



MARINE CORPS LEAGUE

Veteran Affairs Voluntary Service (VAVS)

Representative & Deputy GUIDELINES

VAVS Representative & Deputy GUIDELINES

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VAVS REPRESENTATIVE RESPONSIBILITIES:

The VAVS Representative is the official MCL Representative to the facility in all aspects of the organization's participation in the Voluntary Service Program. The following is a list of the MCL Representatives responsibilities to the VAVS Program.

***Each** newly appointed Representative must meet with the Chief of Voluntary Service / Voluntary Service Program Manager shortly after being certified, to receive orientation regarding the VAVS Program. At this time, the Representative will also be officially registered with the Voluntary Service Office. This is important for the Representative to be on the mailing list to receive notices and minutes of the meetings and information regarding other activities supported by the VAVS Committee.

It is very important to communicate any change in contact information, i.e. address, telephone number or e-mail address to Voluntary Service office and your MCL National VAVS Representative.

***One** of the most important duties of the Representative is the distribution of all information regarding the VAVS Program to each Detachment **within a reasonable radius of the Medical Center**. The Representative is the official MCL Representative to **All Detachments within a reasonable radius of the Facility** and is a vital link between the community, members of the Marine Corps League and the Medical Center. The Representative is relied upon to provide accurate information to our Marine Corps League Membership.

***The** Representative must attend the quarterly meetings of the VAVS Committee or in his/her absence must designate one of the MCL Deputy Representatives to attend the meetings or other required activities as planned.

***Once** a year, the VAVS Representative will meet with the Voluntary Service Program Manager to complete the AJR (Annual Joint Review). **See pg. 6 Annual Joint review**

***The** Representative has the responsibility of informing the Detachments (within a reasonable radius of the Center) of the needs of the patients in the form of volunteer support or other resources. Additionally, the Representative has the responsibility to recruit volunteers from these same Detachments, to fill these needs.

***The** Representative should know how many Regular & Occasional MCL VAVS Volunteers are at the Facility, recommending recognition for outstanding performance to their Detachment Commandant for (High number of yearly or total of hours, VA Awards, Function coordinator, etc.. Also remember the National Awards program. (See page 8)

***The** Representative should know approximately how many RS & Occasional Volunteer hours the MCL is supposed to be credited each Month, checking it to the Monthly hours recorded. (VA Facility is supposed to give you a list of MCL Volunteer hours quarterly, see RECORDING VOLUNTEER HOURS)

Work with your Volunteers to insure they are recording their hours correctly.

***The** Representative should keep records of MCL Donations, Gifts, Hours and everything mentioned above so they can verify it is reflected on the AJR. **Remember this is a big job that's why we have Deputies, you don't have to do everything yourself.**

DEPUTY REPRESENTATIVE RESPONSIBILITIES:

The VAVS Deputy Representative position is to assist, **as a full working partner the VAVS Representative**. The following is a list of their responsibilities to the Marine Corps League and the VAVS Program.

***Each** newly appointed Deputy Representative must meet with the Chief of Voluntary Service / Voluntary Service Program Manager shortly after being certified, to receive orientation regarding the VAVS Program and to be officially registered with Voluntary Service.

***It** is also the responsibility of the Deputy Representative to attend the quarterly meetings of the VAVS Committee.

***The** Deputy Representative should also participate, if possible, in the completion of the Annual Joint Review report.

***As** a full working partner with the MCL Representative, the MCL Deputies responsibility mirrors the Representatives. The Deputy Representative must know the Representatives duties and be ready to assist or take over at any time.

NATIONAL VAVS COMMITTEE:

The VAVS National Advisory Committee (NAC) advises the Under Secretary for Health and other members of VHA Headquarters staff on how to coordinate and promote volunteer activities within VA health care facilities and on matters relating to volunteerism. The members will:

- Promote the VAVS Program
- Communicate VA policies to their constituencies
- Make recommendations to improve volunteer service to veterans

The Chief Administrative Officer, VHA Headquarters in Washington serves as Chairperson. The Director, Voluntary Service Office, serves as Deputy Chairperson.

The membership of the Committee is composed your Marine corps league and other National Veteran and private Organizations. Each organization designates one National Representative and up to two National Deputy Representatives. Additional deputies (up to a total of six) may be appointed when the need is justified and approved by the Director of the Voluntary Service Office.

VA VOLUNTARY SERVICE (VAVS) COMMITTEE:

Every VA facility has a VA Voluntary Service Committee which is made up of Representatives and Deputies of Organizations who have members participating in the VAVS Program. The Committee serves in an advisory capacity in coordinating

the established plans and policies for volunteer participation in many activities supported by the VA Voluntary Service program.

Meetings of the Committee are held each quarter (4 times per year) and a calendar of the meeting dates will be published each Year. Each member of the committee will receive an agenda in advance of the meeting and will also receive minutes of the meeting that describe the discussion topics. It is very important that Representatives and Deputies understand continual certification and re-certification depends upon consistent participation and attendance to the VAVS Committees and other activities as planned. It is important that either the Representative or Deputy represent each meeting/function so that the Veteran Service Organization is represented. If there is a lack of participation in the VAVS Meetings/Functions, **(Missing three scheduled meetings)** representation could be terminated. The Associate Medical Center Director serves as the Chairperson of the VAVS Committee and the Voluntary Service Program Manager serves as the Deputy Chairperson of the Committee.

Certification/Re-certification

As per the DVAMC rules, one VAVS Representative and up to three Deputy Representatives are appointed by their Detachment Commandant and certified by the Marine Corps League National VAVS Certifying Official. *There is only one MCL representative at a Facility. In the case where several Detachments volunteer at the same Facility, the Detachments should jointly select one representative and each Detachment name separate deputies.* The certification is good for two (2) years. Recertification is not automatic; it is done only after a request is made to the National Representative by your Detachment Commandant **or at the Commandants request,** the Detachment Adjutant/Paymaster.

The VA usually includes on the Quarterly meeting attendance sheet, the expiration of each certified Rep or Dep's certification.

The Detachment Commandant or at the Commandants request, the Detachment Adjutant/Paymaster, must complete and submit **Form MCL VAVS RC Rev 6** to the MCL National VAVS Representative. (address on form) When requesting certification or re-certification of a member of the League as a VAVS representative or deputy. The DVAMC rules apply to every veteran's organization, including the League.

The Representative may not be a VA employee or the VAVS Representative for another organization, at the same Facility. The telephone number and e-mail address on the form is for the VA's use and our files only.

Please notify the MCL National VAVS Rep if any of your contact information changes.

(By mail; address on Form . Or by e-mail at VAVSRep@MCLeague.org)

NOTE: MCL Auxiliary members have their own separate certification program.

ANNUAL JOINT REVIEWS:

An Annual Joint Review (AJR) is a report completed each year by the Voluntary Service Program Manager and the Representative and Deputy of each affiliated organization. This report provides an accounting of the organization's participation in the VAVS Program during the past year. It reports volunteer hours and cash/non-cash donations as well as other required information. It also gives Voluntary Service staff and the representatives an opportunity to meet and develop new program goals. These goals help ensure active participation by the organization in support of patient care delivery and services.

An annual schedule (MCL is in FEBRUARY) of the organization's Annual Joint Reviews is provided each year and is available by contacting the Voluntary Service Office. **It is the responsibility of the Representative** to contact Voluntary Service for their appointment to complete this review each year.

After completion of the Annual Joint Review, copies are sent by the Facility to the MCL Representative, National VAVS Representative, and a copy is maintained in Voluntary Service files for future reference.

REGULARLY SCHEDULED VOLUNTEERS:

Regularly Scheduled (RS) Volunteers are individuals who participate in the VAVS Program in a regularly-scheduled assignment under VA Staff supervision. The services of the VAVS volunteer is to supplement the work and duties of a VA staff member, and MAY NOT replace a compensated VA employee.

To officially become an RS volunteer, an application will be completed through the Voluntary Service Office. The volunteer will then complete orientation, which includes an interview and, in some cases, a medical examination (at no expense to the volunteer) They will then be placed in a job assignment for which he/she will report to on an ongoing basis as arranged with the VA direct supervisor of that role.

OCCASIONAL VOLUNTEERS:

Occasional volunteers are those individuals serving under the VAVS Program who do not meet the requirements of RS volunteers.

Other than copies of the **very necessary** "Occasional Volunteer" Time Sheets, no individual records will be maintained on occasional volunteers.

RECORDING VOLUNTEER HOURS:

Every volunteer who reports to their VA job assignment must utilize the Voluntary Service System (**VSS**) Timekeeping computer (If applicable). For those occasional volunteers or RS volunteers whose assignments are in the evening and/or on weekends, sign-in sheets should be made available from the Voluntary Service Office during administrative hours. It is the responsibility of the VAVS Representative to make sure our Volunteers know the importance of recording these hours.

Reports will be sent to the VAVS Representatives on a Quarterly basis and will contain the number of hours that volunteers have contributed during the specified timeframe. If there are any questions regarding volunteer hours, contact Voluntary Service.

RECOGNITION: Volunteers have a significant impact on the VA and our Veterans. One of our responsibilities as VAVS Representatives and Deputy Representatives is to make sure our MCL Volunteers are recognized for their contributions. It is very important to get the appropriate facts to the Detachment and Department Commandants on our MCL VAVS Volunteers, in a timely manner, as well as following up on any paperwork that is needed for National, Department or Detachment Awards.

VA Volunteer Recognition During the Annual Volunteer Recognition Week each year (usually in April/May) your VA Medical Center will host a special recognition dinner and awards ceremony for eligible volunteers. Eligible volunteers are presented with awards based upon the hours they have contributed in a cumulative calculation. These hours are based on a fiscal year timeframe (October 1st through September 30).

Marine Corps League VAVS Award Programs

The MCL has National Level VAVS Awards for individual VAVS Volunteers and a National VAVS Detachment Award as listed below. Make sure to check with your Department and Detachment for VAVS Volunteer recognition as well.

“National Level (Individual) VAVS Award” See National Rosen / Past National Commandant's “VAVS SERVICE AWARD” Instructions on Page 8.

“National Level (Detachment) VAVS Award”

The MCL VAVS Q1 Rev 16 Det. VAVS Award form is used by the National Committee for judging all Detachments for the National VAVS Awards. Awards are presented at the National Convention. This is why the completed form must be in the hands of the National VAVS Rep. by 15 June of each year. The MCL VAVS Q1 Rev 16 form, along with any other forms mentioned in this letter, can be found at the MCL National site www.mcleague.org under the Main Menu / MCL programs / Veteran programs.

(Any Department or Detachment VAVS Awards programs are separate from this program and require separate submissions to the respective level), if you are unable to open or find this information, contact the National VAVS Rep.

See “Instructions, Det. and PNC VAVS Award” on the National site

The MCL National VAVS Representative and Deputy Representatives will select the recipients of the Detachment VAVS awards as prescribed below:

Plaques categorized by membership strength of the detachment as reflected on the current 30 June strength report roster.

Category 1: 15 to 50 members. First, Second and Third Place Plaques.

Category 2: 51 to 100 members. First, Second and Third Place Plaques.

Category 3: 101 members and up. First, Second and Third Place Plaques.

See MCL VAVS Q1 Rev 16 (See Forms)

Rosen/ Past National Commandant's “VAVS SERVICE AWARD”

The Marine Corps League and MCL Auxiliary’s Award for Excellence in Service or Support of the Department of Veterans Affairs Voluntary Service (VAVS) Program.

Background:

The Veterans Affairs Voluntary Service Award for Leadership was first presented in 1963 by Hy and Sue Rosen, Past National Commandant and Auxiliary President, as a trophy to be awarded each year at the National Assembly to the League or Auxiliary member chosen by the VAVS Committee as most deserving of this award for leadership in the VA Hospital program.

Currently a certificate is presented to the recipient annually at the discretion of the VAVS Award Committee. MCL Recipients of this certificate are entitled to wear the Marine Corps League’s Community/ VAVS Service Ribbon

Criteria/Eligibility:

To be chosen as the outstanding volunteer of the year in the VAVS Program, the nominee:

- 1) Must be a member in good standing of the League or the Auxiliary.
- 2) Must have served on a regular basis in a VA Hospital, outpatient Clinic, or other properly certified area for a period of at least three (3) years.

Qualifications should include one or more of the following: outstanding hours, special program, leadership, manner in which patients are cared for, or other service provided which significantly adds to the better care of Veteran Patients under the VAVS Program. A currently Certified Representative or Deputy must be completing Yearly AJR’s and meeting attendance requirements for VAVS quarterly meetings to be considered.

Nomination Process:

Consists of two letters of Recommendations for each nominee sent to the National VAVS Representative no later than July 10:

- 1) Letter from the Unit President or Detachment Commandant indicating membership status.
and describing the individual's VAVS participation from the Detachment/units perspective.

- 2) Letter of recommendation submitted to the National VAVS Representative by a VAMC Director, Chief of Voluntary Service, or other qualified staff person, describing works, programs and special activities, which they feel make that person an excellent nominee. *(See qualifications above.)* If the nominee is a VAVS Representative or Deputy, include the attendance sheet from Quarterly VAVS Committee Meetings.

This award is given at the discretion of the VAVS Award Committee consisting of the National VAVS Representatives and Deputies of the League and Auxiliary and any previous recipients meeting at the National Convention. They review all nominations received. If no current nominee meets the criteria, the Committee may review nominees for the two previous years. The committee reserves the right to choose, by 100% vote, one who has not been properly sponsored but meets other criteria.

The recipient will be announced at the Annual Convention VAVS Training Meeting. The name of the recipient will also be announced at the Conventions meeting and shall be included in the printed proceedings of both the League and Auxiliary Convention.

See MCL Admin Procedures, Section 4 or MCL Aux Bylaws for more info.

GIFTS AND DONATIONS:

All gifts and donations made to the VA facility are received and documented through Voluntary Service. In order for Voluntary Service to accurately record and acknowledge all donations, the contributions should be accompanied by a name, address, and organization of donor.

Monetary donations are deposited into appropriate General Post Fund accounts- specifically for patient activities and items not supported by the VA budget. If a purpose is not specified by the donor, the funds are distributed between accounts for patient activities or needs at Voluntary Service Staff discretion.

A list of needed items can be obtained from Voluntary Service.

VA COMMUNITY RELATIONS:

When requested, a VA staff member is available to speak at organizational functions, conventions, meetings and other activities. Any request for a speaker should be made through Voluntary Service with advance notice of at least 30-60 days if possible.

local, State and National Officials are encouraged to visit and tour the VA Medical Center. The VAVS Representative should coordinate these visits by contacting Voluntary Service well in advance of any visit in order to appropriately prepare and agenda of activities to include a tour and visit with the Medical Center Director.

THE MISSION OF VOLUNTARY SERVICE IS BEST EXPRESSED THROUGH ITS DESIRE TO SERVE OUR VETERANS

Please remember these are Guidelines.

If you have any questions or concerns regarding this information, please do not hesitate to contact the National Rep.

CHECKLIST FOR REPS & DEPS

Have you:

- 1. Attended VAVS meetings regularly, knowing MCL Representative and Deputy Responsibilities?**

2. **Established an ongoing campaign for recruitment of volunteers for service at the VA medical center?**
3. **Met with the Voluntary Service Office for your Annual Joint Review to evaluate the past and discuss the future participation by our organization?**
4. **Brought officials and interested members to VAVS meetings and to tour the VA facility?**
5. **Invited VA staff to attend meetings of your organization to assist in telling the VAVS story?**
6. **Done your best to interpret Voluntary Service and VA policy to your organization?**
7. **Emphasized the fact that veterans are our top priority?**

Some of the Acronyms & Abbreviations

VAVS Vet Affairs Voluntary Service. **VHA** Veteran Health Administration. **VBA** Veteran Benefits Administration. **NCA** National Cemetery Administration. **VISN** Veterans Integrated Service Network, there are 23 integrated networks of the VA facilities that are focused on pooling and aligning resources to best meet local needs in the most cost effective manner and provide greater access to care. **VAMC** Veteran Administration Med Center. **CBOC** Community Based Outpatient Clinic. **WOC** With Out Compensation. **VSS** Voluntary Service System. **NAC** National Advisory Committee. **NEC** National Executive Committee. **REP.** Representative. **Dep.** Deputy. **NCO** National Certifying Official. **AJR** Annual Joint Review. **RS** Regular Scheduled Volunteer. **VTN** Volunteer Transportation Network. **VSO** (keep an eye on this one) Veteran Service Organization/ or Veteran Service Officer/ or Voluntary Service Officer

Thank you for your Voluntary Service to our Veterans.



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