

TABLE OF CONTENTS
P&P MANUAL SECTION 11
COMMITTEE PROGRAM POLICIES

● OVERVIEW-----	1
● AVVA HELPING HANDS GRANT-----	1
● AVVA VISTA-----	1
● AWARDS-----	3
● BYLAWS-----	5
● CONDOLENCE-----	
● DISCIPLINARY-----	6
● ELECTIONS-----	7
● FINANCE-----	
● GOVERNMENT AFFAIRS-----	
● INCORPORATION-----	
● CATHY KEISTER SPIRIT OF EXCELLENCE-----	9
● LEADERSHIP DEVRLOPMENT-----	
● LEGISLATIVE ADVOCACY-----	
● MEMBERSHIP-----	12
● PAPERSAFE-----	
● POLICY & PROCEDURE-----	14
● PROJECT FRIENDSHIP-----	
● PUBLIC & MEDIA RELATIONS-----	

● SECONDARY PTSD-----	15
● STRATEGIC PLANNING-----	17
● TOXIC EXPOSURE-----	18
● VETERANS BENEFITS-----	19
● VETERANS IN THE JUSTICE SYSTEM-----	
● VETERANS SERVICE OFFICER (SEPARATE DOCUMENT)	
● WEBSITE-----	20



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

I. COMMITTEE AND PROGRAM POLICY: *Overview*

- A. Most committees and programs within AVVA have set rules or a specific manner in which they function. This policy section includes all individual committee and program policies currently in place, for those committees or programs that need the structure.
- B. This section of the Policies and Procedures Manual is designed to provide these individual policies for the benefit of the committee chairs, program chairs, and/or members who will be performing the necessary tasks within each committee or program. The policies are in the process of being added, as needed.

II. COMMITTEE AND PROGRAM POLICY: *AVVA Helping Hands Grant*

A. GENERAL RULES

- 1. The project must be sponsored, supported, or endorsed by the AVVA National Board of Directors, State Councils and chapters of Vietnam Veterans of America, Inc., and/or the Associates of Vietnam Veterans of America, Inc.
- 2. Priority is given to matching funds projects.
- 3. AVVA provides funding solely for scientific, charitable, and educational purposes.
- 4. Grants are scheduled for a one (1) year period and are considered for one (1) time, or start-up projects.
- 5. The one (1) year period shall begin at the time of grant acceptance.
- 6. Applications may be received at any time. The instructions and form for applying for this grant are available in the Forms section of the Policy and Procedures Manual, F-PROG08.01.

III. COMMITTEE AND PROGRAM POLICY: *AVVA VISTA Committee*

A. GENERAL:

- 1. AVVA recognizes that VA clinic hours are already being counted, and that procedure remains intact. These guidelines are designed to encompass those countless hours not recognized or counted by the VVA's Veterans Administration Volunteer Services (VAVS).



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

2. The Associates of Vietnam Veterans of America give innumerable hours of service to our veterans and our communities. In an effort to capture the totals and recognize those who have committed their time to AVVA's service, we have created the *VOLUNTEERS IN SERVICE TO AMERICA (AVVA VISTA)* Program.

B. DEFINITION OF VOLUNTEER HOURS

1. Volunteer hours are hours donated without prejudice or coercion to the betterment or care of our veterans, individually or collectively, or involvement in community activities or local charities in your capacity as an AVVA member.
2. Examples of VISTA hours include, but are not limited to:
 - a. Assisting an individual who would otherwise have difficulty completing day-to-day tasks. (i.e. shopping, cleaning, and/or cooking without assistance);
 - b. Cooking for a chapter meeting, volunteering during fundraisers, and/or chapter functions;
 - c. Driving an individual to doctor's office visits;
 - d. Visiting Nursing Homes or Hospitals;
 - e. Spending time with emotionally, mentally or physically challenged persons (*'Lending an ear'*);
 - f. Creating items to be donated or building quality-of-life home improvements for the physically challenged;
3. Collecting Hours:
 - a. Each volunteer will record their donated time(s) and submit to the AVVA VISTA coordinator on a monthly basis.
 - b. The volunteer will use **Form F-Pro08.03** to record hours. This form will be available on the AVVA website, or may be requested to be sent by U.S. mail to the volunteer from the AVVA VISTA Coordinator, State President, State Representative, or Regional Director.
 - c. The volunteer must completely fill out the identifying portion of the timesheet to insure credit is given to the proper individual and/or AVVA chapter. Hours donated must be recorded for each event with a brief explanation of how time was spent.
 - d. The volunteer may submit the timesheet electronically to: vista@avva.org, or mail it to the AVVA VISTA Coordinator at the address provided on the form.
 - e. The AVVA VISTA Committee reserves the right to verify hours, should a question be raised as to the validity of records.

C. RECOGNITION



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

1. AVVA National will recognize those individuals and chapters recording and submitting the most volunteer hours during the applicable fiscal year for their efforts and accomplishments.
 - a. While VISTA tracks all hours turned in for accounting purposes, this program was created to give recognition to AVVA Regular Members.
2. This recognition will take place during the AVVA luncheon at the National Convention, or the AVVA luncheon at the National Leadership & Educational Conference.
3. The Fiscal Year will begin March 1, and end on the last day of February of each year.

D. VISTA COORDINATOR

1. The Coordinator is a member of the AVVA VISTA Committee and is appointed by the committee members.
2. The Coordinator is responsible for recording, tallying, and reporting volunteer hours to the State President, State Representative, and the board of directors on a quarterly basis.
3. The committee chair will submit the annual budget to the Finance Committee.
4. The Coordinator mentors and advises the membership regarding qualifying hours.

IV. COMMITTEE AND PROGRAM POLICY: *Awards Committee*

A. PURPOSE

1. The Awards Committee gathers nominations and selects the recipients of the AVVA Member of the Year and Fellowship Awards. The committee shall consist of an odd number of members with the minimum being three (3).
2. These awards are presented to the recipients at the AVVA Annual National Meetings.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

3. Criteria for Member of the Year (**F-AWA03.01**), the Fellowship Award (**F-AWA03.02**), and the nomination form (**F-AWA03.03**) are listed on the AVVA website under *AVVA General Forms*. (www.avva.org)

B. COMMITTEE CHAIR DUTIES

1. The committee chair is appointed by the national president and approved by the board of directors. The committee chair is a non-voting member of the committee.
2. The committee chair will submit the annual budget to the Finance Committee.
3. The chair works with the national secretary to announce through all available avenues of communication that the committee is accepting nominations for Member of the Year and Fellowship Awards; timeframe and location of the nominations forms will be included in all announcements. Announcements begin in January of each year; deadline for submissions is determined after announcement of the annual meeting dates.
4. In an effort to assure fairness and to foster unbiased selections, the chair gathers the nominations and removes the name and all identifying information from the forms and accompanying documentation.
5. All nominations are numbered consecutively to assure anonymity and sent to the committee members with a ballot for review and a deadline date for voting.
6. After receiving the ballots back from the committee members, the chair shall tally the votes to determine the recipient.
7. The recipients must receive a majority of the votes. In the event of a tie, the national president will cast the deciding vote.
8. The recipients shall remain confidential until the luncheon announcement.
9. The chair shall maintain the ballots until after the recipients are announced.
10. The chair orders the plaques and prepares the certificates.
11. The chair, or the chair's designee, announces the recipients during the AVVA Annual National Meeting.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

12. All nominees are recognized during the AVVA National Meeting Luncheon:

- a. Names of all nominees are read before the recipients are announced.
- b. Certificate of Recognition is awarded to each nominee.

C. COMMITTEE MEMBER DUTIES

1. The committee members are chosen by the committee chair and approved by the board of directors.
2. Each member must sign an AVVA confidentiality agreement.
3. Each member must maintain impartiality and choose the recipient on merit alone.
4. Members must return the ballot to the committee chair by due date through US Postal Service or email to be counted.

V. COMMITTEE AND PROGRAM POLICY: *Bylaws Committee*

A. PURPOSE

1. The Bylaw Committee serves to advise the national board regarding interpretations or possible revisions of the AVVA Bylaws, in accordance with guidelines and determination of the Corporation.

B. COMMITTEE STRUCTURE

1. The committee chair will appoint, with board approval, 2 to 4 additional committee members.
2. The committee chair will submit the annual budget to the Finance Committee.
3. The committee chair will receive all Bylaw Change Proposals, and forward them to the committee members for review.
 - a. The committee will review each change request, and either recommend it, offer a revised text, or recommend denial.
 - b. "The result of the review will be provided to the board and the person submitting the proposal.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

4. The Bylaws Committee will work together with the Incorporation Committee during the incorporation process for states and chapters.
5. The Bylaws Committee will work with the Disciplinary Committee, when needed for clarifications, when action is pending, or in process.

VI. COMMITTEE AND PROGRAM POLICY: *Condolence Committee TBA*

VII. COMMITTEE AND PROGRAM POLICY: *Disciplinary Committee*

- A. BASIC FUNCTION: The Disciplinary Committee maintains stewardship of the AVVA Disciplinary Code and exercises the processes defined therein to safeguard the integrity, ethics and core values of the Corporation, its officers and general membership.
- B. COMMITTEE STRUCTURE
 1. The Disciplinary Committee shall consist of a chair and three (3) members. The chair, with the approval of the national board of directors, is appointed by and serves at the discretion of the national president.
 2. All committee members shall sign the standard AVVA Confidentiality Agreement.
- C. COMMITTEE DUTIES
 1. Ensure consistent and timely application of disciplinary processes.
 2. Provide and maintain accurate and timely documentation as disciplinary processes are applied during disciplinary action.
 3. Provide and maintain accurate and timely communications as disciplinary processes are applied during disciplinary action to:
 - a. Disciplinary sub-committees.
 - b. Complainant and the accused.
 - c. AVVA officers and national BOD.
 4. Provide stewardship and maintain:
 - a. AVVA Disciplinary Code.
 - b. Disciplinary case files.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

D. CHAIR DUTIES

1. Oversee consistent and equitable application of disciplinary processes as defined in the AVVA Disciplinary Code.
2. Provide advice and counsel.
3. Prepare and submit quarterly committee reports to the national BOD.
4. Prepare, submit and manage annual committee budget.
5. Provide training to committee members as appropriate.

VIII. COMMITTEE AND PROGRAM POLICY: *Elections Committee*

A. BASIC FUNCTION

1. The Elections Committee serves to advise the Associates of Vietnam Veterans of America (AVVA) membership regarding their national, state, and chapter elections in accordance with the Policy and Procedure Manual, section 5.
2. The Elections Committee oversees the AVVA biennial national elections of officers and board members.

B. COMMITTEE STRUCTURE

1. The Elections Committee should consist of a minimum of three (3) to five (5) members, one of whom will be the committee chair. The national president, with the approval of the board of directors, will appoint the committee chair.
2. One member of the Elections Committee shall be designated as the Database Coordinator, such position being responsible for an official database of all election results for the purpose of national elections.

C. COMMITTEE CHAIR DUTIES

1. The committee chair shall appoint members of the committee as needed, with the approval of the national board.
2. The committee chair shall be responsible for the actions of all committee members, and shall report any issues to the board of directors as needed.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

3. The chair will be responsible for sending any policy change requests that may come to the P&P chair, to the Elections Committee members for their consideration and comments.
4. In a national election year, the chair shall be responsible for receiving all national delegate/alternate delegate registration forms and ensuring that all necessary information is on the forms.
5. In a national election year, the chair shall be responsible for submitting the delegate information to the membership chair for verification of all required criteria.
6. In an election year, the chair shall be responsible for consulting with the finance chair to ensure that all registering delegates from incorporated subsidiaries have submitted their Financial Reports on time.
7. In a national election year, the chair will be responsible for mailing/emailing a confirmation notice to the delegates/alternate delegates.
8. The chair will assist during the registration process at national conventions.
9. In a national election year, the chair will coordinate the election process at the national convention, and will solicit non-biased vote counters to count and record the election results at the end of the voting process.
10. The chair, or their designee, shall announce national election results to the convention body.
11. The committee chair will submit the annual budget to the Finance Committee.

D. COMMITTEE MEMBERS DUTIES

1. Committee members shall be expected to review election policy change requests, and provide input and recommendations to the committee chair.
2. Committee members will be responsible for rendering their assistance to the chair when matters arise regarding the Elections Committee.
3. Committee members will be responsible for periodic review of the elections policy in the Policy and Procedure Manual, and submitting their suggestions for maintenance of said policy to the chair.
4. In a national election year, the committee members will assist the chair at the national convention during registration and election processes.

E. DATABASE COORDINATOR



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

1. The data base coordinator will be responsible for maintaining an accurate data base of the results of elected state and chapter representatives and officers – provided to the coordinator from regional directors and if no regional director exists, then the state officer or point of contact (POC).
2. The data base coordinator will send a confirmation email to the reporting regional director, or if no regional director exists, then the state officer or point of contact (POC), of all information received.

IX. COMMITTEE AND PROGRAM POLICY: *Finance Committee TBA*

X. COMMITTEE AND PROGRAM POLICY: *Government Affairs Committee TBA*

XI. COMMITTEE AND PROGRAM POLICY: *Incorporation Committee TBA*

XII. COMMITTEE AND PROGRAM POLICY: *Cathy Keister Spirit of Excellence Award Committee*

A. PURPOSE

1. An AD HOC Committee was temporarily formed and was assigned the task of creating this award, its criteria, and the committee and chair positions that would take on the future oversight of this award. The award was created to honor Associates of Vietnam Veterans of America (AVVA) Vice-President Cathy Keister, who passed away while in office, March 26, 2016. This award is the second highest achievement award in the Associates of Vietnam Veterans of America organization.
2. Cathy was devoted to her own chapter and fellow members, and yet was the first one to assist any chapter or person that may have the need. She was most admired for her ability to mentor, her standard of ethics and excellence in her own work, and the tenacity to take on causes greater than herself.

B. WHO QUALIFIES



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

1. This award will be presented to a chapter that demonstrates extraordinary loyalty and service to each other, veterans and their families, and their community, and meets the listed criteria.

→ **OR:** To an individual who demonstrates the ability to lead, mentor, and inspire others to serve in the good works of their community, state or chapter and the Associates of Vietnam Veterans of America, and meets the listed criteria.
2. The nominee for this award **may not** be a current national officer, or national regional director.

C. WHO CAN NOMINATE

1. Any member of AVVA or of VVA, who is currently in good standing, may nominate any member of AVVA or any AVVA chapter for this award.

D. CHAPTER NOMINATION CRITERIA

1. The nominating party must provide a written statement verifying the AVVA chapter's adherence to the following criteria: *(See also the nomination form, F-AWA03.04)*
 - a. Chapter members must exhibit extraordinary loyalty to each other, as well as veterans, veterans' families, or their community.
 - b. Chapter must be able to document their exemplary service to each other, as well as veterans, veterans' families, or their community.
 - c. Chapter must be in good standing, with no pending disciplinary actions against itself or any of its members.

E. INDIVIDUAL NOMINATING CRITERIA

1. The nominating party must provide a written statement verifying the AVVA member's adherence to the following criteria: *(See also the nomination form, F-AWA.03.04)*
 - a. The member must show the *abilities of a leader*, or be someone who people commonly follow in the planning and executing of AVVA projects or events.
 - b. The member must display an interest in or talent for mentoring and/or inspiring others.
 - c. The member must be in the forefront of organizing and/or participating in the service and good works within their AVVA state, AVVA chapter, or within their community.
 - d. The person must be an AVVA member in good standing, with no pending disciplinary actions against them.

F. PREPARING THE NOMINATION



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

1. Any person nominating a chapter or individual for the Cathy Keister Spirit of Excellence Award must complete the following steps:
2. *(Highly recommended)* Read and understand all criteria that would apply to your nominee, both here and listed on the nomination form.
3. Prepare a statement of details that support your nomination.
4. Collect any written supporting statements from others, corroborating articles from magazines, newsletters, newspapers, etc.; collect any photographs or other supporting evidence of your statements.
 - a. Copies of these items must accompany the nomination form, sent to the Nomination Chair.
5. Fill out the nomination form thoroughly and make a copy for your records.
6. Send the nomination form and copies of all supporting documents and files to the Nomination Chair at the address listed on page one of the Nomination form.
 - a. The Nomination Form may be mailed through USPS regular mail, or it may be sent by email.
 - (i) If sent by email, all forms, photos, statements, articles must be either word docs, PDF files, .gif or .jpg files, and must be sent as attachments to the email.
7. The nominating chairperson will send a confirmation email to the submitting party.

G. RECIPIENT DETERMINATION

1. The Executive Board will make the decision regarding the recipient of the Cathy Keister Spirit of Excellence Award. The executive board is made up of the four (4) national officers: The president, vice-president, secretary and treasurer.
2. The nomination chair will receive all nominations and make copies that are stripped of all identifying information. These copies will be numbered and sent to the Executive Board, who will read and discuss all of the information for each nominee.
3. The Executive Board will notify the nomination chair of the chosen recipient's number.
4. The nomination chair will match that number with the original nomination forms and documents.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

5. The award will be presented at the AVVA National Convention, or the VVA/AVVA Leadership and Educational Conference, depending on the year of occurrence.
 - a. All nominees will be announced at the AVVA Luncheon and will be presented with a certificate recognizing their nomination.
 - b. The winner of the award will be confidential until the announcement is made.
6. Recipients of this award will be listed on the plaque that is held in the AVVA National Office, by year and name.
7. Should the criteria not be sufficiently met by any nominee, the award will not be presented that year.

XIII. COMMITTEE AND PROGRAM POLICY: *Leadership Development Committee TBA*

XIV. COMMITTEE AND PROGRAM POLICY: *Legislative Advocacy Program TBA*

XV. COMMITTEE AND PROGRAM POLICY: *Membership Committee*

A. BASIC FUNCTION

1. The Membership Committee serves to advise the national board of directors and the National Membership Department, regarding membership issues in accordance with Section 7 of the Policy and Procedures manual.

B. COMMITTEE STRUCTURE

1. The Membership Committee should consist of a minimum of three (3) to five (5) members, one of whom will be the committee chair. The chair will be a voting member of the committee. The national president, with the approval of the board of directors, shall appoint the committee chair.

C. COMMITTEE CHAIR DUTIES

1. The committee chair shall appoint members of the committee as needed, with the approval of the national board of directors.
2. Assists the National Membership Department with monthly distribution of rosters.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

3. Works with the Membership Department to ensure that the National Membership Roster is complete and accurate.
4. Works with the National Membership Department and the AVVA national treasurer to ensure sufficient supplies are in stock.
5. Reviews and approves all items and supplies to be ordered, subject to approval of the National Treasurer.
6. Prepares the yearly budget for the Membership Committee.
7. Reviews all items distributed to the membership from the National Office and updates with the assistance of the Executive Committee.
8. Updates the Staff Reference Guide as needed.
9. Submits committee reports to the national secretary for publication.
10. Manages the distribution of the “Veteran Magazine” to AVVA members.
11. Edits and creates policies with the assistance of the National Membership Committee.
12. Works with the Election Committee as needed.
13. Attends the VVA National Membership Committee meetings as the AVVA Special Advisor and gives an oral report.
14. Submits AVVA Membership Report to the VVA National Membership Chair before the National Membership Committee meeting in Silver Spring.
15. Submits articles to the UPDATES electronic newsletter.
16. Prepares and submits the annual budget request to the finance chair.
17. Answers questions for members related to membership issues.
18. Works in conjunction with other committees as necessary.
19. Performs any other duties as requested by the National President.

D. COMMITTEE MEMBER DUTIES

1. Review policies and provide input to the committee chair for changes when needed.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

2. Recommend and assist in creating and preparing materials to be used by the membership for recruiting and retention.

XVI. COMMITTEE AND PROGRAM POLICY: *Paper Safe Program TBA*

XVII. COMMITTEE AND PROGRAM POLICY: *Policy and Procedure Committee*

A. BASIC FUNCTION

1. The Policy and Procedure (P&P) Committee oversees changes in the AVVA Policy and Procedure Manual. The P&P committee receives all Policy Change Requests sent from the general membership, processes them according to this policy, and makes sure that all such changes are presented to the board of directors.

B. COMMITTEE STRUCTURE

1. The P&P committee shall include three (3) to five (5) members, including the chair, who should not reside in the same states as the other members. It is recommended that each member be from a different region.
2. The national president appoints the Policy and Procedures Committee chair, with the approval of the national board of directors.
3. The P&P Committee chair's term shall be in conjunction with that of the national officers and board of directors at the time of their appointment.

C. COMMITTEE CHAIR

1. The committee chair, with the approval of the national board of directors, will appoint committee members.
2. The chair will be responsible for processing all P&P Change Requests:
 - a. The P&P committee chair receives all Policy Change Request Forms, and determines which AVVA committee(s) each change request affects.
 - b. The P&P Committee chair sends the change requests to the P&P Committee members for input.
 - c. The P&P Committee chair sends the P&P change request to the appropriate AVVA committee for comment or suggested revisions, with or without any comments or suggestions from the P&P Committee, which will appear on a separate document.
 - d. The P&P chair receives the change forms back from the appropriate committee(s) to prepare them for presentation to the board of directors.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

- e. The P&P chair will prepare the appropriate forms and/or documents in order to present the change request to the board of directors for approval or denial.
 - f. If a committee makes substantial changes to the original change request, both the original request form and the form revised by that committee will be submitted to the national board of directors.
3. If changes to the P&P are approved, the P&P chair will turn those changes over to the national secretary, exactly as approved, for inclusion in the National Policy and Procedures Manual.
 4. Regardless of the outcome, the P&P chair will notify the requestor as to whether the changes were accepted or denied by the board of directors.
 5. The committee chair will submit the annual budget to the Finance Committee.

D. COMMITTEE MEMBERS

1. Committee members will be charged with reviewing requests for policy change, and providing input to the P&P chair, to be considered by the appropriate AVVA committee.
2. P&P committee remarks are not binding on any AVVA committee. The purpose is for relatively impartial comment to be provided.
3. Unless the policy change request is coming out of the P&P committee, remarks will be restricted to subjects that are legal issues, are grammatical problems, or that are issues that would conflict with or contradict policy in other portions of the Policy and Procedure Manual.

XVIII. COMMITTEE AND PROGRAM POLICY: *Project Friendship Program TBA*

XIX. COMMITTEE AND PROGRAM POLICY: *Public and Media Relations Committee TBA*

XX. COMMITTEE AND PROGRAM POLICY: *Secondary PTSD Program (PTSD'2')*

A. MISSION

1. This program is designed for the partners/spouses, and family members of the veteran who may have returned home a changed person; one that his/her loved



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

ones do not recognize. It is intended to bring awareness to the existence of Secondary PTSD and to recognize the symptoms associated with it.

B. PRINCIPLES

1. This program uses the “peer to peer” support group model to achieve its mission. The Secondary PTSD program is by no means an avenue of counseling or treatment. It is intended solely to give participants an understanding of the illness, while providing a venue for sharing common concerns and experiences. *This is not a mandatory program.* It is available to any that are interested in the subject matter and are willing to provide support in an open, encouraging and positive manner.
2. Participants in this program support, understand, and share experiences that may bring meaning to an internal challenge in their lives.

C. FACILITATORS

1. Individuals may volunteer to become a facilitator by contacting either of the co-chairs of this program.
2. The volunteer must go through a series of educational sessions regarding Secondary PTSD and group facilitation skills.
3. When the sessions are completed, the volunteer becomes a facilitator and is prepared to take the program forward and will organize, conduct, and manage a PTSD’2’ support group.
 - a. The facilitator must be willing to attend additional educational sessions, perform ongoing subject matter research, and participate in on-line facilitator cohort forums.
 - b. The facilitator must stay current with the subject matter and be prepared to bring the best information to their group members.

D. PROGRAM STRUCTURE

1. While not a mandatory program, it exists for those who are interested in the subject matter and are willing to provide support in an open, encouraging, and positive way.
2. A chair or co-chairs, who will oversee all program content, and who will approve applications for becoming facilitators, manage the program.
3. With the approval of the AVVA National Board of Directors, the chair or co-chairs will determine the content of training, the manner by which the program is facilitated and the time and manner in which training is presented.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

- a. Training sessions may be in an on-line format, or may be conducted in an in-person seminar.
4. The committee chair will submit the annual budget to the Finance Committee.

XXI. COMMITTEE AND PROGRAM POLICY: *Strategic Planning Committee*

A. BASIC FUNCTION

1. The Strategic Plan is a living document, subject to updates or changes and any given time. The document consists of goals for the corporation, and strategies to reach those goals.
2. The Strategic Plan is formulated using the *SWOT* analysis method.
 - a. *SWOT* is an acronym for: strengths, weaknesses, opportunities and threats within an organization.
 - b. A *SWOT* analysis can be performed at any time the corporation deems necessary.
3. Strategic planning is used to create new projects designed to keep an organization relevant to modern consumers. Strategic planning describes the process an organization uses to determine how it can successfully meet its objectives and carry out its mission.

B. COMMITTEE STRUCTURE

1. The Strategic Planning Committee should consist of a minimum of three (3) members, one of whom will be the committee chair. The national president, with the approval of the board of directors, will appoint the committee chair.
2. With the approval of the board of directors, the committee chair shall appoint such members as are required to perform the functions of this committee.

C. COMMITTEE CHAIR DUTIES

1. The committee chair will be responsible for the content and format of the Strategic Plan.
2. The committee chair shall be responsible for the actions of all committee members, and shall report progress or issues to the board of directors as needed.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

3. The committee chair shall appoint members of the committee as needed, with the approval of the national board.
4. The chair will make herself/himself available for questions or to assist the committees and board members, during planning meetings or at other times.
5. Encourage the national officers, board members and committee chairs to review the current Strategic Plan when preparing budget requests, and use the reference to a particular goal in any related budget request.
6. The committee chair will submit the annual budget to the Finance Committee.

D. COMMITTEE MEMBERS DUTIES

1. Committee chair and members shall be expected to complete the following tasks:
 - a. Oversee the content of the National Strategic Plan.
 - b. Conduct annual reviews of progress or lack thereof, of each goal.
 - c. Request a review of individual goals be done annually, by the appropriate officer, director, or committee chair, to be submitted back to the Strategic Planning Committee.
 - d. Review all material and prepare an annual report for the national board of directors prior to the October board meeting of every year.
2. If a committee member finds any problems they shall immediately report such problems to the strategic planning committee chair for resolution.

E. BOARD OF DIRECTORS RESPONSIBILITIES

1. The national board of directors shall have final authority over the content of the National Strategic Plan.
 - a. The board of directors must approve the submitted plan in its entirety, in order that it may be considered official.
 - b. The board of directors may, if they so choose, request changes or moderations in the plan if they, as a body, believe that such changes will benefit the corporation.
 - c. When progress reports are submitted to the board, they should make such decisions as are necessary to successfully correct or complete any deficiencies.

XXII. COMMITTEE AND PROGRAM POLICY: *Toxic Exposure Committee TBA*



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

XXIII. COMMITTEE AND PROGRAM POLICY: *Veterans Benefits Committee*

A. BASIC FUNCTION

1. The Veterans Benefits Committee oversees the Service Officer Program, writes and revises policies, updates the Spousal Benefits brochure, and ensures compliance of said program.

B. COMMITTEE STRUCTURE

1. The director and chair may be a combined appointment (director/chair).
2. The director/chair may or may not be a certified service officer.
3. The committee should consist of a minimum of three (3) members, who are certified service officers. The director/chair is a voting member in case of a tie.

C. DUTIES OF THE DIRECTOR/CHAIR

1. The director/chair is the credentialing officer of the program.
 - a. Accepts and reviews every application to the program.
 - b. Sends certification notices to the OCG (letter with form 21).
 - c. Sends revocation notices to the OCG letter with SO certification#
 - d. Sends educational requests to the VVA program secretary (name and email).
2. The director/chair, or their designee, maintains the records of each applicant during and after the accreditation process.
 - a. Receive application.
 - b. Verification of AVVA membership.
 - c. Collection of DD-214 if veteran.
 - d. Collection of NVLSP certificate.
 - e. Documents online training completion.
 - f. Verifies passing score in online testing.
 - g. Collects PIV card.
 - h. Collects the signed recommendation from the AVVA state representative or president, or the regional director.
 - i. Collects signed receipt of Policy Manual.
 - j. Collected and stores quarterly reports.
3. The director/chair, or their designee, maintains a current listing of the active service officers on the AVVA website.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

4. The director/chair, or their designee, attends the VVA Veterans Benefits Committee meetings.
5. The director/chair writes a board and VVA committee report before each BOD meeting.
6. The director/chair submits the annual budget request to the finance chair.

XXIV. COMMITTEE AND PROGRAM POLICY: *Veterans in the Justice System Committee* **TBA**

XXV. COMMITTEE AND PROGRAM POLICY: *Veterans' Service Officer Program*

- A. Please refer to the complete Service Officer Program Policy for all policy details.
 1. [http://www.avva.org/documents/AVVA Program Policies Revisions 2014.pdf](http://www.avva.org/documents/AVVA_Program_Policies_Revisions_2014.pdf)

XXVI. COMMITTEE AND PROGRAM POLICY: *Website Committee*

A. BASIC FUNCTION

1. The Website Committee's main function is to oversee and maintain the Associates of Vietnam Veterans of America, Inc. (AVVA) National Website.
 - a. Design or oversee the design of a National Website
 - b. Maintain or oversee the maintenance of the website
 - c. Update, add, or remove information regularly
 - d. Regularly verify the functionality of the website
2. Suggest the overall content and appearance, and execute same, with the approval of the national president and/or the board of directors.
3. Maintain the appearance and content of a Face Book or other social media page if one exists.

B. COMMITTEE STRUCTURE



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

1. The Website Committee shall prefer a committee chair who has at least basic knowledge of website design and maintenance. The national president, with the approval of the board of directors, will appoint this committee chair.
2. With the approval of the board of directors, the committee chair shall appoint such members as are required to perform the functions of this committee.
3. The committee may request such professional assistance as may be required to create or maintain functionality of the website, which may or may not require funding from a website budget. The national president shall determine the need for professional services on a case-by-case basis.

C. DUTIES OF COMMITTEE CHAIR

1. The committee chair will be responsible for the look, content, and functionality of the National Website. The Website Committee chair shall perform or oversee the following:
 - a. The Website Committee chair shall act as Webmaster.
 - b. The chair shall add, remove, or change content at the request of the board of directors or the national president in a timely manner.
 - c. The chair shall update and/or add previously agreed upon content as soon as is possible upon receipt of such information. (EXAMPLE: meeting minutes and reports).
 - d. The chair shall suggest changes in design if or when such change would be in the best interest of the Corporation. The board of directors must approve design changes.
 - e. The chair shall effect the change in design, addition or subtraction of information, and the manner in which the website functions as required, or as suggested by the board of directors or the national president, by performing the functions his or herself, by delegating tasks to committee members, or by hiring of a website maintenance professional.
 - (i) The hiring of a website professional must be previously agreed upon and budgeted for by the board of directors.
2. The committee chair shall be responsible for the actions of all committee members, and shall report progress or problems to the board of directors on a regular basis.
3. If professional services are used, the committee chair shall verify any changes or additions made by such professionals by viewing or testing such changes as soon as they are made. The chair or their designated committee member will perform this function.
4. The committee chair will submit the annual budget to the Finance Committee.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

D. DUTIES OF COMMITTEE MEMBERS

1. Committee members shall be expected to inspect the National Website on a weekly basis, in order to determine:
 - a. That the website looks as expected with regard to design
 - b. That the website functions as expected with regard to links and other technical aspects
 - c. That the content is current, accurate and appropriate
2. If the committee member finds any problems they shall immediately report such problems to the Website Committee chair for resolution.
3. Committee members may offer suggestions regarding design, content or functionality as they may see fit.
 - a. Any significant changes shall be discussed by the entire committee, and if approved by the committee, shall be submitted to the national president and/or the board of directors for approval.

E. WEBSITE CONTENT APPROVAL

1. The national president must approve any other-than-common or consistent information and links to other websites or information that comes from an outside source, such as vendors or other businesses or organizations.
2. The national board of directors shall have final authority over the design and overall content of the national website.
 - a. The board of directors must approve any overall design or significant design change.
 - b. The board of directors must approve the general types of content that will be included in the website, or that will be linked to the website.
 - (i) *Definition:* General type of information to be contained in or connected to the website, such as Veteran related issues, AVVA related information, legislative issues, health issues that affect Veterans or their families, etc.
 - c. The board of directors may, if they so choose, pre-authorize the website committee to make regular additions or changes in areas that will be reasonably static. An example of such pre-authorization may be to allow for the regular posting of meeting minutes and reports as they come available, without individual approval.