

## VOLUNTARY SERVICES

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WRITTEN REPORT SUBMITTED FOR THE  
94TH NATIONAL CONVENTION  
DENVER, COLORADO  
AUGUST 8-11, 2015**

NATIONAL COMMANDER RON F. HOPE, NATIONAL OFFICERS, DISTINGUISHED GUESTS, AND DELEGATES TO THE 94TH NATIONAL CONVENTION OF THE DISABLED AMERICAN VETERANS:

It is my pleasure to report to you on the progress we've made in DAV's Voluntary Services Programs.

Each year, DAV and DAV Auxiliary volunteers are called upon for an even greater commitment of their time and talents. And each year, they come through magnificently, not only meeting every new challenge but going well beyond the set expectations. The task may seem difficult, the obstacles insurmountable. Yet our DAV, DAV Auxiliary and youth volunteers have proven their true resolve. We can count on them to be there – when and where they're needed – to get the job done right.

In the program descriptions that follow, you will find statistics totaling the money spent, the hours donated, and the number of people who participated in our volunteer efforts. These figures can never fully represent the leadership and unselfish assistance provided by State Veterans Affairs Voluntary Services (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, 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, 5,217 DAV VAVS volunteers donated 1,487,497 hours in 2014.

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 16 State Chairpersons, 136 VAVS Representatives, 132 Deputy Representatives, seven Associate Representatives and one Deputy Associate Representative.

The DAV volunteer effort is enhanced by a very active corps of 738 Auxiliary volunteers who donated 78,632 hours last year. Together, DAV and DAV Auxiliary volunteers provided 1,566,129 hours of VAVS service over the past year – considerably more than any other service organization.

### **LOCAL VETERANS ASSISTANCE PROGRAM (LVAP)**

In October 2007 we announced the creation of the Local Veterans Assistance Program (LVAP) to assist veterans and their dependents in their local communities through a variety of initiatives. Opportunities abound for individuals to empower veterans and their families to live high-quality lives with respect and dignity.

Not all volunteers live in close proximity to a VA medical center or other VA facility while others have special skills or prefer non-traditional volunteerism. LVAP allows people to provide needed services to veterans and their families as DAV volunteers. It honors our organization and encourages and recognizes volunteerism. We still need our Transportation Network and VAVS program volunteers on the road and in the hospitals. But, we recognize that there are other ways to address unmet needs for veterans and their family members.

Since inception, 5,792 volunteers from 35 states have donated nearly 2.2 million hours of service through LVAP. We invite all Departments and Chapters to get involved and help make a difference. Volunteer incentives apply to all of our programs. LVAP volunteers are eligible for the same benefits and recognition as others. Youth volunteers who serve through LVAP are also eligible to apply for consideration to the DAV Jesse Brown Memorial Youth Scholarship Program.

LVAP activities may include Chapter Service Officer (CSO) and Department Service Officer (DSO) work; DAV outreach efforts such as the DAV 5K walk/run, Homeless Stand Downs, disaster clean-ups, National Guard mobilizations and homecomings, and approved fundraisers. Volunteers can use their time to provide direct assistance to veterans, widows, or families by doing yard maintenance, home repairs or grocery shopping.

They can also use special skills to assist veterans or DAV by managing social networking efforts for Chapters, providing classes to enhance the lives of veterans or any other initiative that provides a direct service.

The LVAP Division winners are:

Division I – The Department of Virginia, Past Department Commander, Jim Procunier, with 187,575 hours.  
Division II – The Department of Minnesota, Past Department Commander, David Valtinson, with 47,513 hours.  
Division III – The Department of Missouri, Past Department Commander, Tom Dolenz, with 17,889 hours.  
Division IV – The Department of Connecticut, Past Department Commander, Barry Bernier, with 13,030 hours.  
Division V – The Department of North Dakota, Past Department Commander, Roderick Olin, with 3,972 hours.

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

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.

## **DAV HOSPITAL SERVICE COORDINATOR TRANSPORTATION NETWORK PROGRAM**

Because so many ill and injured 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 197 active programs. They've recruited nearly 9,000 volunteer drivers who logged 24,356,351 miles last year, providing 716,302 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 2,967 vans to VA healthcare centers nationwide at a cost of \$65 million.

According to the independent sector, the number of hours donated to DAV's Transportation Network is valued at \$38,857,596 for the past year.

At the DAV's 93rd National Convention, Ford Motor Company donated five Ford Flex (7 passenger) vehicles and two Ford Transits (12 passenger) vehicles to the DAV Transportation Network. The VAMCs that received these vehicles were: Prescott, Arizona; Louisville, Kentucky; St. Louis, Missouri; Fargo, North Dakota; El Paso, Texas; Gainesville, Florida and Northport, New York. Ford has donated a total of 199 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.

### **2015 GEORGE H. SEAL MEMORIAL AWARDS**

This year marks the 38th anniversary of the George H. Seal Memorial Award, which is given annually by DAV in recognition of extraordinary volunteer dedication to the needs of ill and injured veterans through the VAVS program. Only DAV and DAV Auxiliary members enrolled as accredited VAVS volunteers are eligible for the George H. Seal Memorial Award.

This prestigious award honors the memory and accomplishments of the late George H. Seal, a World War II combat-injured paratrooper, who made many significant contributions during his lengthy career as a DAV National VAVS Representative and member of the VAVS National Advisory Committee.

The 2015 George H. Seal Memorial Award recipients are Robert G. Scruggs of Mills River, North Carolina (Asheville VA Medical Center), and Irene E. Sorah of Johnson City, Tennessee (James H. Quillen VA Medical Center). DAV National Commander Ron F. Hope will present the award at the Opening Session of the 94<sup>th</sup> National Convention in Denver, Colorado.

About the Recipients:

**DAV recipient, Robert G. Scruggs**, is a disabled veteran who has not allowed his personal health issue to stand in the way of service. With over 43 years and 19,519 volunteer hours, he is still going strong and is one of the mainstays of the volunteer force. Robert works in Voluntary Service two times per week along with the Volunteer Transportation Network (VTN) Program weekly. He is heavily involved with Recreation Therapy, planning and transporting Veterans to and from events and also serves on the VAVS Committee. He was instrumental in forming DAV Chapter 14's VTN program and serves as a VTN driver.

Robert takes the opportunity to give a caring, outstretched hand of hope to veterans he is transporting and many have expressed their deepest appreciation for his efforts. At times, the veteran has asked him to stay with them while being seen by the provider, lending a level of compassion and care beyond just driving. He is also a “jack of all trades,” fixing/repairing wheelchairs, sort and stores donated personal care items, helped with the restoration of a 1920’s 2-story single dwelling house and assists with cookouts and other patient-related activities.

**DAV Auxiliary recipient, Irene E. Sorah**, volunteers as part of the VA’s National Cemetery Volunteer Program. Irene provides the presence for the veterans that have no family during their final tribute. She also provides comfort to family members of a deceased veteran, the warm smile and the “thank you for your loved ones service” to the veteran’s family, which means so much to the families. Irene has assisted with training other volunteers to keep the program fully staffed. She is also an active member of the VAVS Committee. Her volunteer assignment is a valuable part of customer satisfaction.

We are proud of the service and dedication demonstrated by volunteers like Robert and Irene, who each day, provide friendly service and compassionate support to ill and injured veterans.

**2015 JESSE BROWN MEMORIAL YOUTH SCHOLARSHIP PROGRAM**

The Jesse Brown Memorial Youth Scholarship Program was created to honor outstanding youth volunteers who are active participants in the VAVS and/or the LVAP. Scholarships are awarded to deserving young men and women who have generously donated their time and compassion to ill and injured veterans. DAV is deeply appreciative of Ford Motor Company for helping us recognize the thousands of hours these outstanding students have donated to care for and comfort veterans and their families.

The 2015 Jesse Brown Memorial Youth Scholarships recipients have widely divergent interests, but they have one thing in common – they honor those who defended our nation’s freedom by volunteering their time to assist service men and women.

The recipient of the top Jesse Brown Memorial Youth Scholarship to receive \$20,000 is Hannah Farmer of Myrtle Beach, South Carolina.

Miss Farmer has been a DAV volunteer since 2011 and has contributed 786 hours at the Fayetteville, North Carolina VA Medical Center, where she has been assigned as a recreation assistant for diversionary activities and as an office assistant maintaining and filing records, as well as answering calls. She has been the lead Youth Volunteer for the past three years and serves as the point of contact for new youth volunteers. Since her first year, Hannah has been invited to volunteer throughout the entire year – an opportunity that is only extended to outstanding youth volunteers. .

Hannah is looking forward to attending college to pursue a career in healthcare as a physician.

Other scholarship winners include:

Alain Carles	Miami VA Healthcare System	\$15,000
Sarah Pegouske	Battle Creek VA Medical Center	\$10,000
Durga Ganesh	VA Palo Alto Healthcare System	\$ 7,500

Andrew Warburton	VA Pittsburgh Healthcare System	\$ 7,500
Jaspreet Kaur	Eugene J. Towbin Healthcare Center (North Little Rock)	\$ 5,000
Braden Newman	Eugene J. Towbin Healthcare Center (North Little Rock)	\$ 5,000
Taylor Puckett	VA Ann Arbor Healthcare System	\$ 5,000

The outstanding service provided by this dedicated group of young volunteers is inspiring to us all.

## **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 ill and injured 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 help avert skin breakdowns. Another advantage is that sports are community-based rather than hospital-based undertakings. DAV believes disabled veterans should have the same opportunity as non-disabled individuals to participate in these activities.

During March 29 – April 3, 2015, 346 severely disabled veterans took part in the 29th 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 DAV and the 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 2015 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:

### **HOST**

Cisco  
DAV Department of Missouri and Chapter 2  
Ford Motor Company  
Military.com

Prudential  
Samsung  
The Selz Foundation  
Veterans Canteen Service

### **NATIONAL**

Health Net  
Elliott Hershberg  
TriWest

Verizon  
WellPoint Military Care  
Paul Wolfowitz and Friends

### **GOLD**

AstraZeneca  
Baxter Healthcare Corporation  
Booz Allen Hamilton  
CDW-G  
Deloitte  
Fifth Third Bank  
Gene Taylor's  
HelpOurWounded.org  
The Independence Fund

Iron Bow Technologies  
Johnson & Johnson Health Care Systems, Inc.  
Masimo  
Red River  
SystemsMadeSimple  
3M Health Care  
TwinMed, LLC  
United Airlines  
World Wide Technology, Inc.

### **SILVER**

Anonymous  
Benevolent and Protective Order of Elks  
Coca-Cola  
DAV California Rehabilitation Foundation  
DaVita, Inc.  
DAV State Commanders and Adjutants Association  
DAV St. Louis Chapter #1  
EMC<sup>2</sup>  
General Dynamics Information Technology

GTRI  
Govplace  
Lilly  
Jim and Chrispy Peterson  
Presidio/Welch Allyn  
QTC – A Lockheed Martin Company  
RR Donnelley Response Marketing Services  
Signature Performance  
UnitedHealthcare Military & Veterans

### **BRONZE**

AMSUS-SM  
The Alderson Family  
Alkermes  
American Board for Certification in Orthotics,  
Prosthetics & Pedorthics  
Atlas Research  
Aspen Seating LLC – Ride Designs  
Bowlers to Veterans Link  
CA Technologies  
Concentra  
Crosscut, Inc.  
DAV Auxiliary  
DAV Blind Veterans National Chapter 1  
DAV Department of Colorado  
DAV Department of Florida

DAV Department of Virginia  
EMW  
Haivision  
Wanda S. Janus  
NetApp  
Frank Pacello, Inc.  
Pacific Life  
Phase One Consulting Group  
Sigma Health Consulting, LLC  
Splunk Federal/Carahsoft  
SRA International  
Sutherland Government Solutions  
VetAdvisor  
Western Colorado Chapter Military Officers  
Association of American

## **DAV Freedom Award**

In 1992, we instituted the DAV Freedom Award at the National Disabled Veterans Winter Sports Clinic. This award is given to a veteran whose outstanding courage and achievement is an example to all injured veteran athletes.

The award's inscription reads: “Your accomplishments during the National Disabled Veterans Winter Sports Clinic have proved to the world that a physical injury 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 DAV Freedom Award for Outstanding Courage and Achievement.

Army veteran Alan Babin was named recipient of the 2015 DAV Freedom Award at the National Disabled Veterans Winter Sports Clinic in Snowmass, Colorado, April 3rd.

On March 31, 2003, while serving as a medic in Iraq, his platoon came under attack and a fellow soldier was struck by enemy fire. Babin rushed to the soldier to render aid, and was shot through the stomach. The bullet tore through several vital organs and left a gaping wound in his torso. Babin clung to life for three hours before the firefight ceased long enough to medically evacuate him.

Several weeks later, while recovering at the former Walter Reed Army Medical Hospital in Bethesda, Maryland, Babin contracted meningitis and suffered a debilitating stroke. He was left paralyzed, unable to communicate, and completely dependent on others for his care.

Following more than 70 operations, including five brain surgeries, Babin slowly began showing signs of progress. In 2005, he attended his first winter sports clinic.

**Clinic Statistics**

**Total Veteran Participants: 346**

Male veterans: 288	Youngest participant: 23	Women veterans: 58
Oldest participant: 92	New veterans: 133	New OIF veterans: 30

**Branch of Service:**

Army: 165	Air Force: 68	Navy: 67
Marines: 47	Coast Guard: 4	

**Periods of War:**

World War II: 2	Gulf War: 53	Korean War: 2
Operation Iraqi Freedom: 69	Vietnam War: 39	Operation Enduring Freedom: 29

**Locations:**

State Represented: 41	VA Medical Centers represented: 98
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**DAV CELEBRITY ENTERTAINMENT PROGRAM**

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

We are 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 70 hospital visits last year alone, these wonderful people include Retired Major League Baseball Umpire Larry Barnett and Major League Baseball Umpire Jerry Layne.

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 they care very deeply about the needs of our nation’s heroes.

## 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 here would not have been realized.

I would like to take this opportunity to thank Sabrina Clark, 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 Ron F. Hope and Auxiliary National Commander LeeAnn B. Karg 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 2014 success story. My sincere gratitude for the support of the staff of National Headquarters led by Executive Director Barry Jesinoski, and the staff at National Service and Legislative Headquarters led by Executive Director Garry Augustine. My personal thanks to Kati Yockey, Voluntary Services Supervisor, Voluntary Services Support Specialist Linda DeMartino; Correspondents Odie Hall, Connie Kinney and Bradie Griffin; and Jennifer Gay, Assistant to the National Director of Voluntary Services 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 Marc Burgess 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 DAV and DAV 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 heroes and their families. Your devotion, compassion and commitment to DAV's mission of Fulfilling our Promises to the Men and Women Who Served is truly second to none.

Thank you.

**DISABLED AMERICAN VETERANS  
VA VOLUNTARY SERVICE (VAVS)  
(January 1, 2014 through December 31, 2014)**

NUMBER OF VAVS VOLUNTEERS	5,217
NUMBER OF HOURS BY VAVS VOLUNTEERS	1,487,497

**VAVS APPOINTED POSITIONS**

NUMBER OF STATE CHAIRPERSONS	16
NUMBER OF STATE CHAIRPERSONS ALSO SERVING AS REPRESENTATIVES	10
NUMBER OF REPRESENTATIVES	136



NUMBER OF DEPUTY REPRESENTATIVES	132
NUMBER OF ASSOCIATE REPRESENTATIVES	7
NUMBER OF DEPUTY ASSOCIATE REPRESENTATIVES	1
NUMBER OF APPOINTED POSITIONS	302
ANNUAL JOINT REVIEWS RECEIVED FOR THE YEAR	42

#### **DAV TRANSPORTATION PROGRAM**

*(January 1, 2014 through December 31, 2014)*

TOTAL NUMBER OF HOSPITAL SERVICE COORDINATORS (HSCs)	192
NUMBER OF VETERANS TRANSPORTED	716,302
TRANSPORTATION HOURS	1,723,175
TRANSPORTATION MILES	24,356,351

#### **2014 NATIONAL TRANSPORTATION NETWORK GRANTS**

NATIONAL TRANSPORTATION NETWORK HSC PROGRAM GRANTS	\$ \$481,147
NATIONAL TRANSPORTATION NETWORK VAN GRANTS	\$964,790
(138 vans purchased and delivered in 2014)	

<b>2014 Total National Grant Expenditures</b>	<b>\$1,445,937</b>
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