



VOLUNTARY SERVICES REPORT

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WRITTEN REPORT SUBMITTED FOR THE
93RD NATIONAL CONVENTION
LAS VEGAS, NEVADA
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NATIONAL COMMANDER JOSEPH W. JOHNSTON, NATIONAL OFFICERS, DISTINGUISHED GUESTS, AND DELEGATES TO THE 93RD NATIONAL CONVENTION OF THE DISABLED AMERICAN VETERANS:

It is my pleasure to report to you on the progress we've made in DAV's Voluntary Services Programs.

Each year, DAV and DAV Auxiliary volunteers are called upon for an even greater commitment of their time and talents. And each year, they come through magnificently, not only meeting every new challenge but going well beyond the set expectations. The task may seem difficult, the obstacles insurmountable. Yet our DAV, DAVAuxiliary and youth volunteers have proven their true resolve. We can count on them to be there – when and where they're needed – and to get the job done right.

In the program descriptions that follow, you find statistics totaling the money spent, the hours donated, and the number of people who participate in our volunteer effort. These figures can never fully represent the leadership and unselfish assistance provided by State Veterans Affairs Voluntary Services (VAVS) Chairmen, Hospital Representatives, Deputies and individual volunteers. No one can put a price on programs like transportation to medical treatment, direct patient care, entertainment, recreational and sporting activities. No one can place a monetary value on doing for older veterans what they can no longer do for themselves. Nor could we place a dollar sign in front of the friendship one veteran extends to another...or the love an Auxiliary member holds out to a family much like their own. The statistics in this report merely measure what DAV and Auxiliary members, families and friends have done in accomplishing our organization's purpose. They cannot measure the gift our volunteers offer or the reward they receive in their own hearts.

**DAV DEPARTMENT OF VETERANS AFFAIRS
VOLUNTARY SERVICES PROGRAM**

The DAV Department of Veterans Affairs Voluntary Service program is the largest of our volunteer initiatives. Through it, DAV volunteers provide a broad array of services to veterans in our nation's VA healthcare facilities. Under this program, 11,540 DAV VAVS volunteers donated 1,667,196 hours in the 12 months ending September 2013.

With a group this large and the huge number of assignments they perform, you can imagine the extensive management effort that's carried out on a local level by 11 State Chairpersons, 134 VAVS Representatives, 143 Deputy Representatives, seven Associate Representatives and three Deputy Associate Representatives.

The DAV volunteer effort is enhanced by a very active corps of 1,671 Auxiliary volunteers who donated 140,567 hours last year. Together, DAV and Auxiliary volunteers provided 1,807,763 hours of VAVS service over the past year – considerably more than any other service organization. This is equivalent to the VA having an additional 869 full-time employees with an estimated value of more than \$40 million in hourly wages alone.

LOCAL VETERANS ASSISTANCE PROGRAM (LVAP)

In October 2007 we announced the creation of the Local Veterans Assistance Program, or LVAP, to assist veterans and their dependents in their local communities through a variety of initiatives. Opportunities abound for individuals to empower veterans and their families to live high-quality lives with respect and dignity.

Not all volunteers live in close proximity to a VA medical center or other VA facility while others have special skills or prefer non-traditional volunteerism. LVAP allows people to provide needed services to veterans and their families as DAV volunteers. It honors our organization and encourages and recognizes volunteerism. We still need our Transportation Network and VAVS program volunteers on the road and in the hospitals. But, we recognize that there are other ways to address unmet needs for veterans and their family members.

More than 5,000 volunteers from 35 states have donated more than 1.6 million hours of service through LVAP. We invite all Departments and Chapters to get involved and help make a difference. Volunteer incentives apply to all of our programs. LVAP volunteers are eligible for the same benefits and recognition as others. Youth volunteers who serve through LVAP will also be eligible to apply for consideration to the DAV Jesse Brown Memorial Youth Scholarship Program.

LVAP activities may include Chapter and Department Service Officer work; DAV outreach efforts such as Harley’s Heroes, National Guard mobilizations and homecomings, and approved fundraisers. Volunteers can use their time to provide direct assistance to veterans, widows, or families by doing yard maintenance, home repairs or grocery shopping.

They can also use special skills to assist veterans or DAV by managing social networking efforts for Chapters, providing classes to enhance the lives of veterans or any other initiative that provides a direct service.

The LVAP Division winners are:

Division I – The Department of Virginia, Past Department Commander, John W. King, with 128,173 hours.

Division II – The Department of Minnesota, Past Department Commander, Robert Hartley, Jr., with 34,219 hours.

Division III – The Department of Missouri, Past Department Commander, Richard Polk, with 15,829 hours.

Division IV – The Department of Connecticut, Past Department Commander, Ronald Werlich, with 12,260 hours.

Division V – The Department of South Dakota, Past Department Commander, Helen Parr, with 808 hours.

Many deserve our thanks for the great year DAV’s volunteer programs have had. If it were not for their support, the many programs mentioned in this report would not have been realized.

DAV is the only veterans’ service organization which has a national volunteer recognition program to provide incentive awards for volunteers who provide service in activities in the name of DAV.

DAV HOSPITAL SERVICE COORDINATOR TRANSPORTATION NETWORK PROGRAM

Because so many ill and injured veterans lack transportation to and from VA healthcare facilities for needed treatment, DAV operates a nationwide Transportation Network. This program continues to show tremendous growth as an indispensable resource for veterans. Across the nation, DAV Hospital Service Coordinators (HSCs) operate 194 active programs. They've recruited 8,867 volunteer drivers who logged 25,585,598 miles last year, providing 705,484 rides for veterans to and from VA healthcare facilities. Many of these veterans rode in vans DAV purchased and donated to VA healthcare facilities for use in the Transportation Network. DAV Departments and Chapters, together with the National Organization, have now donated 2,851 vans to VA healthcare centers nationwide at a cost of \$61,305,585.

At the DAV's 92nd National Convention, Ford Motor Company donated seven Ford E-350, Super Duty Club Wagon (12-passenger) vehicles to the DAV Transportation Network. The VAMCs that received these vehicles were: Birmingham, Alabama; Jackson, Mississippi; Oklahoma City, Oklahoma; Charleston, South Carolina; Fort Meade, South Dakota; Houston, Texas and Shreveport, Louisiana. Ford has donated a total of 171 vehicles to the DAV Transportation Network since 1996.

This generous gift reflects Ford Motor Company's continued commitment to veterans. From the start, they have shown great interest in the DAV's mission of service and transportation to the many veterans who have no other means of getting to their VA medical appointments. Ford's participation with us is a real boost to the DAV Transportation Network program.

2014 GEORGE H. SEAL MEMORIAL AWARDS

This year marks the 37th anniversary of the George H. Seal Memorial Award, which is given annually by DAV in recognition of extraordinary volunteer dedication to the needs of ill and injured veterans through the VAVS program. Only DAV and DAV Auxiliary members enrolled as accredited VAVS volunteers are eligible for the George H. Seal Memorial Award.

This prestigious award honors the memory and accomplishments of the late George H. Seal, a World War II combat-injured paratrooper, who made many significant contributions during his lengthy career as a DAV National VAVS Representative and member of the VAVS National Advisory Committee.

The 2014 George H. Seal Memorial Award recipients are Ernest L. Flynn Sr. of Billings, Montana (Fort Harrison VA Medical Center), and Fredrica L. Haymaker of Los Angeles, California (West Los Angeles VA Medical Center). DAV National Commander Joseph W. Johnston will present the award at the Opening Session of the 93rd National Convention in Las Vegas, Nevada.

About the Recipients:

DAV recipient, Ernest L. Flynn Sr., is a 100% service-connected blind Army veteran who sustained concussive combat injuries while serving in Vietnam. A lifetime member of DAV Billings Chapter 10, Mr. Flynn has been a regularly scheduled volunteer for 19 years and has accumulated 12,500 total VAVS hours as a Veterans Service Officer, DAV Transportation Network (TN) Assistant Hospital Service Coordinator as well as serving on VA's Visual Impairment Services Team at the Billings, Montana VA Medical Center and VA Community-Based Outpatient Center.

Ernie has a keen understanding and mastery of technology for blind and hearing impaired veterans and is an asset to assisting with VA's Visual Impairment Services Team to present current challenges facing

blind veterans. He encourages his fellow injured and ill veterans that their disabilities don't limit them; but, that they can indeed still climb mountains in life, and upon reaching the summit, say, "Look at the view."

DAV Auxiliary recipient, Fredrica L. Haymaker, is a regularly scheduled volunteer serving for four years at the West Los Angeles VA Medical Center and with a total of 5,581 hours, and has served as a DAV volunteer driver and, on special occasions, as the interim DAV TN Coordinator.

Affectionately known as "Freddie," she helps the veterans feel dignified even in frustrating states of health with care and dignity when escorting them to their medical appointments. She knows many of the regular patients by name and recalls their routes as though she were driving an old friend. When it comes to the DAV TN, new volunteer drivers take their cue from Freddie, adding to the ranks of West Los Angeles' knowledgeable and devoted drivers. The veteran patients regard her and the DAV TN drivers at the West Los Angeles VAMC as their "angels on wheels."

We are proud of the service and dedication demonstrated by volunteers like Ernest and Fredrica, who each day, provide friendly service and compassionate support to ill and injured veterans.

2014 JESSE BROWN MEMORIAL YOUTH SCHOLARSHIP PROGRAM

The Jesse Brown Memorial Youth Scholarship Program was created to honor outstanding youth volunteers who are active participants in the VAVS and/or the LVAP. Scholarships are awarded to deserving young men and women who have generously donated their time and compassion to ill and injured veterans. DAV is deeply appreciative of Ford Motor Company for helping us recognize the thousands of hours these outstanding students have donated to care for and comfort veterans and their families.

The 2014 Jesse Brown Memorial Youth Scholarships recipients have widely divergent interests, but they have one thing in common – they honor those who defended our nation's freedom by volunteering their time to assist service men and women.

The recipient of the top Jesse Brown Memorial Youth Scholarship to receive \$20,000 is Shannon Mathew of Coral Springs, Florida.

Miss Mathew has been a DAV volunteer for four years and has contributed more than 585 hours at the Miami, Florida VA Medical Center, where she has been assigned to the Physical Medicine and Rehabilitative Service. This past year alone she volunteered 133 hours to the LVAP.

Shannon is looking forward to attending college in Florida with the hopes of studying Physical Therapy, and ultimately pursuing a career with the VA Veterans Health Administration.

Other scholarship winners include:

Richard Struck	Palo Alto, CA VA Medical Center	\$15,000
Leah J. Lee	Clement J. Zablocki VA Medical Center	\$10,000
Joseph S. Janikowski	Biloxi VA Medical Center	\$ 7,500
Lilit Kazazian	Ann Arbor VA Medical Center	\$ 7,500
Brendan O'Sullivan	Edward Hines VA Medical Center	\$ 5,000
TyMBER Long	Lincoln VA Medical Center	\$ 5,000
Natalia Morales	James J. Peters VA Medical Center	\$ 5,000

The outstanding service provided by this dedicated group of young volunteers is inspiring to us all.

NATIONAL DISABLED VETERANS WINTER SPORTS CLINIC

Athletic programs for handicapped veterans have always been important to DAV. We have a long, proud history of leadership in efforts that encourage athletic activity among ill and injured veterans of all ages. Working together with the VA, DAV leaders are committed to providing these men and women with opportunities to participate in sports which many thought would not be possible with their disabilities. This clinic is the largest rehabilitative clinic of its kind in the world.

More and more, doctors recognize it's not enough to stabilize patients medically and send them home. Without an introduction to sports or recreation, the hospital will see that person again and again. Disabled people involved in sports generally experience fewer medical problems than those who aren't, therapists say. Athletics help maintain cardiovascular conditioning, increase circulation to the extremities and help avert skin breakdowns. Another advantage is that sports are community-based rather than hospital-based undertakings. DAV believes disabled veterans should have the same opportunity as non-disabled individuals to participate in these activities.

During March 30 - April 4, 2014, nearly 300 severely disabled veterans took part in the 28th National Disabled Veterans Winter Sports Clinic at Snowmass Village, Colorado. With hundreds of volunteers – including ski instructors, most of whom are certified in teaching the disabled – it was one of the best winter sports clinics ever conducted. An annual event sponsored jointly by DAV and the VA, the clinic is open to veterans and active duty service members with visual impairments, spinal-cord injuries, certain neurological conditions, orthopedic amputations, or other severe disabilities.

We want to thank the sponsors of the 2014 National Disabled Veterans Winter Sports Clinic for their generous support. A special note of thanks to the ever increasing number of DAV and Auxiliary entities who are committed to this event.

Our sponsors this year were:

HOST

Cisco	Military.com
DAV Department of Missouri and Chapter 2	Prudential
United Healthcare Military & Veterans	Ford Motor Company
Veterans Canteen Service	

NATIONAL

AstraZeneca	Paul Wolfowitz and Klaus and Friends
Health Net	The Selz Foundation

GOLD

ACell, Inc.	Lockheed Martin
Baxter Healthcare Corporation	Masimo
Booz Allen Hamilton	National Government Services
CDW-G	Purdue Pharma
DAV California Rehabilitation Foundation	Sprint
Deloitte	SystemsMadeSimple
Fifth Third Bank	3M Health Care
Gene Taylors	United Airlines
GetWellNetwork	United Concordia
HelpOurWounded.org	World Wide Technology
Iron Bow Technologies	Johnson & Johnson Health Care Systems

SILVER

Anonymous	GTRI
Benevolent and Protective Order of Elks	Govplace
Burton Snowboards	Merlin International

CA Technologies
Coca-Cola
DaVita
DAV St. Louis Chapter #1
Warrior Technology

Presidio
Red River
RR Donnelley Response Marketing Services
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VMware
Western Colorado Chapter Military

DAV Department of Tennessee
DAV Department of Virginia
DAV State Commanders and Adjutants
Alkermes
Alta Health and Performance Solutions
American Board for Certification in Orthotics,
Prosthetics & Pedorthics
Aspen Seating LLC – Ride Designs
Bowlers to Veterans Link
DAV Blind Veterans National Chapter 1
DAV Auxiliary
DAV Department of Colorado
DAV Department of Florida
DAV Department of Massachusetts
DAV Department of South Carolina
Officers Association of America

DAV Freedom Award

In 1992, we instituted the DAV Freedom Award at the National Disabled Veterans Winter Sports Clinic. This award is given to a veteran whose outstanding courage and achievement is an example to all injured veteran athletes.

The award's inscription reads: “Your accomplishments during the National Disabled Veterans Winter Sports Clinic have proved to the world that a physical injury does not bar the doors to freedom. We salute your desire to excel so that others may follow.” Every year, one participant is chosen for the DAV Freedom Award for Outstanding Courage and Achievement.

Army veteran Patrick Zeigler was named recipient of the 2014 DAV Freedom Award at the National Disabled Veterans Winter Sports Clinic in Snowmass, Colorado, April 4th.

After returning from a second combat tour in Iraq, Zeigler was shot four times, including once in the head, by a fellow soldier at the Fort Hood Soldier Readiness Processing Center on November 5, 2009. The prognosis doctors gave Zeigler was very grave and he was not expected to live. Medical professionals believed he would remain in a vegetative state for the rest of his life.

He defied all odds and relearned to walk, talk and embrace life again. In spite of the extent of his injuries, he relearned to ski at the clinic and participated in scuba diving.

After arriving at Snowmass, Patrick received devastating news that another shooting related tragedy struck Fort Hood again. Patrick could have become bitter or given up. But instead, he shared his

condolences with the families of Fort Hood victims, addressed the difficulties service members face when returning home from war and shared his positive message of hope for the future.

Patrick was joined at the five-day event by his wife, Jessica, and son, Liam, as well as his new service dog, Ranger, which his local DAV Chapter had helped finance through donations from the community.

Clinic Statistics

Total Veteran Participants: 290

Male veterans: 248
Oldest participant: 91

Youngest participant: 21
New veterans: 91

Women veterans: 42
New OIF veterans: 20

Branch of Service:

Army: 135
Marines: 42

Air Force: 48
Coast Guard: 4

Navy: 63

Periods of War:

World War II: 1
Operation Iraqi Freedom: 57

Gulf War: 26
Vietnam War: 36

Korean War: 4
Operation Enduring Freedom: 26

Locations:

State Represented: 44

VA Medical Centers represented: 86

DAV CELEBRITY ENTERTAINMENT PROGRAM

Continuing to provide a morale boost to injured and ill veterans, the DAV Celebrity Entertainment Program assures that hospitalized patients are not forgotten and that the American people still appreciate what they have done for all of us.

We're truly fortunate to sponsor some very talented people with a great deal of compassion for these veterans, so many of whom face long and lonely stays in hospitals, often far from family and friends. Making 90 hospital visits last year alone, these wonderful people include Major League Baseball Umpires Larry Barnett and Jerry Layne.

DAV is indeed honored that such outstanding celebrities want to be a part of the DAV Celebrity Entertainment Program. We recognize the enormous demands they face, and we appreciate the gift of their valuable time. They have demonstrated they care very deeply about the needs of our nation's heroes.

IN CLOSING

Many deserve our thanks for the great year the DAV volunteer programs have had. If it were not for their support, the many programs mentioned here would not have been realized.

I would like to take this opportunity to thank Sabrina Clark, who heads up the Department of Veterans Affairs Voluntary Service Program, her staff, and the VAVS leadership team across the nation for their devotion to volunteerism.

The Voluntary Services Department during this past year has been very fortunate to have the support of DAV National Commander Joseph W. Johnston and Auxiliary National Commander Susan K. Miller and their staffs, the National Officers, DAV Interim Hospital Committee, The Columbia Trust, National Service Foundation, and the Charitable Service Trust. Their assistance and support were essential ingredients of our 2013 success story. My sincere gratitude for the support of the staff of National Headquarters led by Executive Director Barry Jesinoski, and the staff at National Service and Legislative Headquarters led by Executive Director Garry Augustine. My personal thanks to Kati Yockey, Voluntary Services Supervisor, Voluntary Services Support Specialist Linda DeMartino; Program Coordinator Joyce Barrett; and Correspondents Odie Hall, Connie Kinney and Jennifer Seiter for their invaluable assistance.

We've experienced outstanding support from DAV's corps of National Service Officers and Hospital Service Coordinators who have played a vital role in support of the Voluntary Services Programs. The success of those programs can, in part, be attributed to their participation and support. The successes reflected throughout this report were not by chance. National Adjutant Marc Burgess has always been committed to DAV's Voluntary Services Program and, on behalf of the Voluntary Services Department, we wish to thank him for his leadership and guidance and for having confidence in me to use my talents in extending the DAV's mission of hope into VA medical centers and the local community.

I would be remiss not to mention the true champions – the men and women and today's youth who care enough to make a difference in the lives of so many – the volunteer corps of the DAV and Auxiliary. As has often been said, there is no higher distinction than service to others. And there are none more distinguished than the men and women who are out there right now, working to bring the comfort of love and the joy of life to our nation's heroes and their families. Your devotion, compassion and commitment to DAV's mission of Fulfilling our Promises to the Men and Women Who Served is truly second to none.

Thank you.

**DISABLED AMERICAN VETERANS
VA VOLUNTARY SERVICE (VAVS)
(October 1, 2012 through September 30, 2013)**

NUMBER OF REGULARLY SCHEDULED VAVS VOLUNTEERS	13,211
NUMBER OF HOURS BY REGULARLY SCHEDULED VOLUNTEERS	1,807,763
NUMBER OF HOURS BY OCCASIONAL VOLUNTEERS	55,375
NUMBER OF HOURS BY ALL VAVS VOLUNTEERS	1,876,349

VAVS APPOINTED POSITIONS

NUMBER OF STATE CHAIRPERSONS	15
NUMBER OF STATE CHAIRPERSONS ALSO SERVING AS REPRESENTATIVES	11
NUMBER OF REPRESENTATIVES	134
NUMBER OF DEPUTY REPRESENTATIVES	143
NUMBER OF ASSOCIATE REPRESENTATIVES	7
NUMBER OF DEPUTY ASSOCIATE REPRESENTATIVES	3
NUMBER OF APPOINTED POSITIONS	313
ANNUAL JOINT REVIEWS RECEIVED FOR THE YEAR	34

DAV TRANSPORTATION PROGRAM
(January 1, 2013 through December 31, 2013)

TOTAL NUMBER OF HOSPITAL SERVICE COORDINATORS (HSCs)	189
NUMBER OF VETERANS TRANSPORTED	705,484
TRANSPORTATION HOURS	1,584,330
TRANSPORTATION MILES	25,585,598

2013 NATIONAL TRANSPORTATION NETWORK GRANTS

NATIONAL TRANSPORTATION NETWORK HSC PROGRAM GRANTS	\$ 454,097
NATIONAL TRANSPORTATION NETWORK VAN GRANTS (128 vans purchased and delivered in 2013)	\$ 3,279,341
2013 Total National Grant Expenditures	\$ 3,733,438