

**ANNUAL REPORT
MICHAEL J. WALSH
NATIONAL DIRECTOR OF VOLUNTARY SERVICES
TO THE
90TH NATIONAL CONVENTION
OF THE
DISABLED AMERICAN VETERANS
NEW ORLEANS, LOUISIANA
AUGUST 6-9, 2011**

NATIONAL COMMANDER WALLACE E. TYSON, NATIONAL OFFICERS,
DISTINGUISHED GUESTS, AND DELEGATES TO THE 90TH NATIONAL CONVENTION
OF THE DISABLED AMERICAN VETERANS:

It's once again an honor to talk with you about the efforts of the thousands of men and women across America who share their time, talent and love with our nation's disabled veterans through the Voluntary Services Programs of the Disabled American Veterans (DAV).

Like all annual reports, this document focuses on the achievements of the past year. While our successes during 2010-2011 offer great cause for pride, though, let's remember that past accomplishments, in and of themselves, cannot answer today's needs. To be effective today, we must build on yesterday's successes, transforming new and improved ideas into realities. We must ask ourselves what we can do to create a better life for disabled veterans and their families. Then we must take the action necessary to get the job done.

Volunteers span the full range of men and women in our society. The volunteer efforts of the poor are just as effective as those of the wealthy. You'll find America's youth and its senior citizens involved in volunteer activities. You'll find representatives of every religious, racial and ethnic group. Do they get things done? Look at the successes of the many movements through which volunteers have acted to transform our society. These include involvement in such arenas as civil rights, abolitionism, women's suffrage, and of course veterans' rights. Let's remember that the Boston Tea Party, the Underground Railroad and the child labor movement were accomplished by volunteers. Our own organization, the DAV, was started by a group of volunteers who were inspired by an idea; and, 90 years later, our organization is achieving more than those original volunteers had ever imagined.

My point is very simple. You too can accomplish great and wonderful things! Trust that vision in your heart. Act on it. When apprehension threatens your dream, turn to the inner resources you'll find in your own heart. You know where they are. Those inner strengths will allow you to walk with confidence toward the future you've pictured in your soul.

This is important, because today's DAV and Auxiliary volunteers confront a new set of challenges and opportunities. Like the volunteers who founded the DAV, we must act on the ideas that will meet those challenges. We must make the most of any opportunity to help the disabled veteran who looks to us for help.

Even as the DAV celebrates its 90 years of service to America's disabled veterans and their families, the DAV Voluntary Services Program embarks on 65 years of volunteer service that has been second to none and a vital force of compassion in the lives of the veterans who populate the wards of the VA.

Today, as we celebrate the accomplishments of the DAV and all of the DAV volunteer programs, we really celebrate the wonderful people who have made our organization and its programs the envy of the veterans' community. I'd like to take a moment to salute those members and everything they've accomplished during the year just past. While we can and should be proud of our past achievements, we must also look ahead. We must determine where the DAV and Auxiliary will find new volunteers to meet the growing needs of our veterans, particularly those who are aging. After all, our volunteers are aging too, but maybe not as much. I've heard rumors that volunteering can keep you young!

If you're not already in the ranks of our volunteers, we need you. We need your time, your sensitivities, your ideas, and your help in making certain that America's veterans get the care they deserve. As you consider your own possible future role in our volunteer effort, please remember that there are more than enough opportunities to go around – not only at VA medical centers but in the communities where veterans live. Think of the unused skills and talents in our membership ranks! Think of the services we could offer veterans if more of us became involved!

The following program descriptions represent statistics totaling the money spent, the hours donated, and the number of people who participate in our volunteer effort. These figures can never fully represent the leadership and unselfish assistance provided by State VAVS Chairmen, Hospital Representatives, Deputies and individual volunteers. No one can put a price on programs like transportation to medical treatment, direct patient care, entertainment and recreational and sporting activities. No one can place a monetary value on doing for older veterans what they can no longer do for themselves. Nor could we place a dollar sign in front of the friendship one veteran extends to another...or the love an Auxiliary member holds out to a family much like their own. The statistics in this report merely measure what DAV and Auxiliary members, families and friends have done in accomplishing our organization's purpose. They cannot measure the gift our volunteers offer or the reward they receive in their own hearts.

DAV DEPARTMENT OF VETERANS AFFAIRS **VOLUNTARY SERVICES PROGRAM**

The DAV Department of Veterans Affairs Voluntary Service program is the largest of our volunteer initiatives. Through it, DAV volunteers provide a broad array of services to veterans in our nation's VA healthcare facilities. Under this program, 12,420 DAV VAVS volunteers donated 2,009,270 hours in the 12 months ending September 2010.

With a group this large and the huge number of assignments they perform, you can imagine the extensive management effort that's carried out on a local level by 19 State Chairmen, 140 VAVS Representatives, 159 Deputy Representatives, seven Associate Representatives and one Deputy Associate Representative.

The DAV volunteer effort is enhanced by a very active corps of 1,880 Auxiliary volunteers who donated 186,791 hours last year. Together, DAV and Auxiliary volunteers provided 2,196,061 hours of VAVS service over the past year – considerably more than any other service organization. This is equivalent to the VA having an additional 1,056 full-time employees with an estimated value of more than \$45 million in hourly wages alone.

LOCAL VETERANS ASSISTANCE PROGRAM (LVAP)

In October 2007, we were happy to announce the creation of the Local Veterans Assistance Program (LVAP) to assist veterans and their dependents in their local communities that are not near a VA medical facility.

Opportunities have always existed for individuals to assist veterans and their dependents, and members of Disabled American Veterans (DAV) and the Auxiliary have always answered that call. We see examples of this each and every day aimed at meeting the main objective of our organization to build better lives for America's disabled veterans and their dependents.

We have always enjoyed the success of a great corps of volunteers who volunteer in VAVS programs at VA medical centers as well as our Transportation Network. Given the fact that not all volunteers live in close proximity to a VA medical center or other VA facility, the LVAP will allow volunteers to provide needed services to veterans and their families in their local community and be recognized for that service.

We can't afford to have volunteers who currently volunteer in VAVS programs or drivers in our Transportation Network reallocate their volunteer time in this new program. Our VAVS and Transportation Network volunteers are vital to the continued success of those programs and the veterans who rely on them each and every day. We simply needed to create a program for those who want to do something for veterans and their families, but could not due to their geographical location in relationship to VA facilities.

DAV is the only veterans' service organization which has a national volunteer recognition program to provide incentive awards for volunteers who provide service in activities in the name of DAV. LVAP volunteers will receive the same incentive awards as enjoyed by volunteers in the VAVS program.

To date, a corps 1,704 LVAP volunteers from 23 states have gained the satisfaction of giving to others by donating 467,536 hours of service. The statistics are quite impressive. We invite all Departments and Chapters to get involved and make a difference. Remember, LVAP volunteers will receive the same incentive awards as enjoyed by volunteers in the VAVS program.

And don't forget that youth volunteers who serve in the LVAP will also be eligible to apply for a scholarship through the Jesse Brown Memorial Youth Scholarship Program so long as they meet the minimum eligibility requirements for consideration.

LVAP volunteers may report volunteer time for a variety of activities which include, but are not limited to Chapter and Department Service Officer work; DAV specific outreach efforts (DAV Airshow Outreach Program, Harley's Heroes, National Guard mobilizations and

demobilizations, etc.); fundraising efforts (Forget-Me-Not and other approved fundraisers) and direct assistance to veterans, widows, or families by doing yard work, home repairs, grocery shopping – the list abounds.

DAV HOSPITAL SERVICE COORDINATOR TRANSPORTATION NETWORK PROGRAM

Because so many sick and disabled veterans lack transportation to and from VA healthcare facilities for needed treatment, DAV operates a nationwide Transportation Network. This program continues to show tremendous growth as an indispensable resource for veterans. Across the nation, DAV Hospital Service Coordinators (HSCs) operate 195 active programs. They've recruited 9,163 volunteer drivers who logged 27,221,727 miles last year, providing 702,796 rides for veterans to and from VA healthcare facilities. Many of these veterans rode in vans DAV purchased and donated to VA healthcare facilities for use in the Transportation Network. DAV Departments and Chapters, together with the National Organization, have now donated 2,469 vans to VA healthcare centers nationwide at a cost of \$53,680,312.

At the DAV's 89th National Convention, Ford Motor Company donated seven Ford E-350, 12-passenger vans to the DAV Transportation Network. The VAMCs that received these vehicles were: Detroit, Michigan; Nashville, Tennessee; Salt Lake City, Utah; Fort Wayne, Indiana; Tacoma, Washington; Marion, Illinois and Washington, D.C. Ford has donated a total of 148 vehicles to the DAV Transportation Network since 1996.

This generous gift reflects Ford Motor Company's continued commitment to veterans. From the start, they have shown great interest in the DAV's mission of service and transportation to the many veterans who have no other means of getting to their VA medical appointments. Ford's participation with us is a real boost to the DAV Transportation Network program.

THE GEORGE H. SEAL MEMORIAL TROPHY

The George H. Seal Memorial Trophy recognizes an outstanding DAV and Auxiliary VAVS volunteer each year, people whose volunteer activities closely reflect the values that characterized the life of the late National DAV VAVS Representative George H. Seal.

During the 33 years since its inception, this award has become one of the most esteemed honors presented at the DAV's annual National Convention. VA medical center Voluntary Service Program Managers throughout the nation are each encouraged to submit nominations for DAV and Auxiliary volunteers. These nominations are then thoroughly evaluated by an independent committee of authorities in the field of voluntary service. The volunteers selected by the committee are brought to the DAV National Convention for the award presentation. After reviewing the nominations of DAV and Auxiliary volunteers, the committee chose as this year's winners:

DAV – J. T. Tate

Mr. J. T. Tate, a member of DAV Chapter 4, in Birmingham, Alabama has volunteered for 25 years and has accumulated 11,682 hours. It all began when DAV asked for volunteers and he heeded the call after just getting out of the service wanting to continue to work for veterans.

He arrives early at the Birmingham VA Medical Center (VAMC) refreshment station to make pots of coffee and share in the fellowship of veterans arriving for their appointments. Besides offering fresh coffee and plenty of friendship to the veterans he sees, Mr. Tate has volunteered in customer service, homeless veterans stand downs as well as serving as the VAVS Deputy Representative.

In addition to his VAVS duties, he is one of those dedicated volunteers who seek to help veterans at difficult times in their lives. Everyone he helps appreciate his sincere kindnesses.

DAV Auxiliary – Ada Perry

Ms. Ada Perry, an active member of DAV Auxiliary Unit 1, has served as a volunteer at the Lexington, Kentucky VA Medical Center for 11 years and has volunteered a total of 5,892 hours.

It all began for Ms. Perry who witnessed the care her late husband received at the Lexington VAMC and Nursing Home. They really were outstanding volunteers, so much so that she knew deep in her heart that she wanted to give back by volunteering too. Ms. Perry has overcome health obstacles of her own allowing her to relate all the more to the veterans and their families.

The first person veterans see and interact with when they visit the Lexington VAMC is Ada Perry and her fellow volunteers at the Information Desk. According to Greg Anderson, Chief of Voluntary Service, Ada serves as an excellent ambassador for the medical center and their volunteer program.

Mr. Tate and Ms. Perry will be presented with their awards during the opening session of the 2011 DAV and Auxiliary National Convention in New Orleans, Louisiana, August 6-9, 2011.

The DAV and Auxiliary can be proud of the service and dedication displayed by volunteers like J.T. and Ada and all the volunteers who each day, without fanfare or recognition, provide friendly service and compassionate support to disabled veterans. They are great people and they help make the DAV the great organization that it is.

2011 JESSE BROWN MEMORIAL YOUTH SCHOLARSHIP PROGRAM

The Jesse Brown Memorial Youth Scholarship Program was created to honor outstanding young volunteers who are active participants in the VAVS and Local Veterans Assistance Program. The scholarships are awarded to deserving young men and women who have generously donated their time and compassion to sick and disabled veterans in their

communities. The DAV is deeply appreciative of Ford Motor Company for helping DAV recognize the thousands of hours these outstanding students have donated to care for and comfort disabled veterans.

The winners of the 2011 Jesse Brown Memorial Youth Scholarships have widely divergent interests, but they have one thing in common – they honor those who defended our nation’s freedom by donating their time to assist disabled veterans.

1st Place	Jack O’Sullivan, Hines, IL VAMC	\$20,000
2nd Place	Eliana Hernandez, Miami, FL VAMC	\$15,000
3rd Place	Michaela Wahl, Wichita, KS VAMC	\$10,000
4th Place	Britney Heinbaugh, Louisville, KY VAMC	\$ 7,500
5th Place	Aaron Clark, Washington, DC VAMC	\$ 7,500
6th Place	Justine Hatton, Lexington, KY VAMC	\$ 5,000
7th Place	Jason Schultz, Milwaukee, WI VAMC	\$ 5,000
8th Place	Angel Vargas, Ft. Myers, FL VAOPC	\$ 5,000

Mr. Jack O’Sullivan is an avid student of veterans. As a volunteer at the Edward Hines, Jr., VA Medical Center, outside of Chicago, he recognizes that veterans have insight and knowledge that cannot be gained through reading history books. He says that veteran patients he’s encountered are a living history lesson. This 19 year old is inspired by the stories of the veterans he spends time with. He has that rare combination of interest and empathy that comforts elderly patients in the cardiology department who need someone to listen to them.

A volunteer for more than five years, Jack has earned the respect of medical center officials. With over 800 hours of volunteer work, he is involved in a recycling project to reclaim silver from old heart catheterization films. Money from the project is returned to the VA medical center budget to be used to help more veterans.

Jack, entering his second year of college at St. Louis University hopes to use the \$20,000 scholarship to study medicine. His long-term goal is to become a cardiologist or orthopedic surgeon working with veterans. This outstanding youth volunteer carries a grade point average of 4.0 with a course of advance classes. His character and the way he values veterans is unique. He is a remarkable example of the Jesse Brown Memorial Youth Scholarship winner.

Mr. Jack O’Sullivan will be presented with his scholarship during the opening session of the 2011 DAV and Auxiliary National Convention in New Orleans, Louisiana.

The selection committee once again stated that all of the nominees are very special volunteers and it was a difficult job to choose a winner. I wish we could award each of them with a scholarship. Each eligible nominee has been awarded a certificate of merit for outstanding volunteer performance in meeting the needs of disabled veterans.

NATIONAL DISABLED VETERANS WINTER SPORTS CLINIC

Athletic programs for handicapped veterans have always been important to DAV. We have a long, proud history of leadership in efforts that encourage athletic activity among disabled

veterans of all ages. Working together with the VA, DAV leaders are committed to providing these men and women with opportunities to participate in sports which many thought would not be possible with their disabilities. This clinic is the largest rehabilitative clinic of its kind in the world.

More and more, doctors recognize it's not enough to stabilize patients medically and send them home. Without an introduction to sports or recreation, the hospital will see that person again and again. Disabled people involved in sports generally experience fewer medical problems than those who aren't, therapists say. Athletics help maintain cardiovascular conditioning, increase circulation to the extremities and avert skin breakdowns. Another advantage is that sports are community-based rather than hospital-based undertakings. The DAV believes disabled veterans should have the same opportunity as non-disabled individuals to participate in these activities.

During March 27-April 1, 2011, well over 300 severely disabled veterans took part in the 25th National Disabled Veterans Winter Sports Clinic at Snowmass Village, Colorado. With hundreds of volunteers – including ski instructors, most of whom are certified in teaching the disabled – it was one of the best winter sports clinics ever conducted. An annual event sponsored jointly by the DAV and VA, the clinic is open to veterans and active duty service members with visual impairments, spinal-cord injuries, certain neurological conditions, orthopedic amputations, or other severe disabilities.

We want to thank the sponsors of the 2011 National Disabled Veterans Winter Sports Clinic for their generous support. A special note of thanks to the ever increasing number of DAV and Auxiliary entities who are committed to this event. Our sponsors this year were:

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BRONZE

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DAV Department of Virginia	The Roho Group
DAV 9 th District	Sigma Health Consulting
DAV State Commanders & Adjutants Association	STG International, Inc.
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DAV Freedom Award – In 1992 we instituted the DAV Freedom Award at the National Disabled Veterans Winter Sports Clinic. It is given each year to the veteran who makes the most progress during the week, showing outstanding courage and accomplishments in taking a giant step forward in the rehabilitation process.

The award's inscription reads: “Your accomplishments during the National Disabled Veterans Winter Sports Clinic have proved to the world that physical disability does not bar the doors to freedom. We salute your desire to excel so that others may follow.” Every year, one participant is chosen for The Disabled American Veterans Freedom Award for Outstanding Courage and Achievement.

A native of Tennessee, this year’s Freedom Award winner started his journey while serving in the Army ROTC at the University of Tennessee. In May of 2002, he began his career as a US Army Cavalry Officer and was assigned to A Troop, 4th Squadron, 14th Cavalry, 172 Stryker Brigade Team at Fort Wainwright, Alaska. From there, our Freedom Award recipient, now a Captain, was deployed to Iraq to lead a platoon of infantry soldiers in support of Operation Iraqi Freedom.

On April 11, 2006, the Captain was leading a foot patrol in Anbar province in a town called Rawah on the Euphrates River. In an instant, his life was forever changed. A suicide bomber detonated explosives, claiming the life of his fellow soldier and inflicting violent damage to his brain and body.

Beyond survival, the road to recovery was difficult. With warrior spirit and amazing medical care, he set out on a path toward recovery. While his wife encountered what she described as something out of a horror film when she first encountered her husband after his injury, he was put back together again.

Though nearly losing his arm and having half of his skull removed to allow his brain to swell, the process of recovery restored his good looks. His speech came back relatively quickly. Though he completely lost hearing in his left ear as a result of his injury and endures traumatic stress, most people never know the extent of his recovery or the sacrifices he's made on behalf of our nation.

Despite the challenges he faces, he and his wife have gone out of their way to bring light to the TBI issue and give the veterans who suffer in silence a voice. From the halls of congress to leadership in veterans' service organizations, they have selflessly given of themselves to ensure our nation owes up to its obligation to those who've sacrificed in service.

At the National Disabled Veterans Winter Sports Clinic, this brave soldier has shown his warrior spirit on the slopes and in his interactions with his fellow veterans. He has put his leadership on display. He's contributed to our community and shown the true extent of his character.

In recognizing this soldier who suffers from an invisible wound, we also recognize his spouse, Sunny, and all the caregivers who so valiantly give of themselves to ensure the morale and quality of life for the ones they love. Not enough can be said about the efforts they undertake to make worthwhile lives and support our participants and cause.

The 2011 DAV Freedom Award was presented to retired Army Captain Mark Brogan, a soldier whose energy, enthusiasm and spirit have been inspirational to coaches, volunteers and – most importantly – fellow participants.

Clinic Statistics

Veteran Participants:

Total veterans: 335

Male veterans: 296

Youngest participant: 23

New veterans: 101

Women veterans: 39

Oldest participant: 89

New OIF veterans: 20

Branch of Service:

Army: 164

Navy: 67

Air Force: 55

Marines: 48

Coast Guard: 8

Periods of War:

World War II: 4

Korean War: 7

Gulf War: 37

Operation Iraqi Freedom: 60

Vietnam War: 62

Operation Enduring Freedom: 29

Locations:

State Represented: 46

VA Medical Centers represented: 86

The 26th National Disabled Veterans Winter Sports Clinic promises to be better and bigger and will be held March 30 through April 7, 2012, in Snowmass Village, Colorado.

DAV CELEBRITY ENTERTAINMENT PROGRAM

Continuing to provide a morale boost to disabled veterans, the DAV Celebrity Entertainment Program assures that hospitalized patients are not forgotten...that the American people still appreciate what they have done for all of us.

We're truly fortunate to sponsor some very talented people with a great deal of compassion for these veterans, so many of whom face long and lonely stays in hospitals, often far from family and friends. Making more than 100 hospital visits last year alone, these wonderful people include Major League Baseball Umpires Larry Barnett and Jerry Layne. Actor Gary Sinise, a longtime supporter of veterans and the star of the hit TV series CSI: New York performed with his "Lt. Dan Band" for convention-goers. In addition they were incredibly generous about spending time with hospitalized soldiers and their families at VA medical centers across the country.

The DAV is indeed honored that such outstanding celebrities want to be a part of the DAV Celebrity Entertainment Program. We recognize the enormous demands they face, and we appreciate the gift of their valuable time. They have demonstrated that they care very deeply about the needs of disabled veterans.

We continue to sponsor celebrities and several major and minor league baseball players at VA hospital visits by signing autographs, presenting patients with photographs and help brighten the day for sick and disabled veterans in VA healthcare facilities all across the country.

IN CLOSING

Many deserve our thanks for the great year the DAV volunteer programs have had. If it were not for their support, the many programs mentioned in this report would not have been realized.

I would like to take this opportunity to thank Laura Balun, who heads up the Department of Veterans Affairs Voluntary Service Program, her staff, and the VAVS leadership team across the nation for their devotion to volunteerism.

The Voluntary Services Department during this past year has been very fortunate to have the support of DAV National Commander Wallace E. Tyson and Auxiliary National Commander Susan M. Henry and their staffs, the National Officers, DAV Interim Hospital Committee, The Columbia Trust, National Service Foundation, and the Charitable Service Trust. Their assistance and support were essential ingredients of our 2010 success story. My sincere gratitude for the

support of the staff of National Headquarters led by Executive Director Marc Burgess, and the staff at National Service and Legislative Headquarters led by recently retired Executive Director David W. Gorman and Executive Director Barry Jesinoski. My personal thanks to Voluntary Services Support Specialist Linda DeMartino; Program Coordinator Joyce Barrett; Voluntary Services Administrative Secretary Amanda Menkedick and Correspondents Wilma Henderson and Odie Hall for their invaluable assistance.

We've experienced outstanding support from DAV's corps of National Service Officers and Hospital Service Coordinators who have played a vital role in support of the Voluntary Services Programs. The success of those programs can in part be attributed to their participation and support. The successes reflected throughout this report were not by chance. National Adjutant Arthur H. Wilson has always been committed to DAV's Voluntary Services Program and, on behalf of the Voluntary Services Department, we wish to thank him for his leadership and guidance and for having confidence in me to use my talents in extending the DAV's mission of hope into VA medical centers and the local community.

I would be remiss not to mention the true champions – the men and women and today's youth who care enough to make a difference in the lives of so many – the volunteer corps of the DAV and Auxiliary. As has often been said, "There is no higher distinction than service to others." And there are none more distinguished than the men and women who are out there right now, working to bring the comfort of love and the joy of life to our nation's disabled veterans and their families. Your devotion, compassion and commitment to DAV's mission of building better lives for America's disabled veterans is truly second to none.

Thank you.

DISABLED AMERICAN VETERANS
VA VOLUNTARY SERVICE (VAVS)
(October 1, 2009 through September 30, 2010)

NUMBER OF REGULARLY SCHEDULED VAVS VOLUNTEERS	14,300
NUMBER OF HOURS BY REGULARLY SCHEDULED VOLUNTEERS	2,196,061
NUMBER OF HOURS BY OCCASIONAL VOLUNTEERS	62,678
NUMBER OF HOURS BY ALL VAVS VOLUNTEERS	2,133,383

VAVS APPOINTED POSITIONS

NUMBER OF STATE CHAIRMEN	19
NUMBER OF STATE CHAIRMEN ALSO SERVING AS REPRESENTATIVES	9
NUMBER OF REPRESENTATIVES	140
NUMBER OF DEPUTY REPRESENTATIVES	159
NUMBER OF ASSOCIATE REPRESENTATIVES	7
NUMBER OF DEPUTY ASSOCIATE REPRESENTATIVES	1
NUMBER OF APPOINTED POSITIONS	335
ANNUAL JOINT REVIEWS RECEIVED FOR THE YEAR	47

DAV TRANSPORTATION PROGRAM
(January 1, 2010 through December 31, 2010)

TOTAL NUMBER OF HOSPITAL SERVICE COORDINATORS (HSCs)	190
NUMBER OF VETERANS TRANSPORTED	638,654
TRANSPORTATION HOURS	1,427,308
TRANSPORTATION MILES	24,307,165

2010 NATIONAL TRANSPORTATION NETWORK GRANTS

NATIONAL TRANSPORTATION NETWORK HSC PROGRAM GRANTS	\$ 273,622
NATIONAL TRANSPORTATION NETWORK VAN GRANTS (107 vans purchased and delivered in 2010)	\$ 2,661,600
2010 Total National Grant Expenditures	\$ 2,935,222