

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

OVERVIEW -----	1
AVVA HELPING HANDS GRANT -----	1
AVVA VISTA -----	1
AWARDS -----	4
BYLAWS -----	5
CONDOLENCE -----	7
DISCIPLINARY -----	8
ELECTIONS -----	9
FINANCE -----	10
GOVERNMENT AFFAIRS -----	12
INCORPORATION -----	12
CATHY KEISTER SPIRIT OF EXCELLENCE -----	14
LEADERSHIP DEVELOPMENT -----	17
LEGISLATIVE ADVOCACY -----	18
MEMBERS IN THE JUSTICE SYSTEM -----	18
MEMBERSHIP -----	19
PAPER SAFE -----	21
POLICIES & PROCEDURE -----	22
PROJECT FRIENDSHIP -----	23
PUBLIC & MEDIA RELATIONS -----	24
SCHOLARSHIP -----	25
SECONDARY PTSD -----	28
SPOUSAL & SURVIVOR BENEFITS -----	29
STRATEGIC PLANNING -----	30
TOXIC EXPOSURE -----	32
WEBSITE -----	32



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

I. COMMITTEE AND PROGRAM POLICIES: *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 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 members performing the necessary tasks within each committee or program. The guidelines are in the process of being added as needed.

II. COMMITTEE AND PROGRAM POLICIES: *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 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 project.
5. The one (1) year period shall begin at grant acceptance.
6. Applications may be received at any time. The instructions and form for applying for this grant are available on the AVVA Website, general forms page. (***F-Pro08.01***)

III. COMMITTEE AND PROGRAM POLICIES: *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).
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



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

who have committed their time to AVVA's service, we have created the *VOLUNTEERS IN SERVICE TO AMERICA* (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, etc.).
 - b. Cooking for a chapter meeting, volunteering during fundraisers and/or chapter functions.
 - c. Attending an AVVA or VVA meeting.
 - d. Driving an individual to doctor's office visits.
 - e. Visiting nursing homes or hospitals.
 - f. Spending time with emotionally, mentally, or physically challenged persons (*'Lending an ear'*).
 - g. Tasks required of you by your members at the chapter, state, or national events, subject to being specifically sent to the said event by your membership.
 - h. Creating items to be donated or building quality-of-life home improvements for the physically challenged;
 - i. A maximum of six (6) hours per day spent tending your veteran who would otherwise have difficulty or be unable to do the task at hand, i.e., driving to doctor appointments, bathing, dressing for the day.
 - j. Only hours spent in seminars during the Leadership & Education Conference.
 - k. Only hours spent in the business session of the convention.
3. Examples of hours that **will not** be counted:
 - a. Hours spent volunteering in a VA Clinic (these hours are counted by VVA).
 - b. Hours spent volunteering in the specific capacity of an AVVA Board Member.
 - (i) Board Members may count hours spent in the capacity of a chapter or state position if they hold one but may not make an issue of their board position.
 - c. Hours spent traveling to conventions or leadership.
 - d. Hours spent tending to your veteran while being compensated by the VA through the Caregiver's Act.
 - e. Hours spent when being compensated financially.
 - f. Hours spent when being compensated with an in-kind gift.
4. Collecting Hours:
 - a. Each volunteer will record their donated time(s) and submit it to the AVVA VISTA Coordinator monthly.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

- 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 ensure 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 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

1. The AVVA National Board of Directors will recognize those individuals and chapters performing the most volunteer hours during the applicable fiscal year for their efforts and accomplishments. These hours must be properly recorded and submitted.
 - a. While VISTA tracks all hours submitted for accounting purposes, this program was created to give recognition to AVVA Regular Members. Although dual member's volunteer hours will be counted, they are ineligible for awards.
2. This recognition will take place during the AVVA luncheon held at the annual meetings.
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 AVVA National President, with the approval of the Board of Directors.
2. The coordinator will select two (2) or more additional committee members for the term of the committee.
3. 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.
4. The coordinator will submit the annual budget to the Finance Committee.
5. The coordinator mentors and advises the membership regarding qualifying hours.

E. VISTA COMMITTEE MEMBERS

1. The members of the AVVA Vista Committee are responsible for:
 - a. Assisting the coordinator in counting and verifying hours submitted.
 - b. Determining and verifying the order of award recipients.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

- c. Aiding the coordinator in making decisions regarding VISTA Committee concerns.

IV. COMMITTEE AND PROGRAM POLICIES: *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.
3. The National Board, Deputy Regional Directors, Chairpersons of National Committees or Programs, and all members of the National Awards Committee are ineligible for any AVVA National Awards.
4. Criteria for Member of the Year (*F-Awa03.01*), the Fellowship Award (*F-Awa03.02*), and the National Nomination Award form (*F-Awa03.03*) are listed on the AVVA Website under AVVA General Forms. (www.avva.org/forms.html)

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 nomination for Member of the Year and Fellowship Awards; timeframe and location of the nomination's 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 a tie, the National President will cast the deciding vote.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

8. The recipients shall remain confidential until the luncheon announcement.
9. The chair shall maintain the ballots until 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.
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 the due date through U.S. Postal Service or e-mail to be counted.

V. COMMITTEE AND PROGRAM POLICIES: *Bylaws Committee*

A. PURPOSE

1. The Bylaws Committee serves to advise the National Board regarding interpretations or proposed amendments of the AVVA National Bylaws, and to develop and oversee the State and Chapter Bylaw templates to ensure that they are continuously in compliance with the National Corporate Bylaws.

B. HIERARCHY OF DOCUMENTS

1. The corporation ruling order of documents is:
 - a. National Articles of Incorporation
 - b. National Bylaws
 - c. Policies and Procedure Manual

C. COMMITTEE STRUCTURE



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

1. The Committee Chair is appointed by the National President, with the approval of the Board of Directors.
2. The Committee Chair will appoint, with board approval, a minimum of two (2) additional committee members.
3. The Committee Chair will submit the annual budget to the Finance Committee.
4. The Committee Chair will submit progress reports to the national board as often set by the National President.
5. The Committee Chair will receive all National Bylaw amendment proposals and forward them to the committee members for review. All proposals must be submitted on either of two (2) forms: **(Ref. F-Byl03.01 or F-Byl03.01a.)**
 - a. The committee will review each amendment request and either recommend it, offer an additional revised text, or recommend denial.
 - b. All proposed amendments must be submitted to the membership at the convention.
 - c. All proposed amendments must be received by the Bylaws Committee at least one hundred twenty (120) days prior to the Corporation's National Convention. **(Ref. Bylaws Article X).**
 - d. The Bylaws Committee shall submit the amendments to the membership not less than ninety (90) days prior to the National Convention, by posting on the AVVA National Website. **(Ref. Bylaws Article X).**
 - e. The Bylaws Chair will send notices to the membership in advance of the deadlines, which will include the actual deadline dates for a given year.
 - f. The result of the committee review will be provided to the board and the person submitting the proposal.
6. The AVVA Parliamentarian may be used as a resource.
7. The Bylaws Committee will prepare the Bylaw Amendments that have been submitted using the form: **(F-Byl03.01)** for submission to the general membership at the convention.
8. The Bylaws Committee will review, update, or provide amendments to the Chapter and State Bylaw Templates in accordance with the amendments to the National Bylaws at the convention.
 - a. If Bylaw changes are compulsory, the new State and Chapter Template will be sent to the Incorporated Subsidiaries within two (2) weeks from the last day of the convention.
 - b. The States and Chapters will be given a deadline of December 31 of the convention year, by which they must adopt the new bylaws and send a copy of their adopted Bylaws back to the designated Bylaw Committee representative. Exceptions may be requested by a state and considered by the Bylaws Committee, if unable to meet this deadline.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

- c. Incorporated State and Chapter delegates may jeopardize their voting privileges at the State and National level by not meeting the December 31st deadline.
9. The Bylaws Committee reviews State or Chapter Bylaws submitted to them by the Incorporation Chair for approval. These would be any that are altered by the Incorporating entity in any manner that constitutes a significant departure from the language in the template.
 - a. The Bylaws Committee Chair will provide an electronic copy to the Incorporation Chair and provide a hard copy to the National Secretary to be filed at the National Office, of all State and Chapter Bylaws at any time that amendments are made.
10. The Bylaws Committee may, at any time, serve as a resource to other standing committees.

VI. COMMITTEE AND PROGRAM POLICIES: *Condolence Committee*

A. COMMITTEE PURPOSE

1. The Condolence Committee is charged with overseeing the process of disseminating sympathy cards, In-Memory Program information, and other items provided by the national board to the families of our members who have passed away. This is a way in which AVVA can show their members that we care about them and their families.

B. COMMITTEE CHAIR

1. The Committee Chair is appointed by the National President, with the approval of the National Board of Directors, for a term of two (2) years.
2. The Committee Chair receives a packet of death notices from the VVA Chaplain. The chair will verify for duplications and any notices over one (1) year old.
3. The Committee Chair prepares an AVVA furnished sympathy card, including an insert containing In-Memory Program information which is provided by Vietnam Veterans Memorial Fund (VVMF), and other mailings or inserts as requested; addresses and stuffs the card, and mails it in a timely manner.
4. The Committee Chair provides a quarterly progress report to the National Board stating how many cards have been sent.
5. The Committee Chair supplies a budget request to the Finance Committee annually.
6. The Committee Chair must keep track of the necessary supplies and reorder as needed.

C. COMMITTEE MEMBERS



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

1. There is no requirement for committee members on this committee, as the duties can be managed by one person.

VII. COMMITTEE AND PROGRAM POLICIES: *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 a disciplinary action.
3. Provide and maintain accurate and timely documentation 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.

- 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.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

4. Prepare, submit, and manage the annual committee budget.
5. Provide training to committee members as appropriate.

VIII. COMMITTEE AND PROGRAM POLICIES: *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 Policies 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. The term of office for the Elections Chair shall be two (2) years, in conjunction with the term of the Board of Directors who approves him or her.

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 all actions of all committee members and shall report any issues to the Board of Directors as needed.
3. The Chair will be responsible for reviewing the elections policy at least once per calendar year and submitting any needed changes or updates to the P&P Committee Chair. The Chair will be responsible for sending any policy change requests that may come through 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 National Membership Chair and the National Disciplinary Chair for verification of all required criteria.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

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/e-mailing 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 solicit non-biased vote counters to count and record the election results at the end of the voting process.
10. The chair, or 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 MEMBER'S 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. At the request of the Committee Chair, the committee members will be responsible for periodic review of the elections policy in the Policies 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.

IX. COMMITTEE AND PROGRAM POLICIES: *Finance Committee*

A. PURPOSE

1. The Finance Committee prepares, oversees, and reviews the annual budgets for the corporation. This committee must have a reasonable understanding of accounting methods and procedures where budgeting is the central focus.

B. COMMITTEE STRUCTURE

1. The Committee Chair is appointed by the National President, with the approval of the National Board of Directors.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

2. The Committee will consist of a chair and at least three (3) additional members. One of these members shall be the National Treasurer, who will be a non-voting member.
3. The Finance Chair will appoint a member of the committee to be the Oversight Sub-Committee Chair of the budget.

C. COMMITTEE DUTIES

1. The Committee Chair will be responsible for all functions of the committee and will delegate individual tasks as appropriate.
2. The committee will prepare annual budgets for National Board approval.
3. The committee will oversee corporate spending and compare budget figures against actual to determine expenses are credited properly and report any discrepancies to the National President.
4. The committee will update and maintain the IRS listing of the Incorporated States and Chapters and submit all updates to the IRS by the deadline set by the IRS.
5. The finance committee calendar should be as follows:

1st Quarter: prepare the coming year budget for presentation to the board, including all expenses and revenue reviews needed to arrive at reasonable figures.

2nd Quarter:

(1) April: Present the final budget proposal to the national board for approval. The chair must present a balanced budget to the VVA Accounting Department. The chair or designee will maintain and send an updated listing of Incorporated Subsidiaries to the VVA Accounting Department on an annual basis.

(2) May-June: The Finance Committee Chair should remind all Incorporated Subsidiaries to file their 990 forms with the IRS and submit their Annual Financial Reports, as well as any other documents required by their respective states.

3rd Quarter: July-August: The Finance Chair will prepare a financial report for distribution during each Annual Meeting. The chair will attend the Bi-annual Convention to answer any questions that may arise during the business sessions.

4th Quarter: The Finance Committee will review current budget figures and preparations to distribute budget request forms to those who have corporate expenses.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

X. COMMITTEE AND PROGRAM POLICIES: *Government Affairs Committee*

A. PURPOSE

1. The purpose of the Government Affairs Committee is to support the Associates of Vietnam Veterans of America Legislative Priorities and to advocate for the protection of the benefits and services due our veterans and their families.
2. The purpose of this committee is accomplished through grassroots advocacy in the halls of Congress and the local offices of our Congressional Representatives.

B. DUTIES OF THE COMMITTEE CHAIR

1. The Committee Chair is appointed by the National President, with the approval of the Board of Directors. Their term is in concurrence with the term of the appointing board.
2. The Committee Chair will appoint as many committee members as deemed necessary to carry out committee duties.
3. The Committee Chair will conduct whatever research is needed to stay current on laws, bills, and other legislative activities related to the well-being of veterans.
4. The Committee Chair will consider the needs of the military, veterans, and their families regarding the possible submission of content for new laws.
5. The Committee Chair will submit progress reports to the National Board of Directors as requested, usually quarterly.
6. The Committee Chair will submit an annual budget to the Finance Committee.

C. DUTIES OF COMMITTEE MEMBERS

1. Committee Members will assist the Committee Chair with any duties assigned to them and will try to keep current on legislative activities that may be important to this committee and to the Associates of Vietnam Veterans of America.

XI. COMMITTEE AND PROGRAM POLICIES: *Incorporation Committee*

A BASIC FUNCTION

1. The Incorporation Committee oversees the process of Incorporation for all AVVA Subsidiaries, from the initial request to the final determination. The goal of this committee is to assist AVVA with a successful process and to promote growth within Chapters and States in a positive direction.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

B COMMITTEE STRUCTURE

1. The Incorporation Committee shall include three (3) to five (5) members, including the chair, who should not reside in the same state as the other members. It is recommended that each member is from a different region.
2. The National President appoints the Incorporation Committee Chair with the approval of the National Board of Directors.
3. The Incorporation 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 Incorporation requests:
 - a. The Incorporation Committee Chair receives all petitions and reviews the signatures to ensure that all signing members are current members in good standing.
 - b. The Incorporation Chair notifies the National President and any Regional or State Officers necessary by policy, of the petitions or requests to Incorporate.
 - (i) Requests to Incorporate from Independent groups will be processed according to AVVA policy.
 - c. After verification from the proper authority, the Incorporation Chair provides the petitioning chapter or state with the start-up documents and information to continue the process.
 - d. The Incorporation Chair receives the completed Incorporation packet and reviews each document for accuracy and completeness.
 - e. If the documents are complete and correct, the Incorporation Chair notifies the National President, Regional Director, State Representative/President, if applicable, and the person representing the petitioning group that the Incorporation application has been approved and that arrangements will be made to present their charter.
 - f. If there is any reason that the application cannot be approved, the Incorporation Chair will follow the steps in the current AVVA Policy, Section 2.
3. The Incorporation Chair will notify their committee members of any current petition requests or decisions made, in order that they will be prepared for any involvement.
4. Regardless of the outcome of the Incorporation process, the chair will be responsible for notifying all parties necessary of the next appropriate steps.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

5. The Incorporation Committee Chair will send a current list of all Incorporated States and Chapters to the Finance Committee Chair in January of each year. This action is for the purpose of enabling the Finance Chair to send the reminders referred to in Section 4 regarding 990's and Annual Financial Reports.
6. IRS VERIFICATION PROCESS: The Incorporation Committee Chair in conjunction with the Finance Committee Chair, will verify that the following information is up to date.
 - a. Entity name, 'Doing Business As' (DBA) name, and EIN.
 - b. All contact information is updated.
7. Once the above process is complete, the Committee Chair will send the corrected list back to the assigned Finance Department representative, to be returned to the IRS. The chair will send an electronic copy of the corrected list to the Finance Committee Chair and the National President.
8. The Incorporation Chair will submit reports to the National Board as requested.
9. The Incorporation Chair will submit the annual budget to the Finance Committee.
10. The Incorporation Chair will submit election results for newly Incorporate Subsidiaries to the Election Chair, Finance Chair, and Database Coordinator.

D COMMITTEE MEMBERS

1. Committee Members will be charged with reviewing or suggesting policy or Bylaw changes that would pertain to the Incorporation process.
2. Committee Members must periodically review Section 2 of the P&P to remain current and to be capable of educated discussion regarding any updates.
3. On request from the Committee Chair, the Committee Members will periodically review all forms associated with the Incorporation process to ensure that they are current and accurate.
4. Committee members, including the chair, will share all promotional materials regarding Incorporation, which includes the power points and any other educational materials that may be available, with all AVVA members to assist chapters and states.

XII. COMMITTEE AND PROGRAM POLICIES: *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



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

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 the office on 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 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 work, and the tenacity to take on causes greater than herself.

B. WHO QUALIFIES

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 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, and veterans, veterans' families, or their community.
 - c. The 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 inspiring others.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

- c. The member must be at 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

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 e-mail.
 - (i) If sent by e-mail, all forms, photos, statements, and articles must be either word docs, PDF files, .gif, or .jpg files and must be sent as attachments to the e-mail.
7. The nominating chairperson will send a confirmation e-mail 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 stripped of all identifying information. These copies will be numbered and sent to the Executive Board, who will read and discuss all of the data for each nominee.
3. The Executive Board will notify the Nomination Chair of the chosen recipient's number.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

4. The Nomination Chair will match that number with the original nomination forms and documents.
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 presented with a certificate recognizing their nomination.
 - b. The award winner will be confidential until the announcement is made.
6. Recipients of this award will be listed on the plaque 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 POLICIES: Leadership Development Committee

A. PURPOSE

1. The Leadership Development Committee serves the purpose of developing and initializing training, education, and guidance for the membership of AVVA and its Board of Directors.
2. The committee is responsible for ensuring, to the degree possible, that board members and state and chapter officials have the information they need to function effectively in their areas of authority.
3. Available methods can include recorded, written, online presentations, or in-person sessions and meetings.

B. COMMITTEE STRUCTURE

1. The Leadership Development Committee is made up of the four (4) Officers of the National Corporation: The President, Vice President, Secretary, and Treasurer. The Committee Chair shall be the National President.
2. Should there be a need for outside expertise, on a temporary basis, the committee may agree to appoint a special advisor, or an additional member of the committee.

C. DUTIES OF THE COMMITTEE

1. The Leadership Development Committee Chair shall gather suggestions from the committee and other members of the corporation and determine what subject matter should be taught in national seminars or online seminars.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

2. The Committee Chair shall oversee the functioning of the committee, to assure that all of its members have the tools they need, and that all members are able to complete their assignments.
3. The Committee Chair shall keep the committee members and the Board of Directors advised of all details regarding conventions or leadership conferences, to the degree the chair has been informed.
4. The Committee Members and Chair will work together to create training materials, conduct training or education sessions, assist other officials in their leadership roles when needed, and make themselves available to the membership when information is needed.
5. The committee et al. will be responsible for Board Member training and orientation, and training/guidance for Committee Chairs.
6. The Committee Chair will submit an annual budget request to the Finance Committee.

D. EXECUTION

1. The Committee and Chair shall use all available skills and abilities to create such materials as:
 - a. Printed or printable training and educational flyers, booklets, brochures, or other physical materials for the benefit of AVVA members.
 - b. Recorded training materials such as videos, PowerPoint slideshows, or MP4 type recordings (done using GoToMeeting or similar programs) to be used in seminars, training sessions, or by the membership at individual meetings,
 - c. Planned in-person sessions for general membership or for officers of any level, which are geared toward some particular training or educational goals.
 - d. Other tools and materials may become needed.

XIV. COMMITTEE AND PROGRAM POLICIES: [Legislative Advocacy Program](#)

- A. (See Government Affairs Committee)

XV. COMMITTEE AND PROGRAM POLICIES: [Members in the Justice System Committee](#)

- A. PURPOSE



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

1. The purpose of the Members in the Justice System Committee is to assist paroling Members to reintegrate into the community, easing the stress and burdens associated with re-entry into society outside of incarceration. In this manner, the Associates of Vietnam Veterans of America can help solidify the future success of these Members.

B. DUTIES OF THE COMMITTEE CHAIR

1. The Committee Chair is appointed by the AVVA President, with the approval of the Board of Directors.
2. The term of this appointment is concurrent with the term of the appointing board.
3. The Committee Chair will appoint as many committee members as deemed necessary to carry out the duties of the committee.
4. The Committee Chair will submit regular progress reports, as requested by the National Board of Directors.
5. The Committee Chair will submit an annual budget to the Finance Committee.

C. DUTIES OF COMMITTEE MEMBERS

1. The Committee Chair and the members of the committee will provide programs and continuous educational tools for Incarcerated Members.
2. The Committee Chair and members will mentor Incarcerated Members and assist them in a smooth transition for parolees or for those exiting detention facilities.
3. The Committee Chair and members will study successful programs from state to state, to stay current with information about various detention facility regulations, enabling them to structure programs that will be helpful in specific institutions.
4. The Committee Chair and members will assist Incarcerated members to become mentors for other detainees, to help facilitate re-entry supported by AVVA chapters.
5. The Committee Chair and members will maintain interaction with correctional staff to learn what is successful and what fails as a program.

XVI. COMMITTEE AND PROGRAM POLICIES: [Membership Committee](#)

A. BASIC FUNCTION



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

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 Policies 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 by receiving, processing, and maintaining the AVVA Web/e-mail Roster Access Forms, and then notifying the National Membership Department of all the changes.
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 President to ensure sufficient supplies are in stock.
5. Reviews and approves all items and supplies to be ordered, subject to the approval of the National Treasurer.
6. Prepares the yearly budget for the Membership Committee and submits it to the Finance Committee. The budget should include office supplies, printing costs, membership supplies to include life-member pins and postage costs for monthly notices and mailings.
7. Reviews all printed items distributed to the membership from the National Office and updates with the assistance of the National President.
8. Updates the Staff Reference Guide as needed.
9. Submits quarterly committee reports to the National Secretary for publication.
10. Edits and creates policies with the assistance of the National Membership Committee when needed.
11. Works with the Election, Incorporation, and other Committees.
12. Answers questions for members related to membership issues.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

13. Performs any other duties as requested by the National President.
14. Prepares and publishes a monthly statistics report to the National Board Members.

D. COMMITTEE MEMBER DUTIES

1. Review policies and provide input to the Committee Chair for changes when needed.
2. Recommend and assist in creating and preparing materials to be used by the membership for recruiting and retention.

XVII. COMMITTEE AND PROGRAM POLICIES: Paper Safe Program

A. PURPOSE

1. The Paper Safe Committee generates and supplies the AVVA Estate Planning (Paper Safe) document sponsored by the Associates of Vietnam Veterans of America, to our veterans and to our membership. This committee also periodically reviews the content of this document for possible revisions that may become appropriate or necessary.
2. The Paper Safe is intended to educate our members on necessary information and veteran/spousal benefits to help make estate planning more efficient, as well as to help make it easier on the family upon the death of a veteran.

B. COMMITTEE STRUCTURE

1. The Committee Chair will be appointed by the National President, with the approval of the National Board of Directors.
2. The Committee Chair will appoint any number of committee members as deemed necessary to complete all committee business.

C. COMMITTEE DUTIES

1. The Committee Chair or their designee will package and mail Paper Safes to members and others as requested.
2. The Committee Chair or their designee will stay current on Veteran Benefit and Spousal Benefit information between printings so that any new or changed information may be included in the newly ordered Paper Safes.
3. The Committee Chair or their designee will order shipping supplies, Paper Safes, and other related supplies in a timely manner.
4. The Committee Chair will submit an annual budget to the Finance Committee.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

5. The Committee Chair will submit quarterly, or as requested, reports to the National Board of Directors.

XVIII. COMMITTEE AND PROGRAM POLICIES: Policy and Procedure Committee

A. BASIC FUNCTION

1. The Policy and Procedure (P&P) Committee oversees changes in the AVVA Policies and Procedure Manual. The P&P Committee Chair receives all policy change requests sent from the general membership and committees, 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 is a voting member. To ensure diversity, no two (2) members should be from the same region.
2. The National President appoints the Policies 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 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 request affects.
 - b. The P&P Committee Chair sends the P&P change request to the appropriate AVVA committee for review and comment. This step will be skipped if the reviewing committee is the requestor.
 - c. The P&P Committee Chair may send the change requests to the P&P Committee members for comment after the reviewing committee has seen it.
 - d. The P&P Chair receives the change forms back from the reviewing committee(s) and prepares them for presentation to the Board of Directors.
 - e. If a reviewing committee recommends changes to the original request, a separate change form should be submitted to the P&P Chair by the committee. Both the original request form and the form revised by that committee will be submitted to the National Board of Directors.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

3. Once the board has voted on the proposed change, the National Secretary will send a copy of the document as approved by the Board, to the P&P Chair and the Webmaster to complete the process. If the change fails, the Secretary will notify the P&P Chair.
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 when needed.
2. 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 Policies and Procedure Manual or Bylaws.
3. P&P Committee remarks are not binding on any AVVA committee. The purpose is for relatively impartial comment to be provided.

XIX. COMMITTEE AND PROGRAM POLICIES: [Project Friendship Program](#)

A. BASIC PURPOSE

1. The purpose of the Project Friendship Committee is to locate and recommend a deserving charity or organization in the local area of our annual national events, and facilitate the creation of promotional material and the collection and presentation of donations.

B. PROGRAM FUNCTION

1. The program coordinator for Project Friendship is the National President.
2. Recipients of the Project Friendship grant will be charities or organizations that are dedicated to helping veterans and/or their families, homeless veterans, wounded military, or people who have lost a loved one in service to America.
3. At approximately the beginning of each calendar year, a person will be appointed to search for a deserving recipient, preferably within the immediate local area where the annual event is to be held. If a recipient cannot be found in the immediate area, one will be found in as close proximity as possible. This person will work together with the



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

National President to select a recipient and produce materials to market the information to the membership.

4. Committee Members are not generally required.
5. There are no budget concerns for this program.

XX. COMMITTEE AND PROGRAM POLICIES: *Public and Media Relations Committee*

A. PURPOSE

1. Shall act as a liaison between various committees of the corporation with matters concerning the media.
2. Should be instrumental in publicizing in the communities, the purposes, goals, roles, activities, and projects of the corporation, State Associations, and Chapters.

B. COMMITTEE STRUCTURE

1. The Public and Media Relations (PMR) Committee shall include three (3) to five (5) members, including the Chair, who should not reside in the same state as the other members.
 - a. It is recommended that each member is from a different region.
2. The Committee Chair will be appointed by the National President, with the approval of the National Board of Directors.
3. The 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 DUTIES

1. The PMR Committee presents information about the organization to membership and the public in an easy-to-understand, written, oral, or other media format, in a timely and correct manner.
2. The PMR Committee is responsible for providing training to the various levels of the organization on how to present information in a concise and professional manner.
3. The PMR Committee prepares and presents press releases and other information to the news media and the AVVA Membership.
 - a. All National Press Releases are to be approved by the National President before publication.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

4. The PMR Committee may be responsible for publishing a regular newsletter or blog, if deemed necessary by the National Board.
5. The committee should design and oversee projects and programs that relate to public relations, having the intention of promoting AVVA and its programs, and serving the membership.
6. The PMR Committee Chair will be responsible for submitting annual budget requests.

XXI. COMMITTEE AND PROGRAM POLICIES: *Scholarship Committee*

A. PURPOSE

1. The purpose of the Scholarship Committee is to oversee the Scholarship Program and all aspects of the Scholarship application process.
2. The Scholarship Program Chair is appointed by the National President, with the approval of the National Board of Directors. The Committee Chair appoints the members of the committee and assigns the individual tasks. At least two, (2) but preferably three (3) of the committee members will make up the Evaluation Team, and should be persons who have some experience with processing scholarship applications, or similar evaluation skills.
3. Unless circumstances arise, which would give reason to consider issuing more than one scholarship in a year, there will be one scholarship granted at the beginning of each school year, which will be in an up to \$3000.00 per grant, depending on expenses. If actual expenses are less than \$3000.00, the scholarship grant will be adjusted accordingly.

B. COMMITTEE CHAIR DUTIES

1. The Committee Chair will set up a post office box near their residence, for the purpose of receiving scholarship applications and other committee or program correspondence. This post office box should be set up to be billed in no more than six-month intervals, to be maintained for as long as the chairperson remains in office. The box may be set up with the USPS, UPS, or similar valid business that will ensure the mail will be properly received.
 - a. The shorter billing periods are suggested so that significant money will not be wasted on an unused PO Box if or when the Committee Chair changes from one person to another.
 - b. If the PO Box does change, the Committee Chair will make sure a Change of Address Request has been submitted.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

2. The Chair will maintain the e-mail address: scholarship@avva.org, or closely related server indication, for any e-mail correspondence between AVVA and the public, and respond to all inquiries. When a new Chair is appointed, the VVA I.T. service must be notified that the e-mail needs to be forwarded to a new person.
3. The Committee Chair receives all applications and other correspondence, reviews applications for eligibility, and forwards all application information to the committee members who are assigned to the Evaluation Team. Other correspondence will be responded to appropriately.
4. After the Evaluation Team completes its process, the Committee Chair will notify the AVVA National Board of the selection. The Committee Chair will notify the selected recipient of their scholarship grant and include any instruction or other information needed by the recipient.
5. The Committee Chair will make arrangements for the scholarship payment to be sent to the appropriate educational institution, and/or make other appropriate arrangements to pay for approved materials or supplies related to the specific scholarship grant.
 - a. If a scholarship includes the purchase of books, or any other physical or digital materials needed to participate in the schooling, they must have been approved by the committee in advance for payment; receipts must be collected and maintained.
6. The Committee Chair will report to the AVVA National Board of Directors on a every quarterly basis, as well as any other time deemed necessary by ongoing circumstances.
7. The Committee Chair will complete and turn in a budget request each year.

C. COMMITTEE MEMBERS' DUTIES

1. The Members of the Scholarship Committee Evaluation Team will be responsible for reviewing all applications and connected documents for the purpose of selecting a recipient for a particular school year. They will also be responsible for collecting and evaluating any additional background or subsequent information that may be deemed necessary to a determination.
2. With the assistance of the Committee Chair, all committee members will be responsible for disseminating the information about the scholarship to VVA, AVVA, other veteran related organizations, the veteran community and to the general public. This will include, but not be limited to, the style of advertising materials published on Facebook, Twitter, the AVVA Website, submissions to other organizations' newsletters and publications, other websites that are used to search for scholarships, and other sources of circulation.
3. The Committee Members and the Chair will regularly send out appropriately modified donation request letters, and the two supporting documents that accompany this letter,



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

to various businesses, veteran groups, and any other possible resources, in order to solicit funding for the scholarship program.

4. Committee Members and the chair will review the scholarship application and supporting documents regularly to keep all information updated, and to change the essay question subject annually.

D. THE EVALUATION PROCESS

1. All applicants must be one of the following:

- a. A veteran who has served honorably in the U.S. Military or an AVVA member who has been a member of the organization for at least two consecutive years.
 - (i) The term “Served honorably” is defined as those veterans who did not receive a dishonorable discharge.
- b. The spouse, child, grandchild, or great-grandchild of either of the above.

- E. An application will be required which will ask for qualifying information and include questions intended to give a picture of the person’s character and intentions as well as their overall need for aid. (See application for details)

1. Required documents that must accompany the application are:

- a. DD214 or other separation papers for veterans or the qualifying veteran for relatives of veterans **(With the Social Security number blacked out) OR** Full name and membership number for AVVA members, or the qualifying AVVA member for their relatives.
- b. Copy of high school diploma or GED certificate.
- c. Letters of Reference; at least two (2) from people not related to the applicant.
- d. A copy of the acceptance letter from the college or trade school.
- e. A list of any awards, certificates, or other accolades received by the applicant.
- f. An essay written by the applicant. (See the sample application for details.)

- F. Applicants must have completed high school and received a diploma or have obtained a GED certificate prior to application.

- G. **Institutions considered:** Any **accredited** two (2) or four (4) year college or university, or any **accredited** trade school.

- H. The Evaluation Team will use the following criteria to make the selection of a scholarship recipient:

1. A point system is to be created for evaluation of applications. Numerical weights will be assigned for such items as financial or social need, the required essay, etc. one (1) will be the lowest, and ten (10) or twenty (20) will be the highest value. The Program Chair



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

will eliminate any applications which do not meet the minimum criteria prior to distribution to the Evaluation Team.

- a. Such items of interest as activities and experiences will be assessed and compared, but not given a numerical score, and will only be used in tie situations.
- I. All documents and forms related to this scholarship can be found on the AVVA Website, on the Scholarship Information page.

J. SCORING

1. The applications will be evaluated using a point system for the main criteria and consideration of other criteria comparisons when there are scores that tie or if a certain factor is highlighted by the scorer.
2. Points for questions will be ranked as follows:
 - a. Questions A and B will be given points from one (1) to ten (10)
 - b. Questions C will be considered only in tie situations.
 - c. The essay will be given points: one (1) to twenty (20). The essay will be evaluated for how well the applicant responded to the core of the question, the character of the content, how well thought out it appears to be overall, etc. Spelling and grammar will only be a consideration if it appears to be a serious indication of something deeper.

XXII. COMMITTEE AND PROGRAM POLICIES: *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 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.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

C. FACILITATORS

1. Individuals may volunteer to become a facilitator by contacting the chair 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 online facilitator cohort forums.
 - b. The facilitator must stay current with the subject matter and be prepared to bring the best information to the 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.
 - a. Training sessions may be in an online format or may be conducted in an in-person seminar.
4. The Committee Chair will submit the annual budget to the Finance Committee.

XXIII. COMMITTEE AND PROGRAM POLICIES: *Spousal and Survivor Benefits Committee*

A. BASIC FUNCTION

1. The Spousal and Survivor Benefits Committee reviews the program policy annually and proposes revisions when needed, updates the Survivor Benefits brochure, updates the Spousal and Survivor Benefits Seminar Program materials, and ensures compliance with said program.

B. COMMITTEE STRUCTURE

1. The chair is appointed by the National President, with the approval of the National Board of Directors.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

2. The chair will appoint committee members with the approval of the National Board of Directors and should consist of a minimum of three (3) members. The chair is a voting member of the committee.

C. COMMITTEE DUTIES

1. The Committee Chair or their designated member(s) will review the Spousal and Survivor Benefits policy in Sections 3 and 11 at least once a year to ensure no updates are needed. When this has been done the policy and procedure chair will be notified so that the review date can be updated.
2. The Committee will review all Spousal and Survivor Benefits Seminar materials, as well as the Survivor Benefits Brochure, once a year to ensure no updates or new information are needed.
 - a. The Committee will ensure that all information disseminated by AVVA will be checked for accuracy with the information as distributed by the VA and other government agencies.
3. The chair writes a report of the committee's activities before each BOD meeting or as requested.
4. The chair submits an annual budget request to the Finance Chair.

XXIV. COMMITTEE AND PROGRAM POLICIES: *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



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

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.
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 assist the Committees and Board Members, during planning meetings or 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 MEMBER'S 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 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 DIRECTOR'S RESPONSIBILITIES

1. The National Board of Directors shall have final authority over the content of the National Strategic Plan.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

- 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 choose request changes or moderations in the plan if they, as a body, believe that such modifications 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.

XXV. COMMITTEE AND PROGRAM POLICIES: *Toxic Exposure Committee*

A. PURPOSE

1. The Toxic Exposure Committee gathers and disseminates information on the exposure of Toxins and Dioxins that pertain to veterans and their families, as well as our communities. This Committee also keeps current on legislation pertaining to Toxic Exposure as it relates to veterans and their children and subsequent generations.

B. COMMITTEE STRUCTURE

1. The Committee Chair will be appointed by the National President, with the approval of the National Board of Directors.
2. The Committee Chair will appoint a minimum of four (4) but not more than ten (10) members, who may or may not include non-voting Special Advisors.

C. COMMITTEE DUTIES

1. The Committee works closely with the Government Affairs Committee so that they may stay current on legislation affecting veterans or their families as regards Toxic Exposure, its effects, its treatment, or other relevant factors, in order to keep members informed.
2. The Committee disseminates information to AVVA members and the general public, through media and town hall meetings.
3. The Committee assists AVVA Members and others to set up town hall meetings in their communities, and often supplies informative documents for this purpose.
4. The Committee Chair submits an annual budget to the Finance Committee.
5. The Committee Chair submits quarterly, or as requested, reports to the National Board of Directors.

XXVI. COMMITTEE AND PROGRAM POLICIES: *Website Committee*



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

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 the same, with the approval of the National President and/or the Board of Directors.
3. Maintain the appearance and content of a Facebook or other social media page if one exists.

B. COMMITTEE STRUCTURE

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. 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 the 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 a change would be in the best interests 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



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

herself, by delegating tasks to committee members, or by the hiring of 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.

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 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.



Associates of Vietnam Veterans of America, Inc.

POLICIES and PROCEDURES

§ 11

- b. The Board of Directors must approve the general types of content that will be included on 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 become available, without individual approval.