



KEEPING OUR PROMISE TO
AMERICA'S VETERANS

National Service Department

Department Admin Presentation



dav.org

DAV Washington Headquarters

1300 I Street NW, Suite 400W | Washington, D.C. 20005

**Jim Marszalek, National Service Director**

Native of Pittsburgh, PA – US Marine Veteran

Hired in 2001

National Service Officer, Cleveland OH

Assistant Supervisor, Seattle WA

Supervisor, San Diego CA

National Area Supervisor Area 1 Pittsburgh, PA

Assistant National Service Director

Deputy National Service Director

**Chad Moos, Deputy National Service Director**

Native of Fargo, ND - US Army Veteran

Hired in 1995

National Service Officer Fargo, ND

Supervisor, Reno NV

Supervisor, Phoenix AZ

Assistant Director of Volunteer Services

Assistant National Service Director



Scott Hope, Deputy National Service Director for Training

Native of Salt Lake City, UT - US Army Veteran

Hired in 2007

National Service Officer, Pittsburgh, PA

Assistant Supervisor, Pittsburgh, PA

Supervisor, Pittsburgh, PA

National Area Supervisor, Area 3

Assistant National Service Director



Scott Trimarchi, Assistant National Service Director

Native of Long Island, NY - US Air Force Veteran

Hired in 1994

National Service Officer New York, NY

Assistant Supervisor New York, NY; Newark, NJ; St. Petersburg, FL

Supervisor, Newark, NJ; Milwaukee, WI; and Los Angeles, CA

National Area Supervisor Area 9 Los Angeles, CA and Area 1 Boston, MA



Justin Hart, Assistant National Service Director

Native of Escondido, CA - US Army Veteran

Hired in 2007

National Service Officer, Providence, RI

Supervisor, Newington, CT



Steve Wolf, Assistant National Service Director

Native of Salt Lake City, UT – US Marine Veteran

Hired in 2002

National Service Officer, Milwaukee WI

Assistant Supervisor, San Diego, CA

Supervisor, Chicago, IL



Matt Jahn, Associate National Service Director

Native of Kearney, NE - US Air Force Veteran

Hired in 2014

National Service Officer, Atlanta, GA

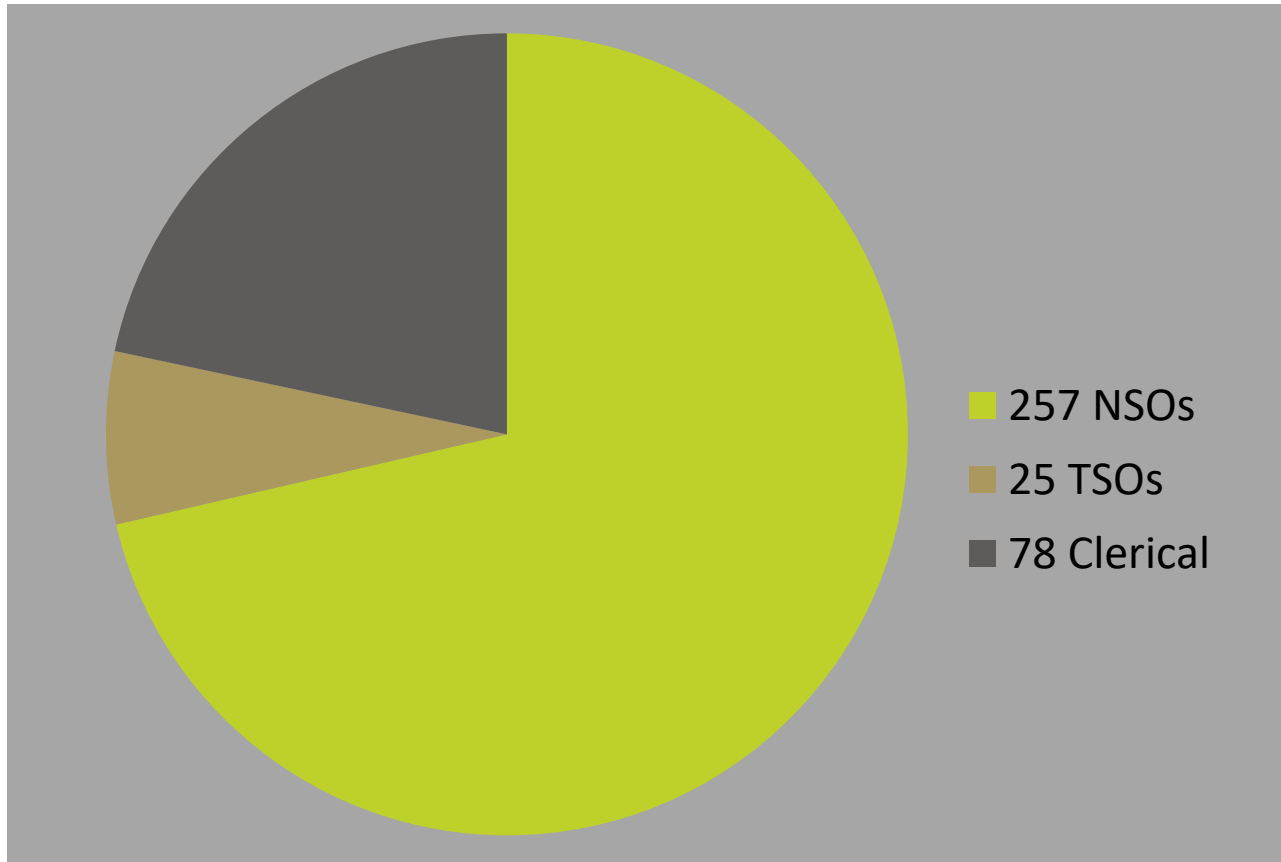
Assistant Supervisor, Ft. Snelling, MN

Supervisor, Ft. Snelling, MN

Assistant Supervisor, National Appeals Office

Supervisor, National Appeals Office

National Service Program-Field Staffing



National Service Officer Apprentices:

16-Month On-the-Job Training for New Hires

Must be a service connected injured or ill veteran and either eligible for VA Veterans Readiness and Employment or can be a Direct Hire.

- Will become familiar with all VA and Military Benefit Programs
- Four College Courses Required
- Application of Learning to Actual Claims and Appeals Cases
- Involvement in DAV Fraternal Activities and Outreach

National Service Officer continued training:

DAV-iTRAK Training Program

- iTRAK = Interactive Training, Research, Advocacy, Knowledge
- Advanced Training on Adjudication Laws, the VA Schedule for Rating Disabilities, the Board of Veterans' Appeals, and the Court of Appeals for Veterans' Claims.
- Recent review from American Counsel on Education (ACE) has confirmed our NSOs are awarded 15 college credits for completion of the Structured and Continuing Training program. DAV is the only Veterans Service Organization to receive college credits for any type of training.

The DAV National Appeals Office is co-located with the Board of Veterans Appeal Office (BVA) in Washington DC.

NAO's are representatives for individual veterans and their families providing free, professional assistance in the presentation of appeals to the BVA.

Their position entails reviewing evidence and writing legal arguments, as well as assisting veterans in the presentation of testimony during hearings before BVA Veterans Law Judges.

Currently we have five (5) National Appeals Officers.

Transition Service Officer (TSO) work on military installations carrying DAV's mission of service to service members making the all-important transition back into civilian life.

TSOs conduct or participate in pre-discharge transition assistance briefings; conduct interviews; review service treatment/medical records; completion of required applications; prosecution of VA claims for benefits.

DAV's TSOs are co-located at military separation centers servicing nearly 100 military installations within the continental US.

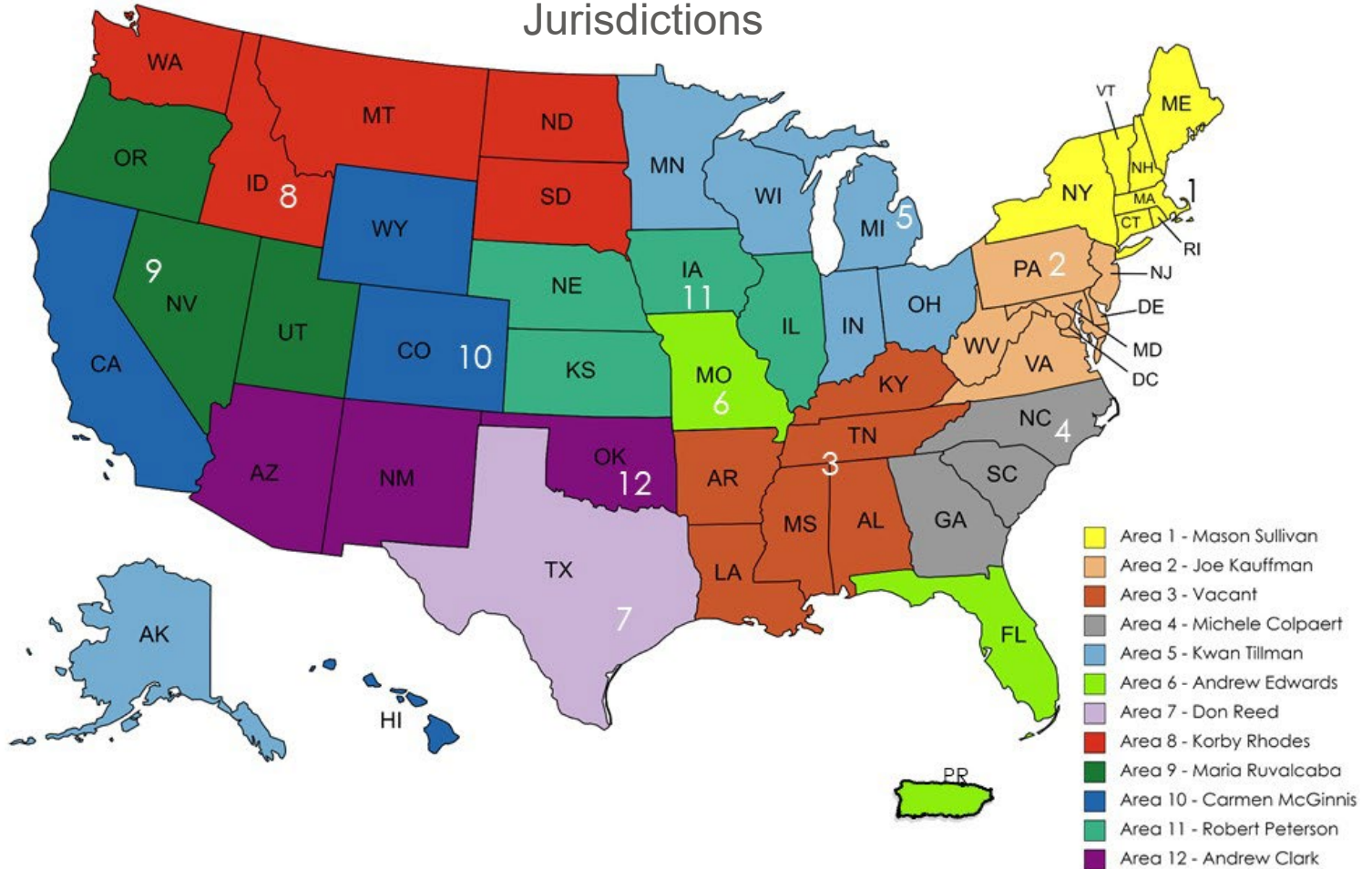
National Area Supervisors provide overall supervision and coordination of employees engaged in National Service Office activities in conjunction with DAV's Strategic Plan and facilitate DAV's mission of service.

The NAS position encompasses an increased level of leadership, responsibility and involvement within our organization.

Twelve (12) Positions

Periodic office visitations focusing on employee training, quality of work, productivity, and morale to evaluate management efficiency and supervisory effectiveness.

National Area Supervisor Jurisdictions



Created with mapchart.net

Chapter and Department Service Officers provide one of the most important links in the organization. Recognizing the vital importance of Department and Chapter service programs to the fulfillment of DAV's overall mission of service to veterans, the National Organization will act, in essence, as an insurer for these service programs.

- No cost to Departments or Chapters. Oversight and training provided by the National Service Department.
- Coverage for each claim up to \$500,000 combined limit for all services.
- Coverage requires NSO Certification Training & processing all claims and evidence through NSO offices.
- Any DAV member is eligible for certification when recommended by the appropriate chapter/department commander and/or adjutant.

In March 2020, DAV made changes to the certification program.

- The position of “Service Officer, Department or Chapter” will no longer appear on the Department or Chapter Officers report.
- No guests can attend the training, only those receiving certification can attend.
- There is a Service Officer nomination form that must be used by the Department and Chapters to nominate an individual to be a Service Officer. Please know, a Department or Chapter can nominate as many as they like to attend.
- No service work can be done until that individual has completed certification training by a National Service Office.
- Service Officer certifications are valid for 18 months. Certification training must be completed annually but we have included some additional time as we understand training may not be scheduled for the exact same week each and every year. It is imperative that all Service Officers receive training annually.

What are the “levels” of training?

Certification includes attending either Level I or Level II Training. If a Service Officer’s certification expires, Level I must be retaken.

Level I Training: All service officers must complete Level I at least once. Level I Training is the Introduction to Service Officer Responsibilities and Basic VA Programs and VA Laws.

Level II Training: Level II certification training is by “invitation only.” Level II Training is a more in-depth training focused on VA Programs and Regulations, Adjudication, and the Appeals Process. Department leadership and NSO office management teams will determine which service officers are invited to the Level II Training. Those operating at the chapter level with at least 2 years of experience and the aptitude for Level II will be considered. All DSOs will be invited to Level II Training.

We have a partnership with the National Association of County Veterans Service Officers (NACVSO).

Our partnership provides DAV with a trained, competent and accredited cadre of 734 County Veterans Service Officers (CVSOs) to compliment DAV's accredited National Service Officer and Transition Service Officers.

Criteria:

- The CVSO must submit an application for accreditation directly to the National Service Director of NACVSO.
- Must receive continued annual training through an NACVSO approved course to assure qualification.



Information Seminars are conducted by DAV National Service Officers (NSOs). The seminar is designed to inform veterans and family members of their potential benefits to help ensure veterans and their families have access the full range of benefits available to them.

These services are free of charge, and veterans do not need to be a DAV member to take advantage of this service.

Please contact your local DAV NSO office to schedule your information seminar!

Our *Disaster Relief Program* supports veterans, service members, surviving spouses and their families during times of great need in the aftermath of a disaster, large or small.

How Do We Accomplish This?

Through the commitment and team work of Departments, local Chapters and NSOs.



What Disasters Do We Provide Aid In?

- *Isolated* – A disaster impacts a home!
Example: Electrical fire.
- *Large Scale* – A disaster impacts a town, city or state!
Example: Hurricane, Flooding, etc.

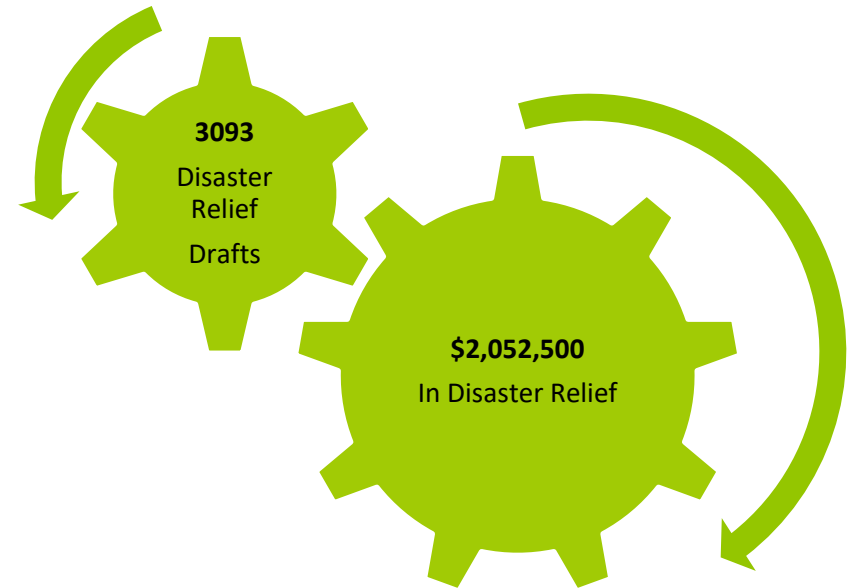
How Do We Help? By providing...

- *Checks* for food, clothing and lodging.
- *Supply Kits* containing backpacks, blankets and hygiene kits.



In 2022, DAV provided 3091 drafts for nearly 2.1 million throughout 15 states, Puerto Rico and the District of Columbia.

Since the program's inception in 1968, over \$19.5 million has been disbursed to veterans and their families.



The **DAV Night Out Program** supports wounded, ill, and injured patients at Walter Reed National Military Medical Center in escaping to a more relaxing environment to ease the heaviness of treatment while helping them to be accustomed to their new norm.

How is this accomplished?

Through planning and coordination of events, donations and purchases with local restaurants, businesses, and the Walter Reed National Military Medical Center.



How Have We Helped?

- ✓ Friday night dinners for patients and their families off hospital grounds.
- ✓ All transportation, meals, and donations without cost to patients and their families.
- ✓ Established a Military Affairs Office at Walter Reed for benefits claims assistance and scheduling events to help with the healing, morale, and welfare of veterans and their families.
- ✓ Provided care packages to dozens of patients. Each included a back pack, water bottle, poncho liner, a tee shirt, playing cards, and wireless ear buds.



www.davcaregiver.org

- On October 2, 2023, the DAV Caregivers Support Program went live.
- The program is a no-cost initiative that offers concierge support and resources to the friends, family members and loved ones who provide care to those who served.
- It helps improve the quality of life for veterans and their caregivers while extending the time they can live outside of health care facilities.
- By being provided with a proven support program, caregivers and veterans benefit from improved relationships, reduced caregiver stress, depression and other negative health outcomes.

Through the DAV Caregivers Support Program, caregivers will be able to access:

- Online resources and risk screening to better understand their role as a caregiver.
- Digital tools to support their caregiving responsibilities.
- Personalized care plans and one-on-one support from a trained caregiver specialist with experience supporting veterans.
- Participants also develop increased resilience and the ability to navigate complex caregiving responsibilities, including health care systems and financial planning.

As you engage with veterans and their families who could benefit from this initiative, we ask that you direct identified caregivers to enroll in this program. To participate, caregivers can follow three easy steps:

1. Register: Visit www.davcaregiver.org to enroll in the program and complete the DAV Caregivers Support Program screen.
2. Access Resources and Support: Access online content, local resources and digital tools tailored to each caregiving situation, role and responsibility.
3. Receive Tailored Support: Depending on the screening results, participants may receive one-on-one support from a trained caregiver specialist to help navigate caregiving responsibilities. For more information, visit www.davcaregiver.org.

VA.gov <https://www.va.gov/>

- Check your claim or appeal status
- Download VA letters and Rating Decisions
- Review your payment history
- File a new claim
- Schedule or manage health appointments
- Refill or track a prescription
- Review or update your dependents
- Get reimbursed for travel pay
- Get your VA medical records

- In total, we currently have 3,740 Service Officers. This total figure includes National Service Officers (NSOs), Transition Service Officers (TSOs), Department Service Officers (DSOs), Chapter Service Officers (CSOs), and County Veteran Service Officers (CVSOs).
- In 2022, DAV interviewed 285,942 claimants.
- In 2022, DAV submitted 174,147 new claims for 512,189 specific injuries and or illnesses. Of the 174,147 new claims, 168,657, or 97%, were submitted electronically.
- Since Chartered by Congress in 1932 DAV has presented 12,193,086 claims for benefits.



National Area Supervisor Contact Information

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DAV EMPOWERS VETERANS

RESPECT

ADVOCACY

HONOR

SUPPORT

COMMITMENT