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RESCISSIONS

The following material is rescinded:

Circulars

10-80-106

10-83-035

10-84-128

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CHAPTER 4. ADMINISTRATIVE OPERATIONS

4.01 POLICY

It is VA (Department of Veterans Affairs) policy that all Vet Centers report all critical events having administrative or clinical implications. It is also VA policy that duty hours of Vet Center staff conform to the needs of the eligible veteran community.

4.02 ANNUAL GOALS AND OBJECTIVES REVIEW

Readjustment Counseling Service Regional Managers develop and submit goals and objectives to Readjustment Counseling Service, VA Central Office, on a yearly basis.

a. The goals and objectives serve as a basis for:

- (1) Articulating management priorities,
- (2) Addressing the changing needs of field operations, and
- (3) Managing the administrative and clinical components of Vet Centers according to the mandates of Readjustment Counseling Service.

b. Goals and objectives are reviewed mid-year for adequacy of implementation.

4.03 VA FORM 119, REPORT OF CONTACT

VA Form 119 is utilized as a multi-purpose form by field personnel to report all significant developments which require immediate attention, (i.e., critical events which have administrative and clinical implications).

a. Clinical critical events include all suicides, homicides and serious attempts of same (see M-12, Pt. II, Ch. 4., Par. 4.05).

b. Administrative critical events include all other matters which may affect Vet Center operations such as:

- (1) Natural disasters,
- (2) Significant public relation events which may involve media, congressional or veteran service organization interactions, and/or
- (3) Serious vandalism or theft.

NOTE: The supervisor is advised immediately in all instances, as appropriate, and the initiating source will follow with a Report of Contact form within 48 hours of the incident.

4.04 TOURS OF DUTY AND HOURS OF OPERATION

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a. Within the limits imposed by available resources and existing VA regulations, Vet Center tours of duty should be tailored to the needs of the local community. Experience has indicated that in providing services to the Vietnam veteran and other eligible

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veteran populations, specialized schedules of operation may facilitate services. Vet Centers should formulate work schedules to accommodate the community which they serve, including the needs of the working client.

b. Each Vet Center should be open at least 5 days a week. NOTE: Staggered tours of duty may be desirable in order to meet the needs of veterans seeking services.

4.05 ELIGIBILITY

a. As provided by Public Law 98-160, any veteran (as defined by 38 U.S.C., Section 101) who served on active duty during the Vietnam era (August 5, 1964, through May 7, 1975) and who requires mental health services for psychological or psychosocial problems arising from Vietnam era service is eligible to receive readjustment counseling services from the VHA upon request.

(1) As of April 1991, eligibility has been extended by law to include veterans from the Lebanon (August 25, 1982, through February 26, 1984), Grenada (October 23, 1983, through November 21, 1983), Panama (December 20, 1989, through January 31, 1990), conflicts and the Persian Gulf war (August 2, 1990, and ending by Presidential proclamation or law).

(2) Family members and significant others may be provided with appropriate services, when necessary, to assist in the provision of effective services to a veteran.

b. Determination of eligibility is the responsibility of Medical Administration Service, according to the following considerations: 38 U.S.C. Section 1712A provides that "upon the request of any veteran...the Secretary shall... furnish counseling... A 'veteran' is a person who served in the active military, naval, or air service, and who was discharged or released therefrom under conditions other than dishonorable."

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