



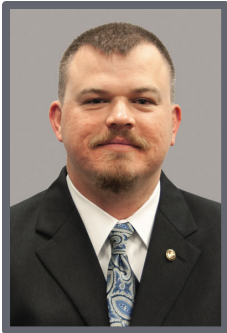
2021 Voluntary Services Program Changes & Updates

SUPPORTING VICTORIES FOR VETERANS





Voluntary Services Team



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 Memorial Youth 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 Golf Clinic. John is currently chair of the Executive Committee of the National Advisory Committee, as well as the national representative for DAV on the NAC.

Contact John at jkleindienst@dav.org or 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 national deputy representative for DAV on the National Advisory Committee.

Contact Ron at rminter@dav.org or 859-547-3395.



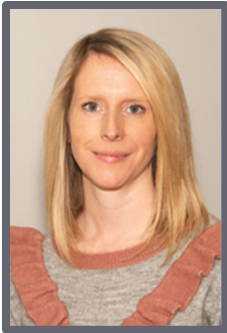
KATI DESHLER, VOLUNTARY SERVICES SUPERVISOR

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.

Contact Kati at kdeshler@dav.org or 859-442-1012.



Voluntary Services Team



ELISE DONADLSON, 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 visit initiative at the VA hospitals across the country and processes the timely disbursement of payments under the Jesse Brown Memorial Youth Scholarship Program.

Contact Elise at ebrown@dav.org or 859-442-3433.



CONNIE KINNEY, VOLUNTARY SERVICES SPECIALIST

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

Contact Connie at VAVS@dav.org or 888-480-6786, option 1.



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. She is also 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.

Contact Shelby at VAVS@dav.org or 888-480-6786, option 3.



Voluntary Services Team



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 Memorial Youth Scholarship and George H. Seal Award nomination forms.

Contact Odie at VAVS@dav.org or 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 Transportation Network reporting and hours as well as updates to the monthly HSC Directory.

Contact Pam at VAVS@dav.org or 888-480-6786, option 1.



TINA WARNDORF, VOLUNTARY SERVICES SPECIALIST

Tina is responsible for assisting with the daily tasks of the Voluntary Services department. She assists with data entry for all of our volunteer programs.

Contact Tina at VAVS@dav.org or 888-480-6786, option 7.

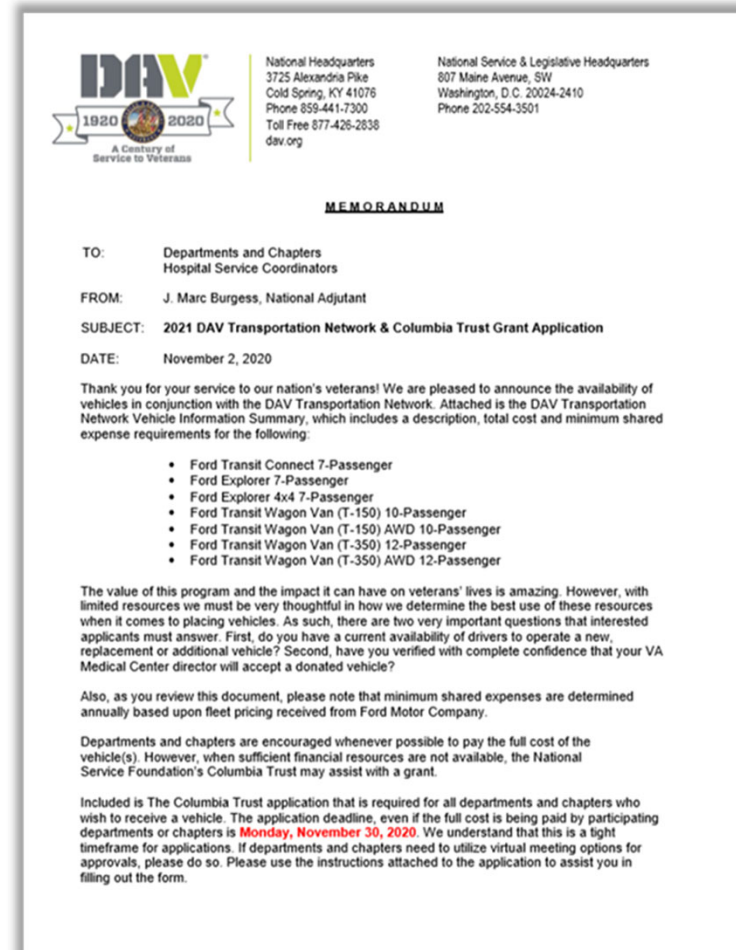


Grant Process for New Vehicles

REQUESTING VEHICLES THROUGH THE COLUMBIA TRUST GRANT PROGRAM

September/October

- ❑ The Columbia Trust Grant Memo is emailed out to the Officers to Receive Mail for each Department or Chapter
 - Chapters without ORM emails will need to contact their Department Adjutant. This years memo will include guidance for the online application.





Grant Process for New Vehicles

DAV Transportation Network & Columbia Trust Grant Application

https://dav.smartsimple.com/s_Login.jsp

Welcome to the DAV Charitable Service
Trust and DAV National Service Foundation
Grant Application Site

To access the online grant system as a first time user, DAV department leaders (adjutants and commanders) must select “Request Password” to receive credentials and enter the email address used for your membership record.

<p>First time DAV department or chapter user?</p> <p>Request Password</p>	<p>First time US Tax-Exempt org user?</p> <p>Register Here</p>
--	---

For additional assistance, please contact us via phone at (877) 426-2838, ext. 3313 or ext. 3309 or email the following:

U.S. Tax Exempt Organizations - cst@dav.org

DAV Department or Chapter - nsf@dav.org



Grant Process for New Vehicles

Once you login, select Funding Opportunities. *If you begin working on an application and are not ready to submit at that time, the next time you login, select In Progress to pick up where you left off.

1 Funding Opportunities	 My Profile
0 In Progress	0 Submitted

The Eligibility and Guidelines button provides the type of vehicles being offered, total cost and minimum share amounts included in the memo distributed by Voluntary Services. To begin the process, select Apply Now.

Funding Opportunities

Search: x 1-1 of 1

Opportunity Details	Deadline	
National Service Foundation's Columbia Trust Transportation Network Vehicle Grant	12/30/2021	Eligibility and Guidelines Apply Now



Grant Process for New Vehicles

One eligibility question must be answered before gaining access to the application.

New Grant

ELIGIBILITY

* Previous year's annual financial report(s) (AFR) must be approved by DAV National Headquarters in accordance with Articles 8 and 9 of the National Bylaws or must be attached if not required to file under provisions of the National Bylaws.

Please confirm you have read and understand the requirement above.

✓ Submit

After confirming the AFR acknowledgement, navigate to the Contact Information page. Provide the following information:

* Are you authorized to exchange information regarding this grant request?

- Yes
 No

* The vehicle(s) requested will be donated to the VA Medical Center(s) chosen to be used in the DAV Transportation Network. The VAMC Director(s) agree to accept the vehicle(s)

- Yes
 No

AFR Attachment

If a department is applying on behalf of its chapter(s), both AFRs are required.





Grant Process for New Vehicles

Department leaders are required to apply on behalf of its chapter(s) but have the ability to request collaborators, specifically chapter leaders, to assist through the Invitations tab within the application.

The screenshot shows the application interface for grant request CT-TN-2021-1441. On the left, a navigation menu has 'Invitations' highlighted with a blue circle. The main content area displays 'Instructions' with the following points:

- Please complete the questions in each of the tabs below.
- * represents a required field
- Use the **NEXT** button in the bottom right corner of the screen to advance to the next tab.
- Use **Save** button to save your answers.
- Use the **Invitations** tab on the left to request individuals to collaborate on the application.

Below the instructions, a table is used to add collaborators:

Prefix	First Name	Last Name	Email	Role	Status
<input type="text"/>	Chapter	Adjutant	test@dav.org	Collaborator	Draft

A '+' button is located below the table to add more collaborators. 'Save' and 'Invite' buttons are at the bottom right of the table area.

Populate the information for who you want to allow access to work on the application. There is an unlimited amount of collaborators you can invite, simply select the + button. Additionally, multiple collaborators can work on the same vehicle request, if needed.

Collaborators will receive an email with the link to register and login to access the application but will be unable to submit it. This process allows department leaders to control who can access the application while also not being responsible for filling out the vehicle requests for the chapter(s).



Grant Process for New Vehicles

Begin selecting the vehicle requests.

CONTACT INFORMATION **PROJECT INFORMATION**

Vehicle Request

Select the plus sign to add each vehicle request.



Separate entries must be completed based on the vehicle type and VAMC location.

* Vehicle

* Quantity of Vehicle

* VA Facility

- The Vehicle dropdown contains the list of all the vehicles available with the total cost and minimum share amounts.
- Enter the number of vehicles you are requesting.
- To select the VA Facility, you may begin typing the exact name of the facility or scroll until you find it.
- If the vehicle(s) will not be parked at the VAMC, provide the location.



Grant Process for New Vehicles

*** Vehicle**

Ford Explorer 4WD 7-Pass (Vehicle Cost: \$34,455.00 Min Share: \$18,950.00)

*** Quantity of Vehicle**

2

*** VA Facility**

Oklahoma City VA Medical Center

*** Will this vehicle be parked at the VAMC?**

Yes No

*** If no, where will this vehicle be parked?**

John Kleindienst's house.

Please **SAVE** before continuing.

Upon saving, the following appears:

i Fill out the proposed share amount & click Request button to request the selected vehicle(s) for the selected VAMC.

*** Department**

Department of Oklahoma [↗](#)

*** Are you applying on behalf of a chapter?**


Yes No

If the chapter is applying, select the chapter in the dropdown field. *Chapter records appear as they do in membership. Only the chapters associated with the department will be an option in this dropdown.



Grant Process for New Vehicles


*** Department**

Department of Oklahoma 

*** Are you applying on behalf of a chapter?**

Yes No

*** On Behalf of Chapter**

Department of Oklahoma - Shawnee Chapter #54 

Select Enter Share Amount to provide the information.

Proposed Share Amount

Enter Share Amount

A reminder of the vehicle(s) you selected and cost are displayed.

Proposed Share Amount



• Indicate the following amounts that are being contributed toward the purchase of the vehicle(s). These amounts should be the **MAXIMUM** that each source can contribute based upon financial availability.

• When filling out the Proposed Share Amount(s) see **MINIMUM** Share referenced in the Vehicle Description.

Vehicle Selected: Ford Explorer 4WD 7-Pass (Vehicle Cost: \$34,455.00 Min Share: \$18,950.00)

Vehicle Quantity Requested: 2



Grant Process for New Vehicles

Fill out the share amounts accordingly by selecting the + button. *Note, the format/information requested mirrors the paper application.

Department Share Source

Department Name	Contribution
Department Total Proposed Share Amount:	\$0.00



Chapter Share Source

i To minimize the Chapter list type the entire State name in the Chapter Name field.

Chapter Name	Contribution
Chapter Total Proposed Share Amount:	\$0.00



Other Share Source

Other Source Name	Contribution
Other Total Proposed Share Amount:	\$0.00





Grant Process for New Vehicles

Department Share Source

Department Name	Contribution
<input type="text" value="Department of Oklahoma"/>	<input type="text" value="\$18,950.00"/>
Department Total Proposed Share Amount:	\$18,950.00



Chapter Share Source

i To minimize the Chapter list type the entire State name in the Chapter Name field.

Chapter Name	Contribution
<input type="text" value="Department of Oklahoma - Shawnee Chapter #"/>	<input type="text" value="\$10,000.00"/>
<input type="text" value="Department of Oklahoma - Joe Mc Cain Chapt"/>	<input type="text" value="\$2,000.00"/>
Chapter Total Proposed Share Amount:	\$12,000.00

Other Share Source

Other Source Name	Contribution
<input type="text" value="Thunderbird Casino"/>	<input type="text" value="\$6,950.00"/>
Other Total Proposed Share Amount:	\$6,950.00



Grant Process for New Vehicles

As you enter a contribution amount, the total calculates below.

Proposed Share Amount

	Total Contribution
Proposed Total Share Amount:	\$37,900.00

Propose Grant Requested

	Grant Requested
Proposed Total Grant Amount:	\$31,010.00



Select Save then Close.



Grant Process for New Vehicles

The share amounts and sources will then appear in the Vehicle Request form. Select Request to enter in the information.

Department Name	Contribution
Department of Oklahoma	\$18,950.00
Department Total Proposed Share Amount:	\$18,950.00
Chapter Name	Contribution
Department of Oklahoma - Shawnee Chapter #54	\$10,000.00
Department of Oklahoma - Joe Mc Cain Chapter #56	\$2,000.00
Chapter Total Proposed Share Amount:	\$12,000.00
Other Source Name	Contribution
Thunderbird Casino	\$6,950.00
Other Total Proposed Share Amount:	\$6,950.00
	Total Contribution
Proposed Total Share Amount:	\$37,900.00
	Grant Requested
Proposed Total Grant Amount:	\$31,010.00

Save

Request



Grant Process for New Vehicles

Once you select Request, close the form by navigating to the right corner X. *Only select Make Changes if you have revisions.

Requested vehicle(s) for the selected VAMC.

JUMP TO
Vehicle Request

Make Changes



Grant Process for New Vehicles

The main application page now includes the basic vehicle information requested.

Vehicle Request

Select the plus sign to add each vehicle request.

+ 1-1 of 1 < >

Department	Chapter	Vehicle	Quantity	VA Medical Center	Total Share Amount	Total Grant Request	Total Vehicle Cost	Status	
Department of Oklahoma	Shawnee Chapter #54	Ford Explorer 4WD 7-Pass	2	Oklahoma City VA Medical Center	\$37,900.00	\$31,010.00	\$68,910.00	Requested	Open
			2		\$37,900.00	\$31,010.00	\$68,910.00		

Continue selecting + as needed for additional requests from chapters or on behalf of the department.

Vehicle Request

Select the plus sign to add each vehicle request.

+ 1-4 of 4 < >

Department	Chapter	Vehicle	Quantity	VA Medical Center	Total Share Amount	Total Grant Request	Total Vehicle Cost	Status	
Department of Oklahoma	Shawnee Chapter #54	Ford Explorer 4WD 7-Pass	2	Oklahoma City VA Medical Center	\$37,900.00	\$31,010.00	\$68,910.00	Requested	Open
Department of Oklahoma	Cherokee Chapter #31	Ford Transit T-350 2WD 12-Pass	1	Oklahoma City VA Medical Center	\$21,280.00	\$17,411.00	\$38,691.00	Requested	Open
Department of Oklahoma		Ford Transit T-350 2WD 12-Pass	1	Oklahoma City VA Medical Center	\$21,280.00	\$17,411.00	\$38,691.00	Requested	Open
Department of Oklahoma		Ford Explorer 2WD 7-Pass	3	Oklahoma City VA Medical Center	\$51,612.00	\$42,228.00	\$93,840.00	Requested	Open
			7		\$132,072.00	\$108,060.00	\$240,132.00		



Grant Process for New Vehicles

Once all requests have been made, answer the question:

*** Do you confirm the funds will be available for the requested vehicles?**

Yes

No

If No is selected, the following message appears:

*** Do you confirm the funds will be available for the requested vehicles?**

Yes

No



If you are unable to have the funds available by the due date, you may forfeit your grant and not receive the vehicle.



Grant Process for New Vehicles

Select the NEXT button to navigate to the Application Certification.

CONTACT INFORMATION PROJECT INFORMATION **APPLICATION CERTIFICATION**

Certification Form

To complete the application process and submit your grant request, you are required to review and sign a statement of certification.
Instructions:

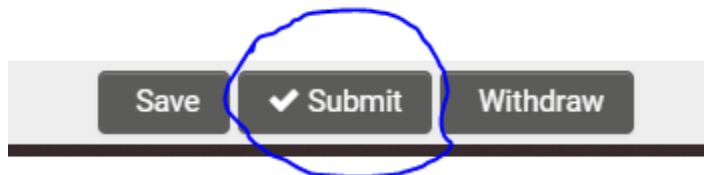
1. Download the Certification Form by clicking the [link](#) and following your browser's instructions to open or save the file for view on your desktop.
2. Print the Certification Form to allow for review and signature from an authorized representative of the applicant organization.
3. Scan the signed Certification Form and use the below attach feature to submit the form electronically.
4. Each individual chapter applying for a transportation grant through its respective department must complete and upload its own Certification Form with the proper signatures.

* Upload Certification Form



Follow the instructions as outlined above. The Certification Form can be downloaded and mailed/mailed to the appropriate parties for signature as would be the process with the paper application. Multiple Certification Forms can be uploaded to make it easier to receive department and chapter leaders' signatures. Additionally, multiple vehicle requests can and will be requested within this one application all under the department's record. Please do not submit the application until all vehicle requests on behalf of the department and associated chapters have been requested.

Once the application is complete, select Submit.

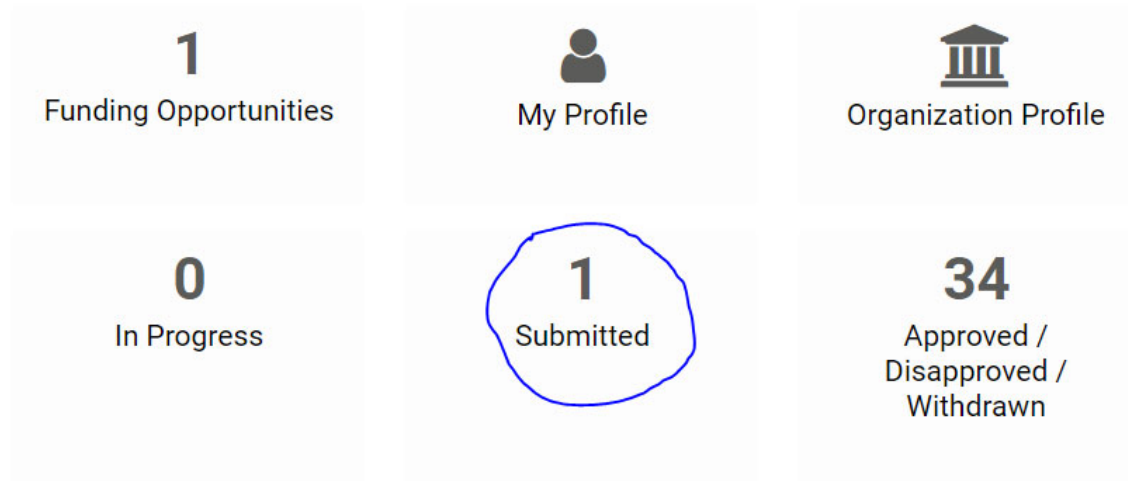




Grant Process for New Vehicles

The Primary Contact will receive an email confirming the submission along with an attachment of the application. Please note, the Application Summary/Preview contain the information as requested and does not represent the final share amount(s). To reference the final share amount(s), including the amount to be paid by specific funding source(s), you must review the award notification letter distributed by Voluntary Services.

The application can be accessed on a read only basis by navigating to the Submitted field on the home page.



Historical applications can be viewed in the Approved / Disapproved / Withdrawn field.



Grant Process for New Vehicles

November/December Application Deadline

- ❑ All Applications are required to be received at National Headquarters by the deadline listed in the Memo.
- ❑ Checks should *not* be sent with the application – you will be notified when to send payment. Any checks received with applications will be returned.

January/February

- ❑ Applications are reviewed and final approvals are made

Late February

- ❑ Grant approval letters are emailed to all Departments who have been approved to purchase vehicles. Chapters listed on the applications will also receive the grant approval letter email.



Date

Adjutant:
 Department of (State)
 Address
 City, State Zip
 Employer ID#: EIN

Dear Adjutant Last Name:

I am pleased to advise that the Department and/or its Chapters' application(s) for the following 2020 Ford vehicle(s) has been approved. Please see the following summary for vehicle type, vehicle share and assignment for use in the DAV Transportation Network.

Vehicle Type	Cost to Department/Chapter	Stationed at VAMC (Outpost)
Ford Transit 12 passenger	\$20,521.00 (Chapt 98)	Birmingham VAMC, (Oxford, AL)

All expenses related to pick up and delivery of the vehicles are the responsibility of the local VAMC. We will request that the VA Central Office provide instructions to the VAMC Director regarding pickup of the vehicle.

Grants for the 2020 Vehicle Grant Program are administered by the DAV National Service Foundation through its Columbia Trust and are based upon financial need. Grant monies, if applicable, will be transferred from The Columbia Trust to the DAV General Fund for full payment of the approved vehicles.



Grant Process for New Vehicles

- Payment should now be sent

John Smith
555 Your St.
Your Town 54321

DATE _____

PAY TO _____

MEMO _____

1234 5678 9876 543210

- Vehicles are ordered

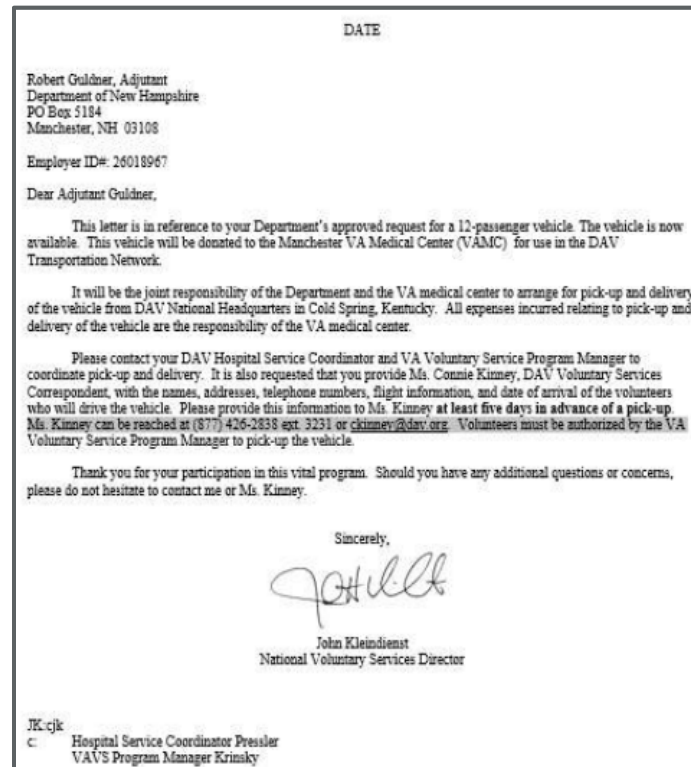




Grant Process for New Vehicles

Late Spring through Summer

- Vehicles arrive at DAV National Headquarters.
- Departments are emailed information on scheduling pickups.
 - VAMCs, HSCs and Chapters are sent copies of letters



- VAMCs are responsible for the pickup and delivery of all vehicles.
 - Vehicles will not be released without prior authorization from the receiving VAMC



Return of Vehicles Agreement

- ❑ Return of vehicles agreement should be completed each year vehicles are donated
 - Per VHA Handbook 1620.2. Even without an agreement a VAMC Director may return a donated van to the donor when the conditions of the vehicle is unacceptable for use or it is no longer needed for use.

September 9, 2014	VHA HANDBOOK 1620.02 APPENDIX E
SAMPLE AGREEMENT BETWEEN THE DEPARTMENT OF VETERANS AFFAIRS AND THE DISABLED AMERICAN VETERANS, OR OTHER DONOR, ON THE DISPOSITION OF DONATED VANS IN THE VOLUNTEER TRANSPORTATION NETWORK	
ARTICLE I: INTRODUCTION	
1-1. Purpose: This agreement provides for the donation of a van from the Disabled American Veterans (DAV) or other donor to the Department of Veterans Affairs (VA) for the Volunteer Transportation Network (VTN) and sets forth the conditions on VA's use, and possible return, of this vehicle. DAV and other donors have assisted VA in establishing and operating this VTN to benefit Veteran patients who do not have transportation from their homes to VA medical facilities. In addition, for many years, DAV has donated hundreds of vans to support the VTN's operation.	
1-2. Authority: VA has authority to accept gifts, including gifts of vehicles, under Title 38 United States Code (U.S.C.) sections §301 through §305. The Director of this VA medical facility has been delegated the authority to accept gifts for the benefit of patients or the facility.	
ARTICLE II: AGREEMENT	
2-1. Delivery and Transfer of Title: A copy of the Certificate of Origin must be provided when the van is picked up. The original Certificate of Origin is maintained by the Office of Acquisition, Logistics, and Construction in VA Central Office.	
2-2. VA Use: VA will use the van for the transportation of Veterans at the [___ Name of facility, group of facilities, or Veterans Integrated Service Network (VISN) ___] in accordance with VA rules and regulations. VA will not transfer the van to another VA facility, group of facilities, or VISN for its use without the written consent of DAV or other donor unless it is needed to respond to a local or national emergency declared by the State Governor or President of the United States. VA is responsible for the van's repair and maintenance during its use in the VTN. However, VA is not required to repair a van prior to offering to return it to DAV or other donor.	
2-3. Possible Return of the Van: VA agrees to offer to return the van to DAV or other donor when the Facility Director determines (1) that the condition of the van makes it unacceptable for use in the VTN, or (2) that it is no longer needed for use in the facility's VTN. DAV or other donor must notify VA within 90 days of receiving VA's offer to return the van if it does not want the van. If DAV, or other donor, has not assumed possession of the van after this 90 day period, VA may dispose of the van in accordance with established procedures. If DAV or other donor agrees to the return of the van(s), VA will transfer the van title to DAV or other donor upon transfer of physical possession of the van(s). <i>NOTE: Generally, DAV, or other donor, takes physical possession of the van at the VA facility.</i>	
For the Department of Veterans Affairs	For the Disabled American Veterans or other donor
_____	_____
Director, VA Facility	(Title of DAV Signer or Other Donor)
Date: _____	Date: _____



Returning Vehicles From VAMC to DAV

- ❑ Per VHA Handbook 1620.02 pg. 6 section 6a

6. RETURNING DONATED VANS TO DONORS:

a. This Handbook requires donated vans to donors. The written agreement provides for the donation of a van from the donor for use in the VTN and sets forth the conditions on VA's use and possible return of the van. It is VHA policy to return donated vans to DAV, or other donors, when the facility Director determines the condition of the van makes it unacceptable for use, or it is no longer needed in the facility VTN. NOTE: Even without an agreement, a VA medical facility Director may return a donated van to the donor when the condition of the vehicle is unacceptable for use or it is no longer needed for use in the facility's VTN.

- ❑ Vehicles *can only* be returned to a DAV Department or Chapter
- ❑ The DAV Department or Chapter will provide the VAMC with a letter requesting/accepting the return of the vehicle
- ❑ The VAMC will request from VA Central office a form SF-97 "Standard Certificate of Obtain Title"
- ❑ Once the VAMC receives the SF-97 it will be given to the DAV Department or Chapter
- ❑ The recipient of the SF-97 will take the form to the DMV/BMV to request a new title
- ❑ The Department or Chapter can keep/sell/donate the vehicle
 - Graphics should be removed prior to a vehicle being sold or donated

For assistance please contact Voluntary Services Specialist Connie Kinney at (859) 441-7300 ext. 3231 or VAVS@dav.org



Vehicle Graphics, Recalls, and Accidents

VEHICLE GRAPHICS

- Advertising Vehicles contact (855) 750-0937 specify you are with DAV.
 - New installs
 - Replacement
 - a) There is a 2 year warranty on graphic material
 - Repairs

VEHICLE RECALLS

- Manufacturer vehicle recalls are sent to DAV National Headquarters
- National Headquarters sends each recall to the VAMC VS office which the vehicle is attached
- As the VAMC is responsible for maintenance of VTN vehicles they along with the facility HSC should schedule to have the recall service completed

VEHICLE ACCIDENTS

- Per VHA Handbook 1620.02 pg. 6 section 5d

d. Transportation Volunteer Driver. The Transportation Volunteer Driver is responsible for:
(5) Reporting to the HSC, or Volunteer Coordinator, the following:
(d) Any significant events (i.e., traffic accidents) and problems encountered while on duty

- Accidents should be immediately reported to the HSC and/or VAVS Program Manager
- The Federal government will protect a VAVS volunteer driver against liability claims under a law known as the Federal Tort Claims Act (FTCA), provided they were acting within the scope of their assignment.
- VTN vehicle accidents inquiries should be referred to the VAMC VS Program Manager



Monthly Reporting Forms

<u>First Name</u>	<u>Middle Name</u>	<u>Last Name</u>	<u>Address Line1</u>	<u>City</u>	<u>State</u>	<u>Zip</u>	<u>Email</u>	<u>Phone</u>	<u>Date of Birth</u>	<u>Location</u>	<u>Date Volunteered</u>	<u>Job Description</u>	<u>Hours</u>

You can download the newly updated reporting forms by using the following links:

HSC Reporting Form 40: https://www.dav.org/wp-content/uploads/MonthlyReportingForm40_HSC.xlsx

VAVS Reporting Form 50: https://www.dav.org/wp-content/uploads/MonthlyReportingForm50_VAVS.xlsx

LVAP Reporting Form 60: https://www.dav.org/wp-content/uploads/MonthlyReportingForm60_LVAP.xlsx

It is important to remember not to change or delete any of the columns on the form. Doing this will cause the upload process into the new CRM not to work properly.



Upcoming Webinars/Contact Info

Upcoming Voluntary Services Webinars are as follows:

- August 19th @ 2:00pm (EST) – VAVS Best Practices
- September 22nd @ 2:00pm (EST) – Grant Application Process
- October 13th @ 2:00pm (EST) – Transportation Network Best Practices
- November 17th @ 2:00pm (EST) – Possible Volunteer Initiatives



For any questions or concerns you can always contact us in one of the following ways:

Email: VAVS@dav.org
Mail: DAV National Headquarters
ATTN: Voluntary Services
860 Dolwick Drive
Erlanger, KY 41018
Phone: (859) 441-7300 ext. 1313
(877) 426-2838 ext. 1313

DAV[®]



**A Century of
Service to Veterans**