



VA Voluntary Services (VAVS) Best Practices



KEEPING OUR PROMISE TO
AMERICA'S VETERANS

The **Department of Veterans Affairs Voluntary Service Program (VAVS)** is one of our most significant volunteer initiatives.

VAVS provides an **array of services** to veterans in VA health care facilities.

DAV volunteers perform crucial duties, including:

- Being a buddy to a veteran during recovery
- Highly technical, professional-level tasks
- Therapy

Volunteers bring **extra service** to care and treatment of veteran patients that can't be provided by paid staff.

DAV VAVS State Chairpersons and Representatives recruit volunteers, attend quarterly meetings and reporting VAVS hours to DAV National Headquarters.



- **Recommend** VAVS State Representatives for each VA facility in their state
- **Coordinate** the VAVS Program within the Department and educating DAV Chapters and Auxiliary Units
- **Ensure** VAVS Representatives cover the VA facility
- **Send in** monthly VAVS volunteer hours report
- **Ensure** DAV Chapters and Auxiliary Units know their VAVS program responsibilities
- **Visit** each VA healthcare facility in their state at least once a year to evaluate DAV's VAVS participation
- **Organize and conduct** a VAVS session at their department convention—encourage attendance by Representatives, Deputies and Associates as well as all Department and Chapter officers and members



- **Choose** up to three VAVS Deputies to serve to assist during absence and in representing DAV at VA healthcare facilities
- **Coordinate** DAV activities at your VAs and inform State Chairperson of DAV's participation
- **Inform** DAV chapter members VA program needs
- **Recruit** VAVS volunteers
- **Communicate** the VAVS program and purpose to potential volunteers
- **Recruit** volunteers from high schools
- **Consider** sponsoring a group of youth volunteers
- **Inform** the youth volunteers about DAV scholarships
- **Attend** the VAVS Advisory Committee Meetings



VAVS Deputy Representative:

- Primary responsibility **is to assist the Representative**. Deputies are also expected to assume the Rep's duties if they're unable to.

VAVS Associate Representative:

- Primary responsibility is to **develop and coordinate** VAVS volunteer participation.

VAVS Associate Deputy Representative:

- Primary responsibility is to **assist the Associate Representative** to develop and coordinate VAVS volunteer participation.

Honorary Representative:

- **A past DAV/VAVS representative** who's served 10+ years and is recommended by DAV. Appointment is for an indefinite period and won't expire except by request.
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Objectives of the VAVS User Manual

Instruct VAVS Representatives about their duties, including:

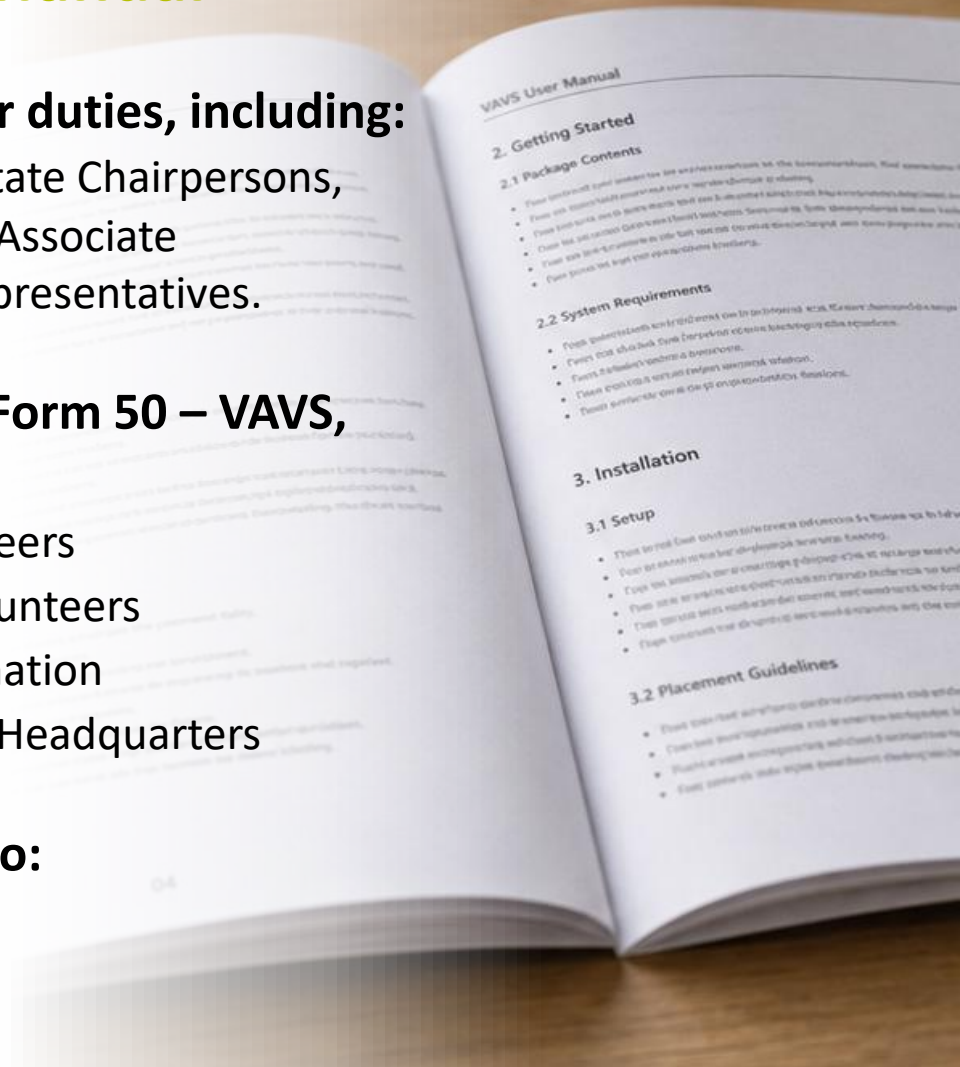
- How to **appoint and/or remove** VAVS State Chairpersons, Representatives, Deputy Representatives, Associate Representatives, and Deputy Associate Representatives.

Instruct on using the Monthly Reporting Form 50 – VAVS, including:

- How to **report** VAVS hours for new volunteers
- How to **report** VAVS hours for existing volunteers
- How to **update** volunteer personal information
- How to **send** VAVS hours to DAV National Headquarters

Instruct how to remove a volunteer due to:

- **Moving** to another state/city
- **Suspension** of volunteer duties
- **Death**





- Reports are due on the **5th of each month**.
 - Example: January volunteer hours should be reported no later than February 5th.
- Please **notify us of any changes** so we can properly certify individuals.
- VAVS hours are **reported to Congress annually**. Wrong numbers can impact lawmaker support for DAV's advocacy.
- **Volunteer hour credit** is based on VAVS Reps receiving information from the VA.
- DAV reports these hours to **members, donors and watchdog groups**. Inaccurately can erode trust with our stakeholders.
- Accurate reporting allows us to **maintain our presence** in VA facilities.
- **The bottom line:** Accurately reporting our volunteer hours shows we are keeping our promise to veterans.

- **PLEASE** use Form 50 for monthly VAVS reporting
- Some people may **prefer to not to share** their personal information
 - If that's the case, it can be entered under the facility. However, let them know we won't be able to recognize them for their volunteer efforts.
- This form is **compatible** with DAV's CRM.
 - Using Form 50 allows the Voluntary Services team to be more efficient and accurate in data entry than manual entry.
- **Please don't** make any changes to the form's formatting.
 - This will cause upload errors.

Scan for
Form 50



Questions?

Concerns?

Email us at

VAVS@dav.org.

Need help?

How-to webinars:

- New Reporting Form Training
<https://dav.wistia.com/medias/bvl2hdgd0c>
- Volunteer Forms: Tips & Tricks
<https://dav.wistia.com/medias/tbafr1vj3g>



DAV is one of the only VSOs that provides **thank-you gifts** for volunteers.

But we need to know **who they are!**



- Volunteers **who donate their time** to DAV become eligible for the Volunteer Recognition Program.
- **Proper, timely** reporting allows DAV to track volunteer hours and eligibility for the VRP.
- Volunteers **receive gifts** from DAV as a token of appreciation at each milestone they reach.

Incentive Award Level	Miles	Hours
1	1	1
2	2,500	50
3	5,000	100
4	7,500	150
5	10,000	200
6	15,000	250
7	25,000	500
8	35,000	750
9	50,000	1,000
10	75,000	2,000
11	100,000	3,000
12	150,000	5,000
13	175,000	7,500
14	200,000	10,000
15	225,000	15,000
16	300,000	20,000
17	325,000	25,000
18	350,000	30,000
19	400,000	35,000
20	500,000	40,000



Purpose

To encourage youth volunteers to become active in DAV's **Local Veterans Assistance Program (LVAP)** and/or the Department of **Veteran Affairs Voluntary Service (VAVS)** program.

These scholarships help fund recipients' higher education.

251

Scholarships awarded since program's inception

\$2.08 million

Total awards given

15

Number of annual scholarships

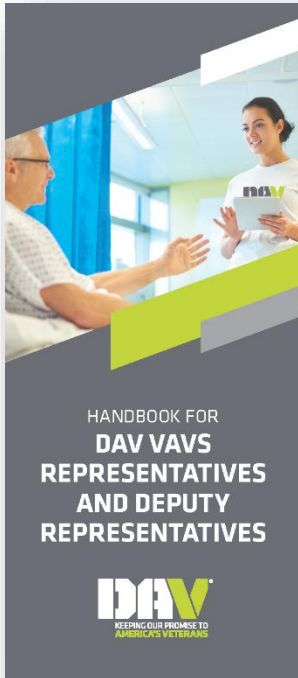
\$140,000

Total annual award

New Scholarship Amounts:

\$30,000; \$20,000; \$15,000; \$10,000 (2); \$7,500 (4); \$5,000 (4), and \$2,500 (2)

DAV VAVS Reps/Depts Handbook



Volunteer Poster



DAV VAVS Reps User Guide

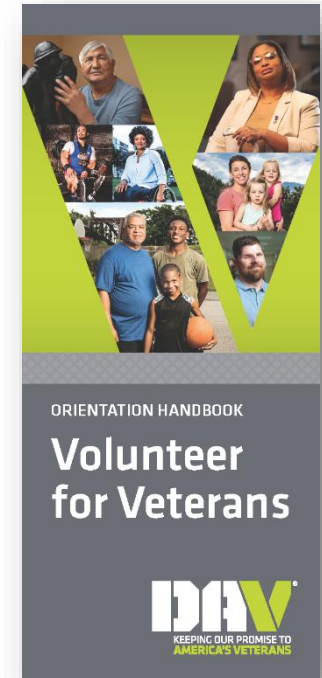


VA VOLUNTARY SERVICES PROGRAM (VAVS)

USER MANUAL

Disabled American Veterans
VA Voluntary Services Program
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Orientation Handbook



If you would like any of these promotional materials/resources please contact Voluntary Services at VAVS@dav.org, and we will be happy to send them to you at no charge.

- Important **Voluntary Services documents** can be found at: <https://www.dav.org/membership/members/voluntary-services/>
 - **VA Voluntary Services SOP** – The Standard Operating Procedures for VA Voluntary Services reporting, can be found on the DAV website - <https://www.dav.org/wp-content/uploads/VAVS-SOP-2022.pdf>
 - **VAVS Representative Handbook** – https://www.dav.org/wp-content/uploads/VAVS_Rep_Handbook.pdf
 - **VAVS Monthly Reporting Form 50** – https://www.dav.org/wp-content/uploads/MonthlyReportingForm50_VAVS-New.xlsx
 - You can also find the **VS supply form** on the DAV website. If you need any VS brochures, forms or posters, you can order them and we will have them shipped. <https://www.dav.org/membership/documents/forms/>
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