

**Nebraska Western Iowa Health Care System (NWIHCS)**  
**VAVS Meeting Minutes**  
**Wednesday: April 22, 2026 @ 1:30 – 3:00**  
**In-person Meeting @ Elks Lodge, 6410 S 96<sup>th</sup> Street, Omaha NE 68127**

**1. Welcome Remarks/Chair: Michael Ingram, Chief, CDCE**

- Pledge of Allegiance/Roll Call: Tracy Forman
- Invocation: Chaplain Short

**2. Executive Staff Updates**

- **CDCE: Tracy Forman – (Tier 1 Background and On-Boarding)**
  - VISN 23 LEADER: 151 Volunteers complete (52%)
  - 19 (7%) VOLs declined & 21 Pending: Potential switch to Occasional
  - We're not done yet! 121 total volunteers are still in the process.
- **Chaplain: Chaplain Short (Current Chaplain hiring, deployments, updates)**
- **Operations: Rikki Parker (Facility Updates)**
  - Rikki has been (assigned/detailed) as the Papillion CLC Facility Administrator.
  - Plans to reopen the 6<sup>th</sup> floor (12 more beds) by the end of the FY
  - PCLC is a VA leased space; 5<sup>th</sup> and 6<sup>th</sup> floors from VA Midlands in Papillion.
  - Contract modifications in the pipeline for several maintenance updates.
  - More space is added to the lease to build a kitchen and conference room spaces
  - Installing new faucets and attachable filters to further prevent spread of disease.
  - Automatic door arms to be installed on the 6<sup>th</sup> floor
  - 911 calls need a way to be paid
  - Excellent Unannounced Survey team inspection. (Only one minor finding)
  - Router/WiFi upgrades coming to support Go-Live date for new Federal Electronic Health Record (FEHR) system
  - Emergency Management drills are scheduled for May 7<sup>th</sup>
  - Requesting donation of plastic drawers for Veterans to store items
- **Papillion CLC: Cati DeMasi (Recreation Updates)**
  - Always need volunteers at PCLC. Ideas include: Playing games, Visiting/chatting, Organized events like BINGO, Walking with Veterans outside
  - **BINGO Prizes needed:** soft blankets, plush animals, Pepsi products, dollar store candy or other snacks, Bluetooth speakers (like those at dollar tree), veteran or service baseball caps (all branches except Space Force), winter wear in season such as gloves and warm hats, aftershave (more men than women)
  - **Gift Cards:** (Amazon, Dollar Tree, Hyvee, etc.) and **Small Backpacks/Walker bags**

### 3. Old Business - VAVS 2025 Game Changing Accomplishments:

- Food Pantry – Needs List (Peanut Butter, Jelly, Ready to Eat Meals)

### 4. New Business: Michael Ingram

- **WELCOME** – David Timm; 120-day Detail Specialist
  - Food Pantry Manager: Inventory, Stocking, and Oversight
  - Summer Youth Volunteer Project: 1 Jun – 30 Jul
- **Food Pantry Operations (ACC): 805 Pantry Bags** (419 Unique Veterans)
  - PENDING: Food Bank of the Heartland - Upcoming Site Visit (TBD)
  - 893 total Veterans supported: including CRRC's 120 (Mar/Apr 2026)
  - Added Fresh Bread from Rotella's Italian Bakery (50 loaves a week)
- **Other NWI – Did you Knows?**
  - FREMONT CBOC – Activation Meetings Started – Fall 2027
  - Fisher House - 22 new Mattress Delivery/55th Wing Supported Event
  - Hosted Rocky Mountain FRIENDS of the Fisher House (501c) Tour

### 6. Upcoming Events: Other than those already mentioned (TBD)

- 19-25 April: Volunteer Appreciation Week
- 27 Apr - 1 May: Patient Experience Week
- **21 May:** VA2 (Stuff the Bus) **UPDATED**
- 28 May: Omaha Volunteer Annual Banquet

### 7. Future VAVS Meetings (4th Wednesday of the Month):

- 1:30 p.m. Wednesday, July 22nd, 2026 – VAVS Committee Members
- 1:30 p.m. Wednesday, October 21nd, 2026 – VAVS Committee Members
- 1:30 p.m. Wednesday, January 27th, 2027 – VAVS Committee Members
- 1:30 p.m. Wednesday, April 21nd, 2027 – VAVS Committee Members

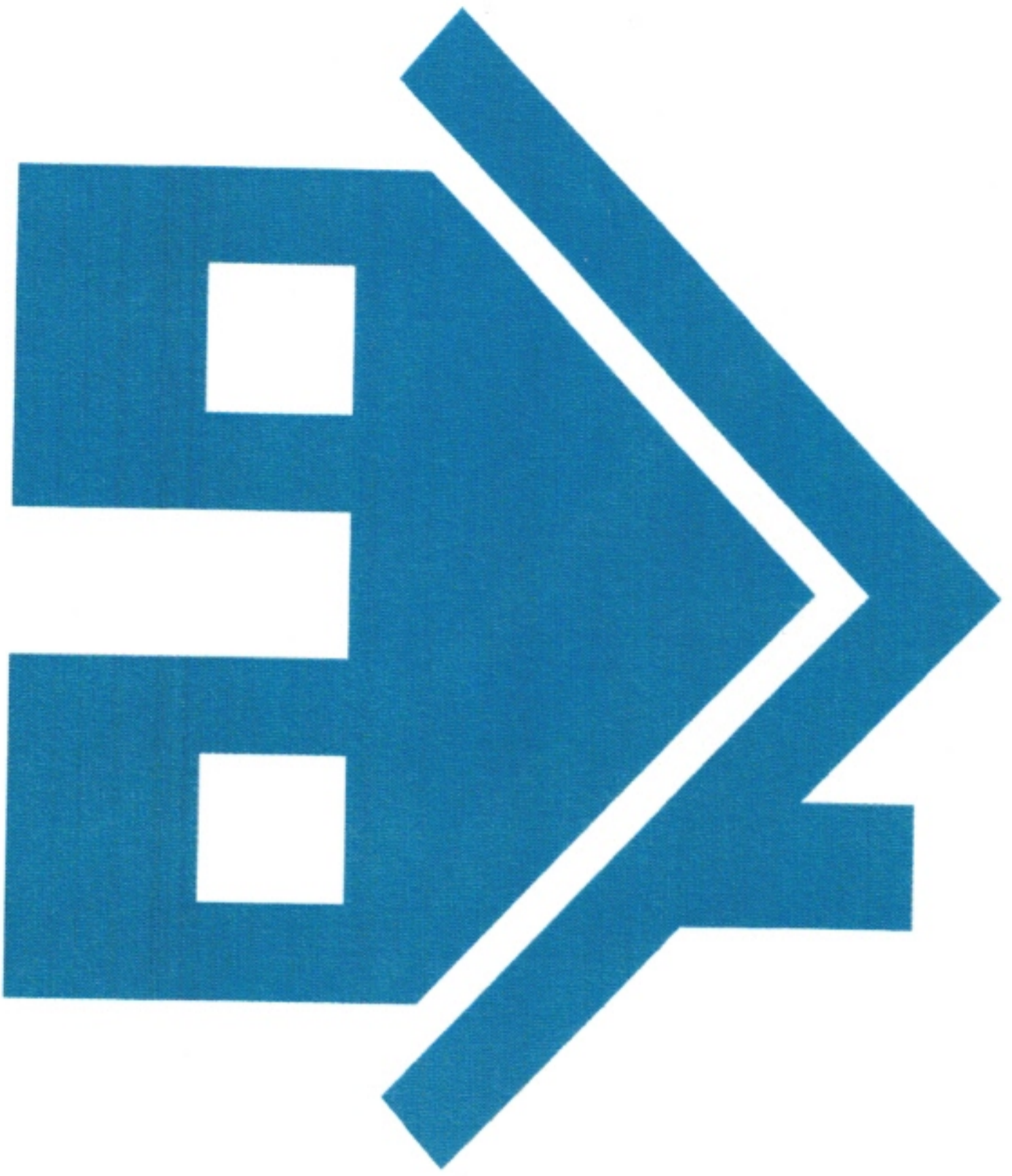
MICHAEL  
INGRAM

Digitally signed by MICHAEL  
INGRAM  
Date: 2026.04.24 12:52:56  
-05'00'

**MICHAEL A. INGRAM**  
**Chief, Center for Development and Civic Engagement**



VAVS CDCE UPDATE  
APR 2026.pdf



April 2026

# Fisher House

**Jennifer Servant**  
**Acting, Fisher House Manager**



# ***“Spring Loaded”***

**CDCE UPDATE**

**APRIL 2026**

**MICHAEL “Indy” INGRAM**  
**Chief, CDCE/Voluntary Services**

***Providing world-class support to our nation’s heroes is at the **CORE** of everything we do!***  
*(Communication, Operations, Relationships, and Effectiveness)*

# Fisher House Community Engagements

---



Outreach at Nebraska Husker Spring Games Military and Veteran Resource Fair ~ networked NWI Fisher House program to **hundreds of Veterans** in attendance and other vendors. (\$200 donation received linked to event)



Interviewed by Veteran podcast “**Still Serving Iowa Veterans**” ~ spread Fisher House awareness to **thousands of Veterans** across rural Iowa.



Hosted two Rocky Mountain Friends of Fisher House executive members ~ Tour included meeting the Director and tours of the main hospital and Fisher House. Future partnership expected to result **future improvement projects (\$100K+)**

# New & Improved Fisher House

- **Championed \$60K+ for refurbishments:**

- 22 new mattresses & sheets (\$20K)
- 25+ new rugs (\$15K)
- 2 new reclining massage chairs (\$10K)
- New luggage cart (\$1K)
- Outdoor Shuttle Bus bench(\$700)
- New pantry cupboard (\$300)
- New game cabinet (\$300)
- New Ninja toaster oven/air fryer (\$200)
- *\*Pending additional storage (\$1K)*
- *\*May 20<sup>th</sup> – Sponsored Golf Tournament (\$10K+)*



# Occupancy

Fisher House Occupancy

