



Voluntary Services Overview

SUPPORTING
**VICTORIES FOR
VETERANS**





Voluntary Services Team



JOHN H. KLEINDIENST, NATIONAL VOLUNTARY SERVICES DIRECTOR

John is responsible for all aspects of the Voluntary Services Department and its programs, including the DAV Transportation Network, DAV VAVS Program, Local Veterans Assistance Program, DAV Youth Scholarship Program, George H. Seal Award, Mentorship program and Celebrity Visit initiative, as well as our adaptive sports events, the National Disabled Veterans Winter Sports Clinic and The National Disabled Veterans Golf Clinic. John is currently chair of the Executive Committee of the National Advisory Committee, as well as the national representative for DAV on the NAC.

Contact John at jkleindienst@dav.org or 859-442-2056.



RON B. MINTER, ASSISTANT NATIONAL VOLUNTARY SERVICES DIRECTOR

Ron assists the national voluntary services director in all aspects of the Voluntary Services Department and its programs. Ron is the national deputy representative for DAV on the National Advisory Committee.

Contact Ron at rminter@dav.org or 859-547-3395.



KATI DESHLER, VOLUNTARY SERVICES MANAGER

Kati assists the national voluntary services director and assistant national voluntary services director with management of the day-to-day operations of the Voluntary Services Department and its programs.

Contact Kati at kdeshler@dav.org or 859-442-1012.



Voluntary Services Team



AMANDA WIND, ADAPTIVE SPORTS LIAISON

Amanda handles all aspects of The National Disabled Veterans Winter Sports Clinic and National Disabled Veterans Golf Clinic. She is responsible for identifying stewarding and cultivating our corporate and private sponsors; as well as assisting with contracts, logistics and vendors for each event.

You can contact Amanda by email at awind@dav.org, or phone at (859) 547-3385.



CONNIE KINNEY, SENIOR VOLUNTARY SERVICES SPECIALIST

Connie is responsible for our Transportation Network vehicle program. She oversees the vehicle purchases from application, to decaling, to pickup by the facility that they will serve. Connie also assists the voluntary services manager with training and development of new voluntary services specialists.

Contact Connie at ckinney@dav.org or 859-441-7300, ext. 3231

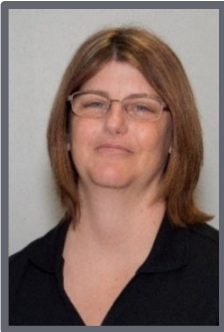
CURRENTLY VACANT, ASSISTANT TO THE NATIONAL VOLUNTARY SERVICES DIRECTOR

The assistant handles all of the administrative functions for the Director, Assistant Director and Manager. He/she also oversees all aspects of our celebrity visitors program at VA hospitals across the country and processes the timely disbursement of payments under the DAV scholarship program.

Contact: vsadmin@dav.org or 859-441-7300, ext. 1133



Voluntary Services Team



PAM HENNING, VOLUNTARY SERVICES SPECIALIST

Pam is responsible for keeping our volunteer program information up to date. She takes care of reporting for the DAV Transportation Network, Local Veterans Assistance Programs and VA Voluntary Services volunteer hours, as well as insuring that reports are being received in a timely manner.

Contact Pam at vavs@dav.org or 859-441-7300, ext. 3319



SHELBY BUCKLER, VOLUNTARY SERVICES SPECIALIST

Shelby is responsible for the administration of all of our volunteer programs. She processes all Hospital Service Coordinator and LVAP Coordinator changes. Shelby is also responsible for the certification of all DAV VAVS state chairperson and representative positions. She also works with the assistant national voluntary services director on all aspects of corporate and group volunteerism.

Contact Shelby at vavs@dav.org or 859-441-7300, ext. 3235



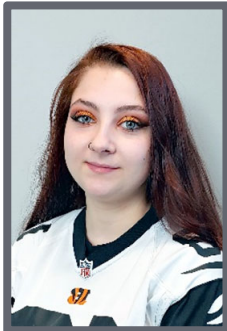
Voluntary Services Team



TINA WARNDORF, VOLUNTARY SERVICES SPECIALIST

Tina is responsible for assisting with the daily tasks of the voluntary services department. She assists with data entry for all of our volunteer programs.

Contact Tina at vavs@dav.org or 859-441-7300, ext. 1131



TERI ISBEL, VOLUNTARY SERVICES SPECIALIST

Teri is responsible for assisting with the daily tasks of the voluntary services department. She assists with data entry for all of our volunteer programs.

Contact Teri at vavs@dav.org or 859-441-7300, ext. 1132

DAV

CAN'T BE VOLUNTOLD

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DAV's

We have
the best

In 2

IF YOU VOLUNTEER

makeameme.org



VolunteerforVeterans.org

DAV offers a wide range of opportunities for volunteers to assist our nation's heroes.



Volunteers can transport veterans to and from their VA medical appointments, help at a VA facility or assist veterans in their local communities.

You can visit volunteerforveterans.org to learn more about how to help or how to receive help.



Voluntary Service Programs

- Local Veterans Assistance Program (LVAP)
 - VA Voluntary Services Program (VAVS)
 - DAV Transportation Network
 - DAV Scholarships Program
 - Boulder Crest Mentoring Retreat
 - National Disabled Veterans Winter Sports Clinic
 - National Disabled Veterans Golf Clinic
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Reporting Volunteer Hours



Reports are due on the 5th of each month. Example: January volunteer hours for all programs should be reported no later than February 5th

Please make sure and notify us in regards to any changes, so we can properly certify these individuals.



VAVS hours are reported to Congress annually. It is essential that this be reported accurately.

Credit for volunteer hours is based on the reports received from VAVS Reps, Hospital Service Coordinators and LVAP Coordinators.



DAV is also required to report our hours to watchdog groups, Members and Donors so please make sure you are getting us this report in a timely manner.

Reporting these hours shows our members, donors and those we serve that we are fulfilling DAV's mission.



Reporting Volunteer Hours

Helpful Tips:

We encourage you to use the new excel forms that were sent out in 2020. If you do not have the new form you can contact vavs@dav.org. The forms can also be found our the DAV Member Portal.

We understand that some individuals prefer not to share their personal information, the information required on this form is the minimum we require to be able to match the volunteer hours to the correct individual. If the volunteer prefers to keep their information off this reporting form, it can be entered under the facility. However, please explain to the volunteer that they will receive no recognition for their volunteer efforts. For DAV and DAV Auxiliary members, their membership number can now be used in lieu of personal data.

This new form is designed to upload seamlessly into the DAV's Customer Relationship Management system (CRM). This will make the data entry more efficient for our DAV voluntary services team, and will ultimately eliminate errors that arise from keying the information manually. Please do not make any changes to the formatting on this excel workbook, as this will result in a failure to upload the data. You can make changes to the volunteer data as needed.



Importance of Reporting

DAV is one of the only Veterans Service Organizations that provides its volunteers with small tokens of appreciation!



In order to reward our volunteers, we have to know who they are.



Volunteer Award Incentive Milestones

- Volunteers that donate their time to DAV become eligible for the Volunteer Recognition Program.
- 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.

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

- The Local Veterans Assistance Program (LVAP) was created to allow the many volunteers who are involved with veteran support activities outside the VA medical facilities to record their hours of volunteerism and report them to the DAV.
- 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.





Local Veterans Assistance Program (LVAP)



Examples:

- Chapter and Department Service Officer work
- DAV specific outreach efforts and fundraising efforts
- DAV/DAVA 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 chapter / department smoothly
- Legislative support



Since the inception of LVAP, **24,829** volunteers have donated more than **12.5 million** hours of service to veterans residing in their local communities.



Local Veterans Assistance Program (LVAP)

2021 Statistics

5,774 Volunteers

985,648 Hours

Don't forget! That in 2020 we switched from a calendar year to DAV membership fiscal year.

Timely reporting of LVAP hours is essential to the success of this program.

Not filing these reports with DAV National Headquarters may affect your standing within your division for annual awards consideration.

As department membership increases and a department moves from one division to the next, the LVAP division in which you complete will also change.

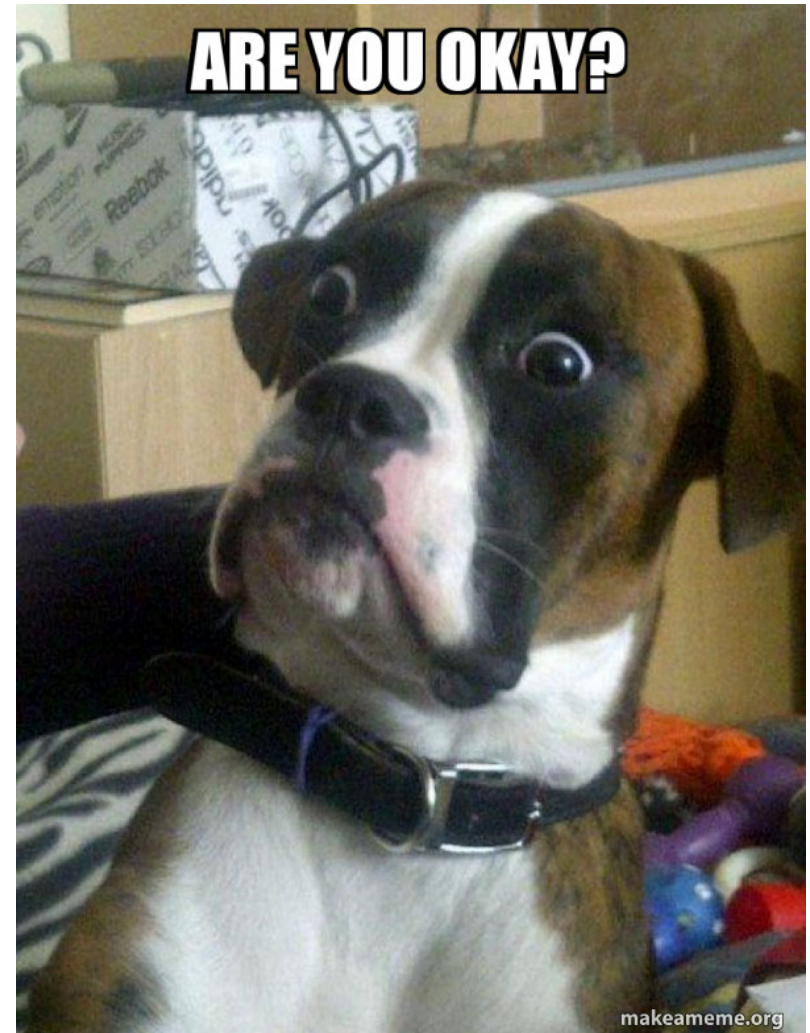


Local Veterans Assistance Program (LVAP)

With the uncertainty of the pandemic, we are seeing a drastic decrease in hours for 2021.

Many Departments have implemented creative ways to continue LVAP while keeping their veterans and volunteers safe.

One of the most effective ways is implementing a buddy system. Calling department or chapter members who may be more susceptible to illness, or to the effects that often come with long-term isolation. It is as easy as picking up the phone and asking...





VA Voluntary Services Program (VAVS)

- 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.
- 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.





VA Voluntary Services Program (VAVS)

Examples:

- 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 therapeutic activities.
-



VA Voluntary Services Program (VAVS)

2021 Statistics

DAV Hours 365,707

DAV Auxiliary Hours 33,239

398,946 Total Hours

Many VA facilities have suspended entry from outside visitors and volunteers due to the COVID-19 pandemic. This resulted in a significant decrease in hours for 2021.

We continue to monitor the situation and are working closely with the VA to facilitate a safe return to volunteerism within those facilities.



Transportation Network

The DAV Transportation Network is the largest program of its kind for veterans in the nation.

Without this program, many veterans may have no way to access their health care.



DAV Hospital Service Coordinators play an important part 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.

There are **161** Hospital Service Coordinators covering transportation programs at more than **231** VA medical facilities. These DAV HSCs assemble corps of volunteer drivers and coordinate them with hospital transportation requests, providing nearly **164,000** rides to veterans in 2021.



Transportation Network

2021 Statistics

Hours 508,652

Miles Driven 7,986,661

Veterans Transported 163,755

Many VA facilities have suspended, or reduced their volunteer transportation programs due to the pandemic. This resulted in a significant decrease in hours for 2021.

If the DAV Transportation Network in your area is suspended, or under restriction; please make sure to inform us at vavs@dav.org.



DAV Scholarships Program



Since its inception, DAV has awarded **211** individual scholarships valued at more than **\$1.6 million**, enabling these exceptional young people to pursue their goals in higher education and experience the significance of volunteering.

This program is 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 **10** scholarships awarded annually totaling **\$110,000** to help fund the recipients higher education.

Scholarship Amounts:

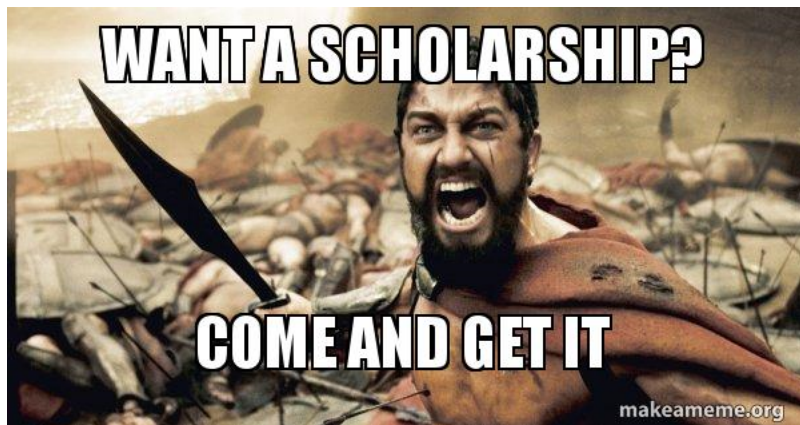
\$30,000; \$20,000; \$15,000; \$10,000; (2) \$7,500; and (4) \$5,000



DAV Scholarships Program

We are still accepting applications for the 2022 award year. The deadline for application is February 28, 2022 so make sure to get your nominations to us as soon as possible.

Go to [DAVscholarships.org](https://davscholarships.org) to nominate a youth volunteer today!



Youth volunteers can also apply on their own.



If you have questions, or to submit a paper application email volunteerawards@dav.org



Volunteer of the Year

We are still accepting nominations for our DAV and DAV Auxiliary Volunteer of the Year.

The deadline for nomination is February 28, 2022.

Know a great volunteer?

When you need something done and done right, who is the first volunteer that comes to mind?

Is there some who goes above and beyond for your Department, Chapter, Unit or at a VA facility in the name of DAV?

Then NOMINATE them! Tell them...



If you have questions, or to submit a paper application email volunteerawards@dav.org



Boulder Crest Mentoring Retreats

DAV, in collaboration with Boulder Crest Retreat and Gary Sinise Foundation, is committed to improving the physical, emotional, spiritual and economic well-being of our nation's military members, veterans, first responders and their family members.

Annually DAV participates in five retreats for ill and injured veterans, including one all-female veteran retreat, at Boulder Crest's locations in Bluemont, Virginia and Sonoita, Arizona.





National Disabled Veterans Winter Sports Clinic

For **36** years, DAV and the VA have teamed up to help create “miracles on a mountainside” at the National Disabled Veterans Winter Sports Clinic in Snowmass, Colorado.

Every year, nearly **400** profoundly disabled Veterans with traumatic brain injuries, spinal cord injuries, visual impairments, amputations, certain neurological conditions and other severe disabilities are empowered to challenge perceived limitations through adaptive sports and various other activities that improve their overall health and outlook.



2019 Participant Count: **394**

- States Represented **42**
- Women **71**
- Men **323**
- New Participants **126**

For more information please visit

www.wintersportsclinic.org/



National Disabled Veterans Golf Clinic

DAV and the Department of Veterans Affairs also co-present the National Disabled Veterans Golf Clinic in Iowa City, Iowa.

This annual event promotes rehabilitation by instructing veterans with visual impairments and other life-changing disabilities in adaptive golf and other activities.

2019 Participant Count : **240**

- States Represented **36**
- Women **33**
- Men **207**
- New Participants **57**

For more information please visit

www.veteransgolfclinic.org

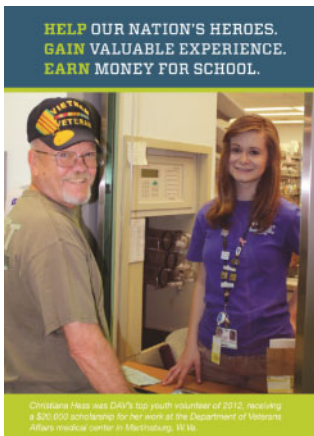




Promotional Materials & Resources

The following informative brochures and posters are available to help promote the scholarship and our volunteer programs.

Youth Scholarship Brochure



Nominations for this award may be submitted by the Voluntary Services Program Manager at a VA medical center, DAV Departments and Chapters, or the student may complete a self-nomination form.

This is a great way to gain professional experience, complete high school or educational requirements, possibly earn financial assistance toward higher education and make a positive change in the lives of our nation's heroes.

If you have an interest in volunteering as a part of the DAV team, please contact the DAV Voluntary Services Department by emailing vsvs@nav.org or by calling toll-free at 877-426-2838.

VOLUNTEERFORVETERANS.ORG



Jonathan Lee (center) is awarded a \$20,000 scholarship for his volunteer work assisting veterans at the Milwaukee VA medical center.

Each year, DAV offers \$75,000 in scholarships to be used toward any accredited institution of higher learning, including universities, colleges, community colleges and vocational schools.

The DAV Jesse Brown Memorial Youth Scholarship, named after the late Secretary of Veterans Affairs and former DAV leader, provides scholarships to volunteers age 21 or younger who have volunteered a minimum of 100 hours through the DAV Voluntary Service Program or DAV's Local Veterans Assistance Program (LVAP). Eligible hours must be credited to DAV.

NATIONAL HEADQUARTERS
3725 Alexandria Pike
Lisle, Spring, IL 60532
877-426-2838
Toll Free 877-426-2838

NATIONAL SERVICE AND LEGISLATIVE HEADQUARTERS
400 Maine Avenue, SW
Washington, DC 20024
202-594-1501

TO VOLUNTEER, GET HELP OR DONATE, VISIT:
DAV.ORG

FULFILLING OUR PROMISES TO THE HEROES WE SERVE AND CARE FOR

Volunteer Poster



"There's nothing stronger than the heart of a volunteer." -James Doolittle

DAV VOLUNTARY SERVICES PROGRAMS

- Transportation Network:** DAV volunteers transport to and from VA medical centers, VA medical facilities, and other locations. DAV also provides transportation for veterans and their families to VA medical centers, VA medical facilities, and other locations. DAV also provides transportation for veterans and their families to VA medical centers, VA medical facilities, and other locations.
- The Local Veterans Assistance Program (LVAP):** DAV provides assistance to veterans and their families in need. DAV provides assistance to veterans and their families in need. DAV provides assistance to veterans and their families in need.
- Jesse Brown Memorial Youth Scholarship:** DAV provides scholarships to young veterans and their families. DAV provides scholarships to young veterans and their families. DAV provides scholarships to young veterans and their families.

DAV FULFILLING OUR PROMISES TO THE HEROES WE SERVE AND CARE FOR
VOLUNTEERFORVETERANS.ORG

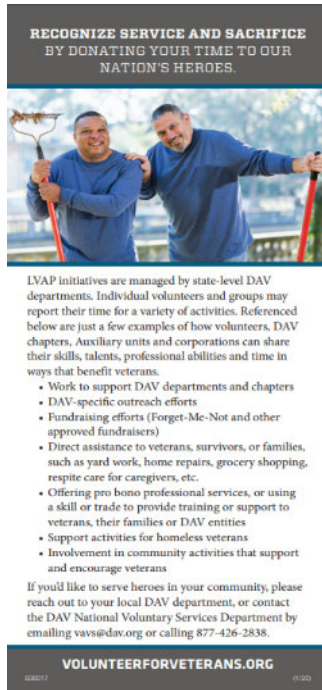
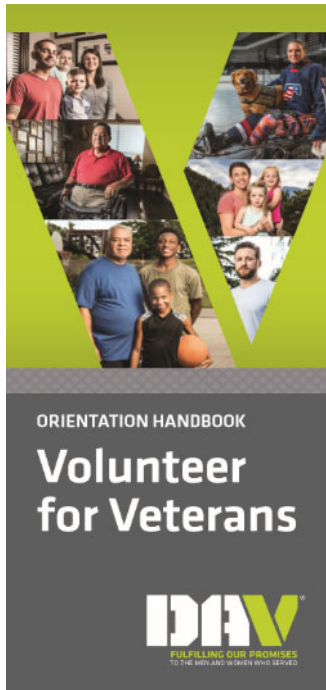
Front & Back



Promotional Materials & Resources

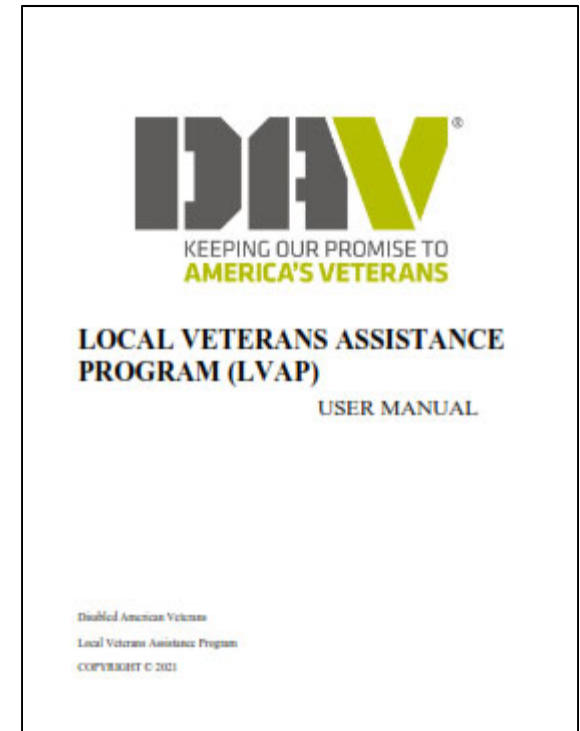
Brochures

Volunteer Handbook



Front & Back

User Manuals





Resources

- Volunteer Programs website – www.volunteerforveterans.org
 - DAV Youth Scholarship website – www.davscholarships.org
 - Download the Monthly Reporting Forms, View Past Webinars, and Print Program SOPs - <https://www.dav.org/membership/members/voluntary-services/>
 - You can also find the VS Supply form on the DAV portal. If you are in need of any VS brochures, forms, posters, you can order them and we will have them shipped. – <https://www.dav.org/membership/documents/forms/>
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For More Information



Email: VAVS@dav.org
Mail: Voluntary Services
860 Dolwick Drive
Erlanger, KY 41018
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(877) 426-2838 ext. 1313