

## POLICE STAFFING POLICY

1. **REASON FOR ISSUE:** This new directive ensures that the Department of Veterans Affairs (VA or Department) police staffing standards support implementation of 38 U.S.C. § 902, Enforcement and Arrest Authority of Department Police Officers.
2. **SUMMARY OF CONTENTS/MAJOR CHANGES:** This directive sets forth the policy and responsibilities for determining facility-appropriate VA Police staffing standards.
3. **RESPONSIBLE OFFICE:** Office of Human Resources and Administration/ Operations, Security and Preparedness (HRA/OSP) (006).
4. **RELATED HANDBOOK/DIRECTIVE:** None.
5. **RESCISSION:** Section 2.a. Police and Security Organization and Staffing, VA Handbook 0730, Security and Law Enforcement, dated August 11, 2000.

**CERTIFIED BY:**

**BY DIRECTION OF THE SECRETARY  
OF VETERANS AFFAIRS:**

/s/

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**DISTRIBUTION:** Electronic Only

## POLICE STAFFING POLICY

1. **PURPOSE.** VA is committed to providing a safe and secure environment for Veterans, employees and visitors on VA property. The VA Police Force plays a significant role in ensuring the security of VA facilities by providing specialized law enforcement. This document establishes VA policy for determining appropriate VA Police Staffing Standards at VA owned or leased space not under the charge and control of the General Services Administration (GSA).
2. **POLICY.** To demonstrate that facilities have the appropriate staffing standards to provide high quality law enforcement services, VA facility leadership must incorporate core Department requirements and apply the evidence-based staffing methodology contained in this policy. Additionally, VA facilities must ensure that police personnel are assigned duties and responsibilities consistent with maintaining law and order and protecting persons and property.

Since most VA police units are established within the Veterans Health Administration (VHA), support for VA police services at non-VHA facilities should be coordinated between VHA and other Administrations appropriate intra-agency agreements, as opposed to creating separate VA police units for Veterans Benefits Administration (VBA) and National Cemetery Administration (NCA) facilities. Under this arrangement, VBA and NCA may procure police services from VHA.

- a. **Core Requirements.** VA facility directors shall include the following requirements into facility Police Staffing Standards:
  - (1) Establish 24/7 law enforcement operations 365 days a year;
  - (2) Organize law enforcement and police activities into a unit supervised by a qualified law enforcement professional or supervisory police officer;
  - (3) Provide 24/7 coverage of the VHA Emergency Department with a static post;
  - (4) Staff at least the minimum required uniformed officers on patrol at all times (as determined by the staffing decision making tool, in addition to any static posts);
  - (5) Ensure continuous coverage by VA Police Officers during major employee shift change; and
  - (6) Employ at least one Training Officer for every 25 police officers (not to exceed more than five total training officers).
- b. **Staffing Methodology.** VA facility directors shall also include the following factors into their staffing standards based on facility-specific requirements:
  - (1) Facility information, to include:

- (a) Facility complexity level;
  - (b) Total owned and leased gross square footage;
  - (c) Number and proximity of Community-Based Outpatient Clinics (CBOCs);
  - (d) Number of occupied buildings; and
  - (e) Average number of emergency room patients per year.
- (2) Workload information, to include:
  - (a) Internal and external patrols workload;
  - (b) Shift change workload;
  - (c) Control access point workload;
  - (d) Static check point workload;
  - (e) Total closed-circuit television (CCTV), camera and alarm systems monitored;
  - (f) Investigative reporting (IR) workload;
  - (g) IR referred to investigator/detective workload;
  - (h) Personal Identity Verification (PIV) card access workload;
  - (i) Community events workload;
  - (j) Police enhanced program response workload;
  - (k) Total canine units;
  - (l) Total number of dispatchers on duty per shift;
  - (m) Flagged escort workload;
  - (n) Court case workload; and
  - (o) Total training hours (annual and re-certification).
- c. **Other Considerations.** VA facility directors may also include additional factors into facility staffing standards, such as:
  - (1) Findings from physical security surveys;

- (2) Vulnerability Assessment risk score;
  - (3) Number of serious incidents;
  - (4) Presence of a Community Resource and Referral Centers (CRRC), Off station Community Living Centers (CLC) or other VA special programs or activities geographically located away from the main facility; and
  - (5) Crime levels and real-time threats.
- d. **Position Categories.** VA facility directors shall include the following position types in their staffing standards:
- (1) Chief of Police, General Schedule (GS)-0080;
  - (2) Deputy Chief of Police, GS-0080;
  - (3) Supervisory Police Officers, GS-0083;
  - (4) Criminal Investigator, GS-1811 and/or Police Detective, GS-0083;
  - (5) Police Officer, GS-0083;
  - (6) Training Officer, GS-0083;
  - (7) Physical Security Specialist, GS-0080;
  - (8) Security Specialist Assistant, GS-0086;
  - (9) Dispatcher, GS-0086; and
  - (10) Administrative Officer, GS-0303/0341.
- e. **Documentation.** VA facility directors shall document facility staffing standards using the VA Police Staffing Decision Tool (PSDT) and incorporate the standards into the overall staffing plan. Facilities must also submit the staffing standards to the Office of Operations, Security and Preparedness (OSP) for concurrence and provide quarterly updates on efforts to meet those standards. OSP will manage the PSDT and revalidate it every three years in accordance with VA Directive 5010, "Manpower Management Policy."
- f. **Ongoing Assessment.** VA facility directors shall work with OSP to reassess standards every two years as part of the VA Police Program inspections process and when there are significant changes, such as:
- (1) Expansion of a physical plant;
  - (2) Change in physical security or vulnerability;

- (3) Addition of CBOCs or annexes;
  - (4) Any significant change in services;
  - (5) Unusually high staff turnover;
  - (6) Increase in mandatory training for police officers;
  - (7) Adverse patient or resident outcomes; or
  - (8) Change in number of VA owned and/or leased properties.
- g. **Exemptions.** Due to unique requirements that may arise or be part of a facility's mission area, VA facilities may request an exemption from this policy with a detailed justification routed through the responsible Network Headquarters and the administration's Senior Security Officer for concurrence. OSP will review and approve all policy exemptions on a case-by-case basis.

**3. RESPONSIBILITIES. Assistant Secretary for Human Resources and Administration/Operations, Security and Preparedness (ASHRA/OSP), shall:**

- (1) Develop standardized, evidence-based approaches to determining appropriate Police Staffing Standards and update this policy, as necessary.
  - (2) Approve staffing standards and assess standards every two years through the police program inspection process.
  - (3) Manage the Police Staffing Decision Tool, re-evaluate and validate it every three years; and
  - (4) Review and approve all policy exemptions.
- b. **Under Secretary for Health, Under Secretary for Benefits and Under Secretary for Memorial Affairs** shall ensure that all facility directors are aware of, and comply with, this directive.
- c. **VA Facility Directors** shall:
- (1) Implement the policy and core requirements contained in this directive no later than one year after the publication of this directive.
  - (2) Facilitate operations to accurately capture the necessary information to determine staffing standards through the local servicing Human Resources Office and the facility Chief of Police.
  - (3) Provide necessary resources to implement the staffing standards.
  - (4) Report on facility efforts to meet the staffing standards every quarter to OSP; and

- (5) Coordinate with Regional Network Security Officer and Administration's Senior Security Officer to ensure the Staffing Model is being followed every two years and when there are significant changes.

#### 4. REFERENCES.

- a. [38 U.S.C. § 901, Authority to prescribe rules for conduct and penalties for violations.](#)
- b. [38 U.S.C. § 902, Enforcement and arrest authority of Department police officers.](#)
- c. 38 U.S.C. § 1701, Definitions.
- d. VA Directive 0321, "Serious Incident Reports."
- e. VA Directive 0730, "Security and Law Enforcement."
- f. VA Directive 5010, "Manpower Management Policy."
- g. VHA Facility Complexity Model.
- h. National Police Standard Operating Procedures.

#### 5. DEFINITIONS.

- a. **Annexes.** For purposes of this Directive, a building joined to or associated with the main facility, providing additional space or services.
- b. **Facility Complexity Level.** As defined by the VHA Facility Complexity Model, classification for Veterans Health Administration facilities that identifies complexity of services provided. Levels include 1a, 1b, 1c, 2, or 3, with level 1a facilities as the most complex and the level 3 facilities as the least complex.
- c. **Serious Incidents.** High-interest incidents, significant events, and critical emerging or sensitive matters occurring throughout VA, including those that are likely to result in national media or Congressional attention in accordance with VA Directive 0321, "Serious Incident Report," and National Police Standard Operating Procedures, Chapter II, Section N and O.
- d. **Staffing Standards.** Per VA Directive 5010, "Manpower Management Policy," Guidelines based upon the projected workload or other demand indicator, and the level of staffing needed to meet that workload demand.
- e. **VA Facility.** Any facility, or part thereof, that is under the jurisdiction or control of the Secretary for the provision of health care, benefits, and memorial services. See 38 U.S.C § 1701, Definitions.
- f. **VA Police Staffing Decision Tool.** A law enforcement workload-based staffing tool for field-based police staffing requirements.