

# MINNEAPOLIS VA HEALTH CARE SYSTEM



VA Center for Development & Civic Engagement  
One Veterans Drive (135)  
Minneapolis, MN 55417  
(612) 467-2050



# LOCAL LEADERSHIP



**PATRICK J. KELLY, FACHE  
DIRECTOR**



**AMY L. ARCHER MSW, LICSW  
ASSOCIATE DIRECTOR/  
CHIEF EXPERIENCE OFFICER**

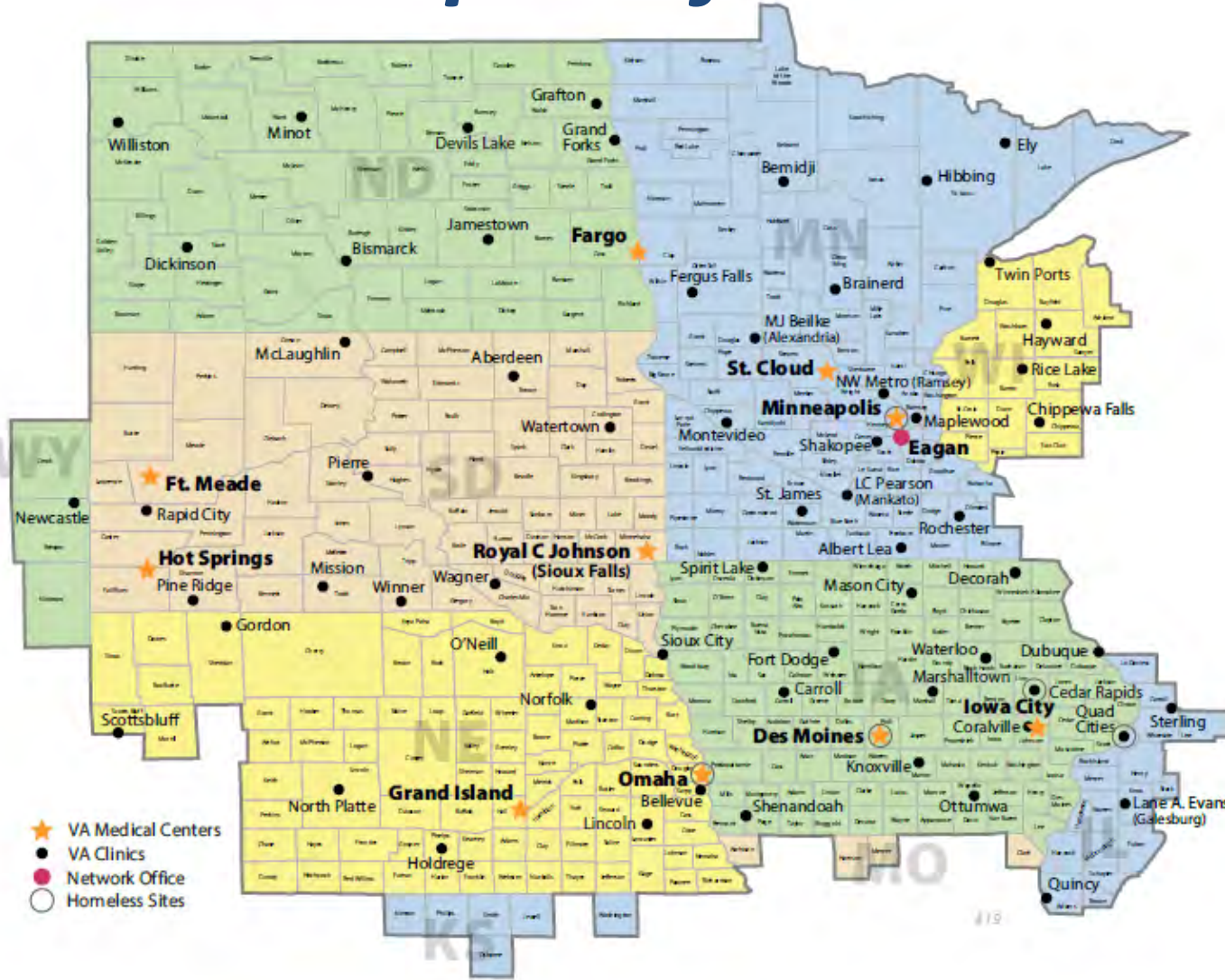


**RACHEL C. HAMMER,  
DIRECTOR,  
CENTER FOR DEVELOPMENT  
AND CIVIC ENGAGEMENT**



**CHRIS R. HAYES  
DEPUTY DIRECTOR,  
CENTER FOR DEVELOPMENT  
AND CIVIC ENGAGEMENT**

# MVAHCS is part of VISN 23



Three main branches of Department of Veterans Affairs include:

- **Veterans Health Administration (VHA)**
- **Veterans Benefits Administration (VBA)**
- **National Cemetery Administration (NCA)**

# ***VETERANS AFFAIRS HEALTHCARE SITES***

***9 Million Veterans***

***Enrolled in VA Healthcare***

VA MEDICAL CENTERS: **171 SITES**

COMMUNITY BASED OUTPATIENT CLINICS: **800+ SITES**

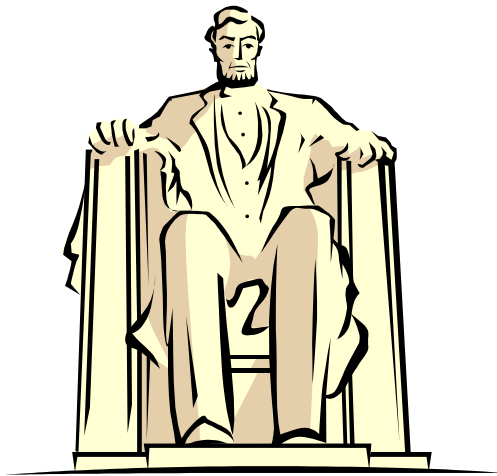
COMMUNITY RESOURCE & REFERRAL CENTERS: **33 SITES**

VET CENTERS: **300 SITES**

# I CARE VALUES

## MISSION STATEMENT

***To fulfill President Lincoln's promise to care for those who have served in our nation's military and for their families, caregivers, and survivors.***



***Integrity:*** Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

***Commitment:*** Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.

***Advocacy:*** Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

***Respect:*** Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

***Excellence:*** Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.

# ***WE VALUE DIVERSITY***



- The principles of **diversity**, **equity**, and **inclusion** in the workplace are promoted.
- Discrimination is not tolerated – strive for a work environment is free from discrimination and harassment.
- Every employee to feel welcome and motivated to work their hardest and rise through the ranks; affirm that we work better together because of our differences, not despite them.
- A diverse workforce in an inclusive environment will improve individual and organizational performance and result in better value to our customers and other stakeholders.
- Equal Employment Opportunity (EEO) – trust, dignity, respect and removal of barriers to enable everyone to achieve their highest potential.

# HOW DO I BECOME INVOLVED?

The screenshot shows the top navigation bar of the VA CDCE Portal. It features the VA logo and the U.S. Department of Veterans Affairs seal on the left, with the text "U.S. Department of Veterans Affairs" to the right. Below the navigation bar, there are three menu items: "Volunteer at a Facility", "Donate at a Facility", and "Donate Online". The main heading reads "WELCOME to the Center for Development and Civic Engagement Portal". Below the heading, there are three dark blue buttons with white text and icons: "Enter My Time" (with a calendar icon), "Edit My Profile" (with a person icon), and "Available Assignments" (with a document icon).

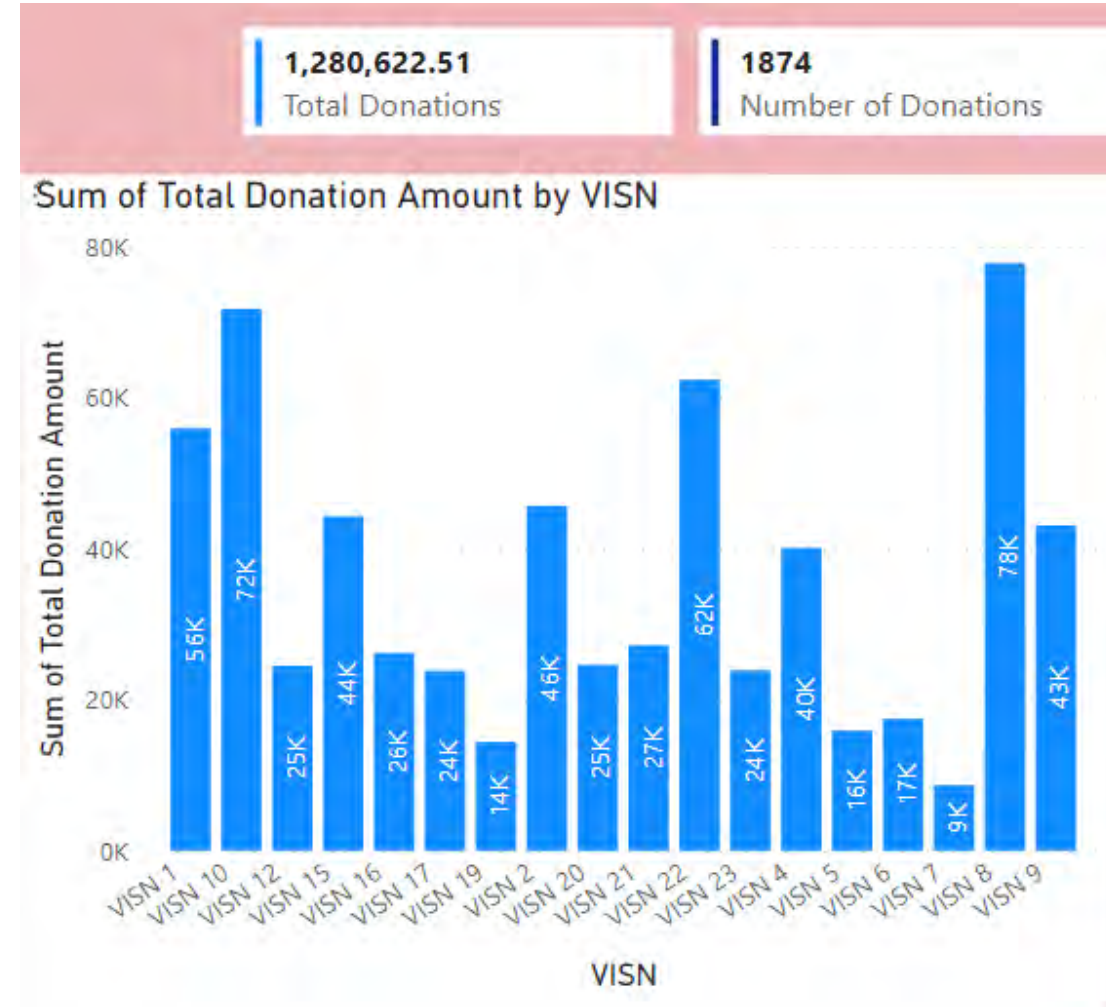
- Donating through E-Donate
- Interest form for volunteering
- Online Portal for Reporting Hours

[CDCE Portal | Veteran Affairs \(va.gov\)](https://www.cdceportal.va.gov)

<https://www.cdceportal.va.gov>

# ELKS DONATIONS & GIFTS

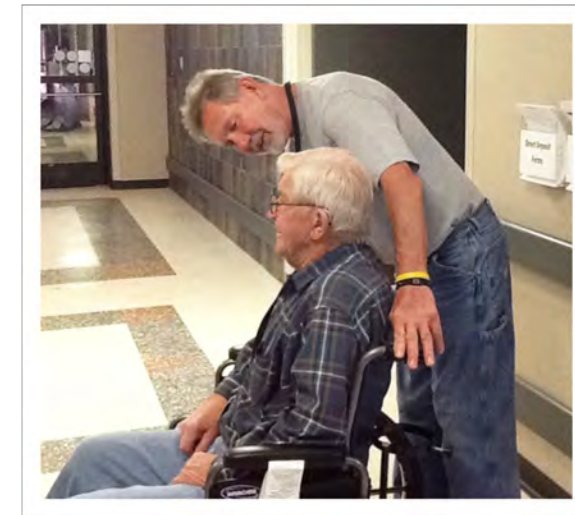
- Total Donations for FY22:
  - \$1,280,622
- Total Number of Donations:
  - 1874
- All donations are processed through the CDCE Office.
- *We appreciate all donations that come in from the Elks!*





# ***VA VOLUNTEER POSITIONS MAY INCLUDE:***

- Patient Escort
- Red Coat/First Impression Ambassador
- Volunteer Transportation Network Driver
- Cemetery – Memorial Rifle Squad
- Compassionate Contact Corps
- Volunteer In-Home Visitor Program
- CLC Volunteer
- Community Resource & Referral Center
- MyHealtheVet



# ***PATIENT ESCORT***



- **Transport Patients within facility** using wheelchair, staxi chair, or gurney
- **Escort Ambulatory Patients or guests** who request direct assistance to/from a location within facility
- **Provide Customer Service** every step of the way
- **Transport lab specimens:** may vary by facility

# RED COAT/FIRST IMPRESSIONS

*“You never get a second chance to make a first impression.”* – Oscar Wilde

## Customer Service

- Smile/Greet
- Introduce/Initiate: “Can I help you”
- Identify: Ask, “how they would like to be addressed”
- Respect: “Sir/Madam”



# ***VOLUNTEER TRANSPORTATION NETWORK DRIVER***

Volunteers in this area provide transportation to and from a Veteran's home in the community to their medical appointments. Without our Volunteer driver's many of our Veterans would not be able to receive their healthcare.

## **Two programs are in place:**

1. The VA/DAV coordinate the program and use vehicles donated by the DAV.
2. The County Veterans Services Officers coordinate the use of county vehicles.



***Government vehicles can never be used for personal errands and can never be taken to a Volunteer or employee's residence.***

# MEMORIAL RIFLE SQUAD

- Varies by cemetery location
- Potential squad members for Minneapolis:
  - Validate military service with a copy of DD214
  - Active, in good standing, membership with local VSO; i.e., The American Legion, VFW, DAV, AMVETs, etc.
  - Meet with Squad Leader on day of choice



# ***VOLUNTEER IN-HOME VISITOR /CARE GIVER SUPPORT***

## Duties Include:

- Visit with the Veteran in the place where they live
- Provide a break to the primary Caregiver of the Veteran
- Listen and provide compassionate care and support to Veteran and Caregiver
- Visit with Veteran and engage in activities enjoyable to Veteran
- Read newspapers, magazines or other literature to Veteran
- Compassionate listening for the Caregiver and Veteran
- Be observant and report any concerns to immediate supervisor

# ADDRESSING HEALTH DISPARITIES

*Up to 24% of Veterans experience food insecurity. Additionally, social isolation is the most reliable predictor of suicidal ideation, attempts and lethal behavior. To combat this and other health disparities, many sites have volunteer positions focused on health disparities at their medical centers or CRRCs.*



## **Volunteer Opportunities include:**

- Food Pantry Assistant
- Food Pantry Driver
- CRRC Ambassador (Red Coat)
- Social Work Ambassador
- Compassionate Contact Corps
- In-home Visitor Program
- Peer Mentor Program
- Emergency Department Ambassador

# ***BENEFITS OF VOLUNTEERING***

- Personal Satisfaction from Serving Those Who Served Our Country
- Provide Benefit to Veteran
- Networking/Social Outlet
- Work Experience
- Recognition and Award Opportunities
- Hours Affiliated with Service Organizations
- Access to Veteran Canteen Service (VCS) at Medical Centers







# *Additional Training/Requirements*

- ✓ Suicide Prevention
- ✓ Safety
- ✓ Position Description
- ✓ PMDB
- ✓ Harassment Prevention
- ✓ Diversity, Equity & Inclusion
- ✓ Assignment Specific
- ✓ HIPAA & Privacy
- ✓ Patient Rights
- ✓ Infection Prevention
- ✓ Alzheimer's/Dementia
- ✓ Site Specific Badge

# COMPASSIONATE CONTACT CORPS PROGRAM



# ***WHAT IS COMPASSIONATE CONTACT CORPS?***

## “Social Prescription Program”



# THE PROBLEM

- More Veterans are feeling lonely and socially isolated.
- Chronic loneliness can lead to clinical issues like depression, cognitive decline, heart issues, and even suicidal ideation.
- The lack of social connection poses a significant risk for individual health and longevity.
- Loneliness and social isolation increase the risk for premature death by 26% and 29% respectively.

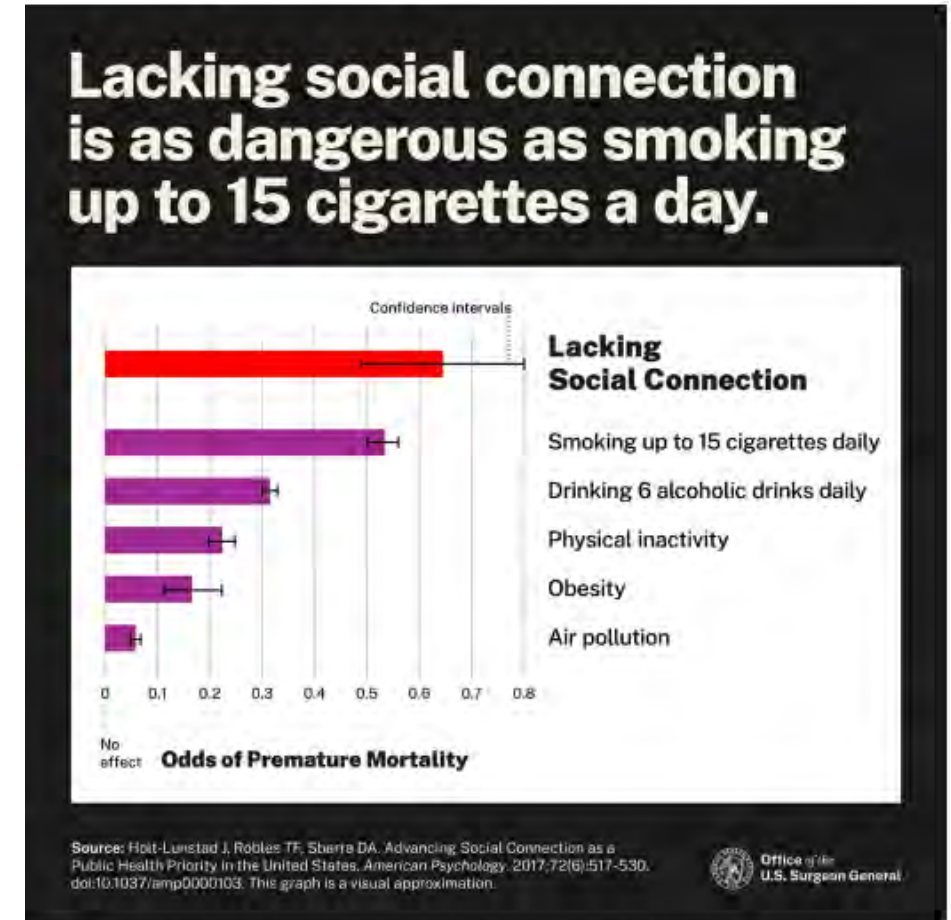


FIGURE 4: Lacking social connection is as dangerous as smoking up to 15 cigarettes a day.

# ***THE SOLUTION***

- **Vision:** Engaging Veterans who are feeling lonely through meaningful connections
- **Mission:** Compassionate Contact Corps reduces Veterans' feelings of loneliness by matching them with a trained VA volunteer for regular friendly conversations
- **Goals:** Reduce Veteran loneliness for a healthier and more engaged Veteran population



# ***THE COMPASSIONATE CONTACT CORPS PROGRAM***



- Volunteers provide companionship for a Veteran over the phone.
- Generally, these calls are 1-2 times a week for 15-60 minutes.
- May extend to a Volunteer In-Home Visitor assignment.

***“How do I become a volunteer?”***

# QUESTIONS?



VA Center for Development & Civic Engagement

**Rachel Hammer, Director**

**Goldie Bosard, Specialist**

Center for Development & Civic Engagement  
Minneapolis VA Healthcare System

**[VHAMINVOL@VA.GOV](mailto:VHAMINVOL@VA.GOV)**



**VA**



U.S. Department of Veterans Affairs  
Veterans Health Administration  
Iowa City VA Health Care System