



Voluntary Services

Transportation
Network (TN)
Best Practices





Transportation Network (TN)

- **The DAV Transportation Network** is the largest program of its kind for veterans in the nation.
- It ensures veterans who don't have **reliable transportation** can get to and from their VA healthcare appointments.
- **DAV Hospital Service Coordinator's (HSCs)** are important in our efforts to assist injured and ill veterans.
- HSCs are **the front line** for the DAV Transportation Network by:
 - Scheduling rides
 - Keeping vehicles running safely
 - Reporting volunteer activities to DAV National Headquarters





By the numbers

Over **614,000** hours spent by DAV volunteer drivers producing more than **9.6 million** logged miles, totalling over **230,000** no-cost rides for ill and injured veterans to and from VA medical facilities.



Since 1987, DAV has donated **3,909** vehicles at a cost of more than **\$97 million**.

Also, volunteer drivers have traveled more than **770 million** miles providing over **20.4 million** rides.

Making it all happen:

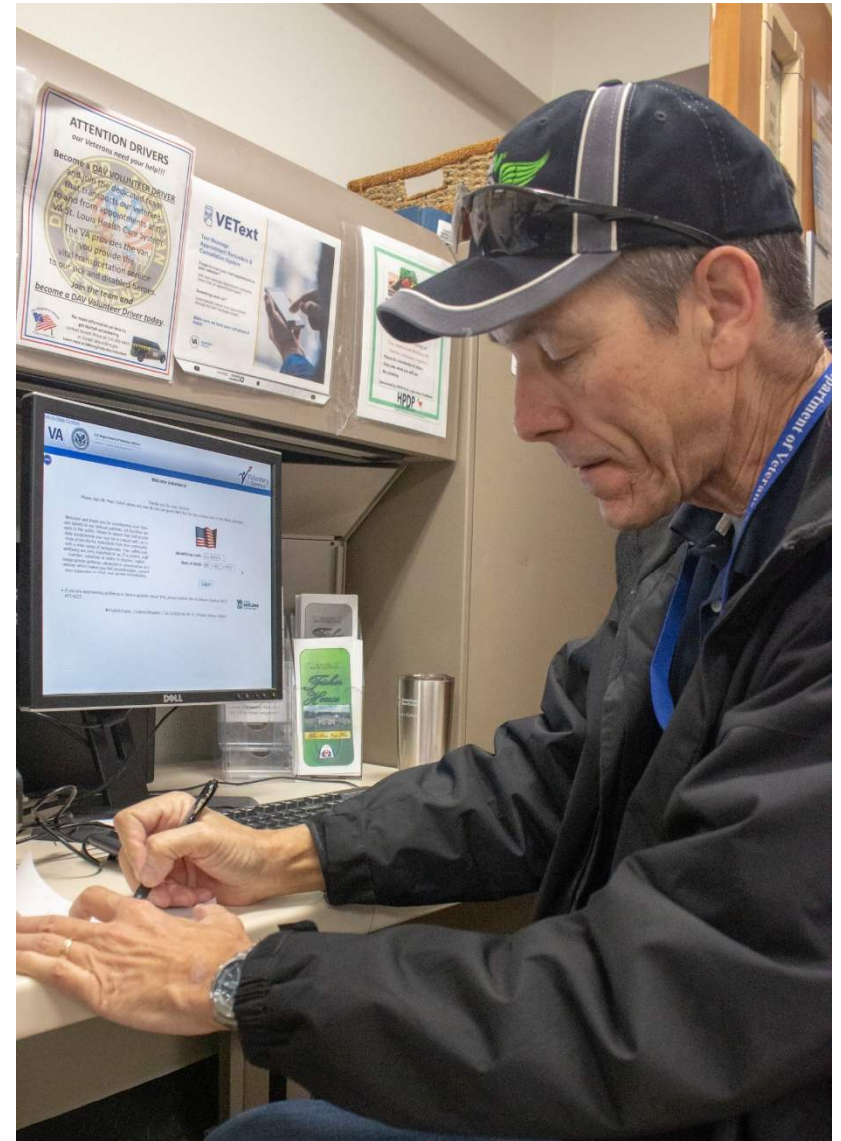
140 Hospital Service Coordinators at

247 VA medical facilities



Hospital Service Coordinator Responsibilities

- **Coordinate** the program with services.
- **Handle** transportation requests and determine veterans' eligibility.
- **Supervise & Assign** volunteer transportation drivers.
- **Fund** transportation, as applicable, to veterans in need.
- **Report** incidents and accidents to designated VA and DAV staff.
- **Prepare & Distribute** reports to Dept and National HQ.
- **Update** the HSC directory.



Tips

Ask veterans to schedule appointments only during certain times to keep drivers and HSCs on good schedules.

Ask veterans to request rides far in advance of their appointments.

Ask veterans to be ready 15 minutes prior to their pick-up time.

Have a good working relationship with your VA's CDCE chief and/or program manager.

Use a veteran signup sheet for veterans to sign up for rides by phone or going into their VA's transportation office.

Take care of your volunteers!
We couldn't be successful without them!



Requirements

- **Pass** a physical given by a VA Occupational Health provider.
- **Have** good judgement and ability to solve problems.
- Ability to **remain calm** under stressful conditions.
- **Willing** to do minor vehicle inspections for safety.
- **Complete** an annual VA-sponsored defensive driving class.
- **Possess** a valid state driver's license, clean driving record and personal auto liability insurance.
- **Keep** DAV vehicles clean inside and out.
- **Complete** a Tier 1 background check.





Volunteer Driver Requirements & Duties



Duties

- **Report** to the Voluntary Services Department and DAV personnel.
- **Drive** veterans to and from their VA healthcare appointments.
- **Coordinate** times and locations for meeting with veteran passengers.
- **Return** veterans to their original pick-up location after their appointments.





- **Credit** for volunteer hours is based on proper reporting by HSC to NHQ.
- **Reports** are due by the 5th of each month.
- **Log** hours of organizations that aren't DAV or its Auxiliary as Non-DAV Transportation. NHQ still needs this information.
- **Reporting** hours in a timely manner allows for accurate reports and proper volunteer recognition.

- **Approvals for Transportation Network vehicles are based on the strength of your program.**
 - If the hours aren't reported, approvals may not be granted.
- **We count on accurate, timely reporting of hours by HSCs to determine the need for new vehicles.**
 - This is also used to determine the need for the vehicles donated by Ford at the DAV National Convention.

Reminder

Reporting is based on a VA fiscal year which runs Oct. 1-Sept. 30 of the following year.



- **PLEASE** use Form 40 for monthly TN reporting.
- Some people may **prefer to not to share** their personal information.
 - If that's the case, it can be entered under the facility. However, let them know we won't be able to recognize them for their volunteer efforts.
- This form is **compatible** with DAV's CRM.
 - Using Form 40 allows the Voluntary Services team to be more efficient and accurate in data entry than manual entry.
- **Please don't** make any changes to the form's formatting.
 - This will cause upload errors.

Scan for
Form 40



Questions?

Concerns?

Email us at

VAVS@dav.org.



Volunteer Award Incentive Milestones

- Volunteers **who donate their time** to DAV become eligible for the Volunteer Recognition Program.
- **Proper, timely** reporting allows DAV to track volunteer hours and eligibility for the VRP.
- Volunteers **receive gifts** from DAV as a token of appreciation at each milestone they reach.

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



Recognizing & Thanking Volunteers

DAV is one of the only VSOs that provides **thank-you gifts** for volunteers.

But we need to know **who they are!**

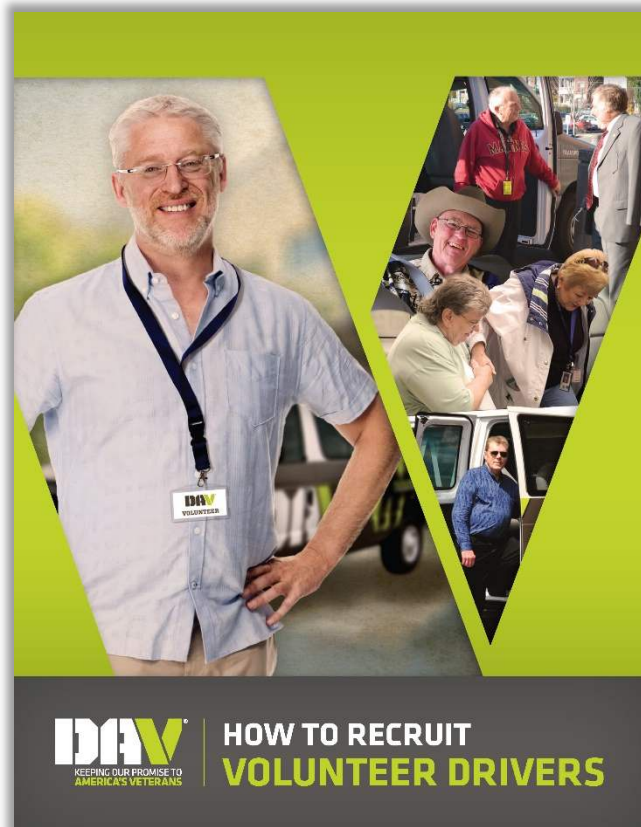




Promotional Materials & Resources

The following informative toolkit, brochures and posters are available to help promote our volunteer programs.

HSC TN Recruiting Toolkit



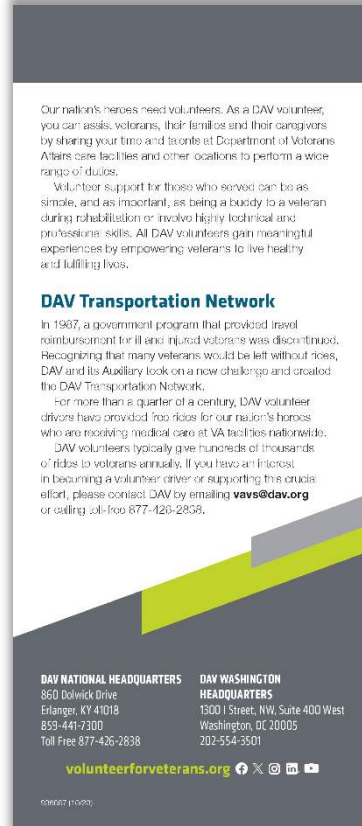
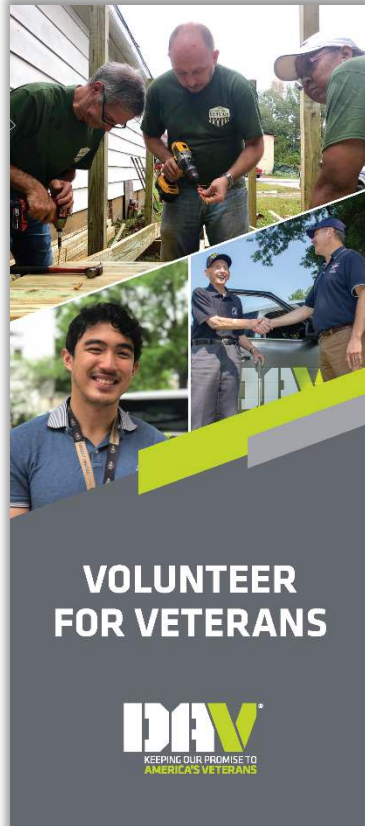
Volunteer Poster





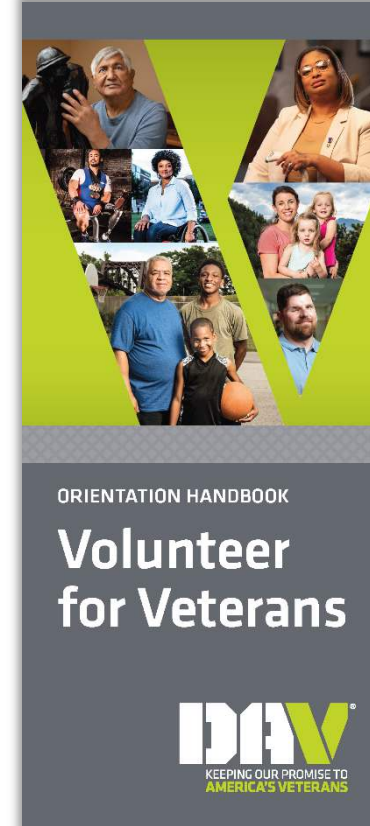
Promotional Materials & Resources

DAV Volunteer/ Transportation Network Brochure



Front & Back

Orientation Handbook



If you would like any of these materials please contact Voluntary Services at VAVS@dav.org, and we will be happy to send them to you at no charge.

Scan here for these VS Resources

- How to Recruit Volunteer Drivers Toolkit
- Reporting Form 40
- The TN SOP
- VS training webinars



Membership supplies order form: <https://www.dav.org/membership/documents/forms/>

VHA Handbook: [Volunteer Transportation Network \(VTN\) 1620.02, Policies and Procedures](#)

VHA Directive: [Clearance of Volunteers for Driving Assignments 2004-040](#)



For more information



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