



# **Syracuse VA Voluntary Service FY 2012 Report**

**October 1, 2011 thru September 30, 2012**

**A. Program Workload, Developments, and Trends:**

**1. Donations and Gifts:**

<b>Fiscal year:</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
Monetary	\$41,147.96	\$48,006.20	\$71,506.73	\$176,776.09	<b>\$58,506.22</b>
Non-Monetary	\$378,320.52	\$292,116.97	\$354,321.75	\$359,175.33	<b>\$342,305.22</b>
<b>Grand Total:</b>	<b>\$419,468.48</b>	<b>\$340,123.17</b>	<b>\$425,828.48</b>	<b>\$535,951.42</b>	<b>\$382,811.44</b>

**Total RS Volunteers, RS Volunteers hours, All volunteer hours:**

<b>Fiscal year:</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
RS Volunteers	1,518	1,240	1,144	1,237	<b>1368</b>
Student Volunteers	243	180	167	210	<b>265</b>
Retention /Turnover	76%/24%	62%/38%	67%/33%	71%/29%	<b>72%/28%</b>

Occasional Hours	2,247	3,000	2,339	1,902	<b>3571</b>
RS Volunteers Hours	77,279	73,965	90,173	90,610	<b>106,326</b>
Adjusted Hours	764	5,667	N/A	79	<b>N/A</b>
Total Hours	80,290	82,632	92,512	92,591	<b>109,897</b>

*Please see graphical representations starting on page 5*

**2. Assessment of VAVS Program:**

**a) Manpower, Donated Goods and Services, and Donated Funds**

**Trends and Impact include:**

**Manpower** – Our number of RS volunteers has increased in 2012. For FY12 **1,368** registered RS volunteers were on the books. Hours increased to **109,897**. That is about an 18% increase over FY11.

**Donated Goods and Services** – FY 12 saw a slight decline in this type of donation (about a **5% decrease** from 2011).

**Donated Funds** – Total monetary donations was about \$58 thousand this year. This was a considerable drop from last year (although last year’s amount was skewed by a single \$100,000 donation).

**b) Community Involvement**

The Volunteer Program continues to partner with **internal offices** that do community outreach like the Business Office and Women’s Health. VAVS has provided Staff, monetary, and item resources with these initiatives.

External groups and events, like the Rotary and the NY State Fair, are examples of supported events and speaking engagements.

In addition, VAVS also managed our VA2K Homeless Veterans fundraiser held on the Syracuse University Hill Campus. (see Photos)

c) **Volunteer Demographics**

**Syracuse VAVS promotes** a diverse volunteer workforce. An age demographic chart is included in this report. Our Male/ Female ratio is 60/40. Our Student population accounted for 265 volunteers this past year. While we do not track for racial and ethnic diversity, we do encourage folks from all groups to participate in our program.

d) **Program Support** - (some of the areas supported and what kind of support)

- **DAV** – administrative support, drivers
- **MOVE Program** - volunteers, buttons, food, and facility
- **Recreation** - activity funds, volunteers, food, programming support
- **Nursing** - volunteer support, supplies for chemo patient, escorts for patients
- **ER** - escort volunteer for patients and lab runs, food and clothing for patients
- **Prosthetics** - clerical support volunteers
- **FMS** - grounds keeper support
- **VCS** - food service volunteers, greeter and retail store volunteers
- **Greeter/Ambassador Program** – Greeters
- **Patient/Visitor Lounge**– library information/computer WI-FI support

3. **Assessment of VAVS Committee:**

- a) Our **VAVS Executive Committee** continues to provide guidance to our larger VAVS committee. They lead in our fundraising efforts and Volunteer recognition events.
- b) The **VAVS Committee** as a whole has continued to enthusiastically support the Medical Center's mission. Volunteers, items, services, and funding continues to be provided in sufficient quantities to help us maintain programming and assistance for enrolled Veterans.
- c) **Special areas of assistance** include:
  - Community Care Center - lunches and recreational programming
  - Community Living Center - multitude of activities including Holiday programming, special meals, Quarterly Memorial Services, community re-entries
  - Satellite television programming
  - WI-FI services in the Patient /Visitor Lounge and Cafeteria
  - Support for our local Creative Arts Festival

**B. Program Management:**

- a) **Leadership.** Voluntary Service Manager and two Voluntary Service Specialists. All have continued to develop their professional development through various trainings, conferences, and educational opportunities.
- b) **Customer Service Initiatives.** VAVS supports Patient Satisfaction through almost all of our activities. VAVS Manager is co-leader of our Patient Centered Care Committee and interfaces with our Customer Service initiatives.

- c) We continue to be a **Volunteer Caregiver Respite Program** pilot site. This includes one FTEE position Voluntary Service Specialist.
- d) **Student Youth Program** – we continue to increase our student numbers through direct recruitment at local high schools, colleges and universities.

SUBMITTED BY:

ROBERT HAWES  
Voluntary Service Manager

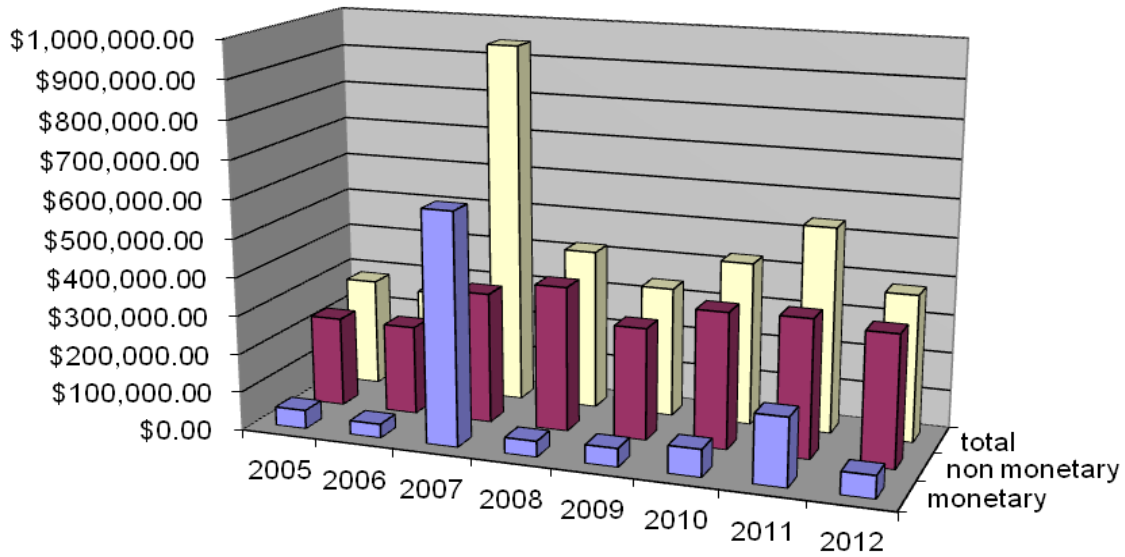
SHERI VALLE  
Voluntary Services Specialist

LISA GUALTIERI  
Voluntary Services Specialist

JAMES CODY  
Medical Center Director

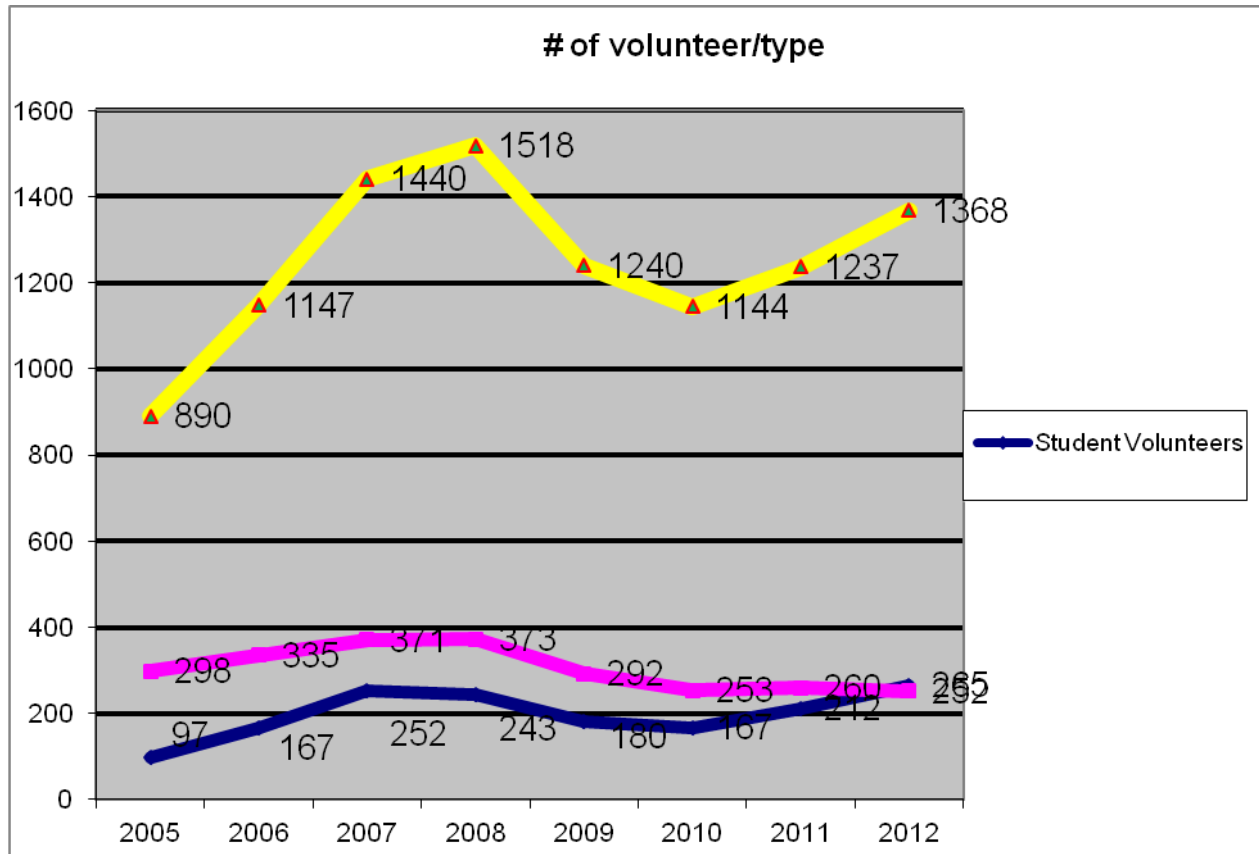
DAVID WEST  
Network Director

### Donations



	2005	2006	2007	2008	2009	2010	2011	2012
■monetary	\$48,650.60	\$36,048.56	\$603,544.60	\$41,147.96	\$48,006.20	\$71,506.73	\$176,776.00	\$58,506.22
■non monetary	\$234,613.30	\$232,360.30	\$341,382.10	\$378,320.50	\$292,116.90	\$354,321.70	\$359,175.30	\$342,305.20
■total	\$283,263.90	\$268,408.86	\$944,926.70	\$419,468.46	\$340,123.10	\$425,828.43	\$535,951.30	\$382,811.42

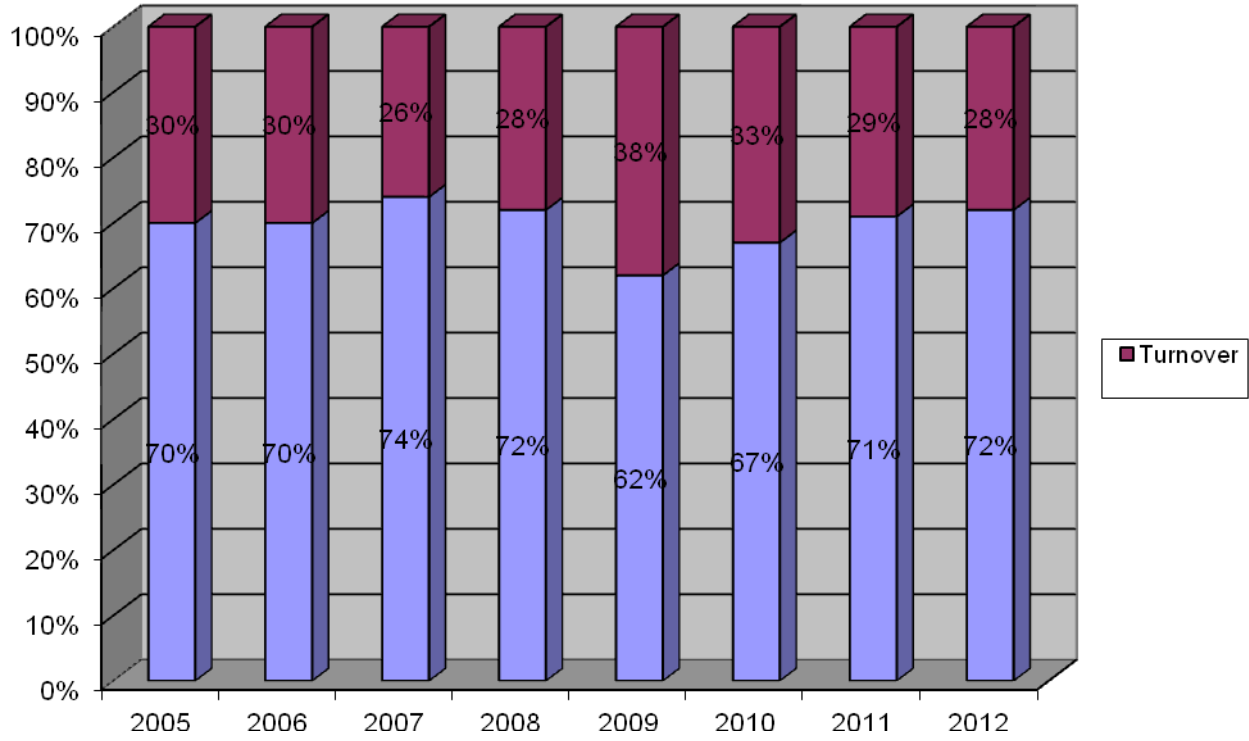
**This chart represents a 8 year depiction of donations**



	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>
Student Volunteers	253	243	180	167	210	265
Volunteers age 40-60	371	373	292	253	246	252
#RS Volunteers	1440	1518	1240	1144	1440	1368

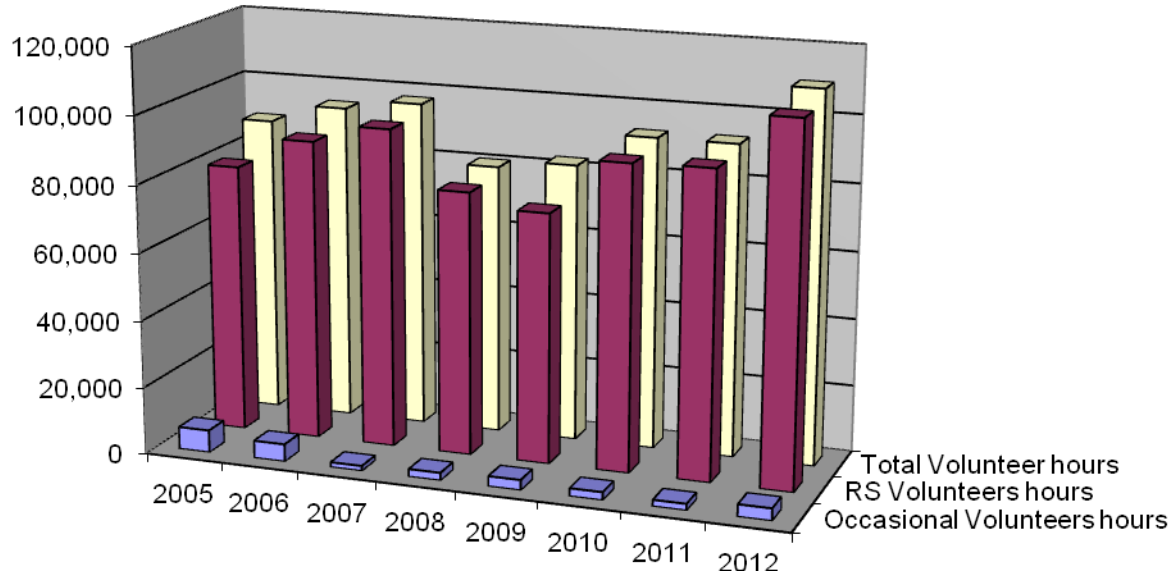
**The Line graph above shows the total number of volunteers over the past 6 years. The bottom two lines represent the number for folks aged 40 to 60 and our student volunteers.**

### Retention/Turnover



**This Bar Graph shows our annual Turnover/Retention rate over the last 8 years.**

### Volunteer Hours

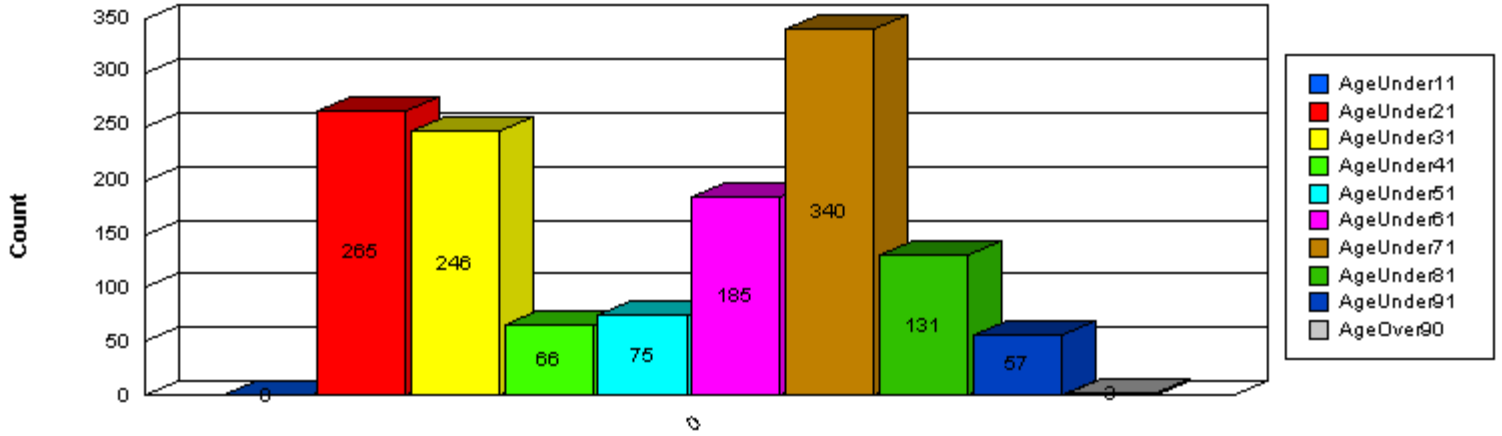


**Volunteer Hours over the last 8 years.**







## Syracuse VAMC Volunteers by Age

Age of RS Volunteers



**Presented at FY'12 VAVS Recognition Event**

<b>Syracuse VA Medical Center Community</b>		10023
PAY TO THE ORDER OF: <b>Syracuse VA Medical Center</b>		<u>DATE: 11/4/2012</u>
		<b>\$ 3,385,197.48</b>
<b>Three Million Three Hundred Eighty Five Thousand One Hundred Ninety Seven and 48/100 DOLLARS</b>		
	The Bank of Good Intentions Serving all who deposit with us!	
MEMO: _____		
		

**Facsimile Check**

**The Impact VAVS has had on the Syracuse VAMC in FY 2012 Expressed as a dollar value**

*Donated FY GPF \$ + value of donated items and activities + (value of donated volunteer hour multiplied by # of volunteer hours)*

## Social Media And the VAVS Program

Syracuse VA Medical Center Timeline Now Admin Panel

VA HEALTH CARE Defining EXCELLENCE in the 21st Century

**Syracuse VA Medical Center** 813 likes · 747 talking about this · 847 were here

Government Organization  
The Syracuse VA Medical Center, part of VA Healthcare Network Upstate New York. The Medical Center utilizes state-of-the-art technology to provide a full range of

About Photos Likes Disclaimer Emergency / Crisis Info

Highlights

Status Photo / Video Offer, Event +  
Write something...

56 Friends  
Connected to Syracuse VA Medical Center  
56 friends like this.  
+47  
4 friends were here

The Syracuse VA continues to lead with its involvement with Social Media. Many Veterans, employees and volunteers connect with this page to keep abreast of what is happening in the Syracuse VA volunteer world.

## Our VAVS Story in Pictures:



**Figure 1 Job Fair**



**Figure 2 VAVS Committee Members @ Fundraiser Luncheon**



**Figure 3 Caps @ a Golf Outing Fundraiser**



Figure 4 Donation from the Gold Star Mothers      Figure 5 Long Time Volunteer Retirement Plaque



Figure 6 A Big Patient Satisfier (Popcorn!)



**Figure 7 One of many item donations!**



**Figure 8 Volunteer Recognition**



**Figure 9 Church Group Bowls for Vets**



**Figure 10** One of our well attended Special Emphasis Programs



**Figure 11** Comfort Item Donation Drive @ a local Church



**Figure 12** W/C Van Donation



**Figure 13 Greeter Program Volunteer**



**Figure 14 More Check Donations!**



**Figure 15 Women's Health Support**





**Figure 16 VA2K**



**Figure 17 VA2K Helpers**



**Figure 18 Big Money!**



**Figure 19 Volunteer of the Year Ernie Green**



**Figure 20 Recognition Gifts**



**Figure 21 Large Screen Projection Donation Celebration**



**Figure 22 Our New PAO (VAVS Manager backs him up)!**



**Figure 23 Homeless Veterans Home Build**



**Figure 24 We Provide Service Organizations Tours**



**Figure 25 Working Collaboratively on Outreach**



**Figure 26 Trolling for New Volunteers w/ our Corporate Partners**



**Figure 27 Our Razzle Dazzle Surgical Scrubs Team!**



**Figure 28 Local Car Dealer Delivers the Goods (Yum)!**