VA VOLUNTARY SERVICES PROGRAM (VAVS)

USER MANUAL

Disabled American Veterans
VA Voluntary Services Program
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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
# TABLE OF CONTENTS

- About the VA Voluntary Services Program 5
- VAVS Job Descriptions and Definitions 6
- Sample Monthly Reporting Form 50 – VAVS 7
- Instructions for the Monthly Reporting Form 50 – VAVS 8
  - Reporting Hours for New Volunteers 8
  - Reporting Hours for Existing Volunteers 13
  - Changes to Volunteer Personal Data 15
  - Sending Reports to DAV National Headquarters 16
- Removing Volunteer Data 17
  - Change of Location 17
  - Suspension 18
  - Deceased Volunteer 19
- Appointment of VAVS State Chairpersons/Representatives 20
- Removal of VAVS State Chairpersons/Representatives 21
- Volunteer Incentive Milestones 22
- Voluntary Services Contact Information 23
ABOUT THE VA VOLUNTARY SERVICES PROGRAM

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

Through this program, DAV volunteers provide services to our nation’s heroes at VA medical centers, community living centers and clinics. Volunteers offer meaningful experiences and assist veterans in living healthy and fulfilled lives.

VAVS initiatives are carried out through VA facilities across the country. Volunteers can choose to donate their time to the DAV or the DAV Auxiliary.

In 2020, DAV and DAV Auxiliary volunteers donated 603,415 hours, saving taxpayers nearly $16.5 million.

DAV is required to report volunteer hours to Congress, watchdog groups, members and donors.

Volunteers that donate their time to DAV become eligible for the Volunteer Recognition Program.
**VAVS JOB DESCRIPTIONS AND DEFINITIONS**

VAVS: DAV - These are any hours volunteered in a VA Facility that the volunteer has chosen to credit to DAV.

VAVS: DAV Auxiliary - These are any hours volunteered in a VA Facility that the volunteer has chosen to credit to DAV Auxiliary.
This is an example of the Monthly Timesheet. You will use this timesheet to report any hours volunteered through the VA Voluntary Services Program.

You can find the blank form on the DAV Members Only Portal – [here](#).

If you would like the form populated with your facility’s active volunteers, please contact [vavs@dav.org](mailto:vavs@dav.org) to request this form.
Instructions for the Monthly Reporting Form 50 – VAVS
(These instructions are also included on the Instructions worksheet in the monthly reporting workbook.)

Reporting Hours for New Volunteers:

1. Open the Monthly Reporting Form 50 – VAVS Excel workbook.
   a. The second worksheet in the Excel file is a list of detailed instructions for completing the Form 50.
2. Go to the Monthly Timesheet worksheet in the Monthly Reporting Form 50 – VAVS Excel workbook.

3. You will need to fill out the following information on any volunteers:
   If you already have volunteer information populated on the form, you can simply add any new volunteer information to the first blank line of the form.

   **Please indicate new volunteers using red font.**

   a. Membership Number – Not Required
      If the volunteer is a DAV or DAV Auxiliary member, you can enter their membership number here. This information is not required but is helpful in determining if the proper volunteer is receiving credit for the hours. This is especially helpful if the volunteer does not wish to provide their address or other identifying information. If a membership number is provided the address information can be left blank.

   b. First Name – Required
      The name is required for every volunteer for whom hours are reported. This is an essential field, because without a name we are not able to properly credit the volunteer for their hours. If this field is blank, it will result in the failure of data being uploaded into the system.

   c. Middle Name – Not Required
      This information is not required, but is helpful in determining if the proper volunteer is receiving credit for the hours.

   d. Last Name – Required
      The name is required for every volunteer for whom hours are reported. This is an essential field, because without a name we are not able to properly credit the volunteer for their hours. If this field is blank, it will result in the failure of data being uploaded into the system.
e. **Address Line 1 – Required**
The address is now required for every volunteer for whom hours are reported. This is an essential field, because without it we are not able to properly credit the volunteer for their hours. If this field is blank, it will result in volunteer hours being added to the department or chapter rather than the individual. There is no way to credit this to an individual later.

f. **City – Required**
The address is now required for every volunteer for whom hours are reported. This is an essential field, because without it we are not able to properly credit the volunteer for their hours.

g. **State – Required**
The address is now required for every volunteer for whom hours are reported. This is an essential field, because without it we are not able to properly credit the volunteer for their hours.

h. **Zip – Required (Please enter the zip code without the +4 of the postal code)**
The address is now required for every volunteer for whom hours are reported. This is an essential field, because without it we are not able to properly credit the volunteer for their hours.

If your zip code has a leading zero and the entry has dropped the leading 0 please highlight column G on the worksheet and right click your mouse. From here choose Format Cells – Category: Special – Type: Zip Code – Click OK
<table>
<thead>
<tr>
<th></th>
<th>I</th>
<th>J</th>
<th>K</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Email</td>
<td>Phone</td>
<td>Date Of Birth</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>12</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

i. Email – Not Required
   This information is not required, but is helpful in determining if the proper volunteer is receiving credit for the hours. This is especially helpful if there is more than one volunteer with the same name residing at the same location.

j. Phone – Not Required
   This information is not required, but is helpful in determining if the proper volunteer is receiving credit for the hours. This is especially helpful if there is more than one volunteer with the same name residing at the same location.

k. Date of Birth – Not Required
   This information is not required, but is helpful in determining if the proper volunteer is receiving credit for the hours. This is especially helpful if there is more than one volunteer with the same name residing at the same location.
1. Location – Required
   This is the Facility ID number. If you report hours for more than one facility you can use the same spreadsheet, just be sure to change the location field as appropriate. A complete listing of location codes is located on the Location Codes worksheet.

   The location is required because without this critical information, the hours will not be reported to the correct facility.

m. Date Volunteered – Required
   Please report the volunteer’s hours as a bulk total for the month by entering the ending date for the month in which the hours were volunteered. Ex. If the volunteer helped each Friday in January for 5 hours, their 25 hours would be reported with a date volunteered of 1/31/2020.

   Job Description – Required
   Please choose the appropriate type of hour from the drop down provided. A brief description of the various types are provided above, as well as on the Instructions worksheet in the monthly reporting workbook.

   The job description is required because without this critical information, the hours will not be reported as the correct type. If this field is blank, it will result in the failure of data being uploaded into the system.

n. Hours – Required
   This is the number of hours the volunteer should receive credit for on any given day, or as a monthly total.

   Please indicate new volunteers using red font.
Reporting Hours for Existing Volunteers

2. For existing volunteers, you can leave their personal data on the form from month to month and simply add the following information:

   a. Location – Required
   This is the Facility ID number. If you report hours for more than one facility you can use the same spreadsheet, just be sure to change the location field as appropriate. A complete listing of location codes is located on the Location Codes worksheet.

   The location is required because without this critical information, the hours will not be reported to the correct department. Hours reported under a chapter’s location code will roll up to the department in which that chapter belongs.

   b. Date Volunteered – Required
   Please report the volunteer’s hours as a bulk total for the month by entering the ending date for the month in which the hours were volunteered. Ex. If the volunteer helped each Friday in January for 5 hours, their 25 hours would be reported with a date volunteered of 1/31/2020.

   c. Job Description – Required
   Please choose the appropriate type of hour from the drop down provided. A brief description of the various types are provided above, as well as on the Instructions worksheet in the monthly reporting workbook.

   The job description is required because without this critical information, the hours will not be reported as the correct type. If this field is blank, it will result in the failure of data being uploaded into the system.

   d. Hours – Required
   This is the number of hours the volunteer should receive credit for on any given day, or as a monthly total.

2 | Location | Date Volunteered | Job Description | Hours |
---|---------|-----------------|-----------------|-------|
2  |         |                 |                 |       |
3  |         |                 |                 |       |
4  |         |                 |                 |       |
5  |         |                 |                 |       |
6  |         |                 |                 |       |
7  |         |                 |                 |       |
8  |         |                 |                 |       |
9  |         |                 |                 |       |
10 |         |                 |                 |       |
Changes to Volunteer Personal Information:

1. If a volunteer makes changes to their personal data, you can simply type the new information into the existing row and column. This will overwrite the data in the worksheet and the DAV Voluntary Services team will make the change when we receive the reporting form.

Please indicate changes to personal information using red font.
Sending Reports to DAV National Headquarters:

1. Send the monthly report in and email to DAV Voluntary Services at vavs@dav.org.
   a. Please include:
      i. Facility State
      ii. Facility Name
      iii. Month for which you are reporting
      iv. Contact information for any questions
Removing Volunteer Data:

Change of Location: If an existing volunteer informs you of a move that will take them out of your area, please do the following:

1. Send an email to DAV Voluntary Services at vavs@dav.org.  
   a. Please include:
      i. Volunteer Name  
      ii. New Address  
      iii. New Phone  
      iv. Contact information for any questions  

2. Open the Monthly Reporting Form 50 – VAVS and highlight the row that contains the volunteer’s personal information, Right Click, choose Delete
Suspension of Volunteer: If an existing volunteer has been suspended from your program, please do the following:

1. Send an email to DAV Voluntary Services at vavs@dav.org.
   a. Please include:
      i. Volunteer Name
      ii. Address
      iii. Phone
      iv. Reason for suspension
      v. Contact information for any questions

2. Open the Monthly Reporting Form 50 – VAVS and highlight the row that contains the volunteer’s personal information, Right Click, choose Delete
Death of Volunteer: If an existing volunteer has deceased, please do the following:

1. Send an email to DAV Voluntary Services at vavs@dav.org.
   a. Please include:
      i. Volunteer Name
      ii. Address
      iii. Phone
      iv. Date of Death
      v. Contact information for any questions

2. Open the Monthly Reporting Form 50 – VAVS and highlight the row that contains the volunteer’s personal information, Right Click, choose Delete
Appointment of VAVS State Chairpersons and Representatives:

1. Send an email to DAV Voluntary Services at vavs@dav.org.
   a. Please include:
      i. Facility Name
      ii. Appointee Name
      iii. VAVS Title
         Ex. VAVS State Chairperson, VAVS Representative, VAVS Deputy Representative, VAVS Associate Representative, VAVS Deputy Associate Representative
      iv. Address of Appointee
      v. Phone Number of Appointee
      vi. Email of Appointee
      vii. Membership Number of Appointee
      viii. Your contact information for any questions
Removal of VAVS State Chairpersons and Representatives:

1. Send an email to DAV Voluntary Services at vavs@dav.org.
   a. Please include:
      i. Facility Name
      ii. Volunteer Name
      iii. VAVS Title
         Ex. VAVS State Chairperson, VAVS Representative, VAVS Deputy Representative, VAVS Associate Representative, VAVS Deputy Associate Representative
      iv. Reason for removal
      v. Your contact information for any questions
Volunteer Incentive Milestones:

At each volunteer mile or hour milestone, the volunteer will receive a generous gift from DAV as a token of DAV’s appreciation for dedicating their time to helping veterans.

<table>
<thead>
<tr>
<th>Incentive Level</th>
<th>Hours</th>
<th>Miles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Level 2</td>
<td>50</td>
<td>2,500</td>
</tr>
<tr>
<td>Level 3</td>
<td>100</td>
<td>5,000</td>
</tr>
<tr>
<td>Level 4</td>
<td>150</td>
<td>7,500</td>
</tr>
<tr>
<td>Level 5</td>
<td>200</td>
<td>10,000</td>
</tr>
<tr>
<td>Level 6</td>
<td>250</td>
<td>15,000</td>
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<tr>
<td>Level 7</td>
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<td>25,000</td>
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<tr>
<td>Level 8</td>
<td>750</td>
<td>35,000</td>
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<tr>
<td>Level 9</td>
<td>1,000</td>
<td>50,000</td>
</tr>
<tr>
<td>Level 10</td>
<td>2,000</td>
<td>75,000</td>
</tr>
<tr>
<td>Level 11</td>
<td>3,000</td>
<td>100,000</td>
</tr>
<tr>
<td>Level 12</td>
<td>5,000</td>
<td>150,000</td>
</tr>
<tr>
<td>Level 13</td>
<td>7,500</td>
<td>175,000</td>
</tr>
<tr>
<td>Level 14</td>
<td>10,000</td>
<td>200,000</td>
</tr>
</tbody>
</table>
Contact Information for DAV Voluntary Services at National Headquarters:

Email:  vavs@dav.org

Mail: Voluntary Services
      860 Dolwick Drive
      Erlanger, KY 41018

Phone: (859) 441-7300 ext. 1313

Toll Free: (877) 426-2838 ext. 1313