

Voluntary Services Webinar

Volunteer Recruitment and Retention



- DAV's mission of empowering veterans to lead high-quality, fulfilled lives relies on the kind-heartedness of the men, women and youth who volunteer.
- We have thousands of devoted volunteers across the country providing our nation's heroes the best possible care, morale and assistance.
- In **2023**, DAV dedicated nearly **\$39 million** to voluntary service initiatives through our vast network of programs.





Volunteer Recruitment

- **VolunteerForVeterans.org**

- This is the overarching suite of DAV's Voluntary Services Programs.

- **Local Veterans Assistance Program**

- Direct assistance to veterans, surviving spouses, or families.

- **DAV Transportation Network**

- The backbone of DAV Voluntary Services Program.

- **VA Voluntary Services**

- Volunteering in brick-and-mortar VA Facility.

- **Community Impact Day**

- National call to action for people to volunteer their time in support of veterans.

- **DAV Scholarships Program**

- Very robust program offering \$110,000 in scholarships annually.



DAV has revamped the volunteer for veterans website to make it easier for veterans to find the help they need by going online and simply clicking one button!

You can also sign up for DAV's many programs while you're here!

The screenshot displays the 'Volunteer For Veterans' section of the website. It features two main call-to-action buttons: 'I Need Help' and 'I Would Like To Help'. To the right, a box titled 'Other Notable DAV Volunteer Programs' lists 'Drive A Vehicle', 'Volunteer Locally', and 'For Veterans'. A red arrow points from the 'For Veterans' button to the 'I Need Help' button. Another red arrow points from the 'For Volunteers' label to the 'I Would Like To Help' button.

Volunteer For Veterans

DAV offers a wide range of opportunities to assist our nation's heroes. Volunteer to transport veterans to and from their VA medical appointments, help at a VA facility or assist veterans in your local community.

No matter who you are, or what your level of experience, you can stand by our nation's veterans.

Are you a veteran or do you know a veteran in need of help?

Click the link below to inform Voluntary Services Department of your need.

I Need Help

Do you want to help veterans in your local community?

Click the link below to register with our Voluntary Services Department to find local veterans in need of help in your area.

I Would Like To Help

Other Notable DAV Volunteer Programs

- Drive A Vehicle
- Volunteer Locally
- For Veterans**

For Volunteers

It is also very resourceful for those volunteers who are not near a VA Medical Facility but still want to make a difference in the lives of our nation's heroes.

Volunteers can visit www.volunteerforveterans.org to sign up for opportunities in their local communities. Or, you can visit <https://www.dav.org/help-dav/volunteer/>



[Home](#) > [Help DAV](#) > [Volunteer](#) > [I Need Help](#)

Are you a veteran, or do you know a veteran that needs assistance? Please fill out the form below and a voluntary services representative will reach out to volunteers in your area who may be able to help.

Personal Information

First Name*

Last Name*

Email*

Phone*

Address Information

Address Line 1*

City*

State*

Zip Code*

I Need Help With:

Select A Category*

Description Of Your Need*

When you fill out an “**I Need Help**” form, all that is needed is your name, email, phone number, physical address (including the city and state), and a brief description of what you need assistance with. Once the form has been submitted, a Voluntary Services Specialist will contact your local department/chapter office to find a volunteer in the area to help.



[Home](#) > [Help DAV](#) > [Volunteer](#) > [I Would Like To Help](#)

Do you want to help veterans in your community?

Please fill out the form below and a voluntary services representative will try to match you with heroes in need of help.

Personal Information

First Name*

Last Name*

Email*

Phone*

Address Information

Address Line 1*

City*

State*

Zip Code*

Are you volunteering as a group or individual?

Select A Category*

Please describe how you can help.*

When you fill out an “**I Would Like to Help**” form, you have to supply your name, email, phone number, physical address (including the city and state), and a brief description of what you have experience doing. Once the form has been submitted, you will get alerts via e-mail that will notify you when a veteran in your area needs assistance.



Local Veterans Assistance Program (LVAP)



- The Local Veterans Assistance Program was created to allow the many volunteers who want to be involved with veteran support activities outside the VA medical facilities to record their hours of volunteerism and report them to the DAV.
- LVAP allows people to provide needed services to veterans and their families as DAV Volunteers. It honors our organization, encourages and recognizes volunteerism.
- LVAP initiatives are managed by state-level DAV departments and are carried out through our departments, chapters, auxiliary units, associated organizations, corporations and individual volunteers.
- In **2023** there was a total of **1,912,474** volunteer hours reported with **307,545** hours reported for DAV's Department and Chapter Service Officers. This is an additional **\$9.7 million in savings** for the Veterans Administration that the DAV volunteers provide through their services.



Local Veterans Assistance Program (LVAP)



LVAP volunteers can dedicate their time in the following ways:

- Department and Chapter Service Officer work.
- DAV specific outreach efforts and fundraising efforts.
- DAV/DAV Auxiliary special events (state fair, homeless assistance including stand downs, etc.).
- Direct assistance to veterans, surviving spouses, or families.
- Seminars, training, and activities designed to operate the department/chapter smoothly.
- Legislative support – Benefit Protection Team Leader (BPTL).



Transportation Network (TN)

- DAV Transportation Network is the largest program of its kind for veterans in the nation.
- This program ensures our veterans, who may not have access to reliable transportation, are able to get to their VA health care appointments.





Transportation Network (TN)

DAV Hospital Service Coordinator's (HSC) play an important role in our efforts to assist injured and ill veterans. They are the front line for the DAV Transportation Network, by scheduling rides, keeping vehicles running safely and reporting volunteer activities to DAV National Headquarters.

VOLUNTARY SERVICES

Transportation Network

575,369 hours spent by DAV volunteer drivers producing
nearly **9.3 million** logged miles, totalling
nearly **246,000** no-cost rides
for ill and injured veterans to and
from VA medical facilities.



Since 1987, at a cost of
more than **\$96 million**

DAV
donated
3,763
vehicles

+

Ford
donated
264
vehicles

Since 1987, volunteer drivers traveled over **752 million** miles transporting more than **19.9 million** veterans.

There are **149** Hospital Service Coordinators covering transportation programs at more than **248** VA medical facilities. These DAV HSCs assemble corps of volunteer drivers and coordinate them with hospital transportation requests. The Transportation Network volunteers transported more than **245,000** veterans over **9.2** million miles in **2023** alone!



Transportation Network (TN)

Media Ride-along

- DAV, in coordination with the VA, arranges for local news outlets in a geographic area to ride along with a volunteer driver who is taking veterans to and from their appointments.
- The driver and others interviewed are able to share their story of why they volunteer while sharing the message that the TN needs more volunteer drivers.

This is a powerful volunteer recruiting tool that:

- Highlights the critical role of volunteers within the Transportation Network
- Showcases the opportunity to directly make a difference in veterans' lives
- Promotes local chapters' involvement in the community
- Increases DAV's brand awareness
- It highlights our mission
- This is good for donations and memberships
- Earned media



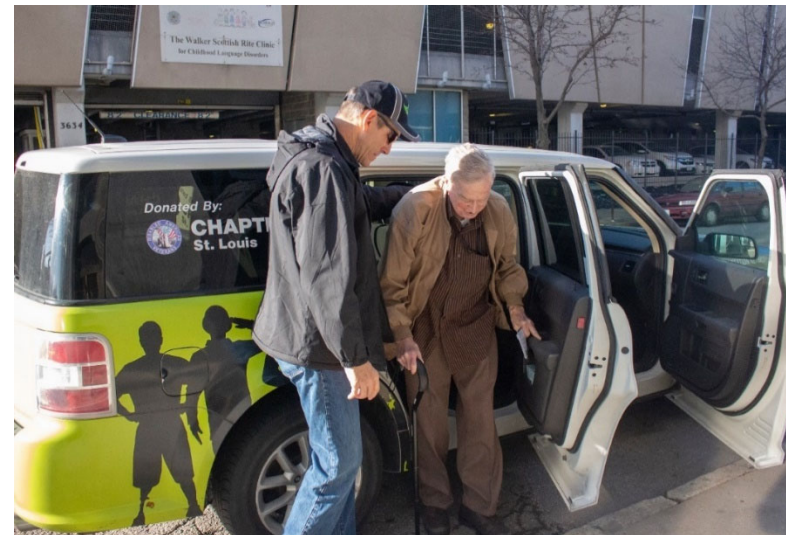
Media Ride-along Considerations

- **A successful ride-along requires coordination between:**

- DAV Communications
- DAV Voluntary Services
- Department or Chapter Volunteer Representative or Deputy Representative
- VA Volunteer Coordinator
- Local VA public affairs

- **Identify a volunteer driver who will represent DAV well:**

- Compelling story
- Well-spoken
- Knows the program and the needs well





Transportation Network (TN)

Media Ride-along Expectations

DAV Communications will:

- Serve as the central point of contact.
- Handle media outreach.
- Provide media coaching/interview prep.

The Department or Chapter will:

- **Identify** a willing volunteer driver (and their availability) for the media to highlight.
- **Provide** an additional on-camera interview subject who can communicate the need for volunteers and the process for them to sign-up (ideally the Rep or Dep).
- **Assist** DAV Communications as a local VA liaison.



Contact Voluntary Services to learn more and to get started!

(859) 441-7300 extension 3235 or VAVS@dav.org

- The Department of Veterans Affairs Voluntary Service Program (VAVS) is one of our most significant volunteer initiatives.
- The VA Voluntary Services Program provides a broad array of services to veterans in VA health care facilities throughout our nation.
- There is a real and continuing need for volunteer assistance in VA health care facilities. DAV volunteers perform crucial duties, from being a buddy to a veteran during days of recovery or therapy to doing tasks that require highly technical and professional skills.
- Volunteers bring an extra service to the care and treatment of veteran patients that cannot be provided by paid staff regardless of its size and effectiveness.
- Our DAV VAVS State Chairpersons and Representatives carry out an important role for DAV; recruiting volunteers, attending quarterly meetings, and reporting VAVS hours to DAV National Headquarters.



VAVS Representative's

- These individuals should be very knowledgeable with all of DAV's programs and services.
 - These Representatives are some of your most important volunteers. They need to attend all quarterly meetings and maintain DAV's presence within the VA Medical Facilities.
 - When appointing a Representatives make sure they are willing to attend the meetings. In some facilities your Representatives may do more than one thing so make sure it does not conflict with their day-to-day responsibilities.
 - They are and should be responsible for establishing and maintaining local relationships/presence within the VA Medical Centers.
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DAV VAVS Representative

Responsibilities

VAVS Deputy Representative:

- Deputy Representatives primary responsibility is to assist the Representative in any way possible. They are also expected to assume the Representative's duties if they are unable to carry out those responsibilities.

VAVS Associate Representative:

- An Associate Representative's primary responsibility is to assist the appointed Representative by developing and coordinating the participation of volunteers in your Department at the VA Medical Center in any way possible.

VAVS Associate Deputy Representative:

- A Deputy Representative's primary responsibility is to assist the appointed Associate Representative by helping to develop and coordinate the participation of volunteers in your Department at the VA Medical Center in any way possible.

Honorary Representative:

- Must be a past DAV/VAVS representative who has served 10 years or more and be recommended by the DAV. Appointment is for an indefinite period of time and will not expire except by request.
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DAV VAVS Representative

VAVS Representative Responsibilities Summary:

- Representatives may choose up to three VAVS Deputies to serve with them; they will assist you in your absence. To work in representing DAV at the VA Health Care Facility.
 - Coordinating DAV activities at your medical center and informing the State Chairperson of the DAV's participation in the activities.
 - Responsible for informing DAV Chapter members of the needs of the VA programs.
 - Recruit volunteers for the VA medical center. Communicate to potential volunteers the concept of the VAVS Program and the purpose underlying DAV's participation in the program.
 - Recruit new volunteers from the local high schools and possibly sponsor a group of youth volunteers at your VA Medical Center. Inform the youth volunteers about the DAV Scholarships Program.
 - Attend the VAVS Committee Meetings.
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VA Voluntary Services Program (VAVS)

Traditional ways you can assist as a DAV volunteer in a VA facility:

- Escorting patients, library circulation and processing assistance.
 - Information desk receptionists.
- Preparing displays and assisting patients in menu selections in nutrition and food service.
- Helping with the clinical preparation procedures and patient-motivation activities in the physical therapy clinic.
- Helping patients with socialization and other therapeutic activities.
 - Red Coat Ambassador Program.





Volunteer Award Incentive Milestones

- DAV is one of the only Veterans Service Organizations that provides its volunteers with small tokens of appreciation.
- 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.
- When we do our part in submitting hours, volunteers that donate their time to DAV are eligible for the Volunteer Recognition Program.
- At each volunteer milestone listed, the volunteer will receive a generous gift from DAV as a token of DAV's appreciation in their time spent helping veterans.
- In order to reward our volunteers, we have to know who they are.

Incentive Award Level	Miles	Hours
1	1	1
2	2,500	50
3	5,000	100
4	7,500	150
5	10,000	200
6	15,000	250
7	25,000	500
8	35,000	750
9	50,000	1,000
10	75,000	2,000
11	100,000	3,000
12	150,000	5,000
13	175,000	7,500
14	200,000	10,000
15	225,000	15,000
16	300,000	20,000
17	325,000	25,000
18	350,000	30,000
19	400,000	35,000
20	500,000	40,000



DAV Community Impact Day

DAV Community Impact Day is a **national call to action** for people to volunteer their time in support of veterans.

We also see this day as a **beacon to unify communities** across the United States for a day of service and volunteering for veterans.

We want to show people—through their involvement—that **it doesn't take a lot of time to make a big difference.**

It's a great **opportunity to introduce DAV and its mission** to those who may not know about it.





Why it matters and Who can help?

“Thank you for your service” is more than words; **it’s action.**

- When you give even an hour of your time to a veteran, you show them they are valued and appreciated.
 - We’re showing that **it doesn’t have to be complicated or time-consuming** to get involved. One heartfelt, simple act of service added to others compounds to create an immeasurable effect.
 - **There’s a home for everyone at DAV to volunteer.** You don’t have to be a DAV member or even a veteran to participate or volunteer with DAV!
 - **Everyone has a gift or a skill that can make a difference.** Never underestimate what you offer.
 - **We hope this inspires** more people to get involved in community service year-round.
 - DAV has year-round opportunities to serve.
 - This can be a great introduction or hours-builder for scholarship applicants.
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- **Realize the power** of face-to-face conversations. A simple, direct ask is often the most effective way to get people in your community to join you.
- **Complement your conversations** with social media, texts and emails, but don't rely on them as the only ways you get others to join in.
- **Seek input from others** to help uncover ideas and identify needs in your area.
- **Encourage others to visit** communityimpactday.org to pledge an hour of their time.



Take Action – Ideas

- **Collect** items and create care packages for hospitalized veterans.
 - **Read** to veterans who are blind.
 - **Host** a pancake breakfast for community veterans.
 - **Donate** blood for your local Department of Veterans Affairs Medical facility.
 - **Teach** a class that could benefit those veterans who've served.
 - **Make** quilts, blankets, hats or scarves for veterans.
 - **Write** letters thanking veterans.
 - **Paint** a mural honoring your community's veterans.
 - **Create** a newsletter highlighting stories of veterans in your community.
 - **Clean up** veterans' yard or mow their lawns.
 - **Bring** a meal and visit with a veteran who is homebound.
 - **Organize** a Homeless Veterans Stand Down.
 - **Help** with basic home repairs.
 - **Clean** headstones at your local veterans cemetery.
 - **Maintain** or spruce up a local veterans memorial or marker.
 - **Host** a donation drive for clothing or other needed items for a veterans homeless shelter.
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Reap the benefits!



Volunteering with others is more fun and more impactful.

Find opportunities for DAV to be visible in the community.

Encourage all your members to sign up and participate.

DAV Community Impact Day can help with member recruiting.



Share with us and your community

We want to see what you did!

- Make sure to take lots of photos and videos.
- Visit dav.memfox.io/communityimpactday and tell us about your volunteer experience.
- Don't forget to add captions and tell us who's in the photos.
- We'll share some of our favorite stories and ideas in DAV Magazine and on social media.



DAV contact

If you have any questions or need assistance, please reach out to Brian Buckwalter with the DAV Communications Department at bbuckwalter@dav.org.





DAV Scholarships Program



Since its inception, DAV has awarded **241** individual scholarships, including this year's winners, valued at more than **\$1.97 million**, which enables these exceptional young people to pursue their goals in higher education and experience the value and satisfaction of volunteering.

This program was designed to encourage youth volunteers to become active in the DAV's Local Veterans Assistance Program (LVAP) and/or the Department of Veteran Affairs Voluntary Service Program (VAVS).

DAV offers ten scholarships that are awarded annually totaling **\$110,000** to help fund the recipients higher education.

New Scholarship Amounts:

\$30,000; \$20,000; \$15,000; \$10,000; (2) \$7,500; and (4) \$5,000



Contact Voluntary Services

- **John Kleindienst - National Voluntary Services Director**
 - Direct line - 859-442-2056
 - Email - Jkleindienst@dav.org

- **Ron Minter – Deputy National Voluntary Services Director**
 - Direct line - 859-442-3395
 - Email - Rminter@dav.org

- **Oscar Olguin – Assistant National Voluntary Services Director**
 - Direct line - 859-442-2054
 - Email – Oolguin@dav.org

Email: VAVS@dav.org

Mail: Voluntary Services
860 Dolwick Drive
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Phone: (859) 441-7300 ext. 1313
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