Voluntary Services
Mid Winter Conference 2020
JOHN H. KLEINDIENST, NATIONAL VOLUNTARY SERVICES DIRECTOR

John is responsible for all aspects of the Voluntary Services Department and its programs including The DAV Transportation Network, DAV VAVS Program, Local Veterans Assistance Program, Jesse Brown Scholarship Program, George H. Seal Award, Mentorship Program, and Celebrity Visit initiative. As well as our Adaptive Sports Events, The National Disabled Veterans Winter Sports Clinic and The National Disabled Veterans TEE Tournament. John is currently the Chair for the Executive Committee of The National Advisory Committee, as well as the National Representative for DAV on the NAC.

You can contact John by email at jkleindienst@dav.org, or phone at (859) 442-2056.

RON B. MINTER, ASSISTANT NATIONAL VOLUNTARY SERVICES DIRECTOR

Ron assists the National Voluntary Services Director in all aspects of the Voluntary Services Department and its programs. Ron is the National Deputy Representative for DAV on the National Advisory Committee.

You can contact Ron by email at rminter@dav.org, or phone at (859) 547-3395.

KATI DESHLER, VOLUNTARY SERVICES SUPERVISOR

Kati assists the National Voluntary Services Director and Assistant National Voluntary Services Director with management of the day-to-day operations of the Voluntary Services Department and its programs.

You can contact Kati by email at kdeshler@dav.org, or phone at (859) 442-1012.
ASHLEY PELLE, ADAPTIVE SPORTS LIAISON

Ashley handles all aspects of The National Disabled Veterans Winter Sports Clinic and National Disabled Veterans TEE Tournament. She is tasked to identify, steward and cultivate our corporate and private sponsors; as well as coordinate contracts, logistics and vendors for each event.

You can contact Ashley by email at apelle@dav.org, or phone at (859) 547-3385.

ELISE BROWN, ASSISTANT TO THE NATIONAL VOLUNTARY SERVICES DIRECTOR

Elise handles all the administrative functions for the Director, Assistant Director and Supervisor. She also oversees all aspects of our celebrity visitors program at VA hospitals across the country and processes the timely disbursement of payments under the Jesse Brown scholarship program.

You can contact Elise by email at ebrown@dav.org, or phone at (859) 442-3433.

CONNIE KINNEY, VOLUNTARY SERVICES SPECIALIST

Connie is responsible for our Transportation Network Vehicle Program. She is oversees the vehicle purchases from application, to decaling, to pick up by the facility that they will serve.

You can contact Connie by email at VAVS@dav.org, or phone at (888) 480-6786, option 1.
DYLAN ARCHIBLAD, VOLUNTARY SERVICES SPECIALIST

Dylan is responsible for keeping our Local Veterans Assistance Program running smoothly. He takes care of all LVAP reporting and hours.

You can contact Dylan by email at VAVS@dav.org, or phone at (888) 480-6786, option 3.

SHELBY BUCKLER, VOLUNTARY SERVICES SPECIALIST

Shelby is responsible for keeping our Local Veterans Assistance Program running smoothly. She takes care of all LVAP reporting and hours.

You can contact Shelby by email at VAVS@dav.org, or phone at (888) 480-6786, option 3.

ODIE HALL, VOLUNTARY SERVICES SPECIALIST

Odie is responsible for the certification of all DAV VAVS State Chairperson and Representative Positions, as well as handling all VAVS reporting and hours. Odie also processes all Jesse Brown scholarship and George H. Seal award nomination forms.

You can contact Odie by email at VAVS@dav.org, or phone at (888) 480-6786, option 2.
PAM HENNING, VOLUNTARY SERVICES SPECIALIST

Pam is responsible for keeping our DAV Transportation Network information up to date. She takes care of all DAV TN reporting and hours, as well updating the monthly HSC Directory.

You can contact Pam by email at VAVS@dav.org, or phone at (888) 480-6786, option 1.

TINA WARNDORF, VOLUNTARY SERVICES SPECIALIST

Tina is the primary point of contact for the Volunteer for Veterans website. She assists the Assistant National Voluntary Services Director with all aspects of corporate and group volunteerism.

You can contact Tina by email at VAVS@dav.org, or phone at (888) 480-6786, option 4.
• 100 Acts of Service to Veterans
• Another incentive to celebrate our 100th year
• This includes any act of service to veterans between Now and December of 2020
• If the action can be reported as LVAP, it would count as an Act of Honor
  • Placing flags on veteran grave markers during Memorial Day
  • Homeless Stand Down
  • Yard work, grocery shopping, etc.
100 Acts of Honor

- Report back to us via social media #100ActsofHonor
  - Facebook and LinkedIn we are @DAV
  - Twitter and Instagram we are @DAVHQ
  - Or you can also email us at VAVS@dav.org

- We also want to encourage you to share and retweet post coming from DAV. We’ll be doing live video on Facebook and other accounts, so please tune in and engage with us!!

- Hashtags:
  - #DAVMidWinter - is the hashtag designated for this year’s event.
  - #DAVCAN #veterans #DAV #KeepthePromise are our most used hashtags in standard posting. When appropriate, these should be used, too.
Importance of Timely Reporting

• All monthly reports for VAVS (Form 50), Transportation Network (Form 40) and LVAP (Form 60) are due the 5th of each month.
• Example January volunteer hours are due February 5th
It is essential that the reports are provided to Voluntary Services in a timely manner.

- Approvals for Transportation Network vehicles are based on the strength of your program. If the hours are not reported, approvals may not be granted.
- VAVS Hours are credited to the DAV as a Contributed Service. It is essential that this be reported accurately.
- LVAP is another essential program for DAV. We must be able to show the strength of our programs for continued growth.
• Unreported, or untimely reporting, of hours can cause a delay in processing for DAV Programs. This can result in the Veterans we serve not receiving the essential benefits our programs provide.
Benefits Advocacy Hours

• Department & Chapter Service Officers show us how much we save tax payers each year.

**2019 Statistics**

<table>
<thead>
<tr>
<th>CSO/DSO Hours</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>426,339</td>
<td>$10,841,800</td>
</tr>
</tbody>
</table>
### 2019 Statistics

<table>
<thead>
<tr>
<th>Volunteers</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>9,120</td>
<td>2,313,056</td>
</tr>
</tbody>
</table>

### 2019 LVAP Division Winners

<table>
<thead>
<tr>
<th>Division</th>
<th>Department</th>
<th>Total 2019 LVAP Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Virginia</td>
<td>397,847</td>
</tr>
<tr>
<td>2</td>
<td>Oklahoma</td>
<td>249,874</td>
</tr>
<tr>
<td>3</td>
<td>South Carolina</td>
<td>113,665</td>
</tr>
<tr>
<td>4</td>
<td>Nebraska</td>
<td>61,445</td>
</tr>
<tr>
<td>5</td>
<td>North Dakota</td>
<td>69,697</td>
</tr>
</tbody>
</table>
The Volunteer for Veterans website connects veterans in need with those who want to help. VolunteerforVeterans.org.

Great on-line tool to help promote volunteering in local communities.

It creates a database to match opportunities with civic minded individuals and organizations. Hours are automatically credited to DAV Departments.

Changes are made to the website on a monthly basis to make our system more efficient.
• Our DAV VAVS State Chairpersons and Representatives carry out an important role for DAV. Recruiting volunteers, attending quarterly meetings and reporting VAVS hours to VAVS@dav.org.

• Please make sure and notify us in regards to any changes, so we can properly certify these individuals.

• It is essential that VAVS hours are reported to DAV in a timely manner. Without accurate hours, we are unable to recognize the dedicated volunteers for their efforts.

Happy volunteers are dedicated volunteers!
• The DAV Transportation Network provides crucial access to veterans who would otherwise not receive vital care.

• #1 Misconception is you have to be a Veteran to Volunteer. If you can pass the VA Physical, have a valid drivers license and insurance you can be a volunteer driver.

• DAV has provided a recruitment toolkit located in the Members Only portion of dav.org, under Voluntary Services.

Don’t make these heroes walk, become a volunteer driver today!
Tips for Recruitment:

Use the toolkit!

Work with Local VA Leaders to streamline and expedite the approval process.

Contact your local news stations.

The Portland VAMC had hundreds of applicants after a recent news clip.

DAV Oklahoma’s “Drive A Hero” program brought 34 new volunteers in one day!
Importance of Reporting Volunteers

- DAV is one of the only Veterans Service Organizations that provides its volunteers with small tokens or appreciation!
- In order to reward our volunteers, we have to know who they are.
- Name and address is not considered protected information. The VA can provide DAV with this information and should.
If you have issues let us know!

Credit for volunteer hours is based on the Department receiving the information from the Chapters and the frequency with which the Departments report them to vavs@dav.org.

Reporting hours in a timely manner helps to provide accurate reports and award volunteers in a proper time frame.

THANK YOU!!
Jesse Brown Scholarship

WHO WANTS A SCHOLARSHIP?!?!?!?
Hint: The answer is your youth volunteers.

• Each year DAV awards $75,000 in scholarship money to 8 of our dedicated youth volunteers. Each year DAV receives approximately 50 nominations.

• What’s wrong with this? Everything!

• In late November 2019, each department was provided a list of volunteers eligible for the Jesse Brown Memorial Youth Scholarship. Please, we beg you, send in your nomination forms by the end of February 2020.

• We’re currently working on enhancing the sign up process and promoting the program. Go check out the new URL www.davscholarships.org

Don’t make Baby Yoda sad… 
send in your nominations today!
What do we need?!?!?!?!

NO! We need more Nominations!!!!!!!

In late November 2019, each department was provided a list of volunteers eligible for the George H. Seal DAV and DAV Auxiliary Awards. Please, we beg you, send in your nomination forms by the end of February 2020.
Hospital Service Coordinators

• DAV HSCs play an important part in our efforts to assist injured and ill veterans. Our HSCs are the front line for the DAV Transportation Network, by scheduling appointments for rides, keeping vehicles running safely and reporting volunteer activities to VAVS@dav.org.
Hospital Service Coordinators

- It is essential that changes to the Hospital Service Coordinator Roster are updated with DAV Voluntary Services immediately. Updates are emailed frequently to all HSCs and we need to make sure we have the most up to date directory.
• HSCs must report hours to DAV Voluntary Services in a timely and efficient manner. We count on these hours to determine the need for new vehicles, we also use this information for the vehicles donated by Ford at the DAV National Convention.
Report your hours and just maybe....

YOU GET A CAR
YOU GET A CAR
If you don't report...
Transportation Network Vehicle Purchases

Grant Memo Released September/October 2020

Annual Financial Report Deadline is September 30, 2020

Application Deadline late November 2020
The Columbia Trust will review the grant application. This includes a review of your Annual Financial Report. If the AFR is incorrect, not complete, or missing…

You will delay the entire Transportation Network Order!!!!
DAV Drive Away 9/25 @HQ

To celebrate the DAV Centennial all Transportation Network vehicles for 2020, will be picked up at DAV National Headquarters on September 25, 2020. All vehicles will be driven from DAV in Cold Spring to their assigned stations. This will be a great opportunity for volunteer driver recruitment as it will be covered by the media.

VA Central Office is aware of the initiative and has voiced their support. Even if they have not approved drivers in the past, they will for this special event. Sabrina and her team of Voluntary Service Chiefs will be out and supporting the event. Please make sure to share this with your local Voluntary Service Chiefs.

Make sure you have your driving gloves on for this incredible experience.

When people insult my driving:

But did you die?
DAV Drive Away from the 90’s
• DAV promotional videos can be found on YouTube:
  - [http://dav.la/1kt](http://dav.la/1kt)
  - [http://dav.la/1ku](http://dav.la/1ku)

• Recruitment **Tool Kit** can be found:
  - Members Only Portal on the DAV Webpage
  - Once signed in go to Voluntary Services then click on –
    How to Recruit Volunteer Driver Tool Kit