

## TEXTILE CARE MANAGEMENT

**1. PURPOSE.** This revised Veterans Health Administration (VHA) Handbook provides guidance for: the use of textiles; and procedures and reporting requirements concerning textile management costs attributed to the procurement, distribution, and processing of textiles.

*NOTE: Reports mandated by this Handbook assist managers in developing comparative data supporting the development of business plans and other management initiatives.*

**2. SUMMARY OF MAJOR CHANGES.** This Handbook documents the revision of the Textile Care Management policy, which now includes textile management and textile processing performance measures.

**3. RELATED ISSUES.** VHA Directive 1850 (to be published).

**4. FOLLOW-UP RESPONSIBILITY.** The Director, Environmental Programs Service (10NP) is responsible for the contents of this Handbook. Questions concerning this Handbook may be directed to the Environmental Programs Service (10NP) at 202-266-4632.

**5. RESCISSIONS.** VHA Handbook 1850.3, dated January 15, 2008, is rescinded.

**6. RECERTIFICATION.** This VHA Handbook is scheduled for recertification on or before the last working day of March 2015.

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**CONTENTS**

**TEXTILE CARE MANAGEMENT**

<b>PARAGRAPH</b>	<b>PAGE</b>
1. Purpose .....	1
2. Background .....	1
3. Scope .....	1
4. Responsibilities of the Director Environmental Programs Service (10NP) .....	2
5. Responsibilities of the Facility Director .....	2
6. Responsibilities of the Textile Care Officer (TCO) .....	3
7. Distribution .....	4
8. Textile Inventory .....	4
9. Textile Control and Security .....	6
10. Delivery and Collection .....	7
11. Textile Repair and Conservation .....	7
12. Consolidation Agreements .....	8
13. Textile Inventory Control Report, RCN 10-0132 .....	8
14. Weigh Scales .....	9
15. Textile Distribution Workbook Calculator .....	9
16. Cost of Operations Workbook Calculator .....	10
17. Performance Measures .....	10

**APPENDIXES**

A Sample Worksheet for the Textile Distribution and Inventory Cost Report .....	A-1
B Sample Worksheet for the Textile Care Processing Information and Cost Report .....	B-1

## TEXTILE CARE MANAGEMENT

### 1. PURPOSE

This Veterans Health Administration (VHA) Handbook provides the scope and reporting requirements concerning textile management costs attributed to the procurement and distribution of textiles, and the processing of textiles.

### 2. BACKGROUND

a. In 1982, requirements for conducting local and national textile inventories were annotated in M-1, Part VII, Chapters 6 and 7. Later revisions applicable to this reporting requirement were updated routinely through 1991.

b. National textile inventory reports were published to the field using Information Letters from 1983 through 1997. As a result of these inventories, textile management was improved, resulting in more comprehensive inventory management at local facilities.

c. In 1999, the General Accounting Office (GAO) issued report B-283006, and in 2000 GAO issued Phase II of that report (Code 406201), which revealed some inconsistencies in definition and the calculation of textile management. The final report, GAO-01-61, recommended a systematic assessment to reduce costs while maintaining quality. Those findings and recommendations contributed to the revising and reinsurance of this recurring report in July 2002.

d. In 2007, the Management Analysis Business Process Reengineering (MA BPR) pilot study revealed opportunities to improve the way VHA collects textile care processing facility operations data. These improvements are included in the revision of this recurring policy to provide a mechanism for collecting costing data with a greater level of accuracy necessary for labor and non-labor costs of operations.

### 3. SCOPE

This Handbook provides guidance for the use of textiles, performance measures, the Department of Veterans Affairs (VA) Form 10-9036, Textile Inventory Control Report (Report Control Number (RCN) 10-0132), the addition of the Textile Distribution and Inventory Cost Report (see App. A), and the Textile Care Processing Information and Cost Report (see App. B); the latter to be submitted only by textile care processing facilities. Data collection is based upon a 100 percent line-item inventory control survey to be conducted during the first quarter of each fiscal year (FY) for the previous FY. Reports are due not later than December 15 of each calendar year. These reports are to be forwarded through official channels to the Director, Environmental Programs Service (10NP), VA Central Office. **NOTE:** *Textile Management and Textile Care Facility Operations are two separate functions under Textile Care Management. The focus of this Handbook is primarily, but not exclusively, on textile management.*

#### 4. RESPONSIBILITIES OF THE DIRECTOR ENVIRONMENTAL PROGRAMS SERVICE (10NP)

The Director, Environmental Programs Service (10NP) is responsible for report assimilation and the development and distribution of an annual report during the second quarter of each FY. This report assists field and corporate managers in appraising comparative data, and in supporting the development of market-based business plans and other management initiatives.

#### 5. RESPONSIBILITIES OF THE FACILITY DIRECTOR

The VHA facility Director, or designee, is responsible for:

a. Preparing and submitting:

(1) RCN 10-0132 using VA Form 10-9036, which must include 100 percent of all textile line-items processed.

(2) Textile Distribution and Inventory Cost Report (App. A), and the Textile Care Processing Information and Cost Report (App. B); the latter to be submitted only by textile care processing facilities.

(3) An action plan identifying root causes and corrective actions taken to meet performance measures when not met.

*NOTE: The Appendix A and B costing reports will be electronically submitted. The Inventory Report (10-9036) must be submitted by fax and electronically (web interface or email).*

b. Ensuring the Textile Care Officer (TCO) has the necessary training and knowledge to develop and maintain an accurate and efficient textile distribution and management program.

c. Ensuring that Government-owned Contractor-operated (GOCO) and Contractor-owned Contractor-operated (COCO) textile processing facilities submit required data through the facility responsible for contract management using the sample format contained in Appendixes A and B. This requirement must be included as part of the contractor performance requirements.

d. Ensuring there is a published facility Textile Care Management Plan. Each medical center's textile management plan must include the following primary objectives:

(1) Implementation of a workable textile distribution system.

(2) Implementation of a reliable record keeping system.

(3) Development of working relationships with using services.

(4) Education of service employees.

(5) Achievement of administration support through effective planning and coordination.

(6) Establishment of optimum par levels that directly relate to patient care needs.

*NOTE: Par levels are explained in subpar. 8b(1).*

(7) Maintenance of the established textile par levels through effective textile management.

(8) Establishment of textile control and security measures.

## 6. RESPONSIBILITIES OF THE TEXTILE CARE OFFICER (TCO)

The Textile Care Officer (TCO) is responsible for:

a. Textile management, which includes the care of textiles, inventory distribution, control, security, and required reports. The review and analysis of all collected data is used to evaluate the status of the textile management and control functions.

b. Developing a local policy documenting the system used to enable the TCO to recognize and assess the degree of out-of-line situations.

c. Implementing an effective textile care management plan that meets the needs of the medical center. This plan will be communicated to appropriate staff annually.

d. Managing the textile inventory in an economical and efficient manner. *NOTE: Supervisory personnel and service employees for linen management will be trained to properly accomplish their respective duties.*

e. Visiting the using units at regular intervals to discuss problems and plan textile service improvements. *NOTE: These visits need to occur as often as possible at medical centers with large patient workloads and or where excessive textile loss occur.*

f. Reviewing carefully the active textile inventory needs to determine if unusual situations exist that may require an adjusted par level.

g. Textile management record keeping. Textile management record keeping must be accurate and account for the total textile inventory. *NOTE: VA employee uniforms are included.*

(1) The annual textile inventory is used to validate textile management records.

(2) Textile Care Processing Facility (TCPF) textile reserves, supply requisitions, and deliveries need to be accounted for by this record keeping system. *NOTE: Textile Management Software Systems which meet the requirements of this Handbook are available on the open market; their use to provide reports and management control is strongly recommended.*

h. Implementing effective textile controls measures, which meet the needs of the medical center. The textile security policies and procedures (part of the facility's Textile

Care Management Plan) are to be coordinated with all using services, and the medical center police unit.

i. Developing a close, cooperative relationship with the medical center police and security force to ensure that textile control procedures properly interface with police security procedures, and that suspicious losses or conditions receive prompt investigation.

j. Establishing a local Textile Care Committee that meets, at least quarterly, to discuss refinement of textile levels, new textile items, develop solutions for excessive losses, and improved textile control procedures. The objective is to optimize service to the users and minimize textile misuse and loss. **NOTE:** *Membership should include, at a minimum, TCO, Textile Care Manager (TCM), textile coordinators, clinical, and security representatives.*

k. Ensuring that each delivery cart and ward storage area post a copy of the textile quota or standards for the using units.

l. Ensuring the use of disposable textiles in lieu of reusable textiles is fully justified by means of a cost and or benefit analysis.

## 7. DISTRIBUTION

a. A textile distribution system needs to be established that is the most economical and advantageous to the medical center. The system will include the collection and distribution of textiles, uniforms, and beneficiaries' wearing apparel.

b. The method of distribution utilized must use a reliable record keeping system. **NOTE:** *The exchange cart method is preferred. However, a centralized distribution system is acceptable where appropriate.*

## 8. TEXTILE INVENTORY

a. A medical center's active textile inventory level is based upon the:

(1) Type of patients,

(2) Medical specialty program,

(3) Type of textile service,

(4) Length of time needed to collect and deliver textiles,

(5) TCPF turnaround time, and

(6) Any other pertinent factors, such as, use of uniform and protective clothing valet systems.

b. Par is the term used to describe the quantity of each textile item needed in circulation for a 24-hour period. The quantity of each item required in circulation (par level) is directly related to textile usage, losses, processing locations, and storage locations.

(1) Par level is a term for the number of pieces of each item needed per bed, per patient day times the number of occupied beds served, times the number of locations the textile item is stored, used, and processed.

(2) The par level should be sufficient to maintain productivity and to preclude textile shortage at the using unit.

(3) One par level (24-hour supply) is normally needed for each of the following stages of the textile service cycle:

(a) Facility Related Textile Care Processing. Facility-related textile care processing includes:

1. Soiled transport and or receiving;
2. Soiled sorting and or wash;
3. Drying, conditioning, and finishing; and
4. Stored inventory for distribution.

(b) Medical Center Related Textile Care. Medical center related textile care includes:

1. Central Distribution,
2. Cart or shelf, (ward or unit closet), and
3. Bed or room.

c. The preceding seven locations represent seven par. The seven pars are based on a 5-day TCPF operation. The par level determines the beginning inventory for each piece. Medical facilities with no on-premise-textile care processing facility need to maintain an additional two to three par in central distribution for emergencies.

d. The inventory of textiles directly affects the:

- (1) Number of processes,
- (2) Availability,
- (3) Life expectancy, and
- (4) Cost of each piece.

e. Changes in inventory are to be adjusted by the:

- (1) Number of active beds,
- (2) Turn-over rate,
- (3) Level of service or acuity,
- (4) Delivery system,
- (5) Ambulatory care workload, and
- (6) Special emphasis programs or research.

f. The level of customer service, or patient acuity, determines the volume of each piece washed per day, and directly affects pounds per patient days, outpatient visits, and total poundage.

## 9. TEXTILE CONTROL AND SECURITY

a. In order to properly manage and secure government property at VA medical facilities, patients and employees are to be formally notified that lockers, bedside stands, wardrobes, etc., are not considered private and are subject to inspection for inventory or sanitation purposes at any time. Patients and employees will be notified in advance of the expected date, time and duration of the inspection. **NOTE:** *Conspicuous posting of the notice in the affected areas 7-days prior to conducting the inventory is recommended.*

b. Textile control must include, but is not limited to, the following security procedures:

- (1) All textile storage areas and vehicles are to be under locked and controlled access.
- (2) Only one 24-hour supply (one par) is to be kept in storage for each using unit.
- (3) Prior to distribution, textile items must be permanently marked in an easily visible location, as follows:

VA PROPERTY  
NOT FOR SALE

(4) All clean textile delivery carts are to be clearly labeled as to their destinations including a copy of the textile quota or standards for the using units (see subpar. 6k), and must be delivered directly to the designated textile drop point for each using unit.

(5) The clean textile cart must be attended by designated employees until secured at the using unit.

(6) Carts utilized by an automated delivery system must be enclosed and have a provision for locking the contents for safekeeping.

(7) Written facility policy to deter the loss of textile (by theft, unauthorized transport, usage, etc.) stating the consequences of such acts.

## 10. DELIVERY AND COLLECTION

a. Textile delivery and collection schedules must be developed, consistent with local needs.

b. Procedures must be established and used to ensure that during the movement of textiles, the possibility of contamination or cross-infection is held to a minimum. The TCO at each medical center will ensure that all infection control requirements are met.

c. Soiled textiles must be handled as little as possible and with minimum agitation to prevent contamination of persons handling the textiles. All soiled textiles will be bagged at the location where they were used; and will not be sorted or rinsed in patient care areas.

d. Procedures will be established and used to ensure sharps and surgical instruments are separated from soiled textiles.

e. The TCO is responsible for supervising the distribution of clean textiles from designated delivery points to the using units, and for moving soiled textiles from the soiled textile room(s) to the designated collection point.

f. At medical centers serviced by a consolidated TCPF or serviced by commercial contract, the TCO, or designee must:

- (1) Prepare soiled textiles for shipment;
- (2) Act as the representative of the contracting officer, when appropriate;
- (3) Receive and account for VA property utilized; and
- (4) Maintain records necessary to verify the accuracy of the contracted services.

## 11. TEXTILE REPAIR AND CONSERVATION

a. Textile repair must be done to the maximum extent when economically feasible. Damaged or worn textiles beyond economical repair must be counted as fair wear and tear on the Textile Inventory Report and disposed of in accordance with Acquisition and Materiel Management requirements.

b. Textiles are to be used only for the specific purpose for which they are intended. Textiles are not to be used as:

- (1) Containers for other soiled textiles,
- (2) Props for patients,
- (3) Liners for TCPF carts,
- (4) Food tray covers,
- (5) Textile cart covers, or

(6) Cleaning rags. *NOTE: Damaged or worn textiles uses as rags must be marked and clearly identified as such prior to use to minimize misuse of government textiles.*

## 12. CONSOLIDATION AGREEMENTS

If a textile care processing facility is providing service to another VHA health care facility, a written consolidation agreement must be in place that addresses:

- a. Emergency contingency planning;
- b. Adjustable textile quantities based on demonstrated need, e.g., patient activity;
- c. Cost transfer methodology and process;
- d. Textile control responsibility documentation; and
- e. Routine (quarterly) customer service visits to the recipient facilities by the TCM or representative.

## 13. TEXTILE INVENTORY CONTROL REPORT, RCN 10-0132

a. Textile Inventory Control Report (RCN 10-0132) data is based upon an inventory control survey to be conducted during the first quarter of each FY for the previous FY. The report is due from each facility, not later than December 15th of each calendar year. These reports are to be forwarded through official channels to the Director, Environmental Programs Service (10NP), VHA Central Office.

b. The data submitted is to be based upon the contents of documented (auditable) textile management records and effective survey procedures. The survey must be conducted within a single 24-hour period. TCO and or TCM must submit an RCS 10-0132 using VA form 10-9036, and document which medical centers are included in each annual report.

c. Once the Beginning Inventory has been established, the following formula needs to be used to determine Unexplained Disappearance and or Appearance of textiles:

- (1) Abbreviations and definitions of the inventory variables are:

- (a) BI = Beginning Inventory (Ending Inventory of previous year).
  - (b) NTR = New Textiles Received (and entered into the inventory).
  - (c) FW&T = Fair Wear and Tear.
  - (d) UD = Unexplained Disappearance.
  - (e) UA = Unexplained Appearance.
  - (f) EI = Ending Inventory (actual physical count).
- (2) Formula for determining UD is:  $BI + NTR - FW\&T - EI = UD$  and UA.

d. The TCO and or TCM must review and analyze data to determine its validity and evaluate the status of the textile management and control functions. This evaluation needs to identify the priority of need, i.e., short-term actions and long-term direction for future objectives for improved operations.

(1) Positive (+) UD values generally indicates a lack of textile control, e.g., loss or misuse, or it may indicate problems with record keeping, as well as inventory methods.

(2) A negative (-) value or UA is likely to be indicative of inaccurate record keeping and inventory control methods.

e. The data and summary factors of the Textile Inventory Control Report (RCN 10-0132) are to work in conjunction with the Textile Distribution and Inventory Cost Report (see App. A) and the Textile Care Processing Information and Cost Report (see App. B). That information when integrated with a 100 percent line-item inventory enables the TCO to pinpoint the most prevalent items comprising UD and or UA, so that appropriate actions and objectives can be determined.

## 14. WEIGH SCALES

Weigh Scales used to weigh clean and soiled textile carts must be calibrated annually to ensure accurate costing and workload associated with textile care processing and billing.

## 15. TEXTILE DISTRIBUTION WORKBOOK CALCULATOR

The Textile Distribution Workbook (TDW) Calculator is available on the Environmental Programs Service (10NP), VHA Central Office, Web site: [yaww.vhaco.va.gov/dushom/eps/](http://yaww.vhaco.va.gov/dushom/eps/).

**NOTE:** *This is an internal Web site and is not available to the public.* This calculator provides a mechanism to collect and analyze textile usage and distribution information necessary for meeting VHA benchmark requirements and improving textile management. The TDW sheets are tailored to identify various textile management-specific usage data over a 12-month period (divided into 52 weeks) which affect performance and efficiency.

## 16. COST OF OPERATIONS WORKBOOK CALCULATOR

The Textile Care Processing Facility (TCPF) Cost of Operations Workbook (COW) Calculator is available on the Environmental Programs Service (10NP), VHA Central Office, Web site at: [vaww.vhaco.va.gov/dushom/eps/](http://vaww.vhaco.va.gov/dushom/eps/). **NOTE:** *This is an internal Web site and is not available to the public.* It provides a mechanism to collect and analyze utility usage, labor efficiency, and costing information necessary for meeting VHA benchmark requirements and improving TCPF operations. The Cost of Operations Worksheets (COW) are tailored to identify the various TCPF-specific costs and utility usage data over a 12-month period (divided into four quarters) which affect the net cost of operations and identify TCPF efficiency. The analytical charts provide a graphical representation of usage and cost variations making it easier to identify trends and outliers on a quarterly and yearly base. Additionally, this workbook calculator provides summary cost and usage information needed to complete the Textile Care Processing Information and Cost Report (Appendix B) and to identify cost per pound for selling of service.

## 17. PERFORMANCE MEASURES

- a. Facilities need to establish procedures to meet VHA textile management and processing performance measures. The performance measures are available on the Environmental Programs Service (10NP), VHA Central Office Web site at: [vaww.vhaco.va.gov/dushom/eps/](http://vaww.vhaco.va.gov/dushom/eps/).
- b. Facilities must provide action plans identifying root cause, corrective action, and point of contact for performance measures not met.
- c. Actions plans must be submitted through VISN offices to Environmental Programs Service (10NP) within 30 calendar days of published Textile Care Management Report.

**SAMPLE WORKSHEET FOR THE  
TEXTILE DISTRIBUTION AND INVENTORY COST REPORT**

**(to be submitted by all health care facilities)**

**1. FISCAL YEAR** \_\_\_\_\_

**2. FACILITY NUMBER** \_\_\_\_\_

**3. FACILITY NAME** \_\_\_\_\_

**4. POINT OF CONTACT** \_\_\_\_\_

**Telephone number** \_\_\_\_\_

**E-mail address** \_\_\_\_\_

**5. Soiled pounds laundered.** \_\_\_\_\_.

*NOTE: Pounds processed by contractor and or Department of Veterans Affairs (VA).*

**6. Total Full-time Equivalent (FTE) employee(s) assigned to Textile Distribution Cost Center 8571** \_\_\_\_\_.

*NOTE: Staffing FTE must match FTE data in the 830 Report.*

**7. Total Textile Distribution Employee Labor Cost \$** \_\_\_\_\_.

*NOTE: Total dollar amount for distribution labor. This would include all full-time and part-time staff associated with the distribution of textiles including benefits; all Wage Grade (WG), Wage Leader (WL), Wage Supervisor (WS), and General Schedule (GS) staff that distribute textiles within the medical center or health care system and that are directly assigned to the 8571 cost center. Labor cost must match labor cost data in the 830 Report. Any exceptions must be referred to the Environmental Programs Service (10NP) at 202-266-4632.*

**8. Contract Labor (to include Compensated Work Therapy (CWT)) Cost \$** \_\_\_\_\_.

*NOTE: Total dollar amount for staff contracted through temporary agencies or CWT staff that is charged to the 8571 cost center; retrieve data from the 830 Report.*

**9. Total value of the current textile inventory purchased by the facility \$** \_\_\_\_\_.

*NOTE: Based on inventory results, determine the dollar value of total textile inventory, e.g., bedding, surgery textiles, towels, bed pads, patient apparel, uniforms, and specialty items. Exclude those items purchased by other entities. Retrieve data from Department of Veterans Affairs (VA) Form 10-9036, Textile Inventory Control Report.*



**SAMPLE WORKSHEET FOR THE  
TEXTILE CARE PROCESSING INFORMATION AND COST REPORT**

(to be submitted only by textile care processing facilities)

1. FISCAL YEAR \_\_\_\_\_

2. FACILITY NUMBER \_\_\_\_\_

3. FACILITY NAME \_\_\_\_\_

4. POINT OF CONTACT \_\_\_\_\_

Telephone number \_\_\_\_\_

E-mail address \_\_\_\_\_

5. Identify all types of textile care operation, i.e., Government-owned Government-operated (GOGO), Government-owned Contractor-operated (GOCO), Contractor-owned Contractor-operated (COCO).

6. Total Full-time Equivalent (FTE) employee assigned to textile care processing (Cost Center 8570) \_\_\_\_\_

*NOTE: Staffing FTE must match FTE data in 830 Report.*

7. Last date of scale certification. \_\_\_\_\_

*NOTE: Documentation that commercial scales, used to weigh clean and soiled textile carts, have received maintenance and are certified by independent service company.*

8. Soiled pounds (all customers) laundered. \_\_\_\_\_

*NOTE: Pounds processed, including Department of Defense (DOD), other government and state agencies, private sector, etc.*

9. Total Textile Care Administrative Employee Labor Cost \$ \_\_\_\_\_

*NOTE: Total dollar amount of non-processing labor associated with textile care processing including benefits. This would include all administrative, supervisory and management support that is directly assigned to the 8570 cost center. Labor cost must match labor cost data in 830 Report.*

9A. Total Textile Care Administrative Employee man-hours worked. \_\_\_\_\_

*NOTE: Labor hours (Cost Center 8570) worked associated with non-processing labor as stated at item #9.*

10. Total Textile Care Processing Employee Labor Cost \$ \_\_\_\_\_

*NOTE: Total dollar amount of processing labor. This would include all full-time and part-time staff associated with the processing of textile including benefits. This would include all WG, WL staff that process textiles and that are directly assigned to the 8570 cost center. Labor cost must match labor cost data in 830 Report.*

10A. Total Textile Care Processing Employee man-hours  
work. \_\_\_\_\_

*NOTE: Labor hours (Cost Center 8570) worked associated with processing labor as stated at item #10.*

11. Contract Labor (to include CWT) Cost \$ \_\_\_\_\_

*NOTE: Total dollar amount of staff either administrative or processing that are contracted through temporary agencies or CWT staff that are charged to the 8570 cost center. This should not include IT labor. Labor cost must match labor cost data in 830 Report.*

11A. Contract Labor (to include CWT) man-hours worked. \_\_\_\_\_

*NOTE: Labor hours (Cost Center 8570) worked associated with administrated or processing labor as stated at item #10.*

12. Other Associated Non-Processing Labor salary Costs (OWCP) \$ \_\_\_\_\_

*NOTE: Total dollar amount associated with OWCP costs directly related the 8570 cost center. Retrieve data from 830 Report.*

13. Total Cost of Processing Labor \$ \_\_\_\_\_

*NOTE: Sum of line items 9, 10, 11, and 12.*

14. Total Cost of Processing Labor Per Pound \$ \_\_\_\_\_

*NOTE: Divide using the following line items: +13 divided by 8.*

15. Textile processing costs

a. Water or sewer \$ \_\_\_\_\_

*NOTE: Total dollar amount of water consumed associated with textile care processing. This number should be available through the facility utilities manager and should only be water that is used in textile care processing.*

a1. Total amount of water used \_\_\_\_\_ gallons.

*NOTE: Retrieve data from energy monitoring system or meters.*

b. Electricity \$ \_\_\_\_\_

*NOTE: Total dollar amount of electricity consumed associated with textile care processing. This number should be available through the utilities manager and should reflect the cost of all electricity used in textile care processing.*

**b1.** Total amount of kilowatt hours used \_\_\_\_\_

*NOTE: Retrieve data from energy monitoring system or meters.*

**c.** Steam \$ \_\_\_\_\_

*NOTE: Total dollar amount of steam consumed associated with textile care processing. This number should be available through the utilities manager and should reflect the cost of all steam used in textile care processing.*

**c1.** Total amount of steam used \_\_\_\_\_ pounds.

*NOTE: Retrieve data from energy monitoring system or meters.*

**d.** Gas or Oil \$ \_\_\_\_\_

*NOTE: Total dollar amount of gas and oil consumed associated with textile care processing. This number should be available through the utilities manager and should reflect the cost of all gas and oil used in textile care processing.*

**d1.** Total amount of gas used \_\_\_\_\_ cubic feet.

**d2.** Total amount of oil used \_\_\_\_\_ gallons.

*NOTE: Retrieve data from energy monitoring system or meters.*

**e.** Solar and or Geothermal \$ \_\_\_\_\_

*NOTE: Total dollar amount of solar and or geothermal consumed associated with textile care processing. This number should be available through the utilities manager and should reflect the cost of all solar and or geothermal used in textile care processing.*

**f.** Maintenance and Repair \$ \_\_\_\_\_

*NOTE: Total dollar amount of maintenance and repair costs associated with maintaining laundry equipment. This amount includes all labor both in-house and contract and materials consumed associated with textile care processing. This number should be available through the Engineering Service and or through internal laundry maintenance program. Do not report maintenance performed by laundry processing personnel, e.g., cleaning, equipment moving, pads, belts and or ribbon replacement.*

**g.** General Supply (Cost Centers 8570/2660) \$ \_\_\_\_\_

*NOTE: Total dollar amount of all general supplies. This should include ironer pads, ironer tape, and any other supply associated with textile care processing.*

**h.** Chemical Supply (Cost Centers 8570/2660) \$ \_\_\_\_\_

*NOTE: Total dollar amount of all washroom chemicals.*

**16.** Total Cost of Processing Non-Labor \$ \_\_\_\_\_

*NOTE: Sum of line items 15a to 15h.*

17. SUBTOTAL PROCESSING COSTS (Labor and Non-Labor) \$ \_\_\_\_\_

*NOTE: Sum of line items 13 and 16.*

18. SUBTOTAL PROCESSING COSTS (Labor and Non-Labor) Per pound \$ \_\_\_\_\_

*NOTE: Divide using the following line items: +17 divided by 8.*

19. Inter Facility Transportation (Drivers) if in house Cost \$ \_\_\_\_\_

*NOTE: Total labor costs for in-house FTE that provide transportation services from one facility to another. This would be for facilities that are providing services to a separate facility other than the principle facility as a Memorandum of Understanding (MOU), Contract, or Sharing agreement. This would only be transportation labor that is considered over the road and inter facility not intra facility.*

20. Inter Facility Vehicle Cost (including fuel) \$ \_\_\_\_\_

*NOTE: Total vehicle costs associated with the transportation of textiles from one facility to another. This would be for facilities that are providing services to a separate facility other than the principle facility as a MOU, Contract, or Sharing agreement. This would only be vehicle costs that are considered over the road and inter facility not intra facility.*

21. Inter Facility Transportation Contract Cost \$ \_\_\_\_\_

*NOTE: Total dollar amount associated with contracted transportation services from one facility to another. This would be for facilities that are providing services to a separate facility other than the principle facility as a MOU, Contract, or Sharing agreement. This would only be contract costs that are considered over the road and inter facility not intra facility.*

22. Total Cost of Transportation Non-Labor \$ \_\_\_\_\_

*NOTE: Sum of line items 20 and 21.*

23. SUBTOTAL TRANSPORTATION COSTS (Labor and Non-Labor) \$ \_\_\_\_\_

*NOTE: Sum of line items 19 and 22.*

24. SUBTOTAL TRANSPORTATION COSTS (Labor and Non-Labor) Per Pound \$ \_\_\_\_\_

*NOTE: Divide using the following line items: + 23 divided by 8.*

25. Standard and Specialty Textile Items Cost \$ \_\_\_\_\_

*NOTE: Total dollar amount of all textiles purchased (**Textile replacement for laundry operation only. Not total textile inventory**) associated with the 8571/8570 cost center. (Retrieve specific data from Department of Veterans Affairs (VA) Form 10-9036, Textile Inventory Control Report.)*

26. Uniforms and Protective Clothing Cost \$ \_\_\_\_\_

*NOTE: Total dollar amount of all uniforms and protective clothing purchased (**Textile replacement for laundry operation employees only. Not total facility textile inventory.**) associated with the 8570/8571 cost center. (Retrieve specific data from VA Form 10-9036.)*

27. Total Cost of Textiles Non-Labor \$ \_\_\_\_\_

*NOTE: Sum of line items 25 and 26.*

28. Total Cost of Textiles Non-Labor per pound (Textile Replacement per pound)  
\$ \_\_\_\_\_

*NOTE: Divide using the following line items: +27 divided by 8.*

29. SUBTOTAL OPERATIONS COSTS (including Processing, Inter-facility Transportation, and Textiles) \$ \_\_\_\_\_ *NOTE: Sum of line items 17, 23, and 27.*

30. SUBTOTAL OPERATIONS COSTS (including Processing, Inter-facility Transportation, and Textiles) PER POUND \$ \_\_\_\_\_ *NOTE: Divide using the following line items: +29 divided by 8.*

31. Equipment Depreciation Cost \$ \_\_\_\_\_

*NOTE: Total amount of straight line equipment depreciation for equipment that is identified on the facility Equipment Inventory Listing (EIL). If there is equipment on the EIL that has useful life remaining you should take the total life cycle and divide it by the purchase price to give you the depreciation amount for one year (reporting year). This is the amount to enter in this field.*

32. EQUIPMENT DEPRECIATION COST PER POUND \$ \_\_\_\_\_

*NOTE: Divide using the following line items: +31 divided by 8.*

33. TOTAL ALL OPERATIONS COSTS \$ \_\_\_\_\_

*NOTE: Sum of line items 29 and 31.*

34. TOTAL ALL OPERATIONS COSTS PER POUND \$ \_\_\_\_\_

*NOTE: Divide using the following line items: +32 divided by 8.*

35. Total Annual Contract Revenue \$ \_\_\_\_\_

*NOTE: Total amount of revenue billed to other facilities (Non-VA Facilities).*

**36.** Total Annual Costs to Service Contract (Negative) \$ \_\_\_\_\_

*NOTE: Total dollar amount that has been expended to provide textile care processing services to other facilities or accounts. Each agreement or account may have all or part of the services provided. To get this number you would look at the appropriate sub-category that reflects the level of service provided to a specific account and add them to equal the total cost per pound for the specific account. You will then multiply the number of pounds processed for that specific account. If there are multiple accounts you will total these amounts and enter into this field.*

Example of figuring Total Annual Costs to Service Contract

Assuming: Line 18 is \$0.38

Line 24 is \$0.04

Line 28 is \$0.09

	Processing Cost (Labor & Non-Labor)	Transportation Cost (Labor & Non-Labor)	Textile Replacement (Labor & Non-Labor)			
Sample Accounts	Line 18	Line 24	Line 28	Total of Sub-Categories	Total lbs Processed	Cost to Service Contracts
US Soldiers' Home	\$0.38	\$0.04	\$0.09	\$0.51	500,000	\$255,000.00
State Veterans Home	\$0.38	\$0.04		\$0.42	250,000	\$105,000.00
Jim's Air Force Base	\$0.38		\$0.09	\$0.47	580,000	\$272,600.00
				<b>Annual Cost to Service Contracts</b>		<b>\$632,600.00</b>

**37.** Total Contract Revenue in Excess of Contract Service Costs \$ \_\_\_\_\_

*NOTE: Perform the following math using the following line items: +35 plus -36. This represents the total net amount of revenue generated by your facility. This could be a negative or a positive number.*

**38.** Contract Profit per pound \$ \_\_\_\_\_

*NOTE: Perform the following calculation using the following line items: +37 divided by 8.*

**39.** NET COST TO OPERATE LAUNDRY AFTER CONTRACTS \$ \_\_\_\_\_

*NOTE: Perform the following calculation using the following line items: +33 plus -37.*

**40.** NET COST TO OPERATE LAUNDRY AFTER CONTRACTS PER POUND \$ \_\_\_\_\_

*NOTE: Perform the following calculation using the following line items: +39 divided by 8.*

**41.** TOTAL LABOR COSTS \$ \_\_\_\_\_

*NOTE: Sum of line items 13 and 19.*

**42.** TOTAL NON-LABOR COSTS \$ \_\_\_\_\_

*NOTE: Calculate line items (Sum (16, 22, 27, and 31)) minus 37.*

**43.** Pounds per Operator Hour (Processing) pound \_\_\_\_\_

*NOTE: Calculate line items line 8 divided by (10A plus 11A).*

44. Identify customers, e.g., VA medical centers, Veterans State Home (VSH), Soldiers' Home (SH), Department of Defense (DOD), Other Government Agency or Department (OGA), or private sector (PS) customers.

*NOTE: Facility identification numbers should be included for Veterans Health Administration (VHA) integration customers, location and organization for non-VA customers. (Add additional sheets if necessary).*

Customer	Station #	Type of Account
		VA, VSH, SH, DOD, OGA, PS
		VA, VSH, SH, DOD, OGA, PS
		VA, VSH, SH, DOD, OGA, PS
		VA, VSH, SH, DOD, OGA, PS
		VA, VSH, SH, DOD, OGA, PS
		VA, VSH, SH, DOD, OGA, PS
		VA, VSH, SH, DOD, OGA, PS
		VA, VSH, SH, DOD, OGA, PS