



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.

The VA Voluntary Services Program provides a broad array of services to veterans in VA health care facilities throughout our nation.

There is a real and continuing need for volunteer assistance in VA health care facilities. DAV volunteers perform crucial duties, from being a buddy to a veteran during days of recovery or therapy to doing tasks that require highly technical and professional skills.

Volunteers bring an extra service to the care and treatment of veteran patients that cannot be provided by paid staff regardless of its size and effectiveness.

Our DAV VAVS State Chairpersons and Representatives carry out an important role for DAV; recruiting volunteers, attending quarterly meetings, and reporting VAVS hours to DAV National Headquarters.



DAV VAVS State Chairperson Responsibilities:

- State VAVS Chairperson is responsible for recommending VAVS State Representatives for each VA Facility in their state.
- State VAVS Chairperson will be responsible for coordinating the VAVS Program within the Department and educating DAV Chapters and Auxiliary Units.
- The State Chairperson also makes sure the VAVS Representatives cover the VA Facility and sends in a monthly VAVS Volunteer hour report. Making sure DAV Chapters and Auxiliary Units know their responsibilities to the VAVS Program.
- The State VAVS Chairperson is encouraged to visit each VA Health care facility in the state at least once a year to evaluate our organizations participation in the VAVS Program. They should organize and conduct a VAVS Session at the Department Convention and encourage attendance by Representatives, Deputies and Associates as well as all Department and Chapter officers and members who wish to attend.
- VAVS Representatives are recommended by the State VAVS Chairperson or the DAV Department Commander or Adjutant.

DAV VAVS Representative Responsibilities:

- Representatives may choose up to three VAVS Deputies to serve with them; they will assist you in your absence. To work in representing DAV at the VA Health Care Facility.
- Coordinating DAV activities at your medical center and informing the State Chairperson of the DAV's participation in the activities.
- Responsible for informing DAV Chapter members of the needs of the VA programs.
- Recruit volunteers for the VA medical center. Communicate to potential volunteers the concept of the VAVS Program and the purpose underlying DAV's participation in the program.
- Recruit new volunteers from the local high schools and possibly sponsor a group of youth volunteers at your VA Medical Center. Inform the youth volunteers about the DAV Scholarships Program.
- Attend the VAVS Advisory Committee Meetings.

Responsibilities

VAVS Deputy Representative:

- Deputy Representatives primary responsibility is to assist the Representative in any way possible. They are also expected to assume the Representative's duties if they are unable to carry out those responsibilities.

VAVS Associate Representative:

- An Associate Representative's primary responsibility is to assist the appointed Representative by developing and coordinating the participation of volunteers in your Department at the VA Medical Center in any way possible.

VAVS Associate Deputy Representative:

- A Deputy Representative's primary responsibility is to assist the appointed Associate Representative by helping to develop and coordinate the participation of volunteers in your Department at the VA Medical Center in any way possible.

Honorary Representative:

- Must be a past DAV/VAVS representative who has served 10 years or more and be recommended by the DAV. Appointment is for an indefinite period of time and will not expire except by request.

Standard Operating Procedures

OBJECTIVES OF THIS USER MANUAL

The goals of this user manual are as follows:

To provide instruction regarding VAVS Representative positions including:

- How to appoint VAVS State Chairpersons, Representatives, Deputy Representatives, Associate Representatives, and Deputy Associate Representatives
- How to remove VAVS State Chairpersons, Representatives, Deputy Representatives, Associate Representatives, and Deputy Associate Representatives

To provide instruction on using the Monthly Reporting Form 50 – VAVS including:

- Reporting VAVS hours for a new volunteer
- Reporting VAVS hours for existing volunteers
- Updating volunteer personal information
- Sending VAVS hours to DAV National Headquarters

To provide instruction for removing a volunteer due to:

- Move 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 make sure and notify us in regards to any changes, so we can properly certify these individuals.
- VAVS hours are reported to Congress annually. It is essential that this be reported accurately.
- Credit for volunteer hours is based on the VAVS Reps receiving information from the VA.
- DAV is also required to report our hours to watchdog groups, Members and Donors so please make sure you are getting us this report in a timely manner.
- Reporting these hours helps our bottom line and shows that we are keeping our promises to our members and those we serve.
- To maintain DAV's presence with in VA facilities

Helpful Tips:

We encourage you to please use the excel form located online, dav.org.

We understand that some individuals prefer not to share their personal information, the information required on this form is the minimum we require to be able to match the volunteer hours to the correct individual. If the volunteer prefers to keep their information off this reporting form, it can be entered under the facility. However, please explain to the volunteer that they will receive no recognition for their volunteer efforts.

This new form is designed to upload seamlessly into the DAV's Customer Relationship Management system (CRM). This will make the data entry more efficient for our DAV voluntary services team, and will ultimately eliminate errors that arise from keying the information manually. Please do not make any changes to the formatting on this excel workbook, as this will result in a failure to upload the data. You can make changes to the volunteer data as needed.



VAVS Monthly Reporting Form 50

1	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
	Membership Number (if Applicable)	First Name	Middle Name	Last Name	Address Line 1	City	State	Zip	Email	Phone	Date Of Birth	Location	Date Volunteerred	Job Description	Hours	
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You can download the newly updated VAVS Reporting Form here:
https://www.dav.org/wp-content/uploads/MonthlyReportingForm50_VAVS-New.xlsx

- If you need help navigating the new form you can view one of the How To Webinar's:
- New Reporting Form Training - <https://dav.wistia.com/medias/bvl2hdgd0c>
 - Volunteer Forms: Tips & Tricks - <https://dav.wistia.com/medias/tbafr1vj3g>

If you have any questions or concerns on how to fill out the forms you can always email us at VAVS@dav.org.



Importance of Reporting Volunteers

DAV is one of the only Veterans Service Organizations that provides its volunteers with small tokens of appreciation!



In order to reward our volunteers, we have to know who they are.



Volunteer Award Incentive Milestones

- It is essential that VAVS hours are reported to DAV in a timely manner. Without accurate hours, we are unable to recognize the dedicated volunteers for their efforts.
- When we do our part in submitting hours, volunteers that donate their time to DAV are eligible for the Volunteer Recognition Program.
- At each volunteer milestone listed, the volunteer will receive a generous gift from DAV as a token of DAV's appreciation in their time spent helping veterans.

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



DAV Scholarships Program



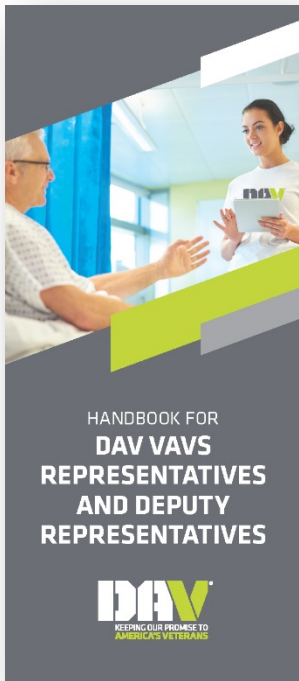
- The DAV Scholarships Program was created to honor outstanding young volunteers who are active participants in the VA Voluntary Service Program (VAVS) and/or their Local Veterans Assistance Program (LVAP).
- This is a great way to gain professional experience, complete educational requirements, possibly earn financial assistance toward higher education, and make a positive change in the lives of our nation's heroes.
- Each year, DAV offers \$110,000 in scholarships to be used toward any accredited institution of higher learning.
- Youth volunteers must be age 21 or younger who have volunteered a minimum of **100 lifetime hours**. All hours must be credited to DAV.

To nominate a youth volunteer, all you have to do is go to www.davscholarships.org and click on the “**APPLY NOW**” button, and it will open the Electronic Application.

Remember applications can be submitted year round. Applications received after February 28 will be held for the following year.

The following informative handbooks, user guide and poster is available to help promote our volunteer programs.

DAV VAVS Reps/Depts Handbook



Volunteer Poster



DAV VAVS Reps User Guide

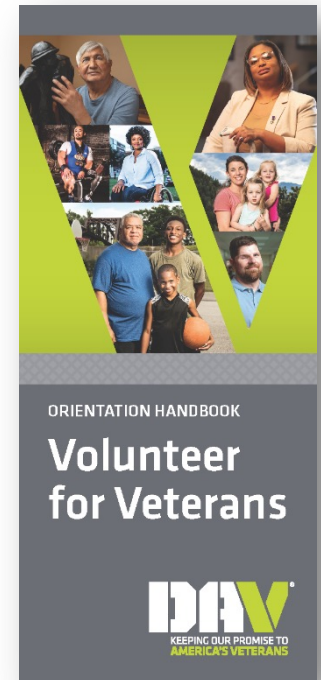


VA VOLUNTARY SERVICES PROGRAM (VAVS)

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 are in need of any VS brochures, forms, or posters you can order them and we will have them shipped.
<https://www.dav.org/membership/documents/forms/>





For more information



Email: VAVS@dav.org

Mail: Voluntary Services
860 Dolwick Drive
Erlanger, KY 41018

Phone: 859-441-7300 ext. 1313
877-426-2838 ext. 1313