

Voluntary Services Seminar

Volunteer Recruitment and Retention



- DAV's mission of empowering veterans to lead high-quality, fulfilled lives relies on the kind-heartedness of the men, women and youth who volunteer.
- We have thousands of devoted volunteers across the country providing our nation's heroes the best possible care, morale and assistance.
- In **2022**, DAV dedicated nearly **\$30 million** to voluntary service initiatives through our vast network of programs.



- **VolunteerForVeterans.org**
 - This is the overarching suite of DAV's Voluntary Services Programs
 - **Local Veterans Assistance Program**
 - Direct assistance to veterans, surviving spouses, or families
 - **DAV Transportation Network**
 - The backbone of DAV Voluntary Services Program
 - **VA Voluntary Services**
 - Volunteering in brick-and-mortar VA Facility
 - **DAV Scholarships Program**
 - Very robust program offering \$110,000 in scholarships annually
 - **DAV NHQ Homeless Veteran Stand Down**
 - Serving over 200 veterans in 2022
-

DAV has revamped the volunteer for veterans website to make it easier for veterans to find the help they need by going online and simply clicking one button!

You can also sign up for DAV's many programs while you're here!

The screenshot displays the 'Volunteer For Veterans' section of the website. It features two main options for users:

- I Need Help:** A button for users who are veterans or know someone who needs help. A red arrow points from this button to the 'For Veterans' label in the 'Other Notable DAV Volunteer Programs' sidebar.
- I Would Like To Help:** A button for users who want to help veterans in their local community. A red arrow points from this button to the 'For Volunteers' label in the sidebar.

The sidebar, titled 'Other Notable DAV Volunteer Programs', lists several options: 'Drive A Vehicle', 'Volunteer Locally', 'For Veterans', and 'For Volunteers'. The 'For Veterans' and 'For Volunteers' options are highlighted with white boxes and red arrows pointing from the main content area.

It is also very resourceful for those volunteers who are not near a VA Medical Facility but still want to make a difference in the lives of our nation's heroes.

Volunteers can visit www.volunteerforveterans.org to sign up for opportunities in their local communities. Or, you can visit <https://www.dav.org/help-dav/volunteer/>

Home > Help DAV > Volunteer > I Need Help

Are you a veteran, or do you know a veteran that needs assistance? Please fill out the form below and a voluntary services representative will reach out to volunteers in your area who may be able to help.

Personal Information

First Name*

Last Name*

Email*

Phone*

Address Information

Address Line 1*

City*

State*

Zip Code*

I Need Help With:

Select A Category*

Description Of Your Need*

When you fill out an “**I Need Help**” form, all that is needed is your name, email, phone number, physical address (including the city and state), and a brief description of what you need assistance with. Once the form has been submitted, a Voluntary Services Specialist will contact your local department/chapter office to find a volunteer in the area to help.

Home > Help DAV > Volunteer > I Would Like To Help

Do you want to help veterans in your community?
 Please fill out the form below and a voluntary services representative will try to match you with heroes in need of help.

Personal Information

First Name* Last Name*

Email* Phone*

Address Information

Address Line 1*

City* State*

Zip Code*

Are you volunteering as a group or individual?
 Select A Category*

Please describe how you can help.*

When you fill out an “**I Would Like to Help**” form, you have to supply your name, email, phone number, physical address (including the city and state), and a brief description of what you have experience doing. Once the form has been submitted, you will get alerts via e-mail that will notify you when a veteran in your area needs assistance.



Local Veterans Assistance Program (LVAP)

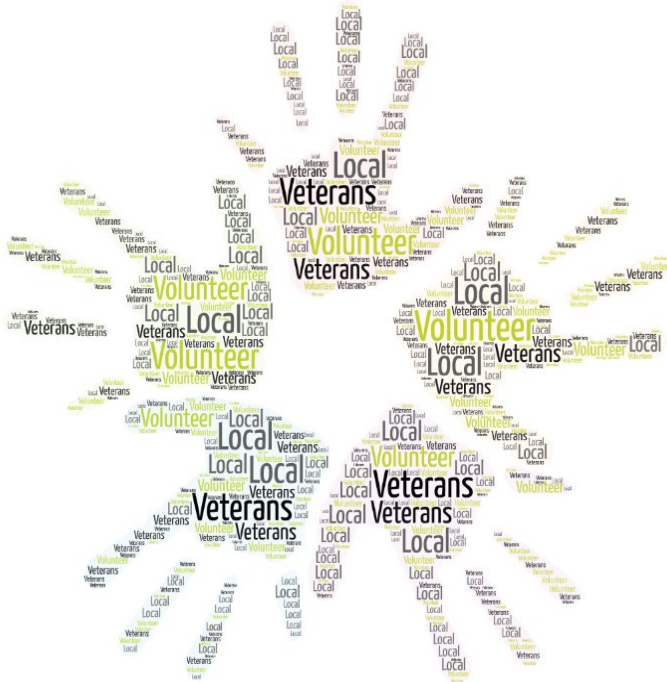
LVAP volunteers can dedicate their time in the following ways:

- Department and Chapter Service Officer work.
- DAV specific outreach efforts and fundraising efforts.
- DAV/DAV Auxiliary 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 the department/chapter smoothly.
- Legislative support – Benefit Protection Team Leader (BPTL).





Local Veterans Assistance Program (LVAP)




- The Local Veterans Assistance Program was created to allow the many volunteers who want to be involved with veteran support activities outside the VA medical facilities to record their hours of volunteerism and report them to the DAV.
- LVAP allows people to provide needed services to veterans and their families as DAV Volunteers. It honors our organization, encourages and recognizes volunteerism.
- 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.
- In 2022 there was a total of more than **1,751,591 volunteer hours** reported with **285,112 hours** reported for DAV's Department and Chapter Service Officers. This is an additional **\$8.5 million in savings** for the Veterans Administration that the DAV volunteers provide through their services.

DAV Hospital Service Coordinator's (HSC) play an important role 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.



Transportation Network

DAV volunteer drivers spent **555,975** hours logging over **9.2 million** miles, providing no-cost rides for ill and injured veterans to VA medical facilities.



Since 1987, drivers have traveled over **741 million** miles transporting more than **19.7 million** veterans.

Since 1987, at a cost more than **\$92 million**

 has donated **3,665** vehicles +  donated **256** vehicles

There are **156 Hospital Service Coordinators** covering transportation programs at more than **243 VA medical facilities**. These DAV HSCs assemble corps of volunteer drivers and coordinate them with hospital transportation requests. The Transportation Network volunteers have transported nearly **210,000 veterans** over **9.2 million miles** in **2022** alone!

Media Ride-along

- DAV, in coordination with the VA, arranges for local news outlets in a geographic area to ride along with a volunteer driver who is taking veterans to and from their appointments.
- The driver and others interviewed are able to share their story of why they volunteer while sharing the message that the TN needs more volunteer drivers.

This is a powerful volunteer recruiting tool that:

- Highlights the critical role of volunteers within the Transportation Network
- Showcases the opportunity to directly make a difference in veterans' lives
- Promotes local chapters' involvement in the community
- Increases DAV's brand awareness
- It highlights our mission
- This is good for donations and memberships
- Earned media



Media Ride-along Considerations

- **A successful ride-along requires coordination between:**

- DAV Communications
- DAV Voluntary Services
- Department or Chapter Volunteer Representative or Deputy Representative
- VA Volunteer Coordinator
- Local VA public affairs

- **Identify a volunteer driver who will represent DAV well:**

- Compelling story
- Well-spoken
- Knows the program and the needs well



Media Ride-along Expectations

DAV Communications will:

- Serve as the central point of contact.
- Handle media outreach.
- Provide media coaching/interview prep.

The Department or Chapter will:

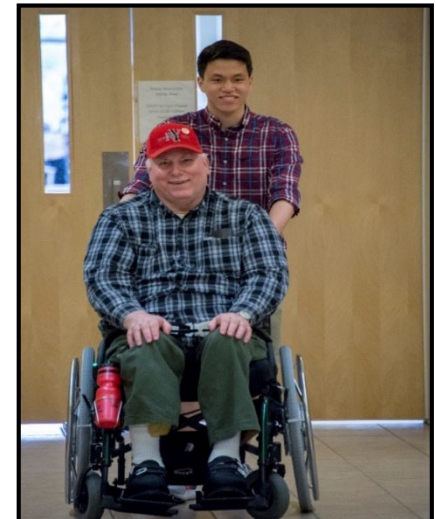
- **Identify** a willing volunteer driver (and their availability) for the media to highlight.
- **Provide** an additional on-camera interview subject who can communicate the need for volunteers and the process for them to sign-up (ideally the Rep or Dep).
- **Assist** DAV Communications as a local VA liaison.



Contact Voluntary Services to learn more and to get started!

The following are a few traditional ways you can assist as a DAV volunteer in a VA facility:

- 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 other therapeutic activities.



VAVS Representative's and Deputy Representative's

- These individuals should be very knowledgeable with all of DAV's programs and services.
- These Reps/Depts are some of your most important volunteers. They need to attend all quarterly meetings and maintain DAV's presence within the VA Medical Facilities.
- When appointing a Rep/Dep make sure they are willing to attend the meetings. In some facilities your Rep/Dep may do more than one thing so make sure it does not conflict with their day-to-day responsibilities.
- They are and should be responsible for establishing and maintaining local relationships/presence within the VA Medical Centers.



- Recruiting new young adults
- What we have discovered from previous winners.
- The future of these young adults could and likely will benefit DAV and the veterans we serve.

- Since its inception, DAV has awarded **231 individual scholarships**, including this year's winners, valued at more than **\$1.86 million**, which enables these exceptional young people to pursue their goals in higher education and experience the value and satisfaction of volunteering.
- This program was 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 ten scholarships that are awarded annually totaling **\$110,000** to help fund the recipient's higher education.

New Scholarship Amounts:

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



National HQ Homeless Veteran Stand Down

In 2022 we served more than 200 Homeless Veterans

DAV host 53 vendors, offering a wide range of services to break down barriers for veterans:

- Employment Services
- Housing and Financial Assistance
- Medical Services
- Legal services
- Education
- Hair cuts and manicures

We provide backpacks full of items like, hygiene kits, socks, blankets, non-perishable food, and much more. We provide a hot meal, entertainment, as well as fun activities while they are waiting their turn for a variety of services.



- **These relationships are local member leaders/volunteers responsibility to maintain.**
- **The most precious commodity we have as individuals is our time.**
- **Always be on the lookout for new volunteers.**
- **There is a place in DAV for everyone!**



Contact Voluntary Services

- **John Kleindienst - National Voluntary Services Director**
 - Direct line - 859-442-2056
 - Email - Jkleindienst@dav.org

- **Ron Minter – Assistant National Voluntary Services Director**
 - Direct line - 859-442-3395
 - Email - Rminter@dav.org

- **Oscar Olguin – Assistant National Voluntary Services Director**
 - Direct line - 859-442-2054
 - Email – Oolguin@dav.org

DAV EMPOWERS VETERANS

RESPECT

ADVOCACY

HONOR

SUPPORT

COMMITMENT