



Volunteer Community Service Annual Report FY 2006

The Time to *Thrive*

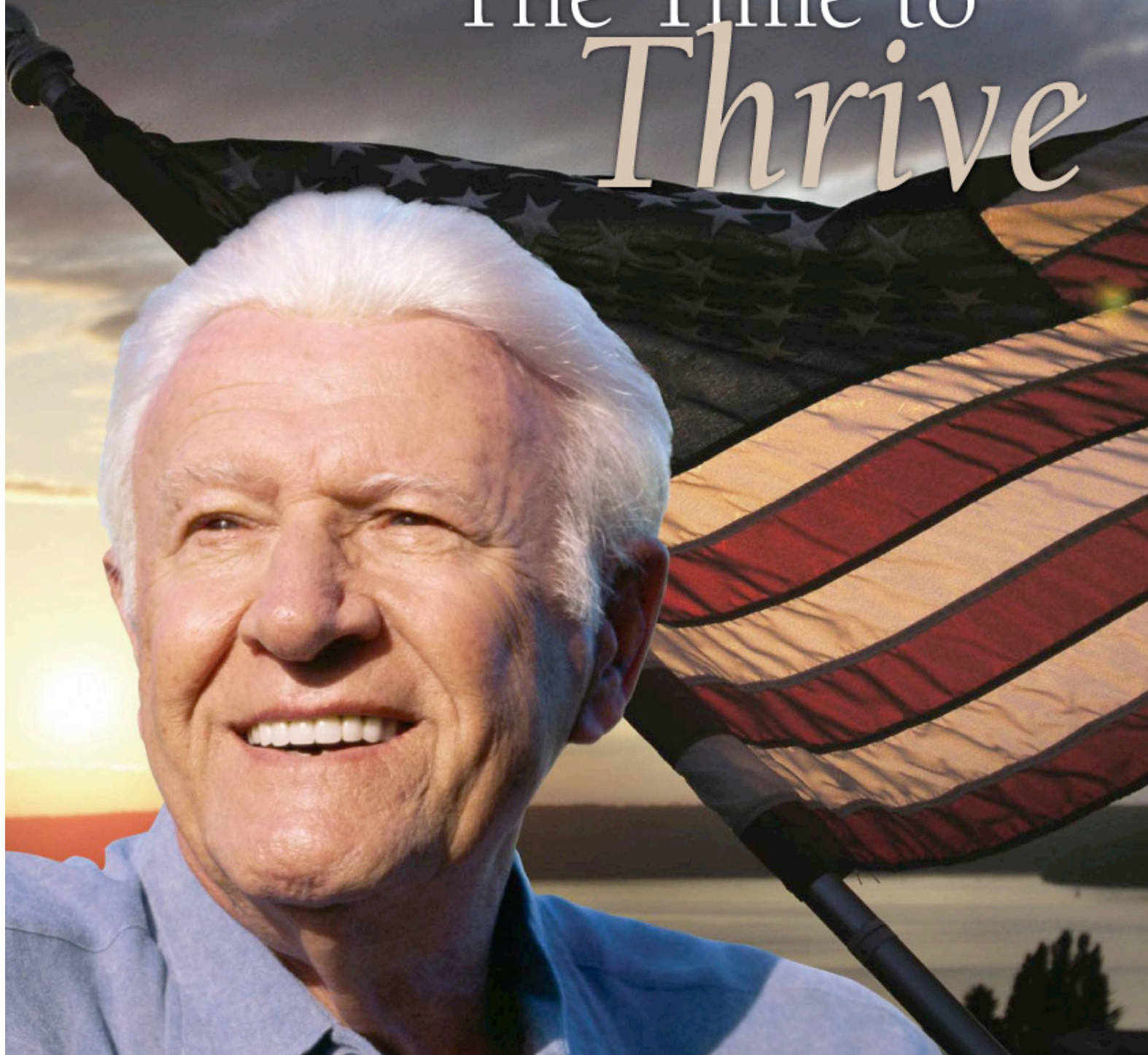


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About AFRH

Back in 1811, the leaders of our young nation made a Promise to care for its old, sick and disabled Veterans. This care would be repayment for the sacrifices they made in defending liberty. So, two homes were built: the US Naval Asylum in Philadelphia, PA in 1833 and the US Military Asylum in Washington, DC in 1851. Ever since, we have provided eligible Veterans with supportive care and a shared camaraderie. And we've done it all with the soldiers' own money in the AFRH Trust Fund. To this day, we are bound by law to uphold the original Promise ... to preserve the heritage of the Home ... and to take care of our own.

Over the years, the Home has evolved into a modern retirement community, rivaling those in the private sector. We have made great strides transforming this agency, operating it more like a business. Plus, we have continually enhanced our programs and services to provide even greater care. Today, our staff is driven to nurture our country's Veterans, providing them with enjoyable and stimulating programs. Because, after all, now is their time to thrive.

VISION:

To actively nurture the Health and Wellness Philosophy of Aging while providing our nation's heroes with a continuum of Life Care Services in a community setting.

MISSION:

To fulfill our nation's Promise to its Veterans by providing a premier retirement community with exceptional residential care and extensive support services.

GUIDING PRINCIPLES:

Establish Accountability

We expect our workforce to achieve what we promise to our residents, staff and service partners. To ensure success, we measure progress and provide feedback to our customers.

Serve Customers

Success depends on our devotion to consistently serve ever-changing customer preferences. Hence, we vow to be innovative and responsive – while offering exceptional products and services at competitive prices.

Inspire Excellence

We continuously work to improve our processes, services and delivery while striving for excellence in all we do. We expect excellence and reward it.

Honor Heritage

We honor the rich history of the US Armed Forces – from our Veterans to our victories. As such, our campus reflects that military heritage with memorabilia and tributes.

Maintain Integrity

We will strongly uphold the mission of AFRH. We are honest and ethical and deliver on our commitments. We recognize that good ethical decisions require individual responsibility enriched by collaborative efforts.

Maximize Workforce

We strive to hire and retain the most qualified people. We maximize their success through training and development as well as maintaining and promoting open communication.

The Home at a Glance:

Federal Authority: Department of Defense (DoD)
AFRH Act of 1991 (amended 2002)

Current Locations:

Gulfport, MS (49 acres): This charming southern campus is a former military academy and sits just 100 yards off the pristine US Gulf Coast

Washington, DC (272 acres): Four original buildings stand as National Historic Landmarks, including President Lincoln's summer cottage

Resident Capacity: 1,323

Gulfport, MS: 0 (closed in aftermath of Hurricane Katrina)
Washington, DC: 1,323

Average Resident: 78 years old

Major Services: Continuing Care Retirement Community (CCRC)



AFRH employee volunteer Tim Bourgeois serves AFRH residents ice cream.



Message from AFRH Chief Operating Officer

Volunteerism is at the heart of our operations at AFRH, accented both by outsiders who come to the Home to give their support to our Veterans and by our own residents who pride themselves on extensive volunteer activities. Throughout 2006, approximately 3000 citizens from the community, church groups, scouts, and Veteran Service Organizations, to name a few, have assisted our workforce with the delivery of many "extras" for our residents. Our AFRH workforce has always supported our residents on and off the job through off-duty interchanges and has engaged in activities such as the Resident/Employee Baseball team, the Diamondbacks. One of my strategic initiatives is to increase the frequency of resident/employee activities.

With the advent of the employee volunteer community service Executive Order, we began reflecting on how to standardize and schedule activities to meet the requirement to enhance our culture of service, citizenship, and responsibility. Our employees already have the commitment to service and are engaged year round with other volunteers. Now we have to formalize our volunteering as the AFRH workforce team.

I am committed to full implementation. At this early point, we have few of the requirements in place, but are creating our action plan and will move forward in this fiscal year. Dedication to providing support and care for the elderly gives our staff a good foundation from which to move to the next level of volunteerism. I look forward to providing a report next fiscal year that reflects our success in all major objectives. Our workforce has a head start. So the future will be ... AFRH employees' *Time to Thrive*.

Sincerely,

A handwritten signature in black ink that reads "Timothy C. Cox". The signature is written in a cursive, flowing style.

Timothy C. Cox
Chief Operating Officer (COO)

December 29, 2006

AFRH Workforce Volunteers

For years, the Home has prided itself on active staff and resident volunteering. Community involvement enriches the lives of everyone involved. And it reaffirms the spirit of giving and self-sacrifice that has made America such a great nation. According to Executive Order 13401 in May 2006, each Federal agency must support and encourage volunteer community service in its Federal workforce.

In the AFRH Strategic Plan, we have two strategic focus areas that focus on the workforce development. One area is Learning & Growth for the workforce, that is, to promote personal excellence and professional growth for all personnel. The other area is Culture of Integrity, that is, to inspire commitment to AFRH Guiding Principles through mutual respect. We have placed a universal requirement for all staff to meet the President's call for expanded volunteerism in our Learning & Growth initiative. With the new performance standards being developed in January 07, each employee will be evaluated on this responsibility.

In our Performance and Accountability Report (PAR) for FY 2006, November 2006, we reported our newly developed yearly requirements.

Annual Volunteer Requirements:

- Employees in grade GS9 & above must serve 10 hours
- Staff members in GS-8 & below must perform 5 hours

These hours may be served in each employee's local community – whether it is DC, Maryland or Virginia. To ensure this service, our above requirement will be incorporated into each individual's performance plan. In the end, our staff will do more than help our Veterans prosper. It will also help the community thrive.

Volunteer Focus Areas: Measurable Objectives

The annual report must affirm the agency's commitment to this service and designate annual performance indicators and measurable objectives. We measure progress in four major focus areas: Recruit, Reinforce, Recognize, and Review and Report.

Recruit

Responsibility:

Issue agency memorandum clarifying OPM Guidance on workplace flexibilities for employee volunteer community service

FY 06 Implementation Status:

AFRH has prepared an agency memorandum which is currently under development and will be finalized in early FY 07.

Responsibility:

Establish a web page that promotes volunteer community service among agency employees

FY 06 Implementation Status:

On the AFRH website, [afrh.gov](http://www.afrh.gov), a special section is dedicated to Employees. Additional information about Community Service has been added. See http://www.afrh.gov/afrh/team/careers/careers_community.htm. The links to OPM Guidance on workplace hours flexibility and the Record of Service as well as a Calendar of Events is available for the AFRH workforce.

Responsibility:

Promote volunteer community service among employees approaching retirement

FY 06 Implementation Status:

AFRH has a small workforce of 299 full-time equivalents. Many are long-standing employees, and the Home experiences little turnover. With the emphasis on volunteer community service and the requirement on the performance plan, those who do retire will have been exposed to the greater focus on volunteerism.

Reinforce (Rally for Service)

Responsibility:

Coordinate agency head and agency employee participation in Martin Luther King, Jr. Day of Service

FY 06 Implementation Status:

The AFRH Liaison and Support Services Chief have organized agency employee participation in Martin Luther King, Jr. Day of Service scheduled for January 15, 2007. Plans are underway for the first employee volunteer effort.

Responsibility:

Coordinate agency head and agency employee participation in National Volunteer Week

FY 06 Implementation Status:

The AFRH Liaison and Support Services Chief will organize AFRH's participation in National Volunteer Week in April 2007.

Additional Information:

Each quarter a Division within AFRH will be responsible for volunteer activities throughout the year. Through the rotation, each Division will highlight their employees' individual and group volunteer choices.

Recognize

Responsibility:

Implement employee volunteer recognition program (President's Volunteer Service Award)

FY 06 Implementation Status:

The Liaison will keep records. Every quarter AFRH holds an Employee Recognition Day. On that Day, breakfast is provided to outstanding employees at the King Health Center. We plan to include our outstanding volunteers in the awards ceremony on that Day.

Responsibility:

Implement outstanding citizen volunteer recognition program (President's Volunteer Service Award)

FY 06 Implementation Status:

Our volunteers are an integral part in our commitment to caring for the physical and emotional well-being of each and every senior. AFRH has been a certifying agency for awarding the Presidential Volunteer Award since 2004 (see <http://www.presidentialserviceawards.gov/tg/aio/index3.cfm>). AFRH's "Adopt a Veteran" program matches volunteers with our veterans. While the residents in our assisted living and long term care programs always welcome visitors, our independent living residents are also eager to go to a ball game, visit a museum, attend a concert, go shopping and engage in other activities in the Capital area. Over 3000 volunteers came to AFRH in 2006.

Our COO, Timothy C. Cox, will be handing out the Presidential Awards when he travels for his speaking engagements as required by the Executive Order.

Review and Report

Responsibility:

Identify, catalog, and review all agency activities that relate to volunteer community service and make such recommendations for adjustments as may be appropriate.

FY 06 Implementation Status:

All volunteer hours are logged by the Volunteer Coordinator for citizen volunteers. A similar system will be implemented for employee volunteer hours with the Liaison maintaining records. All employees will enter their hours on the Record of Service and report them to their individual Service Chiefs quarterly. Those hours will be compiled by the Liaison.

Responsibility:

Complete and submit annual report

FY 06 Implementation Status:

AFRH is submitting its first annual report IAW guidelines within the prescribed timeframe.

Responsibility:

Record the number of volunteer service projects the agency head participated in during the year

FY 06 Implementation Status:

Our COO, Timothy C. Cox, is an active volunteer who has participated in many hours of volunteer service in 2006. He served on the Old Town Village Board of Directors as Secretary/Treasurer (Alexandria, Virginia). He worked on the Moveable Feast, which raised money for feeding persons with Aids in Baltimore, Maryland. As an active Cystic Fibrosis society fundraiser, he raised money. Lastly, he volunteered for the Alexandria (Virginia) Democratic Committee and drove elderly persons to the polls in recent elections. Although we did not log his hours in 2006, we will implement this in FY 2007.

Responsibility:

Record the ratio of the number of times the COO honored an outstanding volunteer with the President's Volunteer Service Award during his remarks to the total number of times the COO delivered remarks and including an award would have been relevant.

FY 06 Implementation Status:

This ratio was not recorded in 2006, but will be maintained in 2007. The COO will hand out 5 awards during his next speaking engagement.

FY 06 in Review

Volunteers get involved in all aspects of activities at AFRH. Whether it's lending a scooping hand at an ice cream social, playing a highly competitive game of baseball with the "Over the Eighties" team or teaching a class on yoga or aerobics. Volunteers, work closely with AFRH's dedicated staff, and enhance and improve the quality of life for the Residents of the Home. AFRH has had a strong volunteer program since 2004. With the Executive Order's mandate for a structured program, AFRH is poised to move forward with implementation of the employee volunteer program.

FY 07 Forward

With a Liaison in place, AFRH will work towards fulfillment of all the objectives it has set to meet the Volunteer Community Service requirements. Working in tandem with the Volunteer Coordinator who handles citizen volunteers, the Agency's Liaison will report on the combined efforts of all volunteers who are employed at AFRH and those who volunteer at the Home also.