

VA



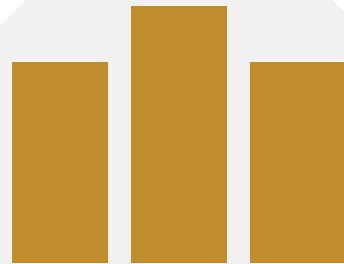
U.S. Department
of Veterans Affairs

Veterans Health
Administration



Annual
Report

2022



CDCE

VA Center for
Development & Civic
Engagement



Mission

To strategically integrate volunteers, donations, and community partners into VA operations so that they may supplement and sustain the care and services provided America's Veterans, their families and caregivers.

VA Center for Development & Civic Engagement (CDCE), formerly Voluntary Service, is one of the largest volunteer programs in the Federal government and has provided 76 years of service to America's Veterans seeking care in VA health care facilities. Since 1946, over six million CDCE volunteers have donated close to seven and a half million hours. CDCE is advised by a National Advisory Committee (NAC), composed of 56 major Veteran, civic, and service organizations.

VAVS volunteers and their organizations contribute in-kind gifts and donations, which supplement VA appropriations to medical centers, clinics, and community living centers. These significant contributions allow the Department of Veterans Affairs to assist direct patient care programs, as well as support services and activities that may not be fiscal priorities from year to year.

As VA has expanded its care of Veteran patients into the community, volunteer roles have also expanded. They assist Veteran patients by augmenting staff in medical care foster homes and respite programs, as well as hospital units, community living centers, outpatient clinics, community-based activities, and palliative care programs. Volunteers also aid at our VA national cemeteries, Veteran outreach centers, and VA regional offices.



Letter From The Director

As we embark on another year and close out last year, the Department of Veterans Affairs VA Center for Development & Civic Engagement (CDCE), formerly known as VA Voluntary Service, had the distinct pleasure of serving our Nation's Veterans through the unwavering commitment of volunteers, service organizations, and community partners. During these tumultuous pandemic times, the focus has changed rapidly and the call for support has never gone unanswered. It has been a humbling experience to witness this support and dedication of our partners and volunteers to bring unforgettable experiences to the Veterans we serve even during periods of social isolation and medical center visitor restrictions.

This report highlights accomplishments and provides statistics for the past year. VA CDCE will continue to focus on three areas: Leadership, Collaboration, and Impact. We will continue to invest in our staff and ensure we recruit the best leaders to support volunteers and donor requests. Through the myriad number of partnerships and future collaborations, we continue to travel down new roads and provide services to encompass the Veteran, spouse, and caregiver. We continue to see our impact by the many positive media pieces nationwide. We thank our volunteers, Veteran Service Organizations, and community partners for magnifying our voice and ensuring all CDCE good news is positively communicated.

We are extremely grateful to the volunteers, Veteran Service Organizations and every community partner who give their time, talent, financial support, and hearts to the Nation's Veterans. Through your continued support, we will continue to impact the lives of Veterans every day. Thank you for always answering the call to action.

/s/ Sabrina C. Clark, Ph.D., ACHE
DIRECTOR, VA CENTER FOR DEVELOPMENT & CIVIC ENGAGEMENT

Prince Taylor
DEPUTY DIRECTOR,
VACDCE

William Ball
CHIEF, VOLUNTARY
SERVICE

Mary Barcikowski
ADMINISTRATIVE
OFFICER

Tyrone Green
VOLUNTARY SERVICE
SPECIALIST

Virginia Hoover
VOLUNTARY SERVICE
SPECIALIST

Sanitria McKenzie
PROGRAM SPECIALIST

CarolAnn Miragliuolo
SENIOR ADVISOR

Kevin Stanford
PROGRAM SPECIALIST

Wesley Walls
COMMUNICATIONS
SPECIALIST

Nathan Witt
VOLUNTARY SERVICE
SPECIALIST



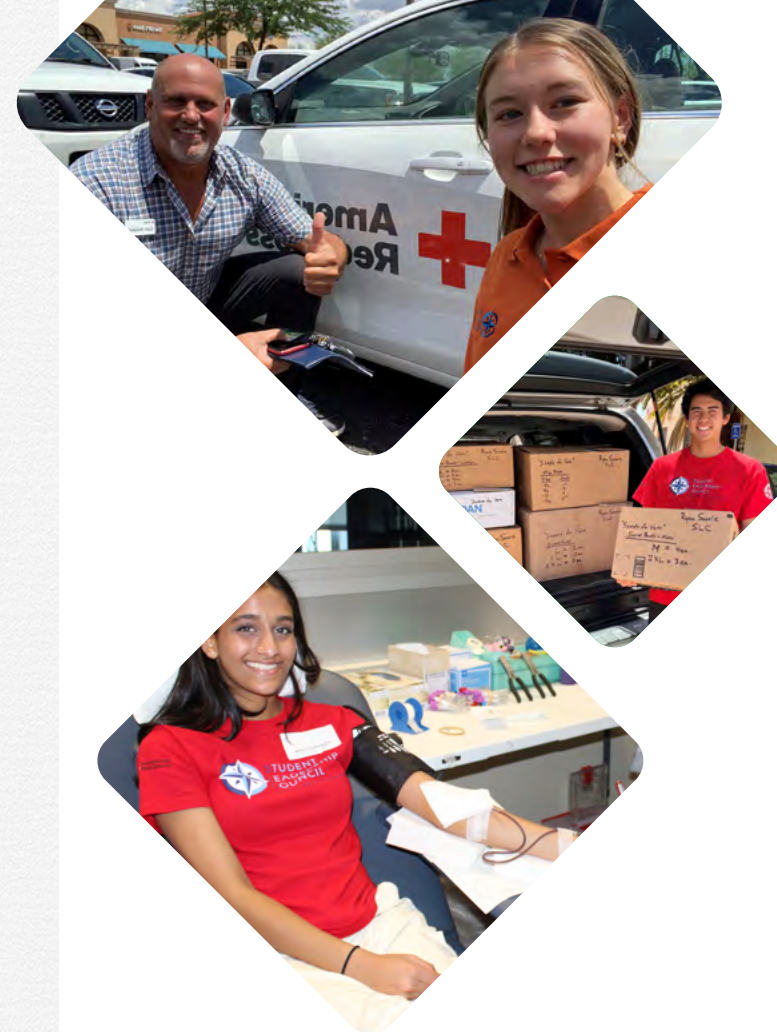
Health Care Talent Academy

The Johnny Isakson and David P. Roe, M.D. Veterans Health Care and Benefits Improvement Act of 2020 introduced the Health Care Talent Academy (HCTA) pilot program which is designed to increase the awareness, knowledge, and empathy of future health professionals toward the health conditions common to Veterans; increase the diversity of the recruitment pool of future physicians and health care workers; and expand clinical observation opportunities for all students by encouraging students of all backgrounds to consider a career in the health professions field.

The five pilot sites include the Atlanta VA Health Care System, Columbus VA Health Care System, Harry S. Truman Memorial Veterans' Hospital, VA Central Texas Health Care System, and the Washington DC VA Medical Center.

The goal of the HCTA is to create a diverse workforce across the health care industry by partnering with Historically Black Colleges and Universities (HBCUs) across the U.S., to give students interested in health professions an opportunity to observe health professionals in clinical settings. An opportunity that is not available at all colleges.

Students participating in the initial HCTA observation sessions spend one day a week at the VA Medical Centers for 18 weeks, as well as attend weekly virtual learning sessions. During their time, students transition between different service lines ranging from engineering, chaplain services and executive level shadowing to anesthesia, radiology, and primary care.



The Student Leadership Council (SLC) is an all-volunteer national leadership development program for high school students. SLC began as a call to support the Nation's teens to become servant leaders and provide Veteran centered service projects. In addition to individual projects, the students are educated on servant leadership and work together to complete a national Veteran centered project. Due to increased demand for blood across the country, the SLC, in collaboration with the Benevolent and Protective Order of the Elks and American Blood Centers of America, hosted 22 blood drives across the country. These blood drives were hosted at VA medical centers, Elks lodges and Veteran Service Organizations. Through their efforts over 1,000 individuals benefited.

National Advisory Committee

The National Advisory Committee (NAC) of the Department of Veterans Affairs was established by VA Circular No. 117, May 17, 1947, and became a federally chartered advisory committee on February 5, 1975. The Committee advises the Under Secretary for Health on matters pertaining to the participation of volunteers in VA medical facilities, assists in recruitment and orientation of volunteers and keeps the officers and members of participating organizations informed of volunteers needs and accomplishments. The 76th Annual NAC meeting and conference was held in Denver, Colorado on April 27-29, 2022. In addition to normal business, the conference offered various educational sessions for staff and volunteers and presented 14 awards to include the Male and Female Volunteer of the Year Award.



Customer Experience Symposium

The first annual Customer Experience Symposium Award Ceremony was held September 7, 2022. During the event, two volunteers were honored for their steadfast commitment to Veterans and Veterans Affairs (VA). VA Secretary, Denis McDonough, presented the 2022 Excellence in Customer Experience Volunteer of the Year award to Minta Davis of the VA Maryland Health Care System for her work as a Compassionate Contact Corps volunteer. Dr. Shereef Elnahal, VA's Under Secretary for Health, presented the 2022 Red Coat Ambassador of the Year award to Ann Schulte of the Fargo VA Healthcare System for her efforts greeting Veterans and providing stellar customer service.



COMPASSIONATE CONTACT CORPS

The Compassionate Contact Corps is a virtual social prescription program where trained volunteers are matched with Veterans experiencing loneliness or are socially isolated. The volunteer typically calls the Veteran weekly for 15–60 minutes to provide socialization and companionship via phone or video calls. These calls have been extremely vital as the COVID-19 pandemic has caused more Veterans to remain indoors. During this fiscal year, about 80 VA facilities are in various states of implementing the program. In January, Prince Taylor, Deputy Director, conducted a satellite media tour that included 27 interviews and garnered over 7.2 million impressions.



TEDx VETERANS AFFAIRS

Each year we are astonished at the quality and breadth of speakers and ideas we are able to bring to you. 2021 was no different. The program started to internally share ideas, break down silos, and put a human face on our internal customers—all of this with an eye towards improving the Veteran and employee experience. The talks are perfect for trainings, but also for moments of individual inspiration, motivation, and knowledge building. The 2022 TEDx Veterans Affairs theme was “Recovering and Rebuilding” and included 18 speakers ranging from a New York Times bestselling author, to an internationally acclaimed artist and an Afghanistan Veteran who competed in the Paralympics in Tokyo.



Food Banks

Prior to COVID-19 food insecurity has been a concern for many Veterans. But during the last year, many Veterans relied on VAs to support them with supplemental food. VA CDCEs across the country facilitated or supported various mobile food banks, food pantries and other avenues to address this need. CDCE staff across the country work with community agencies and donors to provide food to Veterans at no charge. Due to some visitor restrictions, drive-thru food banks were held. Veterans from all over the country benefited from the generosity of various organizations donating food.





Feds Feed Families

Feds Feed Families...

is an annual partnership with the United States Department of Agriculture and other federal agencies. This year's Feds Feed Families Food Drive was carried out almost entirely virtually. Despite the challenges, VA was able to record 174,875 pounds in food donations during the 3-month campaign. Beginning this year, donations could be earmarked for food banks located in VA facilities with direct service to our nation's Veterans.



Volunteer Transportation Network

The Volunteer Transportation Network, in cooperation with the Disabled American Veterans, transports Veterans to their appointments via Volunteer Drivers. During the last fiscal year, 156,083 Veterans were transported by 2,957 volunteer drivers totaling 7,089,805 miles and 374,869 hours. The Disabled American Veterans donated 53 vehicles to VAs across the nation totaling over \$1.7 million.



VETSERVE 2022

During National Volunteer Week, April 17-23, 2022, CDCE spearheaded VetServe 2022. VetServe was a new program for Veterans to give back to their fellow brothers and sisters in arms by giving back some of their time and talent to volunteer in their community and at their local VA. In addition Donald M. Remy, Deputy Secretary, hosted the first VA Volunteer and Community Partner Town Hall.



VETERANS EXPERIENCE OFFICE

National Salute to Veteran Patient Week

As in years past, facilities across the country recognized Veterans during the week of Valentines Day. For the first time, CDCE, in partnership with the Veteran Experience Office, led Department of Veterans Affairs efforts for VA senior leaders to call volunteers to offer their gratitude for their volunteerism. These efforts were duplicated for Public Service Recognition Week for employees.



Year in Review

FY 22 | October 1, 2021 thru September 30, 2022

**VOLUNTEERS
IN ACTION**



Total Donations
\$66,881,465



Total Volunteers
22,321



Total Regular/Occasional Hours
3,316,689.55



**Total Volunteer Hour Value from
Independent Sector (\$29.95/hour)**
\$99,334,852.02



Total Resource Impact
\$166,216,317.02



Is your business
or organization ready to
support your local VA with a
donation or service project?

To learn about volunteer opportunities near you visit:

www.volunteer.va.gov



CDCE

VA Center for
Development & Civic
Engagement

810 Vermont Avenue, NW
Washington, DC 20420

www.volunteer.va.gov



VA



**U.S. Department
of Veterans Affairs**

Veterans Health
Administration