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## 2024 Department VAVS (VA Voluntary Service) Orientation

*Dr. Coral Grout, ALA VA&R National Chairman  
Pat Kranzow, ALA VA&R National Vice Chairman  
Darlene Allen, ALA VA&R National Committee Member  
Chrystal Daulton, ALANHQ Senior Program Manager  
Clay Wright, ALANHQ Program Coordinator*

**WELCOME!**

**Some “Housekeeping” Items:**

- If you have a question, please enter it in the Q&A box.
- Your microphone is muted.
- Your camera is disabled.

**For technical support, please email  
[programs@alaforveterans.org](mailto:programs@alaforveterans.org)**



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VAVS 101  
VA&R VAVS  
HIGHLIGHTS

**American Legion  
Auxiliary**

**2024**

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# HISTORY:

1946 – VAVS Advisory Committee (hospitalized veterans)

1947 – All phases of the VA Medical Center programs

1964 – Field Service – (State Facilities)

1974 – Home Service

2014 – Service to Veterans (FS & HS)

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# CALENDARS:

- **ALA**  
**April 1 – March 31**
- **VAVS**  
**FY = Fiscal Year**
  - **FY24** Oct. 1, 2023-  
Sept. 30, 2024
  - **FY25** Oct. 1, 2024-  
Sept. 30, 2025



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## VAVS: Veterans Affairs Voluntary Service

- Supports RECRUITMENT and RETENTION of a knowledgeable, diverse and encouraged supplemental workforce of volunteers to assist in the delivery of VA health care.

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## VOLUNTEER PLEDGE

- **“AS A HOSPITAL AND SERVICE TO VETERANS VOLUNTEER OF THE AMERICAN LEGION AUXILIARY, I PLEDGE LOYAL SERVICE TO THE VA FACILITY AND VETERANS I SERVE. I WILL KEEP CONFIDENTIAL THE ACTIVITIES IN, AND AROUND THE FACILITY AND UNDER ALL CIRCUMSTANCES CONDUCT MYSELF AS TO BRING HONOR AND PRESTIGE TO THE ORGANIZATION WHICH I REPRESENT.”**



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# VOLUNTEERS

VA volunteers represent the gamut of American society ranging from school children, veterans or veterans' families, to First Ladies, Olympian athletes, poets, artists, VA employees and their children, and countless others.

# ALPHABET SOUP:

VA = Dept. of Veterans Affairs, Cabinet Secretary

VHA = Veterans Health Administration

VACO = Veterans Affairs Central Office  
(Washington, D.C.)

PIV = Personal Identification Verification  
(badge)

VAMC = VA Medical Centers (172)

CBOC = Community Based Outpatient  
Clinics and Mobile Clinics (1138)  
Over 300 Veteran Centers

MMU = Mobile Medical Units (25)

CDCE = Center for Development and Civic  
Engagement

VAVS = Voluntary Service coordinates all  
volunteer services affecting 1600+  
facilities and 155 cemeteries.

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## **CDCE** **Center for Development & Civic Engagement**



# VA SECRETARY

On February 8, 2021,

**Denis McDonough** became the new (11<sup>th</sup>) VA Secretary. His priority is care for returning service members and their families.

His vision is for **advocacy**, **access** (timely access to resources), **outcomes** (measuring experiences and satisfaction with the VA), and **excellence** (diversity, equity, and inclusion).

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# VAVS National Advisory Committee (NAC)



The NAC is a Congressionally  
chartered committee.

(27 Committees)



To become a full NAC  
member an  
organization must  
have representation on  
a MINIMUM of 25 local  
VAVS committees.

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## NAC: National Advisory Committee

National Advisory Committee has approximately 50 member organizations. The exact number depends on membership criteria established in the governing criteria established in the governing document and varies from year to year.

The Executive Committee has 20 members (TAL, SAL, and ALA are members.)

# EXECUTIVE COMMITTEE

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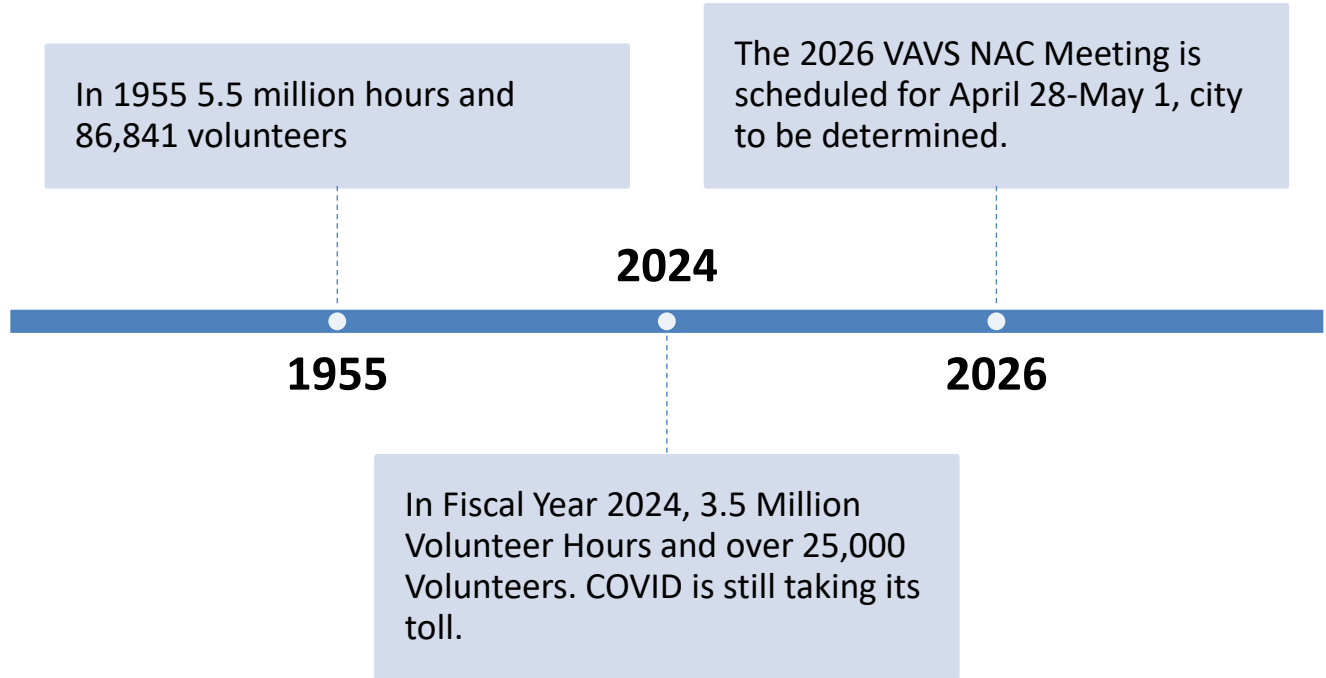


# 78<sup>th</sup> Annual NAC Conference

**The 78th annual VA Voluntary  
Service National Advisory  
Committee (NAC) Meeting and  
Conference was held in St.  
Louis from May 14 to 16, 2024.**

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# 78<sup>th</sup> Annual Conference



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# Recommendations



The NAC provides advice to Secretary McDonough on the coordination and promotion of volunteer activities within VA health care facilities, in the community, and on other matters relating to volunteerism.



## Format is S.M.A.R.T.

Specific and strategic

Measurable

Actionable

Realistic

Timed

# Recommendations

- To underscore the importance of recommendations, each Member Organization was tasked with the responsibility of submitting a recommendation by September.
- Any ALA volunteer who has an idea to propose is asked to send it to me (pkranzow@att.net).

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**If you've seen one VA,**



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# You've seen one VA!



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# ALA Presence in VA: Branding



# AMERICAN LEGION AUXILIARY

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# Voluntary Service Procedures

April 4, 2023

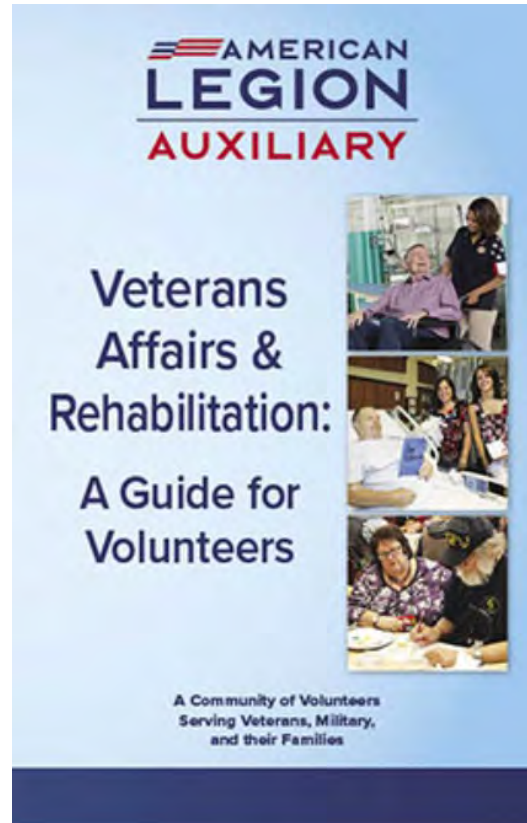
## Department of Veterans Affairs Voluntary Service VAVS Committees Standard Operating Procedures (SOP)

### RESPONSIBILITIES OF VAVS MEMBER ORGANIZATIONS (National and Facility)

- Organizations with representation on the NAC and facility VAVS Committee are responsible for:
- Identifying ways to improve the CDCE Program.
- Assisting in obtaining financial, material, and human resources in accordance with specific needs identified by VHA Central Office and VA facilities.
- Communicating policies and procedures established by the organization to VA.
- Appointing members to the NAC and facility VAVS Committees.

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# A Guide for Volunteers



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# Code of Ethics



Confidentiality



Professional Behavior



Dress and Attitude



Compassion, Dignity, Respect

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# VAVS Representatives and Deputies (RS Volunteers)



Appointed by Dept.  
President



Certified by National  
President



Serve on local VAVS  
Committee



Attend 4 quarterly  
meetings



Initiate AJR (Annual  
Joint Review -  
November)



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# REP AND DEP RESPONSIBILITIES

In addition to responsibilities listed in the ALA Guide and the VHA Handbook:

**Develop a sense of community for all ALA volunteers in your VA facility. Identify and reinforce our shared values, goals, and mission.**

**Eat together at the facility, display our branding, and enjoy each other's company as you share your experiences of service.**

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# Representative Responsibilities to CBOC Deputies



Some VA Medical Centers have satellite or community clinics (CBOCs)



Deputies at CBOCs need to know what is going on at their Medical Center. Deputies are invited to Quarterly VAVS meetings at parent VAMCs.



Representatives at VAMCs with CBOCs are responsible for communicating with CBOC Deputies. Coordinate with CDCE staff. Let Deputies know time and place of meetings or online/phone connections. After meetings, see that Deputies receive minutes.

# VA&R Chairman and Rep or Dep

- The Department VA&R Chairman is NOT a local Representative or Deputy unless she is certified as such through the National Office (Chrystal Daulton and Clay Wright).
- The Department VA&R Chairman is an annual appointment.

# VA&R Chairman and Rep or Dep (cont'd)

- The VAVS Representative or Deputy has an **indefinite** appointment until the VA removes her or she is removed by the Department Secretary filing a certification form to show that change. This is not an annual appointment.

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# CERTIFICATION FORM



**AMERICAN LEGION AUXILIARY  
CERTIFICATION OF VAVS REPRESENTATIVES**

Name of VAMC: \_\_\_\_\_  
Address of VAMC: \_\_\_\_\_  
\_\_\_\_\_  
(City, State, and Zip Code)

**Return to: American Legion Auxiliary  
National Headquarters  
Attn: VABR Program Coordinator  
3450 Founders Road  
Indianapolis, IN 46268 or Fax  
to 317-569-4502**

This is to certify the following appointment(s) to be effective until successors are certified. Please complete all requested information. If a person is being removed, please include reason for removal. \* If volunteer is deceased, please supply contact information to whom we may send a note of condolence.

**REPRESENTATIVE**  
 NEW  CHANGE NAME/ADDRESS  REMOVE  DECEASED\*  
Name: \_\_\_\_\_  
Member #: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
(City, State & Zip)  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
Replacing/Reason for Removal: \_\_\_\_\_

**DEPUTY REPRESENTATIVE**  
 NEW  CHANGE NAME/ADDRESS  REMOVE  DECEASED\*  
Name: \_\_\_\_\_  
Member #: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
(City, State & Zip)  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
Replacing/Reason for Removal: \_\_\_\_\_

**DEPUTY REPRESENTATIVE (if more than one)**  
 NEW  CHANGE NAME/ADDRESS  REMOVE  DECEASED\*  
Name: \_\_\_\_\_  
Member #: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
(City, State & Zip)  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
Replacing/Reason for Removal: \_\_\_\_\_

**DEPUTY REPRESENTATIVE (if more than one)**  
 NEW  CHANGE NAME/ADDRESS  REMOVE  DECEASED\*  
Name: \_\_\_\_\_  
Member #: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
(City, State & Zip)  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
Replacing/Reason for Removal: \_\_\_\_\_

**HONORARY REPRESENTATIVE\*\***  
 NEW  CHANGE NAME/ADDRESS  REMOVE  DECEASED\*  
Name: \_\_\_\_\_  
Member #: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
(City, State & Zip)  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
Replacing/Reason for Removal: \_\_\_\_\_

**\*\*The VAVS Facility Honorary Representative is a Representative has served at least 10 years on the VAVS Committee and may be appointed this honorary title in appreciation. Honorary Representatives may not hold office; they serve as advisors to the Committee without vote and should receive receive all VAVS Committee correspondence with the other VAVS committee members. Honorary Representatives may serve as members of task groups. (VHA Handbook 1620.01, p20)**

Signed: \_\_\_\_\_  
Department President

Approved: \_\_\_\_\_  
National President

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**Note to Department Secretary—please make a copy for your records.**

Rev. 2/19 For Office Use Only: Date Rec'd: \_\_\_\_\_ Date in System: \_\_\_\_\_ Date to VAMC: \_\_\_\_\_ By: \_\_\_\_\_

# VAVS Attendance

- **Quarterly minutes with meeting attendance**
- **Department spreadsheets were e-mailed to Department Presidents, Secretaries, and VA&R Chairmen**
  - Check attendance and AJRs for being current
  - Dept. President and Secretary should check to see if replacements are in order.(3 consecutive missed meetings should be replaced.)
- **Certificates for perfect attendance**

# Annual Joint Reviews (AJRs)

These are completed annually at each VA facility and **initiated** by the local Representative and Deputies with the Chief of Voluntary Service. The AJR is a record of hours served by Regularly Scheduled volunteers and those who serve occasionally at the given facility, as well as monetary and non-cash donations.

# Annual Joint Review (AJR)

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VA		U.S. Department of Veterans Affairs Department of Health & Human Services 1675 DeLoach Drive		VAVS SUMMARY OF ANNUAL JOINT REVIEW	
Name of Facility / Station Number / Address PORTLAND OR VAMC / 645 3710 SW US VETERANS HOSPITAL RD, Portland OR 97239-2954		Name of Organization American Legion Auxiliary		Date of Review	
<b>I. STATISTICS (From Representative)</b>		<b>THIS YEAR</b> 4/1/17 - 3/31/18	<b>LAST YEAR</b> 4/1/16 - 3/31/17	<b>GROWTH RATE</b> (+ / -)	
A. 1. Number of R.S. Volunteers	10	12	-2		
2. Number of R.S. Volunteer Hours	1,385.25	1,594.00	-198.75		
3. Number of Occasional Volunteer Hours	322.50	150.00	172.50		
4. Number of All Volunteer Hours	1,707.75	1,754.00	-26.25		
5. Number of Youth Volunteers	0	0	0		
6. Number of Transitional Volunteers	0	0	0		
7. Number of Adult Volunteers	10	12	-2		
8. Number of New R.S. Volunteer Assignments					
9. Total Monetary Donations	100.00	1,100.00	-1,000.00		
10. Total Estimated Value of Non-Monetary Donations	12,791.31	13,900.39	-1,109.08		
B. 1. Number of Units Volunteering	1	1	0		
2. Estimated Number of Local Organizational Units Within VAMC Area					
3. Estimated Total Membership					
4. Number of Units Contacted					
<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 Organization Support					
<b>III. GOALS AND OBJECTIVES (Evaluate last year's progress; Set next year's goals)</b> (From Representative and Chief)					
<div style="border: 1px solid black; height: 20px; width: 100%;"></div>					
New Goals:					
<div style="border: 1px solid black; height: 20px; width: 100%;"></div>					
<b>IV. COMMENTS: Concerns/Extra Efforts/Retention/Fundraising Activities/Special Events/Media Use/ Volunteer Assignments/Recruitment (From Representative and Chief)</b>					
<div style="border: 1px solid black; padding: 10px; font-size: 2em; color: red; font-weight: bold;">IMPACT</div>					
VAVS Representative _____		Chief, Voluntary Service _____			
(Attach additional pages if needed)					

## Impact

- **“Representative is a great ALA asset & we are happy to have her as part of our team. ALA successfully supported Vets through COVID donations (food, masks, clothing, etc.) ensuring they weren’t w/o during difficult times. Rep managed this through a new virtual volunteer assignment.”**

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## Impact

**“The Rep and her team are amazing. I know I can call her at a moment’s notice and she always comes through. This has been an especially trying year, but she is a Rockstar in supporting our Veterans and facility. I wish all of my Reps and organizations were like her. She and her team set the standard for what all Reps and Deps should strive for.”**

# Impact

- **One thing this past year that really impacted our veterans in the Spinal Cord and TBI unit was a need for backpacks. Patients needed the backpacks for their important records and therapy instructions so they could carry them on their walkers, wheelchairs, scooters and electric bikes. We delivered 48 backpacks. That was a small request to supply needed items. Sometimes we forget how important the small things are.**

# Share with Department Leadership

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	Title	Names	Date Appointed	1ST Q '22	2nd Q '22	3rd Q '22	4th Q '22	AJR '22	1ST Q '23	2nd Q '23	3rd Q '23	4th Q '23	AJR '23	1ST Q '24	2nd Q '24	3rd Q '24	4th Q '24	AJR '24
██████████ VAVS Roster 12AUG24																		
██████████ Regional VA Medical Center	VISN ██████████							YES					YES					
	Representative	██████████	11/06/20	P	P	P	P		P	P	P	P		P	P			
	Deputy Rep.	██████████	11/06/20	A	A	P	P		P	P	P	P		A	A			
██████████ VA Clinic	VISN ██████████							NO					NO					
	Deputy Rep.	██████████	11/01/10															
██████████ VA Clinic	VISN ██████████							NO					NO					
	Representative	██████████	01/15/08															
	Deputy Rep.	██████████	09/15/08															
██████████	VISN ██████████							YES					NO					
	Representative	██████████	04/16/19	P	P	P	P		P	P	P	P		P	P			
	P = Present	A = Absent	C = Canceled															
	Perfect Attendance '22-'23 Awarded '24		Perfect attendance '23-'24															
	NOTES																	
	██████████ is current! Thanks you.																	
	██████████ needs attendance for FY'22, FY '23 and FY'24 and AJRs for FY'22 and FY'23.																	
	██████████ needs attendance for FY'22, FY'23, and FY'24 and AJRs for FY'22 and FY'23.																	
	██████████ - needs the AJR for FY '23..																	
	Representatives are responsible for getting attendance and AJRs submitted.																	
	Pat Kranzow	Clay Wright																
	American Legion Auxiliary	ALA NHQ Staff																
	National VAVS Representative	Program Coordinator - VAVS Certification Processing																
	(708) 246-4372	3450 Founders Rd.																
	<a href="mailto:pkranzow@att.net">pkranzow@att.net</a>	Indianapolis, IN 46268																
		(317) 569-4552																
		<a href="mailto:cwright@legion-aux.org">cwright@legion-aux.org</a>																

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## WHAT IS DEFINED AS INADEQUATE PERFORMANCE OF A REP OR DEP BEING CONSIDERED FOR RECERTIFICATION?

Poor attendance at  
VAVS Committee  
meetings

Lack of  
communication with  
local units in facility's  
coverage area

Not scheduling or  
completing the  
Annual Joint Review

Unable to resolve or  
deal with local  
program or  
personality problems

## WHAT IS DEFINED AS INADEQUATE PERFORMANCE OF A REP OR DEP BEING CONSIDERED FOR RECERTIFICATION?

No established goals

No attempt arranging visits to the facility by organization's officers/members

No attempt to involve VAVS at organization's state or local meetings

Displays no initiative or evidence of leadership

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# ALA VA&R: Volunteer Recruitment & Service Award



A certificate will be presented to the Representative at every VA facility that shows an increase in BOTH RS volunteers and volunteer hours from April 1 – March 31 compared to April 1 – March 31 of the previous year.



The deadline is **June 1** every year.

# April 1, 2023- March 31, 2024

## ALA had:

- **Certified Reps and Deps in**
- **145 VA facilities:**
  - 205 Regularly Scheduled volunteers
  - 73,829 RS Volunteer Hours
  - 9,299 Occasional Hours (more than double previous year)
- **83,128 Total Hours**
- **Valued @ \$33.49 per hour =  
\$ 2.78 million for the year**

to March 31, 2024

- **72,401 hours recorded  
(660 RS volunteers)**
- **2,414,535 cumulated hours =  
\$81,000,000**

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- Total lifetime hours for current volunteers  
1,269,161
- Total volunteer years for current volunteers 7,778



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## Reporting

- Impact Numbers let us record every member's volunteer service, including hours volunteered and donations made. There is no separation of hospital hours and Service to Veterans hours. Everything counts here.
- These numbers are compiled for the Unit, District, and Department. National compiles them all and reports to The American Legion. TAL uses these data as a tool in lobbying Congress for veterans' benefits.



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# RECRUITING AND RETAINING



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# TELL PEOPLE:

Who we are

What we do and

Why we (as the ALA) matter.

Let's add:

What really matters to you as a member or volunteer?

Who really matters to you as a member or volunteer?

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## Develop an “ELEVATOR SPEECH”



1-3 minutes



Conversational,  
geared to  
“audience,” tell  
how you got  
involved, why it’s  
rewarding.



What’s been  
done in the  
past, tell what  
you need  
where you  
volunteer,  
opportunities.



Share an  
**IMPACT**  
story.

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# Why Volunteer?



Gain work experience



Learn new skills



Meet new people

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# Why Volunteer?



Give something  
back



Serve others



Social  
interaction

# Intergenerational Recruiting Strategies

- **Recruiting by Age**  
**Demographics: understanding tasks with intergenerational appeal, i.e. what type of tasks appeal to specific age groups?**

# Recruitment & Retention: A Full Time Priority

- **Largest group is age 75+**
- **Increase across all age groups**

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- **Great opportunity for Junior Members, young SAL and ALA Girls State Citizens and Boys State Citizens.**
- **Age limits are set at 14.**
- **James H. Parke Scholarship**



# Volunteers

- They “test the waters” if offered small commitments.
- They proceed at their own pace; some will stop along the way.
- With nurturing and cultivation they will progress in commitment.
- If too much, too soon, they will leave.

## Hold an Attractor Event

- **Picnic, bake sale, gift shop**
- **Involve groups in tasks – decorate, set up, clean up**
- **Doesn't require training or preparation**
- **Fun & exciting**
- **Photo op – newspaper, newsletter recognition**

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# What Do Volunteers Do?

- **Escort**
- **Outpatient assistance**
- **Drivers**
- **Patient Feeding**
- **Clerical/computer**
- **Education**
- **Information desk**
- **Guest Relations**
- **Red Coat Ambassador program**
- **Chaplain Service**

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# Non-Traditional Assignments

- **Virtual Volunteers**
- **Fundraisers for Special Projects**
- **Recruiters**
- **Speakers Bureau Organizer or Participant**
- **Trainers & Educators**
- **Writers (newsletters, recruitment ads, grants, social media posts)**
- **Community Liaisons**
- **Respite for Caregivers**

# Compassionate Contact Corps Program



Trained RS volunteers call veterans who are referred by Primary Care/Social Work



No physical contact



Scheduling is flexible



Credit for volunteer hours

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# UNIT PROJECTS

- ◆ Tray favors
- ◆ ([nationaltoday.com](http://nationaltoday.com))
- ◆ Poppy tray favors
- ◆ Pocket Flags
- ◆ Open When . . .
- ◆ Tide pods



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# Open When . . .

- You need to smile
- You need inspiration
- You need to feel appreciated
- You need strength

## Tide Pods





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## Share the Veterans Crisis Line Number Free, Confidential Support 24/7/365



- Veterans
- Family members
- Service members
- Friends

<https://www.veteranscrisisline.net/>

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Let's change the narrative. Instead of talking about the staggering number of daily suicides, BE THE ONE to save ONE veteran. We can end the stigma surrounding mental health with your help!



## BE **THE** ONE

TO **ASK** VETERANS IN YOUR LIFE HOW THEY ARE DOING.

TO **LISTEN** WHEN A VETERAN NEEDS TO TALK.

TO **REACH** OUT WHEN A VETERAN IS STRUGGLING.

[www.legion.org/betheone](http://www.legion.org/betheone)

**Recognition:** That little pat on the back is the key to **Personal Satisfaction & Retention**

Volunteers are special people:  
Treat like Paid Employees (WOC)

Acknowledge Involvement and Contribution with:

- **Letters/Certificates of Appreciation**
  - **Pins for Service**
  - **Newsletter Articles**
- **Special Events Honoring Volunteers**
  - **Letters of Recommendation**
    - **Job References**

# Volunteer Awards

## VA

- Certificates and hour pins
- Plaques, bowls, etc.
- Perfect Attendance certificates for Reps and Deps at VAVS meetings (Oct. – Sept.)

## ALA

- Pin and hour bars
- Certificates and donations to NVCAF for 10,000 and 20,000 hours; lifetime achievement awards.
- Volunteer of the Year
- Perfect Attendance certificates for Reps and Deps at VAVS meetings (April – March)

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# Awards

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**The ALA National Representative receives a variety of compiled data. We use this to determine and verify awards offered for VAVS perfect attendance during our year (April 1 to March 31), Recruitment and Service Awards, 10,000 and 20,000 hour recognition, and lifetime achievement.**

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# HOUR BARS

- **Awarded Increments**
  - 50 Hours
  - 100 Hours
  - 300 Hours
  - 500 Hours
  - 1,000 Hours
    - (every increment of 1,000 through 20,000)
  - 25,000 Hours
  - 30,000 Hours
  - **Lifetime Service to Veterans**
    - 35,000 Hours



# How to Earn Hour Bars

- **Hospital Hours**
  - Hours Served in the VAMC
- **Service to Veterans Hours**
  - Buddy Checks
  - Caregivers
    - 10 Hours per week for taking care of Veterans/Servicemembers who live with you
    - 5 Hours per week for taking care of Veterans/Servicemembers you don't live with



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**Hour Bars are accumulative  
over the member's lifetime.**



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# Requesting Hour Bars

Total Order # 2  
(4) 100 hr bars  
(3) 300 hr bars  
(1) 500 hr bar  
(3) 1,000 hr bars

Hospital Volunteer bars		Total Hrs.	Award
Pat	Henrich	1700	1000 hr bar
Kay	Grosskopf	1121.06	1000 hr bar

Hospital Volunteer				
	Ann	Griepentrog	180	100 Bar
	Catherine	Jensen	110	100 Bar
	Mary	Kulbiski	680	500 Bar
	Suzanne	Langsten	115	100 Bar
	Diane	Marty	333	300 Bar
	Ruth	Much	377	300 Bar
	Linda	Strommen	110	100 Bar
	Kathleen	Thiel	305	300 Bar
	Christine	Wulfman	1014	1000 Bar

Thank you,  
Andrea Stoltz / Membership Coordinator /  
American Legion Auxiliary Wisconsin State Headquarters

- Hour Bar orders should originate from the Department Headquarters.
- Orders should be sent to [cwright@legion-aux.org](mailto:cwright@legion-aux.org)
  - Can be in a Word Doc, Excel Sheet, or in the body of an email
- Hour Bar orders MUST include:
  - Member's Name
  - Membership Number
  - Increment of Hour Bar requested



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**Why does volunteering matter?  
Why do we matter?**

**Statistics are impressive  
but the one-on-one, face-to-face  
interaction with our veterans is  
what's important. (Include in AJR.)**

# Volunteer of the Year

Nominees for this award must participate in established VAVS assignments, serve as a Regularly Scheduled Volunteer and meet one of the following criteria:

- **Volunteer with hospitalized Veterans;**
- **Volunteer with Veterans at Outpatient Clinics;**
- **Volunteer with Veterans in Community Living Centers;**
- **Volunteer with homeless Veterans;**
- **Volunteer with Veterans and Veterans groups in the community**

# Volunteer of the Year (cont'd)

- **NOMINATIONS:**

- **MUST BE SUBMITTED IN NARRATIVE FORMAT.**
- **NAC Volunteer of the Year Award Nomination Support Form should be included.**
- **Narrative is not to exceed 500 words.**
- **Letters of recommendation may be submitted with the narrative.**
- **VA Staff making recommendations for this award must send the nomination to the American Legion Auxiliary National Representative for preliminary judging.**
- **November 1st is the date by which nominations must be received.**

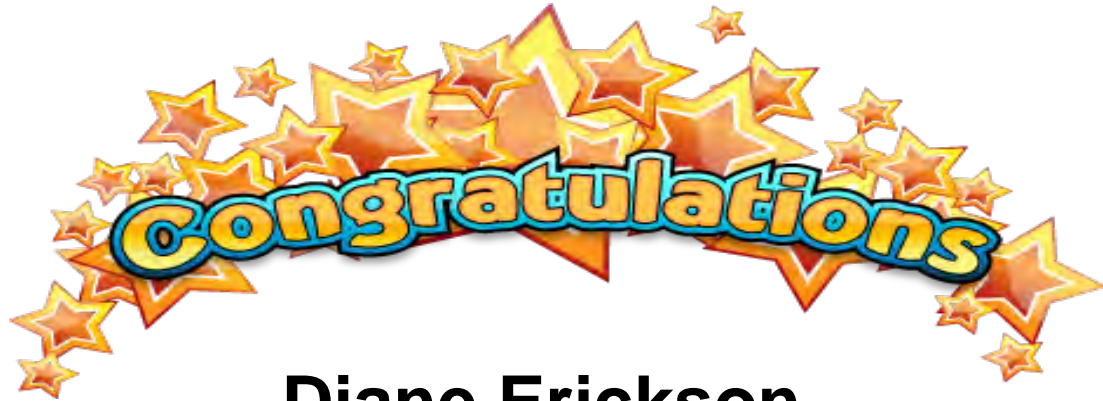
# Volunteer of the Year

(cont'd)

- **ALAs selected nominee will be forwarded to the NAC for further consideration.**
  - They will also be recognized at the following VA&R National Committee Precon.
- **The NAC Selection Committee determines the grand winner.**
  - They will be presented with an inscribed plaque at the annual meeting of the NAC.

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# ALA and NAC Female Volunteer of the Year 2024



**Diane Erickson**  
**Eastern Colorado Healthcare**  
**System**

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# Diane Erickson

## Department of Colorado

- Volunteered for 9 years serving 1444 hours; 900 hours in the Infusion Center. Compassionate Contact Core volunteer.
- She is active in getting food gift cards and bus passes for the homeless center at the hospital
- Mentors ALA Veteran Affairs & Rehabilitation volunteers across the state.
- Diane has helped raise awareness/funding for Veterans Christmas Shop, Creative Arts, Baby Shower at Veteran Affairs facilities in Colorado.





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# Nominations

- **Every VA facility can submit a nominee for Volunteer of the Year.**
- **Please work with your Chiefs of Voluntary Service to have more nominations.**

# COVID AND COMPUTER INFLUENCES

- **Some quarterly VAVS meetings have been cancelled; some have been conducted electronically. Some of our volunteers are not able to participate in electronic meetings. Some are in-person.**
- **New computer system is still being developed.**

# Communicate

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Keep in touch with short-term or occasional volunteers.

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The Power is in the ASK,  
so start asking!



# Summary

We are GUESTS and abide by  
the rules of the VA we serve.

We need to recruit and retain  
volunteers.

We are VALUABLE to the VA.

## Summary, cont'd.

Local Reps and Deps are  
responsible  
to the National Rep.

Awards follow guidelines of  
the ALA and/or VA.

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# JOY OF SERVICE



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# Valuable is the Work You Do

Valuable is the work you do.  
Outstanding is how you always come through,  
Loyal, sincere and full of good cheer,  
Untiring in your efforts throughout the year...  
Notable are the contributions you make.  
Trustworthy is every project you take.  
Eager to reach your every goal.  
Effective in the way you fulfill your role.  
Ready with a smile like a shining star,  
Special and wonderful – that's what you are.

*-Author Unknown*

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# THANK YOU for all you do for our VETERANS.

