care System, Temple, TX, for Faith-Based.

Host's Welcome

Camilla Thompson, Chief, Voluntary Service Office, James Haley Veterans' Hospital, welcomed the participants to the meeting, wished everyone a pleasant time in Tampa, and offered her and her staff's help to anyone requiring assistance.

71st Annual Meeting Agenda Overview & 75th NAC Update

Lorna Hatch, Volunteer Meeting Planner for the NAC, recognized Ms. Thompson and her group for hosting the 71st Annual Meeting. Ms. Hatch reviewed the program and schedule for the meeting.

Christine Feeser, Program Specialist and NAC Meeting Planner, reminded the Committee that next year's meeting would also be held in Tampa, and that the meetings in 2019 and 2020 would be in San Antonio, Texas. For 2021, which would be the 75th anniversary meeting of the NAC, they want to hold the meeting in Grand Rapids, Michigan.

The only hotel capable of accommodating the meeting, the Amway Grand Plaza, had dates available for the fourth week of May 2021. The NAC Meeting Planners wanted approval for these potential dates so that they could do a site visit for the hotel.

Sabrina C. Clark, Director, Voluntary Service Office and Deputy Chairperson, VAVS NAC added that Tim Eernisse, a representative of PBS who had attended the previous meeting, had been impressed

with the group and guaranteed Veterans' organizations and corporate support for a meeting in Grand Rapids.

Chair Rolfes mentioned the possible conflict with Memorial Day weekend. Ms. Feeser mentioned that the Committee may want to make an exception from its usual practice of holding its meeting in April for the 75th Annual NAC in order to obtain guaranteed corporate and local support from the Grand Rapids area. Chair Rolfes called for a vote, and the motion was passed.

If Grand Rapids proved unsuitable, backup plans were being made to hold the meeting in Cincinnati, Ohio. In this case, the meeting would occur in April.

Roll Call

Chair Rolfes conducted a roll call for the EC Meeting. NAC EC attendance was duly recorded as follows:

Organization	Present (P)	Absent (A)
American Gold Star Mothers	P	
American Legion (The)	P	
American Legion Auxiliary	P	
AMVETS	P	
Benevolent and Protective Order of the Elks	P	
Blinded Veterans Association	P	
Disabled American Veterans	P	
Forty and Eight	P	
Knights of Columbus	P	
Military Order of the Cootie Auxiliary	P	
Military Order of the Purple Heart of the U.S.A., Inc.	P	
Military Women Across the Nation	P	
National Society of Daughters of the American Revolution	P	

Paralyzed Veterans of America	P	
Polish Legion of American Veterans	P	
Soldiers' Angels	P	
Sons of the American Legion	P	
United Veterans Services	P	
Veterans of Foreign Wars of the U.S.	P	
Veterans of Foreign Wars Auxiliary		A

VA and Other Staff Present:

Mary Barcikowski, Business Manager and NAC Meeting Planner
VA Maryland Healthcare System, Baltimore, MD
Jonathan Barczyk, Acting Voluntary Service Chief NAC Meeting
Planner, VA Maine Healthcare System, Augusta, ME
Elizabeth Cazares, Voluntary Service Specialist and NAC Meeting
Planner, South Texas Veterans Health Care System, San Antonio,
Texas
Sabrina C. Clark, Director, Voluntary Service Office and Deputy
Chairperson, VAVS NAC
Christine Feeser, Program Specialist, Voluntary Service Office
Lorna Hatch, Volunteer, NAC Planning Committee, Augusta, ME
Ginny Hoover, Voluntary Service Specialist, Voluntary
Service Office
Mary Jo Munnelly, Lead Staff Assistant, Voluntary Service Office
Karen O'Neal, Chief, Voluntary Service, Erie VA Medical Center
(VAMC), Erie, PA, and Co-Chair, Partnership Ad Hoc Committee
Camilla Thompson, Chief, Voluntary Service Office, James Haley
Veterans' Hospital
Nathan Witt, Chief, Voluntary Service, Bay Pines VA Healthcare
System, Bay Pines, FL

Remarks-VA Advisory Committee Office

Jeffrey Moragne welcomed everyone on behalf of the Secretary,
the Honorable David J. Shulkin, M.D. He discussed the
difference between statutory committees and Secretary-
discretionary committees. A statutory committee is created by
law, whereas a discretionary committee is created at the behest

of the Secretary. The VA currently has 16 statutory committees, soon to increase to 18, and nine discretionary committees, soon to increase to 10.

The first of the new advisory committees is the Veteran Family Advisory Committee, whose purpose is to consult with Veteran families. The second is the Creating Options for Veterans' Expedited Recovery Commission, which arose from the CHOICE Act and will study the opioid crisis. The third commission is the Veterans and Community Oversight Engagement Board, which will focus on how to manage the West Los Angeles campus.

The former Secretary, the Honorable Robert A. McDonald, visited the Executive Committee in October and appreciated the takeaways from the meeting. Secretary McDonald discussed the new organizations that the group wanted to incorporate into the Executive Committee, and offered his perspective on the state of the Department.

The agency held its first Secretary-Chair-Designated Federal Officer Summit two years ago. All chairs were invited to Washington, D.C., and a promise was made to hold a summit every two years. Plans are currently underway for either mid-June or mid-August.

Training was held for committee managers to help committees conduct case studies. A notable success was a case study presented by Mrs. Clark on mastering the recruitment process, which focused on understanding motivation.

Mr. Moragne concluded by emphasizing the importance of the Committee Members Handbook, and thanked the Committee for its work.

VAVS & Internal Collaboration Presentations

VSO Liaisons

Mrs. Clark introduced the speakers, Mark Erwin, VA VSO Liaison, and Jacob Gadd, VHA VSO Liaison.

Mr. Erwin explained his role and responsibilities as a Special Assistant to the Secretary. There are only 90 personnel in the office, and 30 main personnel. The Secretary and the medical

facilities cannot be successful without proactively engaging with the VSOs.

Mr. Gadd recognized the value of volunteers and explained his role. He works under the Acting Undersecretary of Health, Dr. Poonam Alaigh. Major priorities include Choice 2.0, how to deliver community care, the caregiver program, and suicide prevention. He emphasized new opportunities for volunteer involvement to include the patient ambassador program and suicide prevention programs.

Mr. Moragne explained that the Executive Committee and the National Advisory Committee provide advice and recommendations to the Secretary, not to program offices or individuals. Their proposal needs to go to the Chair and the Designated Federal Officer, who can then work with it at the subcommittee level.

Del Turner, Military Order of the Purple Heart U.S.A., asked if they would be available to attend national conventions to discuss their suicide prevention efforts. Mr. Gadd replied that they would follow up with Mr. Turner. Mrs. Clark added that they want to address the issue where it is most effective. Roscoe Butler, The American Legion, asked if they had considered surveying VA facilities to see how many have ambassador programs. Mr. Gadd replied that he knows that the Minneapolis VA has an ambassador program. Mr. Erwin said that the Central Office has an awareness that it needs to improve its communications.

Office of Rural Health

Mrs. Clark introduced Dr. Thomas F. Klobucar, Acting Director of the Office of Rural Health (ORH). Dr. Klobucar said that the Veterans Rural Health Advisory Committee (VRHAC) will be meeting in Reno, Nevada and encouraged more public participation in the VRHAC.

A quarter of the country's Veteran population of approximately 22 million live in rural areas, compared to 19 percent of the total population living in rural areas. Rural Veterans are more dependent on VA care than urban Veterans.

There are researchers conducting an Omnibus Rural Needs Assessment, and they found that transportation is the number one

barrier to rural Veterans receiving care. This tends to depend on local volunteer organizations.

The ORH has offices across the U.S. focused on understanding the challenges that rural Veterans face and disseminating best practices to meet the challenges. A main current focus is on promoting telehealth to counter transportation issues and a shortage of medical professionals.

Mrs. Clark mentioned that the agency is working with companies such as Uber and Lyft to improve transportation issues in rural areas.

Mr. Butler mentioned that then-President Obama had established the Coordinating Council on Access and Mobility in 2014, and asked if the VA is still working with the Council. Dr. Klobucar answered that the VA is still cooperating with the Council and has established a Rural Mobility Management program.

John Kleindienst, Disabled American Veterans (DAV), added that Montana has had a successful transportation program with volunteer drivers, and that Cedar Rapids, Iowa has also had success.

Mr. Butler asked if the VA tracks the establishment of mobility managers. Dr. Klobucar responded that the VA does.

Rebecca Wischmeyer, Military Order of the Cootie Auxiliary, said that some homebound Veterans had difficulty finding transportation. Dr. Klobucar replied that there is a need for more special needs transport, and said that in some places there has been a focus on home-based primary care.

Dr. Klobucar concluded by noting that strategic thinking at committee meetings helps shape agency policy.

Tribal Government Relations

Mrs. Clark introduced Stephanie Birdwell, Director of the Office of Tribal Government Relations (OTGR).

Ms. Birdwell outlined the history of the Office of Tribal Government Relations. The OTGR is part of the Office of Public and Intergovernmental Affairs, and was established six years ago

in order to establish a tribal consultation policy in Indian Country. Indian Country is defined in statute as lands held in trust by the United States government for the benefit of Indian tribes. There are 567 federally-recognized tribes, 229 of which are in Alaska. American Indians and Alaskan Natives serve in the military at a rate higher than any other ethnic group.

The OTGR has three primary focuses: (1) To facilitate and implement the Secretary's tribal consultation policy; (2) engage in activities that promote increased access to healthcare and benefits for Veterans living in Indian Country; and, (3) increase economic sustainability for Veterans living in Indian Country.

In 2016, the agency held three tribal consultations. The first to ask tribal leaders about their priorities for serving Veterans, the second regarding accreditation of tribal Veteran service officers, and the third regarding the proposed consolidation of non-VA care into a more standardized system.

In 2012, VA established a National Reimbursement Agreement with the Indian Health Service (IHS). Some tribes take over federal operation of Indian Health Service functions and provide the care themselves through Tribal Health Programs. Since 2012, the VA has reimbursed the IHS and the Alaskan Native Health Consortium, which provides rural care for both Alaskan Native and non-native Veterans.

Tribal leaders identified five top priorities: (1) access to healthcare, (2) addressing housing and homelessness, (3) treatment for post-traumatic stress disorder (PTSD) and mental health, (4) understanding benefits, and (5) transportation.

OTGR recommendations include: (1) explore and establish MOUs between voluntary service and tribal partners regionally, (2) increase engagement between voluntary service and tribal partners nationwide, (3) increase the level of participation by tribal partners and voluntary services regional and national training conferences, and (4) tribal partner representation in the Voluntary Service Advisory Committee.

Mr. Turner mentioned that he had heard about American Indian Veterans going to the VA and being referred to the IHS but being referred back to the VA by the IHS. Ms. Birdwell replied that work still needed to be done on care coordination. Mr. Turner

followed up by calling for the possibility of contact teams to improve coordination with tribes.

(Recess.)

(Whereupon, the meeting was resumed.)

Subcommittee Reports:

Recommendations: Kenneth Rose, Vietnam Veterans of America, Inc., and Acting Recommendations Subcommittee Chairperson, announced that the Subcommittee had four recommendations.

The first recommendation recommended that the Secretary of Veterans Affairs fully support action to allow VAVS to be included in the Combined Federal campaign (CFC) to increase donations to benefit Veterans by allowing all federal employees to contribute to the VAVS fund. The Recommendations Subcommittee decided not to approve the recommendation to go forward based on guidance Mrs. Clark provided from the Office of General Counsel that stated, 5 C.F.R. § 950.202(b) requires 501(c) status to get on the CFC list. The Committee approved the decision to not move forward with the recommendation.

The second recommendation is to provide a standardized and streamlined volunteer intake process, to include recruitment, orientation, badging, and training. The goal of such an intake process would be to improve VA's capacity to recruit volunteers and to minimize the loss of new recruits as a result of onboarding delays. The Committee approved the motion to move the process forward for review and approval of the full NAC.

The third recommendation is to improve volunteer recruitment initiatives and VA Volunteer Service Programs and to increase the number of regular scheduled volunteers and volunteer hours. The Committee approved the motion to move the recommendation forward for review and approval of the full NAC.

The fourth recommendation is to allow Voluntary Service the ability to access media communication websites such as Skype, as well as have access to, maintain, and edit the facility site's VAVS webpages. The goal would be to streamline volunteer management practices while promoting the work and needs of VAVS. The Committee approved the motion to move the process forward for review and approval of the full NAC.

NAC Volunteer of the Year: Chair Rolfes reported that a conference call was held on February 8, 2017 to select the NAC Volunteers of the Year. There were nine submissions for male volunteer of the year, and that two were disqualified. There were four submissions for female volunteer of the year, and one was disqualified. The reasons for the disqualifications were that the submissions were improperly formatted and/or were submitted by a chief on VA letterhead instead of submitted by the organization on the organization's letterhead. Chair Rolfes expressed a desire for a greater number of submissions.

David C. Miller, The American Legion, was selected as the NAC Male Volunteer of the Year, and Lilo Saenz, Ladies Auxiliary, Military Order of the Purple Heart, was selected as the NAC Female Volunteer of the Year. Both will be honored during the NAC Business Session on Thursday.

Recruitment: Vicki Sarracino, Recruitment Subcommittee Chairperson, reported that there has been a steady decrease of regularly scheduled and occasionally scheduled volunteers logging hours. In the first two quarters of Fiscal Year 2017, regularly scheduled volunteers logging hours has decreased by 5,256. During the first two quarters of Fiscal Year 2016, the total regularly scheduled and occasionally scheduled volunteer hours were 5,157,246; whereas for the first two quarters of Fiscal Year 2017, the total was 4,172,734.

Ms. Sarracino attributed the decrease to policies, procedures, and economic considerations. She recommended developing and maintaining organization training, continuously coordinating with VAVS chiefs, reviewing and updating recruitment materials with an intergenerational focus, and replacing people who do not attend quarterly meetings.

Recruitment can be improved by using social media effectively, including sites such as Instagram, Facebook, and LinkedIn. The best means of recruitment vary depending on demographics. Recruiting youth may involve devising a means for an Eagle Scout to earn a particular badge. Regardless of a volunteer's age, a key to maintaining them as a volunteer is keeping them engaged. To this end, Ms. Sarracino recommended incentive programs, such as having badges for volunteers to earn.

Mrs. Clark congratulated Ms. Sarracino on her report, challenged the group to follow the recommendations, and pointed out the marketing workshops available during the meeting. W. G. Bill Kilgore, National Representative, AMVETS, noted that, in addition to the Scouts, the Reserve Officers' Training Corps (ROTC) has been a source of youth volunteers.

Membership: Mr. Kleindienst, Membership Subcommittee Chairperson, reported that the National Advisory Committee has five categories of membership: servicemember, associate servicemember, donor member, associate donor member, and adjunct member. There is also a NAC Honorary Member.

For each application for membership on the NAC, the Membership Subcommittee, with the Voluntary Service Office, will determine the level of NAC membership and establish a definitive NAC criterion for membership. Mr. Kleindienst recommended the following organizations for membership as strategic partners: Home of the Brave, Project Healing Waters Fly Fishing, Team Rubicon, Team Red White Blue, and YMCA. This would require a change to the SOP by adding a strategic member category.

Patricia Kranzow, American Legion Auxiliary, stated that a motion needed to be made. Mr. Gallina said that for a major update to the SOP, they would need to add and define the strategic member category. Mr. Kleindienst made a motion to add the category, and Mr. Gallina seconded the motion. The motion was approved. Mr. Kleindienst then made another motion to consider the aforementioned groups for membership, and was seconded by Joseph Dooley, Deputy National Representative, United Veterans Services. The motion was approved.

Ad Hoc VAVS NAC Partnership Subcommittee

Chair Rolfes introduced the Co-Chairs, Mr. Gallina and Karen O'Neal, Chief, Voluntary Service, Erie VAMC, Erie, Pennsylvania. Mr. Gallina introduced the members of the Subcommittee, Ms. Sarracino (Soldiers Angels), Christi Hillman (Paralyzed Veterans of America). Melissa Heinlein (Chief, Voluntary Service, Philadelphia, Pennsylvania) and Nathan Witt, (Chief, Voluntary Service, Bay Pines, Florida) and stated that this was the third year that the Partnership Subcommittee had provided recommendations to the Recommendations Subcommittee. Ms. O'Neal

acknowledged the current Subcommittee members and thanked Jim Todd, former Chief, Richard L. Roudebush VA Medical Center, Indianapolis, Indiana for his service on the subcommittee. She added that the partnership has been beneficial for understanding the obstacles and issues faced by the national representatives.

Mr. Gallina said the current Secretary had been at a previous meeting, and the subcommittee had promised to provide a streamlined onboarding process.

NAC SOP Revisions

Ms. Kranzow said that changes were made to the SOP, and that these had been inserted into the document. The National Advisory Committee now has six categories instead of five, and a new subsection (f) has been added. Mr. Gallina said that the applicable section referred to the application process. Mr. Kleindienst thanked the committee for their work on the revisions.

Ms. Kranzow detailed the other revisions in the NAC SOP.

Parke Board Update: John P. Brown, III, President of the James H. Parke Memorial Fund Board, provided an update on scholarship winners and Christopher Slawinski, treasurer of the Parke Memorial Fund Board, provided the treasurer's report.

Mr. Brown added that in light of the upcoming 75th anniversary, the board wants to seek out former scholarship recipients to see what they have done with their lives.

VAVS Partners, Inc. Treasurer's Report: Ms. Wischmeyer provided the treasurer's report.

Unfinished Business

There was no unfinished business.

New Business - Fall 2017 EC Meeting

Mrs. Clark asked the Committee if it wished to hold its Fall 2017 EC meeting in Washington, D.C. Mr. Kilgore, AMVETS, made a motion to hold the Fall 2017 meeting in Washington, D.C. and to encourage senior leadership to attend. The American Legion seconded the motion, and the motion was approved.

Mrs. Clark said that dates would be announced via email.

Appointments - Recommendations Subcommittee

Chair Rolfes asked Mr. Dooley if he would serve as new Chair of the Recommendations Subcommittee. Mr. Dooley accepted the nomination.

Good of the Order: No one had any announcements for the Good of the Order.

Reflections on EC: Mrs. Clark noted that Gina B. Screen, Acting Director, VHA Office of Communications and Chair of the NAC, had originally been scheduled to speak at this point but had been detained in Washington, DC and unable to attend the meeting on this day. Ms. Screen would attend the remaining days of the meeting.

Chair Rolfes reminded the Committee that he would be turning over the chair at the end of the week. He thanked the members and staff, and adjourned the meeting at 11:24 a.m.

Adjournment

BUSINESS SESSION Thursday, April 20, 2017, 8:30 a.m.-11:30 a.m.

Call to Order

Chair Rolfes called the meeting to order.

Presentation of Colors

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

National Anthem

Beverly Dickerson, Volunteer with the Bay Pines VA Healthcare System, sang the National Anthem.

Pledge of Allegiance

Inetta Bullock, VAVS Representative of AMVETS, led the group in reciting the Pledge of Allegiance.

Invocation

Chaplain Terry Langford, James A. Haley Veterans' Hospital, offered the invocation.

Welcome

Joe D. Battle, Medical Center Director of the James A. Haley Veterans' Hospital, welcomed the group to Tampa. It is important for the VA to hear about what the NAC thinks is important and needs to be done. He thanked the staff from Bay Pines, the Central Office, and the James Haley Veterans' Hospital.

Five percent of all Veterans in the country reside in Central Florida, and volunteers are important for the functioning of VA facilities in this area. For example, in fiscal year 2016, James A. Haley Veterans' Hospital had 1,849 volunteers, who contributed 124,849 volunteer hours, and volunteer organizations donated approximately \$758,000. VA service is not limited to the elderly. The average age of the VA patients has become younger, and women have become the largest growing demographic.

Opening Remarks and Meeting Objectives

Chair Rolfes thanked Mrs. Clark, her staff, and the NAC Planning Committee for their work. He outlined the schedule for the day, and gave a brief overview of the NAC's purpose. He welcomed Mr. Moragne, and recognized his support for the Committee.

Roll Call: The roll call of the NAC members was duly taken as follows:

<u>Organization Name</u>	<u>Present (P)/Absent (A)</u>
<u>Service Member Organizations</u>	
American Gold Star Mothers	P
American Legion (The)	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 and Eight	P
Jewish War Veterans of the U.S.A.	A
Knights of Columbus	P
Korean War Veterans Association	P
Ladies Auxiliary, Military Order of the Purple Heart of the U.S.A., Inc.	A
Marine Corps League	P
Marine Corps League Auxiliary	P
Masonic Service Association of North America	p
Military Order of the Cootie	P
Military Order of the Cootie Auxiliary	P
Military Order of the Purple Heart of the U.S.A., Inc.	
Military Women Across the Nation	P
National Society Daughters of the American Revolution	P
National Society Sons of the American Revolution	P
Paralyzed Veterans of America	P
Polish Legion of American Veterans, U.S.A.	P

Soldiers' Angels	P	
Sons of the American Legion	P	
The Salvation Army	P	
United Daughters of the Confederacy	P	
United Veterans Services	P	
Veterans of Foreign Wars Auxiliary	P	
Veteran of Foreign Wars of the U.S.	P	
Vietnam Veterans of America, Inc.	P	
<u>Associate Service Member Organizations</u>		
American Ex-Prisoners of War		A
Catholic War Veterans		A
Catholic War Veterans Auxiliary		A
Corporation for National and Community Service	P	
Daughters of the Union Veterans of the Civil War (1861-1865)	P	
Fleet Reserve Association	P	
Gold Star Wives of America, Inc.	P	
I.B.P.O. Elks of the World, Inc.	P	
Ladies Auxiliary, Polish Legion of American Veterans, U.S.A.	P	
National Ladies Auxiliary, Jewish War Veterans of the U.S.A.		A
National Society Colonial Dames XVII Century		A
United Auto Workers		A
Women's Army Corps Veterans Association	P	
<u>Donor Member Organizations</u>		
The Bowlers to Veterans Link (BVL), Inc.	P	
Veterans Voices Writing Project, Inc.	P	
<u>Associate Donor Member Organizations</u>		
N/A		
<u>Honorary Member</u>		
Ladies Auxiliary of the Fleet Reserve Association	P	
Sons of AMVETS	P	
Silver Star Families of America		A
Women Marines Association	P	

Center for Women Veterans Update

Presented by Kayla M. Williams, Director of the Center for Women Veterans.

Veterans Experience Office Update

Presented by Michael S. Galloucis, Sr., District Veterans Experience Officer for the Southeast District Veterans Experience Office Team.

The Committee took a break sponsored by the Military Order of the Purple Heart of the USA, Inc.

MyVA - Delivering on Improved Trust for Veterans and Employees

Presented by Mr. Thomas M. Muir, Principal Executive Director of the VA Office of Enterprise Support Services.

Improving Population Health: The 100 Million Healthier Lives Veterans Hub

Presented by Dr. Regan Crump, Assistant Deputy Under Secretary for Health, Policy & Planning, Veterans Health Administration.

VAVS Award Presentations

Chair Rolfes presented the awards for the male and female NAC Volunteers of the Year. David Miller, American Legion, received the award for NAC Male Volunteer of the Year, and Lilo Saenz, Military Order of the Purple Heart, received the award for NAC Female Volunteer of the Year.

Mrs. Clark presented the American Spirit Awards and the VAVS Award for Excellence. The American Spirit Award for Military Recruitment was presented to Beverly Conaster, Chief of Voluntary Service at the VA Ann Arbor Healthcare System, Ann Arbor, Michigan. The American Spirit Award for Community Civil Organization Recruitment was presented to Bill Browning, Chief of Voluntary Service at the John D. Dingell VA Medical Center, Detroit, Michigan. The American Spirit Award for Faith-Based Recruitment was presented to Reginald Hardy, Chief of Voluntary Service at the Central Texas Veterans Health Care System, Temple, Texas. The VAVS Award for Excellence was presented to Ronni Miller, Chief of Voluntary Service at the Durham VA Health Care System, Durham, North Carolina.

Adjournment:

Chair Rolfes adjourned the business session at 11:48 a.m.

BUSINESS SESSION Friday, April 21, 2017 - 8:30 a.m. - 11:30 a.m.

Call to Order

Chair Rolfes called the meeting to order at 8:31 a.m.

Pledge of Allegiance

Evelyn Joppa, Representative of Marine Corps League, led the group in the Pledge of Allegiance.

Opening Remarks

A public service announcement featuring actor Lou Diamond Phillips was played. The announcement promoted volunteering with Veterans organizations.

Subcommittee Reports:

Recommendations

Chair Rolfes introduced Mr. Rose. The 2017 National Advisory Committee recommendations were:

1. To provide a standardized and streamlined volunteer intake process, to include recruitment, orientation, badging, and training to improve VA's capacity to recruit volunteers and minimize loss of new recruits as a result of onboarding delays. AMVETS moved to approve the recommendation, and Sons of the American Legion seconded. The motion carried.
2. To improve volunteer recruitment initiatives in VA Voluntary Service (VAVS) Programs and increase number of regular scheduled volunteers and volunteer hours. DAV moved to approve the recommendation, and Sons of the American Legion seconded the motion. The motion carried.
3. To allow Voluntary Service the ability to access media communication websites as well as maintain, and have access to, editing the facility site's VAVS webpages in order to streamline volunteer management practices

while promoting the work and needs of VAVS. BVA moved to approve the recommendation, and Red Cross seconded. The motion carried.

NAC Volunteer of the Year

Chair Rolfes presented the report on NAC Volunteer of the Year. There were nine male submissions, and four female submissions. The NAC would like for there to be more submissions, and for the submissions to be properly formatted.

Recruitment

Chair Rolfes introduced Ms. Sarracino. There has been a downward trend in the number of volunteer hours. The number of volunteers as well as their hours need to be counted, and Representative/Deputy Representative training should be established. There should be outreach to youth, with a focus on social media and volunteer recruitment sites. Veterans remain the largest source of volunteers, and facilities should establish incentive plans, such as badges for volunteers to earn.

Membership

The NAC has five categories of membership: service member, associate service member, donor member, associate donor member, and adjunct member. There is also National Advisory Committee Honorary Member. The NAC is trying to expand through a strategic partnership category. The Executive Committee has recommended adding a 6th membership category, Strategic Engagement, expanding membership by inviting Home of the Brave, Project Healing Waters Fly Fishing, Team Rubicon, Team Red White Blue, and YMCA to join. The Military Order of the Purple Heart made a motion to approve the recommendation, and was seconded by the American Legion. The motion carried.

Standard Operating Procedures Ad Hoc Committee

The SOP is now a 14-page document. The changes to the SOP were read to the Committee. Ms. Kraznow made a motion to approve the changes to the SOP. The motion was seconded and approved.

Partnership Subcommittee

The Partnership Committee is now a permanent committee reporting to the EC and no longer an ad hoc committee. Mr. Gallina introduced his co-chair, Ms. O'Neal and the members of the Partnership Subcommittee: Ms. Sarracino, Ms. Hillman, Dr. Heinlein, and Mr. Witt.

Ms. O'Neal, acknowledged a former member, Mr. Todd, for his work on the Subcommittee. She said that the committee's recommendations revolve around access to services, and efficiency for volunteer applicants. The VA staff needs the equipment and training to improve onboarding, and this should come primarily from within the VA itself. Mr. Gallina concluded by exhorting everyone to think outside of their own organization.

1890-1930: The Transformation of America & Veterans Benefits

Presented by Darlene Richardson, VHA Historian

National Advisory Committee Chair Report

Ms. Screen recognized volunteers and volunteer chiefs by asking them to stand, and thanked them for their work. She recognized how volunteerism has shaped the lives of Parke Memorial Scholarship recipients Katie Gardner and Sarai Simmons. The NAC is critical to the mission of VA, and critically important to the satisfaction of Veterans.

The President just signed the Choice program legislation, expanding a program to allow Veterans to access healthcare closer to their homes and creating a system to share medical records.

(Recess.)

(Whereupon, the meeting was resumed.)

The NAC held a break, sponsored by the Knights of Columbus, from 10:00 a.m. to 10:21 a.m.

VA Voluntary Service Report

Mrs. Clark played a video of a public service announcement featuring actor Lou Diamond Phillips, who is serving as the National Salute Chair for 2017. Mr. Phillips wanted to attend the meeting but could not, due to scheduling conflicts, and thanked the committee and staff for its hard work.

Mrs. Clark told a personal anecdote about her father and how he had flown for the first time at the age of 83 to attend a Veterans event to encourage VAVS staff to have courage. The VAVS should excel, and its strategic plan does not change, always focusing on leadership, collaboration, and impact.

Leadership develops from education and training. VAVS formerly had two one-week training programs, but this program was not approved. Instead of being discouraged, VAVS developed a means of consolidating the programs into a single one-week training program. Each VA facility has only a single VAVS chief, so these chiefs need to work together and be a network within themselves. Collaboration has three categories: NAC organizations, internal success, and strategic planning. However, it is difficult to quantify impact, as it must first be determined what should be counted.

Mrs. Clark concluded by playing a clip from the film "Invictus" featuring Morgan Freeman as Nelson Mandela.

Strategic Partnership Update

Presented by Matthew Collier, Director, Center for Strategic Partnerships.

72nd Annual VAVS NAC Meeting & Conference Host City Presentation

Mrs. Thompson introduced members of the Planning Committee: Nathan Witt, Frank Jones, T.D. Parrish, Melvin Kerney, Priscilla Evans, Evelyn Joppa, and Roberta "Bobby" Scofield. Ms. Thompson stated that it was an honor and pleasure to serve as the host site for the NAC, and that she hoped that the participants had enjoyed their time in Tampa.

VAVS Video Presentation

A video was played of people discussing their reasons for volunteering at VA facilities.

Closing Remarks

Chair Rolfes thanked the Disabled American Veterans for sponsoring the morning break and reminded the participants to submit their evaluations. He also reminded EC members to attend the face-to-face critique. Chair Rolfes thanked the staff for their support and work.

Adjournment

Chair Rolfes adjourned the meeting at 11:31 a.m.

The following Training Sessions and Workshops were offered during the Conference and Meeting:

New Rep/Dep & New VAVS Staff Training: (Only 1 session, Wednesday, April 19, 1:00 PM - 2:30 PM) *Faculty: Nathan Witt, Chief, VAVS, Bay Pines VA HCS, Bay Pines, Florida and Charles H. Gallina, VAVS National Representative, Knights of Columbus.*

This session is designed to provide orientation for new VAVS NAC Representatives and Deputy Representatives, and new VAVS staff, and will also offer current information to seasoned VAVS NAC Representatives and Deputies. VAVS Representatives and Deputy Representatives serving on local VAVS Committees could also benefit and learn by attending this session.

General Post Fund, Gifts: The Nuts & Bolts: *Faculty: William R. "Bill" Korth, Esq., Office of General Counsel, Health Law Group, Appropriations Unit.*

This session is an introductory, high-level, nuts-and-bolts course covering basic appropriations law terms and practices, the law of gifts and donations, what the General Post Fund is, and how it should be used.

Conducting Due Diligence on Potential Partners Faculty: Doug Carmon, Special Assistant to Secretary for Strategic Partnerships.

This session will discuss DUE DILIGENCE (vetting) as it relates to private sector organizations. Various high-level topics will be presented to include definitions, types, applications, and common resources. An emphasis will be placed on "business operations" versus "programmatic operations." Participants should leave this session with a better understanding of what due diligence is and some of the more common tools and resources used to perform due diligence. Time will be reserved at the end of the session for questions.

Makeovers & Marketing: Acquiring the Right Volunteer: Faculty: Carole Ricks, Advisor Service Engagement, AARP and Randee Bloom, RN, MBA, PhD, Create the Good Ambassador.

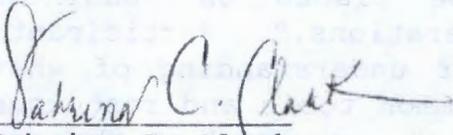
An organization may deem volunteer recruitment and retention a success by a volunteer's value and length of service. Achieving success requires targeted communication of available positions to the desired audience. Simply put, not just finding volunteers, but finding the right volunteers.

In the session participants will learn how to catch the attention of general service or skilled volunteers through message development and placement, see the before and after makeovers of actual volunteer positions, and about advertising your positions with and without a budget. The role of a volunteer may be significant for your operation, but it should also be meaningful and fulfilling for the volunteer. Don't let drab communications slow down your volunteer program. Heal it from the inside out!

Volunteer Leadership: What's Your Why? Faculty: Onika Coke-Muñoz, Chief, Leadership & Organizational Development, Employee Development & Training, Veterans Benefits Administration.

Volunteering, in simplest terms, means to freely give of oneself in the undertaking of a task. While that sounds good on paper, what does that actually mean to you? Why do you volunteer? More specifically, why did you choose the VA to volunteer? Understanding your answer to these questions helps to define your motivation and passion and help you to become more than just a volunteer, but a volunteer who can lead others to achieve

a common mission of helping Veterans. In this class we will explore the concepts of servant leadership as they relate to volunteering at VA and discuss your 'why' for volunteering to help you carve a path toward becoming more than a volunteer, but becoming a volunteer leader at VA,



Sabrina C. Clark

Director, Voluntary Service Office

Deputy Chairperson, National Advisory Committee

8/10/17
Date