



National Headquarters  
860 Dolwick Drive  
Erlanger, KY 41018  
tel 859-441-7300  
toll free 877-426-2838  
dav.org

**TO:** Department Commanders and Adjutants  
Chapter Commanders and Adjutants  
VA Voluntary Service Representatives

**FROM:** John H. Kleindienst  
National Voluntary Services Director

**DATE:** April 5, 2023

**SUBJECT:** VAVS Best Practices Webinar

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Thank you for all you do to promote and facilitate DAV volunteerism. Recognizing and honoring our volunteers' efforts is critical in incentivizing participation and accurately showing the efficacy of our charity.

On Wednesday, April 12, at 2 p.m. EST, please join Kati Deshler, Voluntary Services Manager, for a Voluntary Services webinar called *VAVS Best Practices*.

This webinar will cover Standard Operating Procedures for the VA Voluntary Services Program. This will include a step-by-step user guide for reporting hours to DAV National Headquarters and procedures for notifying Voluntary Services of changes to representative appointments. Please register at the following link by Tuesday, April 11, at 2 p.m. EST: [https://dav-org.zoom.us/webinar/register/WN\\_nIAKXsF9T5i8SOpv98DQ0Q](https://dav-org.zoom.us/webinar/register/WN_nIAKXsF9T5i8SOpv98DQ0Q)

After registering, you will receive a confirmation email containing information about joining the webinar.

We hope you find this webinar to be a useful tool and look forward to answering any questions you may have. For more information, feel free to email us at [vavs@dav.org](mailto:vavs@dav.org).

A handwritten signature in black ink, appearing to read 'John H. Kleindienst', is centered on the page.

John H. Kleindienst  
National Voluntary Services Director

JHK:kld